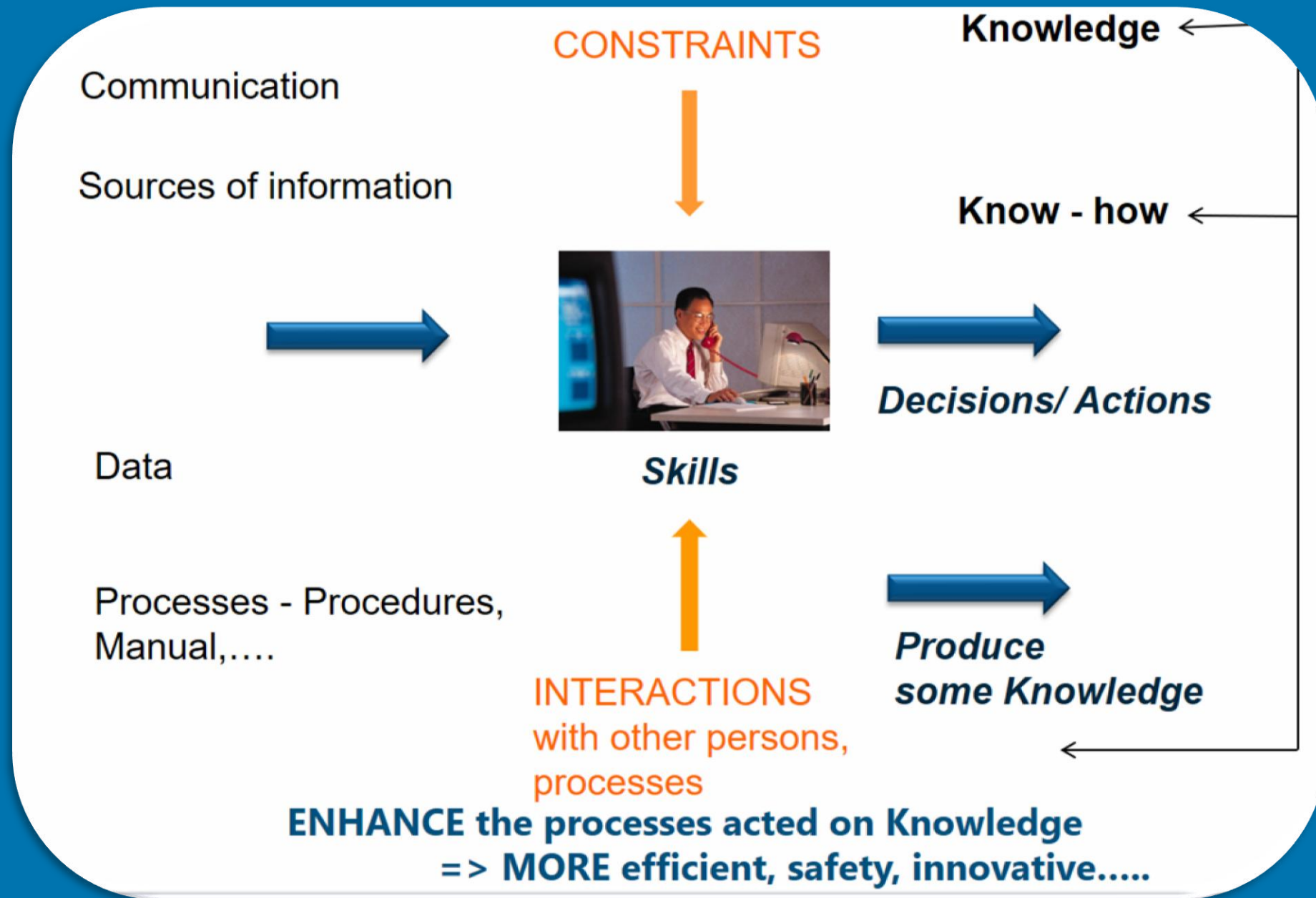


More Collaboration

Results of interaction between
DMS and IMS!

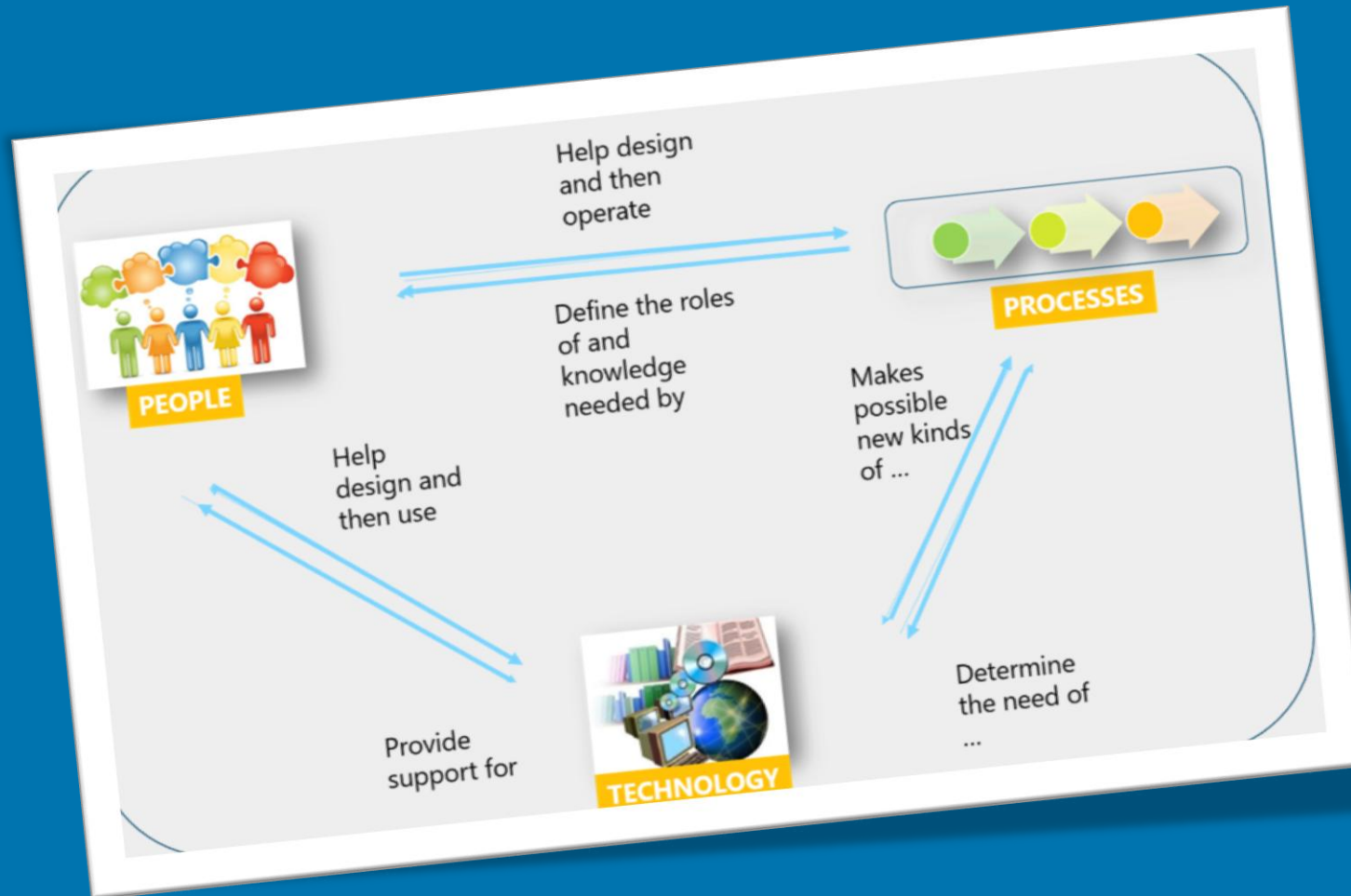
Our experience @
SCK•CEN

CONCEPT



CONCEPT

“Tools are helpful. Processes are important.
But people are **key**.”



