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| **MEETING TITLE** | | E-Document Management Benchmarking | | |
| **VENUE** | | UEGCL Head Office, Bukoto Kampala | | |
| **DATE** | | November 29, 2024 | | |
| **ATTENDEES** | | | | |
| **#** | **Name** | | **Company** | |
| 1 | Chris Oleke (Chairperson) | | Head Information and Communication Technology/ UETCL | |
| 2 | Chillion Mukonyezi | | Senior Systems Administrator/ UETCL | |
| 3 | Delta Karuhaga (Secretary) | | Information Systems Officer (Software)/ UETCL | |
| 4 | Enock Kajjoba Kasenge | | Business Applications Support Officer/ UETCL | |
| 5 | Moses Lumala | | Records Assistant/ UETCL | |
| 6 | Albert Murungi | | Head of ICT/ UEGCL | |
| 7 | Carol Bishagenda | | Senior ICT Officer/ UEGCL | |
| 8 | Odetta Natuhwera | | Records And Archives Officer/ UEGCL | |
| 9 | Emmanuel Ssekyewa | | / UEGCL | |
| **AGENDA** | | | | |
| 1. Submission from Chris 2. Submission from Albert 3. Submission from Chillion 4. Submission from Carol 5. Submission from Odetta 6. Submission from Moses 7. Other key findings from the benchmark 8. Closure | | | | |
| **DETAILS** | | | | |
| **MINUTE NO.** | **REMARKS** | | | **RESOLUTION/ ACTION POINTS** |
| 1.0 | **Submission from Chris**   1. He expressed gratitude to the UEGCL team for their willingness to host the UETCL team. 2. He explained that the purpose of the visit was to benchmark e-document management practices at UEGCL. 3. He noted that UETCL is currently using infoRouter Electronic Document Management System (EDMS), to manage its digital documents, describing the system as primarily consisting of folders where scanned documents are saved. 4. He sought to understand UEGCL's progress in document digitization and how their system ensures adherence to standard record-keeping practices, including document indexing, coding, retention, archiving, and workflow settings. 5. He expressed interest in future collaborations with UEGCL on similar initiatives, highlighting areas such as CCTV that could benefit from such engagements. 6. He assured the UEGCL team that they were welcome to visit UETCL for similar future engagements. | | |  |
| 2.0 | **Submission from Albert**   1. He welcomed the participants to the session and expressed his pleasure in hosting the UETCL team. 2. He expressed interest in fostering similar engagements in the future, suggesting that UEGCL might visit UETCL in the future. 3. He mentioned that UEGCL acquired the InfoRouter Electronic Document Management System (EDMS) in 2016 from SysCorp International, which was regarded as a market leader in electronic document management at the time. To enhance its appeal and encourage user adoption, the system was rebranded as the Business Information Portal (BIP). 4. He noted that InfoRouter might no longer hold a leading position in the market and highlighted several challenges faced with the system, including:  * Limited licenses; * Unamenable workflows; and * Difficulty accessing files due to siloed system setups.  1. In response to these challenges, he stated that a plan to transition to a more advanced solution (Content Management System) has been developed. | | | 1. The UETCL team should evaluate whether the organization has a robust records management policy to support and justify investments in advanced software solutions. 2. The team should explore **OpenText Documentum** as a potential Content Management System. 3. The UETCL team should consider conducting a benchmarking exercise with organizations like **NSSF** and **URA**. |
| 3.0 | **Submission from Chillion**   1. He inquired about how UEGCL had configured the InfoRouter environment and allocated computing resources. 2. He was also interested in understanding the processes that had been incorporated as workflows within InfoRouter. | | |  |
| 4.0 | **Submission from Carol**   1. She highlighted that the records function had encountered several challenges, some of which were administrative. For instance, there had been a reliance on the ICT department to manage electronic documentation, a responsibility that should rightfully belong to the records section. Additionally, the Records Officer at the time lacked qualifications in the field, contributing to unprofessional records management practices. 2. She informed the members that a records management consultant was engaged in 2018, resulting in key outcomes such as the development of an updated records management policy and the recruitment of five qualified professionals to manage the records section. | | |  |
| 5.0 | **Submission from Odetta**   1. She explained the document management process at UEGCL, stating that physical documents are sorted, classified, and packed into archive boxes. An Excel spreadsheet is used to log details such as the box type, number, contents, and storage location. 2. She further mentioned that the files are scanned and organized into designated folders in the BIP system. Currently, the focus is on digitizing HR files before addressing documents from other sections. | | |  |
| 6.0 | **Submission from Moses**   1. He wanted to know how the records process (Registry/ Current Document -> Semi-current Document -> Archived Document) was incorporated into the BIP. 2. He also wanted to know how MEMOs and Form 5s are managed at UEGCL. | | |  |
| 7.0 | **Other key findings from the benchmark**   1. **Cloud Solution:** UEGCL uses **NUTANIX** for its cloud services due to its compatibility with Azure and support for private cloud setups. 2. **ERP System:** **Business Central** serves as the Enterprise Resource Planning (ERP) tool. 3. **O&M Software:** **IBM Maximo** is deployed for Operations & Maintenance. 4. **Backup Solution:** **Veritas NetBackup** is used, with three data copies maintained (production, on-site, off-site). 5. **Tape Backup:** **LTO-8 technology**, with 8GB capacity per tape, restores data within 15–30 minutes. 6. **Backup Restoration Drills:** Conducted monthly. 7. **Service Desk:** **Manage Engine** is used for service management. | | |  |
| 8.0 | **Closure**   1. There being no further business to discuss the engagement was adjourned. | | |  |