

Laserfiche Architecture and Processes for Cities

City of Fort Worth, Clorissa Callender



Overview



Background & History

Brief history and background of the City of Fort Worth



Laserfiche Products

Laserfiche Products used by the city



System Overview & Architecture

Laserfiche system's structure and design.



Challenges

Overview of challenges experienced



User Training & Tips

Quick tips and tricks using Laserfiche



Department Usage

City Secretary and Police Departments



Metrics & Checks

Outline of Laserfiche usage and system checks



Upcoming Projects & Initiatives

Future plans and upcoming projects



Background & History



City Size

12th largest city in the U.S with a population growth from 400,000 to 900,000 over 50 years.



City Employees

Approximately 7,500 employees



Laserfiche Team

A team of 5 primarily manages Laserfiche projects and initiatives

System Architecture



Production Repositories

8 repositories with approximately 13 departments



Server Setup

6 servers (CJIS, Non-CJIS, Weblink) for both test and production environments.



Test Environment Importance

Discussion on the importance and usage of the test environment



Laserfiche Products



Laserfiche 11



Import Agent



Desktop & Web Client



Workflow



Laserfiche Directory Server



Weblink

System Overview

1

Inception Timeline

The City of Fort Worth adopted Laserfiche in 2011

3

Licensing

Approximately 250 licenses with 80% actively in use. Due to rapid expansion, plans are underway to increase number of licenses.

2

Environment

The system operates in a self-hosted environment, maintaining control over data, workflows, and other components.

4

Weblink Integration

An active weblink license enables public access city documents and information.

Common Challenges

Security

Managing AD groups requires ongoing attention to ensure proper configuration.

Critical for HIPPA and CJIS information where controlling access to sensitive information is essential.

Time

The approval process from inception to production can be lengthy and complex due various factors.

Delays in project approval are common along with the significant time required for build workflows and gathering.

Import Agent

No automatic outage detection, so the outage remains undetected unless a user reports an issue.

OCR and import settings must be specified in each profile.

Import Agent cannot automatically determine the DPI (or color space) of images per page or per document.

System Bugs

- 1 — *Searches stop working in the desktop application, requiring a restart (typically caused by a timeout by the user).*
- 2 — *The repository selection in the Advanced Search pane does not automatically update when you open another repository, it must be manually changed.*
- 3 — *The Submit button in WebLink custom search pages requires users to click or tab to the button to execute the search, pressing Enter will not trigger the search.*
- 4 — *Virtual Machine wipe incident took 7 days to restore, system was offline for all users during downtime.*

Common User Errors

User Error	Causes
“Laserfiche won’t scan straight”	<i>Scanning from their desktop and not using the page guides on the scanner.</i>
“I can’t log on to Laserfiche”	<i>Did not include the domain before usernames when logging into WebLink or the Web Client.</i>
“My Laserfiche is broken”	<i>Issues can range from the application not being installed to no repositories being attached to LFDS being down.</i>
“I’m seeing the wrong documents”	<i>Users may be assigned to the wrong AD group, or the group may not be correctly configured.</i>

User Training and Investment

Quarterly Workshops

Laserfiche team and systems users participate in workshops that: provide user training sessions with practical tips and tricks for using Laserfiche and share updates on upcoming initiatives.

Return On Investment

Cost benefit savings emerged during our transition to new building. Scanning documents eliminated the burden of physically relocating documents, saving money, time and energy

City Secretary - Considerations

1 Legacy Best Practices

First repository back in 2011 and it was built to best practices back then.

2 Static Volumes

This repository does not have rolling volumes like the newer repository, all the data is on one volume.

3 Migrations

Transitioning to dynamic volumes would allow for better storage and data migration processes.