CONCEPT

Data

Information

Knowledge

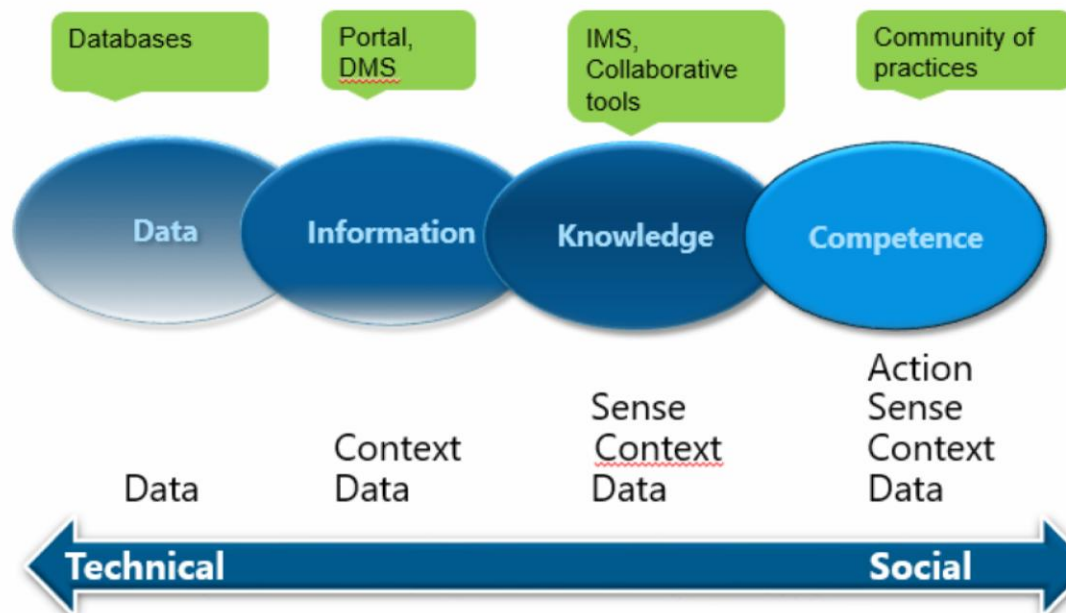
Competence

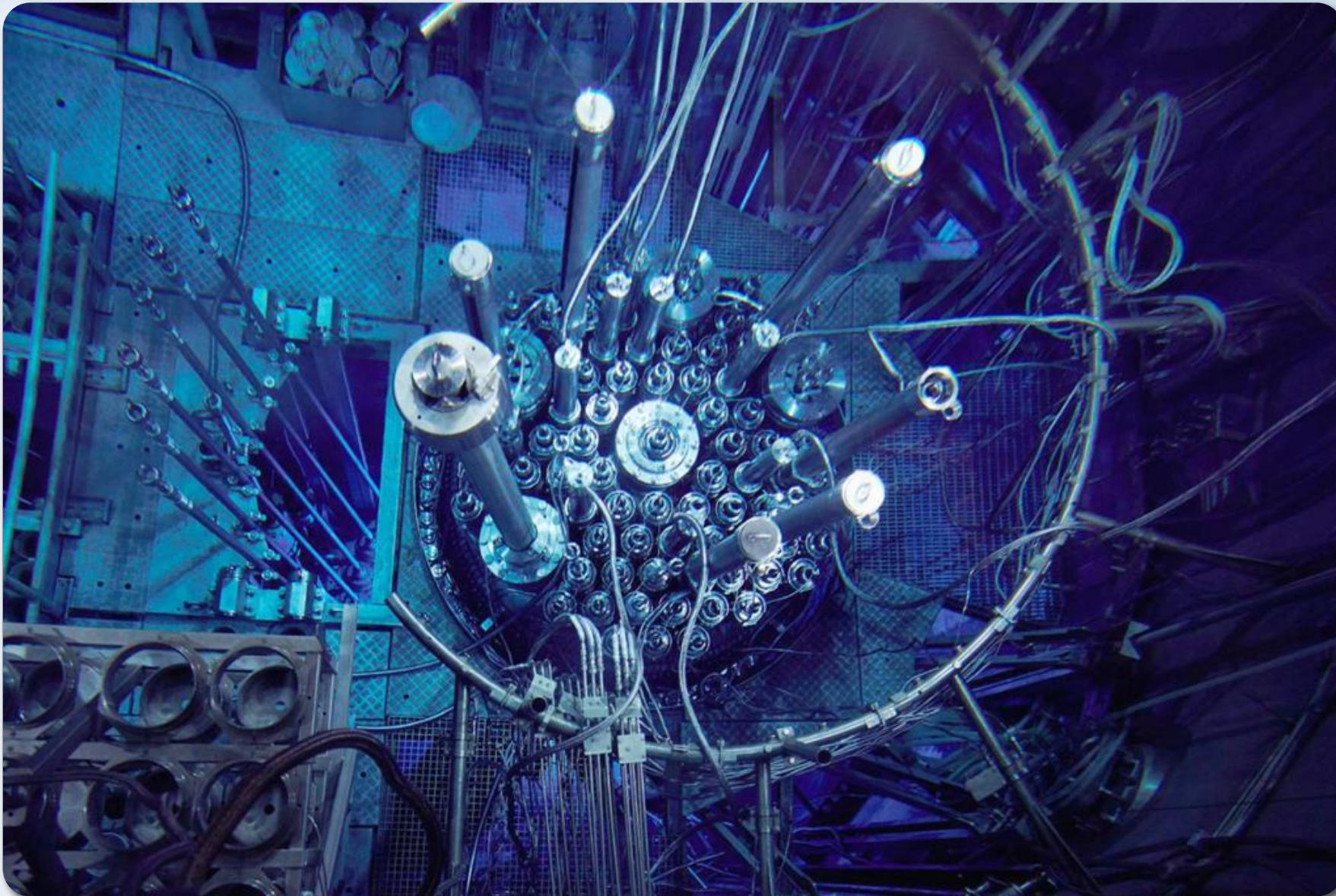
7 hour 58 minutes

The train from Antwerp to Brussels leaves at 7:58 from platform 23

This train is mostly crowded and there are a lot of people in the first two cars, so if you want to sit, you should go to the back of the train.

When I take this train, I always sit down in the last car.





SCK.CEN

BR2

Belgian Nuclear Research Centre - SCK•CEN



- Foundation of public utility dealing with **peaceful applications of radioactivity**



- **Research and Academic activities**

Multidisciplinary expertise **focusing on Safety** in various domains with the support of several **Nuclear Facilities**:

Materials - Advanced systems - Health - Safety - Space – Waste



- As Foundation of Public Utility, our **mission** is to **gather, update, share, disseminate, protect** the **scientific documentation and the knowledge** on nuclear sciences and technology as well as the scientific output and the **know-how of SCK•CEN**



- **Knowledge Management** is **an integrated systematic approach** to achieve our mission

SCK•CEN's information management – our evolution

Before 2005

Different places to find information, **separate** databases to manage our data, **different approaches** to be compliant with legislation, standards, guidelines.

Last 10 years

A lot of **independent** initiatives where done on **centralisation, standardisation** and **consolidation**.

- Financial information => first introduction of an ERP corporate software
- Enterprise Content Management

Last 4 years

Introduction of **Integrated Management System**, inducing **integration** of several initiatives and rework to a **process oriented** approach.

Specific impact on

- Enterprise Content Management
- Information Security

We realised that ECM and IMS as initiatives can leverage each other and are both key in achieving successful Knowledge management and create more collaboration between teams.



