

Information Management as a Key Part of eGovernment

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- Global leader in information management;
- Hardware and software solutions for storing, managing, protecting and analyzing the information;
- #152 in Fortune500 with \$17 billion revenue in 2010;
- 48 500 employees worldwide.

- The public sector is all about supplying service;
- Content is a key element in services to the public:
 - Direct service – multi channel delivery (in/on-line, email etc.);



Batch Print



E-mail



Mobile

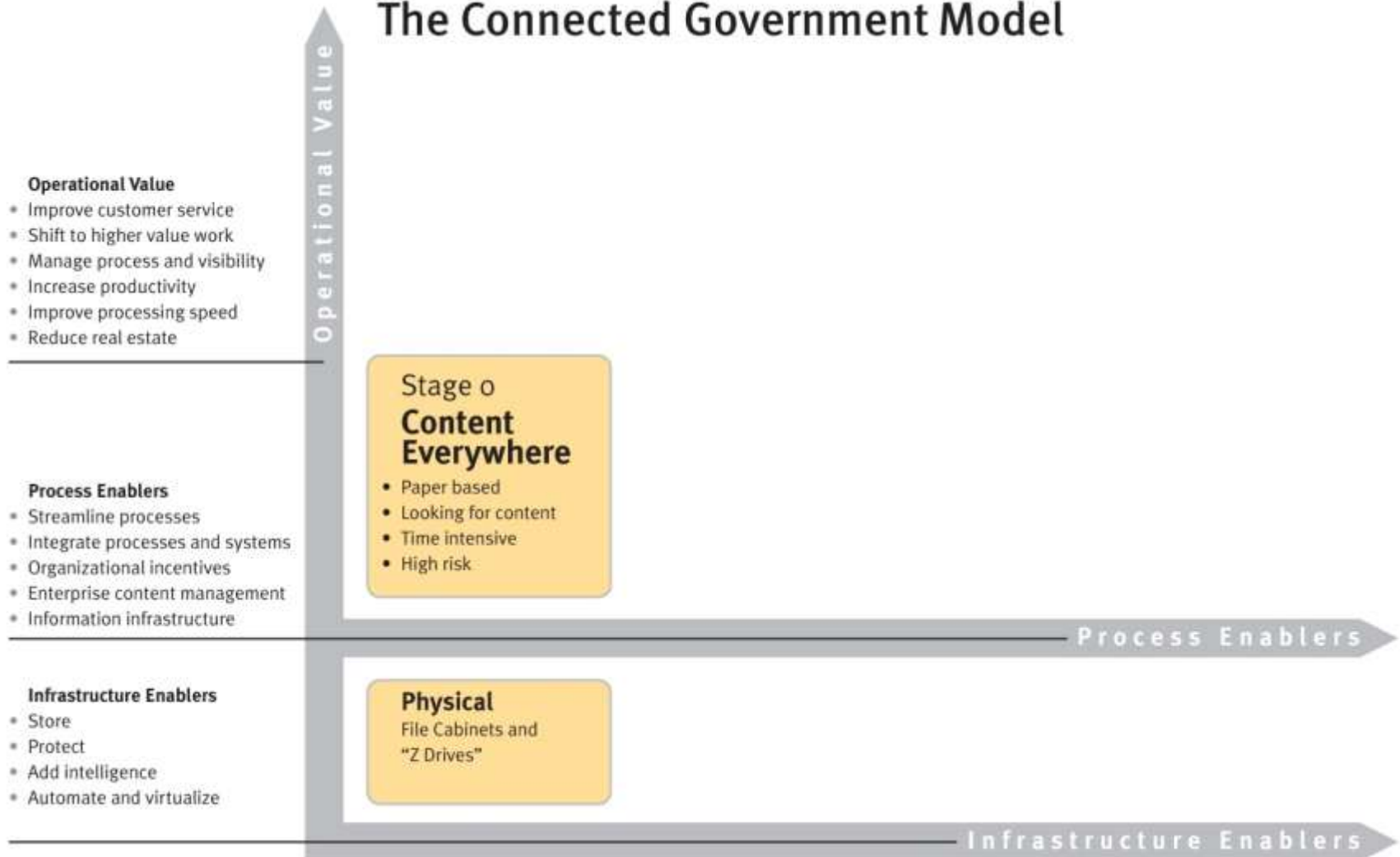


Web

- In-Direct services – Supporting other organizations or working more efficiently;
- Content is sometimes the service itself or supporting a specific service;
- “ECDM is a strategic enabler of change” – [eWeek](#).

