

From: Martin, James N.
To: Adams, Marcia S. <Adams_MarciaS@scdps.state.sc.us>
Date: 10/24/2003 4:51:39 PM
Subject: Document Management Issue List

Marcia,

I met with my employees at Park Street this morning, and discussed some of the issues from yesterday's meeting. I try to involve my employees as their input is valuable in making some of the decisions.

You asked for a list of any issues concerning Document Management still outstanding. After the discussion with my staff this morning, these issues still need to be addressed:

1) Request for a high speed scanner - I spoke with Carol Mazza, and discussed the daily production of the only high speed scanner at Park Street. Walt mentioned yesterday that the scanner, in his opinion, was only operating 15 minutes out of every hour, and thought that production could be increased. He also stated that he thought that the scanning of tickets and accident reports could all be done on that one scanner.

Ms. Mazza reiterated to me that the technique of scanning Field Office documents is far different than that of scanning Headquarters documents. I had suggested that Ms. Mazza scan on the high speed scanner, and another employee could QA on separate stations. Ms. Mazza stated to me that there are 6 different classes of Headquarters correspondence which all must be scanned separate, as compared to just the one class of Field office documents. The documents in each one of the batch classes that she scans is physically indexed into the system. If there is an error to be pulled, it is sometimes the next day before it is corrected because the document has to be pulled from the batch and reran.

The dates of the work in the batches are also kept together, due to employees looking for work as it is in the scanning process. (This also occurred in the microfilming process as a customer may be on the phone - it is a normal daily process).

Some of the document packages (especially Driver Records) may have as many as 30 documents per package. According to Ms. Mazza, it is much easier to QA the documents during and after they are scanned especially in the event of a document overlap. By observing the papers going through the scanner, and considering the size of the some of the court orders, she can better detect overlaps and correct (rescan) the paperwork.

Because as I stated in the meeting yesterday that I want to take a "proactive" approach, Ms. Mazza will try running the high speed scanner while another employee does the quality assurance.

2) Court Order Certifications - I was informed by Ms. Mazza that these are indeed on the system, and that the issue (once again), is the training on Doc's Open. Please let me stress that it is not the fault of the Field Office employees (we think the world of Patty Hartley), it is the lack of training that the Field office (and Park street employees) have been provided.

3) Cleaning of scanners - Lotte mentioned yesterday that the cleaning of the scanners should be the sole responsibility of the operators. Ms. Mazza reminded me that she spends 45 minutes a day - every day - cleaning the scanner. This issue was brought up in a Document Management meeting in March of this year.

4) Research - My staff at Park Street fields calls throughout the day concerning locating documents for HQ personnel. They have a wealth of knowledge in answering the questions and helping other HQ (and Field) offices perform their normal daily functions. The documents sent back from Outlet Pointe needing research are done by this scanning section.

Please contact me for any additional information.

Jimmy Martin
DMV Records Management
(803)737-1614 Cell: (803)331-5964