

The logo consists of a solid green square with the word "scope" written in a lowercase, white, sans-serif font inside it.

**IT solutions for archive management.  
Records management consulting.**

**scope solutions ag → scopeArchiv™ → scopeServices  
[www.scope.ch](http://www.scope.ch)**

**scope solutions aims at becoming the competent business partner for public archives in Europe and offers proprietary IT solutions for archive management and authentic transfer of data from document management systems. We advise organizations how the requirements of long-term archiving for records management can be implemented in good time and help organizations to perform these duties in an economical and customer-oriented manner, while meeting statutory requirements.**

Our offer includes:

- Standard software (scopeArchiv™)
- Ongoing program extensions
- Customer-specific adjustments
- Training and support
- Database administration
- Computing center
- Consulting (records management)

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## Company

scope solutions ag was founded in November 2000 and currently has a workforce of 15.

scopeArchiv is presently used by over 50 customers in 7 countries with over 900 workplaces and is available in the languages German, English and French.

The scopeArchiv brand is registered in Switzerland and many other countries.

## References

### National archives

Albania, Liechtenstein, Luxembourg, Austria, Switzerland

### Archives of Swiss cantons

Appenzell Outer Rhodes, Appenzell Inner Rhodes, Basel-Town, Berne, Fribourg, Lucerne, Obwalden, St. Gall, Thurgovia, Valais, Zurich

### Archives of German federal states

Baden-Württemberg, Hamburg, Saxony-Anhalt

### Communal and city archives

Almere (NL), Amsterdam, Dresden, Frauenfeld, Saarbrücken, Zurich

### University archives

Fribourg (Switzerland), Vienna

### Archives of international organizations and special institutions

SBB (Swiss Federal Railways) Historic, Berne  
Federal Office of Cultural Affairs, Berne  
(Section Historic Monuments, National Library)  
Swiss PTT Historical Archive and Library, Berne  
Office of Civil Engineering, Canton Zurich  
Office of Cultural Affairs, St. Gall  
Historic Monuments, Basel-Town  
SRG SSR idée suisse (Swiss Broadcasting Corporation), Berne  
Statistical Office of Canton Basel-Town  
United Nations, Geneva  
World Council of Churches, Geneva

### Archives of international companies

AXA Winterthur Group, Winterthur  
Bank of International Settlements BIS, Basel  
Clariden Leu, Zurich  
Credit Suisse Group, Zurich  
Nestlé, Vevey

The most up-to-date list of references can be found at [www.scope.ch](http://www.scope.ch)

# Records Management: Document Management and Archival

→ The expandable software for public and private archives. The high-performance solution for managing transactions and files.

→ The term “historical” also currently applies to electronic records – the first text processing software came onto the market 30 years ago. Archives have therefore also been fulfilling their statutory and cultural mandate for electronic data for many years. The analog and digital scope of the fonds and data media far exceeds the scope of functions of a DMS.

The technical process of transferring data to storage media should be distinguished from the organizational procedure of archiving. The “archive information system” supports the archive in its key operations:

1. The traceable transfer of digital and analog documents from all business-related systems of an organization to the archive.
2. The authentic storage of metadata and primary data in a clear structure which is open to changes.
3. Use of the documents while observing all statutory rules. The documents stored in this manner are retained over longer periods:

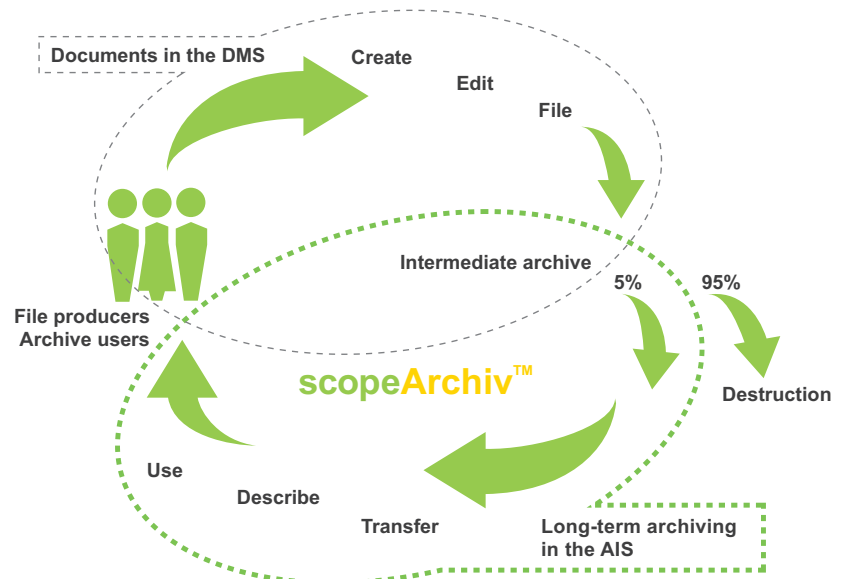
- **Authentic:** proof that the contents have not been modified
- **Searchable:** searching in a logical structure which is more than a full-text search.
- **Readable:** saving in a format which is readable and migratable in the medium term.
- **Comprehensible:** saving in the content-related context of the creation of documents.

