

## **IBM ECM Solutions – Essential for State and Local Government Agility**



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## Overview

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*The IBM FileNet P8 platform provides state and local governments with an integrated suite of Enterprise Content Management (ECM) and Business Process Management (BPM) solutions that enable agencies to more effectively manage information, records, and processes.*

## FileNet Solutions – Essential for State and Local Government Agility

“Do more with less” has been the mantra of state and local government operations since 2002, when budget deficits were at their worst since World War II.<sup>[1]</sup> According to a March 2006 Government Technology report, this trend has reversed, with state and local governments demonstrating a seven percent overall increase in spending. Despite this trend, several aspects of state operations face looming spending increases in the near future, with programs such as Medicaid, which occupies 22 percent of states’ overall revenue, expected to consume 75 percent of all new state revenue in 10 states by 2009.<sup>[2]</sup>

Although overall spending may be up, state and local agencies continue to operate on limited resources – both human and financial – forcing them to find solutions that increase operating efficiencies and provide a rapid return on investment. As a result, agencies continue to seek to overhaul legacy systems in order to automate internal processes and adopt better information management practices – enabling better service to citizens. To streamline operations, optimize Information Management (IM) investments, and deliver high-quality service to citizens, agencies must seek solutions that enable automation of information, records, and process management. Solutions must be capable of handling structured and unstructured information stored across repositories, physical sites, and agencies. Enterprise Content Management combined with Business Process Management offers agencies this essential foundation – enabling them to more easily capture, share, and exchange information with one another – critical in today’s environment characterized by inter-agency collaboration and electronic records.

As state agencies and departments continue to focus on improving governance and productivity of programs, their processes and policies are constantly being analyzed and measured. Enterprise Content Management alone cannot bring true value to state and local organizations. Since it is the underlying processes that bring true value to managing content (Forms, Documents, Records, Email), an integrated approach of business process and content provides increased productivity, reduced costs and minimized complexity. An integrated business process management and enterprise content management infrastructure supports more effective and rapid decision-making capabilities for government workers, thereby increasing service levels to the citizen. Therefore, an integrated business process management and content management approach is required.

[1] Government Technology, “No Red Ink Showing on State Ledgers,” July 12, 2006

[2] Government Technology, “Beyond the Beltway 2006: State and Local Government IT Watch,” March 15, 2006

### **The IBM FileNet Solution**

IBM's FileNet P8 platform provides state and local governments with an integrated suite of Enterprise Content Management (ECM) and Business Process Management (BPM) solutions that enable agencies to more effectively manage information, records, and processes. Enabling business process control, consistency, and improvement across the government enterprise, IBM's FileNet suite of ECM solutions optimize existing technology investments and scale to meet the evolving, diverse needs of state and local government agencies.

### ***IBM FileNet Business Process Manager***

IBM FileNet Business Process Manager (BPM) controls the flow of work throughout an agency by streamlining, automating, and optimizing processes – creating, managing, and enforcing a unified process management infrastructure. Optimizing limited human and financial resources, and improving the ability for agencies to make fast and accurate decisions, IBM FileNet BPM can also be used to automate and improve speed and accuracy of document coordination between various state and local agencies.

### ***IBM FileNet Content Manager***

With IBM FileNet Content Manager, state and local governments can more effectively manage, find, and share files. Content Manager allows departments to access information from numerous sources by federating relevant information to a single source for content – enabling increased visibility and access to all the available information, allowing departments to make quick and accurate decisions.

### ***IBM FileNet Records Manager***

IBM FileNet Records Manager allows state and local government departments to manage their records while meeting each state's mandated records retention schedule. Using FileNet's ZeroClick technology, Records Manager combines content, process, and connectivity to automate and streamline all records-based activity files – automatically designating files as records using rules put in place by local experts. FileNet ZeroClick eliminates burdensome end-user participation and enforces policy compliance at the technology level, which reduces human error and employee time spent processing paper records.

### ***IBM FileNet Email Manager***

IBM FileNet Email Manager automatically indexes and archives email and corresponding attachments to a repository. FileNet Email Manager automates the process of capturing email messages as official records while complying with retention regulations – essential as this critical communication tool plays an ever-increasing role in day-to-day operations of government agencies. Additionally, email content becomes a record of information that departments can use and integrate with other applications to improve processes and operations.



***IBM FileNet Forms Manager***

Using IBM FileNet Forms Manager, state and local governments can design, deploy, and process electronic forms for various departments, such as retirement applications or workers' compensation claims. Creating these forms suitable for distribution via agency websites, agencies can increase forms accessibility for citizens, while significantly reducing the paper and forms processing burden. Further, Forms Manager enables creation of a digitized document ready for interaction with other system applications.

***IBM FileNet Image Manager***

IBM FileNet Image Manager allows departments to create and manage electronic images of documents – enabling significant reduction in paper storage requirements and minimizing the problems inherent in a paper-based system. Further, Image Manager enables departments and agencies to make documents accessible online for integration with other systems and other agencies.

***IBM FileNet Team Collaboration Manager***

IBM FileNet Team Collaboration Manager promotes more effective and efficient decision-making across state and local governments by providing the contextual framework and collaboration tools, including discussion forums, live meetings, and interactive polls, to enable group members to share information and facilitate decisions. As departments and agencies increasingly collaborate to achieve common objectives and priorities, Team Collaboration Manager provides the critical infrastructure to enable this cooperative operating environment.

***IBM FileNet Web Site Manager***

IBM FileNet Web Site Manager enables and simplifies the creation, approval, and publication of Web content and complex documents to multiple Internet, intranet, and extranet sites, in multiple formats – an essential component in today's information-driven society. Web Site Manager provides a fast, secure, and widely-available means of information distribution – enabling rapid and wide-spread distribution of information regarding state issues.

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