

ENTERPRISE INFORMATION SYSTEMS

- ERP II
- ECM – Enterprise Content Management
- DMS – Document Management System
- CMS – Content Management System

ERP – Enterprise Resource Planning

Literature:

- GÁLA, Libor, Jan POUR and Zuzana ŠEDIVÁ. Business informatics. 2nd edition (segments 42 and 43) 2. Prague: Grada, 2009. ISBN 978-80-247-2615-1. Pages 142 - 158.
- TVRDÍKOVÁ, Milena. Application of information technologies in corporate management: tools for improvement of the quality of the information systems. In *Management in the information society*. 1st Ed. Prague: Grada, 2008. ISBN 978-80-247-2728-8. Pages 61 - 86.

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ECM systems

Content and document management includes a complex of tools and approaches that allow suitable capturing of the set of non-structured and semi-structured data and offer them to the user in the required form. Gála 2009.

CMS systems

For us to manage huge volumes of all sorts of information and documents, we use sets of tools and technologies that help us in the creation, storage, processing, sharing, distribution and publishing of information regardless of their format. Tvrdíková 2008.

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ECM systems

- Enterprise Content Management
- Not only electronic and paper – management and administration of all information content that the company creates and uses

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ECM Components_

- Digitalisation of documents - Imaging
- Data Capture
- Document Management System
- Records Management
- Archiving
- Workflow
- Groupware
- Web Content Management
- Knowledge Management
- Digital Asset Management

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Technologies used in ECM:

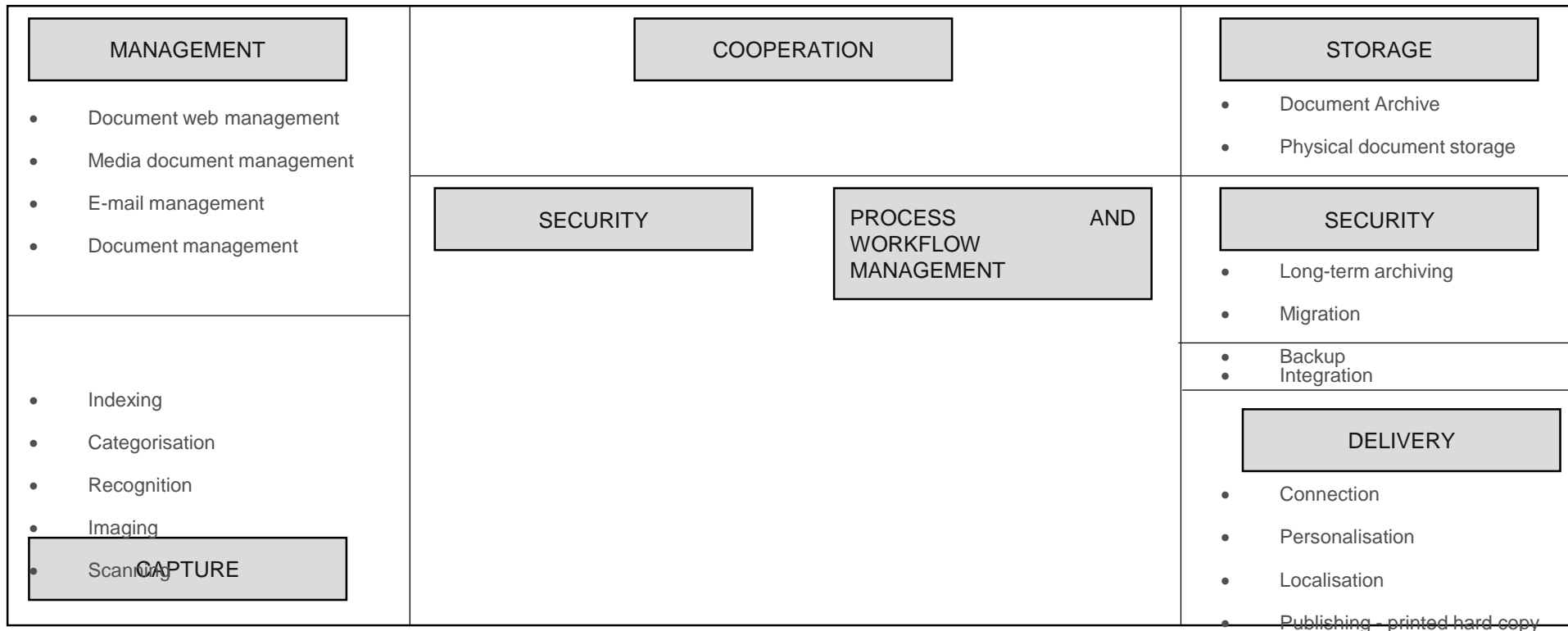
- Document Imaging (DI)
- Document Management System (DMS)
- Web Content Management (WCM)
- Digital Asset Management (DAM)
- Records Management (RM)
- Team Collaboration (TCM)

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Document lifecycle:

