opentext™

OpenText Extended ECM for Government: Simplify digital transformation in public sector

OpenText™ Extended ECM for Government supports federal, state and municipalities shift from paper-based to electronic record files and builds a platform to support current and future digitization initiatives. This white paper offers an introduction to Extended ECM for Government, its functionality and the benefits it brings to public sector organizations.

opentext™

Contents

opentext™

OpenText Extended ECM for Government provides digital file and case management that meets the requirements of a modern, digital administration in central and local government, as well as municipalities. The solution adds value in all areas where digital file management, case management, content lifecycle management and integration capabilities into various environments and leading applications are required. It manages the lifecycle of content in a compliant way, meeting government laws and standards, and enables efficient processes and effective collaboration.

It is a feature-rich solution with Enterprise Content Management (ECM) capabilities, such as document management, file plans, records management (including long-term archiving) and collaboration, which supports the requirements to meet governmental laws and standards.

The solution:

- Eliminates paper and change of medium (media break) with a digital file.

- Enables direct access anytime and anywhere and fosters collaboration.

- Offers a simple and intuitive user interface in various environments.

- Provides workflow and case management for efficient back-office processes.

- Automates content capturing, creation and multi-channel distribution.

- Integrates content into business processes using standard technology.

- Highly scalable for high volumes and large number of users

- Complies with capturing and secure long-term storage requirements.

The digital mandate in public sector

Initiatives for digital government in various countries around the globe call for a new digital era in the public sector. Examples include the directive in the United States to build a 21st century digital government, Singapore's eGovernment initiative, Germany's EGovernmentAct (EGovG), the South Australian Office for Digital Government's digital transformation strategy and the UK Government Cabinet Office and its Government Digital Service initiatives. The aim is to lay the foundation for a digital administration to create simplified and more efficient processes for federal, state and local authorities.

The reality, however, is often a very large administrative paper trail that slows down processes and affects responsiveness. Where applications support the various processes, they are often isolated rather than interconnected solutions, and do not enable collaboration inside teams and across departments.

Key to delivering a digital strategy is an electronic file that captures all relevant content and manages its lifecycle, eliminates paper and integrates unstructured content with business processes and systems. Enter OpenText, with unrivalled public sector experience and market leading, innovatively designed solutions purpose-built for modern government. Extended ECM for Government enables digital processes
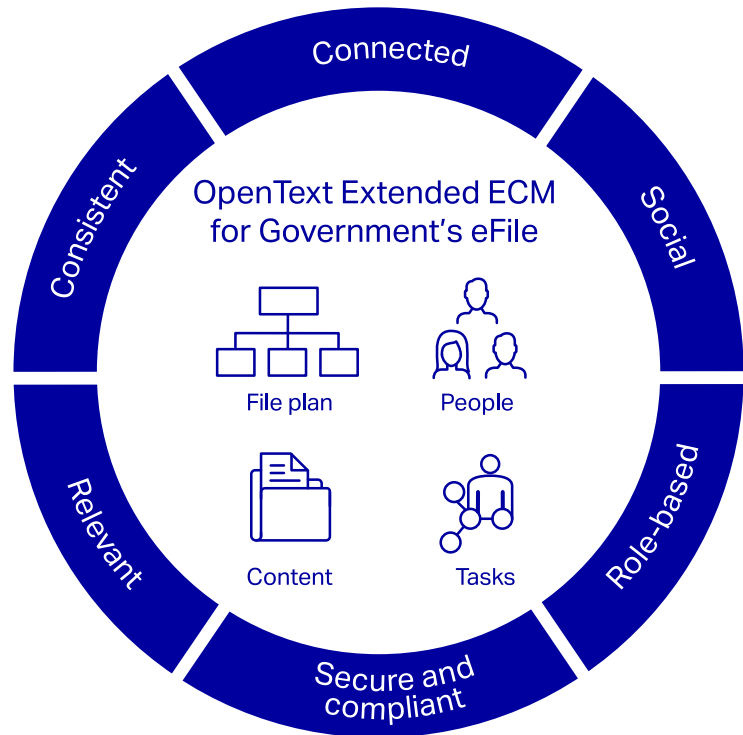
opentext™

Extended ECM for Government enables digital processes

Extended ECM for Government is a digital file management application based on international standards, such as DoD, MoReq2 and CMIS, that complies with applicable regulations. It is an extension of the OpenText™ Extended ECM Platform, a mature and comprehensive Enterprise Content Management solution. Extended ECM Platform is characterized by its ease of use and seamless integration into different user environments and business applications.