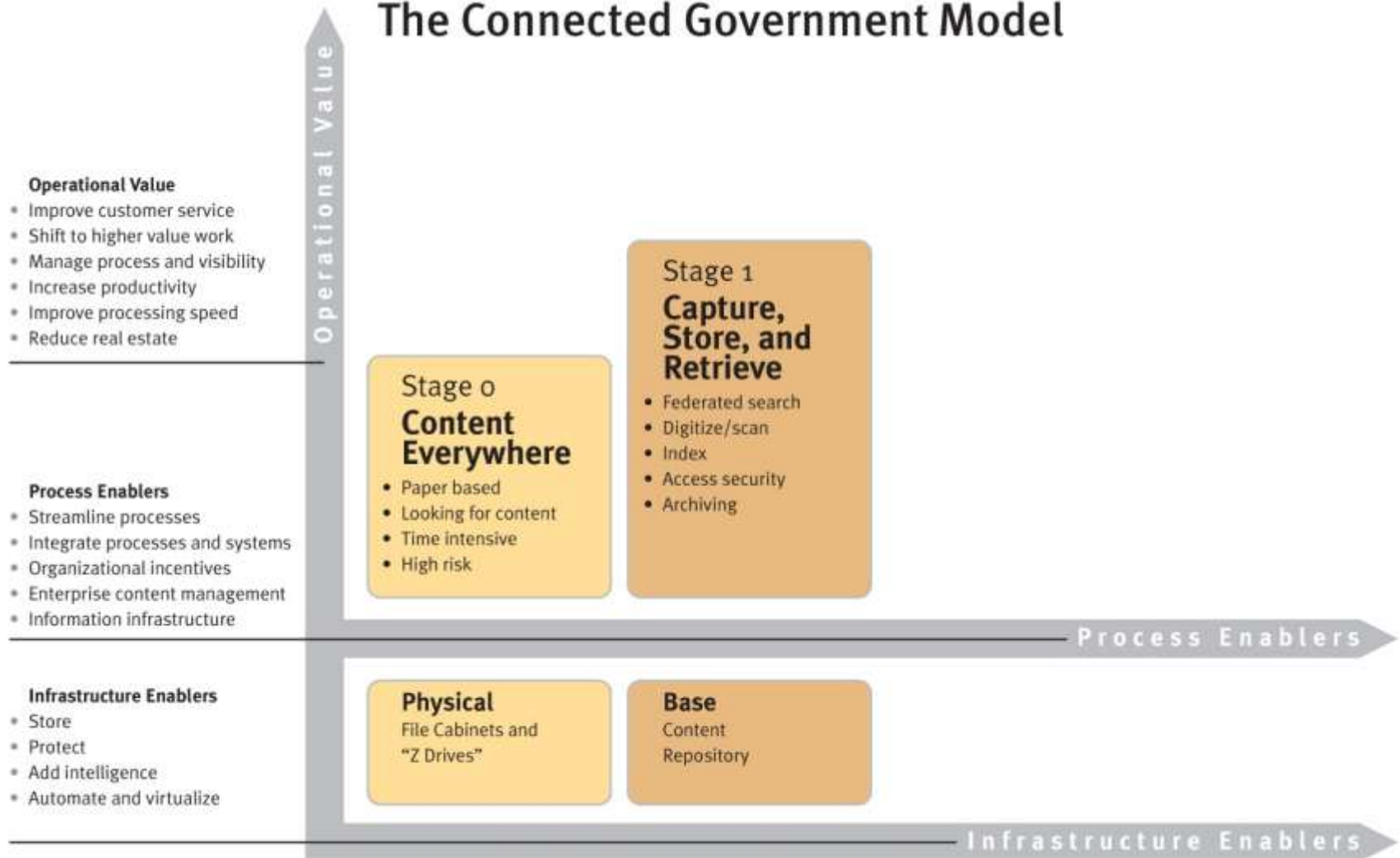
What is one of the biggest problems facing Public Sector?

The Connected Government Model



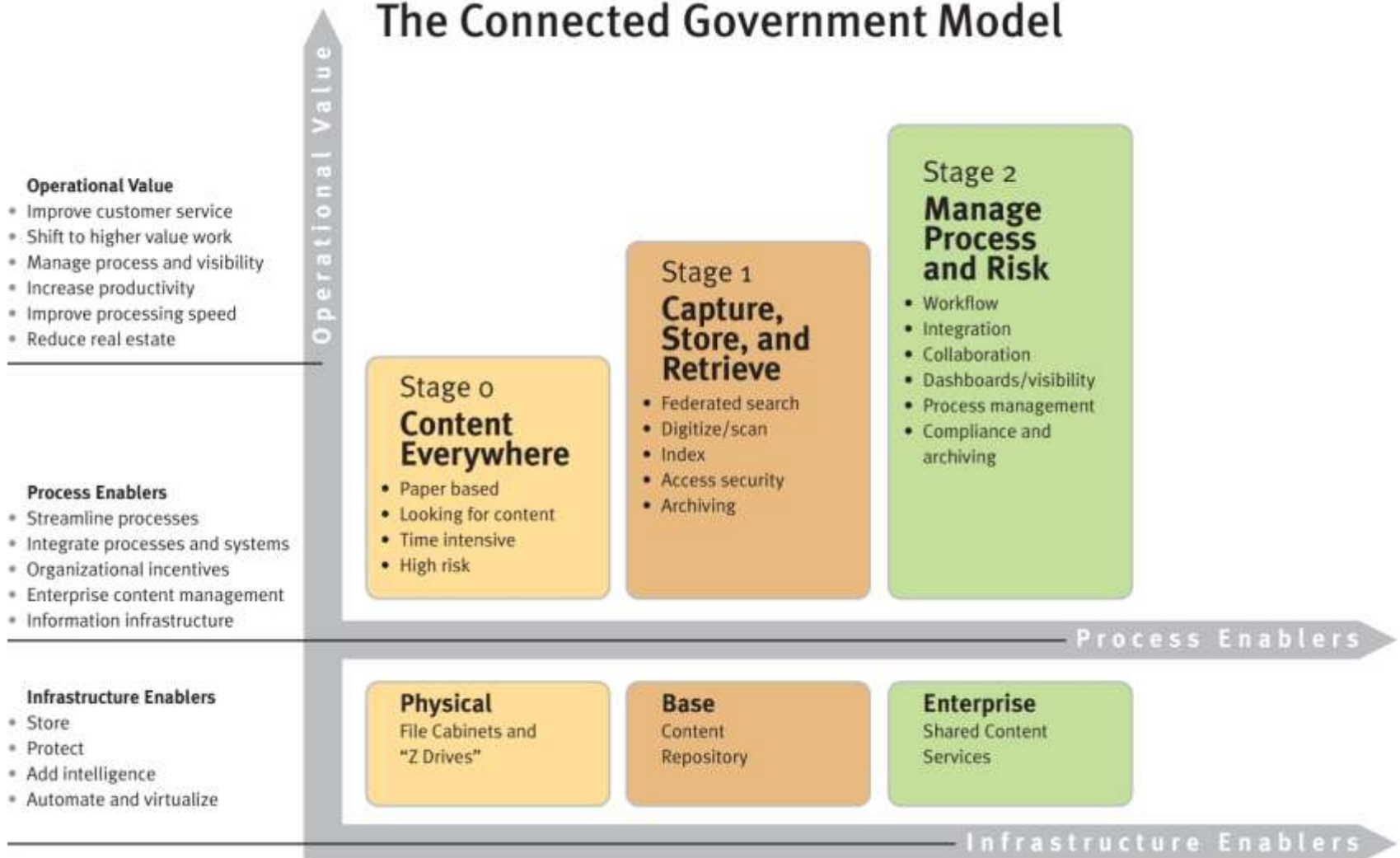
What solutions address the Content Everywhere? What value does it deliver?

