

Application of the iOffice electronic document management system at the VNPT – Ha Giang Business Center

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Abstract: This study examines the implementation of the iOffice electronic document management system at the VNPT – Ha Giang Business Center. The rapid digital transformation of administrative processes necessitates efficient document handling to improve organizational productivity. This research evaluates the current state of document management at the center, identifies operational challenges, and analyzes the effectiveness of the iOffice system in addressing these issues. Utilizing a mixed-methods approach, including surveys, interviews, and system performance data, the study assesses key metrics such as processing time, error rates, and user satisfaction. Findings indicate that iOffice significantly reduces document processing time and enhances traceability, while also revealing initial resistance to change and technical limitations in the local infrastructure. The research concludes that successful adoption requires comprehensive training and phased implementation. Recommendations are provided for optimizing system configuration and fostering a digital culture, offering practical insights for similar public-sector organizations transitioning to electronic governance.

Keywords: iOffice, VNPT, electronic document management, Ha Giang