



Nevada County Information Systems



CUSTOMER CASE STUDY – KNOWLEDGE SHARING

Profile

County of Nevada, State of California. Nevada City, CA.

The County of Nevada IS department services and supports 28 government department and agencies.

DocuShare allows the Nevada County Information Systems to implement a document repository to facilitate searching, indexing, and retrieval throughout its 28 departments.

The Challenge

Nevada County Information Systems (NCIS) has a desire to implement a collaborative sharing document repository, i.e., DocuShare (DS) representing various County entities. These documents (both hard copy and electronic file reports) must be easily imported and shared amongst its guests and members. The documents comprise a wide range of format and type and as

such a method of standardized indexing must be implemented to facilitate economical search and recovery procedures throughout the 28 departments. County members must be able to quickly and easily check out documents for review, editing or printing. In addition, certain information will be shared with the public in second DocuShare outside the County firewall.

The Solution

Document Archiving- DocSlide

The collaborative works will be imported from both hardcopy-scanned documents and electronic file reports using indexing templates provided by DocSlide. The objective is to organize the documents by associated key index fields through the use of a cover sheet for hard copy scanned documents. Indexing for electronic files may use the summary properties architecture for business applications such as MS Word, Excel, etc. A mapping utility of those summaries to the appropriate DS index properties will provide automatic

indexing and collection creation in DocuShare. For those office applications not supporting or conducive to summary properties information, are "Added" to DS in the normal member's method. The default DS importing template was modified to provide the same 'feel' as the Index cover sheet. The importing document template, i.e., cover sheet, must be scalable to add new agencies, departments, etc. In addition, certain host production reports were required to be ported to DocuShare. For this application

THE DOCUMENT COMPANY

XEROX



Nevada County Information Systems



CUSTOMER CASE STUDY – KNOWLEDGE SHARING

a parsing algorithm was developed to mine index properties such as purchase orders, vendor names, etc. Further, the reports were bursted, converted to pdf documents and posted to DocuShare. Importing hardcopy documents with DocSlide utilized the DocSlide 'reader/scanner' engine to control the operation of Document Centre and ISIS compliant scanners. Scanned Documents were ported to a unique DocSlide designated folder for automatic indexing, conversion to Adobe PDF and posting to the appropriate DocuShare collection. Electronic

file reports were saved to a unique designated DocSlide folder where the summary information is used to build the meta index tag before being attached and ported to the appropriate DocuShare collection. Electronic file reports were left in their native format

Quick and Easy Check out of Documents – ClickOnce

To simplify and expedite the process of checking a document out of DocuShare, *ClickOnce* was installed on the DocuShare server. *ClickOnce* is a browser-based utility that allows the user to immediately check out

the document of interest to the user's desktop. When the user is finished with the document it is automatically stored back to DocuShare creating a new version. Up to 99 versions may be retained.

Replacing DocuShare Date Format

As a process for document review and search, the NCIS and its members rely on filing dates and submission dates for its document. The Board of Supervisors, for example, uses meeting and agenda dates. The District Attorney's case managers are date sensitive as it relates to filings, motions and hearings. Other agencies must also be cognizant of the date of their documents as generated or filed. Because of the sensitivity in using the actual dates of the documents as opposed to the DS dates affixed when documents are imported, the solution will include a utility that will replace the common method of DocuShare file dating with the Document specific date.





Nevada County Information Systems



CUSTOMER CASE STUDY – KNOWLEDGE SHARING

Court/Agency Calendar Date

Collection- Application

In conjunction with the Document Date Specific format, an application will be developed to build a Court/Agency Calendar Date collection for the agencies requiring a method to collect all documents relating to a specific key index Document Date. Filling out a request for a *Calendar Date Collection* would create this collection. For example, the collection would create a report with links to all documents associated with a case that will be heard on a specific calendar date.

Single Logon Utility -

DocLatch for LDAP

DocLatch for LDAP provides DocuShare login using LDAP directory information. Users are authenticated using LDAP credentials and LDAP information controls their group memberships in DocuShare.

Enhanced DocuShare Search

The Enhanced Search utility would enable PDF and HTML documents extended searches within a found document. The document key word or text string would be highlighted in the document at its first reference. Members could continue until all references had been viewed or cancel the operation.

Citizens Portal

The NCIS department will require a public information portal directly from their public web site to a well-defined link within the DocuShare archive repository. This "Citizens Portal" link will be a special collection that will allow the public to access the contents as Guests and browse throughout this collection. As this collection will be part of the intranet of the NCIS, restricted permissions for use and egress must be employed such that Guests who access this collection may only see, search and browse the 'Citizens Portal' collection. Upon exiting the collection, the Guest would return to the main public web site. This recommendation is in lieu of providing a public DocuShare site outside the NCIS firewall.

Summary

Nevada County Information Services is a leader for California county governments in moving to a 'green' environment. Wherever possible, MCIS ports documents and content to DocuShare. It is a long-term objective with well-defined milestones. DocuShare plays a significant role in this philosophy. The County now has two 500-seat servers for this purpose. The NCIS uses Xerox Document Centre products for their scanning.