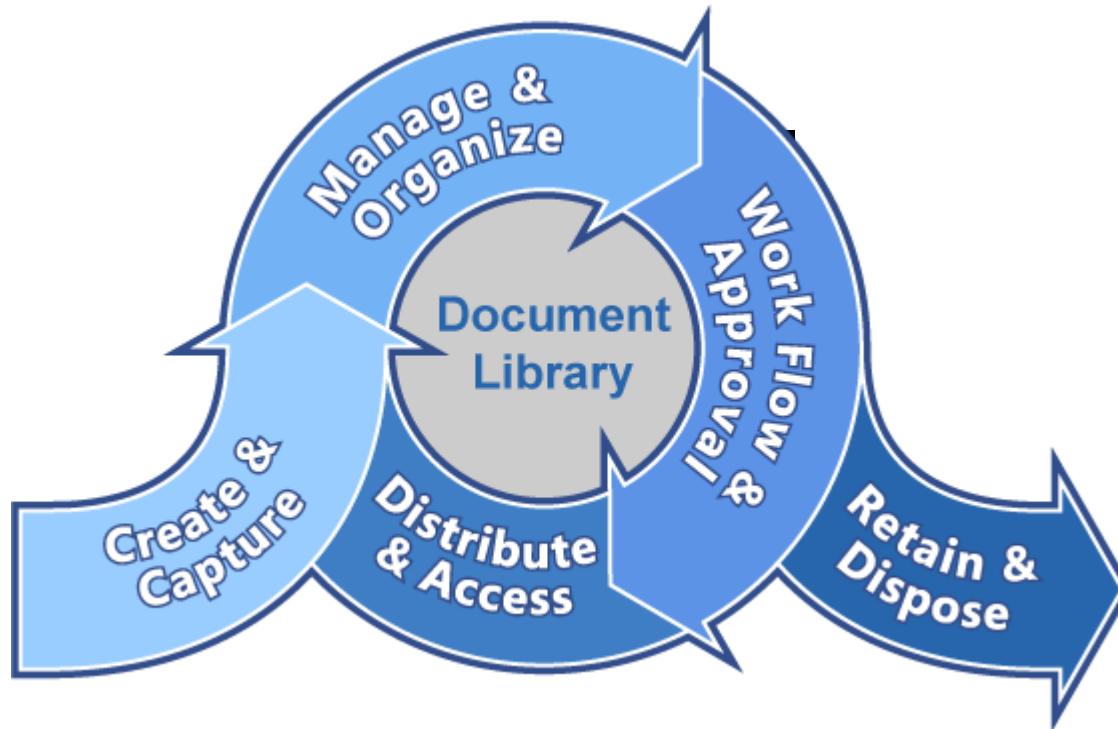


FileHold Best Practices



What you Need for Implementation

1. Budget approved
2. Management “buy in” – can’t enforce use of managers don’t approve
3. Assign a project lead such as a records manager
4. Working committees – 1 or 2 users from each department
5. Start small. Implement in one department and rollout to other departments over time
6. Willingness/time to review current documents
7. Corporate policy change to enforce use of DMS
8. File preparation for move into DMS

Create a Project Plan

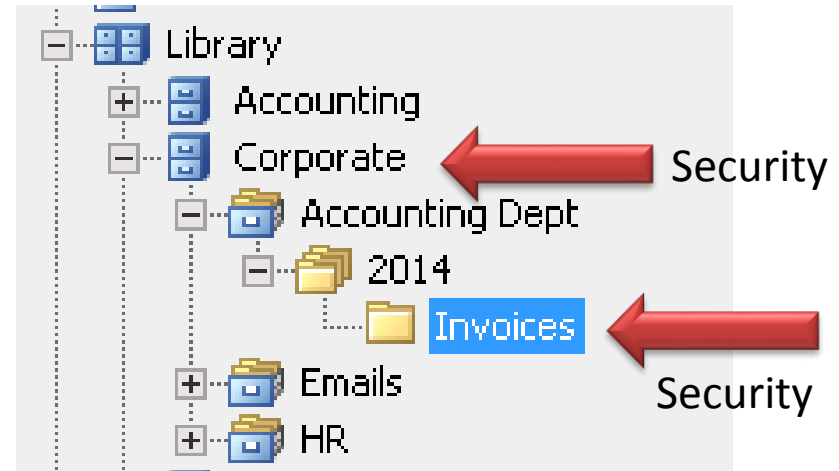
- Use tasks, timelines, stakeholders, and dates as a guideline
- Use a spreadsheet or similar to plan and record milestones
- Sample implementation plan outline:
<http://www.filehold.com/help/how-to-articles/implementation-plan>

