



E-LEARNING

Level 2



**Co-funded by
the European Union**

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

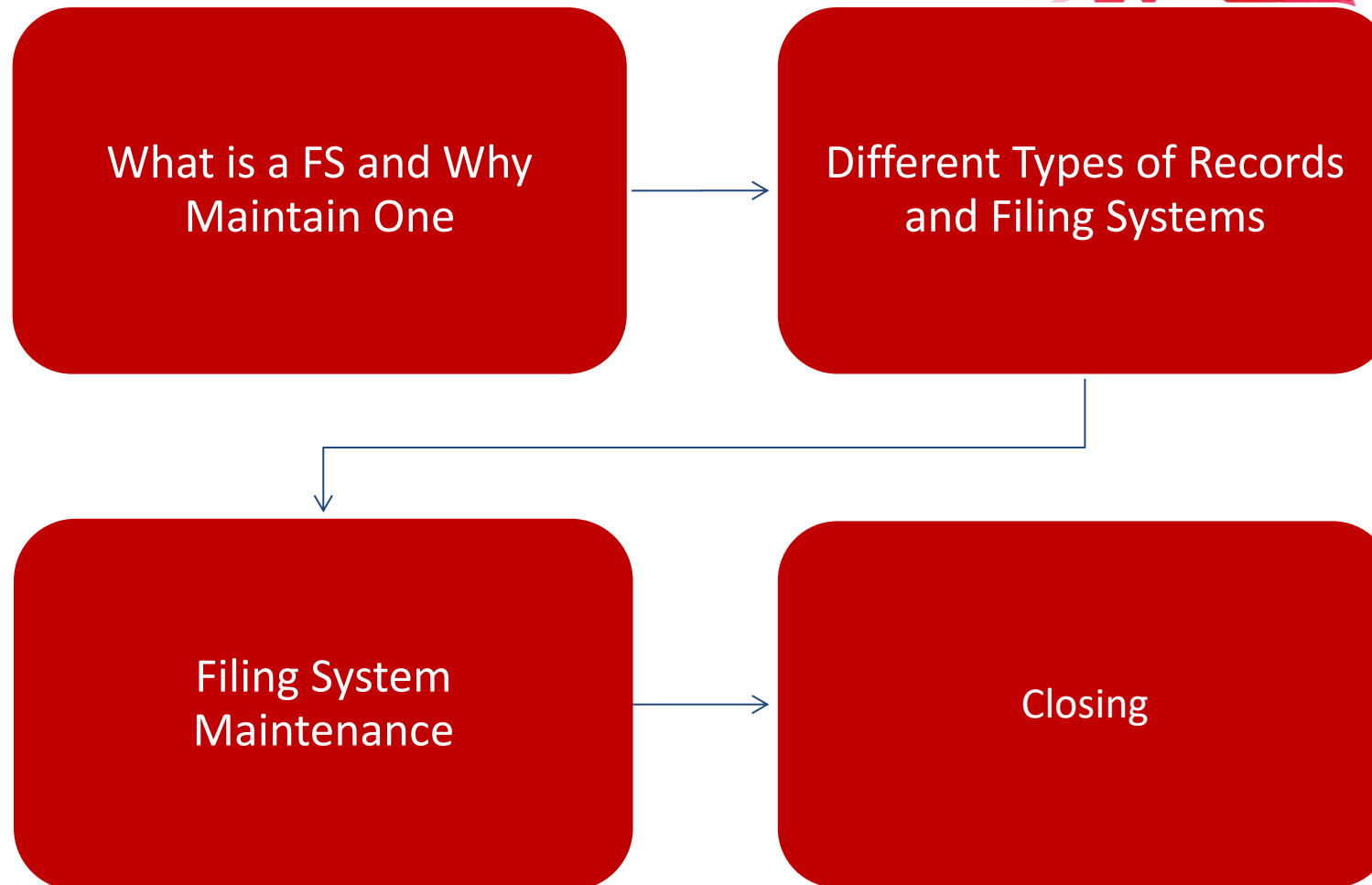
WA03: Filing System Documentation

2.4 Use filing skills to maintain an established system

LO2.8 Demonstrate the ability to maintain established physical and electronic filing systems



