



European
Commission



USING ARES IN JRC



Using ARES in JRC



- The basis of document management in the EC
- Getting started
- Working together: User Delegation vs Virtual Entity
- Managing files
- Managing documents
- Circulating documents: Tasks and e-Signatories
- AresLook and External Transmission
- Securing documents



Objectives of the day

- Develop ARES skills
- Learning by doing...
- Enjoy document management...
- Questions and Answers
- ...keeping the focus...



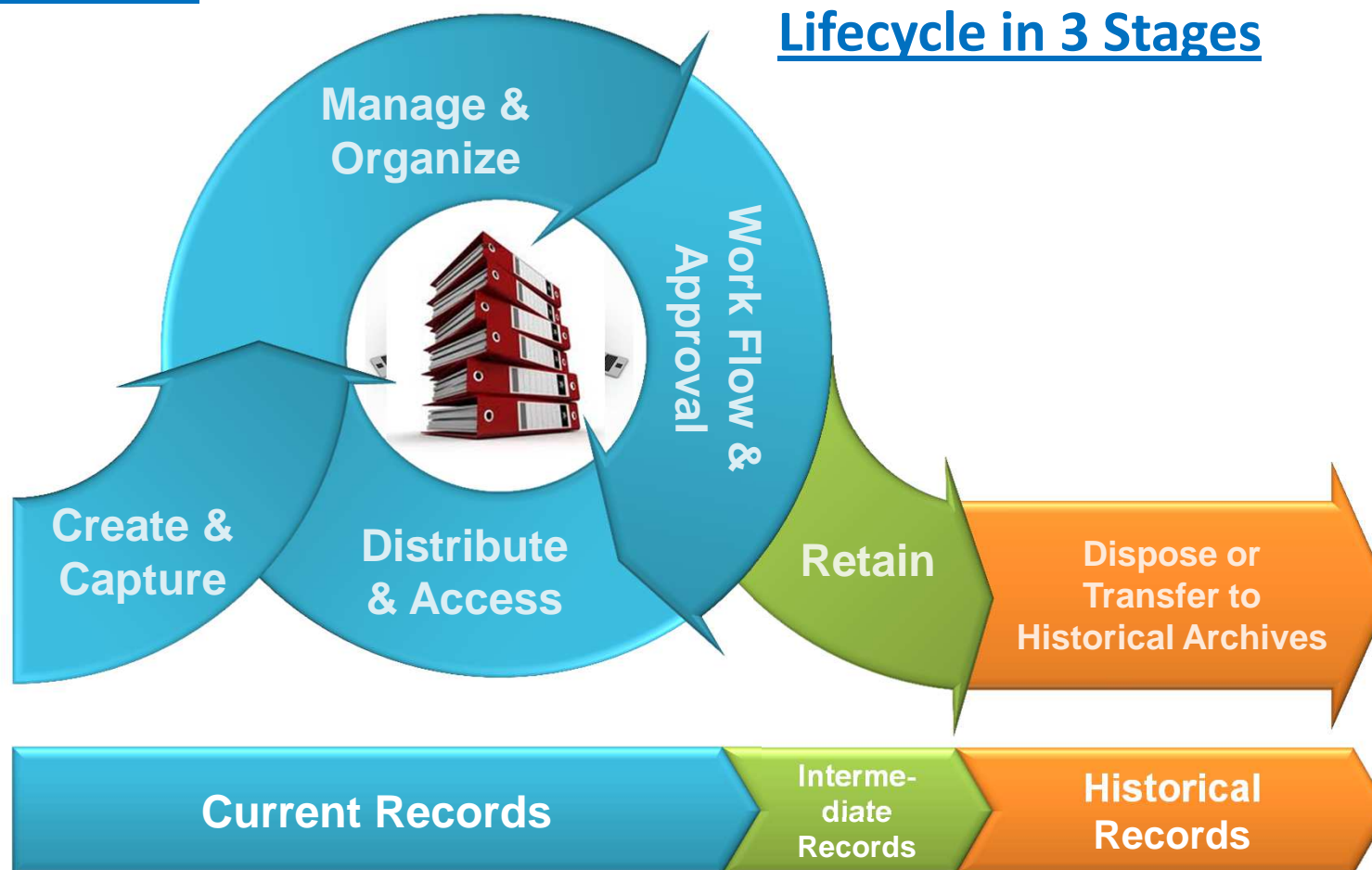
The Basis – E-Domec and HAN

- E-Domec: What it is? Why?
- Internal Control Standard (ICS) 11
- HAN....
 - ARES: *the electronic register of documents*
 - NomCom: *the electronic filing plan*
 - HERMES: *The central repository of the documents*