Document Management System

Aims/ Journey

**Need to know
principle**

**One place
Unique reference**

**Structure,
Functions,
Applications**

Controlled” and centralized document management

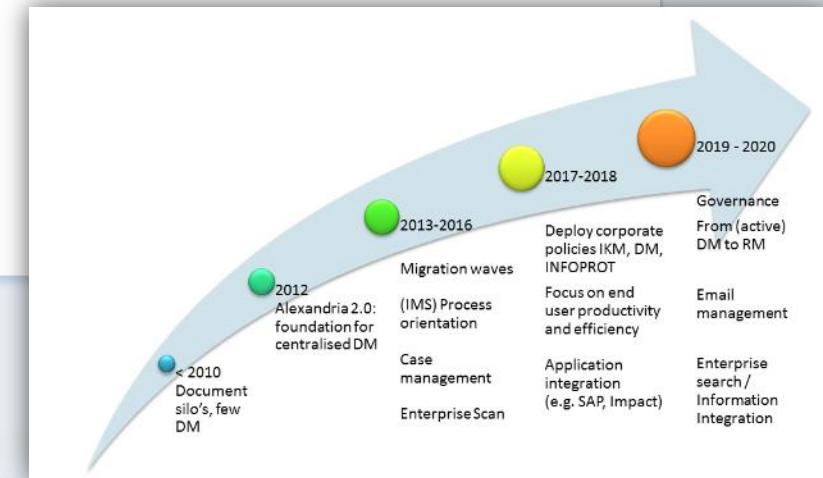
- Confidentiality / Security/ Intellectual Property Rights
- Traceability of the actions
- Support of business processes

Improved usage of SCK•CEN information

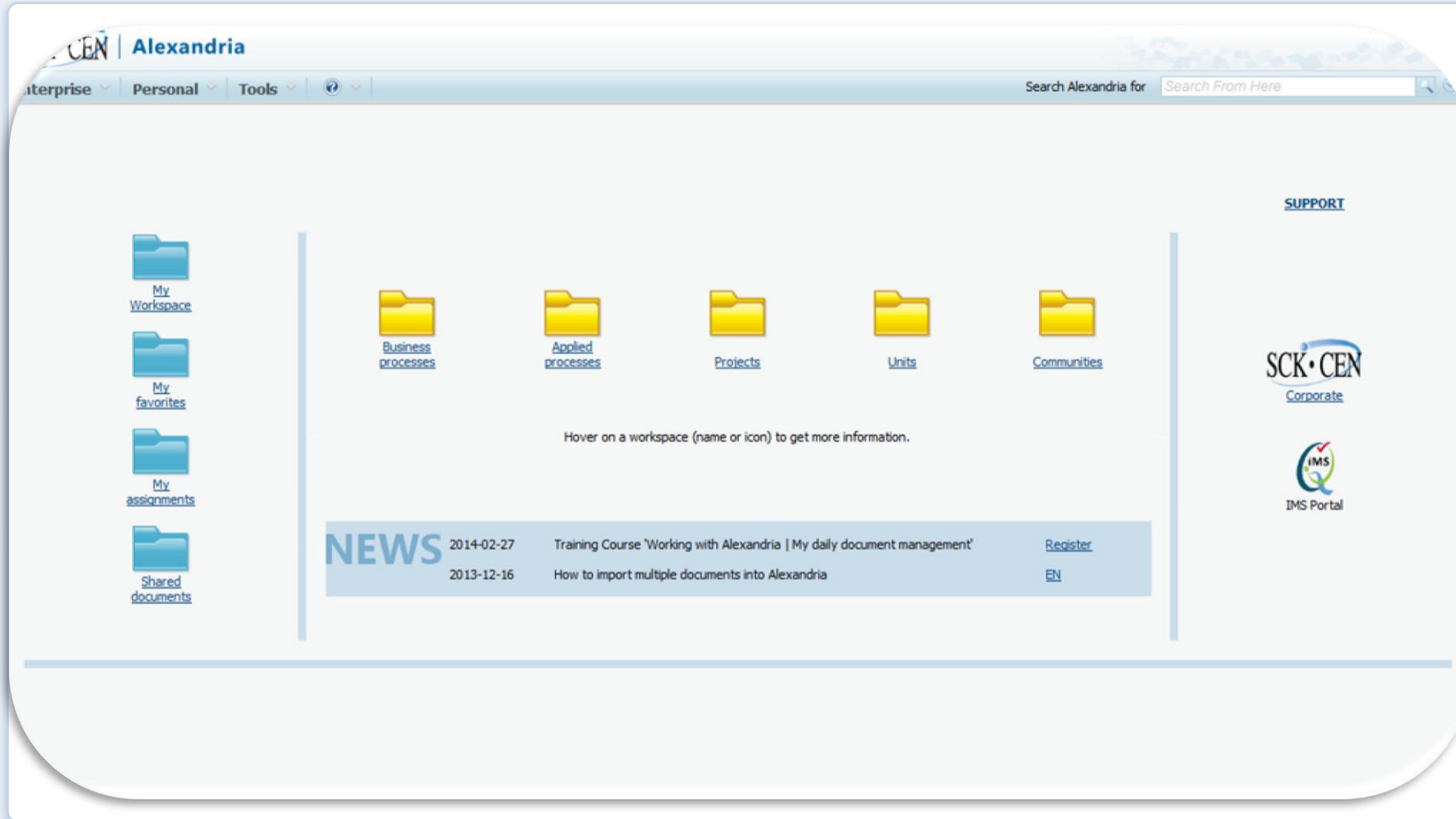
- Availability
- Authenticity
- Findability

Efficiency

- Standardization
- Support of document management processes
- Manageability
- Enhancement of the working processes



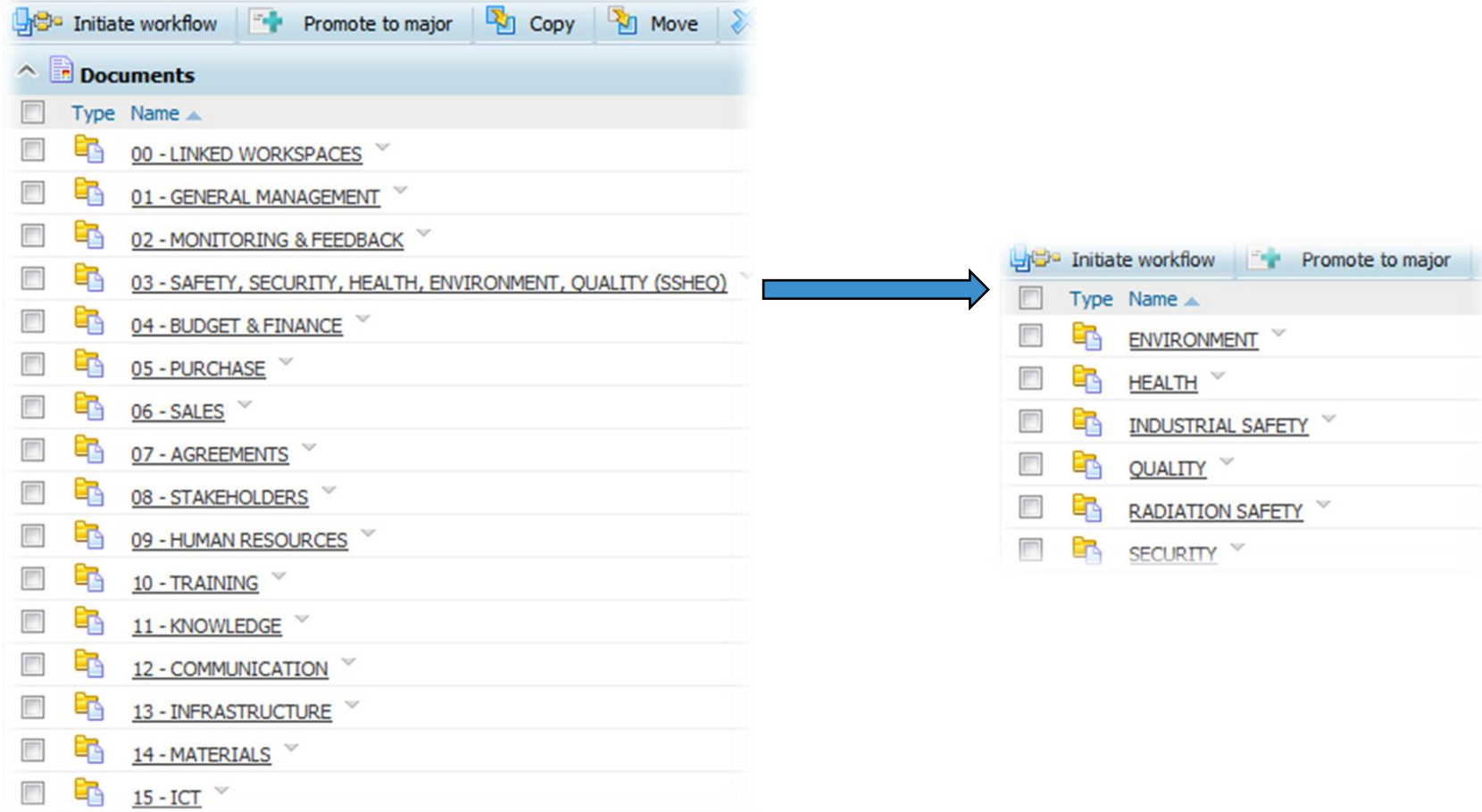
Homepage



Workspaces:

