

Research of the processes of implementation of the electronic document management system at enterprises

Implementation of electronic document management systems is a long and complicated process. That is why it is important to determine how necessary the implementation is for a particular organization, whether the advantages of the EDMS will recoup the costs of the implementation project and whether the advantages of the EDMS will exceed its possible disadvantages.

The advantages of the introduction of electronic document management systems lie precisely in their long-term effect from their use. The successful implementation of the EDMS helps in the work of both the heads of the organization and their assistants, performers, in particular, employees of the departments of documentary management [1].

The following main advantages of the EDMS implementation can be noted:

- a reduction the cost of maintaining office work;
- an increase in the speed of response to citizens' requests (typical primarily for government agencies);
- the ability to control all ongoing business processes in real time;
- an increase in the speed of dissemination of information both within the organization and outside it;
- decision-making is carried out more quickly and efficiently;
- office work is carried out in accordance with the requirements of the current legislation in the field of office work.

Having considered the theoretical aspects of the implementation of electronic document management systems, a number of important conclusions can be drawn.

Currently, no organization can do without using electronic document management systems in its activities, as evidenced by the fact that more and more

organizations, both large and small, are switching to electronic document management, considering this way of doing office work faster and convenient [2].

Competent creation of an EDMS by developers, using the basic principles and conditions for using electronic document management, as well as the most qualified training in working with it, allows us to push the traditional workflow into the background.

Electronic document management systems that are not developed in accordance with the basic functions are uncompetitive and do not meet the basic requirements for the EDMS. Compliance with the basic functions is the most important factor, without which a specific EDMS simply cannot exist [3].

The implementation of any electronic document management system assumes that the working group will carry out certain stages. Note that the number of employees in the implementation working group depends on the complexity and scope of work to be carried out.

So, let's consider an example of organizing the implementation of an EDMS at an enterprise.

Stage 1. Preparatory work.

This stage includes a pre-project survey. The purpose of the pre-project survey is to understand what the automation project consists of. Specialists determine the organizational structure of a particular organization, the number of geographically distributed sites, the types of processed documents, as well as what types of delivery of documents exist [4]. Also, at the stage of the pre-project survey, the existing logical connections between employees in the organization are determined and a distinction is made according to the access level (this is necessary to set up access rights in the system).

As additional information, a list of external organizations with which the contracting organization cooperates and their details are sometimes requested.

At this stage, what the customer expects from the electronic document management system is determined. At the stage, such documents as a work schedule, terms of reference for the creation of an office automation system are created, and a

pre-project survey report is drawn up, which reflects information about the business processes existing in the organization, as well as the features of office work and routes, according to which documents are moving. The above information is further included in the regulation on office automation [5].

Stage 2. Design.

At the design stage, an analyst performs his activities. This employee determines how many licenses are needed for the organization. Note that this number directly depends on the size of the customer organization and the volume of document flow in it [6].

The customer purchases equipment and software that is necessary for the effective implementation of the electronic document management system and its uninterrupted operation.

The stage ends with the creation of a project for an automated office work system, which reflects information related to the documentation of the management of the organization's activities using the electronic document management system [7].

Stage 3. System implementation and user training. This stage is carried out by a system technologist. He installs the system and trains users to work with it. The main goal of implementation is customer satisfaction; therefore, the exact timing of training, as well as implementation in general, has not been established. Users are trained until they fully understand how to operate the system [8].

The advantages highlighted above from the introduction of electronic document management systems make it clear that the introduction of an EDMS is necessary in the current conditions of the existence of organizations. They help organizations to reach a new level, to become the most modern, which means that work with documents becomes the most effective [9]. As for the problems that arise during the implementation of the EDMS, we note that it will not be possible to completely get rid of them at the stage of preparation for implementation. Each organization carries out its activities in a different way, so the organization implementing the system will not be able to adapt to each customer. She will do this

during the implementation process, which means that the problems will be solved at this time as well [10].

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