DECISION 36/2009/GB

OF THE GOVERNING BOARD OF THE EUROPEAN POLICE COLLEGE

LAYING DOWN THE

DOCUMENT MANAGEMENT SYSTEM (DMS) POLICY

Adopted by the Governing Board
on 9 December 2009

CEPOL – Document Management System (DMS) Policy

THE GOVERNING BOARD,

Having regard to:

The Council Decision 2005/681/JHA([1]) and in particular Article 7(h) thereof;

The CEPOL Annual Work Programme 2010([2]) and in particular Chapter 5.1 and 5.2 thereof;

The opinion of the Swedish Presidency to increase the usage of the DMS;

HAS ADOPTED the Document Management System (DMS) Policy as detailed in Annex 1

This decision shall enter into force on the day of its adoption

Done at Aronsborg, 9 December 2009

For the Governing Board

Ebba Sverne Arvill
Chair of the Governing Board

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[1] OH L 256, 1.10.2005, p.63.
[2] Adopted at the 18th Governing Board meeting on 9-10 December 2009 item 13

CEPOL Document Management System (DMS) Policy Paper

1. INTRODUCTION

The *Council Decision 2005/681/JHA of 20 September 2005 establishing the European Police College (CEPOL)* stipulates that CEPOL *may*, in order to achieve its institutional objectives specified in article 6 of the Decision, undertake a series of actions, among which point (h) of Article 7 mentions: "**develop an electronic network to provide back up for CEPOL** in the performance of its duties, ensuring that the necessary security measures are put in place".

For this reason CEPOL has developed an e-Net that today consists of the following components:

-    The CEPOL **public website**
-    The CEPOL **restricted website**
-    The CEPOL **e-Library** (tool for database of documents)
-    The CEPOL **Learning Management System** (tool for organising courses and seminars)
-    The CEPOL **Document Management System** (tool for documents for meetings, etc)
-    The CEPOL **Discussion Forum and Live Chat Facility**

2. DMS – RESTRICTED WEBSITE

The Document Management System (DMS) is accessible to selected groups of users via the **restricted website**. It is an environment and a tool that can be used to *compose*, *share*, *discuss*, *revise*, *finalise*, and *disseminate* different kinds of documents and material within selected groups of users within the CEPOL Network.

On the website, the DMS is called 'Workspace', which is literally what it is: a system that "supports the workflow of documents through CEPOL's organs and bodies"[3] by providing a virtual space where real work can be carried out thanks to the many tools available there.

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[3] The CEPOL Annual Programme 2009 requires the DMS to be "A Document Management System, to support the workflow of documents through CEPOL's organs and bodies".

3. MAIN FEATURES of DMS

a) *Portable storage*

The DMS is an *online archive of documents* that can be browsed at any time and everywhere by the authorised users. Its resources are available from any Internet connection for further work, for downloading, printing, or reading, depending on the needs and the permissions of the user.

b) *Common working environment for general purposes*

The DMS as a *shared working environment* will facilitate the work within the CEPOL Network.

A group that needs to develop a common document can draft it, share it and revise it simply by uploading it in the common working environment, knowing that:

- The security arrangements of the system guarantee the *confidentiality* required;
- The out- and in-checking of the item prevents the *overlapping of amendments*;
- The version control makes sure that the user is always aware of the *specific revision* he/she is working with.

The *DMS* tool that allows opening threads of discussion on any given document in process is a user-friendly tool that has capabilities to:

- *Structure the discussion* on a document by dividing the different issues under examination in distinct threads, thus making it easier to retrieve or add the contributions and to follow the given topic;
- *Simplify the exchange of comments* by having all comments united in the same place, in chronological order and organised per topic;
- *Ensure that everybody has access* to all contributions, and that everyone's comments reach all people involved in the discussion;
- *Make everyone's contributions available* always and everywhere for further comments and work.

4. STRUCTURE of the <u>WORKSPACE</u>

The **folder structure** of the Workspace **traces** the CEPOL Network structure, and the permission system organises the possibility to access and work in folders and files.

At a first navigation level there are different folders, i.e.:
- *APC* (for the Annual Programme Committee);
- *CCCWG* (for the Common Curricula Coordination Working Group);

- *CEPOL Secretariat* (for the Secretariat staff members);
- *Governing Board*;
- *Presidency*;
- *TRC* (for the Training and Research Committee);

For the sake of synthesis, in the rest of this document these groups will be referred to, with respect to their respective folders, as '***Owners'*** or '***Owners group'***. Therefore, for instance, the Annual Programme Committee is the owner of the APC folder; the members of the Common Curricula Coordination Working Group are the owners of the CCCWG folder, etc.

a) Work Folder and Public Folders

In each of these folders there is at least one '*Work folder'* and at least one '*Public folder'*.

In the *'Work folder'* the documents are shared, discussed, and revised within the Owners group.

When a document is ready to be made public (in cases where it is meant to be made public) it can be moved to the *'Public folder'*.

The rationale of this structure is that the restricted group works on its items within the folders contained in the 'Work folder'. As soon as the documents are ready for release, they are – manually – moved to the Public Folders, for all users of the Workspace to see.

Other folders can be created as sub-folders or deleted inside the existing ones, depending on the specific working needs.

b) Information and Retrieval of Documents

The document *history* highlights the evolution of the document in case it is needed to trace it back. The *metadata* associated with each document speed-up and tailor a search of several documents through different folders, without the need of browsing the whole folder system or of conducting a number of searches.

c) Always updated

There are several tools that can keep the users informed on relevant updates:

- The *dashboard*, which is the 'entrance home page' of the DMS, shows in a prominent view the newly added/changed items;

- The 'Recently Added/Changed Documents' dashlet may be set to display a permission-based list of last five documents added or modified by any user;

- The *folder subscription* allows the user to receive notification on actions occurred in folders he/she has subscribed to and to view immediately any variation concerning the folders.

