E-Records Management Using Alfresco Governance Services

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School of Education
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August 30, 2018
Outline

- Introduction to Records Management
- Contemporary Records Management in Zambia
- Alfresco Platform Overview
- Alfresco Usage Statistics
- Alfresco Architecture
- Alfresco Governance Services
- Alfresco Community Edition Requirements & Cost Implications
- Benefits of Using Alfresco Platform
- Workflow Demonstration
Concept of a Record

- Records are any means of documenting communication in an enduring format, which is, written, verbal, photographic or computer-captured, which preserves the communication and can be recalled.
- Records document individual events or transactions, or may form aggregations that have been designed to document work processes, activities or functions (ISO15489-1-2016).
• Paper records system in Zambia has been characterized by:
  • Many government departments manage paper-based records.
  • Missing records, resulting in delays or failure to provide services to the people.
  • Long delays in retrieving the records.
• **Records life cycle should be managed through its life cycle.**
Records are kept because of three core organisational functions:

- Legal—Litigation in courts or compliance with regulatory authorities.
- Administrative—Decision making, planning, reference etc.
- Historical—Research.

Records need to be captured and retained in the system for the required period.
Alfresco Platform Overview

• Alfresco started by Alfresco Software, Inc as document management in 2005.
• It has evolved into Digital Business Platform providing three products:-
  • Alfresco Content Services (ACS)—Includes a central content and metadata repository, a web interface named Share etc.
  • Alfresco Process Services (APS)—Includes graphical design tools, business rules editors, and data integration to external business systems.
  • Alfresco Governance Services (AGS)—Provides records management functionality to address information governance.
Alfresco Governance Services

- AGS integrates Records Management into business processes and automating the complete record lifecycle—from capture through retention to final destruction.
- Alfresco offers the only DoD 5015.02 certified open source Records Management solution offering a highly scalable repository which manages business content and corporate records of any type.
Organisations Using Alfresco

- Caceis Investor Services, Luxembourg: Financial Services
- Canadian Museum for Human Rights, Canada: Non-profit
- Capio St Göran Hospital, Sweden: Healthcare
- Carlson Rezidor Hotel Group, United States: Services
- Cengage Learning, United States: Document Management
- Church Pension Group, United States: Financial Services
- Cisco, United States: Manufacturing
- City & County of Denver, United States: Document Management
- Computerization Center for the Brussels Region (CIRB), Belgium: Government & Public Administration
- Credendo: Process Management, Content Management
- DAB bank AG, Germany: Document Management
- DCNS: Document Management

https://www.alfresco.com
Alfresco Architecture (1)

- Document Management Software
- Process Management
- Mobile Content & Process Services
- Information Governance
- Enterprise Collaboration
- Document Scanning and Capture

https://www.alfresco.com
• Metadata storage in a relational database management system (RDBMS).
Bitstreams are stored on the native filesystem using hashes, nested in hierarchical directories.
Alfresco Platform (1)

Welcome to Alfresco

Community - 5.2.0 (re21f2be5-b22)
Online Documentation
Alfresco Share
Alfresco WebDav
Alfresco WebScripts Home (admin only)
Alfresco Administration Console (admin only)
Alfresco Forums
Alfresco JIRA
CMIS 1.0 AtomPub Service Document
CMIS 1.0 Web Services WSDL Document
CMIS 1.1 AtomPub Service Document
CMIS 1.1 Browser Binding URL

http://lis.unza.zm:8080/alfresco
Alfresco Platform (2)

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CMIS 1.0 Web Services WSDL Document
CMIS 1.1 AtomPub Service Document
CMIS 1.1 Browser Binding URL

http://lis.unza.zm:8080/share
Username: unzademo
Password: unzademo

http://lis.unza.zm:8080/alfresco
Alfresco modules are used to extend and enhance functionality.

- Activating AGS requires the installation of appropriate AMP files.
Records management auditing can be used to confirm if business rules are followed and, to trace unauthorised activities.

http://lis.unza.zm:8080/alfresco
### Alfresco Governance Services Auditing (2)

**Timestamp:** Sat May 12 2018 11:43:07 GMT+0200  
**User:** Administrator  
**Event:** Updated Metadata

**Identifier:** 2018-1526118037186  
**Type:** Content  
**Location:** /documentLibrary/HR/Appointment_letters_26-2016/Tuesday's letter (2018-1526118037186).pdf