Retention periods are often very short for electronic documents in particular. In some cases, completed documents which have to be archived are transferred to the AIS after only three years. On the other hand, completed, operative do-

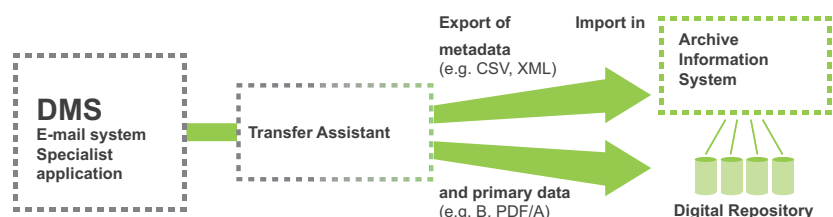
cuments with long retention periods can also be transferred to the AIS. The DMS is therefore relieved of all intermediate archival tasks. An AIS must therefore be able to offer interfaces to several DMS systems. scopeArchiv is systematically developed in this sense. During the transfer process, completeness and authenticity are checked by the AIS, only then can the data in the DMS be deleted.

The AIS is responsible for long-term archiving, i.e. for retaining authenticity (e.g. by the use of a digital reference code), searching and usage. Management of the metadata and access to the primary data is through the AIS, saving of the primary data is moved to a standard digital repository. System independence is ensured by the use of special archive formats.

## Life Cycle Management: life cycle of documents



## Archiving workflow



# scopeArchiv™

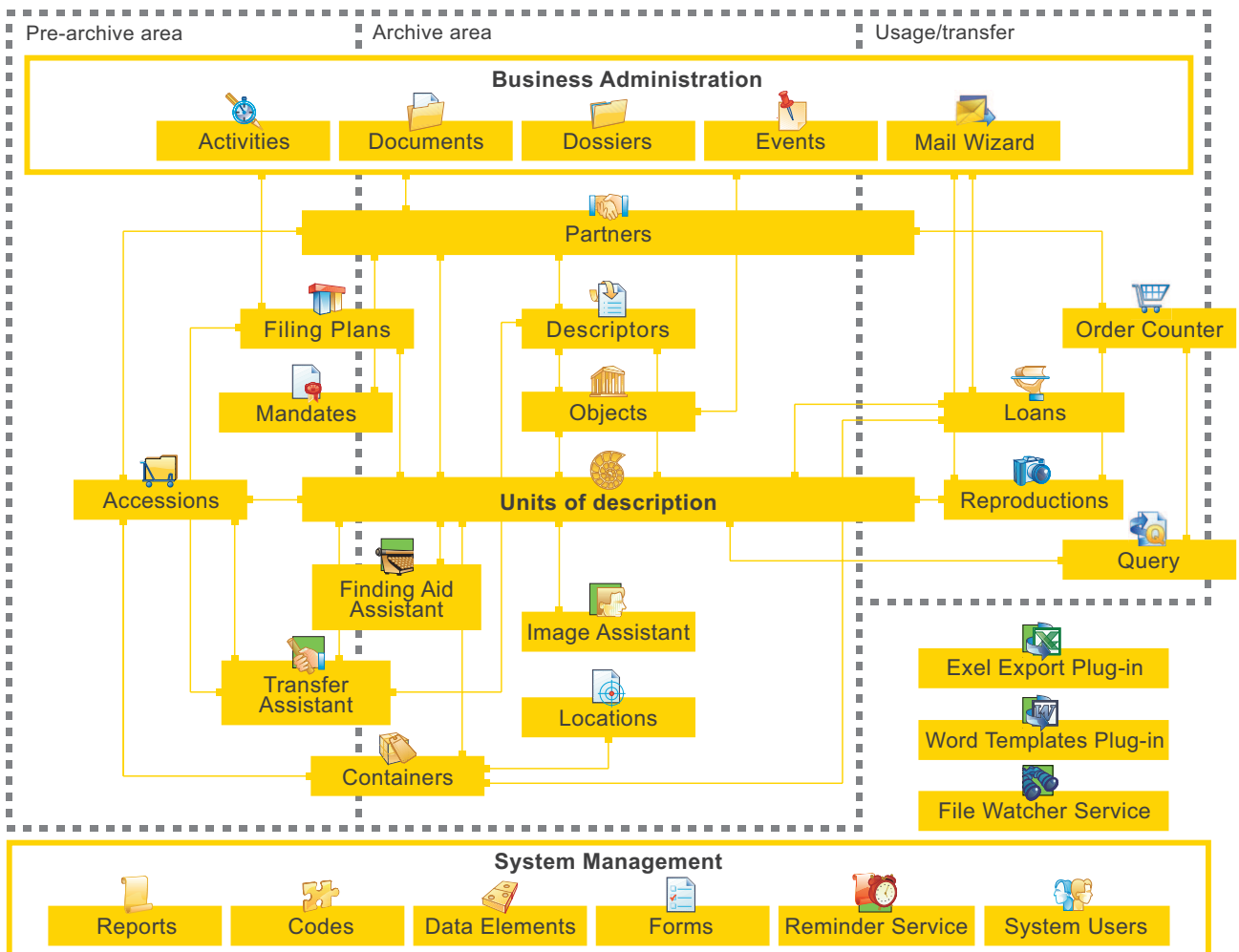
→ scopeArchiv is a comprehensive, off-the-shelf solution which is modular and freely configurable. scopeArchiv supports typical work processes of an archive and adapts to existing archive structures, while complying with international standards. scopeArchiv is also available in the scope computing center as an Internet application with a default set of modules.