The Connected Government Model



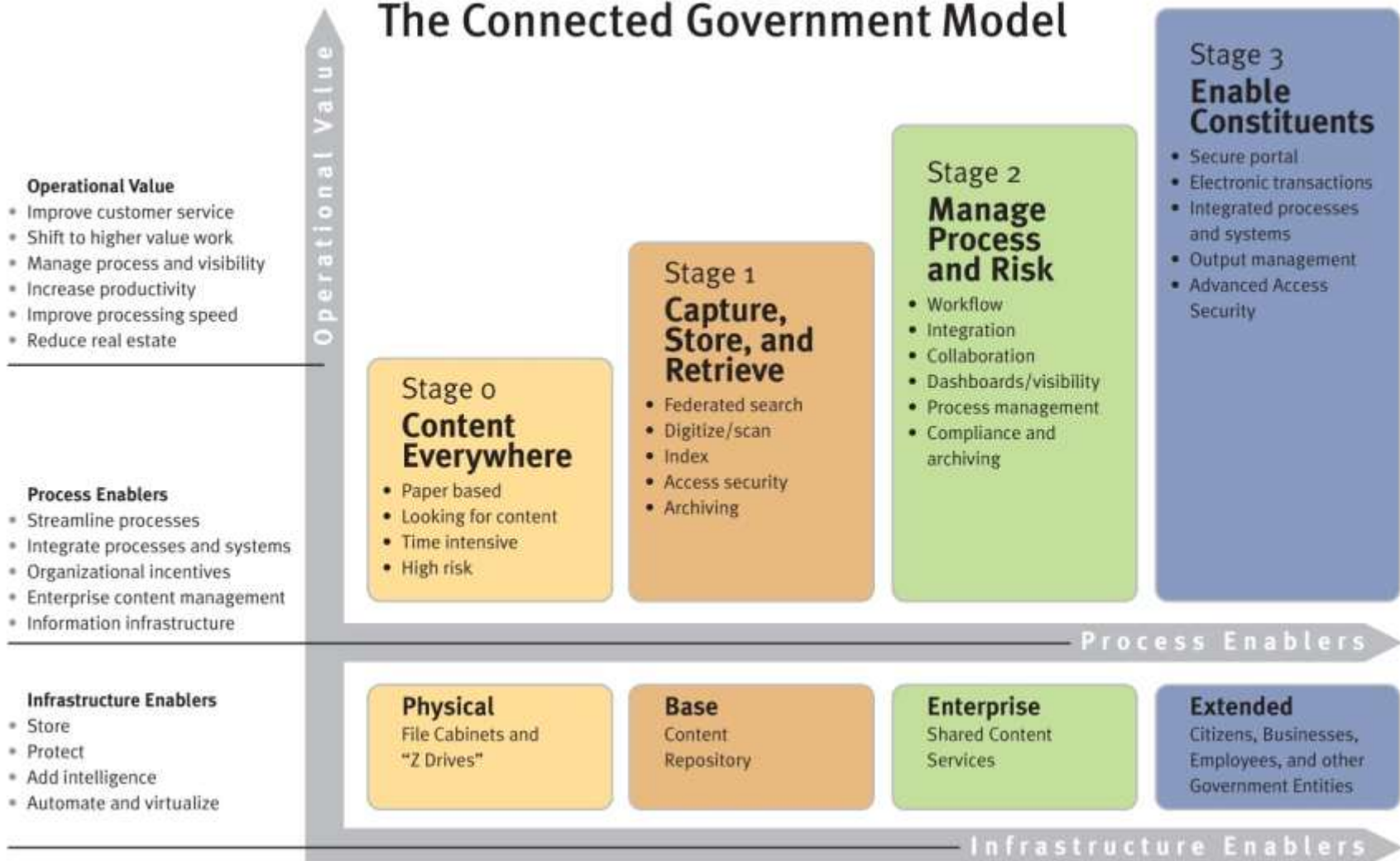
Where do you get your next benefits? And what benefits?

