

**Document/Information Management
and the
Change Control Process**

Town of Hopkinton



Adopted by the Board of Selectmen: August 16, 2010

**Policy: 39
Version: 001-Initial Release**

1. Introduction

Any organization, public or private, that has a substantial number of documents or information can benefit from some level of Information Management (IM). In the broadest sense IM is that function that deals with the development, change, control, and dissemination of information regardless of form.

This document outlines the Information Management process that will be used for Town documentation.

2. Types of Information

Table 1 identifies the types of information that is generated and maintained by the Town. Where possible, the current location and method of control is also identified. It is expected that as this process is implemented, the number of documents under informal control will be reduced, as they transition to formal control.

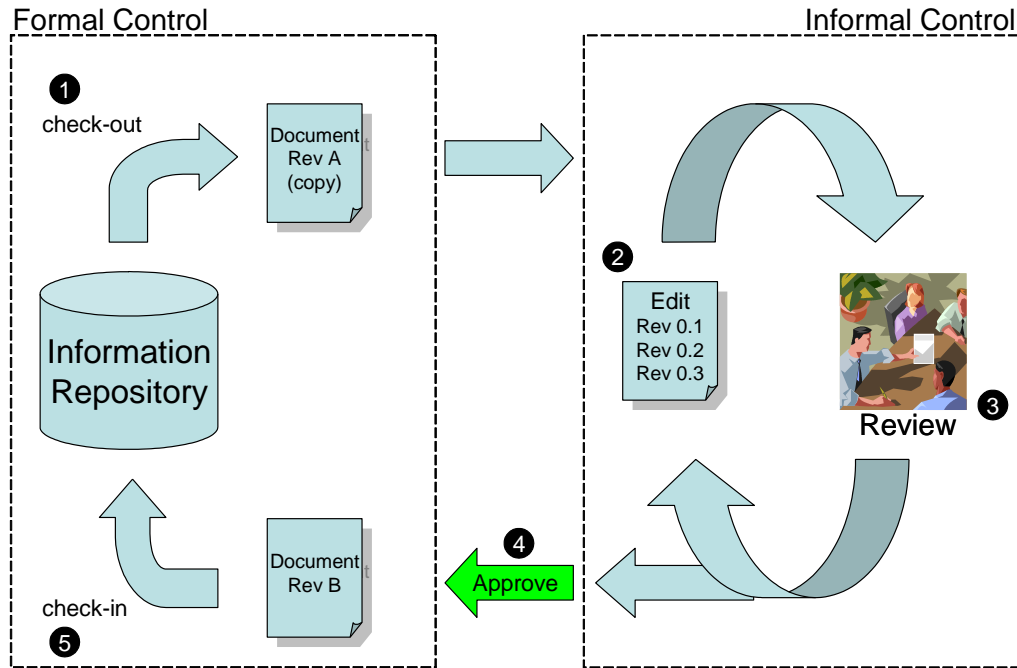
Table 1 Information Types

Item	Document Type	Location	Control Method
1	Town Ordinances	Town Server	Informal
2	Town Regulations	Town Server	Informal
3	Planning Documents	Town Server	Informal
4	Meeting Minutes (all boards, etc.)	Town Server	Informal
5	Assessing Database	Town Server	Informal
6	Permits	Town Server	Informal
7	Policies	Town Server	Informal
8	Standards	Town Server	Informal
9	E-Mail	Town Server	Informal
10			

3. Document Control Process

The Document Control process is illustrated in Figure 1. Key elements of the process include a method of formal document control, the establishment and maintenance of an Information Repository by an Information Manager, a method for informal control (when documents are checked out of the Information Repository), and a method for approval and subsequent submittal back to the Information Repository. Table 2 lists a step by step description of the process, listing the required activities and the corresponding responsible individuals.

Figure 1



Document Control.ppt

Table 2 Process Steps

Step Number	Step Name	Step Activity	Responsible Individual
1	Document Check-out	<ul style="list-style-type: none"> Copy of document is “checked-out” of the Information Repository by the Information Manager and delivered to the requestor Original document remains the official document of record, in the Information Repository 	Information Manager
2	Document Edit	<ul style="list-style-type: none"> Copy is edited as desired – receives an informal document revision number 	Requestor
3	Document Review	<ul style="list-style-type: none"> Copy is reviewed by stakeholders for correctness, completeness, and intent If satisfactory, continue to Step 4 If not satisfactory, return to Step 2 for additional editing – change (increment) informal document revision number 	Requestor, Stakeholders

Step Number	Step Name	Step Activity	Responsible Individual
4	Formal Approval	<ul style="list-style-type: none"> • Copy is formally approved for resubmittal into the Information Repository by stakeholders 	Requestor, Stakeholders, Information Manager
5	Document Check-in	<ul style="list-style-type: none"> • Copy is “checked-in” to the Information Repository by the Information Manager • Formal revision number of the document is changed (increased) • New document becomes the “official” document of record 	Information Manager

4. Mandatory Features

In order to provide a unified format, and to make it easier to generate, edit and manage documents, the following document features are considered mandatory.

Header – Each document shall have a header that contains (as a minimum) the document number and revision. For those documents that contain sensitive, confidential, or otherwise non-public information, appropriate marking shall be placed at the top center of the header in CAPITAL letters. The header shall be visible on every page. The accepted markings are as follows:

NON-PUBLIC: for information that is not appropriate (or legal) for general consumption.

PRIVILEGED and CONFIDENTIAL: used for correspondence between the town and counsel, or vice versa.

Title Page – Each document shall have a title page, indicating the document title.

Revision History Page – Each document shall have a page indicating the document’s revision history. Elements of the revision history shall include revision, summary of change, and revision date.

Footer – Each document shall have a footer that contains (as a minimum) the page number, in page x of y format, and the document filename. For those documents that contain sensitive, confidential, or otherwise non-public information, appropriate marking shall be placed at the bottom center of the footer in CAPITAL letters. The footer shall be visible on every page. The accepted markings are as follows:

Document/Information Management and the Change Control Process
Policy 39 - Initial Release

NON-PUBLIC: for information that is not appropriate (or legal) for general consumption.

PRIVILEGED and CONFIDENTIAL: used for correspondence between the town and counsel, or vice versa.