589 Projects
72 Units
27 BPR Workspaces
10 APR workspaces
26 Communities

Standard folder structure - template workspaces



Document template wizard

Add: Document

Type

Metadata

Alexandria Document:

Document:

Version Control:

Name:

Alexandria Document

Correspondence

Datasheet

Forms

Purchasing

IMS Process Description

Key Process Document

INS - Work Instruction

MOD - Process Model

SOP - Standard Operating Procedure

SSHEEQ - Risk Analysis

Template or Form

Reference Process Document

Qualification table

Regulatory document

Standard

Supporting document

Training document

Existing

Browse...

New

Microsoft Excel 2010

Type

Name

ENG - Letter.docx

FRA - Lettre Papier Imprimé.docx

NLD - Voorgedrukte Brief.docx

ENG - Letter Preprinted Paper

FRA - Lettre.docx

NLD - Brief.docx

Standard - linear versioning

Advanced - major/minor versioning

ENG - Letter.docx

Document Overview

Enterprise

Business Workspaces

IMS Process Descriptions

Integrated Management Sys...

APR-LRM-113 Determination...

Documents (How?)

Staalontvangst en -voorbe...

Gebruik van de Mitutoyo h...

Gebruik van de Mitutoyo hoogtemeter

Owner: [Leen Verheyen](#)

[Edit description](#)

Modified on 2014-02-24 11:40

Status

Metadata

Permissions

References

Workflows

Comments

General:

Name:	Gebruik van de Mitutoyo hoogtemeter	Type:	Document
Description:		Size:	292.99 KB (300,025 bytes)
Created:	2013-12-10 16:23	Modified:	2014-02-24 11:40
Created By:	Leen Verheyen	Owned By:	Leen Verheyen
Nickname:	2101214	Short Links:	E-mail the "Open read-only" short link <input type="button" value="OK"/>

Document Classifications:

Alexandria Document

IMS Process Description

Reference Process Document

Training document

Common Attributes:

Reference Number:	SCK•CEN/2101214/2.0
Alternative Reference:	IM.LRM.1007

Author

Author Name	Author Affiliation
Leen Verheyen	SCK•CEN

Document Type:	
Document language:	NLD

Major version 2.0

Size: 293 KB

Unrated

[Rate this item](#)

Open major version

Download major version

E-mail this link

Edit major version

Add version

Add rendition

Promote to major

Notify me of changes

View properties

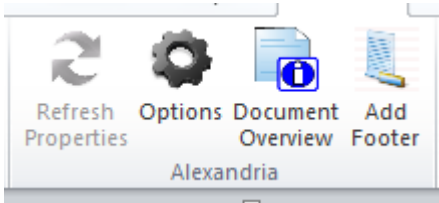
More actions

SCK•CEN/25113127

ISC: Restricted

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SCK•CEN

Office Integration



Footer



Gebruik van de Mitutoyo hoogtemeter
SCK•CEN/2101214 Rev. 1.1— Approved for use*
IM.LRM.1007

1/2

**Revision Information traceability in Alexandria.*

SAP Contract Workspaces

CopyMoveDeleteZip & DownloadEmail LinkCollect

Contracts

Type	Name	Contract Number	Contract Description	Size	Modified
	CO-90-00-1357-00	Comments	0040000284	MEGAPIE COOPERATION AGREEMENT.	2013-08-14 03:41
	CO-90-05-1908-06	Comments	0040002004	QUOT. TRAVAUX ADD. REGULARISATION EVITA	2013-08-19 14:24

EnterpriseProcessesContractsContractsCO-90-13-3180-00

WorkspaceStructureTeamReferences

CO-90-13-3180-00

Reference Number:CO-90-13-3180-00 0011

Type:Contract

Description:EIB CONSULTANCY VIA PWC - ENFTOR

SAP Contract Number:0040001809

SCK Contract Number:CO-90-13-3180-00

Description:EIB CONSULTANCY VIA PWC - ENFTOR

Contract Responsible:Dirk Ceuterick

Date:2013-01-21

Team

Role	Name
Contract Guest	SCKCEN-P BSU Head SCKCEN-P DG Sec ...
Contract Member	
Contract Responsible	Dirk Ceuterick
Contracts Administration	Contracts Administrators
...	Show all

CopyMoveDeleteZip & DownloadEmail LinkCollect

Documents

Type	Name	Contract Number	Contract Description	Size	Modified
	BSU only			17 Items	2013-08-22 09:17
	Related Workspaces	Comments		1 Item	2013-08-22 08:29
	Shared			3 Items	2013-08-22 10:42

CO-90-13-3180-00

SAP Contract

Customer Contract: 0040001809

Contract Information

SAP Contract : 0040001809
SCK Contract : CO-90-13-3180-00
Description : EIB CONSULTANCY VIA P
Contract Resq : Dirk Ceuterick

