



DELAWARE STATE-WIDE INFORMATION TECHNOLOGY AND ARCHITECTURE STANDARDS

ID:	AP-IMG-001
Title:	Document Imaging Standard
Domain:	Application
Discipline:	Development Management
Date updated:	09/27/2019
Revision no.:	3
Original date:	5/17/2010

I. Authority, Applicability and Purpose

- A. **Authority:** [Title 29](#) Chapter 90C Delaware Code, §9004C – General Powers, duties and functions of DTI “2) Create, implement and enforce statewide and agency technology solutions, policies, standards and guidelines, including as recommended by the Technology Investment Council on an ongoing basis and the CIO”
- B. **Applicability:** Applies to all State of Delaware communications and computing resources. DTI is an Executive Branch Agency and has no authority over the customers in Legislative and Judicial Branches, as well as School Districts, and other Federal and Local Government entities that use these resources. However, all users, including these entities, must agree to abide by all policies, standards promulgated by DTI as a condition of funding and continued use of these resources.
- C. **Purpose:** The management of documents within the State is critical to many of the State’s business processes, which often involve the capture of paper documents in electronic formats. This standard defines the software products that are to be used by the State of Delaware in management of document images.

II. Scope

- A. **Audience:** This document is intended for Application Developers, their managers and application development contractors for the State, Systems Administrators, Network Administrators, and Computer Auditors. This document is not intended for use by non-IT personnel.
- B. **Applicability:** This standard will cover all document imaging products installed or in use by the State of Delaware. It does not apply to imaging capture hardware or ICR/OCR software or software development toolkits (SDK) like Atalasoftware provides.

These best practices are adopted by the Department of Technology and Information (DTI), through the Technology and Architecture Standards Committee (TASC), and are applicable to all Information Technology use throughout the State of Delaware. Any questions or comments should be directed to dti_tasc@state.de.us.



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III. Process

- A. **Adoption:** These best practices have been adopted by the Department of Technology and Information (DTI) through the Technology and Architecture Standards Committee (TASC) and are applicable to all Information Technology use throughout the State of Delaware.
- B. **Revision:** Technology is constantly evolving; therefore, the best practices will need to be regularly reviewed. It is the intent of TASC to review each best practice annually. TASC is open to suggestions and comments from knowledgeable individuals within the State, although we ask that they be channeled through your Information Resource Manager (IRM).
- C. **Contractors:** Contractors or other third parties should comply with these best practices when proposing technology solutions to DTI or other State entities. Failure to do so could result in rejection by the Delaware Technology Investment Council. For further guidance, or to seek review of a component that is not rated below, contact the TASC at dti_tasc@state.de.us.
- D. **Implementation responsibility:** DTI and/or the organization's technical staff will implement these best practices during the course of normal business activities, including business case review, architectural review, project execution and the design, development, or support of systems.
- E. **Enforcement:** DTI will enforce these best practices during the course of normal business activities, including business case and architectural review of proposed projects and during the design, development, or support of systems. These best practices may also be enforced by others during the course of their normal business activities, including audits and design reviews.
- F. **Contact us:** Any questions or comments should be directed to dti_tasc@state.de.us.



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IV. Definitions/Declarations

A. Definitions

1. Imaging - ICR/OCR

Tier	Type of Capture	Documents	Quality	Business Functionality
Basic or Intermediate	Imaging	Unregulated documents	Not required by law to be of high quality or searchable	Automated Capture and filing of documents into a digital picture format (TIFF, gif, jpeg, etc.)
Advanced	ICR/OCR	Highly Regulated documents	Required by law to be highly accurate and searchable	Automated capture and filing of handwritten or unformatted documents

2. **Business process analysis** - In determination and selection of an imaging system, the organization needs to consider the requirements, quantification, complexity and depth of each “Business Process” to be enhanced by an imaging system installation. Proper analysis will better define a proper imaging system fit. A Business Process is defined as the flow of information, data and execution of task and procedures in order to accomplish a specific need, result or end. A workflow can be used to automate the business process.
3. **OCR**: Optical character recognition, usually abbreviated to OCR, is the mechanical or electronic translation of scanned images of handwritten, typewritten or printed text into machine-encoded text. It is widely used to convert books and documents into electronic files, to computerize a record-keeping system in an office, or to publish the text on a website.
4. **ICR**: Intelligent character recognition (ICR) is an advanced optical character recognition (OCR) or – rather more specific – Handwriting recognition system that allows fonts and different styles of handwriting to be learned by a computer during processing to improve accuracy and recognition levels
5. **API (application programming interface)**: It is a protocol intended to be used as an interface by software components to communicate with each other. An API is a library that may include specification for routines, data structures, object classes, and variables. It is source code based.
6. **Workflow**: Execution and automation of business processes where tasks, information or documents are passed from one participant to another for action, according to a set of procedural rules.

B. Declarations

1. Documents should be scanned at least at 300 dpi.

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2. In accordance with the State's [Software Policy](#), all products must be running a version that is supported by the vendor.

V. Definitions of Ratings

Individual components within a Standard will be rated in one of the following categories.

COMPONENT RATING	USAGE NOTES
STANDARD – DTI offers internal support and/or has arranged for external vendor support as well (where applicable). DTI believes the component is robust and solidly positioned in its product life cycle.	These components can be used without explicit DTI approval for both <u>new projects</u> and <u>enhancement</u> of existing systems.
DECLINING – Deprecated - DTI considers the component to be a likely candidate to have support discontinued in the near future. A deprecated element is one becoming invalid or obsolete.	Via the State's waiver process, these components must be explicitly approved by DTI for <u>all projects</u> . They must not be used for <u>minor enhancement</u> and <u>system maintenance</u> without explicit DTI approval via the State's waiver process.
DISALLOWED – DTI declares the component to be unacceptable for use and will actively intervene to disallow its use when discovered.	No waiver requests for new solutions with this component rating will be considered.

- A. **Missing Components** – No conclusions should be inferred if a specific component is not listed. Instead, contact TASC to obtain further information.



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VI. Component Assessments

	Component	Rating	Comments
	IBM FileNet	Standard	
	Hyland OnBase	Standard	Cloud and On-premise
	Oracle Content Management	Declining	
	EMC Documentum	Declining	

All document imaging products other than FileNet and OnBase are in a 'Declining' status. The following list of products is not exclusive and it is meant to represent a sample of the existing document imaging products that exist in the State.

	Component	Rating	Comments
	DocuWare	Declining	
	Fastlook	Declining	
	Lexis Nexis	Declining	
	Omnipage Pro	Declining	
	Easy File	Declining	
	Power Scan	Declining	
	Filebound, Marex Group	Declining	
	DocFinity IntraViewer	Declining	
	Bottomline Technologies (Formerly Samson Imaging)	Declining	
	docSTAR	Declining	
	ACO Star Systems	Declining	
	Lotus Notes-IBM	Declining	

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