**КРАЕВОЙ СОЮЗ ПОТРЕБИТЕЛЬСКИХ ОБЩЕСТВ «КРАЙПОТРЕБСОЮЗ» ЧАСТНОЕ ПРОФЕССИОНАЛЬНОЕОБРАЗОВАТЕЛЬНОЕ УЧРЕЖДЕНИЕ «КРАСНОЯРСКИЙ КООПЕРАТИВНЫЙ ТЕХНИКУММ ЭКОНОМИКИ, КОММЕРЦИИ И ПРАВА»**

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On the theme: "Electronic document management system: concept, specifics, problems of use"

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**Annotation**

 This project is devoted to the study of the electronic document management system, which has become increasingly widespread in various fields of activity in recent years. The work will consider the concept of electronic document management, its specifics, as well as the main problems that arise during the implementation and use of such systems. The project includes an analysis of existing solutions, their advantages and disadvantages, as well as the development of recommendations for optimizing electronic document management.

**Keywords**

Electronic document management, information technology, business processes, automation, data security, legislation, system integration, efficiency, problems of use, document management, organizational culture, audit, accessibility, system implementation, technological solutions.

# Conduction

**Relevance:** The project is that, given the rapid development of technology and the increase in the volume of information, organizations are faced with the need to switch to electronic forms of document management. This not only speeds up processes, but also ensures greater reliability and security of data processing. The relevance of the project is the need to identify and analyze the problems that enterprises face when switching to electronic document management, which will help increase their competitiveness.

**Problem:** implementation of electronic document management systems, including security issues, incompatibility with existing systems and lack of qualified personnel.

**The purpose of the project:** a comprehensive and systematic study of the process of electronic document exchange.

**Project objectives:**

1) Define the goals and objectives of electronic document management systems;

2) Consider the classification of electronic document management systems;

3) Analyze the selection criteria and specifics of using electronic document management systems;

4) Study the problems of using electronic document management systems and propose solutions.

**Hypothesis:** Successful implementation of an electronic document management system in an organization is possible provided that key issues such as data security and integration with existing systems are overcome, which will significantly increase overall work efficiency.

**Method:** comprehensive method: literature analysis, study of the experience of implementing electronic document management systems and employee surveys to identify problems and opportunities for improvement.

1. **THE MAIN PART**

# Chapter 1. General characteristics of electronic document management systems

# 1.1 Objectives and tasks of electronic document management systems

 An electronic document management system (EDMS) is a set of software tools for organizing paperless document exchange with counterparties. It helps to transfer their creation, signing, sending, receiving, and storage online.

EDMS allows you to:

* optimize printing and mailing costs;
* reduce the number of routine tasks;
* speed up office work;
* rganize remote work.

Electronic document management systems are designed for the comprehensive automation of document support services, namely, for the automation of the processes of registration, storage and distribution of documentation,

issuance and control of the execution of tasks on related resolutions and instructions, as well as the creation of an electronic archive of documents.

The main purpose of using electronic document management systems is to improve the efficiency of organization management.

Thus, an EDMS is an organizational and technical system (software) that ensures the process of creating, managing access and distributing electronic documents in computer networks, and also provides control over document flows in the organization. Successful implementation of the ECM is an important and priority task in the current realities of the information society, a huge and constantly growing volume of information that needs to be stored, processed and analyzed.

## 1.2 Classification of electronic document management systems

Document flow is the process of document movement from the moment of its creation until the moment of its writing off to the archive or destruction. Electronic document flow is also a process of document movement, but in a different format.

Electronic document flow is the movement of documents created in electronic form in an organization (government bodies, companies, enterprises) from the moment of their creation or receipt until the completion of execution or sending; the scheme of work with documents: reception, distribution, registration, formation of cases, control of execution, storage and reuse of documentation, reference work.

Electronic document flow can also be classified by some criteria, for example, by the purpose of the documents, namely:

– accounting electronic document flow – simplifies and speeds up work with a huge array of documents (primary documentation, reporting, all kinds of certificates, invoices);

- management electronic document management - allows you to organize work within the organization (charters, regulations, rules, orders, instructions), simplifies the creation, processing, approval, signing, exchange of documents, allows you to control the speed and quality of execution; - personnel electronic document management - accompanies all documentation related to labor relations; There are other types of electronic document management, which depend on the area of ​​activity they serve. The implementation of electronic document management requires taking into account where its use is prohibited, which documents must be presented in paper originals, which are more efficient to create in electronic form.

