

# Case Study (Part 1)

## Introduction

Despite the push for government modernization, most of the Asian countries have not yet achieved the main purpose of a digital strategy - to maximize the government's economic, Judiciary system, social and political impact on quality of life through the implementation of ICTs. Government agencies and departments adopt scanning and imaging technology to achieve regulatory compliance and gain the efficiency of digital records, but digitization projects often fail to deliver the expected benefits.

## Why it's important?

Digitization means much more than just scanning a paper document and converting it to a digital file. A slow, inefficient paper-based process cannot be instantly improved just by moving outdated practices and processes to a new platform. A complete digital archive or records modernization model requires a strategy and implementation plan that covers every step from process redesign to digitization, technology platform, implementation and ongoing support, and most of all, that the relevant information for any stakeholder can be displayed. Often overlooked is that agencies need more than technology for modernization - they also need professionals to implement and maintain digital processes. Without the proper infrastructure and strategy, digitized workflows and archives yield limited results.

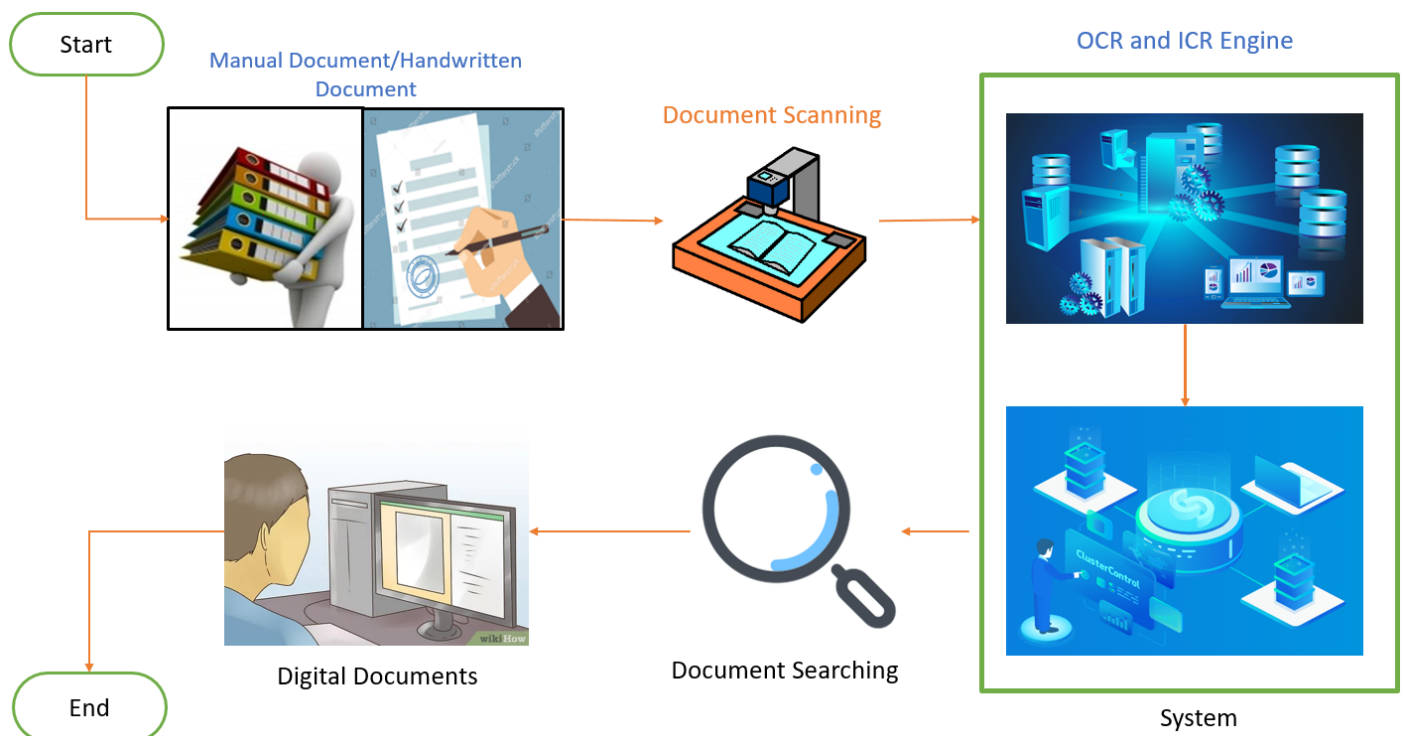


Figure: eDocumentation process at a glance

The whole process will start with manual document and the outcome of the whole system will be a digital document.

First of all, the paper and handwritten document need to scan properly.

Secondly, the scanned document will be converted a doc file using the intelligent system likely OCR (optical character recognition, ICR (intelligent character recognition these two technology will be applicable for convert the scanned document into digital document. Finally, after the conversion process is completed the system will automatically store the converted file in the cloud store or system database. Government officials can easily search the file from the database through the system.

A complete digital workflow solution based on documents, scans, captures, stores and manages documents in a flexible format along with meaningful metadata, whereas scanning alone converts paper documents into a static (and relatively un-useful) electronic format. Additionally, scanning does not address other important stages of modernization such as document management, access, and storage.

Besides scanning, a fully capable digital, archive, or records modernization model needs:

- Capture technology. Depending on the agency's specific needs, capture technology may include OCR, ICR, and the ability to capture highlights from scanned paper. A high-quality scan is a must.
- Automated process with workflow. Productivity comes from automating workflows and eliminating manual, paper-based processes. The option of enabling workflow in a document management system allows agencies to automate work processes such as document routing, approval, and/or sign-off.
- Facilitated search and retrieval of documents. The system should facilitate both automatic and manual file tagging for multiple indeed metadata fields to aid government works and citizens in document search and retrieval.
- Security settings to manage system access and monitor system activity. These settings may include document access rights to establish which documents an authorized user can access, as well as user rights to control the actions an individual can perform.
- Training for records management. The process should be known and applied by all the persons involved in the organization.