



Update from Intersect Systems

Software Systems for Records Management

Grand Prairie, Texas

November 2007

Announcements

Intersect Welcomes:

Johnson County Central Appraisal District

Intersect Users Upgrade To RCAMS SQL:

City of Fort Worth, Texas

Dallas Independent School District

Carrollton-Farmers Branch Independent School District

Hillsborough County, Florida (Tampa) Tax Office

Dallas County Community College District

Intersect Projects:

RCAMS E-mail Extensions

High-volume, high-speed document scanning and indexing

Virtual Indexes for Very Large Capacity Databases

NEW...

RCAMS and RCAMS SQL Extensions and Updates:

Point-and-Click Web Pages for Control Schedules, Data Lists

Security Enhancements

Ready for Windows Vista

Bar Code Extensions Available

Extended Indexing Features

Have you renewed your Annual Support Program with Intersect Systems to insure that you receive the latest updates to Intersect software?

If not, contact Intersect today at (972) 641-7747 to insure continuing support!

Intersect Welcomes Central Appraisal District of Johnson County

Intersect Systems welcomes the Central Appraisal District of Johnson County as the newest user of Intersect's records management software. Located in Cleburne, Texas, the county seat, the Johnson County CAD was established in 1981 and currently has 40 employees located in its central office.

Johnson County is located in north central Texas, on the southwestern edge of the Dallas-Fort Worth area. Johnson County comprises 740 square miles. Cleburne is located fifty-five miles southwest of downtown Dallas, and twenty-nine miles south of downtown Fort Worth.

Software installation of the Intersect Records Management System was completed in August, and two training sessions were subsequently conducted for selected staff members who will be maintaining the District's records control schedule, and managing the records inventory.

Following initial training, the Johnson County CAD's records control schedule was converted to the Intersect Retention Schedule Manager format, and current efforts are directed to planning and organizing the storage locations, and entering these into the RCAMS database.

More Intersect Customers Upgrade to RCAMS SQL

Upgrading to Intersect's RCAMS SQL is proving popular with Intersect users. Although functionally similar to the standard RCAMS software suite, the RCAMS SQL version of Intersect's Records Management System supports very large capacity data resources, and uses Microsoft's SQL Server database system for data storage.

A variety of reasons are given by Intersect users for converting to RCAMS SQL. These include: preparation for large-scale electronic document imaging and indexing; large-scale implementation of Intersect's workflow modules including RCAMS Accession and Accession Monitor; compatibility with an organization's existing network and standard Microsoft SQL Server infrastructure; very large-scale database capacity for long-term growth; and the ability to schedule backups in real time as well as device mirroring with automatic fail-over options for full redundancy.

The **Carrollton-Farmers Branch Independent School District** is the most recent Intersect RCAMS installation to upgrade to RCAMS SQL. With plans for extensive implementation of RCAMS Accession workflow stations during the current school year, and with the acquisition of a new Canon high-speed scanner for document scanning and indexing of a variety of records types in RCAMS SQL, the document indexing capabilities of RCAMS SQL, as well as support of multiple large capacity databases by RCAMS SQL, was an important factor in the district's decision to upgrade.

The **City of Fort Worth, Texas** installed upgrades to RCAMS SQL in August in view of plans for expanded implementation of RCAMS SQL in departments in the city. Initial training by Intersect personnel has been completed, and plans call for additional training sessions with departments throughout the city as implementation proceeds. The bar code options for RCAMS SQL were one factor in the upgrade; another is the preference by the city's Information Technology department for standardization on Microsoft's SQL Server for LAN / Server-based applications that are central to the city's operations.

The **Dallas Independent School District**, a new Intersect installation with initial implementation in January 2007, has licensed the RCAMS SQL extensions from Intersect, and is in the process of obtaining server hardware for the District's records center. Plans for district-wide installation of RCAMS Accession workflow stations is an important factor in the upgrade to RCAMS SQL; plans for document scanning and indexing of some categories of documents into RCAMS SQL is another factor.

The **Hillsborough County (Florida) Tax Office** (Tampa, Florida) is another long-term user of Intersect's RCAMS records management system that has recently upgraded to RCAMS SQL. As a user of Intersect's records management systems since 1997, the county Tax Office has long-term experience with Intersect's records management systems.

The **Dallas County Community College District** has recently completed the transition to RCAMS SQL. An Intersect user since 1995, DCCCD maintains an extensive records (continued next page)

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RCAMS SQL Upgrades...

management operation at the District's Service Center in Mesquite. Intersect completed conversion of the existing RCAMS standard database to RCAMS SQL, and after in initial testing period the District has recently made the

change-over from the standard RCAMS to RCAMS SQL. Plans for District-wide implementation of RCAMS Accession, as well as the preference by the District's Information Technology department for Microsoft SQL Server-based applications, were factors in the DCCCD upgrade to RCAMS SQL. The DCCCD has also licensed the bar code extensions to RCAMS, and plans to use bar codes for space management, as well as document and container check-outs and check-ins.

