

THE DOCUMENT CONTROL TRIBUNE

Issue no. 15 – December 2017



HOW TO PRODUCE A CAREER DEVELOPMENT PLAN

IS ELECTRONIC SIGNATURE VALID AND ACCEPTABLE?



The Document Control Professionals



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EDITORIAL

This issue number 15 is the last 'Document Control Tribune' of the year 2017.

For Document Control professionals, we know that December is always a moment to reflect on the past, what has been accomplished during the year, what were the successes, as well as the lessons learnt over the last twelve months.

It is also the perfect period to start thinking about next year: what new projects will I take on? What opportunity is waiting around the 2018 corner? But also, how do I make sure that 2018 will be as full of success as I wish it to be.

This quarter, the Document Control Tribune focuses on improvements: improvements of your skills, development of a career development plan, switching to electronic signatures, improving your meetings, improving the way you integrate new members.

Because a new year always means new opportunities (some that will effortlessly come to you, most that you will have to earn), we wish to accompany you in this process and in your new endeavours!

As always, in 2018 as much as in 2017, Consepsys will continue gathering, sharing and disseminating best practices around the world and we wish you the best for the new year!



HOW TO PRODUCE A CAREER DEVELOPMENT PLAN

Managing one's own career is extremely important in order to get good job opportunities, increase salary or move to a new position.

However, very few people initially think **actively** about managing their career. And yet, it is one of the most powerful methods that one can use for career progression.

What does 'actively managing one's career' mean?

It is a series of steps, actions and considerations taken to improve one's career path.

It starts with writing down where one wants to be in the future (for example in 5 or 10 years).

Do you want to be an experienced document controller with an expertise in a specific field? Would you like to become a team leader or the Lead DC on a capital project? Do you see yourself as a manager of DC in your company? Do you want to improve your skills in a certain area of DC (for example, management of vendor documentation, preparation of As-Built packages, improvement of Excel skills)?



Analysing the gaps

Once the objective has been set, then the next step will be about analysing the gaps between where you are right now and where you want to be in the future.

For example, if you wish to evolve to a team leading or management position, you need to learn both the skills, the attitude, the mindset required for this position. If you are currently a Document Controller, or a Senior Document Controller, there will be a series of skills that you will need to develop, for example how to calculate workload and distribute tasks, how to raise a budget, how to monitor and report progress to your management, how to influence your stakeholders in order to obtain the resources and support needed for your team.

Identifying the gaps in your current skill set will help you develop where improvement is needed and so that, when the perfect opportunity comes, you can present a strong application (to a new position or to a new job for example).

Get guidance for gap analysis

However, it can sometimes seem daunting to start from scratch to analyse where you are, where you want to be and to identify the gaps.

Guidance can be found through tools such as the

Consepsys **Document Control Competency Matrix**, which is a tool to formally manage competencies and to plan career progression. Based on a detailed list of skills, it allows to identify competencies required against competencies acquired.

Be truthful in your assessment

As any exercise of this type, you will only get a clear view of your career development plan if you are truthful in your own assessment.

For example, what is your level of competency in As-Built package preparation? Do you have knowledge about what is the As-Built phase, why it is critical and the different sub-phases? Do you know what is required from Document Controllers for this phase? Do you know how to do the tasks? Do you know how to organise these tasks in advance, calculate the workload, talk to the management team? Have you been involved in the contractual discussions about the As-Built package?

Truthfully assessing yourself is essential because it will help you work on the missing knowledge and experience. Ultimately your employer / manager will see by himself / herself if you were truthful or not: if one says that they master a skill and then one is not able to perform it to the satisfaction of one's manager, then it is damaging both for one's credibility as well as long-term employability.

Action Plan

Once you have the list of gaps or improvements needed, it is then time to think about what can be done to fill these gaps. In the options, think about **training courses**, **books**, on-the-job coaching, exposure (new position, internship, placement), etc.

Also include a timeline for each action, so that you ensure that you eventually get where you want to be.



IS ELECTRONIC SIGNATURE VALID AND ACCEPTABLE? AN EXAMPLE OF REGULATION FROM THE EUROPEAN UNION (EU)

Electronic signature and its legal and contractual validity is a hot subject in many countries, industries and companies.

For long, it was some kind of grey area, where there was no clear law or ruling about its validity, leaving many companies in doubt: can we accept electronic signature on documents? Is it as strong as wet signature?

More and more companies are now using electronic signature, but many are still in doubt.

There are however a growing number of countries implementing laws or ruling on electronic signature.

Law on electronic signature: an example from the European Union countries

The European Union (political and economic union of 28 countries) recently implemented the **Electronic Identification and Trust Services Regulation** (the regulation no 910 / 2014, effective as of the 1st of July 2016, can be read [here](#)). The regulation (nicknamed eIDAS) is a single, standardized regulation for all 28 member states, and is not subject to state interpretation or modification.