The Connected Government Model



And what about constituents and service improvement?

The Connected Government Model



Roadmap to Effective eGovernment



Stages	0 Content Everywhere	1 Capture, Store and Retrieve	2 Manage Process and Risk	3 Enable Constituents
Objective	Processing workload	Basic content control and access	Operational efficiencies and automation	Improve service to citizens, businesses, employees, and other government entities
Challenge	<ul style="list-style-type: none"> • Difficult to associate files with cases • Long search times, lost documents • High cost of real estate for paper storage 	<ul style="list-style-type: none"> • Lack of automation • Limited visibility and management of processes 	<ul style="list-style-type: none"> • Process definition and automation • Organizational adoption • Enterprise data model 7x24x365 access 	<ul style="list-style-type: none"> • Delivering consistency across electronic and physical channels • Enabling electronic transactions • Integrating across processes and systems
Processes	<ul style="list-style-type: none"> • Inbound correspondence management: paper, mail, fax • Manual data entry, indexing, and file management • Box management and security 	<ul style="list-style-type: none"> • Tag content/index • Complete forms and image • Associate files with case • Conduct quality review • Store and/or dispose content 	<ul style="list-style-type: none"> • Build enterprise repository • Automate workflows • Collaborate internally • Employ retention policies • Develop applications program interfaces (APIs) 	<ul style="list-style-type: none"> • Create transparency • Enable online access (publish, interact, and transact) • Ensure secure access • Deliver high-volume electronic correspondence • Capture electronic records
Benefits	<p>"Only costs, no benefits"</p> <ul style="list-style-type: none"> • \$20 to file documents • 7.5% get lost • 3% are misfiled • \$120 to find misfiled documents • Copying and shipping costs 	<ul style="list-style-type: none"> • Faster access • Repurpose content • Document security • Reduced real estate, copying, and postage costs • Mitigate risk • Improve customer service 	<ul style="list-style-type: none"> • Productivity • Customer service • Expense reduction • Accountability • Quality assurance • Maximum IT investment • Reduce vendor maintenance 	<ul style="list-style-type: none"> • Provide a "single face" of government • Improve customer service • Reduce operating costs • Send compliant communications • Support green initiatives
Typical Information Infrastructure	<p>Minimal Infrastructure</p> <ul style="list-style-type: none"> • Data entry • Interoffice mail • Filing cabinets • Box management • Storage • Outsourced records management 	<p>Base Infrastructure</p> <ul style="list-style-type: none"> • Local and federated search • Basic content management • Basic content storage • Basic access security • Data deduplication 	<p>Enterprise Infrastructure</p> <ul style="list-style-type: none"> • Enterprise content management • Business process management • Business intelligence/analytics • Legacy systems integration • Archiving/records management • Payments and collection • Virtualization • Shared services platform 	<p>Extended Infrastructure</p> <ul style="list-style-type: none"> • External notifications and correspondence • Program catalog • Advanced Access Security (information rights management and web authentication)

Read all about...



Produced by **GOVERNMENT TECHNOLOGY**



Solutions for Federal Government



Roadmap to Effective eGovernment

A practical strategy for transforming paper processes into connected government.

THOUGHT LEADERSHIP SUPPLEMENT

To get your copy...

<http://emc.com/government>

or just contact me

vyacheslav.kadnikov@emc.com

Specific versions for Local Gov and
Federal/Central Government

How can we make it easier ?



- EMC Documentum xCP - a platform that is used to develop case-based solutions, 50% faster at a substantially lower cost and with fewer resources;
- EMC is driving the secure content platform message which is an integration between Documentum and RSA Security (a part of EMC);
- The Roadmap to Effective eGovernment campaign;
- Focused approach on specific public sector segments :
 - Healthcare;
 - Integrated Justice/ Public Safety;
 - Post Offices;
 - Welfare and Benefits;
 - Local Government;
 - Case Management and Digital Office;
 - Tax and Revenue.

What is the EMC Documentum xCP?



- The EMC Documentum xCelerated Composition Platform (xCP) **provides a set of pre-built software components that can be configured** by the partner to create solutions based on documented design patterns;
- Using xCP, you will be able to **build case- based or process- based solutions quickly with minimal risk** while maintaining a a high degree of flexibility for meeting individual client requirements;
- In this way, solution development becomes component assembly and configuration, **with minimal amount of programming.**

“Case management departs from the traditional view of structured and sequential predefined processes. Instead, workflows are nondeterministic, meaning they have one or more points where different continuations are possible. They are driven more by human decision making and content status than other factors.”