Route Map

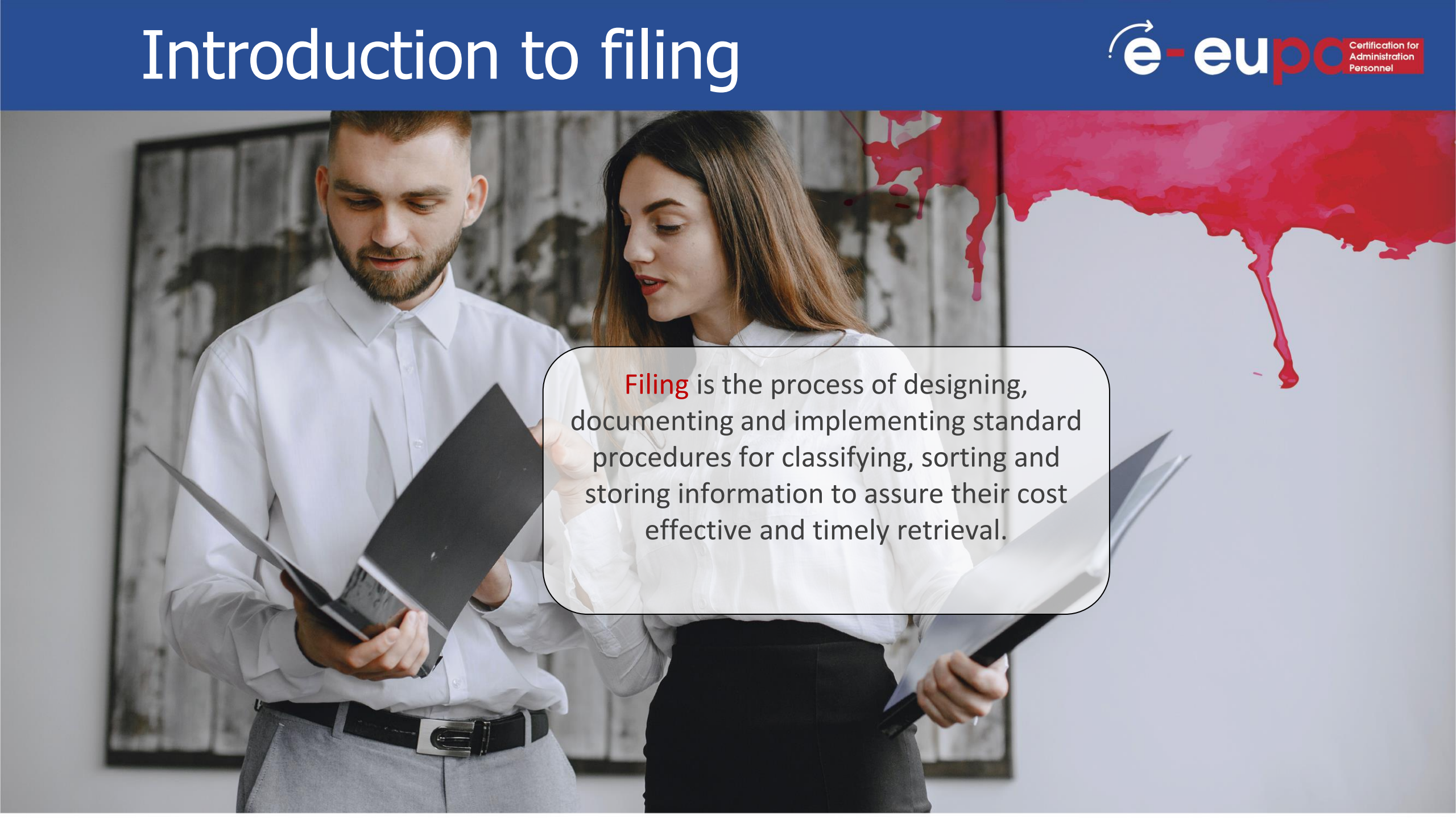


Definition

- A method for organizing and storing documents or information.



Introduction to filing



Filing is the process of designing, documenting and implementing standard procedures for classifying, sorting and storing information to assure their cost effective and timely retrieval.

Filing systems



The filing system used by a company demonstrates its level of organisation.

Due to the high volume of daily information received and sent, organizations develop and maintain a variety of filing systems, in order to keep track of each piece of information.

Need for Filing Systems

- The goal of a filing system is to bring order and logic to the task of storing, and later finding, information.
- **Filing Defined as:**
 - the process of designing, documenting and implementing standard procedures for classifying, sorting and storing information to assure cost-effective and timely retrieval.

