IBM Information Management software

DSS
Government Dynamic Case Management

Partner Solution

■ **Target Industry**
Government

■ **Business Application**
Case Management

■ **Products**
IBM FileNet Content Manager
IBM FileNet Business Process Manager
IBM Websphere Web Application Server
IBM Cognos

Business Challenge

In Mexico, each government organization or agency has an office for the receipt of various documents (e.g., notifications, petitions, invitations, etc.) made directly by citizens and from federal, state and municipal government agencies and the private sector. The objective is to get all documentation to the appropriate internal destinations on time and in order to monitor the resolution of petitions and to notify the various parties as to resolution in those cases where there is a legal requirement to do so. Additionally, the Transparency Law demands a detailed registry of every activity regarding case management for any operational audits.

The receiving offices and the administrative units involved in the reception, monitoring and reporting of these very diverse cases have a number of challenges. Most of the requirements are not captured via predefined processes and little automation is employed. As a result, cases are often built and defined along the way, resulting in time delays and labor intensive processes. Additionally, these agencies struggle due to the fact that they lack the ability to:

- gain visibility into case management activities and personnel assigned to each case at any point in time;

- generate automatic notifications through email based on predefined rules;

- catalog, typify, filter and delegate tasks among the wide range of case types received according to a dynamic definition of responsibilities and powers;

- adhere to specific due dates for actions, via the support of automatic alerts;

- participate in automatic task execution based on user defined rules, and without the involvement of the IT department;

- support ad-hoc reporting and analysis requirements;

- generate electronic document files based on the nature of the case, and have them automatically assigned to the correct authority, and processed based on the priority level or corresponding procedure.

The Solution

DSS Government Dynamic Case Management automates case management, enabling the "paperless office". It is specifically designed to assist government agencies in monitoring Program Management Improvement (PMG) compliance and supporting business automation for improved document management, business execution and transparency.

The system supports application origination from email, via phone and via personal interview. If the

application relates to a known process, the case is routed and assigned to the correct personnel. If the application requires an immediate response as the request is recorded, the system automatically generates a response. In instances where an application is determined invalid, the system records this determination and automatically generates an official response to this end. In situations where the application is more involved and requires dynamic allocation and tracking, the solution enables the case to be assigned and processed in a phased manner, as well parallel processed, to generate case resolution.

Value Proposition

The Government Dynamic Case Management solution:

- Improves employee productivity by as much as 80 percent, improving cycle time and expediting case resolution;

- Increases the efficiency of government administrative units and reduces lost documentation;

- Lowers costs, both in regards to printing and courier expenses as well as human resources required to handle the file;

- Improves responsiveness to priority cases and overall service levels provided by each government agency to constituents and other government bodies; and,

- Ensures proper procedures are adhered to, reducing the risk of sanctions due to legal breaches.

The DSS Government Case Management solution is highly customizable and flexible to quickly and easily respond to new regulations as they arise.

Company Description

DSS is a business solutions firm focused on business processes automation, business intelligence, and Information Management Solutions based on IBM Enterprise Content Management (ECM) and IBM Cognos technologies.

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