

Case study (Part 3)

Introduction

Despite the push for government modernization, most of Asian countries has not yet achieved the main purpose of a digital strategy - to maximize the government's economic, 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 A slow, inefficient paper-based process cannot be instantly improved just by moving outdated practices and processes to a new platform.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.

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