



The electronic filing system people *want* to use.

Problems Associated With Paper Based Filing Systems

(Check all that apply)

- Limited Space Associated with the Filing Cabinets
- Offsite Storage Costs
- Exposure of Sensitive Information without Authorization
- “Cross Filing” – Duplication Of Files Accessed Under Different Parameters
- Cost Of File Cabinets
- Copying Costs Increased Due To File Sharing
- Delays In Accessing Information
- Overcrowded or Damaged Files
- Ineffective Time Management
- Cost Of Overtime or Temporary Help to Assist with Filing or Retrieval
- Customers Left On “Hold” Or Have To “Be Called Back”
- Misplaced, Misfile or Mislabeled Documents
- Incoming and/or Outgoing Facsimile Costs
- Labor Costs Associated with Filing and Retrieval
- Lost Documents
- Costs To Recreate Lost Documents
- Lost Productivity
- No Backup In Case Of Disaster such as Flood, Fire, Theft, Hurricane or Tornado
- Hiring Of Additional Staff To Handle Paper Growth
- High Turnover of Dedicated File Clerks
- Morale Problems
- Cost Of Maintaining Bankers Boxes
- No Easy Annotation Capability
- Document Control Issues
- Aging Documents
- Problems Associated With File Sharing
- Purging Files That Are No Longer Needed
- Delays In Handling Customer Inquiries
- Cost Of Using Microfiche
- Cost Of Using Courier Services

Indicate the amount of time, in hours per week, that your department spends doing each of the following job related activities. Then rank the activities according to their importance.

<u>ACTIVITY</u>	<u>TIME (In Hours)</u>	<u>IMPORTANCE</u>
-----------------	------------------------	-------------------

Document Creation

Filing Documents

Retrieving Documents

Copying-Faxing

Creating Cover Pages for Outgoing Faxes

Distribution of Incoming Faxes

Looking for Documents

Recreating Lost Documents