3 Key Steps to Digitally Transform Your Municipal Document Management Services

The [New Hampshire Municipal Association](#) has noted, "Municipalities have a lot of documents and records to keep track of. Every department, employee, board and official generates and receives hundreds (or thousands) of records per year. Although many of them do not need to be retained, those which do must be managed somehow."

Adopting a Digital Solution

For many years, these municipal records were physical documents, such as town ledgers, plans, drawings, and maps. Some were on delicate, old paper or large format originals. Over time, these documents presented challenges in handling and preservation. The introduction of scanning technology promised to simplify storage, archiving, safety, and security. Whereas many businesses were receptive to take advantage of this technology, municipalities have been slower to adapt with limited budgets.

COVID-19 changed not only our personal and business lives, but also how city and town governments managed their documents. For example, [cities-today.com](#) noted, "Los Angeles' Mayor, Eric Garcetti, issued an executive directive instructing all city departments to relaunch key operations remotely and 'deliver back-to-basics services more efficiently'." The directive required departments to develop a comprehensive plan to make contactless services the norm going forward.

Having a solution that simplifies converting paper documents to digital, storing documents in a safe and secure environment, and providing secure remote access to retrieve documents can not only reduce the burden and cost of storage, but also provide better security and user experience for staff and constituents.

Today town/city managers and archivists have no choice but to participate in the digital transformation of municipal services.

Going Digital

Here are three key steps to successfully digitize municipal document management.

1. Know What Needs to Change

If you are drowning in paper and having difficulty providing services to your constituents, start by identifying what isn't working with your current system. Look at storage and retrieval of

documents, your ability to meet state/federal document retention requirements, and how you need to manage document lifecycles.

2. Understand the Benefits of Going Digital

There are many benefits to transforming your document management services to digital, including these:

- Remote access to all documents and associated processes
- Manual/automated technology to scan from physical to digital documents
- Cloud storage to eliminate file cabinets, boxes, and local computer storage
- Safety and security from fire, flood, and cyber attacks
- Solution for managing fragile and large format documents
- Easy and secure online document retrieval

3. Work with an Expert

Making the change from physical to digital documents and processes requires a plan that clearly identifies your requirements and objectives and the steps for implementing and operating your digital solution.

The best practice is to work with a professional such as NEdocs who has experience working with municipalities to plan and implement physical and digital document management solutions.

For further information about how you can transform your municipal document services to digital, call us today.