Abstract
The main goal of the present case study is to describe the strategic positioning of document management under a business processes management approach at the CIDE. The study is divided into four phases: The first takes into consideration the regulatory nature of the Federal Law of Transparency and Access to the Governmental Public Information (LFTAIPG). The second describes how the innovation processes and its scope were delimited as a result of an institutional diagnosis, two surveys on user’s perceptions of services and a proposal of an electronic document management system. The third is focuses on the development and implementation of a strategy for organizing and systematizing a document management system for the improvement of processes. The fourth and final phase focuses on the analysis of the results.

Keywords
Document management, information management, process based management, information technology, management systems.