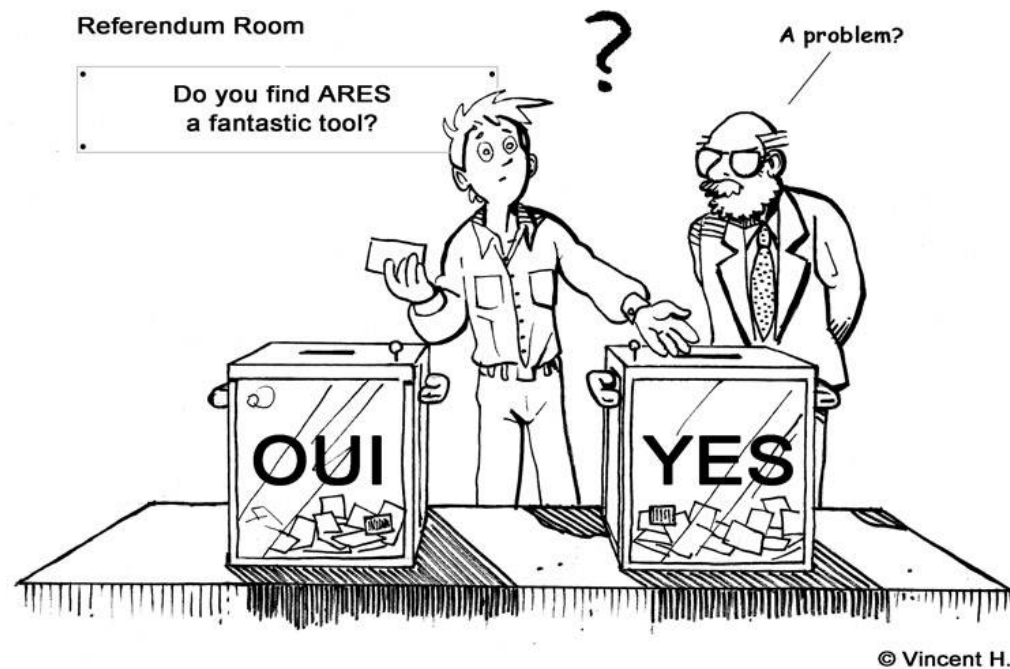
The Basis

The JRC Documents and Files Lifecycle in 3 Stages





At DG DECISION, in the Referendum Unit,
they know how to persuade their users...



Getting started...

- Get to know your (connected) neighbours
- <J:\Public\Training\ARES>
- <http://www.cc.cec/Ares>
- The ARES menu
- Setting my preferences
 - Language
 - Start page
 - File options





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ARES
Advanced Records System

[Go to NomCom](#)

[News](#)

[Help](#)

[Preferences](#)

[En](#)



JANKOWSKA Malgorzata (malgoja)
CAD

MENU

DOCUMENT

[E-signatories](#)

[Assignments](#) 04

[Received docs](#) 01

[Recent](#)

FILE

[Favourites](#)

[My service](#)

[Filing plan](#)

FOLLOW-UP

[Sent tasks](#)

[Deadlines](#)

[Ext. transmissions](#)

[Reports](#)

ADMINISTRATION

[Docs locked by me](#)

[Distribution lists](#)

[Workflow lists](#)

Search criteria Full text search



Advanced
Search

ARES - Advanced Records System

ARES is a web application used by all the Commission's Services, the Cabinets, the Executive Agencies, the European External Action Service and EU Delegations to register, file and store their documents in the common repository for electronic documents (HERMES).

It provides security, electronic workflows and full text search.

Get started by creating a new document

Create a new document, have your colleagues approve it and send it automatically to recipients

[+ Create document](#)

E-SIGNATORY



NO
TASKS

ASSIGNMENT



NO **04**
NEW TASKS TOTAL

RECEIVED DOCUMENTS



NO **01**
NEW DOCUMENT TOTAL



JRC Integrated Management System
JRC Document & Records Management Policy

Joint
Research
Centre

Author:
JRC CAD Ispra (JRC.C.3)
, DMO (JRC.B.1)

Date: 04/03/2015
Version 9.2 - Status: Revised

Slide 9

Getting started... NOTIS

Main User Delegation Task Delegation **NOTIS**

NOTIS Alert Options

Summary Report ☒ Two notifications per day ▼

Task Notification ☒ Include delegations ☐


Document Notification ☒ Include delegations ☐

Deadline Report ☐ 1 ▼ day(s) before deadline

You can define other preferences directly in Notis.

Notis Preferences

Save



Customize...

Sender	Delegation	Subject	Date	Task	Executed by
Ares		New Document - jrc.c.3(2014)796489	17/03/14 09:00	<input type="checkbox"/>	
Ares		New Task - jrc.c.3(2014)796489	17/03/14 08:57	<input type="checkbox"/>	
Ares		Daily Summary Report	17/03/14 08:27		

Check All Clear All

Subject: New Document - jrc.c.3(2014)796489

Date: 17/03/2014

From: Ares

You received a new document:

My Documents
TESTNNN
JANKOWSKA Malgorzata
JANKOWSKA Malgorzata(JRC.C.3)
jrc.c.3(2014)796489
Ares(2014)752829
17/03/2014
17/03/2014
Normal
TESTTTTT.docx

Remark: the hyperlinks work only from the Commission's computer network. If you want to access Ares via the Internet or the scientific network (JRC), use the following link <https://myremote.ec.europa.eu/app/>
The EEAS staff located in the KO buildings will have to connect to ARES by using the following link: <http://intra-comm.ec.testa.eu/Ares>

Notis
corporate Notification system

Your NOTIS preferences

Mark as read period: 0 ▼

Language: English ▼

Filter: All ▼

Inbox ▼

Date ▼

Descending ▼

Smtes Notis & Mail ▼

Mips Notis & Mail ▼

Ares **Notis & Mail ▼**

Notis
Notis & Mail

Reset



Working together

- **User Delegation**

Temporary delegation of one's responsibility and role in the organisation



- **Virtual entities**

Working in team



Working together: User Delegation



Main **User Delegation** Task Delegation NOTIS

User Delegation

From* To*

Ares - Permissions - Microsoft Internet Explorer provided by European Commission

This delegate has the following permission:

☐ Is allowed to delegate in cascade

Access to sensitive data

☐ May have access to documents with a level of sensitivity "Handling restriction"

☐ May have access to documents with a level of sensitivity "RESTREINT UE"

☐ May have access to documents received as "Person Concerned"

Time limitation

May only have access to documents with creation dates superior or equal to 04/11/2009

Allow or forbid
cascade delegation

Allow or forbid
access to
documents with
Markings

Allow or forbid
access to
documents Restreint
UE

Allow or forbid
access to
documents "Person
Concerned"

Insert a date limit
for access to the
documents (up to 3
months before the
date of assignment
to your current job)



Working together: Virtual Entities



- Gathers several users under a common entity (equivalent to functional mailbox in Outlook).
- Virtual Entities are created by CAD or DMO upon request from VE leader.
- Assigning tasks to a Virtual Entity avoids blocks in the workflow because several people can complete the tasks (business continuity!).
- If a user delegates his tasks to a Virtual Entity all users who are part of the Virtual Entity can access and complete them.
- It doesn't make any sense to use a VE to sign (SIGN) or validate (VISA) a document.



