Introduction to EEAS Document Management and Ares
Program

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   2. DMC & DMO, who are they? How can they help?
   3. Useful links and test environment

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4. To go further: trainings available

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1. Introduction

- Our division: RM.BS.5
- Tour de table
- DMO & DMC, Who are they? How can they help?
- Useful links:
- Test environnement (Ares playground):
- DIGIT Wiki:
  - https://webgate.ec.europa.eu/fpfis/wikis/display/HANproject/Ares+Dashboard
1. Introduction: navigate on the Intranet

Scroll down to:
Information and Document Management
2.1. Document Management at EEAS - 1

- EEAS HQ: approximately 2.300 staff. More than 3000 in delegations
  - Harmonised practices is a must!
  - No rules = chaos and loss of information

- HQ:
  - Document capture and registration is decentralised
  - Preservation and management of archives is decentralised

Decentralised = autonomous, everyone must do his/her part
2.1 Document Management at EEAS - 2

The rules:

- Inherited from the EU Commission in 2011 with Service Level Agreement:
  - The so called “e-Domec Policy” sets precise rules and a framework for keeping the institution's records.

- In the pipeline: the EEAS Records Management and Archive ERMA
  - Same principles as e-Domec
  - Slightly adapted for EEAS specific needs

- Up until ERMA adoption, e-Domec applies
2.1 Document Management at EEAS - 3

- **Document Management, why?**
  - Administrative utility
  - Legislation, proof
  - Memory of the institution

- **Tools:**
  - Ares
  - NomCom
  - Areslook
  - On the go
  - Specific system like: ABAC, Decide, etc.
Everyone must participate to build the memory of our institution
2.1 Tools

Our guide: **Main Record Keeping Tools at the EEAS**

<table>
<thead>
<tr>
<th>Main register for unclassified and sensitive unclassified documents¹</th>
<th>Ares²</th>
</tr>
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</table>

**Specific registers³:**

- Contractual and financial management → **ABAC & ARES**
- Joint EEAS/EC Commission official docs → **Decide Consultation & Decide Decisions**
- Register of official documents and Official Positions of EEAS → Ares & e-EEAS Register

**Systems integrated with Ares (Hermes Repository Services)⁴**

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Access to all tools is available in the Intranet, under the “Applications” menu. For the handling of classified information please refer to the **Security Section of the Intranet**.
2.2 Lexicon

- Some important notions:
  - Documents and files
  - Save vs register
  - Virtual Entity vs Profile delegation
  - E-signatory
  - Marking
  - Filing plan
2.3 What to register?

- Which documents (email and paper) ?
  - Documents formally drawn up or received
  - Documents requiring an action or a follow up
  - Documents constituting legal or administrative evidence of actions

- Ares is the main register for unclassified documents and sensitive unclassified

- For sensitive documents: apply Security Marking for sensitive unclassified (access restrictions)

- For EU Restreint documents, the metadata must be registered in Ares but the document will be registered and sent with RESCOM (Successor of RUE)

- Who’s responsibility is it ?
## Document Management

**Understand your role**

### As a Manager

**Responsibility**
- Ensure that your department complies with [internal control principles](#), including [principle nr. 13](#).

**Business Continuity**
- Delegate your Ares profile to your assistants.
- Check your Ares documents and tasks daily.
- Use "On the go" on your smart device.
- Set email alerts on your Ares profile.

**E-signatory**
- Ensure document editing is done by uploading new versions in Ares.
- Visa & Sign electronically: ink signature is required only for exceptional circumstances.

**Filing**
- Courses: Ares, DMC Manager, DMC Coordinator.
- Appoint one or more DMCs - and support their work.
- Ask your DMC to set up internal processes to monitor the implementation of document management rules.

**Organisation**
- Attend trainings suggested by your DMC.
- Your hand-over note will include a paragraph on the transfer of your official files to the division or future colleague.

### As an Administrator

**Responsibility**
- Ensure that your documents (including emails) are captured and stored in the right system.
- Ensure that an official file is created and maintained for all your activities → your DMC will help you.

**Business Continuity**
- Delegate your Ares profile to your assistants.
- Check your Ares documents and tasks daily.
- Use "On the go" on your smart device.
- Set email alerts on your Ares profile.

**E-signatory**
- Ensure document editing is done by uploading new versions in Ares.
- Visa & Sign electronically in Ares: ink signature is required only for exceptional circumstances.

**Filing**
- Ensure that documents you create or receive are filed in an official electronic file (Ares or other official Register).
- Help the DMC to revise the filing plan yearly.

### As an Assistant

**Responsibility**
- Raise eventual Document Management problems in your Service with your Head of Division and/or the DMC (Document Management Coordinator) of your division.

**Business Continuity**
- Delegate your Ares profile to your colleague(s).
- With your Head of Division define the membership of the division’s Ares virtual entity.

**E-signatory and Registration**
- Use an Ares virtual entity to create documents;
- Manage documents’ versions in Ares and assign EXP tasks to the virtual entity;
- Use markings to protect sensitive documents;
- Manage document’s versions in Ares and upload pdf versions of signed documents only when required.

**Filing**
- Check with your division’s DMC how your filing plan is organised.
- Help the DMC revise the filing plan each year.

**Organisation**
- Implement the internal processes set by your HoDiv and coordinated by your DMC.
- Attend trainings on a regular basis.
- Inform your manager, Administrator or other colleagues of applicable procedures.
3.1 Ares - To do at your arrival

1. Set your Preferences
2. Set email alerts - CNS
3. Delegate your Ares account to colleagues or virtual entity (personal documents like HR or PMO won’t be delegate)
4. If needed, request access to virtual entity
5. Check who is your DMC - Document Management Coordinator
6. With your DMC, check the Ares files (folders) assigned to you
7. Ask your DMC to request the creation of new files in the Ares Filing Structure
8. Manage your favorites
3.2 Ares - To do on regular basis

- Cf. Your role in Document Management
- Check your Ares incoming documents
- Check and handle your tasks and e-signatories
- File your Ares documents (except your personal ones)
- Make sure your Ares folders are complete and updated with your latest actions/cases
- Ask your DMC to open new folders or close those that are terminated
3.3 Ares - Create an Ares record
3.4 Ares - Launching an e-signatory
3.5 Areslook to facilitate email capture

Incoming emails
3.5 Areslook to facilitate email capture

Outgoing emails
3.6 ‘On the go’, to work on mobile devices

- Web page to opened on your mobile and pinned on your screen: https://webgate.ec.europa.eu/cotg
- ECAS credentials required
- Access to documents, tasks, e signatories
- Only valid for your personal Ares account (does not work for virtual entities)
- Access to some Sysper, MIPS, PMO Mobile
4. Go further with more Trainings

DIGIT and EEAS offer on Document Management, Ares and Rescom:


Useful links:

- How to set email notifications: read / watch video
- How to delegate my profile in Ares - read / watch video
- How to find my division files? – read
- How to find and manage my favorite files? – read
- What is a Virtual Entity and how to use it? - watch video
- How to register my emails using Areslook? - read / watch video 1 (Incoming), video 2 (Outgoing)
5. Help and contact

- First line: the Intranet
- Second line: DMC at HQ ou DMO in delegations
- Third line:

  Plateform ** Hello Admin **
  → Menu “Administrative Procedures”
  [https://helloadmin.eeas.europa.eu/](https://helloadmin.eeas.europa.eu/)

Unique way to contact us!