NRAA-Certified
EDRMS Offerings from Newgen

Overview

The National Records and Archives Authority (NRAA), Sultanate of Oman initiated the Electronic Document and Records Management System (EDRMS) project in 2013 with an objective to preserve records of national importance and reduce the dependency on paper. Under this project, the NRAA has created a set of guidelines to ensure standardized records management across government institutes in Oman. The NRAA aims to enable effective record lifecycle management and facilitate:

- End-to-end management of records, from creation to disposition
- Better accountability by maintaining the authenticity, reliability, and integrity of records
- Higher level of security against unauthorized access to records and risk of tampering, corruption, leaks and disappearance/loss
- Better services to citizens
- Preservation of the national memory and the scientific and historic research
- Collaboration across departments
- Increased efficiency by reducing the dependency on paper
- Fast and easy access to information for better decision-making

Newgen's EDRMS Offerings

Newgen has successfully passed the certification testing by NRAA's EDRMS Standard and Guidelines, performed by NRAA's National Test Center. Newgen's Electronic Document and Records Management System offerings comprise Newgen's Document Management System, Records Management System, and Correspondence Management System. The EDRMS offerings enable end-to-end record management, facilitating government institutes to remain compliant.

Document
Management System

Records
Management System

Correspondence
Management System

The offerings are certified for capabilities listed below:
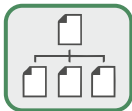
Correspondence
Management

Capturing and
Declaring Records

Classification Scheme
and File Organisation

Security and
Access Control

Hybrid Records
Management

Retention and
Disposition

Search, Retrieve
and Render

Administrative
Functions

NRAA-Certified Capabilities

Correspondence Management System

The Correspondence Management System (CORMS) allows users to capture, digitize and register all incoming, outgoing, and internal correspondences along with their attachments. It ensures that metadata is captured.

CORMS enables automatic routing of correspondences, as per defined rules. Users can view communication/ delivery history for any correspondence along with their audit trail and save draft online while maintaining the security of the correspondence.

Capturing and Declaring Records

The EDRMS can easily integrate with business applications like Microsoft Outlook, facilitating one-touch capture of records via e-mail, and other applications such as Microsoft Office (Word/Excel). It supports bulk upload of records through various mechanisms, such as CSV or Excel-based upload. It also allows for reusability of metadata for records and links the metadata with the specific record, ensuring easy search and retrieval.

Classification Scheme and File Organisation

Users can ensure effective records management by creating and managing various classification schemes, for electronic and physical records. The system allows users to define the naming convention of records at the time of configuration, which can be a combination of classes, subclasses, File and File Parts/Volume.

Security and Access Control

Users can apply various security classifications at the classification or record level to manage the accessibility of confidential records. The system maintains a complete audit trail, which captures details of operations performed by users and tracks movement of records through user/data time stamp. Further, Record Manager can define various security levels to determine which features, metadata fields, and records, a user can access.

Hybrid Records Management

The EDRMS supports definite classification schemes for physical documents and allows them to be managed in the same way as electronic records. It enables access controls on physical records, including controls based on the security category. Further, it supports printing and recognition of barcodes to help track the movement of physical records.

Retention and Disposition

Record Managers can define various policies such as Retention, Storage and others, which can be applied at the classification or record level, to ensure compliance. Based on these policies, Record Managers can decide whether or not to dispose of records once their retention period is over. Further, they can also perform various other operations,

such as interim transfer of records or transfer of records along with metadata to NRAA in standard XML format, by running it through a defined approval process.

Search, Retrieve and Render

The EDRMS allows users to perform various functions such as locating, accessing and retrieving on metadata, contents of records, or a combination of both. The system provides extensive search capabilities such as metadata-based search, wild card search, suggestive search, and others. The records which are retrieved from a search operation can be rendered for display/printing and are also downloadable, based on defined permissions.

Administrative Functions

The administrator can assign different rights and permissions to individual users, groups or roles. He/she can create, define and delete metadata elements and can restrict viewing or modifying of metadata elements by group, functional role or user.

The EDRMS allows the administrator to create various reports related to users' activities. Also, it provides automated back-up and recovery procedures.

Benefits of Newgen's EDRMS Offerings

- ## Comprehensive record lifecycle management
  Manage all kinds of content, from Physical, Electronic, Email, to Social Records. It enables cost-effective, long-term storage of content and improves the record management policy for long term archival.

- ## Compliance with NRAA regulations
  Meet regulatory requirements of the NRAA through record lifecycle management. The EDRMS prevents accidental deletion of documents, minimizes risk and enhances accountability.

- ## Physical document movement tracking
  Track physical movement of documents between different departments. It also provides the ability to track physical records stored in the warehouse.

- ## Easy to manage user-friendly desktop
  Leverage a user-friendly interface to add and index documents, search for records and retrieve physical copies. The EDRMS provides an easy-to-use interface for Record management officers to manage operations and requests made by end users.

- ## Better security
  Ensure the security, authenticity, confidentiality, and integrity of records with comprehensive security capabilities.

Certificate of Compliance

Newgen has successfully passed the certification testing by NRAA's EDRMS Standard and Guidelines.

About Newgen

Newgen Software is a vendor/provider of Business Process Management (BPM), Enterprise Content Management (ECM), Customer Communication Management (CCM), Document Management System (DMS), Workflow and Process Automation software. The company has a global footprint in over 60 countries with large, mission-critical solutions that have been deployed in Banks, Insurance firms, BPO's, Healthcare Organizations, Government and Telecom Companies.

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