To see or finish a task assigned to a virtual entity, users MUST CHANGE ROLE and work as the virtual entity.



Working together



Exercise 1

- Edit your preferences
- Delegate your role to your neighbour
- Look at the roles delegated to you
- Change role
- Remove delegation to your neighbour
- Watch out...
 - User delegation allows you to see documents received up to three months in the past



Working together

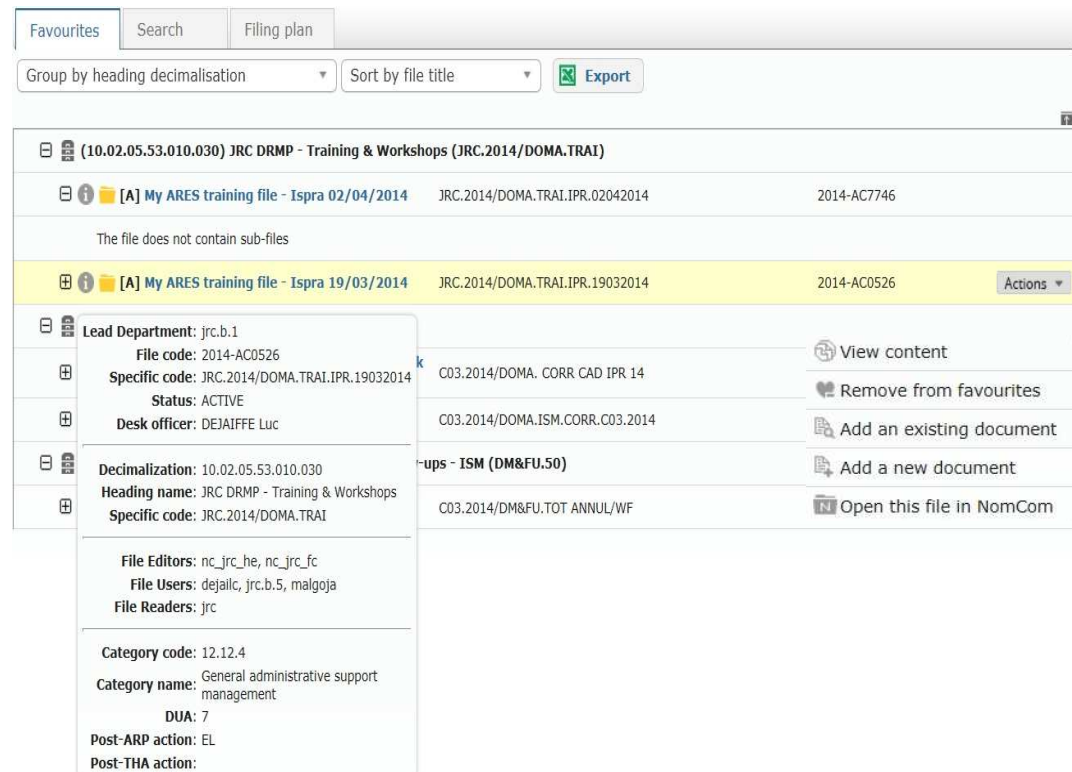
Questions on User Delegation and/or Virtual Entities ?



Managing my files

Searching my files...

- Through the filing plan
- Through the file search
- Through your favourite files



The screenshot displays the JRC Integrated Management System interface. At the top, there are tabs for 'Favourites', 'Search', and 'Filing plan'. Below these, there are dropdown menus for 'Group by heading decimalisation' and 'Sort by file title', along with an 'Export' button. The main area shows a list of files. One file is highlighted: '[A] My ARES training file - Ispra 19/03/2014' with file code 'JRC.2014/DOMA.TRAI.IPR.19032014' and document code '2014-AC0526'. A detailed view of this file is shown on the right, including its lead department, file code, specific code, status, desk officer, decimalization, heading name, specific code, file editors, file users, file readers, category code, category name, DUA, post-ARP action, and post-THA action. The interface also includes buttons for 'View content', 'Remove from favourites', 'Add an existing document', 'Add a new document', and 'Open this file in NomCom'.

...and check access rights, i.e. the visibility of the files content!





Managing my files

Exercise 2

- Search for a file....
- Search for today's training file
- Tag it as a favourite....

[File Specific code: **JRC.year/DOMA.TRAI.xxx.ddmmmyyyy**

[File Title: **My ARES training file – [Place] – [Date]**



Managing my files

Questions on managing file ?





Managing my documents

Exercise 3

- "Create" a new incoming document from your new favourite file [J:\Public\Training\ARES\REQUEST_FROM_LUXDON.docx]
- Watch out...
 - Mail type (internal, incoming, outgoing, note for the file)
 - Imported document(s)
 - Document date versus sent date
 - Title
 - Sender(s)
 - Recipient(s): Internal versus External Entities!!
- "Register and Send" it !



Managing my documents

Saved documents:

- Working documents
- Not approved
- Can be modified
- Only the title/synopsis is compulsory
- Saved NOT filed automatically. Registered within 3 months

Registered documents:

- Documents approved and finalized
- Cannot be modified
- Mandatory registration
- Mandatory data
- At least one file



ALL saved documents should be FILED and REGISTERED



Managing my documents: External Entity

Sent by *

I / E: ext Name - First Name: i.e.: DOE John Organisation / Service:

Recipient(s) *

to/cc: to I / E: ext Name - First Name: i.e.: BARTALAND SRL Organisation / Service:

 **First search for the entity with different criteria in the list and if not available create it or use the one with the highest validation level.**

PERSON

- Last name, First name, email, city, country
- Last name and city recommended in CAPITAL case
- Link to Organisation (where relevant!)

