

Document Management Solution User Information Guide



Document Management Solution (DMS)
For The HR Community

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1 Introduction

1.1 Purpose

The purpose of this document is to:

1. Provide answers to frequently asked questions
2. Educate the users of the HR Personnel Record on the DMS solution
3. Inform users on the processes to get questions answered or issues resolved with the DMS system

Specific functionality of the DMS solution and Use Cases is available in the DMS Training Manuals which are located on the DAS HRD website at <http://das.ohio.gov/Divisions/HumanResources.aspx> and it can also be found at the DMS home page.

2 Personal Computer Requirements

2.1 Minimum PC Requirements to use the DMS solution – (built with OnBase v15)

Unity Client Supported Operating Systems

- Windows Vista SP2 or later service pack
- Windows Server 2008 SP2 or later service pack
- Windows Server 2008 R2 SP1 or later service pack
- Windows 7 SP1 or later service pack
- Windows 8
- Windows 8.1
- Windows Server 2012
- Windows Server 2012 R2

Unity Client Hardware Requirements

Component	Minimum	Recommended
CPU	1.6 GHz dual-core	2.4 GHz dual-core
Memory (RAM)	2 GB	4 GB
Free Hard Disk Space (for installing and running the Unity Client)	450 MB	
Screen Resolution	1024 x 768 (1280 x 800) *Using a lower resolution may result in a loss of functionality*	1280 x 1024 (1440 x 900 widescreen)
Graphics Card	128 MB	256 MB with hardware acceleration support
Email Platform	Microsoft 2007, 2010, or 2013	
Media Player	Windows Media Player 10	

3 Supported Web Browsers

3.1 The DMS Solution supports the following web browsers:

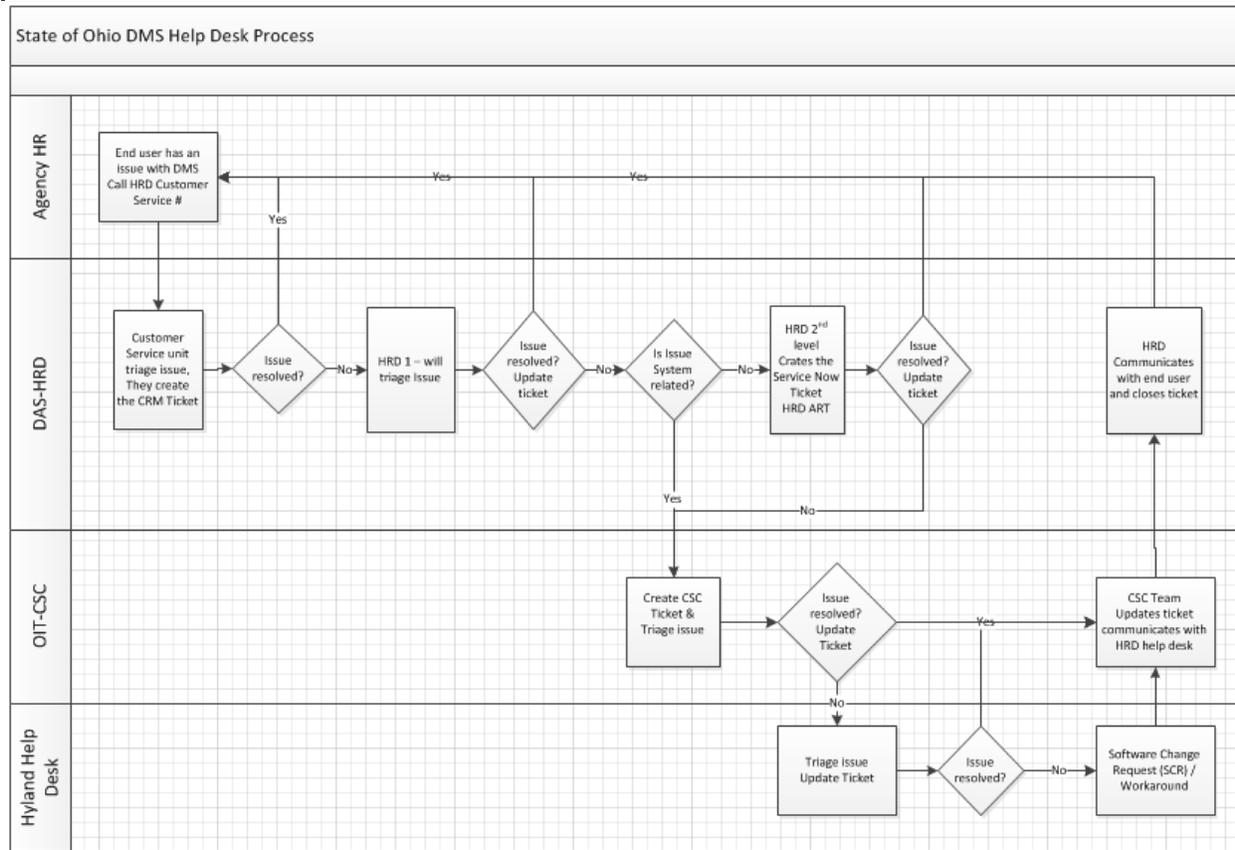
- Internet Explorer 10 and above
- Mozilla Firefox ESR (Extended Support Release 31)

