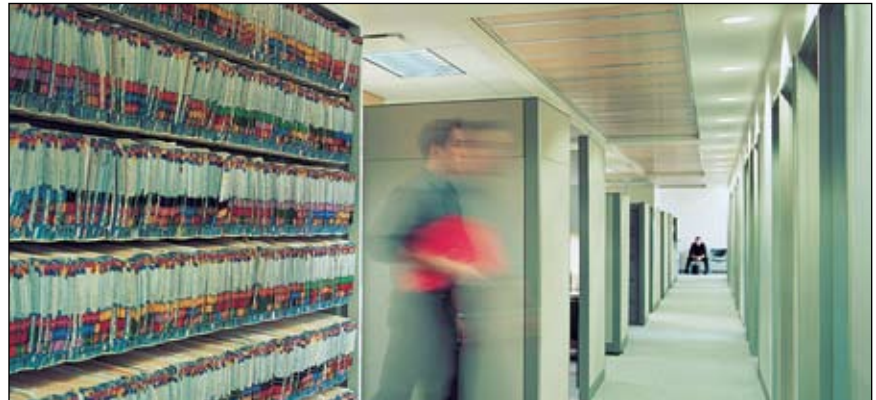


IBM Enterprise Content Management: Streamlining operations for environmental compliance

Highlights

- *Helps improve operational efficiency and lower costs*
- *Provides capabilities that enable government organizations to better monitor and enforce environmental compliance*
- *Enables rapid access to information during legal proceedings or disaster/incident response scenarios*
- *Increases transparency and makes information more readily available*
- *Creates audit trails to help support environmental compliance and to mitigate risk*
- *Provides the ability to process applications, permits and other documents in a timely manner*



Protecting the environment is top of mind for citizens, businesses and government. Today more than ever, governments face growing pressure to enforce strict compliance with environmental protection regulations, while streamlining their operations and doing more with less. Success depends on effective information management strategy and vision.

To better monitor and enforce environmental compliance, it is essential that government organizations replace traditional methods of reporting, fee collection and enforcement with a more efficient approach that eliminates cumbersome paper trails, shortens fee processing times and reduces administrative overhead. Organizations must increase transparency and make

information readily available, yet maintain strong information audit trails. The ability to access information quickly and easily for legal discovery and litigation is also vital.

IBM Enterprise Content Management for environmental compliance

IBM® Enterprise Content Management (ECM) automates the capture and management of environmental compliance information to enhance operational efficiency and data access while providing greater transparency for citizens and the private sector. A unique framework component of IBM ECM helps government organizations rapidly develop applications for environmental protection—at a lower cost, in a shorter time period and with minimal resources.

IBM ECM components include:

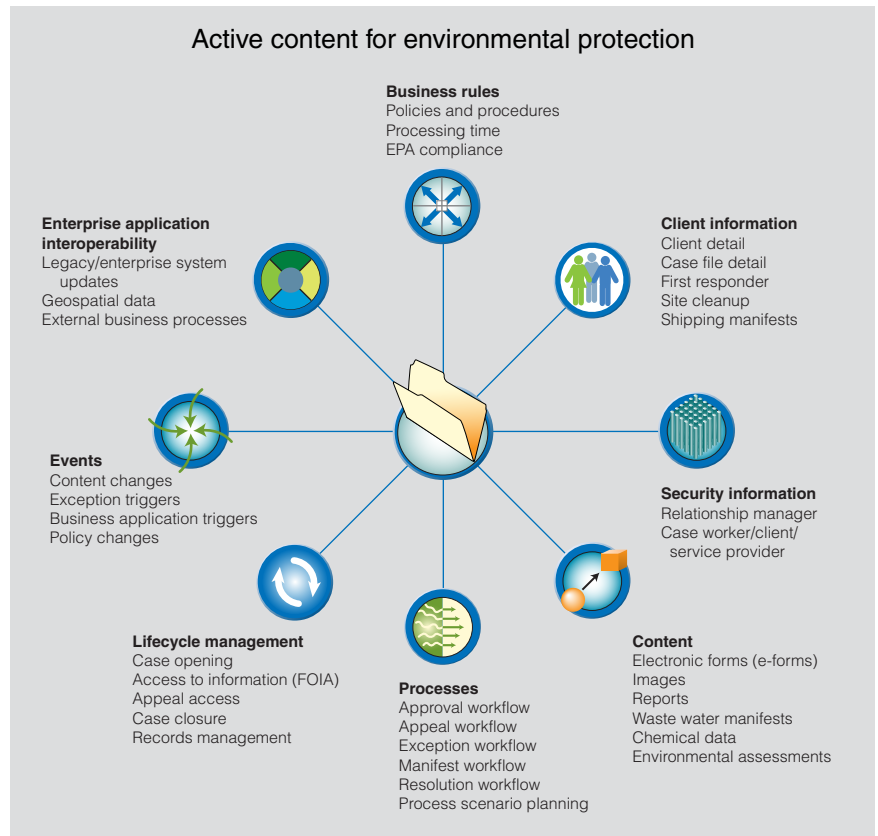
- **Records management**—Environmental compliance requires that government agencies adhere to complex regulations, which often demand detailed tracking of documents and actions. IBM ECM records management can help simplify these processes by automating the capture, classification, access, auditing, monitoring and preservation of electronic and physical records.
- **Business Process Framework**—This unique framework provides government agencies with the necessary tools to automate, integrate and optimize business processes throughout the organization and conduct “what if” planning for a variety of environmental scenarios, as well as tools to rapidly develop content-centric applications for environmental compliance enforcement.
- **Search and discovery**—Automated search and discovery enables organizations to pull together information across agencies and departments for a more complete record to support litigation, address Freedom of Information Act (FOIA) requests or respond to an incident. In the event of a hazardous materials spill, for example, key information might include shipping manifests, approvals, records of past violations and any special concerns, such as nearby protected wetlands.
- **Electronic forms**—As part of an IBM ECM deployment, electronic forms are essential tools for reducing overhead and streamlining a wide variety of environmental compliance processes, from permitting and fee collection to reporting. Applications, citizen information requests and other documents can be fulfilled and processed more quickly and economically via the Internet using online forms.