ORGANISATION

- Name, email, city, country
- Name and city recommended in CAPITAL case

Person

Last name*: DOE This last name is already used by another external entity. Please check that this person is not a duplicate

First name: Joe

Email is not required but strongly advised

Main email: j.doe@bartaland.com

Alternate email(s):

City: FLORENCE

Country: Italy

Linked organisation

Acronym: Country: Validation level:

☐ I want to validate the person

Organisation

Name*: LUXDON LTD This name is already used by another organisation. Please check that this organisation is not a duplicate

Acronym:

Email is not required but strongly advised

Main email:

Alternate email:

City:

Country:

Web:

Number of linked persons:

Add new links Remove selected links

Action	Last name	First name	Organisation	Emails	Ctry	DG	Last modif.	Doc. #	Level
No data available in table									

☐ I want to validate the organisation

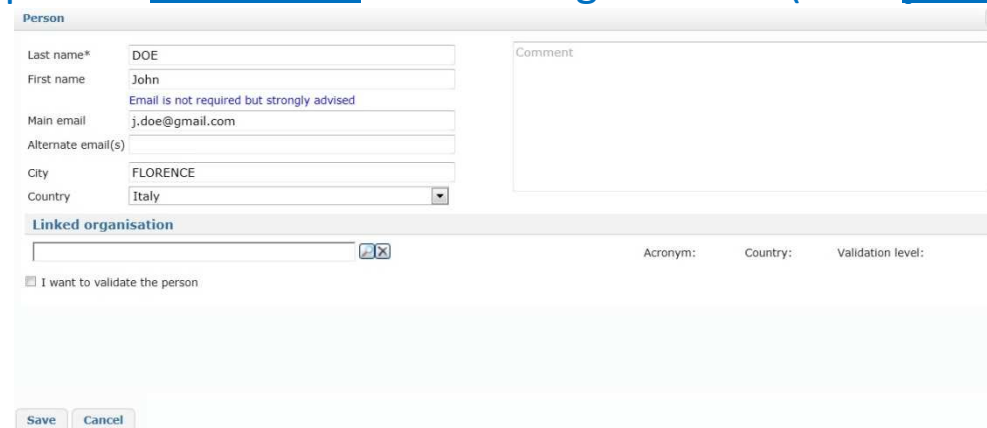
☐ I want to validate the selected persons linked to the organisation

Save Cancel



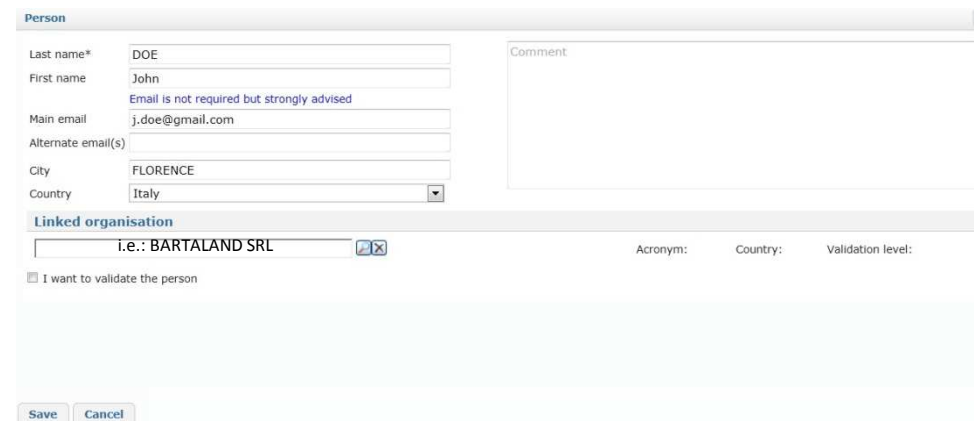
Managing my documents: External Entity

- Private person not linked with the organisation (with private email)



The screenshot shows a 'Person' form with the following fields: Last name* (DOE), First name (John), Main email (j.doe@gmail.com), City (FLORENCE), and Country (Italy). The 'Linked organisation' section is empty. The 'I want to validate the person' checkbox is checked. The 'Save' and 'Cancel' buttons are at the bottom.

- Private person linked with the organisation (with organisation email)



The screenshot shows the same 'Person' form as above, but with the 'Linked organisation' section filled with 'I.e.: BARTALAND SRL'. The 'I want to validate the person' checkbox is checked. The 'Save' and 'Cancel' buttons are at the bottom.



Managing my documents



Exercise 4

- Retrieve the registered "Incoming" document
- Watch out...
 - "Recent" documents





Managing my documents

Exercise 5

- Create an "answer" document
- Watch out...
 - Metadata are automatically populated
 - Filing of the answer document is automatic
 - BUT attachment is not automatically imported
- Add in cc the internal recipient
- So... import the reply document in Word format
[J:\Public\Training\ARES\REPLY_TO_LUXDON.docx]
- "Save" the answer document !





Managing my documents

Exercise 6

- Check it **OUT** to edit it
- Watch out...
 - "Docs locked by me" documents
- Save the document (in Word) and close it
- Check it **IN** and version it
- Watch out...
 - Minor vs major version
 - Version label and description
 - See current and previous version



To sum up with files and documents...

- What are the differences between:
 - Documents, Files, Records....
 - Incoming, Outgoing, Internal, Note to the file
 - **Saved** document versus **registered** document
 - **Internal** recipient and **External Entity**
- Is a **saved** document already sent to the recipient?
- Can I modify a **registered** document?
- ...



Managing my documents

Questions on managing documents ?