With its standardized interfaces, such as Content Management Interoperability Services (CMIS), web services and Rest APIs, Extended ECM for Government integrates into various leading applications and enriches business processes with timely and relevant content. It also uses data from leading applications to present content in the relevant business context to the user inside, as well as outside, the application.
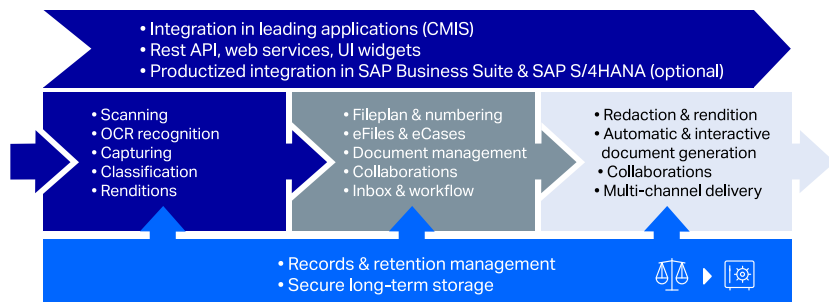
The core capability of Extended ECM for Government is the management of content throughout its entire lifecycle, including secure and compliant long-term storage and support for back office processes with workflow and case management. Integration into business applications and utilizing business data ensures that information is relevant, consistent and delivered in context to the end user. The solution provides role-based access, where the role steers the user interface and assigned tasks, as well as functional, organizational and access rights. Collaboration spaces for teams, social features and workflow capabilities promote process efficiency and teamwork across departments and spanning applications as the content follows the process.

Connected · Social · Role-based · Secure and compliant · Relevant · Consistent

OpenText Extended ECM for Government's eFile

File plan · People · Content · Tasks

opentext™

Functionality in detail

Enterprise Content Management

Extended ECM for Government is designed to help individual users, teams and organizations reduce the amount of time and effort spent managing, organizing and sharing information across business processes. With its underlying secure and centrally managed content repository, Extended ECM enables the storage, control and retrieval of any type of electronic and physical content so users can deliver the right information, to the right person, at the right time, every time.

Extended ECM for Government functional overview

The solution meets the fundamental requirements of an ECM strategy with the following capabilities:

- Document management (version control, access control and approvals)

- Capturing and ingestion

- Records management (for the full lifecycle of both electronic and physical records)

- Document-centric workflows

- Archiving (for access to archived information across any storage medium)

- Collaboration

- Content access

Document management controls content of all types and formats (office applications, emails, images, videos and renditions). Check in/check out, version control for simple and compound documents, audit trails, comprehensive search, user, group and role-based access controls and security clearance are some of the most notable functions.

It also includes flexible and powerful metadata categorization to enrich content with structured data to create custom properties, control document status and support content search and retrieval. The classification of content allows for the definition of role-based information taxonomies and business information views.

Comprehensive search capabilities include full text and attribute search, as well as faceted search based on metadata contained in folders and documents. An easy way to navigate to a specific folder or document is the faceted search, which narrows results based on different attributes attached to the content. There is also an advanced search option to build and store more complex search patterns.

The content can be accessed in the web-based OpenText Smart UI and inside Microsoft® Office applications, including Microsoft® Outlook® and Microsoft® SharePoint®, and mobile browsers on tablets or smart phones, depending on the user's preference.

eFiles and eCases

Extended ECM for Government provides special business workspaces called eFiles and eCases. These workspaces group content, manage metadata and provide business data, such as the department responsible for the eFile or eCase, or a team working on the case. For each eFile and eCase created, a unique reference number is assigned based on flexible rules which can, for example, include the file plan position and responsible department.

eFiles, eCases and documents can be assigned to users, workgroups or organizational units so that users can easily locate the daily work in their inboxes.