- Capture – technologies and tools for acquisition of electronic documents
- Manage – management of access to content
- Store – databases and other storage locations for documents and metadata
- Preservation - securing the physical security of the document.
- Delivery – presentation of the content
- Workflow - management of storage and approval by workflow
- Security – configuration of user rights, protection against unauthorised users

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– digital

digital

Source: Tvrđíková, p. 63

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Capture:

- Electronic unstructured documents – e-mails, texts, word, excel, images, PDF
- Electronic forms – pre-defined templates
- Paper documents and forms – paper documents

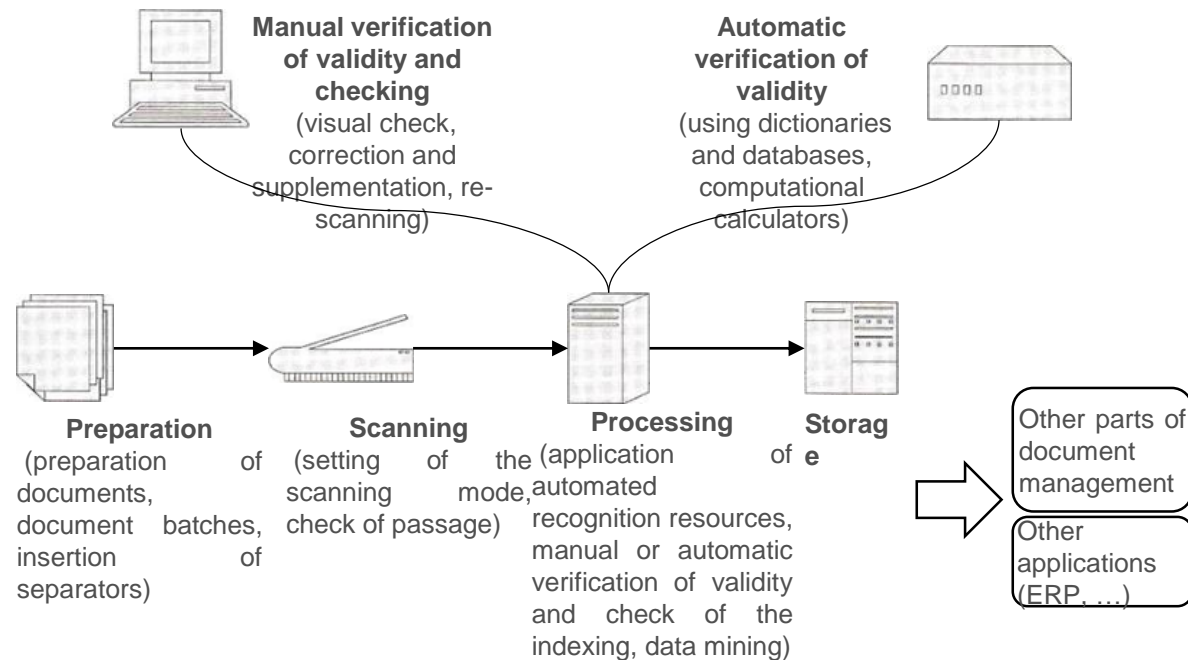
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Transition of paper documents:

- Conversion by scanner – scanning, imaging – quality enhancement
- Recognition by special software
- Corrections and verifications
- Indexing and storage – identification marks

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Digitalisation of documents



Source: Gála, p. 144

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Recognition:

- ICR – Intelligent Character Recognition – handwritten text
- OCR – Optical Character Recognition – recognition of machine printed and typewritten text
- BCR – Bar Code Reader – converts the bar-codes to binary numbers and letters
- OMR – Optical Mark Recognition – converts symbols in the form of cancelled and ticked windows on forms to digital form.

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DMS helps better control the creation, modification, approval and use of documents:

- Where the documents are stored
- Their author
- Number of versions that exist
- Who has access rights to them
- Fulltext search
- Change history - log

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Categorisation:

Systematic sequencing of document in the DMS – manually or automatically

Indexing – document type, date of creation, marking – creation of metadata

Indexing:

- Manual – only the identification number after scanning
- Semi-automated
- Automated – the system does the indexing

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Group collaboration - Groupware:

Communication – exchange of messages, requirements, instructions, video conference, chat

Cooperation – work above common documents

Coordination – mutual reconciliation of activities – planning of time, meetings, task overview

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Workflow:

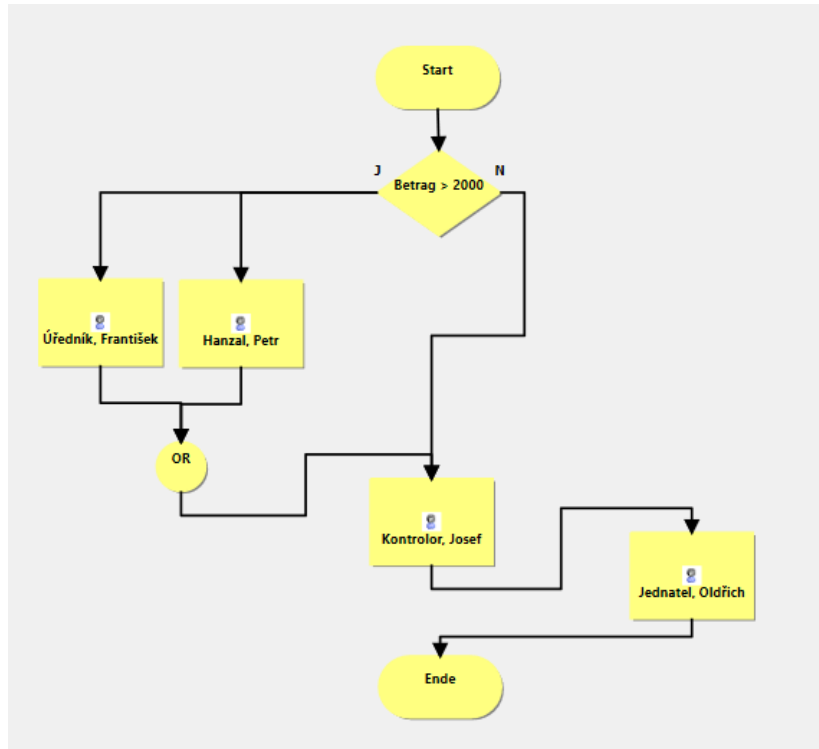
It is a tool that allows automation of corporate, in particular, business and management processes.

Workflow management is done by a workflow management system that defines, creates and manages the process, is able to communicate with workflow participants and, if necessary, also run other applications.

In the case of workflow, we can always trace the document processing stage, where it was created, who recorded it and who approved it, which ensures control over the documents.

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Workflow:



Source: own

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Specific DMS functions:

- Automated loading of paper documents
- Organisation of documents in the electronic folders and records
- Optional document attributes – metadata - author, date of creation, categories, person in charge, name
- Administration of document version and audit – who edited the document, when, what
- Search by keyword in the name and content (fulltext)

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Specific DMS functions:

- Automatic archiving – the documents are deleted after the set time interval and transferred to the archive
- Flow and circulation of documents – implementation of the natural document lifecycle
- Publishing of the documents – provision of access to the document for authorised persons
- High security – precisely defined user rights
- Interlink with MS Exchange - automatic archiving e-mails - outgoing, incoming on the basis of rules - e-mail address, domain, subject

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Specific DMS functions:

- Integration of MS Office applications – Addons
- Integration with ERP – automatic archiving of documents generated from ERP – DF, VF, etc.
- Application of the four eyes method
- Fulltext search also in images using OCR – tif, pdf
- Mass imports of documents into the archive
- Blocking documents for various purposes

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Knowledge Management:

KM – tools for linking those who know and those who need to know. Transformation of the knowledge of individuals into the knowledge of the organisation.

Knowledge Supplier

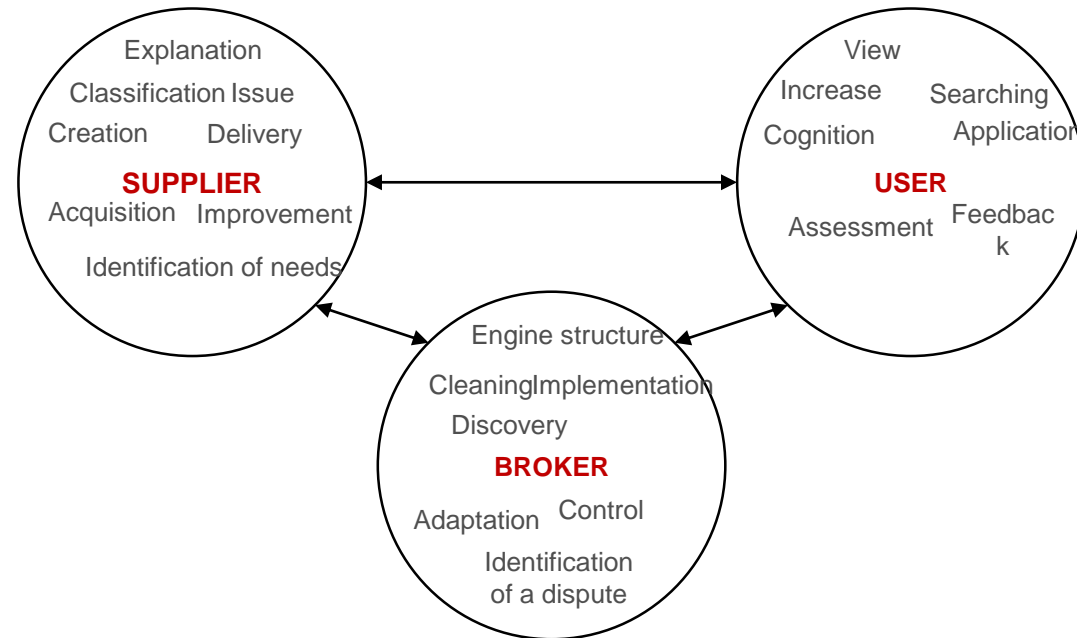
Knowledge Broker

Knowledge Consumer

Function – link of knowledge between the suppliers and users, or direct interlink of persons.

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Knowledge Management:



Source: Gála 2009