Circulating my documents

Assignments Tasks

Non Sequential

CF - Chef de
File / Lead
Department

ASOC -
Associated
Services

INFO - Info

CLASS - Filing

E-Signatories Tasks

RED - Writer of
the doc

CONTRIB - For
contribution to
the doc

VISA -
Approval of
the doc

SIGN -
Signature of
the doc

EXP - For
*"Register and
Send"*

Sequential

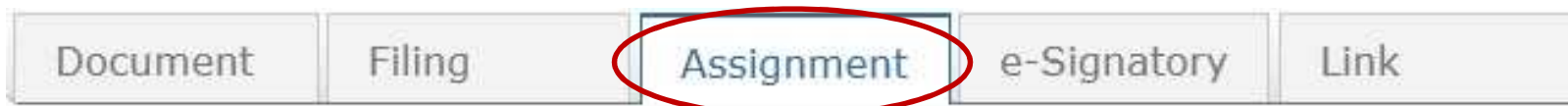


Circulating my documents

	Assignments Tasks		E-Signatories Tasks	
Document	Saved	Registered	Saved	Registered
Who can SEE the task	<ul style="list-style-type: none"> • Creator • Assignment actors 	<ul style="list-style-type: none"> • Creator • Sender(s) • Recipient(s) • Assignment actors 	<ul style="list-style-type: none"> • Creator • E-signatory workflow actors 	<ul style="list-style-type: none"> • Creator • E-signatory workflow actors
Who can ADD the task	<ul style="list-style-type: none"> • Creator and Assignment actors can add assignments 	<ul style="list-style-type: none"> • All stakeholders can add assignments 	<ul style="list-style-type: none"> • e-signatory managers • Current actor in e-signatory 	



Circulating my documents: Assignments



- It is possible to withdraw an assignment clicking on the cross on the right

Actors



Add assignments My DG ▼

Code	Assigned to	Deadline	Assigned by	Status	
CLASS	JANKOWSKA Malgorzata (JRC.C.3)		JANKOWSKA Malgorzata	In progress since 25/08/2014	
INFO	VALLI Angelo (JRC.C.3)		JANKOWSKA Malgorzata	Launched since 25/08/2014	

- Once withdrawn the assignment will appear strike through

Actors

Add assignments My DG ▼

Code	Assigned to	Deadline	Assigned by	Status	
CLASS	JANKOWSKA Malgorzata (JRC.C.3)		JANKOWSKA Malgorzata	In progress since 25/08/2014	
 INFO	VALLI Angelo (JRC.C.3)		JANKOWSKA Malgorzata	Launched since 25/08/2014	

Comments :
Deleted on 25/08/2014 by JANKOWSKA Malgorzata



Only the person who assign the task (not more than 5 days) and the DMO can withdraw an Assignment!



Circulating my documents: Assignments



Exercise 7

- Retrieve your Answer document
- Create an INFO assignment to your neighbour
- Save and launch it
- Check your own assignments
- "Finish" them!



Circulating my documents: My Lists

- Distribution lists (recipients)
- Workflow lists (tasks assignments / e-signatory)





Circulating my documents: My Lists

Exercise 8

- Create a "personal" e-signatory workflow list
 - With
 - Template name: "TEMPLATE" + your name
 - Template type: "PERSONAL"
 - RED : you
 - CONTRIB : empty
 - VISA : empty
 - SIGN : empty
 - EXP : your neighbour



Circulating my documents: E-Signatory

Highly recommended for circulation and approval of internal documents (e-Commission!)



- Check-out/in the document
- Delegate an e-signatory task
- Decline an e-signatory task
- Edit e-signatory, add actors - when justified
- Finish always your task



Document Stakeholders

- Creator
- Sender(s)
- Recipient(s)
- Assignee(s)

- First and last task cannot be bypassed
- Bypassing does not mean removing from the e-signatory workflow
- **Only the e-signatory manager(s) and SIGN actor can bypass**





Circulating my documents: E-Signatory

Exercise 9

- Retrieve your "Answer" document
- Prepare an **e-signatory** using your personal **workflow** list

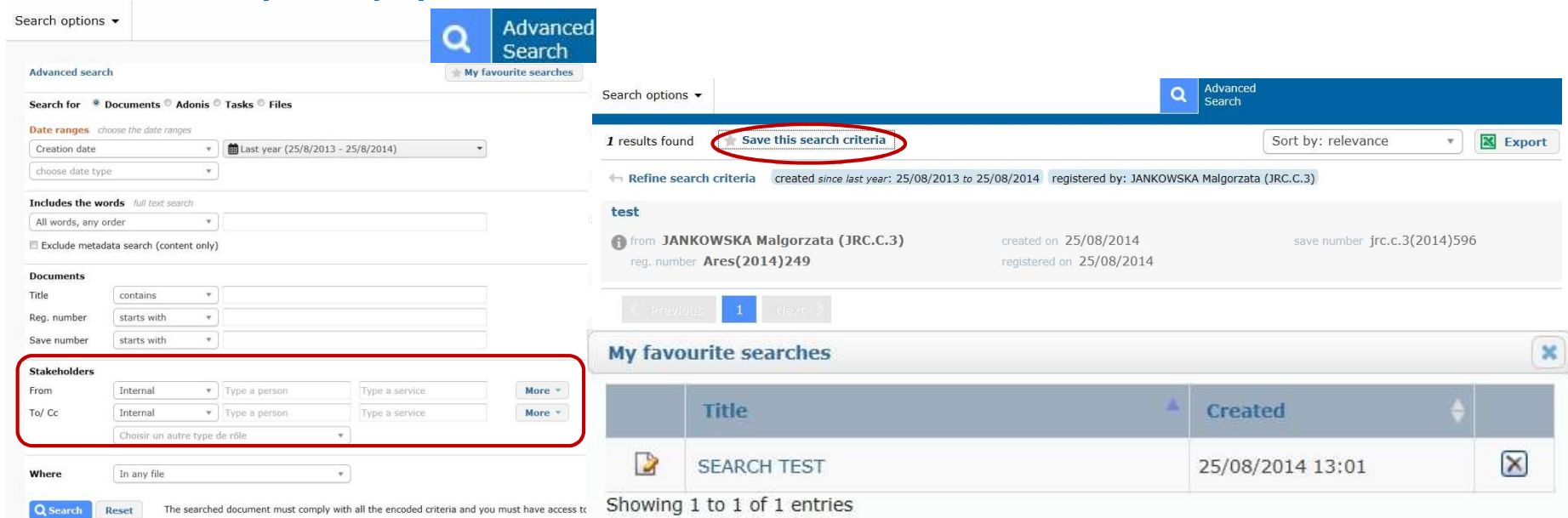
With the following adjustments

- RED : you
- CONTRIB : your neighbour
- VISA : [delete]
- SIGN : the trainer
- SIGN : you ("insert" a new signature)
- EXP : you
- Save and launch your e-signatory!



