

# The Intersection

A Newsletter for the users of Intersect Systems Retention Schedule Manager software systems and Records Control and Management software systems

Grand Prairie, Texas

Spring 2004

## In This Issue:

Developments at Intersect: Image Management System 1

Intersect Marks Tenth Anniversary 1

Editorial Comment: Innovative Customers 2

Intersect User Focus: Tarrant County Sheriff's Department, Fort Worth, Texas 3

About Intersect Systems Inc. 4

Contact Intersect Systems 4

Joe Harry: Records Consulting 4

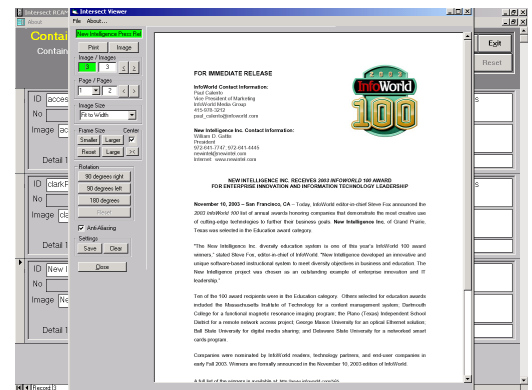
## New Software Developments: Intersect announces Image Management System

Intersect Systems has announced new image management capabilities for the Intersect Records Control and Management System.

The new Image Management functions extend the Intersect Records Control and Management System (RCAMS) database software to allow management, display, and printing of scanned document images in addition to the current capabilities of RCAMS. Records retention functions, database queries, and related features of RCAMS for records tracking, management, and reporting can be applied to images with the addition of Image Management. Graphics formats supported include TIFF (single- and multi-page), BMP, JPEG, PNG, PCX, Targa, and GIF.

The Intersect Image Management system is compatible with images produced in the supported formats with virtually all scanner / software systems. In most cases, existing imaging hardware and software can continue to be used; the ability to integrate imaged documents into RCAMS does not conflict with systems used for scanning documents.

The new image access, display, and printing capabilities are also available for RCAMS Accession read-only stations that may be used in various departments throughout an organization. The Accession software adds work-flow capabilities including remote records



The Intersect Image Viewer allows convenient on-screen access to imaged documents.

look-up, records requests, and records transmittal functions to the RCAMS system.

Container contents records in RCAMS can now display information about imaged documents, with a link to each document. The Search and Query functions in RCAMS can be used with imaged document content entries to locate the desired image. Once located, double-clicking on the image field opens the document on-screen in the *Intersect Viewer* (see illustration). (Continued on page 2)

## Intersect Systems Marks Tenth Anniversary

Intersect Systems Inc. recently celebrated a milestone: the Fall of 2003 marked Intersect Systems' tenth year in business since the company's founding in 1993.

A Texas corporation, Intersect was originally established to develop and provide software for Texas Local Governments and state agencies to use in developing and managing records control schedules, and in managing their records. Intersect announced its original Retention Schedule Manager and Records Control and Management System software (RCAMS) in 1994, and began to publish the Texas state retention schedules in digital format.

Initial success and acceptance of the Intersect software led to additional software applications and features, and expansion into other states, supporting state and local governments. More recently, Intersect expanded into the commercial business world, publishing *Clark's Encyclopedia of Records Retention* in digital format with associated software.

Today, Intersect software is used by state and local governments in five states in addition to Texas, including California and Florida. Publication of Clark's *Encyclopedia* and accompanying commercial versions of Intersect's retention schedule and records management applications have helped the company add commercial businesses to its growing customer base, including several Fortune 500 companies.

A spokesperson for Intersect noted that, despite the generally less-than-favorable business climate for the past two years, the company has continued to grow and expand its customer base, and has significantly expanded its range of software for records management applications. Important additions have been in the areas of editing and remote data access, and in the new Image Management system.

Intersect Systems is a privately held Texas corporation. The company has no debt and is still controlled by its original founders.



Featured in this issue: Tarrant County Sheriff's Department

The *Intersection* is published periodically by Intersect Systems Inc.

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## Image Management System... (cont.)