4 Issue Resolution

4.1 How to get questions answered and issues resolved with the DMS solution

If there are issues with the DMS, please follow the process listed below:

1. Call the DAS HRD Customer Service help desk number (614-466-8857) or (800-409-1205), if they're not able to resolve the problem the Customer Service Desk will create a ticket and the issue will be sent to the HRD 1 team for resolution.
 - a. The HRD 1 Team will respond to user needs and inquires and to the extent possible, resolve them. Examples of issues the team can resolve include issues with document type, security roles, new users, supporting the agency system admin, indexing and metadata questions, general use of the system and its HR Personnel Record specific configurations.
2. HRD 1 will troubleshoot the issue, if this issue is system related, HRD 1 will send it to the OIT CSC help desk for resolution.
3. If the OIT CSC help desk is not able to resolve the issue, they will contact the Hyland Tech Support team for resolution.
4. The Hyland tech support team will work on the issue and provide a response back to the OIT CSC help desk.



5 PDF and TIFF Leading Practices

The PDF and TIFF are the most common file formats used today. There are benefits to both. The purpose of this document is to provide information to you that allows you to make the best choice for your agency needs. It is recommended the TIFF format be used when scanning in documents.

Please note that documents moved into the DMS from your computer will be stored in OnBase in their native format (Word, Excel, and PDF etc.). You will have the ability to convert a document into a TIFF or PDF file type once the document is indexed. The document size for storage purposes between PDF and TIFF and found the difference was negligible with TIFF being slightly smaller.

Your Multifunction Printers (MFPs) are capable of scanning documents to a PDF or TIFF file format. You will chose the format when scanning your documents using your MFP. Separator sheets should be

placed between documents when scanning in batches of documents as the bar code indicates a break in documents when you scan as a TIFF.

The table below provides some details and leading practices when determining whether to use the TIFF or PDF format within OnBase.

Function	PDF	TIFF
Single document scanned in from a MFP	OnBase will view this as one single document.	OnBase will view this as one document.
Multiple documents (batch) scanned in from a MFP	This scan will go into OnBase as one document. Separator sheets are not recognized and will remain part of the document. **It is recommended that scanning multiple documents should be scanned in separately as single document**	Leading Practice – By scanning in a batch of documents with separator sheets between each document, the documents will be automatically separated and the separator sheets will be deleted.
Convert to a different file format	A PDF can be converted to a TIFF in OnBase. The converted document becomes version number two. **Only certain OnBase users can delete a document if a document is no longer needed**	A TIFF can be converted to a PDF in OnBase. The converted document becomes a version number two. **Only certain OnBase users can delete a document if a document is no longer needed**
Redaction	PDF Documents must be converted into a TIFF format in order to use the redaction functionality.	If the file is already in a TIFF format, no conversion is required, the document can be redacted.

6 Document Retention

The DMS system has assigned retention periods to each document type. The DMS solution will destroy documents after the retention period has expired, and it will provide a certificate of destruction for each document.

