

**DIVISION OF MEDICAL ASSISTANCE AND
HEALTH SERVICES (DMAHS)**

**MEDICAL ASSISTANCE DISBURSEMENT SERVICES
RFP 2012**

Electronic Images

**System Certification, Storage, Backup and Disaster
Prevention/Recovery**

The State of New Jersey, by virtue of Public Law 1994, Chapter 140, allows the replacement of public records with digital images, so long as that the images are produced by an Image Processing System that has been reviewed by the State of New Jersey's Division of Archive and Records Management (NJDARM) and certified by the State Records Committee (SRC). The New Jersey Administrative Code (NJAC), 15:3-4 establish guidelines for imaging systems and the process for certification thereof. Any process, in part or whole, that requires a vendor to image, store, or destroy an official State document(s) must be reviewed by NJDARM and certified by the SRC.

The SRC does not "certify" the bank's imaging system directly, but rather the respective State agency's records management system of which the methodology for preservation of public records and the bank's imaging system are components. Subsequently, the banks hardware, and/or software are not certified; rather, it is the State agency that is certified.

Images and all documentation relating to the processes such as logs, error reports, edit reports, source code, and testing results should be maintained for the period of time, in accordance the SRC approved records retention schedule (Cancelled Checks S820300-002-0048-0000) which is currently seven (7) years. Additional information may be found at the NJDARM Web site: <http://www.njarchives.org/links/njac-15-3-5.html>.

The New Jersey Administrative Code requires the following for imaging system processes:

Imaging

Imaging systems used for public records shall conform to a framework for open systems environment including a comprehensive set of interfaces, services, and supporting formats.

Proprietary software must be placed in escrow for a period of time as defined by the document retention schedules of the organization responsible for the canceled checks, currently seven years. Application development software shall be based on the open system model defined in N.J.A.C. 15:3-4.2 and image processing systems shall run on standard hardware, operating systems, and networking systems.

Any image processing system used for public records shall support standard file formats and compression methods that allow for the interchange of documents with other

systems. Recommended standards include Tagged Image File Format (TIFF with G4 compression), CCITT Group III and/or IV, and Open Document architecture/Open Document Interchange Format (ODA/ODIF).

Imaging systems shall not be capable of altering a public record as scanned, except for standard computer-enhancement routines designed to improve legibility of scanned documents. Manual and/or automatic computer-enhancement processes and procedures used shall be thoroughly documented for proof of authenticity. A visual quality control evaluation shall be performed for each and every scanned image and related index data as images are scanned. One to one visual verification maybe performed via personnel or a technical method. Imaging process must include a reject repair process that identifies scanning defects that may include;

- Image not the correct size
- Image cropped
- Image not the correct resolution
- Loss of detail in highlight or shadows
- Overall too light or too dark
- Uneven tonal values or flare
- Lack of sharpness/excessive sharpening
- Presence of digital artifacts (lines across picture)
- Image skewed or not centered
- Incorrect balance

The quality control of an imaging system determines the retention period of the paper documents prior to destruction. At minimum, banks should plan for a retention period of 60 days plus current month. To date, the longest retention period has been nine (9) months.

NJAC 15:3-4.6(e) requires a minimum scanning density of 200 dots per inch for canceled checks. Images must be capable of legal acceptance in a court of law or any other judicial criminal or civil proceeding. (Note: New Jersey Public Law 1994, c140 provides that as long as a bank's system complies with the rules promulgated by NJDARM, image processed documents can be used in evidence in any court or proceeding in New Jersey.)

As part of the application process, the bank must detail a complete system configuration and infrastructure (hardware, software, network) listing of all technology utilized in the image storage, and retrieval process including replacement cycle.

Storage

Electronic storage of public records must insure a maximum effort to protect records from time and tampering. The NJAC preferred storage method is Write Once Read Many (WORM) non-erasable optical disk. However, this does not preclude magnetic or other storage methodologies capable of satisfying the NJAC requirements for record preservation. At minimum, all images must be indexed with the information contained in the MICR line.

Backup of Images

The bank shall document established policies and procedures for daily, weekly, monthly, quarterly, or annual backup on microfilm, disk, tape, or other media. The bank must identify the off site location(s) and storage conditions for storage of the backup system(s), and document schedules for refreshing media.

Disaster Prevention & Recovery

The bank must be able to demonstrate, during an inspection of operations and a review of documented procedures that in the event of a system breakdown or catastrophic event State operations will be minimally affected and State records recovered intact.

The bidder shall describe and document disaster prevention and recovery (a.k.a. business continuity plan) plans including;

1. Disaster prevention & recovery continuity plans, policies and procedures;
2. Disaster Prevention/Recovery Plan documents and manuals;
3. Plan test cycle(s), including quarterly, annually, or otherwise scheduled tests;
4. Offsite storage/vital records, including storage or magnetic tape, disks, microfilm, and hardcopy;
5. Hot and Cold site designation; and,
6. The bank must provide documentation on a demonstrated and tested plan to migrate images from current platform to other media including microfilm, computer output microfilm, and a future record keeping system.

Certifying Agencies for Bank Imaging of Cancelled Checks

A recently adopted revision of the New Jersey Administrative Code (N.J.A.C.) governing the Division of Archives and Records Management's (DARM) relationship with the State Records Committee (SRC), allows DARM flexibility in streamlining the process for the certification of bank image processing for New Jersey governmental agencies.

This revision coupled with the fact that a copy of a cancelled check is required to be maintained by a banking institution, creates a synergy for streamlining the certification process so that both New Jersey's governmental agencies or authorities and the banking industry can reap the benefits of a certified New Jersey Public Records Image Processing System.

A banking institution must initially work with a "seed" New Jersey governmental agency or authority to complete a full-blown certification for said agency. Once a banking institution has successfully assisted a seed-agency through the certification process, additional agencies may "reap" the benefits of that certification by pointing to the documentation of said certification.

Please access the following Department of State, Division of Archives and Records Management website for paid check image certification procedures: <http://www.njarchives.org/links/check21.html>.