Complexity of filing systems

- Efficient filing systems are not always simple. The complexity of the system increases with:
 - Diversity of information in it
 - User needs
 - Volume of documents to be filed
 - Number of ways in which documents reach the office or (from the office) the recipients.
 - Every filing system, even a simple one, is challenging to develop. The system designer must predict the users' needs for information and organize files to meet those needs.

A note on terminology

- In electronic filing we use the following terms:
 - An electronic document is a file
 - A group of files is a folder
- When we speak about paper based documents and filing systems
 - We usually use the word file (box file) to refer to a group of paper documents
- In this presentation we use the word file to indicate a group of documents, that is a folder.

Types of documents/ records

Different types of documents

- ✓ Contracts
- ✓ Billing documents
- ✓ Curriculum Vitae documents
- ✓ Absent leaves
- ✓ Expenses
- ✓ Personnel Documents
- ✓ Email
- ✓ Fax
- ✓ SMS
- ✓ Social Network invitations and messages
- ✓ Confidential archives

Special Types of documents/ records

- *Special Records:* Records in a non-standard format may require special handling, special filing equipment and attention to particular media requirements. Special records include:
 - Electronic records
 - Audiovisual records
 - Cartographic and imagery records
 - Architectural and engineering records
 - Microforms



Filing systems types

- **Documents can be stored:**
 - Electronically (locally on a PC, or on a server)
 - Paper based in filing cabinets, box files etc
 - Some companies are dependent entirely on electronic filing systems where data is organised in an efficient way. This may be also be done in accordance with companies' environmental policies.

Filing systems types

- Documents can be stored:
 - Most of the companies use a combination of both.
 - It is important to note that the philosophy of both systems should match.
 - Some more traditional companies still use the paper-based system only.

The philosophy of a filing system

- It is about:

- How you name your electronic documents.
- How you group your documents.
- How you sort your documents.



Naming electronic documents

- Usually there is a company policy.
 - Eg [Year]_[Month]_[Date]_Title
 - 2012-09-03-Reply _to_HRDA
 - Or [Customer]_[Date]
 - Bank_Of_Cyprus_2012_05_15
- Note the following:
 - Never use a comma or a dot in the file name.
 - Avoid full capitals.
 - Sometimes the document name is printed in the footer of the document.
 - ALWAYS RESPECT THE COMPANY POLICY.

Grouping documents

- **Several methods of grouping**
 - By project
 - By entity (eg. by customer, by supplier, by employee etc)
 - By year
- **Grouping depends on your line of business**
 - And there is no right or wrong. You need to establish your policy and keep it.

Sorting the documents

- Filing systems utilise one of the following methods of sorting the files:
 - Alphabetically
 - Geographically
 - Subject
 - Chronologically
 - Or other

File Code

- The purpose of coding is to assign a unique identifier and physical location for a file.
- Code Design
 - Physical order of the file should be evident from the code.
 - The code should also indicate other features of a file such as the department, the year of creation, the main entity it relates to etc.

- A file index is a cross-reference tool, containing filing features under which a document may be filed. Information searching systems are based on an index.
 - Several types of separate indexes may be developed. Some are manual indexes on cards, or a computer index which may provide for several levels of indexing, by various data elements.
 1. *Numeric Index*
 2. *Alphabetic Name Index*
 3. *Keyword Index*