5. POWERFUL TOOL

This brief description shows that the DMS is a **powerful tool** that can provide a secure paperless collaboration for office work, and exchange and sharing of documents within a Network that is distributed over Europe, spanning over 3 time zones; and always-and-everywhere availability of the archive.

Directly or indirectly, **its usefulness can positively affect the whole range of the CEPOL Network activities**, from a written procedure aimed at a decision, to the bulk distribution of loads of document.

The tool itself fully satisfies the functional requirements expressed by the Council Decision and the Annual Programme mentioned above.

6. ACCESS to the DMS WORKSPACE

Access to the DMS Workspace is made via the **restricted CEPOL website**, where the *user must give the registered credentials to be allowed in*.

Not all who have access to the restricted area of CEPOL's website can access the DMS Workspace. To have access to the Workspace you need to be a member of a group which is working within the Workspace of DMS.

The following "*automatically*" have access to the DMS:

- Members of *Governing Board;*
- Members of *Committees;*
- Members of *Working Groups, Project Groups, and Networks;*
- Members of the *Presidency Team;*
- The *National Contact Points;*
- *Staff* of CEPOL Secretariat.

Username and password to access the restricted website and the Workspace are personal or function-related and **are assigned only upon request**.

Permission System

Within the Workspace there is a **permission system** diversifying the authorisations for access and actions within all folders and sub-folders. The 'permissions' are the *actions* that each group of users are allowed to perform on documents contained in a specific folder.

The ranges of permissions available in the Workspace include the following:

- **Read**: enabled to *read* only and *download* a document, and access its accompanying *information* (version history, metadata, etc.)

- **Write**: enabled to write or amend and *upload* a new document or a new version of an already existing document

- **Add Subfolder**: enabled to create a *sub-folder* inside the folder where the permission is granted

- **Folder Details**: enables to *view the folder's content* (including its sub-folders etc)

- **Manage Security**: enabled to assign *permissions* to users and groups

- **Rename Folder**: enabled to *change the name* to the folder

- **Delete**: enabled to *delete* a document

A set of **default permissions** is at the basis of the whole Workspace structure.

All who have access to the Workspace *can browse and read all Public folders* at all levels (this is done by being included in the user-group "*G_CEPOL_ORG*", which is composed of all users groups and sub-groups of the whole Workspace)

When it comes to the folders of Committees, Working Groups, Governing Board, etc., the default permissions are set as follows:

'**Work folder**':
- *Members*: Read, Write, Folder details
- *Chair and Secretary*: Read, Write, Folder details, Add folder, Rename folder

'**Public folder**':
- *Members*: Read, Folder details
- *Chair and Secretary*: Read, Folder details, Write, Add folder, Rename folder

Secretariat Staff Members:

Permissions may be granted at the Director's discretion.

No document is allowed to be deleted in any folder of the DMS. Only after 12 months from the last modification, can a document be deleted. There might be later requests for any Public folder and therefore all material published in the Public folders will be stored for at least five years.

Security

Concerning the security related to the work processes and the use of the tool itself, **all operations are recorded and stored** for control, security, and archival purposes.

Ownership

The ownership of the working documents belongs to the chair and the secretary of the respective committee/working group as long as work is in progress.

Only after a decision by the owners, will the document be launched in the public workspace on the restricted part of the website and/or on the public website.

7. ADMINISTRATION of the DMS

The **System Administrators, working within the ICT-team of the Secretariat, are granted all permissions** for all folders.

This enables them to act at all levels to make the System function properly, though the Administrators do not usually need to access folders or documents.

It is responsibility of the *Secretary* of the "Owners group" to promptly inform the System Administrator of: - Any change in the group composition;

                               - Any change in the permissions given

In additions to the Work Folder and the Public Folder, additional folders may be created by the Chair and Secretary of any Owners group.

In these additional folders, the permission set will be the same as of the 'parent' folder.

In case a different set of permissions is needed, it must be requested to the System Administrator.

CEPOL – Document Management System (DMS) Policy

PERMISSIONS **Annex A.**

a) GOVERNING BOARD FOLDERS

WORK FOLDER	Read	Folder Details	Write	Add Folder	Rename Folder	Manage security	Delete	Manage workflow
System Administrator	X	X	X	X	X	X	X	X
Presidency	X	X	X	X	X			
GB Members/NCPs	X	X	X					
Director	X	X	X	X	X			
Relevant Staff	X	X	X					

PUBLIC FOLDER	Read	Folder Details	Write	Add Folder	Rename Folder	Manage security	Delete	Manage workflow
System Administrator	X	X	X	X	X	X	X	X
Presidency	X	X	X	X	X			
GB Members/NCPs	X	X						
Director	X	X	X	X	X			
Relevant Staff	X	X						

b) COMMITTEES / WORKING GROUPS / NETWORK FOLDERS

WORK FOLDER	Read	Folder Details	Write	Add Folder	Rename Folder	Manage security	Delete	Manage workflow
System Administrator	X	X	X	X	X	X	X	X
Chair and Secretary	X	X	X	X	X			
Members of the organ	X	X	X					
Relevant Staff	X	X	X					

PUBLIC FOLDER	Read	Folder Details	Write	Add Folder	Rename Folder	Manage security	Delete	Manage workflow
System Administrator	X	X	X	X	X	X	X	X
Chair and Secretary	X	X	X	X	X			
All other	X	X						