## 1.3 Electronic document management systems

The electronic document management system (EDMS) is designed for the following purposes:

* integration of enterprise management documentary support processes within a single information system;
* increasing the awareness of management and specialists by increasing the volume of information storage, centralized information processing, reducing the time it takes to search for documents and, accordingly, prepare reports and statements, as well as by increasing the completeness and reliability of reports;
* reducing the cost of enterprise management documentary support by switching from paper to electronic office work, reducing the cost of copying and transmitting paper documents;
* reducing the cost and reducing the time it takes to search for original paper documents in archival storage by obtaining accurate addressing in electronic form;
* integration of information processes within enterprise cooperation;
* creation of a qualitatively new information base for the subsequent improvement of management documentary support processes and document handling technology.

EDMS must correspond to the existing information and organizational structure of the enterprise (group of enterprises) and ensure modification as this structure improves.

The main requirements for the system are as follows. For information exchange, the system must use a corporate computer network, which includes both local and remote user systems. The EDMS must interact with the electronic mail system and automated enterprise management systems. The system must allow for round-the-clock operation; have diagnostic tools and indication of the current state of the system, the resources used; allow for increasing the quantitative and expanding the functional characteristics of the system.

The system must ensure sufficiently accurate recognition of documents in Russian and major European languages ​​in A4 text format, as well as full-text indexing of the text document. Particular attention must be paid to storage volumes, simultaneous access to documents and document storage periods.

**2 THE EXPERIMENTAL PART.**

# Chapter 2. Functional organization of electronic document management systems.

# 2.1 Selection criteria and specifics of using electronic document management systems.

 Electronic document management systems (EDMS) are becoming an integral part of organizations, allowing them to optimize document management processes. In this report, we will consider the key criteria for choosing and the specifics of using such systems.

Criteria for choosing electronic document management systems:

 Compliance with the organization's requirements

It is important that the system meets the specific needs of your company. It is necessary to evaluate which functions are a priority.

 Functionality and user-friendliness of the interface

The system must be intuitive so that employees can quickly master it. The availability of various tools for working with documents is also very important.

 Integration with existing systems

It is necessary to consider how easily the EDMS can integrate with other programs that are already used in the organization.

 Data security

Information protection must be at a high level, including encryption, access control and backup.

 Scalability and flexibility of settings

The system must be able to adapt to growing data volumes and changes in business processes.

 Cost of implementation and support

Research the costs of purchasing, implementing and maintaining the system to ensure that they match your budget plan.

 Support and service from the supplier

Availability of high-quality technical support and training for employees is also an important factor.

Specifics of using electronic document management systems:

 Automation of document flow

Systems allow you to reduce the time spent on manual document processing, which significantly increases overall work efficiency.

 Centralized storage and search of documents

All documents are stored in one place, which makes it easier to find and access them.

 Access control and protection of confidential information

With EDMS, you can set different levels of access for employees, ensuring the protection of critical data.

 Ensuring transparency of processes

Each stage of document processing is recorded, which allows you to track the status and time of task completion.

 Remote work capability

The systems provide access to documents from anywhere, which is especially important in the context of hybrid or remote work.

 Compliance with regulatory requirements

Using an EDMS helps to follow established norms and standards, simplifying document flow and compliance verification.

## 2.2 Problems of using electronic document management systems and ways to solve them.

 Problems with using electronic document management systems:

 Difficulty of integration with existing systems

A new ECM is not always easy to integrate with software products already in use, which can lead to additional costs and time.

 Employee resistance

Changes can cause discontent and resistance from employees, especially if they are not confident in their skills in working with new systems.

 Lack of training and support

A lack of proper user training can lead to insufficient use of the ECM functionality and failure to realize its potential.

Ways to solve problems:

 Integration planning

A detailed plan for integrating the ECM with existing systems is required, including testing and phased implementation.

 Employee training

Regular training and master classes should be organized for employees to increase their confidence in using the new system and explain its advantages.

 Providing user support

Creating a support service or assigning responsible employees to advise users during the adaptation process to the system.

# Conclusion

Electronic document management systems optimize document processing, reducing costs and increasing information security. However, the transition to such systems faces challenges, including integration, employee resistance, and security issues. A comprehensive approach to solving these problems is necessary for successful implementation. In general, ECM has great potential to improve the efficiency of organizations, which can only be achieved with due attention to the difficulties that arise.

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