

# Quality Control Procedures for Imaging Surveys and Exception Applications

## Key Points:

- Each State Agency (see La. R.S. 44:402 for definition) is required by LAC 4:XVII Chapter 13 Electronic Records-Subchapter B – State Archives Imaging Policy, to complete and submit information regarding imaging systems they operate.
- Both the Imaging Survey (LAC 4:XVII section 1305) and the Application for Exception to R.S. 44:39 require agencies to provide information regarding the agency's quality control procedures for image production and maintenance.
- The purpose of this requirement is to make sure that agencies address this critical aspect of record conversion in the business process to ensure that they have a complete and legible electronic image before they seek permission to destroy the original document. Once the original is destroyed, it is hard to recreate the record if the image was not captured properly.

## Quality Control Procedures in General:

- Most agencies first response is to say that they check to make sure the record is legible. However, it is important to describe what that means. A list of attributes is sufficient to give the producer a clear understanding of what is expected. This list could include:
  - Images are scanned at 100% of their original size
  - Images are scanned at a minimum of 300 dpi
  - Images are viewed as a thumbnail (small full representation of the image) to make sure entire document has been scanned/is not covered or skewed) before expanding to ensure quality of image is readable.
  - Index matches to file being scanned
  - File names should remain consistent
  - Provide all metadata available
  - Adjust brightness/contrast for any non-readable images and re-scan
  - Verify all documents transfer from capture software
  - Check file names to ensure no documents are missing
  - Make sure to check settings to ensure two sided documents can be captured
  - Remove only pages that are truly blank.

## Quality Control for Imaging Exception Application:

- Section 4 of the Imaging Exception Application (SSARC-970) requires agencies to provide their quality control procedures and responses to two questions:
  - Percentage of Images visually inspected
    - This number should be higher than 80 percent.
  - QC (Quality Control) is performed during (check all that apply): Scanning Process, Conversion Process, Indexing Process, Other (Please provide brief explanation).
    - The Conversion process could occur converting from one electronic format to another (TIF to PDF) or migration from one system to another.
    - Other could include image audits, daily reviews of images being used by workers, etc.

## Who to contact regarding Quality Control questions:

- Agencies that have a question regarding quality control questions can be sent via email to [recmgt@sos.la.gov](mailto:recmgt@sos.la.gov) (put Quality Control in the Subject Line) or faxed to (225) 922-1220. If you need to speak to someone, please contact the Records Policy Planner at (225) 925-7552.