Appendix B - User Profiles Revised 3/21/12

Section	Sources of Information	Document Category	Document Types	Locations	Workflows (Y/N)	Notes	Number of Users*	Intake percentage * (est. 1 M documents per month)
Antitrust	Hard Copy Email Discs US Mail	Investigation Production Brief Correspondence	Word, Excel, PowerPoint, PDF, Video, Audio, Jpeg, Mpeg, PST, Tiff	Content Manager & Network/San Drive	Y	Document Routing	19	6%
Appeals	Hard Copy Email Discs US Mail	Investigation Production Brief Correspondence	PDF, Word, Excel, PowerPoint	Network/San Drive	Y	Document Routing	9	4%
BCI Identification	Hard Copy Email Discs US Mail	Background Reports Investigation Correspondence	Word, Excel, PowerPoint, PDF, Video, Audio, Jpeg, Mpeg, PST, Tiff	Content Manager & Network/San Drive	N		411 including BCI Investigation	5%
BCI Investigations	Hard Copy Email Discs US Mail	Investigation Correspondence	Word, Excel, PowerPoint, PDF, Video, Audio, Jpeg, Mpeg, PST, Tiff	Content Manager & Network/San Drive	N		See above	5%
Business Counsel	Hard Copy Email Discs US Mail	contracts	WORD, PDF	Content Manager & Network/San Drive	Y	internal contract review	6	2%
Charitable Law	Hard Copy Email Discs US Mail	Finanical Reports Applications Licenses & Registrations	Word, Excel, PDF, Tiff	Content Manager & Network/San Drive	Y	Document Routing	57	4%
Civil Rights	Hard Copy Email Discs US Mail	Investigation Production Brief Correspondence	PDF, Word, Excel, PowerPoint, Audio, and Video(Largest Volume PDF and Word), .PST	Network/San Drive	N		15	3%
Collections Enforcement	Hard Copy Email Discs US Mail	correspondences check images tax return	WORD, PDF, images	Content Manager & Network/San Drive	Y	bankcruptcy & Offer In Compromise	177	5%
Communications	self generated	publications brochures audio & video files	.indd (InDesign), psp (photoshop) pdf, ai (Adobe Illustrator) mp3, mp4, mov, avi, wmv	Network/San Drive	N		9	1%
Constituent Services	Email and US Mail	Correspondence	WORD, PDF, images	Content Manager & Network/San Drive	Y	Document Routing	22	2%
Constitutional Offices	Email Hard Copy Scanned	Investigation Production Brief Correspondence	PDF, Word, Excel, PowerPoint	Network/San Drive	Y	Document Routing	17	4%
Consumer Protection	Email Hard Copy Scanned Documents	complaints investigations correspondences	Word, Excel, email, PDF, Tiff	Content Manager & Network/San Drive	Y	Document Routing	79	5%