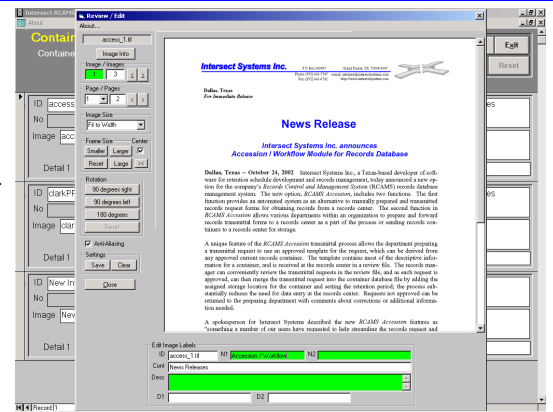
Document image files can reside anywhere on a LAN or WAN system; if images are moved or relocated on a LAN or WAN server resource, Intersect's *Global Editor* allows easy one-pass updating of the RCAMS image location and access entries.

The Intersect Image Viewer and Image Indexing modules are central to the image management additions to RCAMS. Both provide numerous options for displaying an image on-screen, including various sizing and fit-to-frame options; rotation; anti-aliasing; image details display including resolution, dimensions in pixels, color depth in bits-per-pixel, and image resource path; automatic centering; and the ability to save the user's current configuration for each module as the opening default value.

An Intersect Systems spokesperson stated "We have noted that organizations often purchase image management software to support elec-

tronic images in addition to a records management system they already have, resulting in two or more records management systems for hard-copy and scanned images, with no capability of combining these systems under a single process for applying records retention requirements, for locating records, and for processing records requests. Intersect's Image Management addition allows the RCAMS records system to manage paper documents, photographic images such as microfilm and microfiche, and also scanned document images — all in accordance with the Retention Control Schedule created with the Intersect Retention Schedule Management software. All of the features of RCAMS are extended to documents imaged and added to the records database."

The Image Management System options are also supported in the Intersect *Accession* and *Accession Monitor* applications, which allow various departments within an organization to access their records information on-line, to submit records requests, and to prepare and transmit new container information to the records center. A department can locate, view, and print a scanned image from the Accession program directly. (Departmental access is restricted to the records for the specific department.) The Accession program also supports scanning and indexing at the departmental level. The Accession Monitor program allows the Records Management department to review (and edit, if necessary) transmittal information



Further indexing with a step-through image viewer allows more detailed indexing information to be easily added. User-set ID fields and tab stops minimize keyboarding steps.

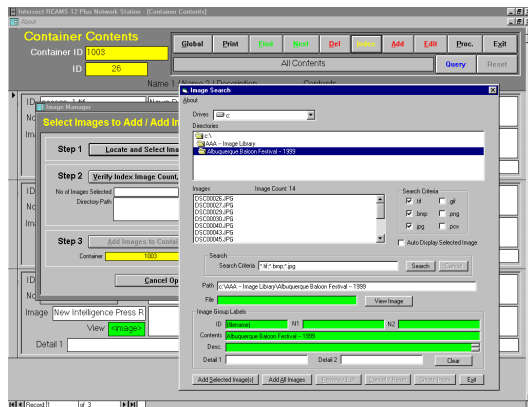
forwarded by a department, to assign retention parameters in accordance with the organization's control schedule, and to assign the storage location before the information is merged into the central data system.

The Image Management system has been in the design and development stage for almost two years. Needs and suggestions from a variety of Intersect customers have been carefully evaluated in determining the functions supported by the system. Particular attention has been given to realistic capabilities, and to the management of scanned documents including retention requirements with the RCAMS System. "There have been a lot of unrealistic expectations in this area, including the often-repeated idea that paper documents will be obsolete within the next few years," noted an Intersect spokesperson. "In fact, paper is not going away. The challenge is to provide a system that successfully manages both paper and scanned documents."

application has been the result of suggestions and requests from a number of our users.

Recently, Intersect has worked closely with the Tarrant County Records Department in two areas, leading to the new *Accession* and *Accession Monitor* remote access and workflow application extensions, and to the implementation, testing, and refinement of the *Global Editor*.