<table>
<thead>
<tr>
<th>Property</th>
<th>Previous Value</th>
<th>New Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Microsoft Word - IKM2018 Authors instructions.doc</td>
<td>Tuesday Bwalya's Appointment</td>
</tr>
<tr>
<td>Location</td>
<td>&lt;none&gt;</td>
<td>HR</td>
</tr>
<tr>
<td>Supplemental Marking List</td>
<td>&lt;none&gt;</td>
<td>&lt;none&gt;</td>
</tr>
<tr>
<td>Cascade Tx</td>
<td>&lt;none&gt;</td>
<td>495</td>
</tr>
<tr>
<td>Cascade CRC</td>
<td>&lt;none&gt;</td>
<td>3034628394</td>
</tr>
<tr>
<td>Tags</td>
<td>&lt;none&gt;</td>
<td>&lt;none&gt;</td>
</tr>
<tr>
<td>Description</td>
<td>&lt;none&gt;</td>
<td>This is the appointment of Tuesday Bwalya.</td>
</tr>
</tbody>
</table>

**Timestamp:** Sat May 12 2018 11:43:07 GMT+0200  
**User:** Administrator  
**Event:** Move to
Metadata is associated with file plans and records. Custom metadata schemes can be used if built-in scheme insufficient.

http://lis.unza.zm:8080/alfresco
Roles and capabilities collectively grant specified operations and privileges. In addition, they alter the behaviour of the system.

<table>
<thead>
<tr>
<th>Roles</th>
<th>Capabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-Place Readers</td>
<td>Access Audit, Add to Hold</td>
</tr>
<tr>
<td>In-Place Writers</td>
<td>Add Modify Event Dates, Approve Records</td>
</tr>
<tr>
<td>Records Management Administrator</td>
<td>Scheduled for Cut Off, Attach Rules</td>
</tr>
<tr>
<td>Records Management Manager</td>
<td>to Metadata Properties, Authorize All Transfers</td>
</tr>
<tr>
<td>Records Management Power User</td>
<td>Authorize Nominated Transfers, Change or Delete</td>
</tr>
<tr>
<td>Records Management Security Officer</td>
<td>References, Close Folders, Complete Records</td>
</tr>
<tr>
<td>Records Management User</td>
<td>Complete Records in Closed Folders</td>
</tr>
</tbody>
</table>

http://lis.unza.zm:8080/alfresco
Retirees Payements (Retirees Payements Records)
Record Folder ID: 2018-1526302968400
Vital Record Indicator: No
Created by: Administrator  Modified on: Tue 15 May 2018 15:05:00

1 - 1 of 1  << 1  >>
Descriptive metadata provides comprehensive contextual details for records and file plans.
If you are a tech enthusiast with the ability to self-support, our Community Edition products are freely available and offer powerful capabilities for non-critical business process or content needs. Alfresco’s open source software is widely adopted for community-driven development and contributions as well as for researching new features.

If you need enterprise-class features, scalability and performance, or if you plan to use the software in a production environment that requires support from Alfresco, you should consider [Alfresco Process Services](https://www.alfresco.com) or [Alfresco Content Services](https://www.alfresco.com).

- **Alfresco Community Edition is released under an LPGLv3**
## Alfresco Setup Requirements and Cost (2)

<table>
<thead>
<tr>
<th></th>
<th>Community Edition</th>
<th>Enterprise Edition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Server O/S</strong></td>
<td>Linux, Mac OSX, Windows</td>
<td>Linux, Mac OSX, Solaris, Windows Server 2008 R2</td>
</tr>
<tr>
<td><strong>Client OS</strong></td>
<td>Linux, Mac OSX, Windows</td>
<td>Linux, Mac OSX, Windows</td>
</tr>
<tr>
<td><strong>Database</strong></td>
<td>MySQL, Postgres</td>
<td>MySQL, PostgreSQL, MS SQL, Oracle, DB2</td>
</tr>
<tr>
<td><strong>App Server</strong></td>
<td>Tomcat</td>
<td>Tomcat, JBoss, WebLogic, WebSphere</td>
</tr>
<tr>
<td><strong>Auth</strong></td>
<td>Alfresco, OpenLDAP</td>
<td>Active Directory, NTLM, Oracle Directory Server, Kerberos, JAAS, etc.</td>
</tr>
<tr>
<td><strong>Browser</strong></td>
<td>Chrome, Firefox, Safari, IE 7/8/9</td>
<td>Chrome, Firefox, Safari, IE 7/8/9</td>
</tr>
</tbody>
</table>
Benefits of Alfresco Governance Services

- It is certified by Department of Defence in USA (DoD 5015.02)
- AGS facilitates the implementation of the records retention and disposal schedule in managing records.
- AGS has inbuilt audit trail.
- AGS can easily be integrated with the Alfresco Community Edition—It is open source solution (free of subscription fees).
AGS Workflow Demonstration

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Thank you for your attention!
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