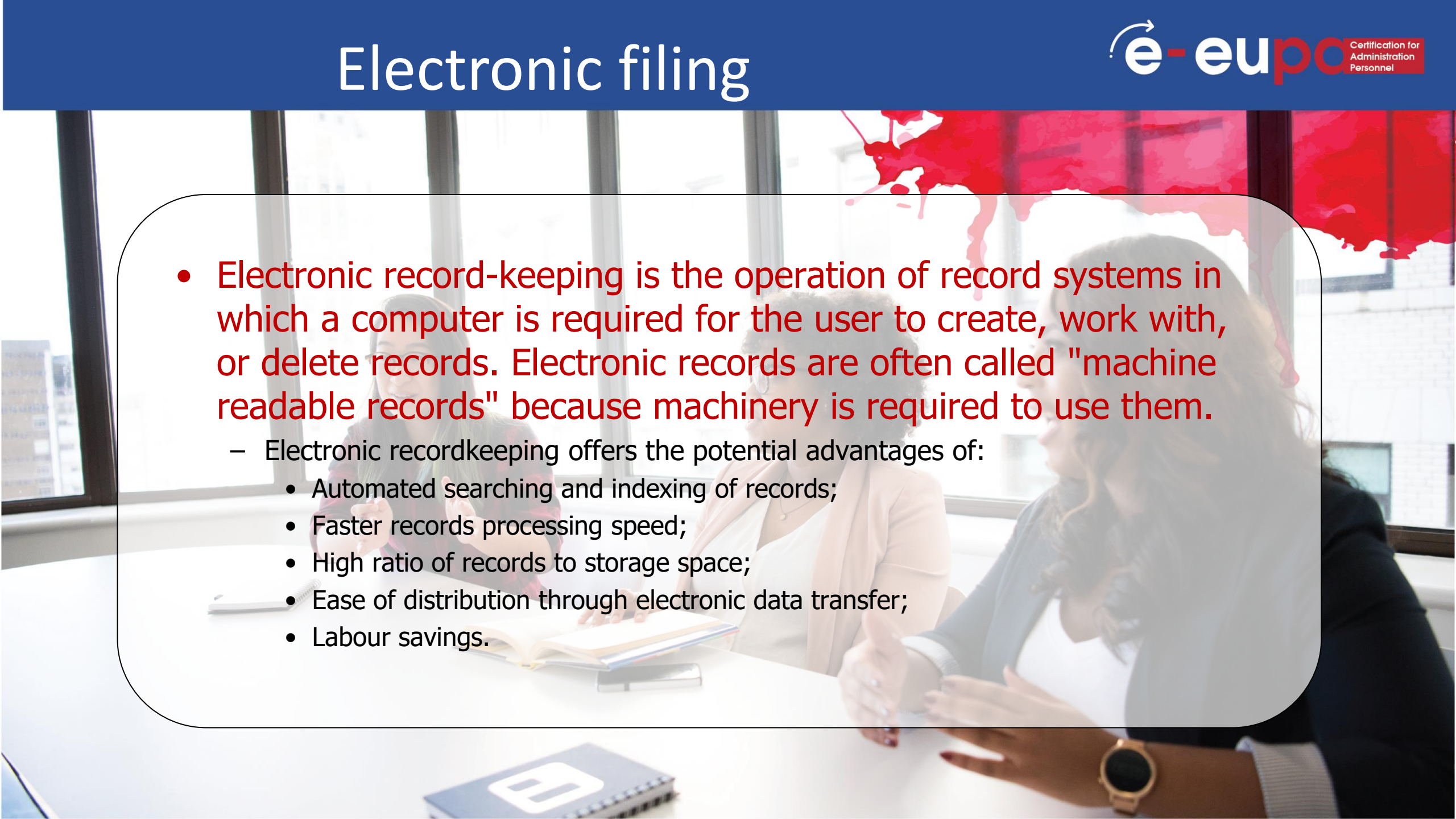


File Index in electronic files


- 
- In an electronic filing system, the index is a table identifying keys to retrieving records in the file.

File Index in electronic files

- **Index serves these purposes:**
 - Identifies file folders, specific documents or data elements by their primary and other filing features to provide the searcher with elements needed to locate an item in the system.
 - Arranges items in some searchable order: alphabetical, numerical, chronological, or otherwise systematic.
 - May or may not reflect the physical order of the files. May instead serve as a cross-reference to the physical order.
 - May satisfy a part of the user's reference needs without requiring the user to actually retrieve the file or review a particular document.

- 
- The background image shows three women in a professional setting, likely a meeting or collaborative work environment. They are seated around a white table, with one woman gesturing while speaking. The scene is brightly lit, suggesting a large window in the background. The image is partially obscured by a semi-transparent rounded rectangle containing the text.
- Electronic record-keeping is the operation of record systems in which a computer is required for the user to create, work with, or delete records. Electronic records are often called "machine readable records" because machinery is required to use them.
 - Electronic recordkeeping offers the potential advantages of:
 - Automated searching and indexing of records;
 - Faster records processing speed;
 - High ratio of records to storage space;
 - Ease of distribution through electronic data transfer;
 - Labour savings.