Access to files and documents is controlled by an extended authorization paradigm based on roles and organizational structure. Access rights are controlled on a user, group and role-based level and can be further refined with functional rights, confidentiality levels, etc.
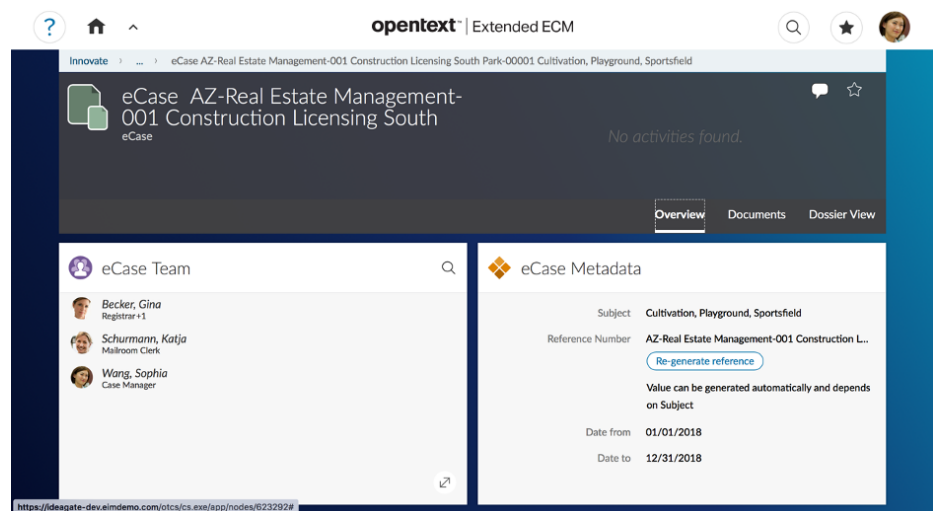
eCase overview

The content of eFiles and eCases can be accessed via the preconfigured folder structure or, alternatively, using the dossier view, which represents all document as thumbnails for easy visual selection.
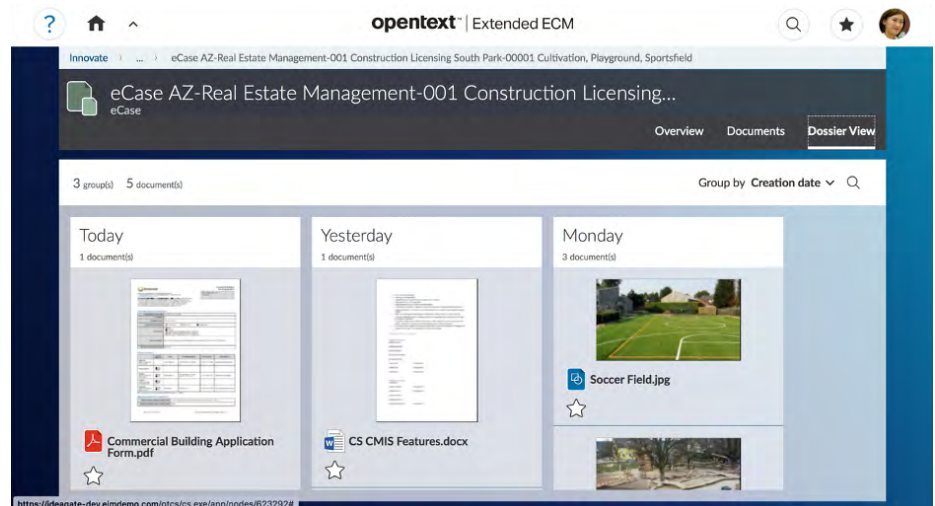
eCase dossier view

eFiles and eCases can be printed, resulting in a PDF document which contains a generated cover page with configurable information and all files or a selected subset of files that are managed within the eFile and eCase.

When the eCase or eFile is final it can be "put on file," meaning all contained objects are converted to an unmodifiable state.