Introduced in early 2006 and designed for large enterprise records management, RCAMS SQL incorporates comprehensive records management tools similar to Intersect's standard RCAMS Plus system, including: Standard and Internet-enabled versions of Retention Schedule Manager, for developing and maintaining a records

control schedule; RCAMS SQL, a comprehensive records management system reflecting over fourteen years of experience by Intersect in records management applications; the Intersect Image Manager system for indexing and management of electronic images within the RCAMS SQL system; the RCAMS Global Editor for large-scale global edits to multiple records; and the RCAMS Accession work flow system. SQL Server can support several thousand simultaneous users, and can handle very large databases, with sizes measured in terabytes. SQL Server supports scheduled backups in real time as well as device mirroring with automatic fail-over options for full redundancy. Further, SQL Server reduces traffic on the user's Local or Wide Area Network by handling the processing of more requests and related functions on the server.

Intersect Development Projects

Suggestions, requests, or needs expressed by users of Intersect's records management software have frequently resulted in the development of new functions and added capabilities for Intersect software. Three current development projects at Intersect Systems have resulted from interests identified by Intersect customers. A brief summary of these current projects follows.

Intersect would appreciate comments or further suggestions from any of our customers regarding the following areas. (Please note that these are experimental development projects; there are currently no specific availability dates for any of the following.)

Very Large Capacity Records Databases: Virtual Indexes for RCAMS SQL
RCAMS SQL is capable of managing massively large databases. Each Microsoft SQL Server database has a capacity of up to 32 Terabytes (32 trillion bytes) of data. However, 32 Terabytes is not a limit for RCAMS SQL's total capacity, since RCAMS SQL can manage multiple SQL Server databases. Intersect RCAMS users will be familiar with the point-and-click selection of databases from the RCAMS *Connect* function. In fact, since there is no limit to the number of SQL Server databases that RCAMS SQL can manage, the only limit to capacity for any RCAMS SQL system is the capacity of the physical server(s) and of the network infrastructure. For document imaging, which can require substantial resources, and for very large records warehouses storing conventional paper records, management of multiple RCAMS SQL databases is common. In fact, segmenting data into separate SQL Server databases is almost never due to the 32 Terabyte size limit, but rather is due to the need to group records data in separate databases based on types of records, field labeling func-

tions, and logical grouping of information.

When managing multiple large SQL Server databases, it may be desirable to perform searches or queries across more than one SQL Server database. The Virtual Index is being designed to allow special indexes to be created and maintained to facilitate such multiple-database searches and queries. A Virtual Index will be created for specific fields, and maintained as needed.

High-Volume, High-Speed Document Scanning and Indexing

Intersect has developed a data indexing utility, designed to read and index files from other databases, and for using the information to create index files in RCAMS. This allows an investment in indexing of records — including paper, microfilm, and imaged documents — to be preserved, with the indexing information moved into RCAMS by the indexing utility. Directories with electronic documents can be restructured as well if necessary.

The data indexing utility is being revised to create a more general utility for these types of data indexing operations. In particular, both on-line (real-time) and off-line operation is being considered. For on-line operation, the RCAMS indexing utility would be driven by a high-speed scanner. For off-line operation, the RCAMS indexing utility would be driven by an index file created by the scanner.

Central to the high-volume scanner interface is support for OCR (optical character recognition) capture fields. Since any OCR function will create misreads or result in sub-class alpha-numeric characters in a small percentage of documents read, several methods will be employed to insure that documents with misreads and sub-class characters will be flagged for review

and correction as necessary. Otherwise, OCR capture fields can create problems by reading and indexing document images that can be difficult or impossible to locate later. Even a very small misread or error rate can be significant if a scanner is running at several hundreds or thousands of documents per hour.

RCAMS E-mail Extensions

Managing e-mail remains a major concern for most organizations. Most people remember the 1998 Microsoft anti-trust lawsuit and the damage that the contents of e-mail did to Microsoft's defense during the trial.

More recently, of course, other high-profile cases have been in the news, including a jury award of \$800 million in punitive damages when Morgan Stanley failed repeatedly to produce e-mails in a timely manner in a lawsuit; a \$29 million award in a sex discrimination lawsuit after UBS Warburg failed to produce copies of relevant e-mails; and a fine of \$10 million when the brokerage arm of Bank of America had repeated problems in providing e-mail in a law suit.

Intersect is developing a process for managing e-mail in RCAMS, which will allow the retention schedule capability of RCAMS to be applied to e-mail that would be accumulated for a specified increment of time, indexed, and grouped and archived in an RCAMS database.

For Intersect customers with an interest in any of the three development areas described, Intersect would be happy to discuss more details of these projects with you. We would like to insure that the development areas described meet the needs of our users to the extent possible. Specific equipment such as scanning systems our users may have, and related equipment capabilities, may have a bearing on some areas of development, as may other needs related to the development areas described.