

Improve access to and use of information by government workers

Your people can't provide outstanding citizen service if they can't find the right document, contact the right person, or obtain the correct authorization. Imagine you could provide simple tools to help them collaborate on, find, and manage documents far more easily from the day they are created throughout their lifecycle – tools that also help your government organization achieve compliance by automating sign-offs, retention, archival, and disposal.

Today's citizens want easier access to services and information. Government agencies need simpler processes, less paperwork, and fewer interactions. Your people want collaboration solutions that will improve decision making, as well as help them to operate more efficiently and provide a better service.

One of the key challenges facing staff today is the need for easy collaboration. Efficient workflow practices are often impeded by small factors such as the inability to access appropriate documents, contact the right person, or obtain the relevant signature or authorization – all of which can slow down response times and impact negatively upon customer service.

Also, many government agencies find it hard to mount a systematic and disciplined approach to meeting government compliance regulations and record retention legislation: the weakest link for most organizations is Electronic Document and Records Management.

Microsoft technology is helping government agencies meet these challenges with a completely integrated, cost-effective Electronic Document and Records Management solution based on the Microsoft® Office system. Powerful new document management tools help you meet compliance and good governance legislation, such as Sarbanes-Oxley and HIPAA, by ensuring that your records are continuously updated, minimizing outdated information and maximizing transparency. And you'll probably find that this solution is already licensed to you under your Enterprise Agreement.

Microsoft also offers end-to-end collaboration solutions that seamlessly integrate daily applications used by your staff to the back office. Whether they want to save documents from the Microsoft Office system directly to a portal, or share email attachments, tasks

and calendars through workspaces, familiar Windows-based interfaces result in rapid adoption, greater employee satisfaction, and higher productivity.

The Microsoft Office system includes applications that help staff share information, automate tasks, schedule meetings, complete forms online, and access common calendars and address books. Using Microsoft Office your staff can collect and manage data with ease and create rich electronic forms to streamline and standardize government processes.

With Microsoft® Office SharePoint® Server you can create collaboration workspaces to connect staff with information and people within a department, an agency or across the whole of government. This technology also offers a robust enterprise search capability and enables teams to share documents, calendars, tasks, and discussions. As co-ordination becomes more complex, workflows are seamlessly integrated, allowing for activities such as document routing and approval.

Content management and administration is also easier, and to cater for new ways of working, integrated wikis, blogs and RSS feeds enable employees to network in ways never before possible. What's more, Microsoft® Office Groove® lets your mobile employees share and receive the latest information while they're away from the office.

Better still, Microsoft® Office SharePoint® Server lets you create external portals that provide a single access point, making it easier to manage and orchestrate all citizen and business connections – everything from simple requests for information to more complex transactions with backend government systems.



"When you can take a process that usually takes 10 days and reduce it down to just a few hours, you know you have chosen the right solution for the business, the employees, and the customers."

Wolfgang Muller, Customer Team Lead
Austrian Ministry of the Interior

Are your **people**  **ready?**

Featured Microsoft solution

Save time and improve team effectiveness by connecting your people, citizens, and other organizations

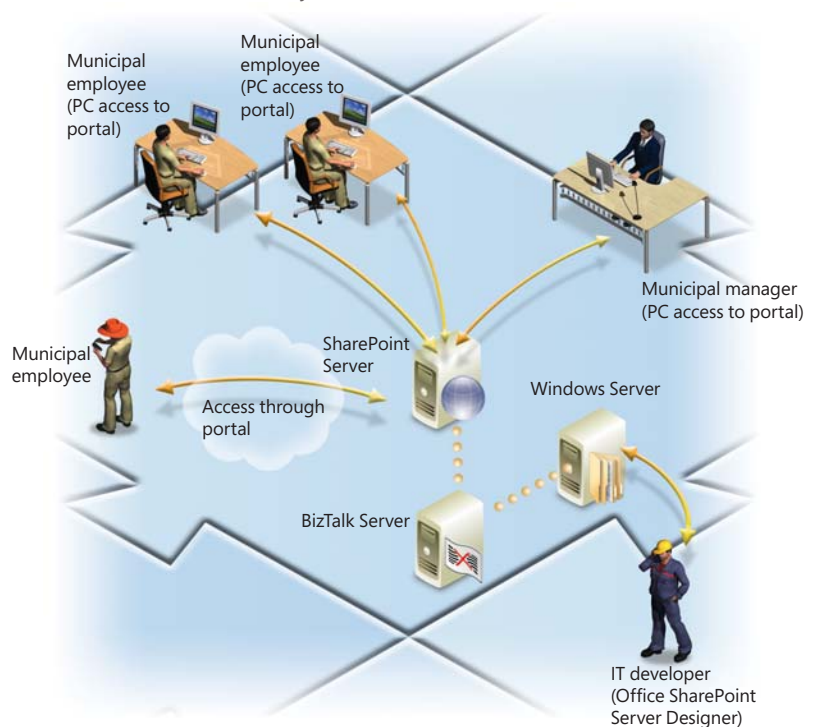
With the release of the latest Microsoft® Office system, Microsoft now offers a world-class Electronic Document and Records management platform with an integrated architecture that addresses the challenges of electronic content management. Microsoft has redesigned SharePoint® and Office applications to provide government organizations with an integrated solution for managing the entire lifecycle of different types of content, including

documents, forms, images, email, IM, and more. With the Microsoft Office system you can set up a secure records repository where you can centrally organize, store, and help protect content to meet regulatory compliance and privacy guidelines. Using Microsoft® SQL Server™ you can define and automate retention policies and manage expiration actions, including audit trails and instructions to hold records under discovery.