Content in context

Extended ECM for Government combines content and governmental context and makes it available to the user in a hierarchical structure. Mandatory and optional metadata can be applied to documents, eFiles and eCases, as well as operations, such as workflow initiation. Metadata can be inherited in the folder structure and from business objects in leading applications, making metadata assignment a simple and, as far as possible, automated process that reduces the risk of errors (for example, controlled vocabulary lists). Files associated with folders in the file plan automatically inherit retention policies, security control, etc. As new documents are added, metadata can be automatically filled in based on the parent container, such as automatic document number, and operation and business information aligned to authority specific rules.
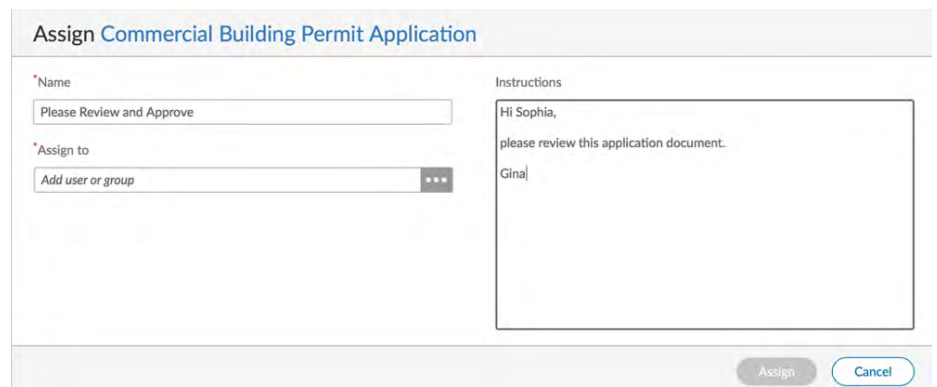
The workspaces concept allows all stakeholders inside and outside the organization to collaborate effectively. Collaborative features include commentary, project workspaces, discussion forums, assignments and tracking capabilities. When a process and project involve external users, Extended ECM for Government extends to create a secure environment and workspace where all users can interact safely and the electronic file remains secure in the repository.

Workflow and case management

Workflow capabilities provide inboxes for individual users, teams and organizational units. From the inbox it is possible for users to handle their daily work, as well as get an overview of upcoming tasks and notifications.

Floating files, follow-ups or reminders and ad hoc workflows and assignments are also supported, and Outlook reminders containing a link to an object can also be created.

Assignments can be created for documents, eFiles and eCases. The task is given a name and assigned to one or more users or groups, which can be selected from an organizational structure or entered by name. The instruction field is used to provide further instruction and can be extended while the assignment is worked on by the various stakeholders.

Assignment dialog

![opentext™]

Extended ECM for Government offers circulations based on OpenText™ AppWorks™, which is a specific workflow to address users and groups in sequence or in parallel. The circulation includes a full workflow audit, showing which steps have been processed and by whom and where the process may have stopped.

An additional feature is a proxy service. Deputies can be assigned and act on behalf of a user, either temporarily or permanently, to ensure business as usual during holidays or sick leaves. A principal user can define a time dependent or unlimited proxy that can work on behalf and with the authorization of the principal. Several proxies can work at the same time for the principal user but as soon as the latter logs in, no other user can access the account. When working as a proxy, it will be noted in all audit trails and workflow history that the action was taken by the proxy on behalf of the principal. When finished, the user can easily switch back to their own identity without needing to log off and log in again.

For extensive structured and high-volume workflow requirements, Extended ECM for Government has prebuilt integration with AppWorks. From a user perspective, this integration is seamless and without breaks in the user interface. Workflows defined in AppWorks can be started and objects, such as documents, eFiles or eCases, included. Within these workflows, sequential and parallel handling of workflow steps are supported.
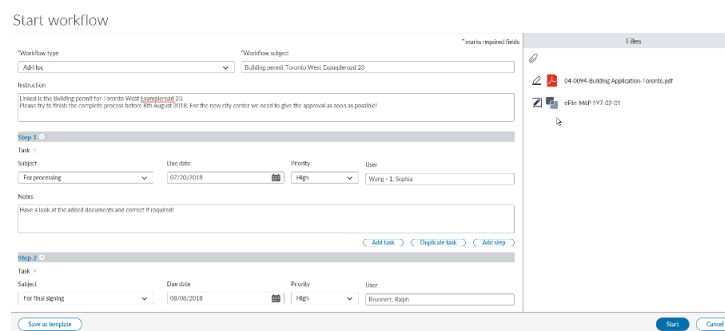

Start a workflow in OpenText AppWorks

**Landing page and government desktop**

- Extended ECM for Government provides a role-based landing page that can be configured to contain tiles with various content relevant to the specific role. Available tiles include:

- My workplace. Directly accesses the government desktop.