Circulating my documents: Summary

- All tasks must be "finished" (or sent back or delegated) !
- You may retrieve documents on the basis of assignments...
- You may keep your favourite searches for future use...



The screenshot displays the JRC Integrated Management System search interface. On the left, the 'Advanced search' panel is visible, featuring various filters such as 'Date ranges', 'Includes the words', 'Documents', and 'Stakeholders'. The 'Stakeholders' section is highlighted with a red box. The main search area shows '1 results found' and a 'Save this search criteria' button, which is also circled in red. Below the search results, there is a table with columns for 'Title' and 'Created'. The table contains one entry: 'SEARCH TEST' created on '25/08/2014 13:01'. The interface also includes a 'My favourite searches' section at the bottom.



e-Signatories references

- Quick Reference Card (JRC)
- Commission On the Go (COG)

<https://webgate.ec.europa.eu/cotg>





External Transmission from ARES

Exercise 10

- Retrieve your Answer document
- **What is its status ?** (not registered, e-signatory opened...)
- Open the External Transmission tab
- Click on "Send to External"
- Watch out...
 - You may change (or insert) the recipient's email
 - Your email is "queued"
 - The email is sent by "EC ARES NOREPLY" with standard notification message (not modifiable)



ARESLOOK

- ARESLOOK is a plug-in in OUTLOOK
- Allows ARES registration of Incoming and Outgoing emails
- Conversion to PDF of Email body and Attachments.

If an external contact does not exist in ARES for Incoming email: a warning is displayed but the field in ARES is empty. For Outgoing email, the contact is automatically created

Use AresLook for internal emails **ONLY** if your email itself is the document to be registered and **NOT** if the email is just a transmission tool for another document which should have been registered in Ares.



ARESLOOK

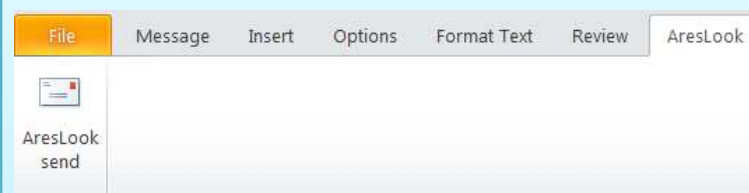
Incoming



Two options:

- Save and Assign, when you want to give the filing/registration task to someone else.
- Manual Registration when you want to register the document.

Outgoing



Only one option:

- Registration of the mail
Ares will send a confirmation with registration's number.





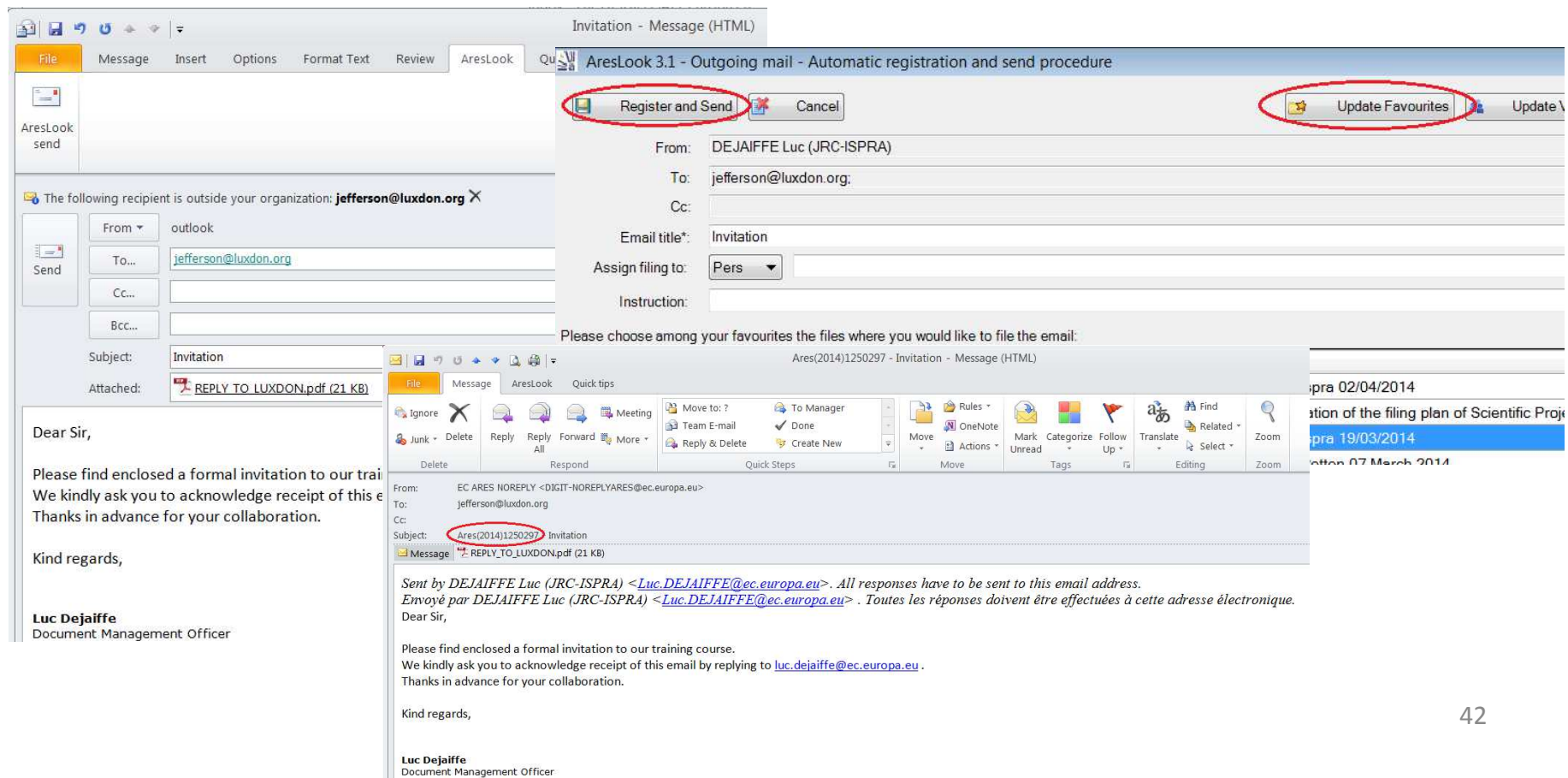
ARESLOOK: Send and register an email

Exercise 11

- Prepare a simple email to an external entity with attachment [Jefferson@luxdon.org]
- Send the email using the AresLook Send plugin
- Make sure you file it in one of your favourite files (today's training file!)
- Retrieve the sent email in Ares (Follow-up)
- Watch out...
 - Outbox in Ares
 - How your email and attachment are converted
 - Status in "External Transmission" tab