*Mark Kerremans
“Case Management Is a Challenging BPMS Use Case”
Gartner , Inc.*

Applicability of Case Management in the Public Sector

Case Management in the Public Sector

Healthcare

- Patient record
 - Overall patient history
 - Current episode
 - Local record at clinic
- Drug research/trials

General Government

- Freedom of information applications handling
- Correspondence handling (enquiries, complaints, policy input)
 - General public
 - Pressure groups, lobbyists, stakeholders
 - Lawmakers/elected members
- Managing grants/subsidies
 - Trade, agriculture, culture, sport, community development transport, etc.
- Managing permit applications
 - Planning and licensing relating to energy, environment, construction, etc.
- Investigations
 - Of individuals, organizations in breach of laws and regulations
- Policymaking
 - Evidence-gathering
 - Decision-making
 - Drafting legislation

Criminal Justice and Law Enforcement

- Investigations and intelligence
- Criminal case management/public prosecutor
- Prisoner/offender management and probation service
 - Youth services
 - Adult
- Criminal record keeping

Taxation and Revenue

- Personal and corporate taxation
 - Client management
 - Tax calculation
 - Record keeping
- Compliance activity
 - Investigations
 - Appeals


Benefits and Social Security

- Applications and client management
- Welfare to work schemes
- Fraud investigations

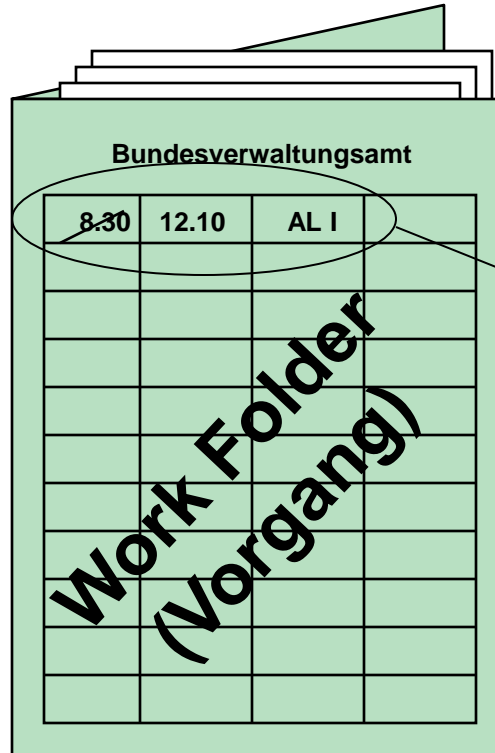
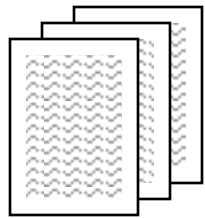
Social Services

- Client assessment and management
 - Children at risk/in care
 - Adoption/fostering
 - Vulnerable adults/disability
- Resource allocation

Government Platform – Cross Ministries

- Government Market in Germany
 - Massive modernization and reform activities
 - IT as a main enabler
 - But:
 - Very special requirements
 - Different IT infrastructures and experience
 - Pricing pressure
- Federal Office of Administration  **BUNDESVERWALTUNGSAMT**
 - Main services agency for Federal Government
 - Provides more than 100 services, i.e. Students Credits, Travel Management, Health Insurance, German Schools Abroad, ...
 - Strong IT infrastructure and skills
 - Owns and runs the Document Management System “FAVORIT” (running at more than 30 federal agencies all over Germany)

Background Governmental “Transactions”

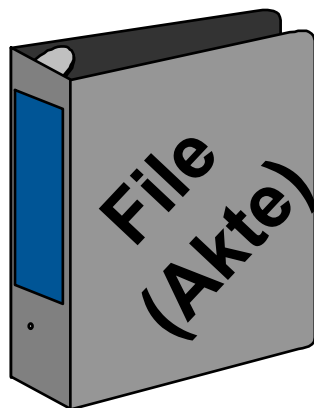


Document Management

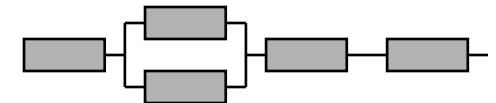
All relevant documents belonging to an administrative transaction are registered, stored and managed in a work folder.

Workflow Management

A list of names, roles or org units on the “cover” routes the work folder through the organization. The list can be adjusted dynamically during the process.



After work is finished the work folder is completely archived in the according file.



Benefits

ROI Example 1: BAFA



Federal Agency for Economics and Export Control
(Bundesamt für Wirtschaft und Ausfuhrkontrolle):

- Renewable Energy Promotion
 - 2,4 million applications, documents, processes
 - paperless processing
- ROI:
 - project costs for licenses, hardware, development: 1.37 million €
 - savings per year: 0.75 million €

Benefits

ROI Example 2: BAföG



Federal Office of Administration (Bundesverwaltungsamt):



- Financial support by law for students (credits)
 - 50,000 credit users (effective)
 - Credit volume of about 50 billion €
 - 220 Favorit users at BVA (withdrawing of credits only)
 - About 450.000 transactions (work folders) each year
 - Postal and online communication, paperless processing
- Operating efficiency
 - Output improvement per person: + 38,69 %
 - Savings in personnel expenses per year: > 4 million €

Benefits

ROI Example 3: RegTP



Regulatory Authority for Telecommunication & Postal Services



(Regulierungsbehörde für Telekommunikation und Post):

- Charging of (0)180, (0)700 & (0)800 telephone numbers
 - 280,000 telephone numbers
 - 70,000 customers
 - about 15 million €

- Charging of (0)900 telephone numbers
 - more than 500,000 in two months
 - 75,000 customers
 - up to 40 million €

Prime Minister's Office: EUTori Case Management System



One of the twelve ministries that form the Finnish Government.