- My proxy assignments. Shows the inboxes of the collegues that assigned the user as a deputy.

- Activity feed. Provides information on recent changes.

- Recently accessed. Provides fast access to items recently worked on.

- eFiles. Offers access to the eFiles folder.

- eCase. Offers access to the eCase folder.

- Specific folders. Offers access to configured folders.

- Predefined search. Define a set of predefined search terms.

- Personal folders. Contains the user's personal workspace.

The tiles can be enlarged to access more content.
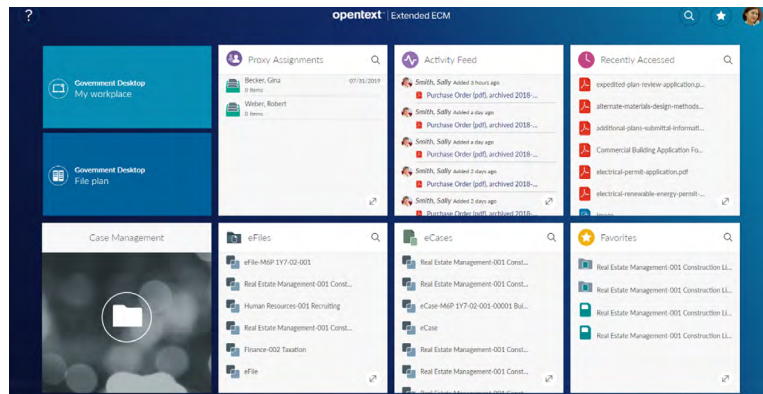
Configurable landing page

The central working area for employees is the government desktop. The screen is split in three sections. The left side allows the user to navigate to the area they want to work in, be it their inbox, group inbox, file plan, file inventory or physical folder structure. Whatever the user selects on the left is shown in the central area with all items, such as the inbox with all assignments and workflow items. Under my contributions, the user can see completed items that are no longer in the inbox. When documents are listed in the central section and selected, a document preview is shown on the right-hand side of the screen.
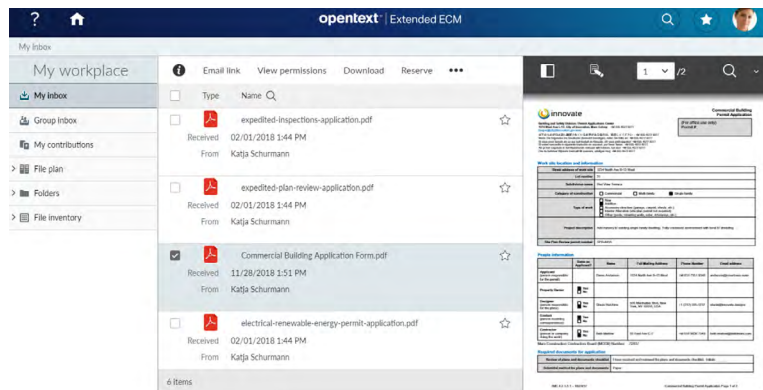
My inbox

Content capture and creation

The included scanning application supports procedures that allow for the destruction of the original paper document after scanning to meet the TR-RESISCAN standard. Scanning can be distributed to support departmental scanning, such as the digital mailroom, or centralized though mass scanning centers.

Extended ECM for Government automates the capture and creation of documents. Incoming paper documents, as well as electronic documents, can be automatically classified and pre-defined attributes extracted from the content. This reduces errors and speeds up the registration of the documents and overall process.

