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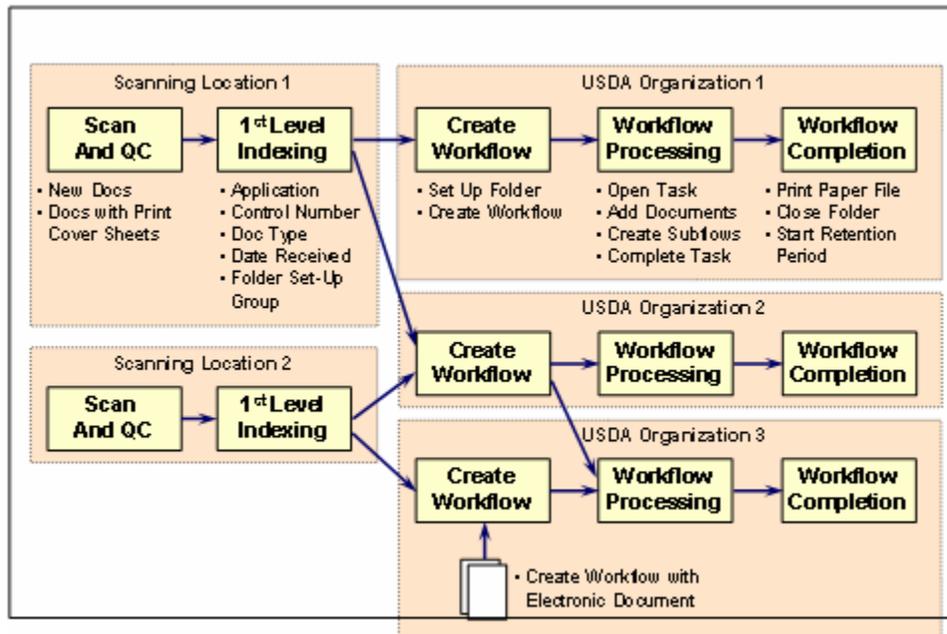
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## Enterprise Content Management Overview

The Enterprise Content Management process allows users to manage the process of receiving and responding to and tracking of incoming correspondence. The application is web-browser based so users can access the system and perform work from any location. This diagram shows the system architecture for the new application.



Documents are scanned into the system from a USDA scanning location. USDA may have any number of scanning locations. The scanning operator performs a Quality Control check. The operator enters some basic document index information. Document indexes categorize the correspondence and forward it to the group responsible to set-up the folder for the document. The system then transfers the documents to the centralized document repository at USDA. Once the document is stored, the system starts the workflow process.

The workflow process routes the document through necessary processing steps that may include the following:

- Set-up a new folder with the scanned document;
- Create the workflow list of tasks and assignees;
- Route the folder through the workflow tasks for processing:
  - Research the issues,
  - Create a draft response letter,
  - Route the draft response letter for revision and approval,
  - Create the final response letter and print on agency letterhead,
  - Obtain the necessary signature,
  - Mail the response letter;
- Finalize the Correspondence Management information; and

- Close the Folder
- Archival

The actual tasks that are performed depend on the requirements of the document. The Folder Owner determines the actual workflow tasks and assignees necessary to respond to the incoming correspondence. The system provides capabilities that allow each individual to manage their workflow tasks using their inbox. Workflows can be monitored to see the current status and help ensure timely completion.

In addition to accessing the system to process correspondence, authorized users may search the system for documents and folders. Searches can be performed on the document or folder indexes. Alternatively, full-text searches can be performed to find all documents that contain specific words or phrases.