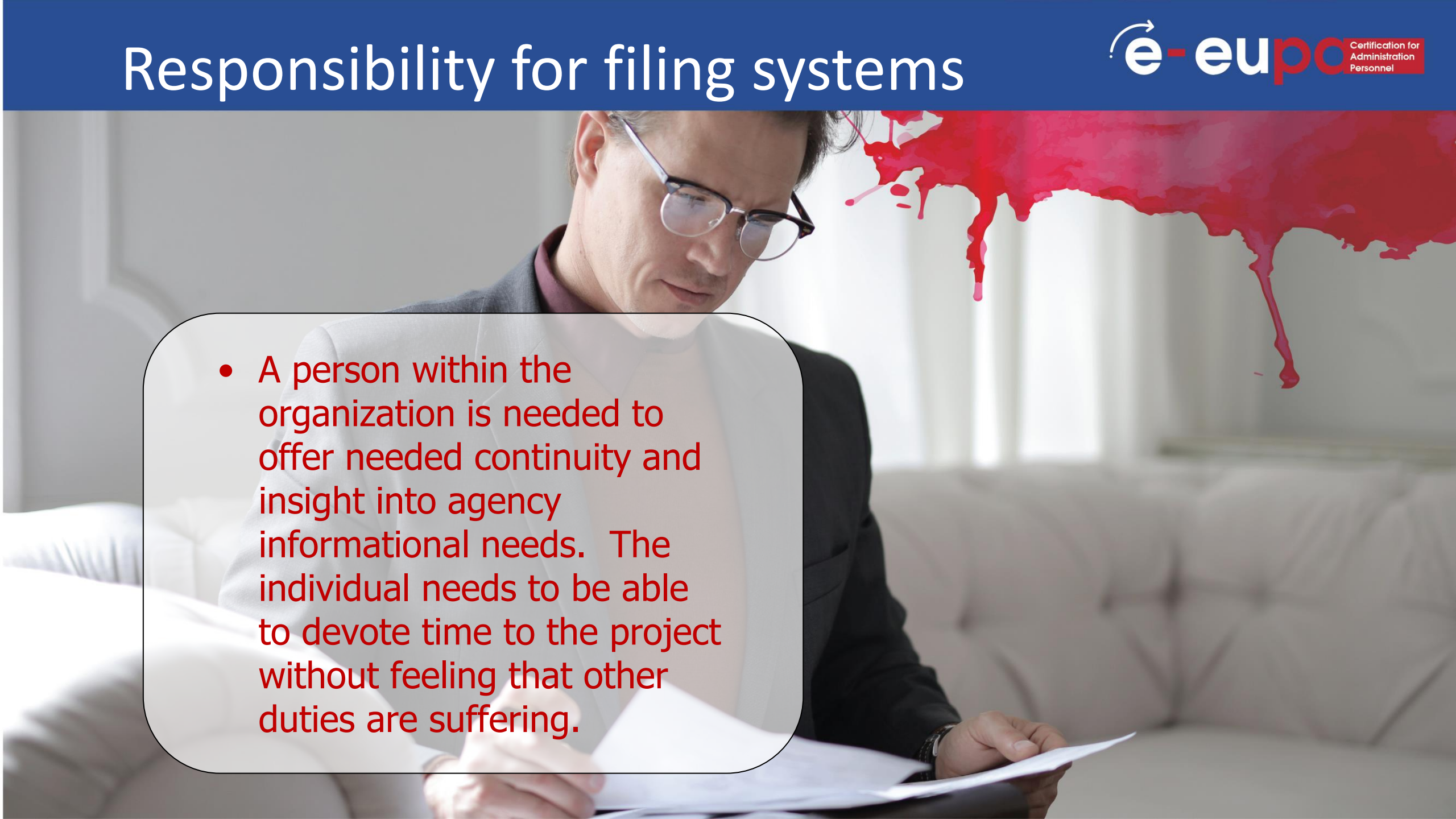
Responsibility for filing systems

- 
- Every filing system is a challenge to develop. Management should assign this responsibility to a capable individual.

