

	Document Management Software/Solution				
	OneDrive	SharePoint/Teams/Planner	Content Manager/ERMS	EDMS (iLinx)	CIFs Share
Primary focus	<ul style="list-style-type: none"> Draft development Quick reference Temporary storage 	<ul style="list-style-type: none"> Collaborating with multiple individuals Sharing with external parties 	<ul style="list-style-type: none"> Managing electronic records according to legal retention requirements Providing access to retained records for business use and public records requests 	<ul style="list-style-type: none"> Automating document-specific workflows that require approvals, routing, parallel and serial processes High volume, repetitive document processes Bundling related content 	<ul style="list-style-type: none"> Storing files that other solutions do not accommodate
Typical file types	<ul style="list-style-type: none"> Any files/records that are actively used but not shared with more than 3 people Microsoft Office files (e.g., Word, Excel) Transitory records 	<ul style="list-style-type: none"> Active files/records, typically Microsoft Word, PowerPoint and Excel files Transitory records 	<ul style="list-style-type: none"> Inactive files/records Finalized records for reference/access 	<ul style="list-style-type: none"> Active files/records Structured data from electronic or scanned forms, documents Parcels (including maps) 	<ul style="list-style-type: none"> Active files/records Specialized files that require large storage and/or high bandwidth Large files (e.g., video, CAD)
Note that all solutions should only store records within their retention period(s). Per Executive Policy, Content Manager is the County's official repository for inactive electronic records. Contact Records Management for more guidance.					
Use case examples	<ul style="list-style-type: none"> Developing and storing personal development plans Storing meeting notes for later distribution Documenting and storing supervisory files/notes relating to staff 	<ul style="list-style-type: none"> Creating records collaboratively Storing and referencing secondary copies of files/records Sharing and updating project plans Developing and showing steering committee presentations or reports 	<ul style="list-style-type: none"> Storing all non-transitory, inactive records (e.g., email, project files) that are within retention or on legal hold Facilitating the County's response to public disclosure requests of content within retention 	<ul style="list-style-type: none"> Collecting, routing and approving property tax appeals Processing license requests/renewals 	<ul style="list-style-type: none"> Storing multiple, large files (e.g. video evidence for a court case, CAD files used in GIS or engineering efforts) Storing files referenced by software/automation to conduct a specific process
Collaborate with	~1-3 people	>3 people	Intended for viewing, not collaboration. Access is configurable by account.	Determined by process	Configurable for group, section, division, department
Marginal cost	<ul style="list-style-type: none"> Setup: \$0* Ongoing charges: \$0* 	<ul style="list-style-type: none"> Setup: \$0* Ongoing charges: \$0* 	<ul style="list-style-type: none"> Setup: \$0 Ongoing charges: \$0 	<ul style="list-style-type: none"> Setup: \$145/hr** Ongoing: \$172/GB/YR** 	<ul style="list-style-type: none"> Setup: \$0 Ongoing: \$932/TB/YR**
Pros	<ul style="list-style-type: none"> Accessible with an Internet connection Integrates with Microsoft cloud services Secure Already installed on all Executive Department PCs Default 1 TB of storage, KCIT can provision more if needed 	<ul style="list-style-type: none"> Agency-configurable workflow Agency-configurable permissions Accessible with an Internet connection Integration with MS product portfolio CJIS and HIPAA compliant (business processes must also be compliant for storage and sharing processes) 	<ul style="list-style-type: none"> All records and metadata are searchable Ensures records are appropriately retained and dispositioned when eligible (i.e. life cycle management) Compliant with State, DOD, CJIS and HIPAA records requirements Unlimited storage 	<ul style="list-style-type: none"> Configurable workflow Predictable cost Ingests physical and electronic content Full text search Batch scanning Markup/redaction Sharing encrypted content 	<ul style="list-style-type: none"> Familiar to staff ("shared drive") Offers higher storage capacity than other solutions – multiple TBs are possible Fast provisioning ~100 Mbps transfer speeds if physically connected to KC network
Cons	<ul style="list-style-type: none"> Sharing can be cumbersome – people still rely on email 	<ul style="list-style-type: none"> SharePoint is unpopular Staff largely unfamiliar with SharePoint (slowly changing) New sites require a KCIT ticket 	<ul style="list-style-type: none"> Only accessible on KC network/VPN Requires manually filing records 	<ul style="list-style-type: none"> Only accessible on KC network/VPN No direct integration with Content Manager Hardware (e.g., scanners) not included 	<ul style="list-style-type: none"> Only accessible on KC network/VPN Difficult permissions management No structured naming convention/governance, etc. Limited integration capability
Other considerations	<ul style="list-style-type: none"> Best practice: align OneDrive structure with agency retention schedule(s) 	<ul style="list-style-type: none"> Requires careful planning, use and ongoing management Best practices: <ul style="list-style-type: none"> Use metadata and lists, not folders Site owners must plan for managing records Not for big data; storage limits exist across site collections SharePoint duplicates files/records among Channels 	<ul style="list-style-type: none"> Knowledge of records retention varies, may hinder adoption and correct use Requires careful planning, use and ongoing management Not appropriate for databases or compressed files (e.g., ZIP) System is supported by the Records Management Program Mandated as the County's repository for inactive electronic records Requires application on user PCs Requires online training for all users 	<ul style="list-style-type: none"> Intended for active files and work processes – it is not an official records repository for digital records Custom development by KCIT: \$145/Hour** 	<ul style="list-style-type: none"> Most content is unencrypted (though encryption is possible)

Note: Each agency may have a system of record for certain types of documents (e.g. Transit uses LaserFiche for HR documents). This table covers the County's enterprise document/records systems.

* License fees included in Microsoft Enterprise Agreement

** Please refer to the KCIT Service Catalog for current pricing.

Please contact your agency's [customer success manager in KCIT](#) for more information on the systems shown. The [Records Management Office](#) can provide guidance on records retention policies and practices.