• Among other tasks provides services to the public and public authorities and carries out administrative duties related to a number of projects involving both permanent and ad-hoc bodies.



Challenges

- Massive case and document flow from European Union to member countries
- Decentralised handling of cases in ministries and instances concerned
- Impossible situation to handle manually
- One system instead of several different systems

Solution

- Cross-border, centralised EU case management system
- The system sorts the cases and documents and puts them in a handling queue for the appropriate government ministry
- The case progress can be monitored
- EMC Documentum based product

Business Value

- EU Cases and documents can be distributed and tracked in an effective, controlled and organised way
- Document delivery times has sped up
- Enabler of cross border governmental co-operation
- Significant savings in elimination of paper delivery
- All stakeholders can use shared, electronic information.



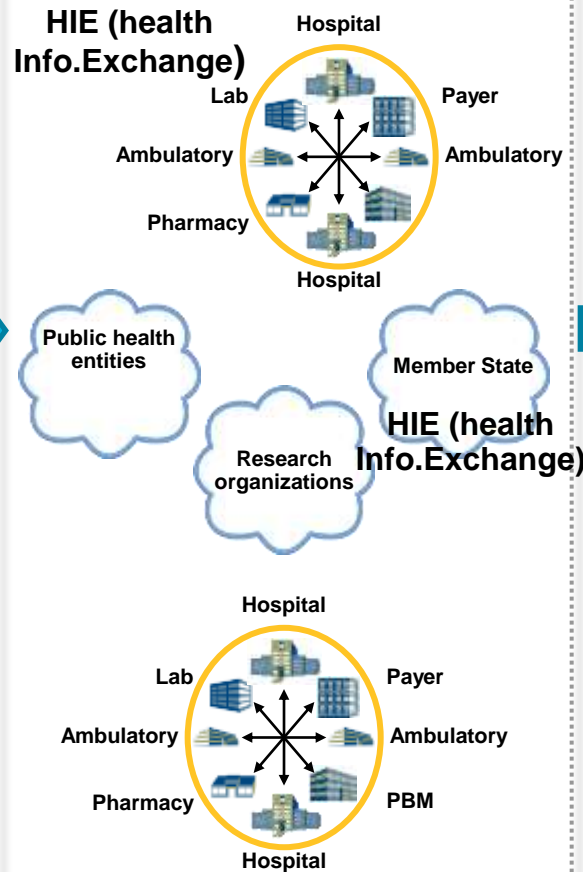
Healthcare

The Target - Open and Collaborative eHealth

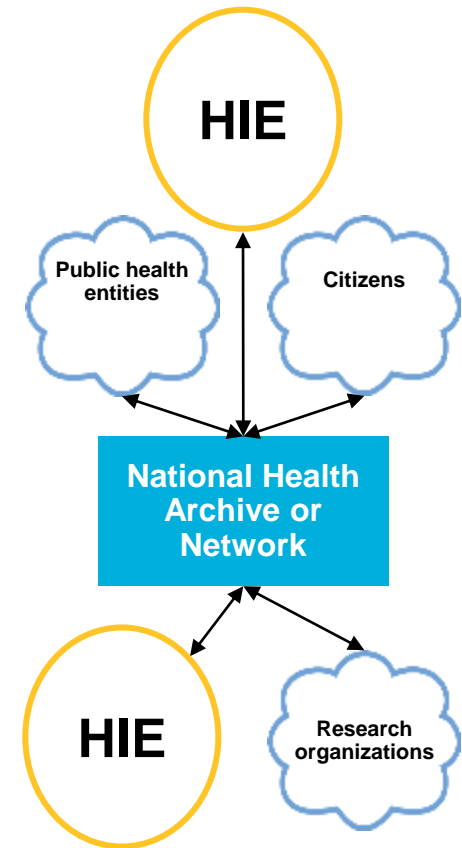
From current fragmented healthcare system with islands of connectivity...



...Regional Exchanges connecting medical ecosystem members



...to national connectivity



Sharing of patient data:

- BEFORE

- Healthcare information (eprescriptions and patient record data) is only available at the local hospital provider and can not be shared with other care providers

- TODAY

- **Eprescriptions:** all medical prescriptions in national archive -> consent management by patient at pharmacy to view prescriptions from national archive-> logging of patient consent management in national archive
- **Patient Records:** If patient information is not present in the local IT system -> search via national registry -> checking of healthcare professional autorisations & patient consent -> delivering information from national archive into the local system-> archiving of log information
- **IHE XDS:** Local Hospital IT systems act as sources and consumers of information
- **A “citizen view”** provides access to 5.3 million Finnish citizens to information concerning their personal medical information

Decrease cost & increase quality of care

- Consolidation of IT investment, avoid duplicate costs
- Increase quality of care by providing:
 - full view of medical history
 - high-performance, high-availability IT environment
 - Full paperless approach (eprescriptions)
- Enable new ehealth services via Internet and mobile phones
- Built powerful statistical tool to develop future best healthcare practice.