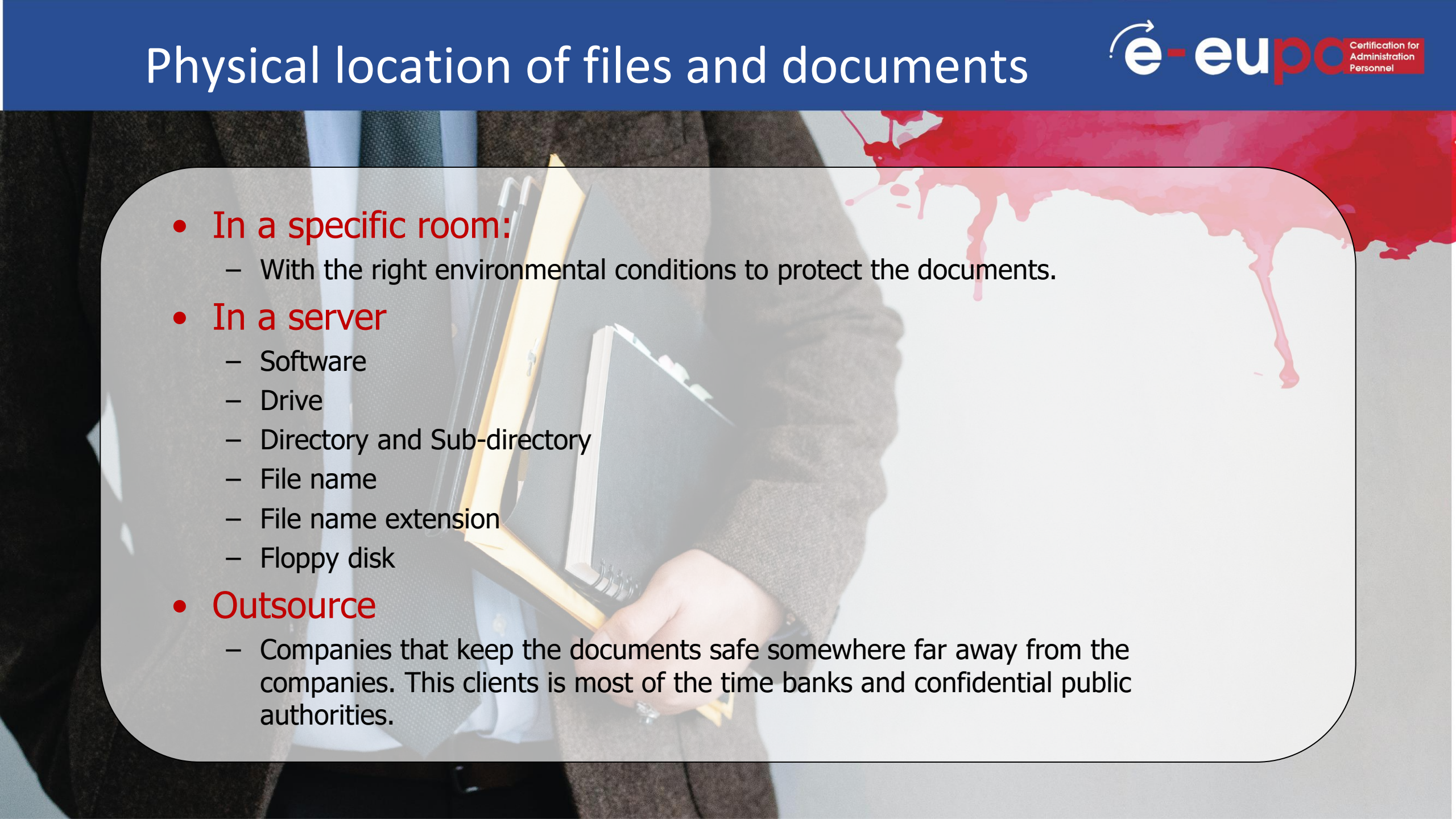
Responsibility for filing systems

- An outside consultant or expert may provide technical assistance but will not be around to offer continuity during files implementation stages.