It is a consistent legal framework for the recognition of electronic signature.

In the EU, electronic signature shall not be denied admissibility

The main strong statement from the eIDAS regulation is that an electronic signature shall not be denied legal effect and admissibility as evidence in legal proceedings solely based on the fact that it is in electronic form. This includes electronic signatures, seals, time stamps, registered delivery services and certificates for website authentication.

However, to be strong and valid, the electronic signature should be issued through a trusted company. The regulation gives a definition of the "Trust Services", the companies that provide electronic signatures, seals and stamps. It defines qualified and nonqualified Trust Services, including the requirements and supervision associated with them.

Characteristics of "Advanced Electronic Signatures"

The "Advanced Electronic Signatures" allow unique identification and authentication of the person who signs, and enables the verification of integrity of the signed document. The authentication is done through the issuance of a digital certificate by any Certificate Authority.

What is a "Qualified Electronic Signature"?

Like the "Advanced Electronic Signature", the Qualified Electronic Signature is uniquely linked to the signer, but the latter is based on Qualified certificates, which can only be issued by a Certificate Authority that has been accredited and meets the requirement of the EU eIDAS regulation.

Qualified electronic signatures are the only type of signature that is mutually recognized as valid by all the EU member states

Who are the accredited Certificate Authorities?

Each country in the EU has a different list of trusted providers. You can find a list by country here: <https://adobe.ly/2CMllz8>. The list is meant to grow in the near future, as the regulation is implemented and as more and more providers are working towards the EU guidelines.

What about in other countries? Is the electronic signature legally valid outside the EU?

Each country is different on the matter and is able to allow or not the electronic signature, and to give limitations to its use.

A guide on other countries regulations can be found here:

- « Global Guide to Electronic Signature Law » <https://adobe.ly/2CLvou1>

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IS THIS MEETING REALLY NECESSARY?

BEST PRACTICES FOR EFFECTIVE MEETINGS

How often have you heard (or said): "Is this meeting really necessary?", "Do I have to attend?" or "This meeting was really boring, I am not sure I will attend next week"

And yet meetings are a necessity for all entities, and should not be avoided.

There are however good practices that can help reduce this feeling of "wasted time".

Shorter meetings

Meetings seem to be set for a minimum duration of one hour, and then in multiples of this initial hour (2 hours, 3 hours, etc).

The first step to more efficient meetings is to challenge their duration. One hour is a long period of time, and although this duration may be necessary on certain occasions, it might not be relevant to most meetings.

Indeed, having one hour ahead of us to discuss a subject often comes with a lot of inefficiencies, longer than necessary discussions and loss of momentum.

A 15-minute (or 30-minute for meetings covering different topics) duration should be sufficient for most meetings: with the caveat that they have to be well prepared in advance, focused and

to the point.

One last tip to increase attendance in the long run: always start on time and finish on time.

Prepared meetings

A good meeting is a prepared meeting. The person chairing the meeting should properly prepare the meeting:

- Identify the purpose of the meeting
- Make sure a meeting is really necessary
- Develop the agenda and send it to participants
- Select right participants and assign roles
- Send pre-reading or request in case of advance preparation required
- Choose decision-making process (vote, consensus, leader's choice)
- Arrange and test any required equipment in advance
- Prepare presentation, printed handouts if necessary, etc

It is better not to meet if you do not have time to prepare or if some preliminary work needs to be done (solicit the opinion of a number of individuals, gather preliminary data or information, etc).

We also cannot stress enough the fact

that preparing a meeting is not the sole responsibility of the chair person.

All participants should prepare it by reading the material sent, noting down their ideas on the subject matter, do research in advance and take their own notes and action list during the meeting. Every participant should take an active role in the meeting.

Written and shared action list

At the end of the meeting, there should be a clear action list with responsible persons and agreed deadlines.

The action list should be put in writing and distributed to all meeting participants after the meeting.

Archive also all documents such as agenda, minutes of meetings, list of actions, supporting documents.

Each action will also need to be followed up, in order to ensure completion.

Monitoring measures

Even once critical improvements on meetings have been implemented, it is important to monitor a few performance indicators: attendance level, punctuality, participation, efficiency, and completion of actions.

