

Document and Records Management System Selection and Implementation

Executive Summary

This whitepaper presents the business and technical justification for the selection and implementation of Laserfiche, a leading Document and Records Management System (DRMS), in partnership with MCC Innovations (MCCI). The project has been budgeted, and the current proposal and quote fall well below the allocated budget. The implementation will provide member municipalities with a modern, secure, and compliant solution to manage records, support operational efficiency, and ensure adherence to Utah's legal requirements for records retention and destruction.

Introduction

Municipalities face increasing challenges in managing digital and physical records while ensuring compliance with state and federal laws. Outdated or disparate systems introduce inefficiencies, increase risks, and hinder staff productivity. To address these challenges, the Greater Salt Lake Municipal Services District (MSD) has evaluated leading solutions and identified Laserfiche, implemented through MCC Innovations, as the optimal choice.

Problem Statement

Current records management practices across member municipalities rely heavily on manual processes, disconnected storage systems, or legacy software. This creates issues including difficulty locating records, inefficient workflows, compliance risks, and barriers to information sharing. Additionally, municipalities must comply with Utah Code requirements for records retention, destruction, and transparency under GRAMA.

Solution

Laserfiche is a proven enterprise-level Document and Records Management System designed to centralize, automate, and secure municipal records management. By partnering with MCC Innovations, a nationally recognized Laserfiche solution provider with expertise in public sector implementations, MSD will deliver a scalable solution that meets current needs and future growth.

Technical Details

Laserfiche provides a robust platform with the following capabilities:

- Centralized repository for all records with metadata-based organization.
- Automated workflows for approvals, retention schedules, and destruction.
- Secure role-based access controls ensuring only authorized access.
- Integration with Microsoft 365, ArcGIS, and other municipal systems.
- Cloud and on-premises deployment options, with strong disaster recovery.
- Full audit trails to support compliance and transparency.

MCC Innovations (MCCI) brings decades of experience in deploying Laserfiche for public sector entities. Their expertise includes solution customization, staff training, and long-term support, ensuring municipalities gain full value from the investment.

Benefits for Member Municipalities

The adoption of Laserfiche and MCC Innovations' implementation services provides the following benefits:

- **Compliance:** Meets Utah Code § 63A-16 and GRAMA requirements for record retention, access, and destruction.
- **Efficiency:** Automates manual processes, reducing staff time spent searching for and managing records.
- **Transparency:** Enhances public access to records in compliance with Utah's Government Records Access and Management Act (GRAMA).
- **Cost-effectiveness:** The project quote is well under the approved budget, maximizing taxpayer value.
- **Security:** Protects sensitive records through encryption, access controls, and audit trails.
- **Scalability:** Accommodates future growth, new municipalities, and evolving digital services.
- **Interoperability:** Seamlessly integrates with existing municipal IT systems.

Use Cases

Examples of how member municipalities will benefit from Laserfiche include:

- Automating business workflows with retention schedules tied to Utah law.
- Streamlining storage of records, making them easily accessible to staff and the public.
- Ensuring destruction of outdated records in accordance with Utah's legal mandates.
- Providing staff with rapid access to council meeting minutes, agendas, and ordinances.
- Enabling secure digital archiving of historical documents for long-term preservation.

Compliance with Utah Laws

Laserfiche fully supports compliance with Utah's statutory requirements:

- **Utah Code § 63A-16 (Records Management Act):** Ensures secure retention and destruction of records according to approved schedules.
- **Utah Code § 63G-2 (GRAMA):** Provides transparency and public access to eligible records.
- **Utah Code § 13-44 (Utah Consumer Privacy Act):** Protects sensitive personal information.
- **Retention Schedules:** Automated workflows align with state-approved records retention timelines.
- **Audit Trails:** Ensures accountability for access and changes to records.
- **Destruction Compliance:** Records destruction is managed in compliance with state-approved methods.

Conclusion and Call to Action

The selection of Laserfiche, implemented by MCC Innovations, represents a strategic investment in modernizing the MSD's records management capabilities. The solution addresses inefficiencies, strengthens compliance, and delivers measurable value to member municipalities. With the project falling well under budget, MSD is in a strong position to proceed with confidence. The Board is asked to approve moving forward with the implementation to ensure timely deployment and realization of benefits.