→ scopeArchiv can manage all types of data media – from the parchment document to digital image and video. scopeArchiv can accept digital primary data and metadata from other systems, e.g. DMS and older archive systems. Transfer enables units of description, descriptors (structured keywords), filing

plan positions and file links to the primary data to be generated from the metadata. Occasionally, e.g. for performance reasons with images, the primary data is also stored in the scopeArchiv database.

## Overview of modules of scopeArchiv™



## Plan of record groups at a glance

→ The archive plan shows the developed structures of the archive material. The levels of description (department, fonds, series, dossier, document etc.) are freely definable and nameable. Units of description (UD) can be edited, positioned or locked in the archive plan. The editing status of each UD is immediately evident. (Fig. 1)

## Time for essential tasks

→ Employees quickly familiarize themselves with the system. They carry out their routine work more efficiently, thus gaining time for essential tasks. It gives them scope to develop their potential and knowledge more quickly and make better use of this.

## Archive standards

→ Standardization leads to a focus on strategic processes – away from perfecting rare special cases. scopeArchiv suggests the use of tried-and-tested sample processes for many workflows and supports the description standards ISAD(G), ISAAR(CPF) and, from version 5 and later, also EAD and METS, without prescribing them to the archive.

## One database, one entire system

→ When software is selected, a great deal of importance is attached to sophisticated individual functions. Later, in operation, the sum of the functions and the uniform mode of operation are more crucial. scopeArchiv supports in *one* system all work steps within the archive and in contact with the outside world. Proprietary databases for image or literature collections are no longer necessary, paper and electronic files are managed in a *single* system. This uniformity creates the crucial added value.

## Efficient description

→ Thanks to scopeArchiv, archivists' requirements for accuracy are met in full – description is nevertheless performed more quickly, with fewer errors and more transparently. scopeArchiv offers ingeni-