The FileHold Library Structure

- There is only ONE library
- Library resembles physical filing cabinet
- Security at the cabinet, folder and schema level
- The role of the user/group determines what a user can see when they log in
- Easier to manage permissions by group instead of by user

The Library Structure

- Cabinet
- Drawer
- Folder Group (optional)
- Folder
- Documents reside at the folder level only



Library Guidelines

- Plan for now and the future
- The leaner the library structure the better
- Large structures can slow down performance
- Use metadata! Don't try to fit metadata into library structure
- Keep security in mind. Organize according to who needs access to what.

Performance Considerations

- The larger the library, the slower the performance
- FileHold has to calculate permissions at the cabinet and folder level before it can show you what you are allowed to see
- If you have a considerable number of expanded drawers, FileHold will take longer to calculate permissions*

Performance Considerations

Cabinets	Drawers	Expanded Drawers	Folders in Drawer	Page Size (MB)	Total Folders
5	10	1	500	1,137,500	25,000
5	10	2	500	2,137,500	25,000
5	100	1	50	1,362,500	25,000
5	100	2	50	1,462,500	25,000
5	1000	1	5	12,522,500	25,000
5	1000	2	5	12,532,500	25,000

How to Plan Structure

- Talk to various stakeholders
- Review current document set
- How to map current structure into FileHold structure
- Who needs access to what – create structure based on security needs
- Take into consideration any corporate policies, standards, guidelines, or compliance rules

How to Plan Structure

- Assess what documents will be moved into the library
- Prepare current documents if you are doing a migration - delete duplicates, remove personal files, etc.
- Keep it simple (KISS) - Don't overcomplicate structure
- Use a spreadsheet to record information

How to Plan Metadata

- The high level information do you want to collect and do searches on – make this your METADATA
- Keep number of metadata fields between 3 and 6 in most cases
- What type of metadata is it – text, date, drop down list
- Make 50-75% of metadata fields required
- Take advantage of database lookups

Document Type Considerations

1. Schema format – record, document, or offline
2. Metadata to be used
3. Security – who can add, view, check-out, search
4. Retention policies – archive, delete, convert to record, user defined
5. Custom naming pattern – standardized file names
6. Workflow – does the document need to be reviewed or approved
7. Auto-filing
8. Database lookup on the schema

Use a Spreadsheet

	A	B	C	D	E	F	G	H	I	J	
1	Document Types (schema)										
2											
3		Name	Purpose	Groups	Metadata	Format	Custom Naming	Workflow	Auto-filing	Events	Lookups
9		Settlement		Settlement Team							
10					Application no	Document	Settlement_Application No_Region			Delete after 10 years	
11				AIIF & I	In Process					Archive after 1 year	
12				Settlement Team	Pending						
13				Contract Team	Complete						
14				Call Center Team	Region						
15				Collections Team	Notes						
16				Acceptance Team							
17		Procedure	System wide operational procedure documents.								
18				Contract Team	Procedure name	Document	Procedure_Procedure Name_Effective Date (dd-mm-yyyy)			Delete after 10 years	
19				Call Center Team	Effective Date					Archive after 1 year	
20				Collections Team							
21				Acceptance Team							
22				Wholesale Team							
23				Settlement Team							
24				Sales and Marketing Team							
25		Credit Confirmation Letter									
26				Wholesale Team	Dealer code	Record	CCL_Dealer Code_Contract Date(dd-mm-yyyy)			Delete after 10 years	
27					Contract approved date					Archive after 1 year	
28		Dealer Profile									
29				Wholesale Team	Dealer code	Document					
30					Profile date						
31		Dealer Contract									
32				Wholesale Team	Contract no	Record					
33					Dealer code						
34					Dealer name						
35		Wholesale Ledger	Used for single inventory or ledger style documents such as deposit, audit result, and demo status.								
36				Wholesale Team	<none>	Record					
37		Project Document									
38				IT Team		Document					

How to Make an Implementation Successful

- Market the project – throw a party, make a webpage with project updates, etc. Engage the users!
- Give staff a sense of ownership of their documents
- Management buy in. Managers need to enforce rules.
- Corporate policy change
- Funding for time, training, and staff
- Train, train, train, and then train some more
- **EDUCATION IS CRITICAL**
- **User adoption is the hardest part of implementing any DMS/RMS, not the software**