Outgoing documents can be created in an automated or interactive way, using pre-defined templates, boilerplates and rules. The generated documents are stored in the electronic file and distributed to the recipients via their preferred communication channel, such as an attachment to a generated email or sent physically through the mail.

When documents with sensitive information need to be disclosed or exchanged, confidential sections can be redacted. The OpenText™ Brava!™ Viewer in Extended ECM allows users to designate a markup file containing redacted entities to be published with the file as a redacted document rendition, as a PDF or TIFF output file. This means that redactions associated with the published document can never be edited or removed by the end-user and the text and images beneath the redacted entities cannot be viewed, copied or searched. Redactions are used, for example, to conceal sensitive information for legal, financial, privacy and security purposes.

Retention and records management

Extended ECM for Government supports secure long-term storage of electronic documents throughout the lifecycle of the content, from digitization to destruction. Retention policies can be directly linked to documents and areas of the file plan and are cascaded to sub-folders and contained documents.

The transfer of files with metadata in XML structures from the OpenText repository to a federal or state archive is supported based on the XDOMEA standard.

The solution supports the conversion of scanned documents and office formats to PDF/A, an ISO standard for long-term storage requirements. Digital signatures can be applied to the document and secured over its lifetime with renewal procedures in accordance with established standards, such as ArchiSig and ArchiSafe.

Open interfaces and integration

Extended ECM for Government offers a range of integration capabilities for specific public sector applications, as well as other leading business applications. With the Content Management Interoperability Services (CMIS) interface, the solution supports an established standard for integration of content into leading applications. In addition, Extended ECM for Government offers its own specific interfaces based on Rest APIs and documented web services, as well as a library of UI widgets, which embed the solution's functionality into the UI of the business application. Alternatively, the solution can be accessed directly by a URL embedded in the leading applications with the necessary security and permissions applied.

Productized integration options exist for SAP® Business Suite, SAP® S/4HANA, SAP® SuccessFactors®, Oracle® E-Business Suite, Salesforce® and Microsoft® SharePoint. Extended ECM for Government integrates documents with the business processes of leading applications and can even bridge application borders with a consistent view of the relevant information, spanning end-to-end process.

opentext™

Extended ECM manages the lifecycle of content in a compliant way, enabling efficient processes and effective collaboration.

A digital file for a range of use cases

Social and welfare services

- Digitize the paper trail associated with social and welfare services, speed up processes and increase efficiency and responsiveness for greater citizen centricity.
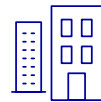
Public infrastructure

- Manage investment decisions, public real estate lifecycle and maintenance of infrastructure information in a consistent and traceable way.

Safety and security

- Transform case management into repeatable, high quality process, with consistent filing structures and content under records management.

Extended ECM for Government provides a digital file that meets the requirements of a modern, digital administration in central and local government, as well as municipalities. Being a feature-rich and widely applicable solution, it adds value beyond public sector use cases in all areas where digital file management, case management, content lifecycle management and integration capabilities into various environments and leading applications are needed.

Product highlights	
Digital file and content management	• Digitizes all paper documents and maintains a complete electronic file. • Includes preconfigured filing structures and templates to ensure repeatable processes. • Use of roles to govern access rights.
Case management, workflow and collaboration	• Structures processes and achieves high quality with workflow and case management. • Offers a proxy service, where deputies can be assigned to act on behalf of a user. • Enables collaboration within teams, across departments and applications and with external stakeholders.
Automates content capture, creation and distribution	• Automates classification and extraction of attributes for incoming documents. • Facilitates individual correspondence and automates high-volume content creation. • Enables multi-channel content distribution to recipients.
Integrates with processes and applications	• Integrates unstructured content into business processes and the context of a leading application via the CMIS interface. • Provides easy access to all relevant documents inside and outside leading applications.
Compliance, governance and auditability	• Secures long-term retention and governance with records management. • Generates standard long-term archiving formats (PDF/A). • Offers full change history of important records for traceability and auditability.

opentext™

[→] Learn more

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: opentext.com.

Connect with us:

- OpenText CEO Mark Barrenechea's blog
- Twitter | LinkedIn

opentext.com/contact