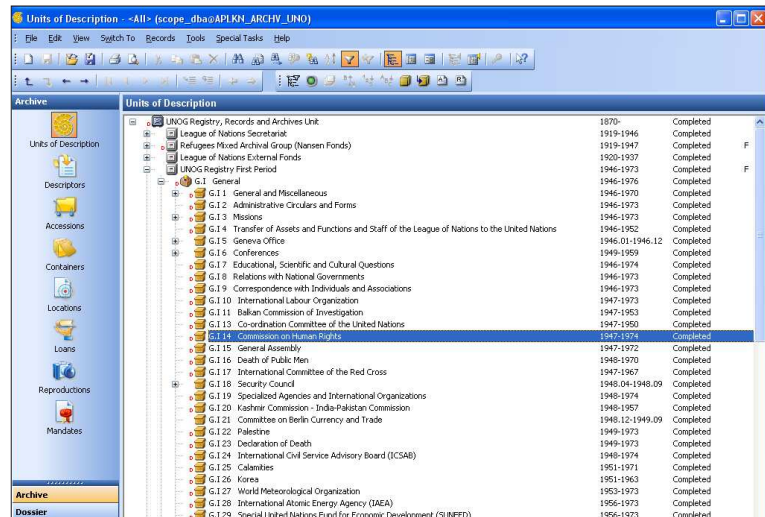


Fig. 1: Plan of record groups

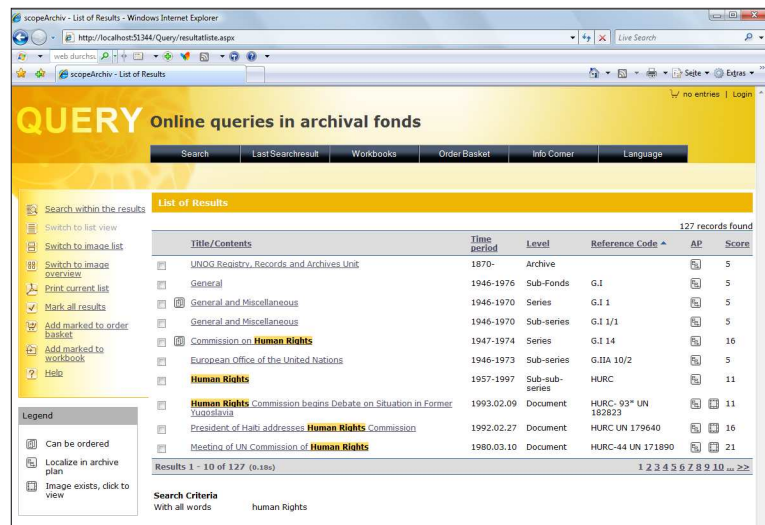


Fig. 2: Searching via the Internet

ous copy functions for data entry, multiple update of data and search and replace over entire data collections. This also includes editing in the list view, copying of the value of the predecessor and integrated spell check. In-depth initial entry and dealing with backlogs, a frustrating task abandoned by many archives, become affordable again.

## Transfer of complex digital data

→ Complex accessions and data transfers, including electronic data from document or business administration systems are enjoyable thanks to the Transfer Assistant. In addition, photographs, videos and sound files in all common formats can be archived and presented on the Internet.

## Searching via the Internet

→ The search tool Query enables access which is independent of time and place to the released archive material via the Internet. In the Intranet, shorter search procedures used with specially marked fonds result in even quicker results. Both structured searches in the archive plan as well as full-text and descriptor searches are available. The search result can be displayed in the browser, stored in work folders and ordered for viewing in the reading room or for reproduction. (Fig. 2)

## Ahead of time

→ scopeArchiv constantly keeps itself up-to-date. New market requirements are covered before the majority of archives actually make use of them – the availability of new functions even prompts many archives to think about them. scopeArchiv is therefore also the bearer of new technologies and ways of thinking.

# scopeServices

→ Customer support goes beyond scopeArchiv: it includes database administration, computing center services and strategic records management consulting.

## Project management and launch

→ At first, a few pilot users work with the system for several weeks, parameterize it and transfer initial data. scopeArchiv is then released to all users. The "normal" support phase starts with productive operation. Feedback (change and upgrade requests, notifications of flaws and faults) is entered in an online database, and customers are automatically informed via e-mail of the processing status. Many customers join the scopeArchiv User Group. Experience groups network their knowledge, enabling qualified exchanges relating to archiving work and the use of scopeArchiv.

## Training with training program

→ Ongoing training is the only way to ensure that optimum use is made of the wide variety of functions and at the same time of investment. scopeArchiv can be learned intuitively. With regard to functionality and graphical form, scope is very similar to MS Windows and MS Office. scope offers a comprehensive training program (in German, English and French). Initial training is along the lines of "Teach the Teacher": administrators and pilot users are trained directly by scope and then pass on their knowledge within their company or archive.