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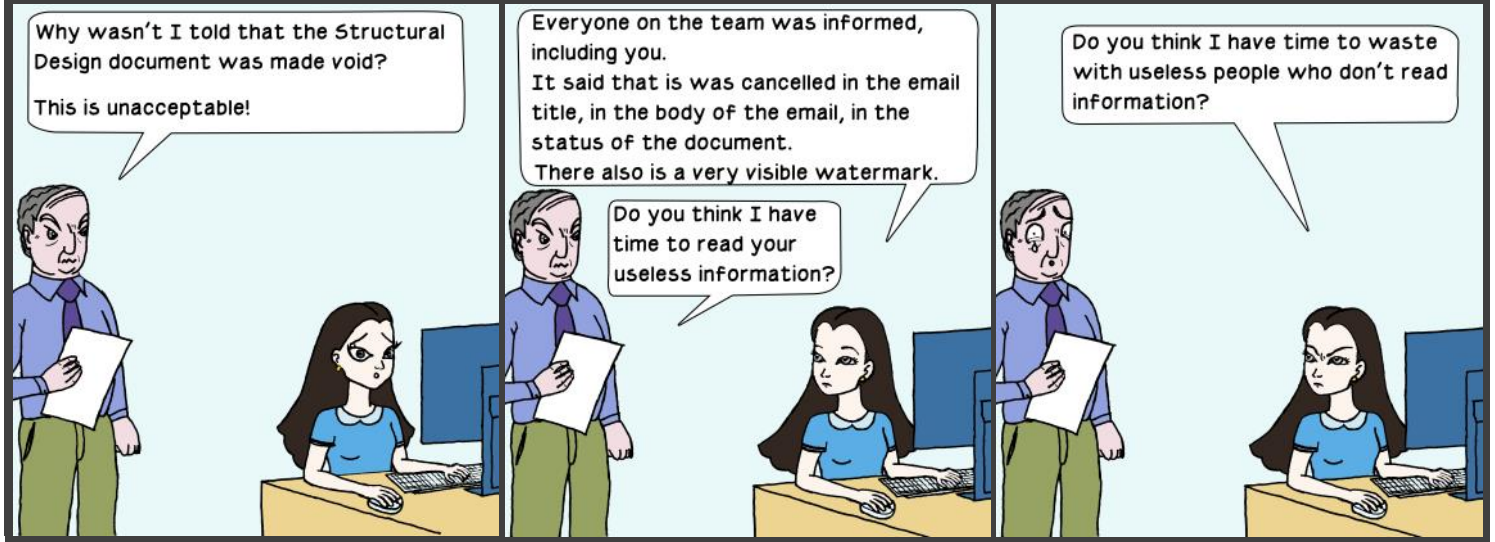
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“Hanging in there” with D. Ceecee - the Document Controller by Tuffmee

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THE TEAM LEADER'S CORNER:

HOW TO INTEGRATE A NEW TEAM MEMBER

When a new member joins your team, it is critical to ensure that their integration is successful and that the transition period is smooth for everyone. "Why" do you ask? Because the opposite situation (whereby the transition and integration are poorly managed) can have catastrophic consequences on the team capacity to work together and on the team spirit and interactions within the group.

Even if the team was working perfectly together before, **only one poorly handled integration of a new member can unbalance the whole group.**

There are actually **good practices** that can be easily implemented to ensure a good transition.

Before the new team member is recruited

There are things that can be done before the first day of new member. For example:

- **Involve the team in decision to recruit:** explain why the new person is recruited, what will be their scope, what are the key skills and qualities you think are required for this position. Involve other team members in the discussion.
- Some companies even organise **team interviews:** as a less formal way to interview potential personnel, team interviews can reveal useful-to-gain consensus from the team and they involve everyone in the decision making.
- **Communicate formally and in advance about the new team member:** who, when, what, how. It is preferably done during team meetings and confirmed closer to the date, both verbally and in writ-

ing (by email for example).

During the first week

The first days of a new person joining a team are always the most critical. You are not only trying to find the best fit for your team, but also you are trying to ensure that the recruit will feel welcome, included and at ease in their new work environment.

A few examples of good practices would include:

- **One-to-one meeting on day 1,**



to clarify tasks, objectives, tools and reporting line. Make sure that the expectations are clear from the start (from both sides), but also that you empower the new team member by giving them what they need to succeed (it can be tools, equipment, information, resources for example).

- **Keep the discussion open** with the new team member: during the first week, it can be a good idea to pop round at least once a day (for example at the beginning of the day or at the end of the day) to see how the person feels. It gives a **forum to answer questions and to address potential issues**, concerns, or to simply clarify what needs to be clarified.
- **Introduce in person the new**

team member to all formal stakeholders. That is also a great opportunity to inform about who is critical and why, what are the challenges of interacting with this stakeholder, the great supporters... and not-so-great supporters of Document Control, and so-on.

- Organise a **social gathering with the whole team** to welcome the new team member, for example for a lunch out. If budget does not allow it, it should not be a show-stopper: why not organise a breakfast or tea-time where you can bring cakes or chocolates, or where everyone can bring their specialty (or their preferred brand of biscuits if they are not into baking!).