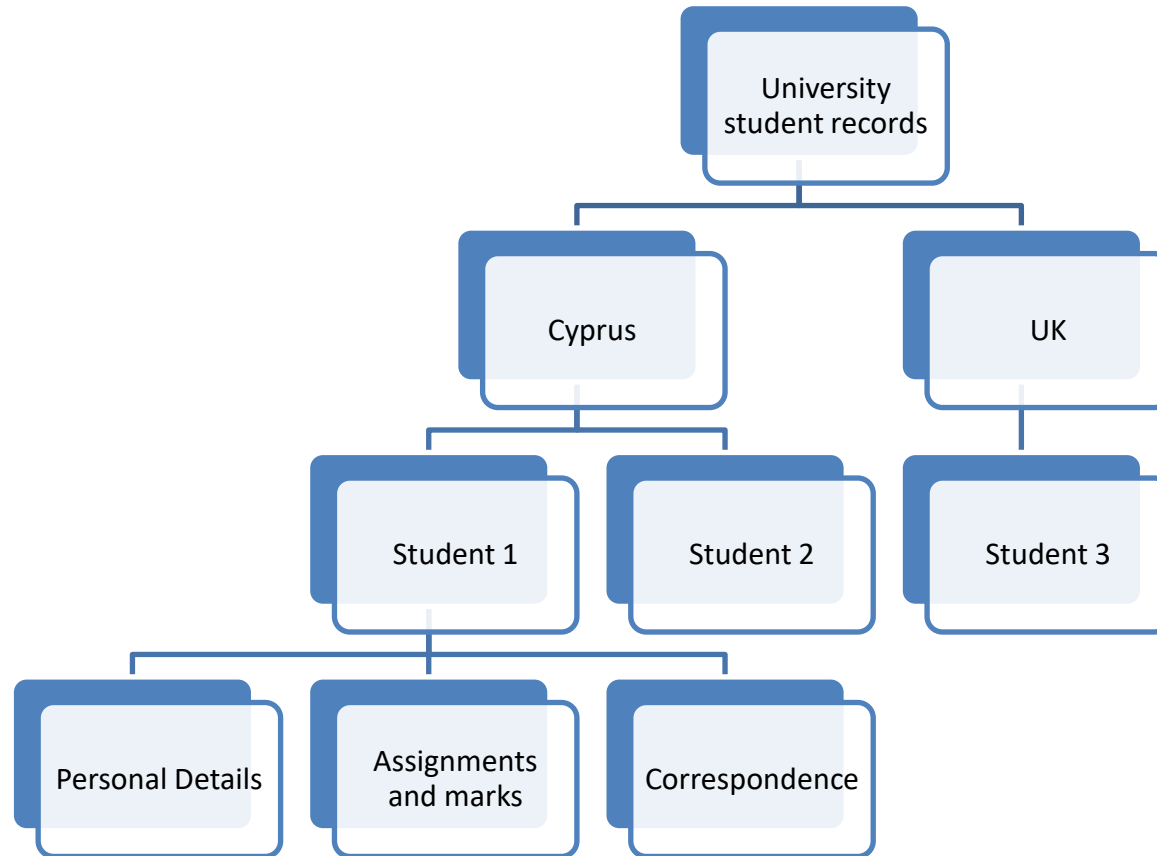
Responsibility for filing systems

- 
- A person within the organization is needed to offer needed continuity and insight into agency informational needs. The individual needs to be able to devote time to the project without feeling that other duties are suffering.


Physical location of files and documents

- 
- **In a specific room:**
 - With the right environmental conditions to protect the documents.
 - **In a server**
 - Software
 - Drive
 - Directory and Sub-directory
 - File name
 - File name extension
 - Floppy disk
 - **Outsource**
 - Companies that keep the documents safe somewhere far away from the companies. This clients is most of the time banks and confidential public authorities.

Example of a filing system




Filing system and time management

- 
- Filing is a routine work
 - Leave some time every day for it
 - OR
 - Do it at the time it occurs

Some good practices

- Use a control of documents where you keep a copy of each document which arrives to the office (irrespectively of where it will be filed)
 - In this way you ensure that even if it was filed incorrectly you can still find it
- You can store all documents that were sent from the office to customers/suppliers etc in a different file
- Use an index for both files