City Secretary - Templates

Metadata

Fields Tags Links: 1 Versions Signatures

Template: Agendas & Minutes

Effective Date

1/18/2022

Meeting Group

Meeting Types

Worksession

Document Type

Attachments

Retention Schedule

1000-03(g) Minutes - Council Packets

Add/Remove Fields...

etadata

Fields Tags Links: 1 Versions Signatures

Template: Agendas & Minutes

Effective Date

1/18/2022

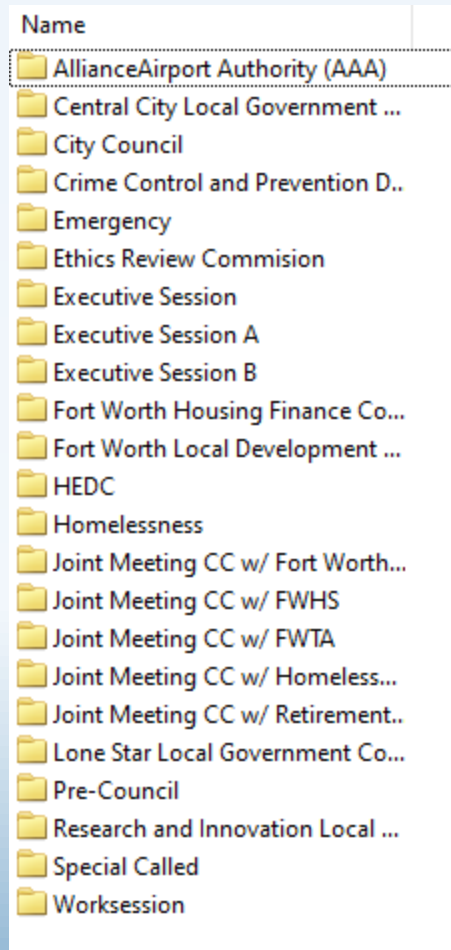
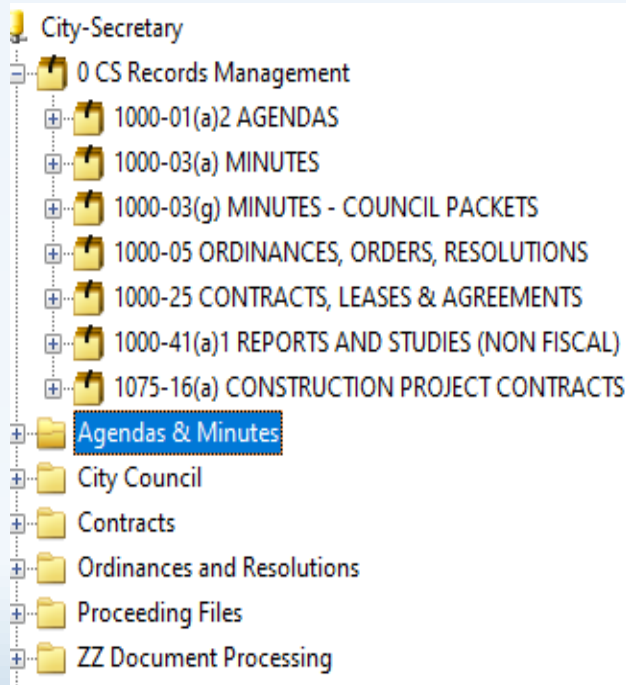
Meeting Group

AllianceAirport Authority (AAA)
Arts
Central City Local Development Corporation (CCLDC)
Central City Local Government Corporation (CCLGC)
City Council
Crime Control and Prevention District (CCPD)
Emergency
Ethics Review Commision
Executive Session
Executive Session A
Executive Session B
Fort Worth Housing Finance Corporation (FWHFC)
Fort Worth Local Development Corporation (FWLDC)
HEDC
Joint Meeting CC w/ Fort Worth ISD
Joint Meeting CC w/ FWHS
Joint Meeting CC w/ FWTA
Joint Meeting CC w/ Homelessness
Joint Meeting CC w/ Retirement Fund bd
Lone Star Local Government Corporation (LSLGC)
Passenger Rail Working Group
Permanent Housing
Pre-Council
Research and Innovation Local Government Corporation (RILGC)
Special Called
Worksession

Templates are created in the admin console and allow users to add metadata to documents for easier identification and filing.

Drop-down fields are dynamically populated, and data is pulled directly from the database.