- **Organization: French Public Health Insurance**
 - 55 Million of Insurers (85 % of French population)
 - 300, 000 healthcare professionals (doctors, patricians)
 - 81,000 Employees
 - € 120 Billion of budget, € 10 Billion loss
 - € 1072 average health expense / year / insurer (highest in the world)
 - Estimation of €100 to 500 Million in frauds & swindles
 - CNAM revenue comes from salary taxes paid by any worker. However, the number of worker is decreasing (baby boom effect), loss is increasing each year
- **Compelling Event**
 - **CEO of CNAM signed a 'convention of management' (better healthcare and better spending), a framework agreement regulating relationships between CNAM and the State between 2006 and 2009. 3 main objectives:**
 - Risk management
 - Improved services (citizen and third parties)
 - Increase productivity and efficiency
 - It results in an operational plan to **rationalize its activities** and cut down employees. Between July 2006 and July 2009, 11,250 employees will leave the company through retirement. In the same period, 6,750 people will be recruited which results in **4,500 jobs loss**

Strategic Objectives of the DIADEME Project

- **Cost reduction**
 - Paper hands-off elimination
 - Faster document routing, rerouting and collaboration
 - Immediate access of all case content (previously scattered in different agencies and duplicated)
- **Improved citizen service**
 - Easier and more flexible workload management
 - Faster document routing, rerouting and collaboration
 - Better management of case priorities
 - Easier collaboration between different departments and agencies
 - Multi-channel (inbound and outbound): paper, fax, email, phone
- **Better control**
 - Transparency and workload monitoring
 - Immediate access of all case content (previously scattered in different agencies and duplicated)
 - Better case understanding and access (through customized views)



- End-to-end platform:
 - Capture,
 - Business Process Management,
 - Reporting and Business Activity Monitoring
 - Content Management,
 - Archiving,
 - And a flexible application framework
- A solution that fits into CNAM's organization:
 - « National/Regional/Local »-aware deployment
 - Changing organization (specialized CPAMs, CTI/CPAM merge, ...)
- Robust platform:
 - Security (clinical and administrative information, with appropriate protection mechanisms applied to each category of data and users),
 - Volumes (more than 800 millions of documents)
 - Performance (more than 22500 heavy and distributed users)
 - Architecture (SOA and distributed)
- Strong and France-wide support (service/training/change mgt/...)



Public Safety / Defence

FBI – “Sentinel”

Case Management Program



- Challenge
 - Implement a Web-based portal to initially allow access to the soon-to-be-replaced automated case-support system and, later, data in the new case-management system.
 - Create a case management “workbox” to summarize a user’s workload (the case files an agent or analyst is working on) and provide automatic indexing in case files according to person, place, or thing.
 - Allow single point access to investigative case work
- Solution
 - An electronic case and records management system, with cutting edge search, extraction and information sharing capabilities
 - Documentum ECM and Records Management
 - Integration with existing vendors
 - Siebel, Metastorm for BPM, IBM Websphere
- Benefits
 - Allows FBI special agents, supervisors and executives to process evidence and other information as well as schedule and monitor work flow, using secure information sharing technology



Customer Profile:

The FBI SENTINEL program is a 6 year, 6 phase program.

About 30,000 FBI users now access Sentinel as they begin a typical work day

The Swedish Prosecution Authority

Customer Profile



ÅKLAGARMYNDIGHETEN



Business Drivers

- How to handle over 1,000 cases/year, each with significant content
- How to move from paper to electronic folders
- How to share and track documents with police and others

Solution

- A central e-repository that handles information for all the applications used by the Swedish Prosecution Authority

Business Results

- Yields greater operational efficiencies and lower systems maintenance costs
- Enables easier communications with the police, the Prison and Probation Services, and other judicial bodies
- Provides greater access to information
- Simplifies the management of IT systems by uncoupling the repository from the application

“Having a shared information model for the entire judicial system will make it easier to capture communication failures between the police, Prison and Probation Service, and the district courts”

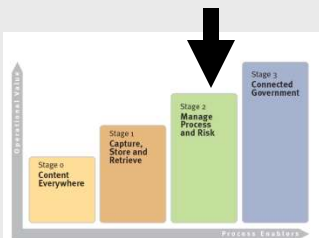
Mikael Dahlin, Senior Archivist
and Head of Documentation Unit

Customer Profile:

Three national prosecution offices- corruption, crimes against the police and security

Over 770 prosecutors handling over 1,000 cases/yr

Investigate crimes, decide whether to prosecute





- **Need**

- **Streamline** recruitment & enlistment process
- Manage some **6 million documents**
- **DOD 5015.2 – compliant solution**

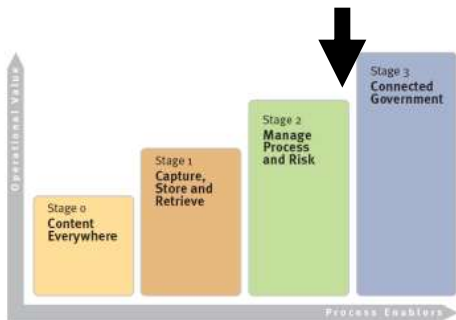
- **Benefits**

- Recruiters create applicant folder, workflow guides the creation, review and approval of the applicant's packet.
- Faster and more efficient accessioning process – no waiting for documents. So recruiters can make job recommendations **immediately.**
- **75% projected paperwork reduction** in recruitment and enlisting process.
- **Eliminates many costs of physically moving paper.**

“The Army recruiting and enlistment process is being radically transformed into a Web-based, paperless process with Documentum.