- If the team is large, it can be a good idea to **dedicate one person on the team to be the go-to person in case of questions**, but also to explain and accompany, both on the work questions and on the "little things that make the integration great", for example how does the coffee maker work, what are the best lunch options around, who's the best IT person to talk to when your computer is down, etc.

But integration does not end after the first week. It is an ongoing work and the team must definitely keep an eye on this critical process if they want the team to function well together in the long run.

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the best chances!



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PORTRAIT OF A DOCUMENT CONTROLLER



ROB VAN DER LEE

Document & Data Management section of
Total E&P Nederland

Rob attended 2 Consepsys courses: the Certified Document Control in Aberdeen in 2015 & the Advanced DC Course in Amsterdam in 2017

Can you tell us a bit about you?

My name is Rob van der Lee. I am 54 years old, happily married and father of a wonderful son and a lovely daughter. I like to go to concerts, movies and I love to read. And I listen to music a lot. I don't have a degree, all DC knowledge comes from experience and Consepsys courses. Fun fact: I am a Nobel peace prize winner thanks to my services in Lebanon (unifil) back in the eighties.

What is your current role?

My current role is somewhere in between document controller and lead document controller. I am working in and with a team of 7 people at the Document & Data Management section of Total E&P Nederland. I am also the focal point for the document management tool Prodom. Furthermore I act as the joint memory concerning documentation due to the fact that I have been working at Total E&P Nederland for 30 years.

Can you describe your professional experience?

I started working at the age of 17 in an institution for mentally disabled people. At 18 I did my service in the Dutch army and I spent ½ a year in Lebanon as part of the UN peace keeping forces. Hereafter I started working for Unocal at their supply base. Next job was at a core analysis company, analyzing samples for oil/gas companies. Next on the list is a job at an archive stor-

age company, my first encounter with document control. And in 1988 I ended up at Total E&P Nederland (at that time Elf Petroland) where I started at the Geosciences department. I was responsible for the drilling data. After the drilling slowed down a lot I switched to the Engineering and Construction department. This proved to be a completely different world. Without any real technical knowledge I drove our engineers almost crazy with all the questions I had. I come from the time when computers were just making their way into the offices. The differ-

current role and career development?

The Consepsys courses are very well put together and a joy to attend. It is nice to be together with people who think alike for a change. You can explain the issues you bump into in your daily work and most of the people can relate to the same issues (without staring at you in a strange way). For me the courses were a confirmation that I was doing my job the correct way, not having any official schooling in the Document Control trade. It shows that

“The Consepsys courses are very well put together and a joy to attend. You can explain the issues you bump into at your daily work and most of the people can relate to the same issues (without staring at you in a strange way!)”

ences between document control on hardcopies and how we do it today are gigantic. Computers have changed the role of document control beyond belief.

Which Consepsys course did you attend and when?

The Certified Document Controller course in sunny Aberdeen 2015 and the Advanced Document Control course in Amsterdam 2017. Planning on attending the Lead Document Control course in 2018.

What did you think about the course? How did it help you in your

with common sense, logical thinking and communication you can come a long way. A final piece of advice from me to you is to never stop asking questions. The questions can be about document control but also about the content of the documents you handle. This will improve your skills!

If you attended one of our courses and would like to apply to be featured in one of our upcoming issues, drop us an email at:

dctribune@consepsys.com

SALARY SURVEY 2018

Do you wonder how your salary compares to the salary of those working in the same field, same country or same industry?

Are you sometimes in doubt when a recruiter asks your salary expectations for a new job?

Do you manage a team and want to benchmark the salary levels in order to retain your staff?

The Consepsys Salary Survey can help you to answer these questions.

Every year, Consepsys gathers data on salary levels in the Document Control profession around the world and issues a yearly survey report. It is a benchmark of the remuneration of Document Control professionals throughout the world and a study of factors impacting remuneration (experience, role, environment, industry, etc).

In order to get the best results possible and the most accurate analysis, **gathering as much data as possible is crucial.**

Document Control professionals from all countries and industries are invited to take part in the survey.

How long does it take?

The survey takes approximately 10 minutes to complete.

What's in it for participants?

Participants will receive a copy of the summary report when it is published in January 2018.

Participants will be entered into a draw to win a 3-hour online course module on Document Control topics.

The summary report will provide infor-

mation about salary range and other benefits which can be useful to all Document Control professionals.

Document Control professionals from all countries and industries are invited to take part in the survey before the 5th of January 2018

[Take the survey!](#)



What about my data?

- Survey can be done anonymously
- All individual results are confidential
- Individual data will not be disclosed to any third party
- Data will be used for statistical analysis purposes only

DC Salary Survey

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of the survey report**



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