

Investing in Technology: Electronic Document Management



Jim Kasprzak
Chief, CFO, CAO
Administration Division

Utilize Technology

- Implement electronic document management
- Provide responsive customer service
- Support over 10,000 annual FOIA requests



Miles of Files

- DEQ has 6.8 lineal miles of paper files
 - Central office—2.6 lineal miles
 - District offices—4.2 lineal miles
- DEQ has 26,000 boxes of files stored at the DTMB Records Center—6.2 lineal miles
- Multiple copies of the same documents in staff offices and in central files



FOIA Requests



- DEQ receives 10,000+ requests each year.
- The majority of the requests are related to property transactions.
- More than 70 DEQ staff process requests.

Objectives

- Establish a common indexing system across DEQ to identify, store and retrieve electronic documents
- Accept ALL incoming documents in electronic format
- Provide customer access through the DEQ public website to electronic documents and records
- Integrate into redesign of DEQ public website
- Enable DEQ to meet customer needs timely and at their level

Outcomes

- Immediate public access to DEQ records that support economic development and business expansion
- Ease of access will reduce the number of FOIA requests
- Reduce response time for information requests
- Improved efficiency for DEQ staff in customer service and daily work

Results

- Pilot Project--DEQ Grand Rapids District Office
- All Remediation and Redevelopment Division files
 - Converted to electronic form
 - FOIA requests processed in hours instead of days
 - FOIA information provided in electronic form
 - Eliminated 100 5-drawer lateral files
 - Reduced storage at Records Center
- Redirect staff effort to other priorities

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