All attributes

Related Workspaces

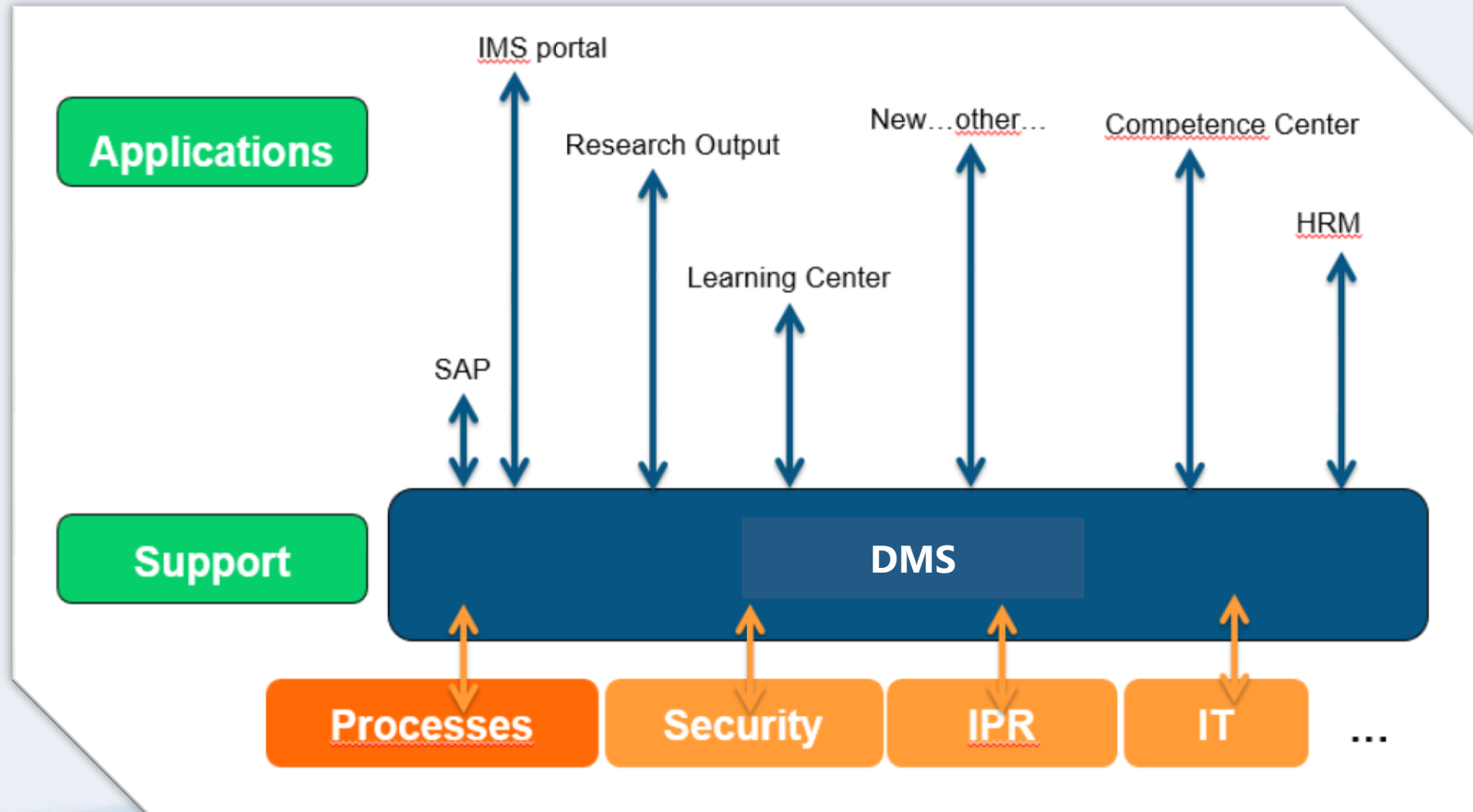
CO-90-13-3180-00
BEIBCONSU

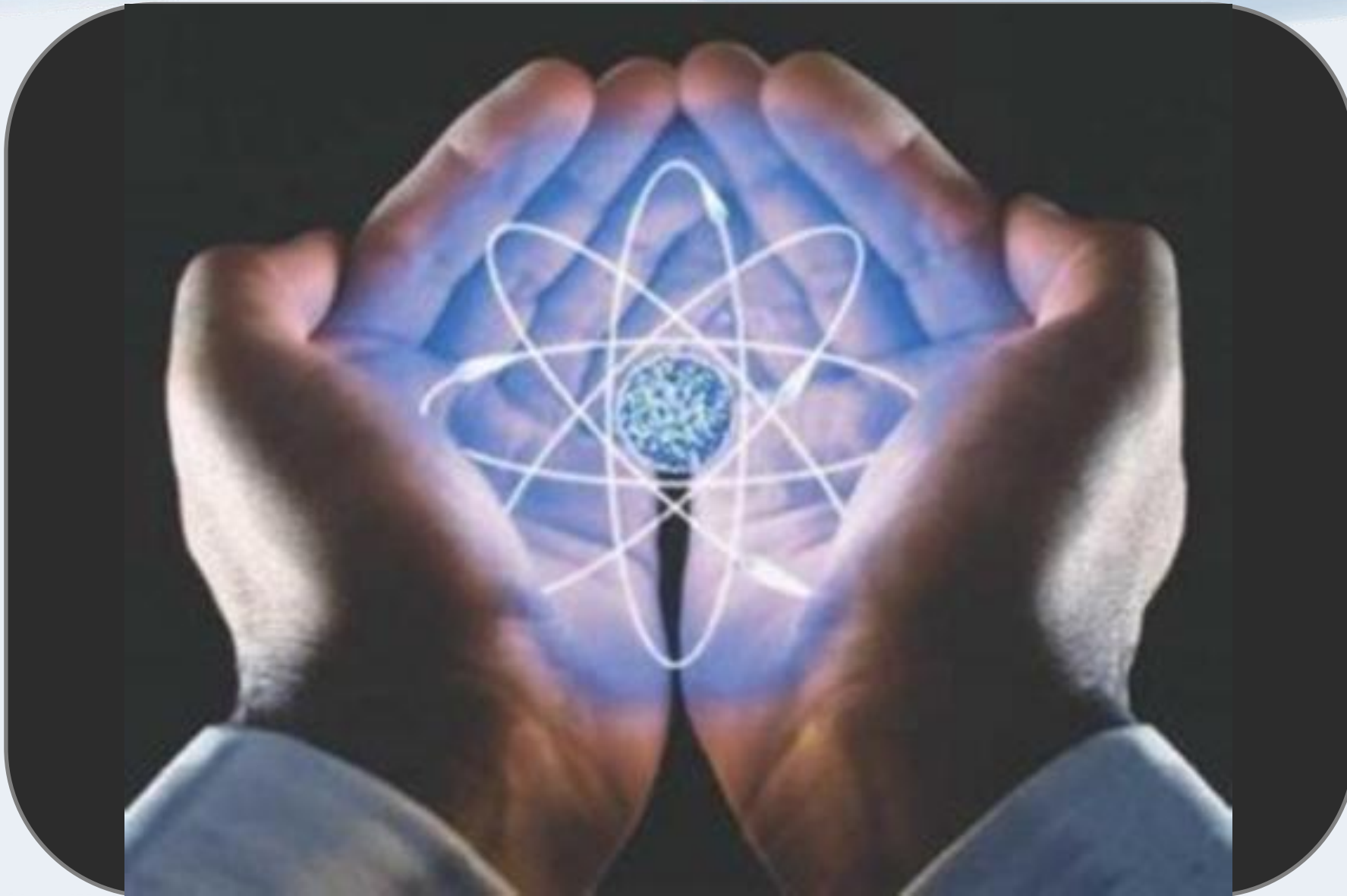
All Related Workspaces

Recent Changes

Voorblad_CO-90-13-3180.docx 2013-08-22

Architecture of information





Integrated Management System

CONCEPT

A **management system** is a set of interrelated or interacting elements that establishes policies and objectives and which enables those objectives to be achieved in a safe, efficient and effective manner.

Integrated management system integrates elements such as :

- safety
- health
- environmental,
- security
- quality
- economic
- ethical



considering the **implications of all actions** not within separate management systems but with regard to **safety as a whole**, that safety is not compromised.

A policy - set of rules that drive the processes and the procedures

A process - high level view: responsibilities and tasks are displayed in the process model

Procedures - detailed descriptions how activities have to be performed

CONCEPT



Example

- KM has a policy to be respected by all other processes
- KM has its own processes such as Document Mgt, Record Mgt.... Impacting all company

Means that KM needs to be implemented such as

- in project mgt,
- In lab mgt,
- In all operations,
- In HR - out boarding process (transfer of knowledge).

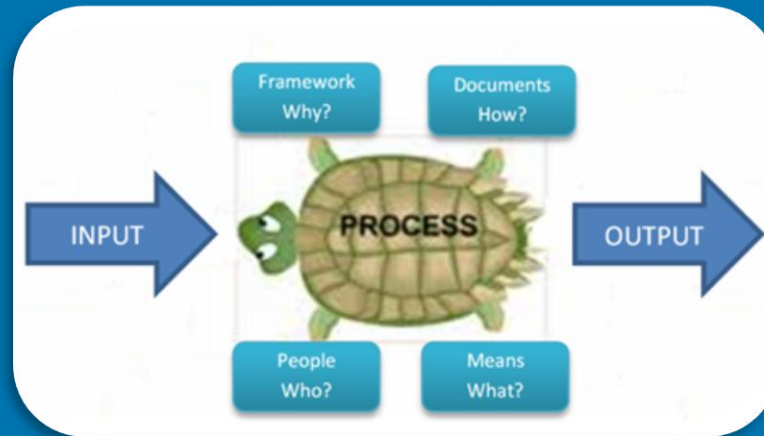
which are complemented by procedures e.g. how and where to archive an e-mail that contains e.g. remarks from our regulator

CONCEPT

process1

process2

process3



Process: Description through a process model; mission; risks; Hazards and risks; link to other processes; KPI's,

Input: Deliverables from previous process

Why: Legal; regulations; norms; safety; health; environment economical requirements...