Simplifying administration and creating active content for informed decision making

Two key components of IBM ECM—active content and electronic forms—enable governments to become more adaptive to changes in circumstances. By combining content with business processes and linking content delivery to applications, active content provides the information that enables timely, more effective decision making. Information audit trails based on active content also help ensure that data can be verified as authentic, providing auditability and accountability.

Intelligent electronic forms—and advanced document recognition applied to scanned paper documents—can automatically trigger a variety of management processes. For example, information from a hazardous material manifest can be used to automatically calculate transportation fees. Automatic error detection, elimination of redundant or inconsistent data and identification of reporting violations to aid enforcement not only simplify administration, but also help to lower costs.

Figure 1. By activating content, government organizations can automate a wide variety of business processes and resources.



Case in point:
Reporting and fee collection

Using IBM Enterprise Content Management, organizations can quickly build an environmental compliance application. One example is a state government that developed an application to address reporting and fee collection (RFC) for waste management. With the new ECM technologies in place, the enhanced RFC process increases operational efficiencies by:

- *Tracking transportation of hazardous and non-hazardous materials through the jurisdiction*
 - *Improving process management and helping to reduce expenses*
 - *Streamlining manifest and quarterly/biennial report processing*
 - *Managing fee collection*
 - *Auditing documentation and revenue streams to detect fraud*
-

Using business process management to make agile environmental compliance a reality

IBM ECM incorporates a unique business process management (BPM) framework. Government organizations can use this framework to facilitate rapid prototyping of environmental compliance applications to fit their specific needs. On average, a customized application can be up and running in one to four months—from design through deployment. Once an application is in place, the BPM framework provides a common foundation for rapidly adding more ECM capabilities or additional applications.

Enabling proactive and reactive management for environmental protection

The nature of environmental protection requires government organizations to manage information both proactively and reactively, gathering data on an ongoing basis and then applying it to mitigate a disaster or support litigation. IBM ECM and the BPM framework provide both capabilities.

Governments can proactively collect data needed to enforce regulations by implementing content federation to coordinate data collection and storage across multiple repositories, thereby enabling content analytics to support risk assessment and trend analysis. When an incident affecting the environment occurs, the same applications and data repositories enable the organization to rapidly deliver relevant information to first responders, find and use information to support regulatory action and identify relevant data to make better decisions about tasks such as site cleanup and remediation planning.

Electronic forms provide a cost-effective alternative to paper

By facilitating the move from paper to electronic forms, IBM ECM can help generate significant cost savings. For government agencies, reducing paper costs alone can justify investments in an ECM solution. With the high cost of using paper—billions of dollars are spent on preprinted forms in the U.S. each year, yet many of those forms are wasted—electronic forms have emerged as a proven cost-saving strategy. They can help reduce the expense of manual data entry and error correction, eliminate paper supply costs and replace physical storage with less costly electronic archiving.

IBM Enterprise Content Management: A flexible, comprehensive solution

IBM ECM is designed to help governments streamline operations and reduce expenses while increasing environmental compliance and improving customer service—benefits that are key when navigating detail-rich environmental compliance regulations. Together, IBM ECM and the BPM framework provide the foundation for a flexible, comprehensive and cost-effective solution to today's information management and environmental compliance challenges.

For more information

For more information about environmental compliance in government and the IBM ECM compliance portfolio, please contact your IBM marketing representative or visit ibm.com/software/data/content-management/products/compliance.html



© Copyright IBM Corporation 2008

IBM Software Group
Route 100
Somers, NY 10589

Produced in the United States of America
March 2008
All Rights Reserved

IBM and the IBM logo are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries or both.

Other company, product or service names may be trademarks or service marks of others.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates. Offerings are subject to change, extension or withdrawal without notice.

All statements regarding IBM future direction or intent are subject to change or withdrawal without notice and represent goals and objectives only.