THE MAIN PROBLEMS OF INTRODUCTION OF ELECTRONIC DOCUMENT TURNING SYSTEMS AT THE ENTERPRISE AND POSSIBLE WAYS OF THEIR DECISION

Annotation: This article describes in detail the problems of implementation of document management systems in the enterprise. And also provides recommendations that, in our opinion, will help most effectively solve the problem of introducing electronic document management systems (EDMS) in the enterprise.

The article is recommended to employees of those organizations which leaders are thinking about making a decision on the implementation of the SED, as well as those who need to understand what problems they will face clearly.

Keyword: electronic document management systems (EDMS), implementation, factor, web server, digital signature, archive

The volume of documents currently used is continuously growing. It’s unlikely to refuse paper documents completely; however, according to the opinion of many experts, the use of electronic options will become predominant over time.

Today, there is a widespread introduction of electronic document management systems, which has a large number of advantages over paper ones, for
example, maintaining an electronic archive. However, while introducing electronic document management systems that are ready to provide many convenient services, there are many problems that managers in any enterprise may encounter. They are viewed in this article.

There are the following general problems of the implementation of workflow systems in the enterprise: 1). the human factor; 2) the management factor; 3) objective factors as structural leapfrog and lack of workflow; problems at the beginning of implementation.

Let us consider each of them in more detail.

1. The human factor - the conservatism of employees.

The SED is characterized by one feature: the system must be implemented throughout the organization, otherwise the management will not get the maximum efficiency from its use. However, in any enterprise there are people who avoid innovations. Such conservatism is justified by the staff reluctance to be retrained, or, for example, by low education. This problem may make it difficult to implement the EDMS.

It is necessary to understand that some employees have got used to a certain method of work for years, and now they need to change it for another, absolutely unusual for them.

It is necessary to start working with the electronic documents gradually. For example, you can begin with using e-mail. Then you may create a simple intranet system and train employees to search for the necessary reference materials on the internal intranet server. People will gradually get used to working with electronic documents.

In addition, it is necessary to try to find some enthusiasts among all employees who could teach others to use a new, paperless way of working. Training courses must be organized to implement this strategy. It is very important that the courses are initially voluntary. After the mass introduction of the practice,
the training should become obligatory, but by this time people will have an interest based on certain information received from those who have been trained first [1].

2. Management factor

If the head of the enterprise is a person lacking initiative or simply conservative, then, probably, electronic document management systems will not be implemented at this enterprise at all.

Some managers are afraid that with the introduction of the SED, there may appear transparency in their activities, both for their management and for their subordinates. And some have the so-called factor of the “director of the Soviet type”. Such leaders prefer to deal with real people, rather than working directly on computers and with electronic documents.

The only solution to this problem is to convince the manager that with the introduction of electronic document management systems the organization will only benefit.

3. Objective factors are those factors that need to be considered at the planning stage of implementation, as over time they may become insurmountable.

a) Structural leapfrog

If an organization undergoes constant structural changes, then the introduction of an electronic document management system can significantly simplify the implementation of these structural changes. SED will help to avoid the difficulties that arise when transferring large amounts of information, written on paper, from one department to another. When leapfrog takes place in the organizational structure, it is necessary to implement only those components of electronic document management systems that are available and adequate for its state. With this approach, it is necessary to find a company for the implementation of the SED, focused specifically on long-term work.

b) Lack of workflow

In the modern world there are also organizations in which there is no document flow as such. To introduce electronic document management there,
firstly, it is necessary to launch a pilot project – for example, to analyze the activity of the enterprise and identify weak points affected by the lack of formalization in their business.

4. Problems at the beginning of implementation

One of the problems of introducing electronic document management systems is ensuring the validity of electronic documents. The adoption of a law regulating the use of electronic digital signatures has made it possible to give legal status to electronic documents. There is also a compromise path. You can attach paper copies with a “real signature” to electronic documents that have legal validity.[2]

Interaction with the outside world

Document exchange within the organization structures comprises mostly paper documents. In order for these paper documents to circulate effectively it is necessary to obtain their electronic samples. Electronic images of such documents can be obtained by using scanners. There are many professional systems that are designed to receive images of documents, such as Accent Capture or InputAccel, focused on using industrial streaming scanners.[3]

Replacement of existing documents

The stage of replacement of existing paper documents by electronic form can be considered one of the most dangerous. If the organization has a paper archive of documents, then an electronic archive of existing documents should be created from paper by scanning.

If there is no archive in the organization, then you first need to achieve a unified order of storing documents in directories, and also prohibit (including by technical means) storing documents on local disks of computers.

In conclusion, we can say that despite the implementation problems discussed above, the SEDs are becoming more widely used precisely because their effect is not measured by direct savings of resources, but by improving the quality of the organization’s work. Subject to the introduction of such systems
management will become more transparent, informative and operational. It should also be understood that the purpose of the SED is not to eradicate paper documents, but to create an effective environment for managing and operating the organization.

Bibliography:

