

Washington State Patrol Converts Microfilm Library, Streamlines Capture and Retrieval of Fingerprint Records



WHAT USED TO TAKE UP TO SEVERAL HOURS NOW TAKES A FRACTION OF A SECOND. ANY EMPLOYEE WITH SECURITY CREDENTIALS CAN SEARCH FOR THE DESIRED DOCUMENT AND HAVE THE IMAGE IMMEDIATELY ON THEIR DESKTOP.

ORGANIZATION

Washington State Patrol, Criminal Records Division
www.wsp.wa.gov

INDUSTRY

State Government

SOLUTION

- › ILINX® Content Store for capture & repository
- › ILINX Import to ingest records
- › Conversion Services to digitize microfilm library

CHALLENGE

- › Human bottlenecks for requests for documents on microfilm
- › Source documents took multiple hours or days to retrieve due to limited staff resources
- › Historical documents with little or no metadata are difficult to find
- › Poor image quality
- › Physical storage required for paper, microfilm and viewing equipment

KEY BENEFITS

- › Fast, efficient & secure access to criminal record documents for all qualified employees
- › Retrieval time decreased from hours to seconds
- › Sharing & downloading enabled right from repository viewer
- › Enhanced searchability of documents due to properly indexed images
- › Documents imported electronically, reducing need for scanning & indexing
- › Entire enterprise more efficient, able to reallocate employee labor
- › Storage space reduced by 30%
- › Printing, paper & microfilm costs reduced

The Washington State Patrol Criminal Records Division (WSP-CRD) is the central repository for criminal history record information for the state of Washington. Established in 1972, the department collects fingerprint-based records and disposition information submitted by law enforcement agencies and courts throughout the state. The role of the Criminal Record Division is to provide complete, accurate and accessible criminal history in the interest of public safety.

Outdated Filing System Leads to Bottlenecks & Delayed Record Retrieval

The Criminal Records Division collects criminal documentation on convicted persons and produces rap sheets. These documents can be requested by law enforcement agencies, the general public for background checks, or internally for research and quality assurance purposes. The previous filing system was manual and used a microfilm system to file, store and retrieve criminal records.

The WSP-CRD receives approximately 2,500 source documents daily, 20-50% of which are a combination of hard copy, fax, email attachments, etc. Previously, if a document was not originated in hard copy, the documents were printed to paper, provided to microfilm operators and then scanned to microfilm.

Due to an increase in records requests, limited staff resources and delayed retrieval times, the department often experienced bottlenecks. At times they were unable to keep up with demand, which averages around 50-100 requests each month.

Inconsistent business practices in the past meant many of the documents did not have any indexing, or searchable data, associated with them, making search and retrieval of these documents extremely difficult. Due to extended retention requirements, physical storage of fingerprint records and source documents consumed square footage in document retrievers and microfilm roll carousels.



The WSP-CRD had incentive to be more efficient with the process for receiving, filing, sorting, retrieving and distributing criminal records documents.

WSP-CRD Chooses Web-based Capture & Repository Solution

Driven by a need to make requests for criminal records more automated and accessible, the WSP-CRD selected ImageSource to help them implement ILINX® Content Store, a combined capture/repository technology that was already being used at WSP in the Commercial Vehicle Division.

The WSP-CRD's primary objective was to replace paper-based processes with a scalable solution that would allow employees to quickly access electronic documents for timely responses to

records requests. The ability to capture information real-time and submit to a workflow was a requirement, as well as having a solution that could be scaled internally, based on demand.

The department was equipped with an in-house scanning station to handle the 75,000 source documents that come in every month. Documents such as fingerprint cards are scanned at 600 dpi, indexed and immediately placed into a central ILINX Capture repository referred to as CHDAR (Criminal History Document Archive and Retrieval).

Upon search and retrieval of a requested document, staff have options for sharing with the requestor that include sending an email directly from the repository, printing a hard copy or downloading a PDF version.

BENEFITS INCLUDE INCREASED SECURITY, THE ABILITY TO RESPOND TO REQUESTS WITH GREATER AGILITY AND SPEED, FEWER LOST DOCUMENTS AND COMPLIANCE WITH RECORDS RETENTION REGULATION.

Microfilm Backfile Conversion Project Completed Within Two Years

To be compliant with governmental requirements, WSP must retain records and make them accessible for 99 years from each convict's date of birth. It was decided by the WSP-CRD to convert the entire microfilm library of historical documents to a secure, electronic format and unify all records, old and new, into the CHDAR repository.

ImageSource began a highly secure backfile conversion project to scan over 17 million images from 2,864 microfilm cartridges over two years. After scanning and indexing, documents are ingested through ILINX Import into CHDAR.

In order for WSP-CRD to meet requests for documents that were off-site during the conversion process, ImageSource agreed to retrieve and send back secure copies of requested documents within 24 hours.

WSP-CRD Begins to See Improvements to the Bottom Line

Key benefits after implementing an ECM solution include reduced man hours

spent searching and retrieving criminal records documents, as well as paper and microfilm cost savings. The department has increased security and protection of documents, and can respond to requests with greater agility and speed. Additionally, they have been able to reallocate employee time towards higher value tasks.

The Washington State Patrol is now looking at ways to manage the retention of these records. From a cost-to-store and compliance point of view, they have the need to purge documents once they reach the required retention period.

Currently this process is done once a year and requires staff to manually search, identify and remove individual records from the online repository and microfilm library.

To automate the records retention, process, WSP is planning to extend the ILINX software suite to include ILINX Export, which will automate the disposal of source documents from CHRDR.

Technology



ILINX CONTENT STORE

An easy-to-use, powerful, web-based content repository with built-in capture. This secure repository provides scalable and affordable capture, search and storage for all of your document types and digital assets.

Users access ILINX Content Store from a popular browser, while administrators maintain and control user security and access in minutes from a central location. Deploy this robust application in a fraction of the time it takes to set up a traditional ECM system.

ILINX IMPORT

Inject data into capture software for processing & delivery to ECM systems. This easy-to-use interface imports data and documents from a variety of sources, including file systems, email and text delimited, into capture applications where they can be processed and placed into an imaging or document management system. The software's robust service-oriented architecture and logging capabilities provide mission critical performance.

ILINX EXPORT

Extract, convert and migrate data and documents from your ECM system. ILINX® Export enables data and documents to be extracted from ECM repositories on-demand, for migration and for managed exports at both the UI and API level. Multiple, programmable interfaces, from GUIs to portals, can be used to intuitively export in a variety of configurations and formats. It facilitates public disclosure, public access, controlled access, compliance and the compiling of select information for streamlining business processes.
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