Finally, we note that innovation by our customers may have an even broader impact. Recently, we have followed with interest installations of the RCAMS software in the Tarrant County Sheriff's Office — in particular, the use of RCAMS in the Dispatch Center for time-critical access to incident reports and for sharing this information with other agencies (see article in this issue). The Tarrant County application brings to mind recent comments by Dan Verton, former U. S. Intelligence officer and award-winning journalist, in his book *Black Ice* (McGraw Hill / Osborne, 2003) dealing with the new challenges of terrorism and the need (continued on page 4)



Automatic indexing of scanned documents using file name, directory, and sub-directory identifiers, as well as user-supplied group designations, is easily accomplished.

## Editorial Comment: Innovative Customers

Recently, we came across an original *User's Guide* for the first edition of Intersect's Records Control and Management System software in a storage area. With a copyright date of 1994, and in the original blue cover some of our long-term users may recall, it was interesting to look through this nearly ten-year-old edition.

One thing stood out in examining this original publication: the original functions in the RCAMS software were pretty basic. The number of functions and features that have been added to RCAMS since this original edition was published make up a long list. In fact, a majority of the features and functions that have been added over the years have been the result of suggestions for additions and improvements by Intersect customers. Clearly, our users are an important asset to Intersect in the continuing refinement of our software, and in identifying appropriate new features to add.

Other users have cooperated in helping us test and evaluate additions and updates.

Intersect would like to express our appreciation to all of our users for the comments, suggestions, and feedback that have helped us improve our applications over the years.

While there isn't space to mention all of the contributors, we would like to note a few that have contributed recently and over the long term. The Arlington Independent School District, one of the first customers to install and use Intersect records management software, has provided a continuing list of suggestions and recommendations since 1994, including the very recent revision to the check-out default date feature. A need identified by the Plano Independent School District resulted in a more convenient way to add comments to a retention schedule; the Authority / Comments Insertion Editor is now incorporated in all Retention Schedule Manager versions. Suggestions from the City of Plano have helped us improve the management and reporting process in the records disposal section of RCAMS. And the recently announced *Global Editor*



## Focus on: Tarrant County Sheriff's Department Fort Worth, Texas

Tarrant County, located in north central Texas, is one of the fastest-growing urban counties in the United States. The city of Fort Worth serves as the county seat to this growing region of 1.6 million citizens, covering an area of almost 1,000 square miles.

Tarrant County is a long-term user of Intersect Retention Schedule Management software and the Intersect RCAMS Records Control and Management System (a feature on the Tarrant County Records Center appeared in a recent issue of *The Intersection*). The Tarrant County Records Center, established in 1982, currently stores over 144,000 cubic feet of records in two record centers and provides service to 34 different end users within the County.

A county-wide license to the Intersect software allows multiple installations throughout the County, and one of the installations is in the Tarrant County Sheriff's Department.

A full-service law enforcement agency, the Tarrant County Sheriff's Department has been providing fundamental law enforcement and serving the policing needs of the citizens of Tarrant County since 1850.

Two aspects of the Intersect software applications used in the Sheriff's Department are of interest, and illustrate both the flexibility of the Intersect organization-wide license, and the benefits of multiple installations within an organization that are compatible with a common central data system. These include use of RCAMS in the Sheriff's Department Records Division, and a unique and innovative use for locating time-critical information in the department's Dispatch Center.

### Sheriff's Department Records Division

The Tarrant County Sheriff's Department Records Division maintains a departmental records center of approximately 1400 containers for local department access, including support of

twelve divisions within the department. (Additional less-frequently accessed records are transferred to the larger Tarrant County Records Center, which manages an inventory of approximately 100,000 containers.)

Mr. Harold Spaugh, Records Analyst for the Sheriff's Department and assistant manager of the Department's Records Division, installed copies of the Intersect RCAMS database and the Retention Schedule Manager software specifically for use by the Sheriff's Department.

Spaugh developed a Retention Control Schedule for the Sheriff's Department records and filed the schedule with the Texas State Library and Archives, Local Government Division. The schedule is used with the Intersect RCAMS system to manage the 1400 locally inventoried containers, including tracking of retention requirements and disposing of containers as appropriate, locating documents using the search and query capabilities of RCAMS, checking out records, and keeping track of checked-out records until they are returned.

The department has expansion plans as well. Spaugh noted that they will install and use RCAMS at the jail facility to deal more conveniently with incarceration records. Similar expansion plans will include three other facilities at a future date.

Spaugh notes that several features of RCAMS are particularly useful in their operations. These include data entry, since every record for the Sheriff's Department comes into the Records Center for entry into the RCAMS database, and the ability to quickly locate desired records. The template and multiple container entry features of RCAMS greatly reduce the keyboarding required to get information into the database; numerous similar containers can be entered at one time. In addition, the search and multiple-field / multi-step query functions make it easy to query the database and quickly locate documents. Frequently used queries can be named and saved for easy re-use.

### Sheriff's Department Dispatch Center

Recently, Spaugh has installed RCAMS in the Dispatch Center. The Dispatch Center operates around the clock, and handles not only local Tarrant County operations, but also responds to inquiries from throughout the state.

Time is critical for Dispatch Center responses. For example, suppose an officer in Austin



Communications Specialists in the highly automated Dispatch Center of the Tarrant County Sheriff's Department. In foreground: Officer Michael Peters; to his left: Officer Jay Caples; in background: Officer Dan Renois.

stops a suspicious vehicle with a Tarrant County registration, or with a driver whose address is in Tarrant County. The law provides that the driver and vehicle can be detained for only ten minutes without a specific incident report or record that would justify an arrest or further investigation. When contacted by Austin, the Tarrant County Dispatch Center has the challenge of determining within the ten-minute period whether a relevant incident report or other record exists, locating the record, and responding with the information to Austin.

Obviously, searching through documents in 1400 containers is not a realistic option. Standard practice in most law enforcement agencies is to maintain printed lists of incident reports that a dispatcher can look through manually. However, this sometimes results in a suspect being released before a relevant incident report (Continued on page 4)



Records Analyst Harold Spaugh with Records Clerk Janice Herriage at RCAMS Terminal in the Tarrant County Sheriff's Department Records Center.

ID	Record No.	Record Name	Location	Date	Status
171	100010	WORK CERTIFICATE	Records Center	Jan	A
172	100011	WORK CERTIFICATE	Records Center	Jan	A
173	100012	WORK CERTIFICATE	Records Center	Jan	A
174	100013	WORK CERTIFICATE	Records Center	Jan	A
175	100014	WORK CERTIFICATE	Records Center	Jan	A
176	100015	WORK CERTIFICATE	Records Center	Jan	A
177	100016	WORK CERTIFICATE	Records Center	Jan	A
178	100017	WORK CERTIFICATE	Records Center	Jan	A
179	100018	WORK CERTIFICATE	Records Center	Jan	A
180	100019	WORK CERTIFICATE	Records Center	Jan	A
181	100020	WORK CERTIFICATE	Records Center	Jan	A
182	100021	WORK CERTIFICATE	Records Center	Jan	A
183	100022	WORK CERTIFICATE	Records Center	Jan	A
184	100023	WORK CERTIFICATE	Records Center	Jan	A
185	100024	WORK CERTIFICATE	Records Center	Jan	A
186	100025	WORK CERTIFICATE	Records Center	Jan	A
187	100026	WORK CERTIFICATE	Records Center	Jan	A
188	100027	WORK CERTIFICATE	Records Center	Jan	A
189	100028	WORK CERTIFICATE	Records Center	Jan	A
190	100029	WORK CERTIFICATE	Records Center	Jan	A
191	100030	WORK CERTIFICATE	Records Center	Jan	A
192	100031	WORK CERTIFICATE	Records Center	Jan	A
193	100032	WORK CERTIFICATE	Records Center	Jan	A
194	100033	WORK CERTIFICATE	Records Center	Jan	A
195	100034	WORK CERTIFICATE	Records Center	Jan	A
196	100035	WORK CERTIFICATE	Records Center	Jan	A
197	100036	WORK CERTIFICATE	Records Center	Jan	A
198	100037	WORK CERTIFICATE	Records Center	Jan	A
199	100038	WORK CERTIFICATE	Records Center	Jan	A
200	100039	WORK CERTIFICATE	Records Center	Jan	A

The RCAMS records container display with the Query control opened. The ability to easily create multiple-field and multi-step queries, and to save defined queries for future use, is central to the utility that RCAMS offers to the Tarrant County Sheriff's Department.