Records can be captured from document servers, emails, and physical records. You can define policies with regard to exactly who can open, modify, print, forward, or take other such actions. You can enable collaborative authoring with library functions, such as check in, check out, and version control. You can even create policy templates and statements to standardize actions and simplify workflows.

Relevant Microsoft technologies

- Microsoft® Office SharePoint® Server
- Microsoft® BizTalk® Server
- Microsoft® Office Enterprise
- Microsoft® Exchange Server with Exchange Hosted Services
- Microsoft® SQL Server™
- Windows Server® with Windows SharePoint Services
- Microsoft® Office SharePoint® Designer
- Microsoft® Visual Studio®



Microsoft and our solutions partners can help your organization connect and integrate your systems

Microsoft Certified Partners are independent companies that can provide you with the highest levels of technical expertise, strategic planning, and hands-on skills. Microsoft together with our partners can help your government organization to:

- Meet record-keeping, compliance and privacy requirements using a Microsoft-based electronic document and records management (EDRM) application
- Improve service with faster response times, less paperwork, and fewer errors
- Provide information that is more visible and reliable for deeper insight and better decision-making
- Create a real time collaboration infrastructure that provides all the benefits of Instant Messaging and presence integrated into other Microsoft productivity applications such as the Microsoft® Office System and Office SharePoint® Server
- Deliver team workspaces that enhance productivity and allow employees to share ideas
- Hold talks and discussions with remote internal and external parties through Web conferencing facilities
- Implement solutions that support team collaboration in offline situations, and in non-standard devices for field workers
- Deliver a secure platform for your collaboration initiatives that supports the particular policy of your agency and governance requirements

Ministry deploys Microsoft® Office InfoPath® to improve workflow and collaboration

The Town of Claremont is a Perth metropolitan council serving 6,500 ratepayers and 9,000 residents. In addition to its core local government functions, it supports the community by providing a number of recreational and cultural facilities including a museum, golf course, swimming pool, library, 18 parks, an annual Christmas carnival, and regular community events.

In 2003, the council was using a manual records management system to process all records including building permits, development approvals, health licenses, and other statutory documents. This was proving cumbersome and time-consuming, and the manual system wasn't helping the council to meet the compliance requirements of new legislation that was being introduced in Western Australia.

Situation

In 2004, the council settled on a Microsoft-based solution that provides complete lifecycle electronic document and records management (EDRM), from document creation and modification to record declaration, retention, and disposal. The functionality is provided seamlessly through Microsoft® Office System interfaces. Documents and records are held securely and can be located quickly, and easily. There is also complete integration with Microsoft® .NET

technology resulting in a very simple but powerful user interface.

Compliance

One of the most important benefits of the system has been compliance. Alan Hart, Manager of Finance and IT Services, comments: "when a document such as a building license is raised, our EDRM solution automatically captures the document, converts it to a record, and files it appropriately." This allows staff at Claremont to seamlessly capture documents that may not have been filed under the old system. As an indication of just how effective the solution has been, the council now captures and files 40,000 documents per year compared to just 8,000 using the manual system.

Efficiency

Equally important, the system enables the council to service the community more efficiently and minimize paper wastage, thereby helping them to achieve their environmental goals. With the Microsoft-based EDRM solution, all documents, files and folders are automatically archived. This has led to a substantial reduction in desktop and server space as well as human resources. This solution has increased overall system efficiency with a big reduction in errors and lost data. The EDRM solution has also

been easy to learn and use with council staff enjoying automation of what was previously a very convoluted process. On top of this, the council's IT team has been able to develop additional products using Microsoft technology to enhance their services. For example, the council recently deployed a correspondence tracking system, which now operates seamlessly with the EDRM solution to manage the workflow of their records.

Alan Hart and his team are also working towards aggregating all ratepayers' interactions with the council into a single portal so that the council and ratepayers can log on and see where they stand with regards to rates, dog registrations, development applications, and so on. They are also expanding the Web site to include the library catalog so that citizens can renew borrowings online without visiting the library.

"Everything we're building is Microsoft-based and we want to keep it that way so that new developments can be easily integrated with existing solutions and with high levels of security."

*Alan Hart, Manager of Finance and IT Services
The Town of Claremont, Australia*

www.microsoft.com/australia/publicsector/seamlesslocalgov/resources/casestudies

Overview: The Town of Claremont, a local authority in the Western Suburbs of Perth was looking to meet new compliance requirements as a result of the introduction of new legislation. By replacing a complex manual system with a Microsoft-based Electronic Document Management and Records Management solution, they were able to meet the new compliance requirements, and gain other significant benefits.

Business Situation

New legislation and the need for greater efficiencies prompted the council to replace its convoluted old records management system, which was used to store all records manually, including building permits, development approvals, health licenses, and other statutory records.

Solution

A Microsoft-based Electronic Document Management and Records Management solution now enables the council to simplify administration and meet legislative and regulatory compliance for the storage and retrieval of records.

Benefits

- Compliance
- Increased security
- Improved efficiencies
- Greater ease of use

Software & Services:

- Microsoft® Office InfoPath®
- Microsoft® Office Professional Edition
- Microsoft® SQL Server™