

## УПРАВЉАЊЕ ДОКУМЕНТИМА У ПОСЛОВНИМ ОРГАНИЗАЦИЈАМА

## ENTERPRISE DOCUMENT MANAGEMENT



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The subject of this paper is document management in business organizations, and its goal is to encourage the leaders of those organizations to think in the direction of improving performance by investing in information technology. The necessity of improving performance and adapting to the modern trends of the digital world requires greater application of document management technology. Adequate planning and setting the requirements and conditions for the introduction of advanced information technologies can significantly contribute towards a more efficient implementation of business processes activities at all levels of governance.

First of all, it is necessary to say that the development of information and communication technologies causes adjustments of all business organizations in order to stay competitive and compatible on business markets, with the continuous goal to be better and more efficient. Business management has less and less time to make decisions about the activities of their business processes. Processing and transmitting large amounts of data presents a huge burden on the management. A business organization in which decisions are made based on timely,

reliable, accurate, verifiable, easily accessible and consistent information has an advantage.

Depending on its availability, accuracy and timeliness, information influences the acceleration or deceleration of the realization of business activities. In the realization of business processes, there is a need for division and usage of information among business units. Linking business units via information technology provides the ability to timely access relevant information, enables mutual coordination, integration, delivery, analysis and presentation of information. Thus, the key decisions are made in a timely manner and with quality.

There are a few basic concepts that are important for the understanding of enterprise document management: document, electronic document and document management system. From the viewpoint of business organizations, a document is a permanent record of a business event or a description of the state of the process at a given time. Examples of such documents are organizational rules and guidelines of the business organization itself, documents from the outer environment that affect the business organization and influence its business processes and documents arising from the business

processes of business organizations, intended for business processes within the organization or entities from the external environment. Electronic documents contain additional information (metadata) which is primarily intended for describing the document's contents and business processes characteristics.

Large business organizations require a good and reliable system for storing and organizing documents, and taking into consideration that business records are produced mainly in electronic form, managing electronic documents by using modern information technologies represents a solution for reliable, quick and easy organization and systematization of the same.

The success in the implementation of set tasks is in direct conjunction with the management of the information contained in the documentation. If the information is on paper or on the documents in paper form, and at the same time, the documents are not in one place but are dispersed over distributed units of business organization, processes, and procedures in finding information take a long time, and therefore are too expensive. The solution for reliable, quick and easy organization and systematization of business documents is managing electronic documents by using modern technological solutions.

Electronic Document Management Systems EDMS represent the category of specialized information systems for managing documents and their metadata at all stages of their life cycle exclusively in an electronic environment. EDMS provide a systematic solution for entry, organization, management and storage facilities within the business environment. With their use, unstructured information contained in the documentation are managed according to predefined business rules and procedures. With adequate management of metadata documents through EDMS, it is possible to use the same information contained in the documents in a variety of business contexts, which is a common business necessity.

Defining the request is the main activity for the automation of business processes.

Generally, the requirements are divided into functional and non-functional. Functional requirements for a management system of (electronic) documents are considered and defined according to the needs of the business organization and its environment for the realization of synergies between business processes and electronic document. They describe what the system should do and are defined for each of the processes of the business system. Non-functional requirements define the level of quality with which the system for electronic document management needs to carry out its functions, and are typically classified into group of requirements for the quality of work of a system (*run-time requirements, execution qualities*), in the group of requirements for the quality of development of a system (*development requirements, evolution qualities*), and the group of requirements for the quality of information and communication technologies.

Although surrounded by the achievements of modern information and communication technologies, management of business organizations have less time to make decisions regarding key activities of their business, and are also burdened with a large amount of documents that need to be processed and distributed. Business success depends on the degree of connection between all participants of the business process (organizational units) through electronic communications and is directly conditioned by the timely, reliable, accurate, verifiable, easily accessible and consistent information contained in the dossier on the basis of which decisions are made.

Since the timely retrieval of quality information is essential to achieve competitive advantage, business organizations must get them in almost real time and in a form that is at any given moment the simplest for their monitoring and understanding. That being said, the information systems of business organizations are expected to provide information whose content, access speed, and display mode correspond to the current requirements in the decision-making process. The solution to these problems is reflected in a different way

of organizing data, and that is the concept of storing data. As the requirements for future electronic document management system are defined, it is equally important to define the requirements for establishing an appropriate data warehouse that will serve as the repository of electronic document management system and related data (metadata, data on realized transactions, users, on recorded events, and other data that are the result of the process system).

Traditionally, projects to optimize business activities cost the organization a lot of money and time spent planning, often without an effective outcome. However, the development and application of business-oriented information technologies, have led to making the optimization of business processes also available to the organizations with limited budgets and resources. Finally, we conclude that the document management and improving communication among businesses, supported by modern information technologies, are a prerequisite for efficient management processes in a business organization and contribute to the creation of competitive advantage and increase in profits.

The establishment of two complex systems within a business organization: document management system (EDMS) and business process management (BPM), effectively solve the problems in the performance of business

procedures. As expected, the two systems must be correlated with one another, as defining requirements and developing each individual system, all the while not taking into account the business processes that are being implemented within each other, leads, at the very least, to a business failure. The synergy of the two systems for DMS and BPM contribute to a successful business organization. Organization's business becomes more transparent, more efficient and thus successful in long runs.

We can conclude that document management systems provide complete automation of business processes and allow big corporations to effectively cope with large amounts of business documents. The trend of increase in the volume of business documents in the world over the last few years also increases the spending of the resources for distribution of document in paper and electronic form. Consequently, integration into the global standards for the documents exchange, as well as the continued development of electronic commerce, impose document management system as a necessary means for solving these problems. Implementation of document management systems in business organizations, especially those with a large number of employees, a large number of remote business units, and a lot amount of business documents, should be a priority.

Предмет овог рада је управљање документацијом пословних организација и има за циљ да подстакне њихове руководиоце да размишљају у смеру унапређивања пословања инвестирањем у информационе технологије. Неопходност унапређивања пословања и прилагођавања трендовима савременог дигиталног света захтева све

већу примену технологија управљања документима. Адекватним планирањем и постављањем захтева и услова за увођење система за управљање пословном документацијом, може се допринети знатно ефикаснијој реализацији пословних процеса на свим нивоима управљања.