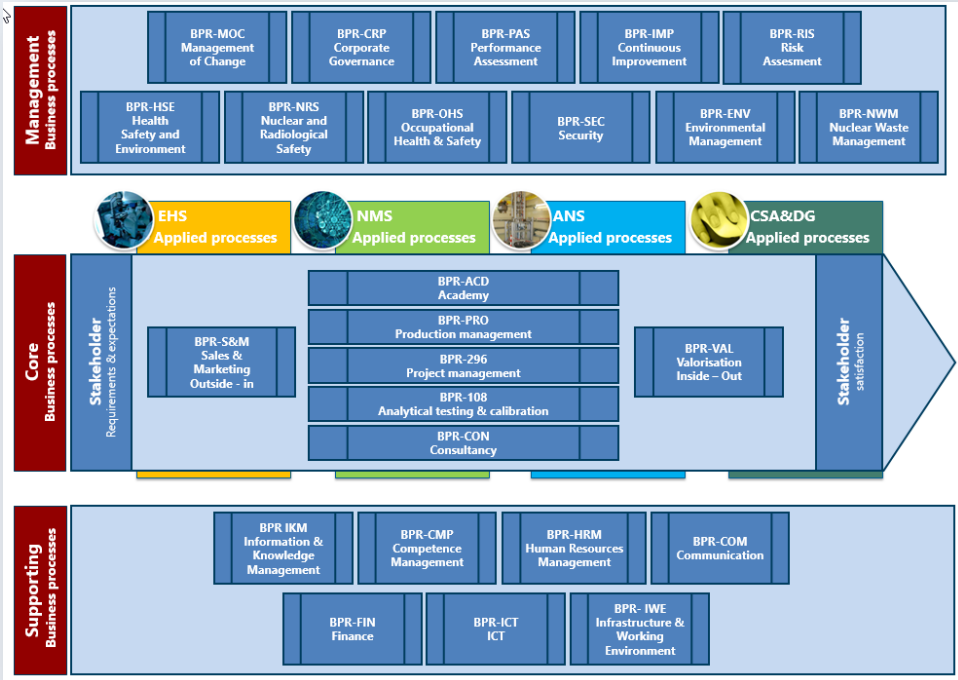
How: Procedures, guidelines, instructions, training materials, forms,

Who: Responsibilities, owner, certifications,

What: Equipment, infrastructure, components, materials, software,

Output: Deliverables (report, analysis of measurements, risk analysis; maintenance report...)

IMS @SCK.CEN



- **Management** business processes
- **Core** business processes
- **Supporting** Business processes

One of the objectives of the IMS is:

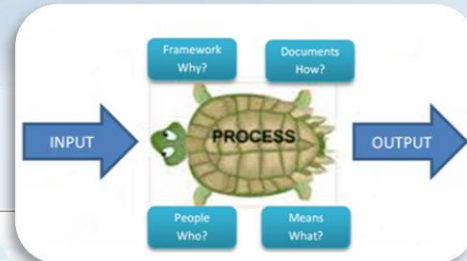
- To **structure**, but at the same time **simplify** and make more **transparent** all processes of SCK•CEN clearly defining responsibilities and authorities, where relevant supported by automated and integrated workflows and databases, using a graded approach for all processes.



Available through a IMS platform :

- Structured processes
- Approved documents

IMS workspace – Framework of the process



Initiate workflow Promote to

Documents

Type Name

Documents (How?)

Framework (Why?)

Means (What?)

People (Who?)

Process model

URL

Workfolder

Initiate workflow Promote to

SCK•CEN | Alexandria

Enterprise Personal Tools Business Workspaces Search Alexandria for Search From Here

Enterprise Business Workspaces IMS Process Descriptions IMS Process Descriptions BPR-IKM-125 SCK•CEN Insti... Documents (How?)

Content Filter

Filter by name

Folder View

Document Type Application

Microsoft Word (10) Microsoft Excel (1)

More...

Content Type

Document (15) Folder (1) Shortcut (1) URL (1)

More...

Modified by

Geert Van Woensel Admin Danielle Couvreur

More...

Initiate workflow Promote to major Copy Move Delete Zip & Download Email Link Collect Add Item

Type	Name	Size	Modified	Alternative Reference	Revision Index
	125 Guideline - ROMA - SCK.CEN's Institutional Repository	498 KB	2016-07-07 10:42	125-SUP-01	
	125 INS 01 - Registration in SCK.CEN Institutional Repository	0 KB	2016-06-28 16:06	125-INS-0003	
	125 INS 02 - Instruction for writing and publication of research output	0 KB	2016-06-09 15:18	125-INS-02	
	125 SOP 01 - Registration in SCK.CEN Institutional Repository	289 KB	2016-09-21 16:10	125-SOP-001	
	125 SUP 01 - Checklist per type of Research Output	0 KB	2016-04-25 08:19	125-FORM-01	
	idées...	0 KB	2016-04-25 10:50	125-POL-01	
	A revoir, peut-être info dan instruction"writing and ..."??				
	Instruction Intellectual Property Rights		2016-04-25 13:15	125-INS-04	
	Registration of RO via excel file.xlsx	30 KB	2016-09-30 13:48		
	Templates (restricted access)	8 Items	2016-08-24 08:50		
	Training Material of ROMA		2016-01-11 16:08		

requesting articles in databases

Owner: Geert Van Woensel

- Modified on 2016-06-07 10:28
- Daan Caeyers added the most recent version at 2016-06-07 10:27 2 versions are available to you

Status	Metadata	Permissions	References	Workflows
Versions	Revision			Workflows
Nr	Date	Index	Status	Changes
2.0	2016-06-07	2.0	Approved For Use	-
1.0	2015-02-13	1.0	Approved For Use	Eerste uitgave
Actions:				
No actions defined.				

Process workspace – place to register

- **Define together** what and which information to share/manage not only within a unit but within the team concerned by the process
=> we agree to work and share the information
- **Improve the way of working** – forms; template; workflows; automatic structure, numbering, scanning, interactions with other databases such as ERP....
=> we work with the latest version, all information available in one place
- **Define who create and consume the information** => impact on the permission => no more exchange of emails; set up of notification



IMS and ECM



Characteristics:

- Integration between IMS Portal and ECM
- Process: description / registrations / applications (several types of documents) in ONE PLACE mentioned in IMS portal and in ECM
- Unique reference number
- Using of a standard structure and templates
- Versioning
- Roles & Rights
- Reviewing & approvals workflows and traceability

