

# Information at the Point Of Performance



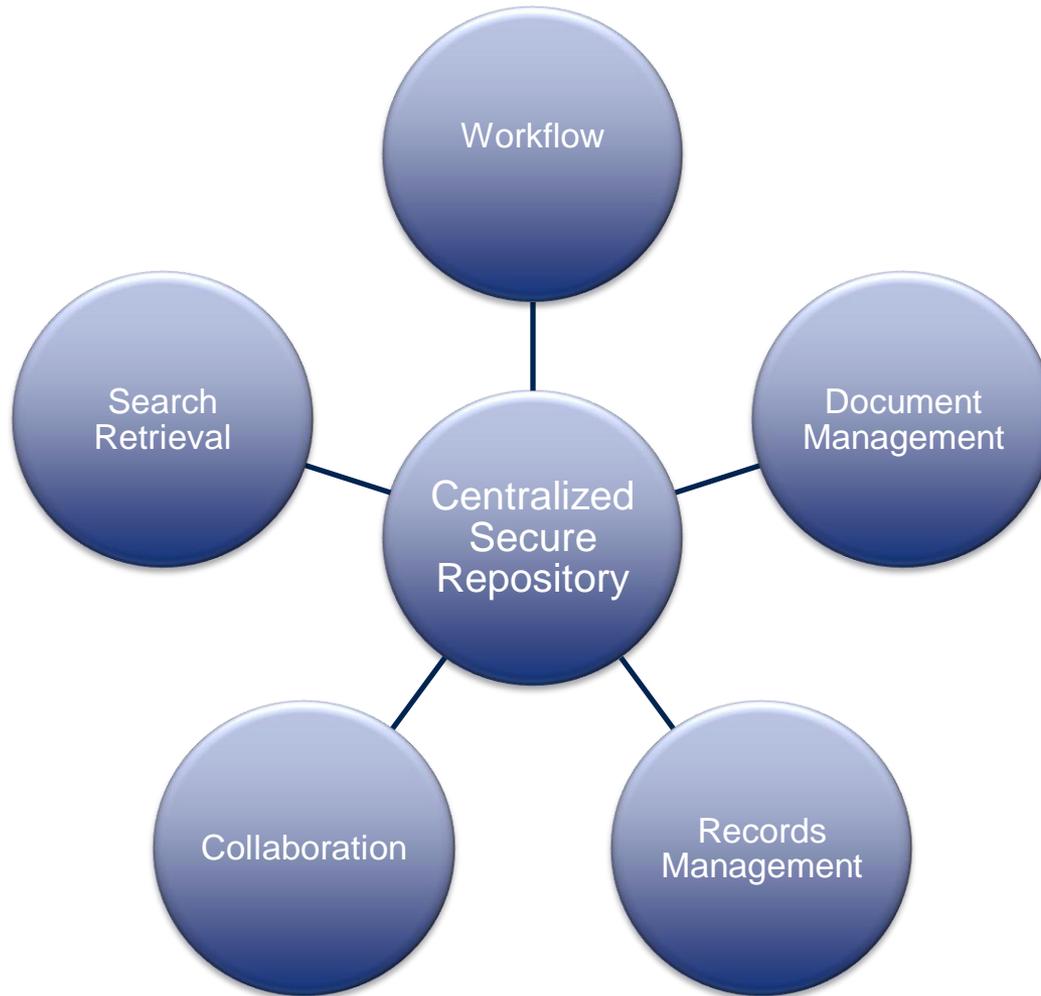
## Transformation through Partnerships

### Integrated Document Management System (IDMS)

Pam Thurman, Hanford Site Records Officer  
Department of Energy – Richland Location  
April 16, 2012

- The Hanford Site is...
  - Located in the Southeastern corner of Washington State.
  - 586 Square Miles
- The original mission was to produce plutonium (1940's – 1980's).
- Today, our mission is to perform cleanup
  - Waste Treatment
  - Tank Operations Contract
  - Plateau Remediation Contract
  - Mission Support Contract

- The Integrated Document Management System
- Opentext product, called Content Server (Livelink)
  - Fully integrated, web-based product
  - Provides:
    - Collaboration
    - Workflow
    - Document Management
    - Records Management
- Deployed in 2002





- Dynamically route information and processes.
- Attach documents and folders to workflows while maintaining powerful document management and audit control.
- View and track all information added to each step including documents, disposition and comments.
- Automatically capture all actions from the audit trail for future analysis and improvements in a business process.