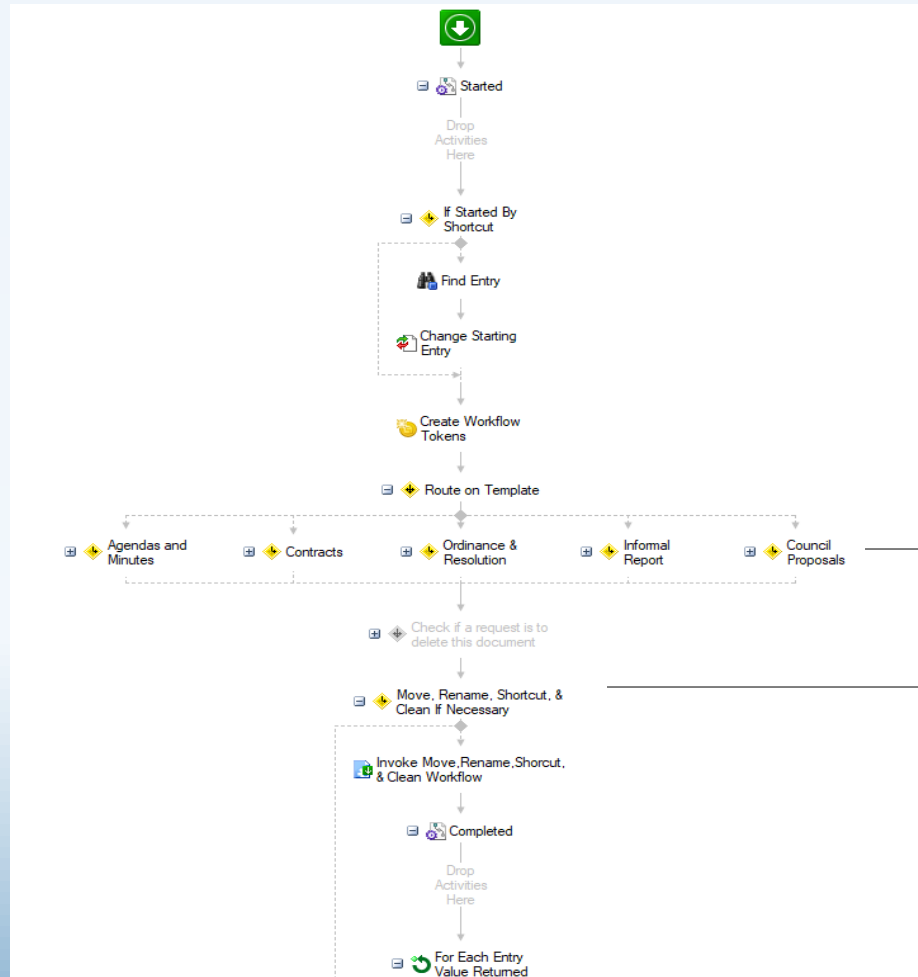
City Secretary - Folder Structure



Each template is stored in its own folder. Two additional folders: records management and document processing.

Record management folder organized by record retention and stores original files with shortcuts placed in template folders.

City Secretary – Workflows



Each template in the repository has its own branch and stores information like retention, document names, and other metadata in tokens.

Branches verify completeness and identify missing metadata, providing error messages to users to add necessary data.

Automatically moves documents into the correct folders based on the tokens previously extracted.



City Secretary - Weblink

[Home](#) [Browse](#) [Search](#)

Contracts

Contract Number

Subject

Vendor

M and C Number

Approval Date

 -

Search Phrase

Sort by:

Submit

Reset

Public-facing access to documents in the Laserfiche repository.

Public search access to City Secretary including city contracts, agendas, meeting minutes ordinances, resolutions, council proposals and proceeding files.

Advanced search is available after selecting a category for detailed results.

Police and CJIS Requirements

Dedicated server

Separate systems including servers, workflows, repositories maintain CJIS compliance for sensitive information.

Criminal Justice Information Systems

CJIS is a federal requirement for handling arrest records, photos, and information. Occasionally CJIS systems are audited.

Laserfiche Cloud

Adoptions faces challenges due to inability to meet stringent CJIS requirements

Monitor Usage



Monthly Calculations

Tracks system and storage consumption for each department monthly.



Disk Usage Alert

System emails warnings when disk usage reaches 95% capacity.



Weblink Monitoring

Automated “Website DOWN” alert to notify when Weblink experiences outages.

Future Plans

Cloud Migration Considerations

Non-CJIS, Bandwidth

Performance Optimization

Affects searches and functionality

Upcoming projects

Reconstruction of Repos, Best practices for workflows , Flexible records management

Thank you

Questions?

