

# COMPUTERWORLD

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## URA pilots innovative e-filing system that mimics human behaviour

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Software company, SQL View, today received \$260,717 from The Enterprise Challenge, an initiative of the Prime Minister's Office, to pilot an automatic electronic filing system at the Urban Redevelopment Authority.

The KRIS Intelligent Filer (KIF), an innovative system that can mimic human decision-making and behaviour, uses artificial intelligence (AI) to manage electronic documents. As the system makes use of a behaviour-based AI engine, it has the capability to learn and become more accurate over time.

Using the AI engine, the system is able to 'read' the documents to determine their content and context, and automatically classify and store the documents for convenient searches and retrieval.

Said Tan Siong Leng, URA's deputy chief executive officer, "The KRIS Intelligent Filer will form an important part of URA's Enterprise Document Management System to capture and manage all its electronic records in an organised way. It will address our concerns about the integrity and authenticity of documents and at the same time, minimise our effort in classifying documents, which is a common challenge in implementing electronic document management system."

Through pattern recognition, the KRIS Intelligent Filer learns, remembers new filing information as well as reconciles conflicting instructions each time it files new documents. The system is also able to classify information according to the roles and the security access levels of the users.

According to Stephen Lim, chief executive officer of SQL View, when electronic documents are not managed and archived properly, they can get misplaced. This leads to loss of valuable corporate knowledge and evidence.

"A well-organised repository also ensures that the knowledge and evidence acquired by the organisation is captured in the corporate repository forever, regardless of staff turnover and organisational changes," he said.

During the pilot phase, the KRIS Intelligent Filer will be used by a selected group of staff. It will eventually be used by all URA employees.

An initiative of the Prime Minister's Office, The Enterprise Challenge provides grants to test out innovative ideas. It also assists applicants to identify and provide suitable test-beds within the public service. Successful trials can pave the way for wider implementation in the public sector or commercial application.



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