

Standardize the creation, management, retention, and use of forms

Imagine if your staff could rapidly access electronic documentation, and act on it. Picture a streamlined process for electronic forms that automatically routed them to the next in line for approval. Imagine if they were automatically stored in the appropriate place and retained for the right length of time. A Microsoft-based eForms solution can do this and more, creating a 'people-ready' organization where staff are empowered to be far more effective with their time, having everything they need at their fingertips.

Government agencies are under pressure to operate more efficiently and serve stakeholders more effectively. At the same time there has been tremendous growth in the volume of information and increased legislation regarding the safety and storage of data.

As a result, many government bodies are looking to improve operational efficiency by adopting a standardized process for documentation processing and storage. With an integrated eForms solution, government staff can reduce task duplication and minimize time wasted in creating and retrieving the forms needed for basic applications, such as permits and fees, while providing consistency in customer experience.

Microsoft® Office InfoPath® enables staff to collect and manage data with ease and create rich electronic forms to streamline and standardize government processes and procedures.

Microsoft-based case management and records systems can also help staff quickly and securely access and update information regardless of where they are located, with support for mobile devices. It's also easy to automate workflow and approval processes using Microsoft® Office SharePoint® Server with out-of-the-box templates to get you started.

Microsoft® Office Outlook® even prompts staff when they attach a document to an email message as to whether they would like to create a Document Workspace for the attachment, so others can get updated versions of the document as the contents change and see who else is working on the document through the use of presence technologies.

Microsoft, together with our partners, provides eForms for procurement solutions that can meet the stringent requirements of governments. These include features such as tender creation, approval, publishing, bidding, automatic evaluation, and notification, comprehensive security with two-factor authentication, digital signatures, encryption, audit trails, privilege-based user access, digital notarization and date-stamping, as well as monitoring tools that can provide insight into schedule adherence, contract monitoring, compliance tracking, spending analysis, bid history, and purchasing patterns.

A Microsoft Office SharePoint Server eForms solution can maintain integrated records management capabilities that give government organizations the capability to store and help protect records. Expiration policies applied to these records help ensure that the records are retained for the appropriate time period to comply with regulations or legislation, such as Sarbanes-Oxley or HIPAA, thereby helping to mitigate legal risk to the organization.

Audit trails help provide proof to internal and external auditors that records have been retained appropriately. Holds can be placed on specific records under legal discovery to prevent their destruction.



"The residents feel more secure and comfortable with the city, because when they call for answers to questions, we have the answers right there for them, on hand."

Tasha McCoy, Administrative Analyst
Office of the Mayor of the City of Camden
United States

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

Featured Microsoft solution

Centralize eForms processes, management, and deployment

Microsoft forms solutions based on Microsoft® Office InfoPath® are easy to deploy and manage. Staff can use both browser-based and mobile Office InfoPath forms with forms design and development integrated naturally into their workflow. The foundation is provided by a unified storage architecture based on Microsoft® SQL Server™, which acts as the repository for all types of content.

With Office InfoPath and the InfoPath Forms Services capabilities of Microsoft® Office SharePoint® Server, you can administer and deploy your government eForms beyond your firewall.

You can also control the distribution and use of your electronic forms. For example, by applying information rights management

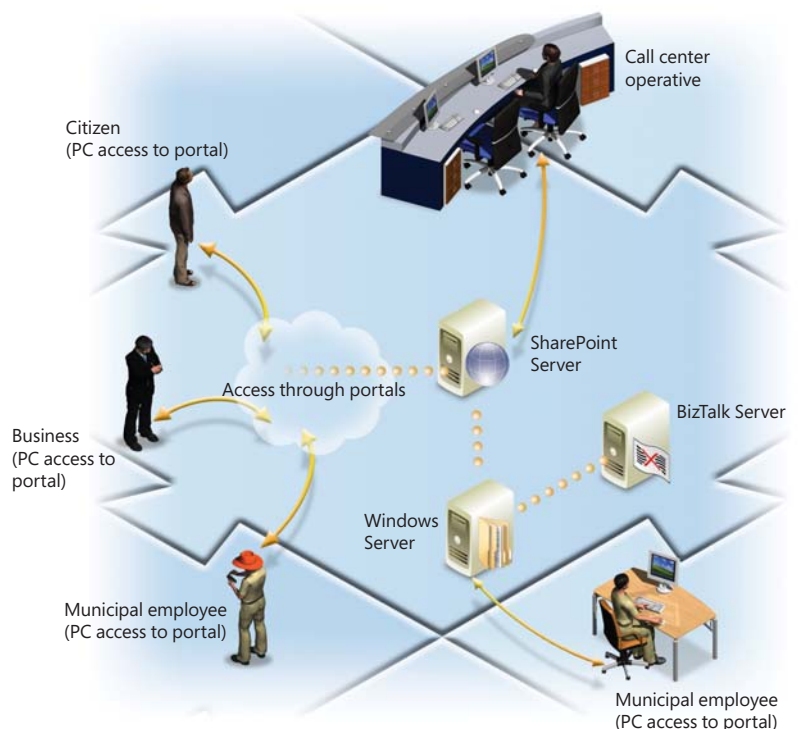
properties to form templates, form designers can help prevent others from using or distributing forms inappropriately.

