

Office of Administrative Hearings (OAH) Procedures Transmittal		Transmittal Number: 08-05
		Date: February 14, 2008
		Page: 1 of 2
Distribution:		Subject: Revised Document Imaging Instructions
ALB OAH Staff <input checked="" type="checkbox"/>	UPS ALJs <input checked="" type="checkbox"/> Upstate LDSS <input type="checkbox"/>	
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Since 1999, staff in the Office of Administrative Hearings Administrative Support Unit has been utilizing the Panagon document imaging system for on-line storage and retrieval of all documents entered into evidence at administrative hearings. Use of the Panagon document imaging system has replaced the need to physically store vast numbers of paper files while making the documents readily accessible on-line.

As the success of OAH's document storage and retrieval is based on image quality, we have established certain criteria that are essential to achieving good quality images. These guidelines were modified in OAH Transmittal 07-02 issued on January 22, 2007. **This transmittal updates and supersedes OAH 07-02 and is being issued as certain requirements continue to be problematic in the submission of documents. Also, the requirement that evidence packets should be appropriately numbered prior to submission was not previously stated (see additions in bold below).**

To the extent possible, please ensure that new documents inserted in the file are staple free. **Also, pages should be clearly numbered as, e.g. "1 of 10," "2 of 10, etc. (Please note: Any marking of the document by OAH staff must be done, if at all, clearly on the audio record.)**

This will greatly assist staff assigned to the document imaging task. Also, colored paper creates imaging problems and should be avoided.

Please do not write in the margins of any forms or on the inside file jacket since such written information results in considerable effort to prepare these pages for scanning. A preferred method of including additional information that does not fit on existing forms is to insert an 8 1/2-inch by 11-inch sheet of white paper with such information plainly written and identified as to what it is. Please try to limit information handwritten on the exterior of the file jacket to those items that are required to be filled in such as Tape Numbers/Digits; Disposition Outcomes; Adjournment Codes; ALJ Number; Representative, etc.

While we can't control what documents are provided by appellants, representatives, and agency staff, keep in mind that the following kinds of documents are difficult to scan.

Colored documents
Legal-size documents
Faxed documents
Onion-skin documents
Documents containing "Post-Its"
Illegible documents
Stapled documents

Evidence Packets/Summaries with unnumbered pages

Therefore, if a document of one of the above types is submitted by a walk-in appellant, representative, or agency representative for inclusion in the file and if a photocopy must be made of the document, whenever possible, the photocopy should be retained with the file and the original "hard-to-scan" document should be returned to the individual submitting it.

For any staff who have occasion to handle perforated green-bar printouts from either the WMS, PDS, or BICS system or perforated printouts from the FHIS system, it would be helpful, whenever possible, if these pages could be torn apart at the perforations rather than being inserted in the files as one continuous document.

A separate transmittal (OAH 08-04) has been forwarded to local agency staff to request their cooperation in avoiding the submission of the above-mentioned types of difficult-to-scan documents as part of their evidentiary packets.

The responsibility for document imaging is being coordinated by Vicki Buchanan under the direction of Audrey Maurer. If you have any questions, you may contact Ms. Buchanan at (518) 473-8920 or Ms. Maurer at (518) 474-3265 or via email addresses: Vicki.Buchanan@otda.state.ny.us or Audrey.Maurer@otda.state.ny.us.

If there are any questions with respect to this transmittal, you may contact your supervisor or Susan Fiehl at (518) 473-4779 or via email susan.fiehl@otda.state.ny.us.



Mark Lacivita, Director of Administration
Office of Administrative Hearings