IMS and ECM



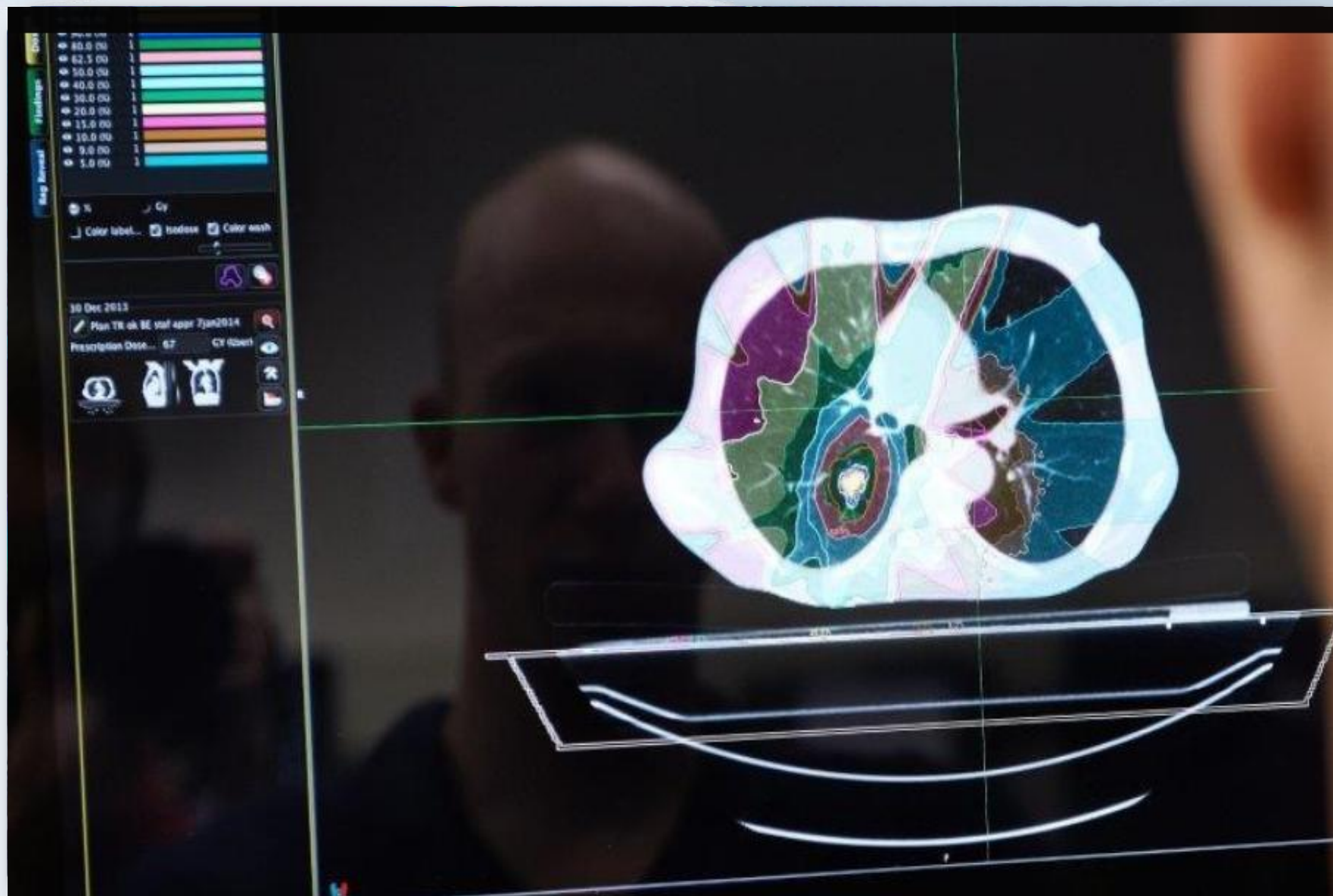
Same approach

- migration per group – per process
- using structure and templates
- support end users /process-owners
- use and abuse of change management

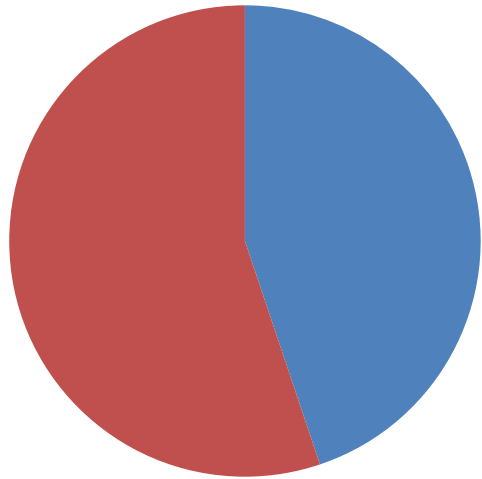


Synergy and “hand in hand”

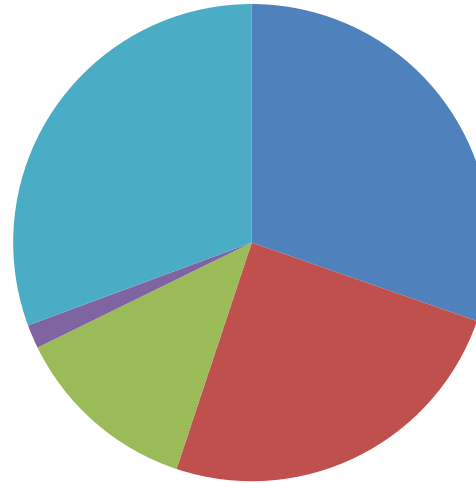
- use ECM platform to manage documents
- speak to the end users with the same language
- work together to develop new concepts, applications, and improve functions
- opportunities for automated workflow management for all business processes in IMS