– **Gary Bishop**

**Chief of Web Applications and Technology,
Application Programming
USAREC**



Tax and Revenue



- Her Majesty's Revenue and Customs (UK)

- Use Documentum for information publishing, collaboration and negotiation with large businesses (top 100), records management

- Internal Revenue Service

- Use of Documentum for:
 - Web Publishing, Publications,
 - Case management, Workflow (BPM),
 - Forms management,
 - Records management



- Finance and Public Credit (Mexico)

- Use of Documentum for Web publishing, case management, document management, records

The South African Revenue Service

Revenue Service Modernization Program

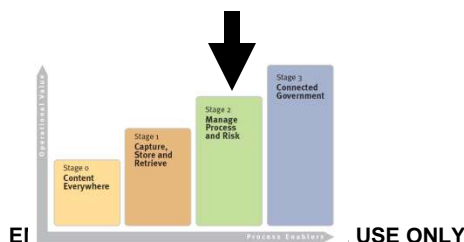
SARS modernization program vision: Improve citizen satisfaction, Be an innovative revenue and customs agency. Enhances economic growth and social development. Provide an enhanced, transparent and client-orientated service to ensure optimum and equitable collection of revenue

Results

- Maximizing tax revenue collection
- Accelerating responsiveness to taxpayer enquiries
- Minimizing tax payer burden --- Making it easy!
- Decreased tax forms processing time from 120 to less than 14 days
- Reduced processing error rate from 40% to less than 7%
- Reduce physical storage cost: all paper shredded/stored in repository

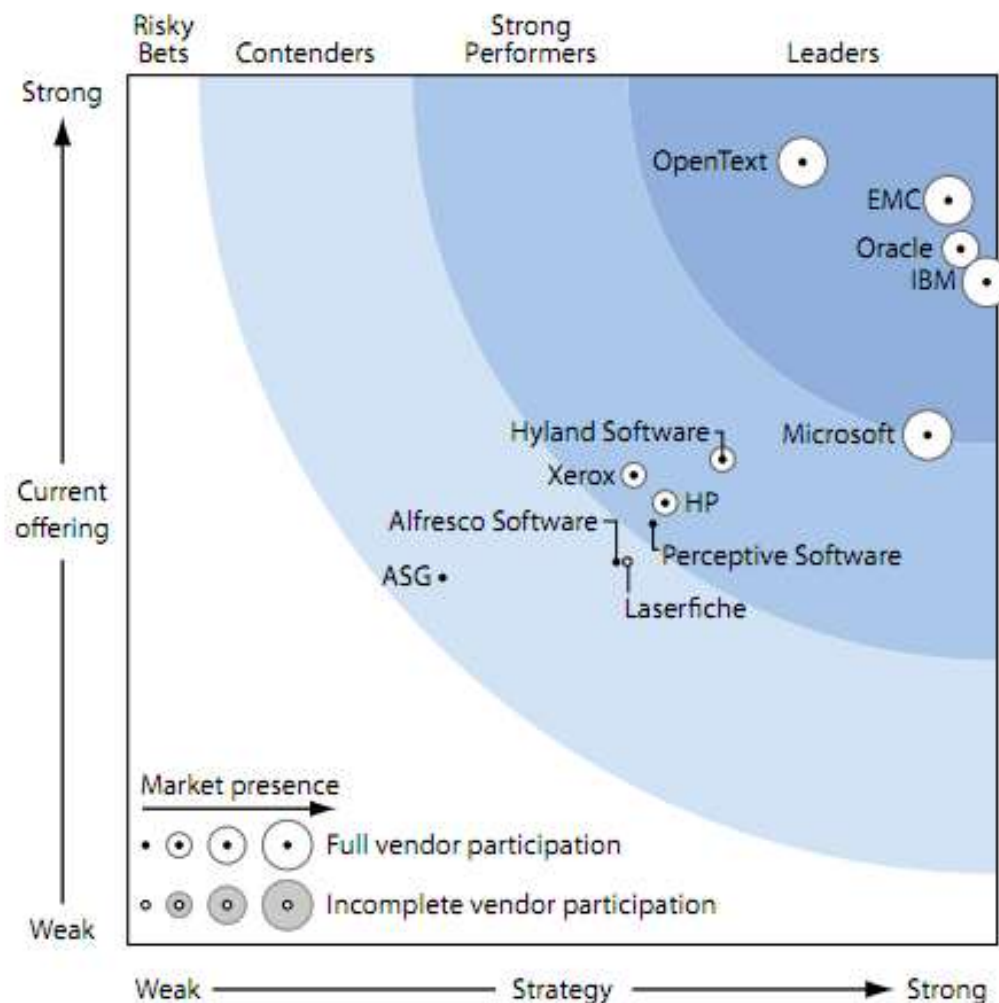
Volumes

- 180 000 average forms pages / day, up to 700 data fields on each form
- 30 people for scanning, 160 people doing Data validation, 15 Team leads, 2 Shifts covering 7:00 – 21:00 hours



EMC Documentum leadership

Figure 3 Forrester Wave™: Enterprise Content Management, Q4 '11 Overall



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where information lives[®]