

July 30, 2010

**MEMORANDUM**

*Approved 9/29/10*  
*[Signature]*

**TO:** R. Bowen Loftin, Ph.D.  
President

**THROUGH:** Karan L. Watson, Ph.D., P.E. *[Signature]*  
Interim Provost and Executive Vice President for Academics

**THROUGH:** Pierce Cantrell, Ph.D. *[Signature]* *9/10/2010*  
Vice President and Associate Provost for Information Technology

**FROM:** Stephen T. Williams *[Signature]*  
Chair, Campus Document Management Committee  
Associate Director  
Computing and Information Services

**SUBJECT:** Recommendations from the Campus Document Management Committee for Texas A&M University's Continued Implementation of Document Management Systems

In September 2009, the Campus Document Management Committee was assigned the following tasks:

1. Establish three central support centers for FileNet, ImageNow, and Laserfiche – the three dominant document management vendors on campus. Centralizing support for each vendor's system would remove the need for each department to have its own core hardware and software, reduce redundant hardware and software costs, and enhance the ability to easily share documents and workflow.
2. Establish a preferred vendor selection subcommittee to choose a software package to be used by all new document management implementations at Texas A&M. The vendor selection committee will use and build upon (as necessary) requirements defined by the document management subcommittee.
3. Strongly encourage users of non-preferred systems to consider transitioning to the chosen vendor before making major upgrades to their existing systems.

After a series of meetings by this committee and two subcommittees, the Campus Document Management Committee respectfully makes the following recommendations:

1. Establish the following central support centers for each of the three dominant document management vendors at Texas A&M.
  - a. The Division of Finance has agreed to serve as the central support site for the FileNet product and, for a fee, is prepared to support other FileNet users at Texas A&M.
  - b. The Office of Admissions and Records has agreed to serve as the central support site for the ImageNow product and, for a fee, is prepared to support other ImageNow users at Texas A&M.
  - c. Central support for the Laserfiche product is being explored by Computing and Information Services and Texas A&M AgriLife.  
Please note that while preliminary fee studies have been completed for comparison purposes, the final fees will be determined by the supporting departments.
  
2. Using and building upon requirements defined by an earlier document management subcommittee, the Preferred Vendor Selection Subcommittee selected Laserfiche as the preferred vendor for new document management implementations at Texas A&M. The subcommittee's report is attached.  
Please note, this committee considers the FileNet, ImageNow and Laserfiche products to be "approved" for use at Texas A&M. However, Laserfiche is the "preferred" product and, unless there is a valid business case to do otherwise, all new implementations should use the centrally supported Laserfiche product. A department wishing to implement a document management system other than the preferred product should provide valid business reasons for consideration and approval by the Office of the Vice President and Associate Provost for Information Technology, or its delegate, before doing so.
  
3. Existing users of other than the Laserfiche document management system are encouraged to consider transitioning to the preferred product before making major upgrades to their existing system. Approval should not be required, however, when existing users of FileNet or ImageNow need to expand use of their system within their departments.

The committee members appreciate the opportunity to serve on this committee and provide these recommendations. Please let us know if additional information will be helpful or if we may assist further in any way. Thank you.

cc: Campus Document Management Committee

Enc: Preferred Vendor Selection Subcommittee Report dated June 14, 2010 to the Campus Document Management Committee  
Proposed Service Level Agreement  
Memorandum to Interim President Loftin dated August 17, 2009