

## Scope of Work

### The scope of work in this instance will be:

- Critically review and analysis existing record management system i.e. Oracle IBPM and identify improvements.
- Manage and assist with document and data conversion efforts.
- Manage and assist with system integration processes (EDMS and IAMS).
- Document and develop standards for document management.
- Develop and document departmental file structures and codes for all Haya Water departments.
- Assess capacity needs and gaps for operators and end users. Conduct skills transfer by involving Haya Staff in all stages of the project as well as identifying Training needs of Trainers, provide adequate trainings and also develop User Guide/Training Manual for internal use.
- Develop all document management processes and Procedures Manuals for the systems.
- Work with in identifying the quantum of documents that are to be stored in Oracle IBPM and cataloging hardcopy documentation archiving including development of a methodology for the same.
- Define rules and future processes/workflow e.g. records/documents creation, capture, naming convention, security, access, retention (long term preservation), disposal, customized audit trail, Disaster, recovery, various reporting requirements etc.
- Establish customized pages to give super users easy administration tools to maintain/change the workflows, link to newer System as required in the future.
- Establish a seamless collaboration of document flow in Oracle IBPM – within a department, between various departments, between regional site/project offices and H.O., and between Haya Water and external agencies (consultants, contractors, vendors etc.).
- Establish mechanisms to monitor and assess systems compliance with Records Management requirements and standards.
- Establish a process for handling of physical documents, filing, naming convention, security access etc.
- Identify and update the micro-level changes in the structure of Oracle IBPM from the time of its original implementation till date.
- Ensure DMS system runs from a server to all users and not restricted by the number of user licenses and be capable of Highly Securing the content (content encryption, digital signature).
- Track In / out mails (Internal / External).
- Process to incorporate the hard copy & library documentation.
- DMS has to be web based tool for accessing externally if required.
- DMS is to be linked with Haya Water NOC's system.

- DMS is to be linked with existing Haya systems including, ESRI GIS, Maximo 5.2, Microsoft Office, LIMS, HRMS, Oracle Financial and it should be robust and easy to link with any additional system Haya may implement in near future.
- Analyze and recommend additional applications, hardware, storage and fine tuning the infrastructure requirements (such as win zip, scanners, network capabilities etc) for reliable, fast and effective document storing & transferring cycle in the short and long run.
- Develop documentation data backup plan. Analyze and recommend DMS configuration for High Volume Scanning with advanced OCR & ICR
- Analyze and recommend optimize resources requirement for managing EDMS in the short and long run.
- Support the design of interfaces, data conversion and assessing the performance requirements of EDMS to integrate with Integrated Asset Management System (IAMS) and align the structure of EDMS and document processes to meet the requirements of annual valuation, asset handover (from capital investment projects), master plan, land use plan, population growth etc.
- To ensure data integrity and to avoid unnecessary duplication of databases, it is important that the EDMS shall be aligned to support or provide the necessary linkages with IAMS.
- Coordinate with National Record and Archiving for the whole project process and to follow thier project standard requirements.
- Work with Haya in obtaining ISO certification in document management.