

# Hawaii Correctional Industries Overview of Work Flow

---

## ■ Secure Document Transportation to Hawaii Correctional Industries

## ■ Workflow Areas

### ○ 1. Receiving/ Auditing

- Verify Documents against customer transmittal list documents/boxes received. Verification by staff member no sensitive information will be on the documents being scanned. If so those items are set aside and scanned by staff where sensitive information is bar coded in QuickCapture®.
- "Job Tracker" spreadsheet is created which keeps track of who does which task with which box, so that we can see at a glance where we are in the process, and so we know who was responsible for what when we get to the quality control process, so we can track quality of work.

*Receiving Auditing:* When work comes into the imaging shop, audit department will create a document (Job tracker) to give to the supervisor that lets them know what job came in, from what customer, and how many boxes. Make sure that the received the boxes matches what the customer says they have sent. Sometimes, this entails other duties as well, like counting files or making sure that specific files are present. A first review by a supervisor of the incoming documents are reviewed to make sure the information is not of sensitive information. On jobs that have a lot of oversized documents, audit department will pull those and prepare them for scanning on the large-format scanner. If manifests need to be created for boxes, these are created by audit department. One computer will be used by the audit department for creating necessary manifests and spreadsheets.

### ○ 2. Prepare documents for scanning

- Remove staples
- Remove from clips
- Put post-it notes covering information on a separate sheet of paper
- Tape torn documents or Make Copies for Scanning on non-scan able items



# Hawaii Correctional Industries Overview of Work Flow

---

*Prepping:* The prep department gets the documents ready to be scanned. This involves everything from removing staples and unfolding dog ears to repairing tears and occasionally subdividing or sorting documents as needed, depending on the details of the agreement between the shop and the customer. Documents are again reviewed by the supervisor for sensitive information, scanned and bar coded if needed. Each prep station will be set up with the following: scratch pad and pen for notes, staple remover, either finger moisturizer or finger tips designed to help them turn pages faster, tape dispenser with tape, paper clips and/or binder clamps as needed. Several prep stations will share a heavy duty staple remover, as some jobs come in with industrial/heavy duty staples in the documents. There are no computers in this area. Prep work, depending on the quality, can make or break the entire shop's efficiency.

## o 3. Scan documents

- **Scan in black and white or color**
- **Scan documents with highlighting in color or so that highlighting is removed (so that the information behind the highlight is not blacked out)**

*Scanning:* The documents then move to the scanning stations. Every scan station will have the following: Scanner (DocuMate 4799 VRS Pro Scanners, which comes with the QuickCapture® and AutoStore® software. Nuance QuickCapture Pro® is an easy to use Windows-based software application that lets you use your PC connected scanner to scan, view, index, enhance and manage documents. QuickCapture Pro® lets you capture documents from your hard drive or with your PC connected document scanner easily, then connect to virtually any Nuance AutoStore® orchestrated workflow. AutoStore® is a server-based application which orchestrates the capture and secure delivery of paper and electronic documents into business applications. It is well suited for organizations of all sizes who want to eliminate error-prone manual document handling. This server will be run by STAFF ONLY. Computers; Windows 7 Pro on machines with a 500 GB hard drive. Software is Microsoft Office, Adobe Acrobat Professional, Nuance QuickCapture®, and AutoStore®. The computer will have the capability to burn DVD's, as some of our customers may prefer receiving the work in this format. Imaging shop uses Roxio Creator to burn DVDs. All documents will be scanned to the In House Server from there server a staff member will work in AutoStore® on the server to route the scanned documents to the appropriate location.

(See supporting documentation for server information and software specs)

# Hawaii Correctional Industries Overview of Work Flow

---

## ○ 4. Renaming/Indexing

Index documents with required customer indexes

Export images/scans and indexes in Customer required format

All Scanning will be sent to INHOUSE Server where documents will be Stored

~~8/1E, h~~  
~~8/1E, h~~

*Renaming/Indexing:* Many jobs require some sort of Excel spreadsheet to be created containing various metadata. Additionally, for some jobs where the customer has specific or complex naming conventions, QuickCapture® will be used for indexing and renaming and AutoStore® will be used for the workflow. With the help of the AutoStore® Process Designer, workflows can be pre-configured and saved to reduce the amount of manual steps required by the end user. This simple and easy to use capability eliminates manual processes, which helps reduce user errors and results in accurate and efficient document processing.

*Metadata Creation and Handling -- Long-term preservation of trustworthy records requires both descriptive and preservation metadata to be indelibly linked to the record.*

## ○ 5. Quality Control\Reassembly or Document Destruction

- Look at each document as it is scanned to verify quality. Redundant Review of documents
- Rescan documents of poor quality where necessary (if better quality can be achieved by changing scanner settings)
- Document Reassembly
- Put documents back in folders and then back in boxes if required
- Return images and indexes to customer on required media or transferred to Storage or Server of Customers Choice.

# Hawaii Correctional Industries Overview of Work Flow

---

*Quality Control:* is the last step before the finished product goes to the customer. Typically, the person who performs quality control should be familiar not only with the specifications of the job, but also with how to scan and be familiar with the workflows. This is helpful because some documents are so poor in quality when they come in that it is not possible to get a good image. If someone is familiar with what a scanner can do, they are better able to judge the quality of the work. The Quality Control staff will return work for rework if needed, or make minor repairs as necessary and send the work out the door. QC stations will each have a computer, and have a scanner. A redundant system will be set up so that there are two people looking at the same document to eliminate the possibility of errors.