The Microsoft® Office system streamlines data collection through integration with Office InfoPath. Electronic forms can be presented as stand-alone forms in the Office InfoPath

client or in the browser; embedded in Microsoft® Office Word and Microsoft® Office Excel® documents (through customizable Document Information Panels and Programmable Task Panes), or embedded in Microsoft® Office Outlook® email messages.

Relevant Microsoft technologies

- Microsoft® Office InfoPath®
- Microsoft® Office SharePoint® Server
- Microsoft® BizTalk® Server
- Microsoft® Office Enterprise
- Microsoft® SQL Server™
- Windows Server®



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 and our partners can help your government organization to:

- Build eForms solutions that validate data, integrate into business systems, and guide users through an easy form completion experience
- Get the right information the first time by providing real-time validation, prepopulated fields, and connections to important sources of information
- Centralize management of electronic forms for the entire organization so you can gain better control over your forms management solution
- Streamline complex processes using advanced form design capabilities that let you create dynamic interactive forms that connect users to the right data
- Create preconfigured data connections, form layout, XML structure, and other components, so any designer can add them to a form without requiring support from developers or administrators

Information management solution improves operational efficiencies

SharePoint initiatives

The City of Camden in New Jersey, United States, desperately needed to revitalize their ailing municipality which had fallen on hard times in recent years to the point that the State of New Jersey stepped in to help.

In compliance with a legislated 24-month turnaround plan, the city was directed to upgrade its information technology environment.

Working with Microsoft and partner Infusion Development, the Camden Success Project was developed to help turn around and streamline city operations. It was designed specifically to help ensure quality service for residents, as well as accountability and enhanced collaboration across city departments. Tracking key performance indicators by department has enabled city officials to make more informed management decisions and to encourage proactive rather than reactive efforts on behalf of Camden residents.

Streamlining administration processes

With the ultimate goal of improving the lives of its residents, Camden City officials focused first on putting the right tools in place to become more responsive and accountable to its citizens.

"Since I've been mayor, the mission of the City of Camden is delivering services to the

resident. With a city where resources are limited, we have to be very careful that we use our resources to the best advantage," says Gwendolyn Faison, Mayor of the City of Camden.

Greater accountability

A benefit of the City's Camden Success Project, which focuses on streamlining operations and improving efficiencies, is the results from the emphasis placed on accountability. The Contact Camden component involves not only recording a Camden resident's service request or complaint, but also ensures that it is referred to the appropriate department, that follow-up is initiated when applicable, and that progress is tracked against an established service timeframe. The status of all projects is monitored through the Mayor's Digital Dashboard. These efforts help ensure that the City of Camden remains focused on being responsive to its residents' needs.

"The system enables the employees to have a greater sense of control of the situation, because the information that they have is really right at their fingertips."

Tasha McCoy, Administrative Analyst, Office of the Mayor of the City of Camden, United States

"With our new technology, once an employee inputs a complaint or service request, we can see when it began, can check the progress, and can see when it was finished. We're now looking at a matter of days, where it used to take days and days, and even weeks. This is the way to go for accountability; it can't be beat. It's the best way to get the job done and save money for the taxpayers," Mayor Faison adds.

Improved report accuracy

Camden City employees are now empowered to work more proactively and cooperatively. Previously, one City department didn't necessarily know which projects another was working on. In some cases it was the same one which resulted in a duplication of both time and effort. The system now allows all City departments to be aware of and easily communicate with each other toward resolving a resident's service request or moving forward on an important local project.

"The efficiency of City operations is much better now because of the accountability and I think City employees appreciate this too because it elevates their performance. If you elevate this performance, it benefits the citizens, and then it benefits the city as a whole. It's a big circle of influence that has a positive impact," Judge Davis adds.

www.microsoft.com/casestudies/casestudy.aspx?casestudyid=4000000941

Overview: Microsoft® and partner Infusion Development improve the lives of the residents of the City of Camden in New Jersey.

Business Situation

The City of Camden in New Jersey had fallen on hard times. The State of New Jersey stepped in under the Municipal Rehabilitation and Economic Recovery Act and initiated a 24-month turnaround plan to assist the ailing city of about 79,000 people.

Solution

Microsoft and Infusion Development created the Camden Success Project to streamline city administration processes and ensure that resident service requests and city operations are managed efficiently.

Benefits

- Saved 7176 person-hours per year
- Eliminated double data entry
- Reduced paper handling
- Improved report accuracy
- Standardized reporting processes

Partner(s): Infusion Development

Software & Services:

- Microsoft® Internet Information Services
- Microsoft® Office InfoPath®
- Microsoft® Office Professional Edition
- Microsoft® Windows Server
- Windows® XP Professional

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Part No. 098-109029

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