- Gather, capture, organize and search all of an organization's knowledge assets from a central point of access.
- Break down time, geographic and departmental barriers.
- Event notification by email on a user determined schedule.
- Single, multiple user collaboration for resource documents.
- Pre-record or non-record space.





- Securely store any type of document, file or object.
- Version control and revision management.
- Customize folder structures to meet the users needs – dynamic shortcuts point to any document, file or object within IDMS.
- Tiered permissions prevent unauthorized access.
- Comprehensive audit trail functionality to automatically record date and time of action, who performed the action and a description of the action.





- Retention and disposition
- Physical and Electronic Classification
- Reduces risk due to audit, regulatory compliance and litigation.
- Ensures integrity of business-critical knowledge.
- Ensures accountability through audit trails.
- Increases the value and reusability of information by adding descriptive metadata.
- Reduces access time for retrieving physical records.



- Over the course of the last 10 years IDMS invoked a culture change that has allowed Electronic Record capture to become the new the “new norm”
- FY 2011 was the first year when electronic records nearly caught paper retirement
- Transformation Cycle
  - Design → Deploy → Monitor → Evaluate → Evolve

Enterprise Workspace: **Enterprise** Meyer, Irma (h7058016)  
Tuesday, 04/03/2012 02:05 PM Pacific Time POWERED BY Livelink

Search IDMS for [ ] [ ] [ ] From Here [ ] Advanced Search Go

Personal - Enterprise - Tools - Help -

- My Workspace
- Workspace
- Search
- Assignments
- User Support
- Settings
- Contents For This Page

Introducing SAM

**Enterprise**



\*\*\*\*NOTICE\*\*\*\*  
*IDMS contains sensitive information which must be protected from unauthorized use and disclosure. If you have access to sensitive information the owner has designated you have a "need-to-know". Users are responsible for the proper handling of information being viewed, printed or electronically transmitted.*

SAM SAM FAQ

Simple Search

I Can't Find It

**IDMS Search Templates**

[Benefit Search Template.htm](#), [Correspondence Search.htm](#), [DOE Search.htm](#), [HR Search.htm](#), [Photographs Search.htm](#), [Radiological Survey Reports Search.htm](#), [Work Orders or Work Packages Search.htm](#), [WRPS CHAMPS Work Orders Search.htm](#)

**Managed Information**

[Electronic Records](#), [Hanford Contractor Documents](#), [References to Hardcopy Records](#)

**Non Record/Collaboration**

**Site Cleanup / Science & Technology**

[Advanced Med](#), [Bechtel Hanford](#), [Fluor Federal Services](#), [Lockheed Martin](#), [Mission Support Contract](#), [Plateau Remediation](#), [Richland Operations Office](#)

**Non Record/Collaboration**

**Waste Tank Cleanup**

[ATL International, Inc.](#), [Office of River Protection](#), [Tank Operations](#)

(All item types) Search in name

Copy Move Delete Zip & Download Zip & E-mail Print Collect

Type	Name	Size	Modified
	avg	1 Source	06/13/2011 04:11 PM
	External Organizations	8 Items	07/07/2009 09:55 AM
	IDMS Search Templates	88 Items	03/13/2012 12:28 PM

- ~6,000 Users
- ~16 million total documents
- ~3.5 million Electronic Records
- Monthly Metrics
  - ~ 48,000 - 60,000 searches
  - ~ 300,000 Pages added
  - ~ 900 Phone calls fielded
  - ~ 800 Emails fielded

## Manual

- Records manually loaded
- Records manually indexed

## Workflow

- Records automatically routed
- Records Manually indexed

## Automated (system to system)

- Records automatically loaded
- Records automatically indexed

## Questions?

U.S. Department of Energy - Richland  
Site Stewardship Division

Pam Thurman, Hanford Site Records Officer

[Pamela.Thurman@rl.doe.gov](mailto:Pamela.Thurman@rl.doe.gov)

(509) 376-9738