## Data transfer

→ Data is often already available in digital form and, depending on the quality, can be directly transferred to scopeArchiv. scope has a wealth of experience both in the field of data transfers and advising the client on the independent import of data.

## Product maintenance

→ Maintenance and support services begin with operative readiness (maintenance agreement is mandatory). Product maintenance comprises the regular delivery of patches, releases and versions including documentation and installation instructions. From experience, around 2/3 is value increasing (new functions, functional enhancements etc.) and around 1/3 is value preserving (correcting faults, adaptation to new developments by Microsoft and Oracle etc.).

## Customer-specific adaptations and extensions

→ Most customers operate scopeArchiv "off the shelf". If used correctly, add-ons (as "plug-ins") may have a major leverage effect and justify their higher costs. Our specialists' wealth of experience guarantees optimum implementation while complying with the usual standards for archive and records management. Most add-ons comprise reports and standardized queries as well as import and export interfaces to other IT systems.

## scopeArchiv Basic Support

→ Basic support covers the fixed costs for the infrastructure (e.g. copy of the application structure of each customer), qualified staff and standby. It also comprises a staggered number of hours of application support (hotline).

## Systems Support Oracle Database

→ The importance of support for the database is often underestimated. The transfer rate, security and synchronization of the entire system are

influenced by the stability of the database. Customers can also have scope provide database support. The frequency of routine checks can be selected.

## Computing center

→ scopeArchiv can be operated as a complete solution, including preparation and import of the database copy, in the scope computing center. Standardized functions are offered.

In addition, certain customers prefer to have a copy of the database prepared according to certain criteria in the scope computing center which is made available to the public via Query. The user logs on to the customer's usual Internet address.

## Records management consulting

→ Guarantee of optimum transition between document management and archive management (long-term archiving, records management) calls for systematization (nomenclature, data model, interim storage, metadata) and automation of the entire work process. A specific solution based on more or less comprehensive IT tools has to be drawn up. The requirements to be met by management (self discipline, motivation) are high.

The key points in the entire process are the connection of a large number of DMS to one AIS and the skilful parameterization of the DMS in such a way that facilitates later data transfer. scope advises customers and prospective customers in the design and implementation of records management.

Terms and Definitions → **Record**: synonymous with document → A record is an information element on a particular data medium (paper, image, sound, video document etc.) → **Dossier**: synonymous with file → Files are recordings of a transaction. They comprise several documents. They are used for traceability and therefore have to be reliable and authentic. → **AIS Archive Information System**: synonymous with **AMS Archive Management System** → The total of work processes which occur in an archive. From pre-archival work, through accession and description to loan and distribution on the Internet. An AIS is part of general Records Management. An AIS must be able to save and manage electronic and other records for ever (technical and physical accessibility of the data media and their restoration), authentically (guarantee that the data cannot be changed) and confidentially (long protection periods over decades). Unfortunately the expression AMS is used for all types of things, even for rows and cardboard boxes. **scopeArchiv** is the IT-related implementation of an AIS or AMS. → **DMS Document Management System**: (computer program) → Filing and management system for electronic records occurring in daily, operative business. The expression DMS is also used in a wider sense to denote a sector. A DMS is part of general Records Management. The essential features of DMS are visualized filing structures, check-in/check-out, version control and database-supported management of metadata for index-based document searches. With the purpose of standardizing administrative work processes, various countries have issued standards for administrative processes in public authorities, where a DMS's compliance with standards can be proven by means of a certificate (e.g. DOMEA, ELAK, GEVER, e-Gif). The records of a DMS are transferred together with the data sovereignty after a certain time to the AIS in accordance with precise statutory and/or in-house rules (destruction of documents). Therefore by definition, archival in a DMS can only be intermediate archival and not long-term archival, even if it is often called as such. The time of the move depends on the type of transaction and statutory regulations. → **RMS Records Management**: synonymous with **ILM Information Lifecycle Management** and **ECM Enterprise Content Management**. → As there are no suitable generic terms in either German or French, we use the term **Records Management** to denote the total of AIS and DMS in all languages. Records Management is actually a responsibility (Records Manager) or an overall process and not a specific IT tool. ISO 15489 defines certain principles and procedures of systematic Records Management. It describes the technologies for describing, managing, saving and storing records and making them available. A central feature of this is the consideration of the entire lifecycle in its development context from its creation through to destruction or long-term archival in the AIS.