Court of Claims	Hard Copy Email Discs US Mail	Investigation Production Brief Correspondence	Word, Excel, PowerPoint, PDF, Video, Audio, Jpeg, Mpeg, PST, Tiff	Content Manager & Network/San Drive	N		44	4%
Crime Victims	Email scanning, fax, mail	crime victim cases	WORD, PDF, Excel	Content Manager & Network/San Drive	Y	case/compensation workflow	83	3%
Criminal Justice	Email Discs Hard Drives Hard Copies	Investigation Production Brief Correspondence	PDF, Email, Hard Copy, Scanning, Word, Excel	Network/San Drive	Y	Document Routing for Purchase orders	70	3%
Education	Hard Copy Disc Email	Prduction Brief Correspondence	Email, Word, Excel, PowerPoint, PDF	Network/San Drive	Y		20	3%
Employment Law	Hard Copies Disc Email	Investigation Production Brief Correspondence	Word, Excel, PowerPoint, PDF, Video, Audio, Jpeg, Mpeg, PST, Tiff	Network/San Drive	N		20	3%
Environmental	Hard Copies Scanning Email Discs	Investigation Production Brief Correspondence	Word, Excel, PowerPoint, Jpegs, Video, Mpegs	Network/San Drive	Y	Document Routing	56	4%
Executive Agencies	Hard Copies Scanning Email	Investigation Production Brief Correspondence	Word, Excel, PowerPoint, PDF	Network/San Drive	Y	Document Routing	33	2%
Finance	Hard Copies Scanning Email	Contracts	PDF, Word, Excel, Access	Network/San Drive	Y	Document Routing for Purchase orders	24	2%
General Services	Hard Copies Scanning Email	Corresopondence	PDF, Word, Excel, Access	Network/San Drive	Y	Document Routing	57	1%
Health and Human Services	Hard Copies Hand Written Notes Production External Hard Drives Email	Investigation Production Brief Correspondence	Word, Excel, PowerPoint, PDF, Tiff, Audio, Video, Oversized Text files, Oversized Excel Spreadsheets, .PST	Network/San Drive	Y	Documents would need to be identified as to HIPPA and PCI	44	3%
Health Care Fraud	Hard Copy Scanning Court Documents Reports Email	Investigation Production Brief Correspondence	PDF, Word, Excel, Audio, Access	Network/San Drive	Y	Workflow in STARRS case management system developed internally in ACCESS.	73	3%
Human Resources & EEO	Hard Copies Scanning Email			Content Manager & Network/San Drive	Y	Document Routing	21	2%
Internal Audit	self generated and/or from AGO sections	collected info audit reports	Word, Excel, Access, email, PDF	Network/San Drive	N		6	2%

Labor Relations	Inteleview (Web) Hard Copies Email	Investigation Production Brief Correspondence	PDF, Tiff, Audio, Word, Excel, PowerPoint, .PST	Network/San Drive	N		11	2%
Legal Initiatives	Hard Copies Scanning Email	Investigation Production Brief Correspondence		Network/San Drive	N		4	1%
Library	Hard Copies Scanning Email		PDF, Excel, Jpeg, Word	Network/San Drive	N		5	1%
Opinions	matters that need opinions may come from attorneys, constituents Hard Copies Scanning Email	letters memorandums emails	WORD, PDF	Network/San Drive	N		8	1%
OPOTA	from agencies and individuals Hard Copies Scanning Email	training certification forms	WORD, PDF, EXCEL	Content Manager & Network/San Drive	Y	training/certification related activities like data entries and analysis.	48	4%
Outside Counsel	Hard Copies Scanning Email	Investigation Production Brief Correspondence	PDF, Excel, Jpeg, Word	Network/San Drive	N		8	1%
Policy and Legislation	Hard Copies Scanning Email	Investigation Production Brief Correspondence	PDF, Excel, Jpeg, Word	Network/San Drive	N		3	1%
Policy and Public Affairs	Hard Copies Scanning Email	Investigation Production Brief Correspondence	PDF, Excel, Jpeg, Word	Network/San Drive	N		5	0%
Risk Management	self generated and federal/state/local law enforcement bulletins, briefings	bulletins briefings publications	Word, PDF, Excel, Outlook email, JPEG	Network/San Drive	N		1	1%
Taxation	Hard Copy Email Discs	Investigation Production Brief Correspondence	Word, Excel, PowerPoint, PDF, Audio, Jpeg, Mpeg	Network/San Drive	Y	There is a business need for workflows, but none are currently set up.	12	3%
Transportation	email Handwritten Notes Word Excel	Investigation Production Brief Correspondence	PDF, Word, Excel, .PST	Network/San Drive	N		24	2%
Workers Compensation	Hard Copies CD ROM PDF Web Site Depositions	Investigation Production Brief Correspondence	PDF, Word, Excel, Access, Video, HTML	Network/San Drive	Y	This section has just started routing documents for closed cases.	87	2%