

ANALYSIS AND DESIGN OF PROCESS FOR DOCUMENT MANAGEMENT SYSTEM (DMS) IN THE BANK

Shahnoza Muminzoda

Introduction

- 75 % of employee's time spent on organizing documents
- information is the main source of decision-making process in the companies
- One of the growing trends in today's business world is banking sectors



Source: (ISO)

Goals of thesis

- The main goal of this thesis is to design document management process for “Bank Eskhata”.
- Partial goals are:
 - to characterize the use of current DMS for bank sector;
 - to analyse current processes of document management in “Bank Eskhata”;
 - to design new process for document management in “Bank Eskhata” to prepare them for implementation of DMS;

Methodology

- research and analysis of relevant information and resources
- studying and analysing current document management processes in the “Bank Eskhata”
- explore texts from scholarly articles, books and journals related to the matter at hand
- Practical solution and recommendations for DMS in bank will draw on results of the theoretical knowledge and outcomes of primary research

Problem description

- Documents are stored in paper format;
- Multiple stage on signing documents;
- Delay of signing documents;
- Documents path hard to control;
- Lost of documents while under consideration;
- Archiving of documents;
- Keeping multiple copies of document in each department brings to:
 - time demanding;
 - lack of space;
 - hard to keep a track.

Problem description

Description

Amount of documents/requests received per day

Amount of time spent to process one document

Amount of time spent per day on documentation management

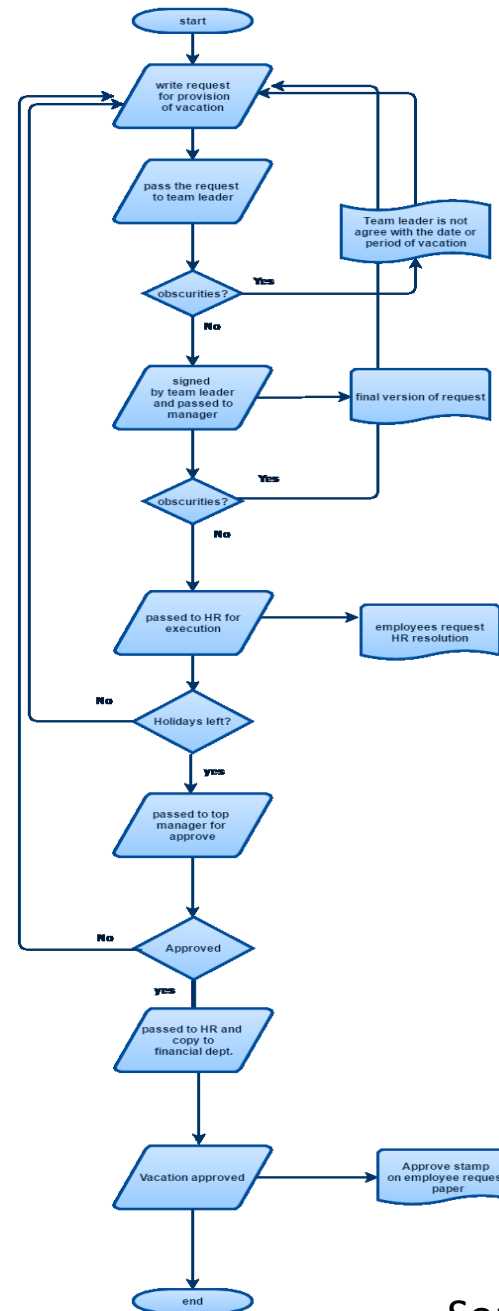
Measurement

10 documents/requests

45 min

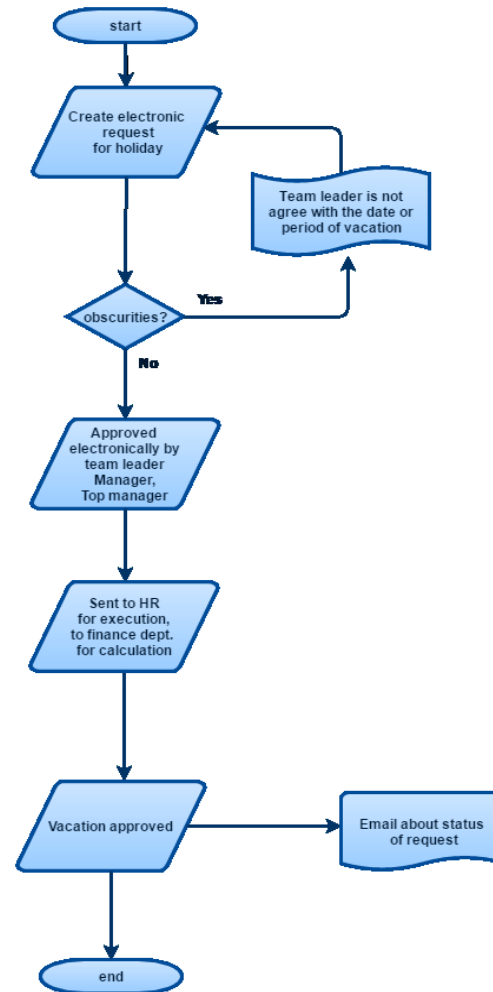
7,5 hours

Current system limitation



Source: (Bank Eskhata)

Design of processes



Source: (Author)

Major software vendors for banking DMS



Results and discussion

- for successful development of DMS in banks it is necessary to implement single software solution in order to have better cooperation between the departments;
- in order to have successful implementation should be designed well described process of documentation management;
- it is better to implement the DMS in the main office (back office) rather than in a branches;
- to select server- based solution with big storage space;

Conclusion

- use of current DMS for bank sector was defined and analyzed;
- current processes of document management in “Bank Eshkata” were analyzed and described;
- new process for document management in “Bank Eshkata” was created and options of software vendors were recommended ;

Thank you for your attention!