ARESLOOK: Send and register an email



The screenshot displays the AresLook 3.1 interface. The main window is titled 'Invitation - Message (HTML)'. A dialog box titled 'AresLook 3.1 - Outgoing mail - Automatic registration and send procedure' is open, showing the 'Register and Send' button circled in red. The dialog box contains the following information:

- From: DEJAIFFE Luc (JRC-ISPRA)
- To: jefferson@luxdon.org
- Cc:
- Email title*: Invitation
- Assign filing to: Pers
- Instruction:

Below the dialog box, a message window shows the email content. The subject is 'Invitation' and the attachment is 'REPLY TO LUXDON.pdf (21 KB)'. The email body reads:

Dear Sir,

Please find enclosed a formal invitation to our training course. We kindly ask you to acknowledge receipt of this email by replying to luc.dejaiffe@ec.europa.eu. Thanks in advance for your collaboration.

Kind regards,

Luc Dejaiffe
Document Management Officer

The bottom of the screenshot shows the email's header information, including the 'From' field: 'EC ARES NOREPLY <DIGIT-NOREPLYARES@ec.europa.eu>' and the 'Subject' field: 'Ares(2014)1250297 - Invitation'.

ARESLOOK: Send and register an email

- ARESLOOK automatically sends an email to the external recipient/s.
- Sent email status can be checked in “External Transmission” tab

Search criteria ▾ Full text search Advanced Search

Ext. transmissions 1 of 25

Document Filing* Assignment e-Signatory Link **External Transmission**

Identification

Reg. number : Ares(2014)3485817 Save number : jrc.c.3(2014)3840990 Reg. date : 21/10/2014

Title : test

Type	Ares	Native Lang.	External ref.	Size	Version
Cover note		NS		129.0 KB	
Annex		NS		7.8 KB	

Copy Answer Preview attachment(s) Modify special Print Send link Add translation Apply procedure

External transmissions

Created on	Created by	Status	Sent on	Action
21/10/2014 16:04	JANKOWSKA Malgorzata (JRC-ISPRA)	ERROR	21/10/2014 16:04	

Delivery to one or more recipients has failed: lalamma@tzxt.it - 21/10/2014 16:04

Showing 1 to 1 of 1 entries



If your email was addressed to a **non existent or incorrect external entity**, you will find this information in the 'external transmission' tab





ARESLOOK: Incoming Email Registration

Exercise 12

- Open Outlook...
- Register one of your incoming email with AresLook (manual)
- Watch out:
 - All metadata and imported docs can be modified
 - Filing is not automatic





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MENU

Search criteria ▾

Full text search

Q

Advanced Search

+

Create document

DOCUMENT

E-signatories

Assignments06

Received docs01

Recent

FILE

Favourites

My service

Filing plan

FOLLOW-UP

Sent tasks

Deadlines

Ext. transmissions

Reports

ADMINISTRATION

Docs locked by me





SaveRegister and send

Mail typeIncoming mail ▾

Reset

☐ This document is a note to the file

Content

Attachment name	Type	Lang.	External ref.	Support	Actions
email.rtf	Cover note			Native elec.	 
Outlook original email.msg	Cover note			Native elec.	 

ImportScan

☐ Do not automatically sort attachments

General data

Document date*05/11/2014Received dateEncoding date05/11/2014

TitleLunchtime Science Lecture on Friday 7 November at 12:30 from the Auditorium*

Sent by *

I / EName - First NameOrganisation / Service

intQQx

Recipient(s) *

Distribution list

Add listDisplay listManage listCopy

☐ x to/cc I / EName - First NameOrganisation / ServiceUp/Down

☐ to ▾int ▾QQx

Security & markings

Level of sensitivityNormal ▾

Comments

Comments

SaveRegister and send

Show desk



ARESLOOK and Virtual Entities and Functional Mailbox

- Your Functional Mailbox must be linked to the virtual entity in ARES.
- You must be a member of this virtual entity.
- If you send an email on behalf of a colleague, you must have his/her profile delegation in ARES.



ARESLOOK and External Transmission

Questions?







Securing my documents

- Who can see my documents?
- How I can limit the access to a document?
- What's happened to the visibility of a document once is filed in a file?



