

WebSphere® software

## Castilla y León Regional Government administers social services with IBM



### Overview

The Social Services agency administers social programs for the regional government of Castilla y León, one of Spain's 17 autonomous regions.

#### ■ **Business need:**

Spain's recent passage of a law promoting care and autonomy for dependent people compelled the agency to reengineer its IT systems to comply with new regulations as well as provide better service to citizens.

#### ■ **Solution:**

Social Services decided to place all of its programs under a central process management system to automate much of its work and shorten its time for delivering services. For this, it selected an IBM® FileNet® Business Process Manager as its business process management (BPM) system, and Microstrategy for statistics and scorecard balancing. The agency also invested in IBM WebSphere® ILOG JRules, the market-leading business rule management system (BRMS), to facilitate the

development, deployment and maintenance of the business rules governing the complex decisions to be taken in the process. For instance, a rule-based decision service is used to score applications and assess eligibility. The system has allowed the agency to adapt quickly to the new regulatory framework, and provides greater flexibility for implementing future policy changes.

#### ■ **Benefits:**

- Better service
- Rapid compliance
- Business user access to rules
- What-if simulation
- History of rules

The regional government of Castilla y León, one of Spain's 17 autonomous regions, administers a broad range of social programs through its Social Services agency. More than 50,000 people benefit from the agency's social assistance programs for the disabled, elderly and younger, and child protection. For more information on the agency, please visit [www.jcyl.es](http://www.jcyl.es)

## **Challenge**

Spain's recent passage of a law promoting care and autonomy for dependent people, including the elderly and disabled compelled the agency to reengineer its IT systems for implementing programs. The law not only introduced new social benefits, but backed them with precisely defined eligibility criteria. The agency launched the project, called Social Services Unified Access System (SAUSS), to comply with the new complex regulations, and more generally, provide better service.

## **Solution**

The SAUSS project involved putting in place a new organization as a single point of contact for citizens and implementing a centralized process-oriented management system for granting benefits, automating the agency's work and shortening services delivery.

For this, the agency is relying on IBM FileNet Business Process Manager as its BPM system, Microstrategy for statistics and scorecard balancing, and IBM WebSphere ILOG JRules to facilitate the development, deployment and maintenance of the business rules governing the complex decisions to be taken in the process.

For instance, a rule-based decision service is used to score applications and assess eligibility.

Social Services' IT department no longer has to recode applications associated with SAUSS to implement new policies and regulations. All the business rules governing the new system are stored in a central repository. The agency's policy managers can access the repository through a Web-based interface to review, modify, test and redeploy rules to implement changes directly. Furthermore, as the decision logic is managed separately from business processes, policy changes have no impact on business processes themselves.

The new system has greatly improved the productivity of approximately 600 agency personnel. It lets them handle the greater number of cases resulting from the introduction of the new law. The system automates the processing of most of the paperwork, allowing the agency's staff to focus on handling exceptional cases. Even though the number of cases has increased significantly, each application is processed much faster, enabling the agency to deliver services in far less time on average.

The SAUSS system was assembled by Thales, a system integrator and IBM Business Partner. Two people—one from Thales and the other from the agency—were primarily responsible for developing the system. They prepared for the project

***“We identified the business rule management system as a key component for improving the agility of our IT architecture in order to cope with regulatory and internal policy changes. We chose IBM WebSphere ILOG JRules because of the depth of its functionality, robustness, and ease of use and integration.”***

***-- José María Molina,  
Project Director, IT Department  
Social Services, Social Services  
Management, Family and Equal  
Opportunity Council, Junta de  
Castilla y León***

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**Products and services used**

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*Software*

- IBM WebSphere® ILOG JRules
  - IBM FileNet® Business Process Manager
  - IBM FileNet® P8 Platform
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by attending an IBM WebSphere ILOG JRules training course given by IBM Software Education Services. In all, the project lasted one year. The system was developed to run in a Java environment with Microsoft® Windows 2000.

**Benefits**

The agency had gained significant benefits from the new system:

- Faster delivery of social benefits through a clear process that requires less interaction between the citizen and the administration
- Transparent and fair decisions through consistent scoring and application of eligibility criteria
- Empowerment of policy managers with a powerful, user-friendly interface that allows them to review, validate and maintain policies directly
- Flexibility to adapt faster to new and changing regulations
- Ease of integration with the IBM FileNet P8 Platform for developing custom enterprise systems
- Better management of business processes, which are impacted less by policy changes



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