Retention and destruction processes for various situations and documents are listed below:

1. The Separation ePAR (leave State employment) will trigger the retention period for each document type except Discipline document types. Retention period of seven (7) years will apply to the applicable documents from all agencies where the employee worked.
2. Discipline Documents

- a. The DMS system will send a notification to the user that is assigned the Discipline Notification role, 30 days prior to the destruction date. This notification informs the user that they may change or keep the destruction date.
- b. If the Agency does not take action on this notification, the document will automatically be destroyed after the 30 day period.
- c. Written Discipline with no ePar –
 - i. User enters the effective date and the retention rule in the DMS is activated as a 2 year retention.
 - ii. An Agency Administrator will need to change the expiration date if a different retention period is required.
- d. Suspension ePAR – This comes out of OAKS and it triggers a 3 year retention period.
- e. Multiple Discipline Documents - DMS system compares current retention date with new retention date, the DMS system will use the greater date as the new expiration date.
- 3. Rescind – defined as people who were entered into OAKS as hired and never started. Since the person was never employed, this would only be maintained by DAS Records.
 - a. HRD will only have access to any of these documents
 - b. Retention rules kick in immediately, like any other termination (hold for 7 years or 3 years for an I9)
- 4. Prior state employee with a SOUID that leaves and returns after 1 year to a different agency are treated as new hires.
 - a. The old HR documents will stay viewable by the old agency, but the new agency will not be able to view them.
- 5. Any HR documents that have been redacted will be saved and stored via the retention period.

7 What needs to be scanned into the DMS system?

To Scan into DMS (Day Forward)	Does not need to be scanned into DMS
<ul style="list-style-type: none"> - For New ePARs created <ul style="list-style-type: none"> o Starting on 2/1/16 scan in all ePAR attachments - Personnel Actions (Paper Personnel Actions) not submitted thru OAKS ePAR - All other HR documents, see Glossary for specific document types to be added 	<ul style="list-style-type: none"> - ePAR <ul style="list-style-type: none"> o Prior to 2/1/16 all ePAR’s and their attachments will already be in the DMS system - ePerformance <ul style="list-style-type: none"> o Nothing needs to be scanned into DMS for ePerformance documents o All completed ePerformance documents will be added 180 days after it has been completed - Grievance documents (please refer to DAS – The Office of Collective Bargaining)

8 User Roles within OnBase

Role	Document Group	Security Privileges
Agency Administrators	Personnel Actions (With Attachments) Administrative Labor Payroll and Benefits FMLA/Workers Comp/Disability	Scan Retrieve Index Re-Index Redact Print Assign Roles Delete Roles Add Users
Agency HR Manager	Personnel Actions (With Attachments) Administrative Labor Payroll and Benefits	Scan Retrieve Index Re-Index Redact
HR Agency Associate	Personnel Actions (With Attachments) Administrative	Scan Retrieve Index Re-Index Redact
HR Agency View Only	Personnel Actions (With Attachments) Administrative	Scan Retrieve Redact Print
HR Agency Benefits Associate	Payroll and Benefits	Scan Retrieve Index Re-Index Redact
HR Agency Benefits View Only	Payroll and Benefits	Scan Retrieve Redact Print
HR Agency Payroll Associate	Payroll and Benefits	Scan Retrieve Index Re-Index Redact
HR Agency Payroll View Only	Payroll and Benefits	Scan Retrieve Redact Print
HR Agency FMLA/Workers Comp/Disability Associate	HR Agency FMLA/Workers Comp/Disability	Scan Retrieve Index Re-Index Redact
HR Agency Disability Associate	HR Agency FMLA/Workers Comp/Disability	Scan Retrieve Index Re-Index Redact
Delete	As Assigned	

9 Document Type Glossary



Doc Type Glossary
3.2.16 v2.xlsx

*Note – There are 17 ePARS that will not be in the DMS because they are not personnel actions that require appointing authority approval and there is no ePAR workflow, so they go straight to OAKS Job data once the initiator submits. These are processed in ePAR solely for the purpose of updating Job Data. Prior to ePAR, agencies were not required to process paper personnel actions for these either. All of the ePARS that are in DMS are personnel actions that require appointing authority signature and go through an approval process workflow in ePAR.

10 Appendix A – Transfer Documents

Transfer Documents:

- Background Check & Limited Tax Waiver
- Deferred Compensation
- Drug Testing Acknowledgement
- Fraud Hotline Acknowledgement
- I9
- Licensure, Certifications
- Pre-Employment Packet
- Training, Education Documents
- Union Authorization Cards