Securing my documents

Access rights on documents

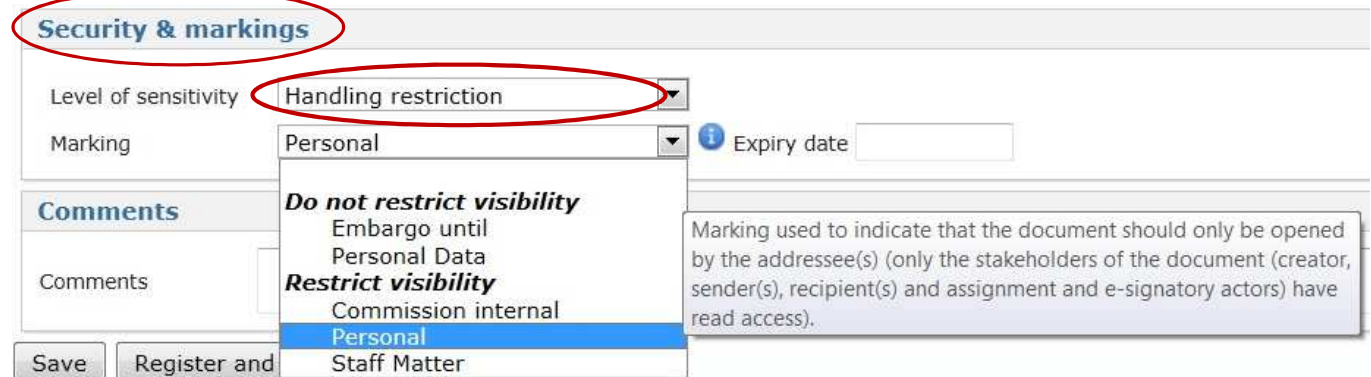
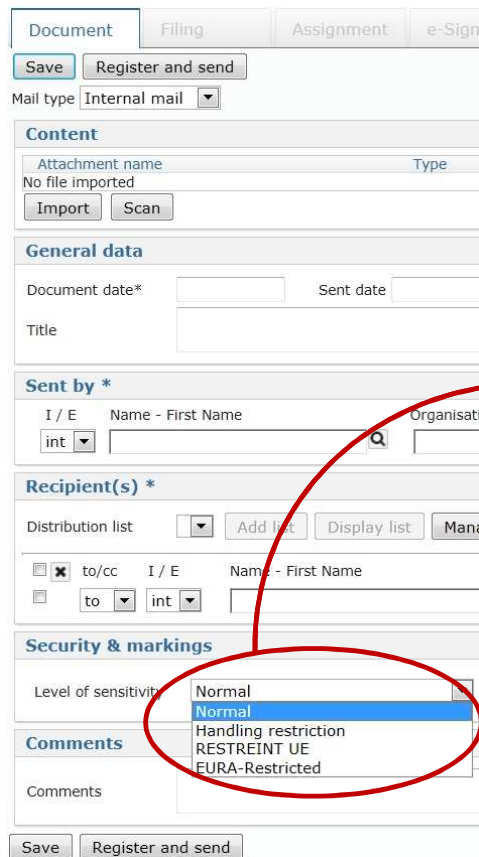
	Case 1	Case 2	Case 3	Case 4
Document	<p>Saved and not filed document</p> <ul style="list-style-type: none"> • Creator • Workflow actors 	<p>Saved and filed document</p> <ul style="list-style-type: none"> • Creator • Workflow actors 	<p>Registered and not filed document</p> <ul style="list-style-type: none"> • Creator • Workflow actors • Sender(s) • Recipient(s) 	<p>Registered and filed document</p> <ul style="list-style-type: none"> • Creator • Workflow actors • Sender(s) • Recipient(s)
File		 File Readers and File Users		 File Readers and File Users



Securing my documents: Markings

Visibility

There is a difference between markings that restrict the visibility and those that don't restrict the visibility of a document.



Markings are defined in the [Security Notice 01](#)

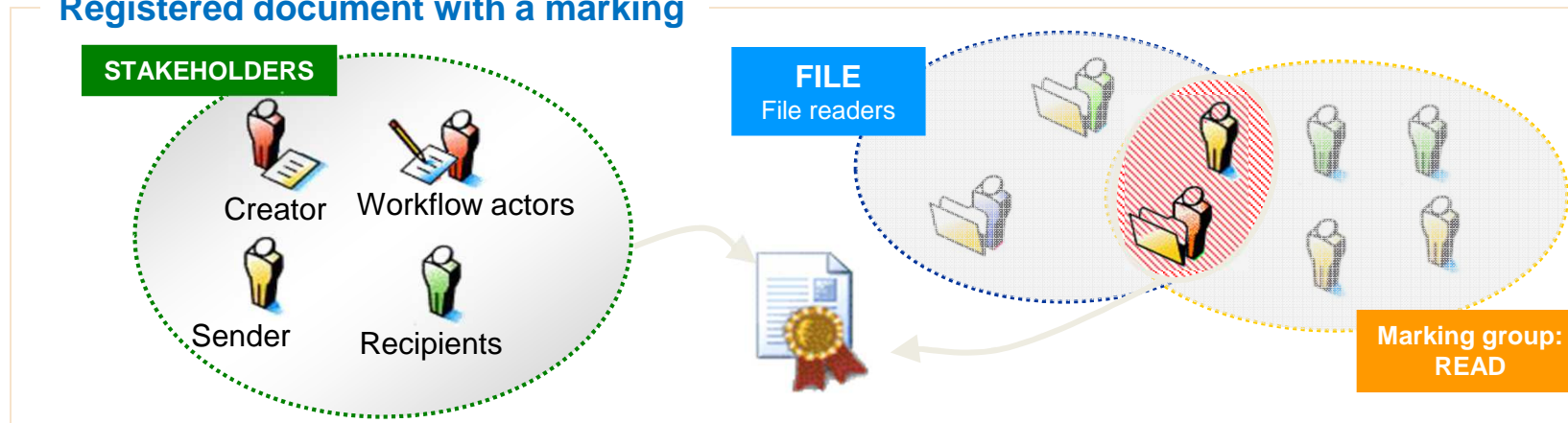


Securing my documents: Markings

Registered document without a marking



Registered document with a marking



Securing my documents

Questions on markings and/or accesses to files ?





Questions and Answers

...more questions and more answers...

....to JRC-DMO@ec.europa.eu or to your local CAD !



References

[E-Domec website](#)

[e-Domec Toolkit](#)

[Common Retention List of the European Commission](#)

[Internal Control Standard on Document Management](#)



Training & documentation resources

"ARES – Step by Step – All you need to know"

http://www.cc.cec/di/syslog_formation/application/catalogue.cfm?cou_id=183251

"ARES - E-signatory Workflow and Managing E-mails with AresLook"

http://www.cc.cec/di/syslog_formation/application/catalogue.cfm?cou_id=174805

[ARES Wiki](#)

[Ares Newsletter](#)



Thank you for your attention!

