SIVAD

Paper Document to Digital Image Conversion Questionnaire

The purpose of this document is to consider all the options available before beginning an enterprise conversion project.

Questions to explore and consider

1. **Why are you considering a conversion project?**
   a. Free up space.
   b. Required to by industry compliance or regulations.
   c. Document archival or records management.
   d. Disaster recovery.
   e. Provide better security for your documents.
   f. Make documents easier and quicker to access to increase productivity.

2. **Do you understand the conversion process – Preparation, Scanning, Indexing, Quality Control, Output, and what is involved with each step?**
   a. Documents need to be purged of document copies or unneeded pages
   b. All documents must have staples, sticky notes, paper clips, etc. removed before going through the scanner.
   c. Most scanners have automatic feeds to pull multiple pages through. Someone needs to feed the scanner and ensure that pages don't jam or double feed.
   d. Indexing is attaching the search criteria (name, acct number, date of birth, etc.) to the saved images. This could be a manual process or automated.
   e. The quality control process ensures that all pages were scanned, the quality of the scan, and that the indexing process was done correctly.
   f. The final step is the output. Are the images being saved on the server, to the cloud, to a disk, in a document management software program or other.

3. **Have you thought about how long this project will take?**
   a. It typically takes 2-3 times longer than you think.

4. **Do you have the labor needed to perform the project or do you need to contract the project out?**
   a. One person could prep, scan, and index between 2000 – 5000 pages per day. If you had 500,000 pages to convert, it could take a staff of four working 8 hours a day and 5 days a week up to 3 months to finish the project.

5. **Do you have someone who can act as the internal project manager who can perform a requirement analysis and prepare a document conversion project plan?**
   a. The best conversions start with a plan and someone to oversee the plan.

6. **What does your industry say about regulations in archiving documents?**
   a. How long?
   b. What format?
   c. What security procedures?
   d. What other requirements?

7. **Have you considered what hardware will be needed to complete the project?**
   a. Servers / cloud
   b. Workstations
   c. Scanners
   d. Network connectivity

8. **What kind of scanner do you need, desktop or production?**
   a. Scanners come in every size and price range. It is important to meet your needs for the initial project and ongoing conversion for the future.

9. **Have you considered what software will be needed to complete the project?**
   a. Document management software.
   b. Adobe to create PDFs.
   c. Other specific industry solution.

10. **Do you know what to look for in a document management solution?**
    a. Easy to learn, easy to use
    b. Flexible to YOUR needs
    c. Scalable from one user to thousands
    d. Offers installed and hosted options
    e. Open architecture
    f. Feature rich
    g. Secure
    h. Well Supported

11. **Can the project be done offsite or does it need to be completed onsite?**
    a. How sensitive are the documents? If outsourcing the project the price will increase if done onsite.

12. **What size documents need to be converted?**
    a. Different scanners can handle from credit card size to large plats.

13. **What image format (TIFF, PDF, JPG, other) do your documents need to be saved in?**
    a. TIFF is the industry standard due to size and security.
    b. PDF is the most popular for very small scale conversion.

14. **Can your documents be stored as black & white documents or do they need to be saved as grayscale or color?**
    a. The size of the image increases as you move from B&W to color. This is an important factor when considering network storage.

15. **What resolution (DPI) will you store your documents at?**
    a. Typical scanning starts at 150 to 200 DPI (dots per inch) and goes up from there. The larger the resolution the more network storage is needed to store the document.

16. **Do you need to convert one side of the document (simplex) or both sides of the document (duplex)?**
    a. Most scanners can handle either option.

17. **What shape are the original paper documents in? Will you need to consider options for image clean-up or image enhancement?**
    a. There is technology available that will enhance your original images for the best quality scan.

18. **What search criteria (indexing) will you use to find your stored documents?**
    a. You will want to easily find documents after they are stored.
    b. Try to use your current "workflow" in indexing documents.
    c. Users must be consistent when indexing documents
    d. The more index values you use, the more time it takes to index.

19. **Have you thought about the various options for indexing documents?**
    a. Manual data entry
    b. Optical Character Recognition
    c. Forms processing
    d. Using an internal data file to help automate the indexing process

20. **How will the converted images be viewed?**
    a. Will they be in folders on your network?
    b. Will you use a cloud solution?
    c. Will there be a DVD or flash drive for the user to view the documents on?
    d. Will it be over the web?
    e. Will they use a document management software platform?

21. **Will individuals outside of your organization need access to converted images?**
    a. What technology will you use to help deliver this?

22. **Is security of the converted images important?**
    a. How sensitive is the information?
    b. Are there regulations concerning the security of the documents?
    c. Are there only certain employees who can have access to a portion or all of the saved documents?

23. **Will you need to establish audit trails, document history and records retention to your saved images?**
    a. Depending on your industry this might be a regulated requirement.

24. **Will you want to add electronic sticky notes to saved images?**
    a. This is a nice feature for documents that are accessed on regular basis.

25. **Do the images need to be integrated with any other software applications that you currently use?**
    a. If one of the reasons to convert your documents is to have immediate access to them, it might make sense to have the images integrated with the software application that runs your organization or that you use the most.

26. After you finished your initial conversion process what will you do with the paper?
   a. Continue to store it?
   b. Have it stored in an offsite location?
   c. Destroy all the paper?
   d. Destroy some of the paper, store some of the paper?

27. How will you handle the conversion of new documents as the continually arrive at your organization?
   a. You must have a plan to keep up with the volume of new arriving documents.

28. Where do you start?
   a. Analyze your workflow.
   b. Be clear on the reasons to begin a conversion project.
   c. Have someone internally take ownership of the project.
   d. Establish a budget and a time frame.
   e. Prepare a plan.
   f. Get employee buy-in.
   g. Be patient.