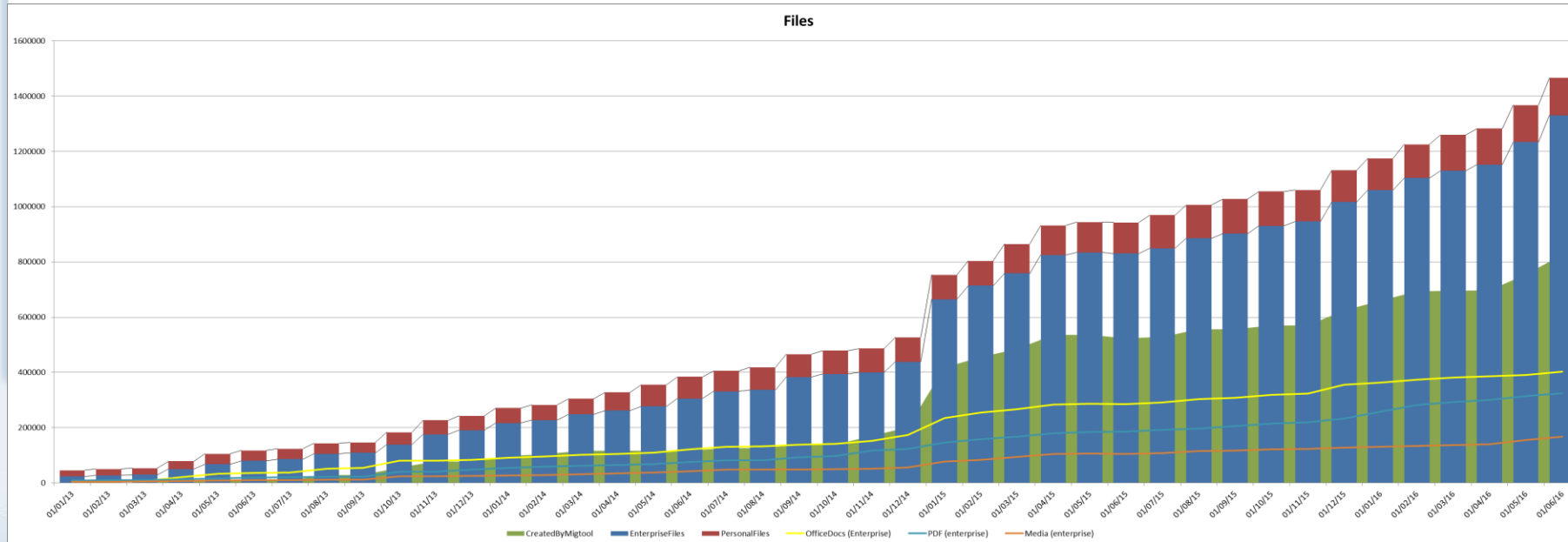
FIGURES



■ Number of light users
■ Number of active users

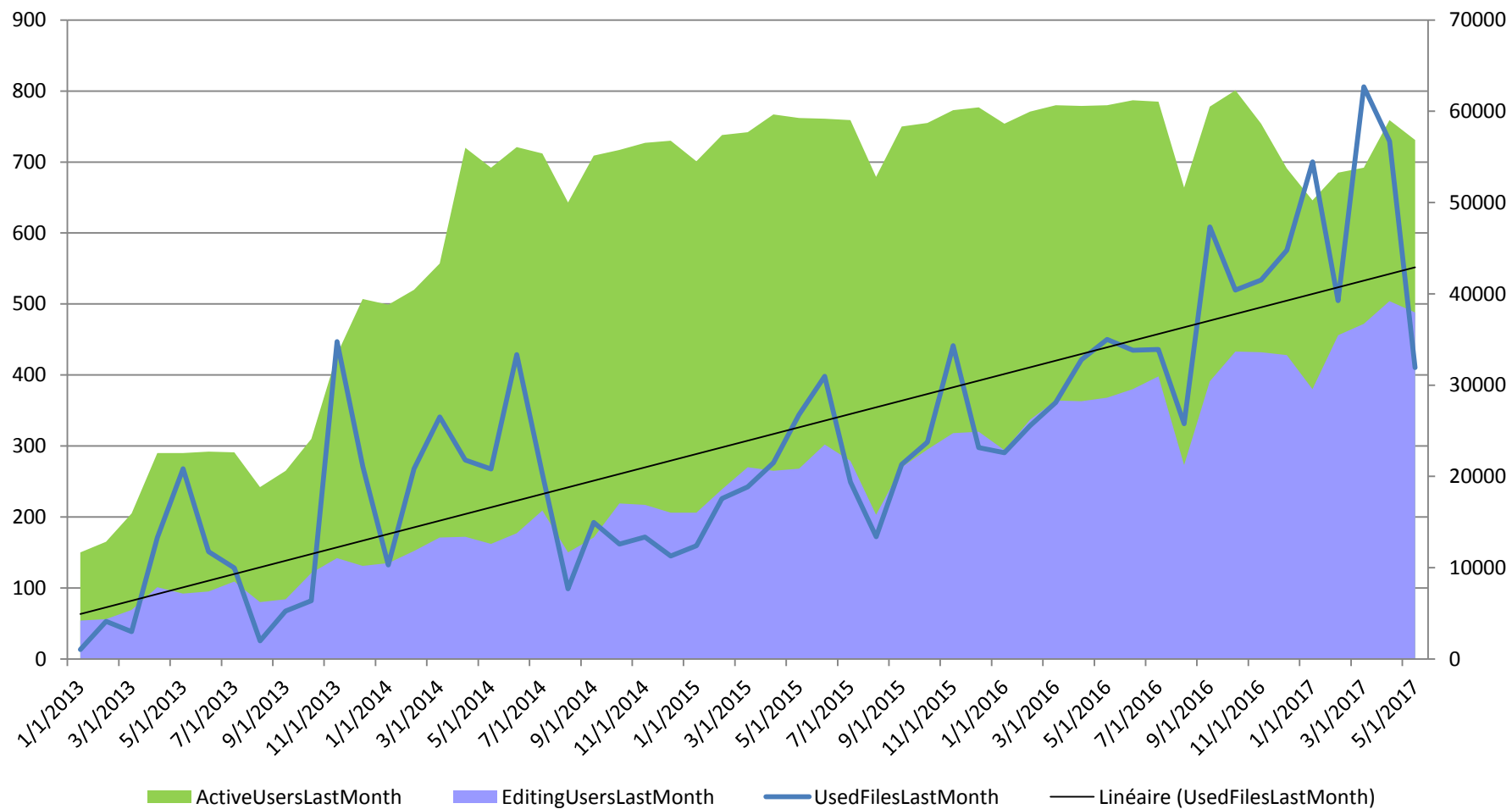


■ Office documents
■ PDF documents
■ media documents
■ .MSG files
■ other filetypes

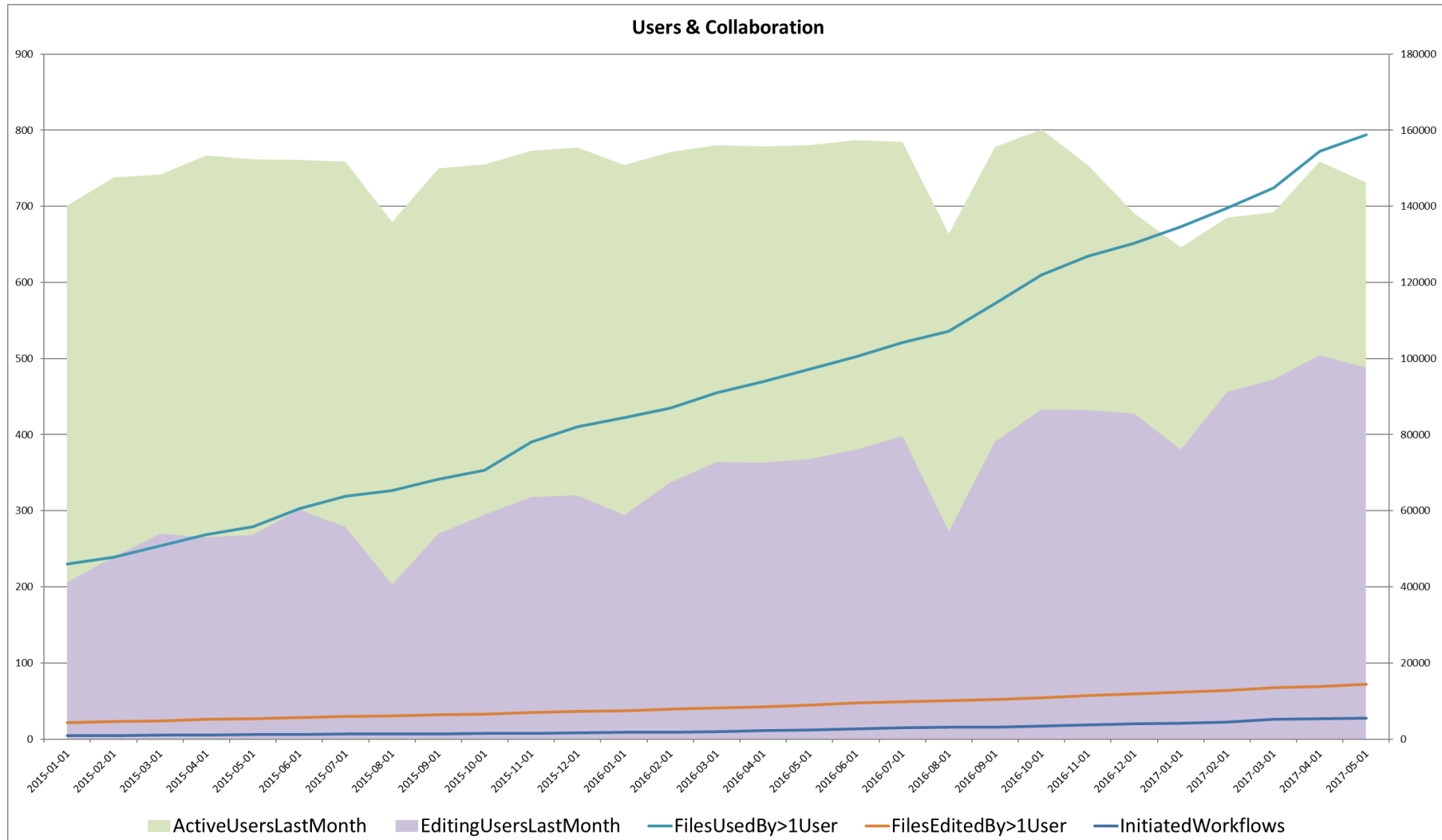


Figures

Usage on monthly basis



Figures



Figures

CONCLUSIONS

Improvement of ECM

- **Standardization** of folder structure
- Templates
- Custom solution for **revision status**



Improved management of IMS documents

- Solution to manage the **full lifecycle of 'IMS process description documents'**
- In all procedures (from the 'process descriptions') a chapter 'information management' has been created, **forcing process owners to define where and how the information related to the process should be managed**
 - on the short term: the document management (create, store, manage, distribute)
 - on the long term: the records management (retention, destruction)

Process oriented document management

- bring the process actors to the document inside its process, rather than duplicating the document over the document management of several organizational units

CONCLUSIONS

1+1=3

Making your information management more **process oriented** will create more **added value**



- IMS awareness **boosted** the success of introduction of a **centralised** document management system
=> no more islands but integrated solutions
- **Integrating and redesigning** processes requires a **good information management foundation**
- Thinking **about how and where to manage the entire lifecycle** of your process related information while defining your processes
 - will bring along **better governance** of this information.
 - will **redesign your information architecture**
- People have to **change** the **way of working**
- **Change management & communication** are the **keys** for the success of these projects
- It is a **fantastic journey**



Thank you for your attention



Contact details:
danielle.couvreur@sckcen.be