

Streamlining case management for government

Highlights

- *Leverages Enterprise Content Management (ECM) and Business Process Management (BPM) to integrate data, processes and policy*
- *Helps improve the efficiency of case management operations within and across government agencies*
- *Increases case worker productivity and promotes collaboration among case workers and agencies*
- *Helps reduce service delivery bottlenecks by automating case records and processes*



Case management is fundamental to the daily operations of government. Case files – such as new drug submissions, criminal investigation reports, government asset data – are accessed and shared by case workers across multiple departments and other government agencies. From manila folders to email and instant messages, case management creates challenges for governments worldwide. Harnessing that information and making it actionable is the goal, as government agencies strive to more effectively serve their constituency.

In reality, case management is about process management – the coordination of data, people, process and policy. Case workers face pressure from events and constituents that require quick results, but they also struggle with obtaining timely,

accurate, complete information as well as the ability to collaborate with others in order to make decisions. These challenges, together with working in ever-fluctuating political environments, make it clear why case management is a top concern for governments.

The goal of case management: operational efficiency

A primary driver for many case management initiatives is operational efficiency. With the tenet of outstanding service to constituents – whether citizens or other government agencies – governments need effective ways to coordinate information – structured (databases) and unstructured (such as email and electronic documents) – with business processes to provide the right information to the right people at the right time when they need it.

Key process areas for a case management system

- **Business process management and workflow automation:** The ability to receive and initiate new cases, distribute and prioritize cases, assign tasks
- **Case management:** Document and content management, records management, email management and systems integration
- **Report and analysis:** Regulatory compliance, ability to track return on budget and other business metrics, and analysis of system and worker efficiency

IBM® FileNet Business Process Framework (BPF) addresses these issues by integrating enterprise content management (ECM) with business process management (BPM). By automating processes and policies involved in case management, the framework provides the technology and best practices to help governments quickly build, customize and deploy an integrated case management system. The IBM framework provides the foundation for business process automation for all types of case management scenarios (see Figure 1).

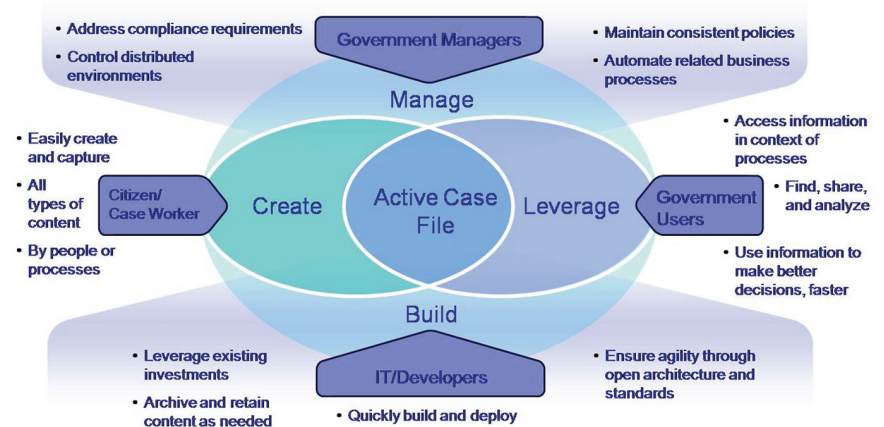


Figure 1. IBM brings together structured and unstructured data with process management to create active case files.

A case management system built on the IBM FileNet Business Process Framework provides interoperability of the various processes, which can lead to efficiencies among case workers and throughout the organization. Such a case management system is also more reliable compared to alternatives such as manual systems.

IBM provides integrated approach to help streamline case management

By integrating ECM, business process automation and collaboration capabilities, the IBM FileNet Business Process Framework approach to case management aligns people, process and policy to enable government organizations to create an efficient, cost-effective case management system. Governments can quickly build a case management system and automate processes, helping to eliminate bottlenecks and policy violations that may plague workflows.

This framework addresses several fundamental issues important to case management as government agencies automate physical documents and streamline processes to transform how they provide services, including:

- **Share documents among case workers.** By using open standards, collaboration among case workers can be automated for sharing across multiple government agencies, increasing worker productivity through faster content discovery and improved response time. Privacy and security are enforced by preset policies.

- **Store and retrieve documents.** Electronic documents require less physical storage and easy access on demand. By automating document and records management, organizations can reduce the number of data silos – allowing workers to access a broader base of information – but still enforce security policies to keep sensitive or department-specific documents cloistered.
- **Enable active case management.** Using ECM technology to integrate case files with other systems such as enterprise resource planning (ERP), the IBM framework enables active case management, putting more information at the case worker’s fingertips. Additional analysis, metrics and reporting also become more readily available.

IBM FileNet Business Process Framework helps reduce costs

The IBM FileNet Business Process Framework leverages proven, highly configurable, reusable code to form the foundation of business process automation. This reusable code helps accelerate the development of a case management program, thereby lowering development as well as training costs. This framework also gives case workers the tools they need to quickly find information and locate, assess and prioritize active cases, as well as easily add new data and documents to the case file. The result is the ability to better control business activities while helping reduce the cost, time and complexity associated with managing and using case files.

IBM ECM and BPM: A solid foundation for case management

By integrating process and policy, and by automating the process and content generated around a case file, IBM ECM software and BPM capabilities provide the tools for case workers, IT staff and government managers to be more effective at their jobs and provide better service to constituents and citizens.

For more information

To learn more about the IBM ECM portfolio, please contact your IBM Sales representative or visit ibm.com/software/ecm

About IBM ECM

As the clear market leader in Enterprise Content Management (ECM), IBM's ECM solutions help organizations make better decisions, faster by managing content, optimizing business processes and enabling compliance through an integrated information infrastructure. IBM's ECM portfolio delivers a broad set of capabilities and solutions that integrate with existing information systems to help organizations drive greater value from their content to solve today's top business challenges.

The world's leading organizations rely on IBM enterprise content management to manage their mission-critical business content and processes.



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