

Administrative Services Unit

Date: 11.01.2011

Subject: Mandatory Training Session – Upgraded Document Scanning and OCR Interface

As part of our back-office digitization roadmap, the Scanning and Document Capture System has been upgraded to **version 4.3**, which includes support for multi-language OCR, automated barcode tagging, and improved image compression.

A training session for clerical staff, document handlers, and intake assistants will be held on **Friday, January 14th** in Conference Room B, covering:

- Batch scanning of large-format permit attachments
- Assigning case IDs through barcode capture
- Upload protocols to secure folders

Staff attending the session should bring at least one sample permit application from the current year for hands-on practice.

While this upgrade improves file management and digitization speed, it does **not impact task routing, validation steps, or case-level responsibility assignment** in the official permit process. Participation is expected of all staff handling physical documentation.