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*Intersect Systems Inc. has a number of ongoing software development projects, as well as a continuing series of updates and enhancements to existing software applications. For more information on Intersect software for Retention Schedule Development and Management, software for Records Control and Management, to discuss your software requirements, or to discuss current software development and software enhancements, contact Intersect Systems at the address, telephone number, or e-mail address listed above.*

*Intersect Systems Inc. is a Qualified Information Systems Vendor (QISV) in the state of Texas, specializing in software for records retention and for records database management. For more information, contact Intersect Systems Inc. or visit Intersect's web site at [www.intersectsystems.com](http://www.intersectsystems.com).*

## About Intersect Systems ...

Intersect Systems Inc. is a Texas corporation, founded in 1993, dedicated to the design and development of innovative computer software systems and applications for retention schedule development and management, and for records control and management, with an exclusive focus on proven approaches and user-friendly systems.

The Intersect Systems design and development team includes top-notch software professionals and consultants, as well as experienced records management professionals.

Intersect Systems develops software applications for both local governments and state agencies to help meet state requirements in maintaining records programs. Intersect also offers specialized software tools for commercial businesses, including *Clark's Encyclopedia of Records Retention*, and commercial versions of its Retention Schedule Manager and Records Control and Management System database. Intersect software applications combine innovative ideas with proven, effective, and user-friendly approaches that produce results in the critical area of records management.

## Records Consulting Services

Is your organization planning to expand or upgrade your records management program, or designing or expanding a records storage facility? Do you need assistance in creating a local Records Control Schedule, or in developing a records management policy for your organization? Are you evaluating imaging systems?

Mr. Joe Harry offers consultation and assistance in these and related areas of records management to local governments and businesses in North Texas. With over ten years of experience in the field, Mr. Harry can help you with your records management program. References available on request.

Mr. Harry can be contacted at (817) 274-8487.

*Local governments and businesses that have failed to establish and maintain credible records management programs can find that they are at a serious disadvantage in a lawsuit. The inability to produce documents during the discovery process, and the inability to explain the circumstances and authority under which documents were destroyed, can have serious consequences in a lawsuit. Judges have been known to enter default judgments against defendants due to faulty records management practices.*

## Focus on Sheriff ... (cont.)

can be located.

With RCAMS installed in the Dispatch Center, the 1400 container entries are immediately available on-line from the Sheriff's Department central server. RCAMS and prepared queries replace printed lists. Search and query functions in RCAMS quickly pull up any matches on requested information entered by the dispatcher. Further, Spaugh has used the RCAMS query capability to prepare and save custom queries on pre-defined selections in several categories; the dispatcher can quickly select and run a relevant query, and then rapidly drill down further if necessary to locate any applicable incident report.

Spaugh notes that this feature of RCAMS, allowing quick drill-down into the records pulled up by a query, is particularly valuable and less cumbersome than with other software that could be used, such as Excel or a basic desktop database.

Spaugh also observed that a benefit of RCAMS is the variety of ways that records data can be queried, which facilitates locating a record using various different parameters with the often limited information that may be available regarding a request. Fail-safe capa-



Harold Spaugh and Records Clerk Staci Turner use RCAMS Query function to locate a document.

bilities are provided in RCAMS by a user-designated field and a group designation field, which can provide additional relationships between containers and records types.

Harold Spaugh is no novice to records management, having many years of experience not only in Tarrant County, but also in the U. S. Air Force at various bases across Europe and in the United States.

The Sheriff's Department welcomes visits by records managers or officers from other law enforcement organizations. Spaugh asks that interested persons call in advance to arrange a mutually suitable time for a visit. He can be reached at (817) 884-2947.

## Innovative... (cont.)

for improved information access and sharing between local, regional, and Federal law enforcement agencies. A particular problem Verton cites is the reliance on manual searches through hard-copy "be-on-the-lookout" lists by many agencies, and the failure to apply technology to support these and related areas for improved information access.

Verton documents the slow progress in addressing these needs nationally, and observes that "...timely information sharing will in the near term depend on preparations made by state and local (law enforcement agencies)... The good news is that some of America's major metropolitan areas are taking steps to insure that they are prepared..."

Clearly, Tarrant County is one of these metropolitan areas. Intersect Systems is pleased to support the Tarrant County Sheriff's Department in this project.

*Users of Intersect Systems retention schedule development and records management software can publish records control schedules, as well as all or part of their records database, on the Internet or on a private intranet. Contact Intersect Systems Inc. at (972) 641-7747 for more information on this feature of Intersect software.*