Records confidentiality

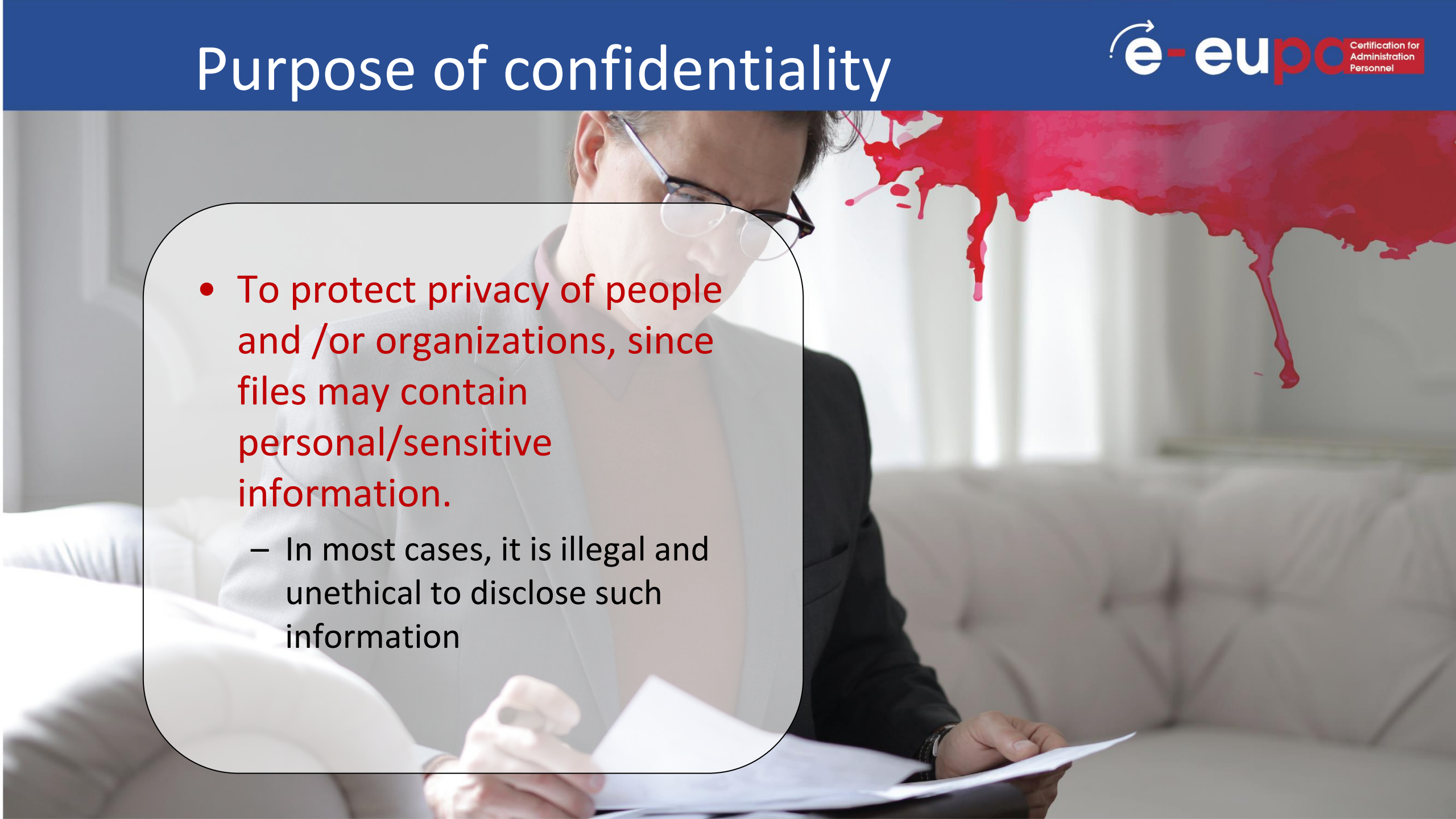


Record confidentiality refers to any type of document that contains information of a sensitive nature that would cause harm to the privacy of individuals or organizations if disclosed. **It's imperative that organizations protect record confidentiality.**

Records confidentiality

- Keep **sensitive materials** in **locked rooms** or **filing cabinets**.
- **Use passwords** to protect computer files and restrict access to only the necessary staff.
- **Use pre-employment processes** such as screenings, in-person interview questions, and background screenings to get the most trustworthy employees as possible.
- **Encrypt information, install firewalls, run anti-virus software.**

Purpose of confidentiality

- 
- To protect privacy of people and /or organizations, since files may contain personal/sensitive information.
 - In most cases, it is illegal and unethical to disclose such information

Exercise

- Imagine you work with a company that deals with imports and distribution of furniture.
- Suggest a filing system for this company.

Methodological Tool I



Practice Filing Systems

E-EUPA_LO2.8_M_001

Revision Questions

Question 1

- Define filing systems

Question 2

- Describe different types of filing systems

Question 3

- Describe different types of filing systems

Question 4

- Discuss filing in terms of time management and confidentiality

Module Key points

Key Point 1

Filing system:

- Organisation and storing of documents

Key Point 2

- Need for filing system:
 - Storing and finding information

Key Point 3

- Types of filing systems:
 - Electronic or manual
 - Several types for grouping and sorting



WELL DONE!

You have completed Unit 2.4



**Co-funded by
the European Union**

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

