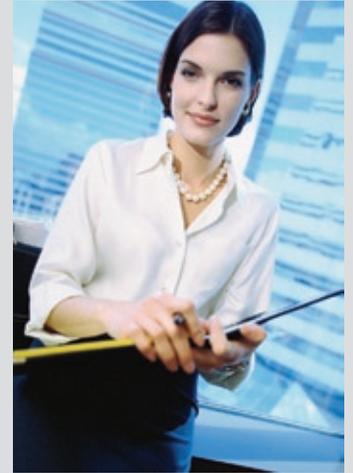


# Livelink ECM – eDOCS™ in Ontario Public Service



## Livelink ECM – eDOCS in Ontario Government

Livelink ECM – eDOCS provides a Business Solutions Framework for delivering integrated content lifecycle solutions for both physical and electronic records, as well as knowledge management components that empower workers and other constituents to more effectively and quickly find — and act on — the information they need.

## Livelink ECM – eDOCS for Government Clients in Canada Include:

Government of Canada, (More than 45 Departments and Agencies), City of Toronto, Regional Municipality of Waterloo, Regional Municipality of York, District of North Vancouver, City of Red Deer, Ontario Legislative Assembly.

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# Providing a Platform for ECM and Business Analytics at all Levels of Government

Ontario Provincial Government ministries and Broader Public Service agencies across the province must create, protect and preserve records as evidence of the policies and programs that affect daily lives. Enhancing the delivery of services to citizens and businesses of Ontario, while addressing budget and resource constraints, is the core challenge faced by Ontario government agencies today.

## The Challenge

Traditionally, a wide variety of physical records have been created and maintained for the purpose of conducting official business. Printed documents, engineering drawings, charts and maps, historical artifacts, pictures, film, and physical evidence are all examples of records that require storage, organization, management, and control. With the rapid move from paper to electronic forms and records, as well as the addition of modern records generated by applications such as email, instant messaging, Web pages, scanned documents, line of business applications, databases, and multimedia files, the management task is compounded.

Governments at all levels also have strict information management requirements that must be taken into account when deploying new technologies. Respect for archival legislation, obligations to citizens under Freedom of Information and Privacy legislation, requirements to share data with other agencies or other levels of government, are all universal considerations for the public sector.

Provincial and municipal governments are also seeing a wide adoption rate of mobile devices in areas related to law enforcement, inspections, election campaigns and emergency services. New communication platforms such as mobile hand-held devices, wireless email capabilities and instant messaging will enable the next wave of electronic records to be generated and received by remote and distributed public sector organizations.

Regulatory agencies also have significant influence over the way government agencies handle records. Bodies that monitor taxation, environmental protection, human rights or food and drug safety all have policies that mandate thorough, stringent records management practices.

In short, government agencies across Ontario are forced to balance the need for improved information management, compliance with legislative mandates, and streamlined operations with those of enhancing citizen service levels, reducing costs, and optimizing the use of human resources.

## Addressing the Challenge

The Government of Ontario is committed to using information technology to streamline government agency operations and the delivery of services to its citizens. This extends to the use of technology in managing government information resources to reflect the principle that stewardship of public records is a fundamental responsibility of the provincial government.

As electronic records become the dominant means by which government business is transacted, communicated and documented, the Government of Ontario has identified the need for deployment of Records and Document Management Solutions (R/DMS) that:

- Provide fast and easy access to information across multiple geographic locations, technologies, and storage media.
- Streamline records management practices inline with stated regulatory policies (both physical and electronic records).
- Enable workflow/routing in support of efficiency, productivity, and citizen service process improvement goals.
- Ensure security of public information and control access to only required personnel.
- Facilitate the application of stated retention policies and ensure that those policies are adhered to.
- Improve overall innovation and agility of government agencies by optimizing information management practices through the use of technology.
- Maximize the value of investments in technology by extending core solutions to address future needs. For example, deploying records and document management with the same technology platform facilitating team collaboration, email management, or other content-centric initiatives in the future.

### Livelink ECM – eDOCS in Ontario Government

As a Vendor of Record (VOR) for supplying Records and Document Management Systems to both OPS and BPS in Ontario, Open Text is one of a select few providers chosen by the Procurement Policy and IT Procurement Branch (PPITB) of the Ontario Ministry of Government Services (MGS) to support the Government of Ontario in reaching its objectives relating to the management of electronic records.

Livelink ECM – eDOCS provides an integrated platform for Enterprise Content Management (ECM) and business analytics. It provides governments at all levels with a Business Solutions Framework for rapidly deploying content-centric solutions that link processes, information, and people.

Integrated document and records management solutions from Open Text leverage the comprehensive capabilities of Livelink ECM – eDOCS, including optional workflow and imaging.

Livelink ECM – eDOCS R/DMS solutions offer government agencies a rich array of benefits, including:

- Expedited access to and management of documents and records regardless of storage media or file format by:
- Implementing file classification schemes, and associating metadata with file classes
- Linking records to record folders or file classes as electronic documents are filed by end users
- Providing multi-function full-text search and retrieval capabilities
- Reduced training costs and unparalleled usability via seamless integration with standard user interfaces and productivity tools including, Microsoft® Outlook®, Lotus Notes™, Microsoft Office, and Microsoft Windows Explorer. Users work in familiar environments and are not forced to learn new technology.



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- Ensured security and access to information by enabling administrators to manage access rights at any level of granularity (e.g. access, ability to search or view search result lists, view, input and edit records and/or metadata).
- Simplified administration by allowing for straightforward establishment, automation, and monitoring of records retention and disposal requirements in accordance with the provisions contained in authorized records retention schedules.
- Improved processes by enabling straightforward management of complex collaborative workflows.
- Reduced costs by eliminating overhead associated with managing physical records via integrated document imaging capabilities of Livelink ECM – eDOCS.
- Improved ability to document and demonstrate compliance by providing complete audit trails regarding events, information access, etc.

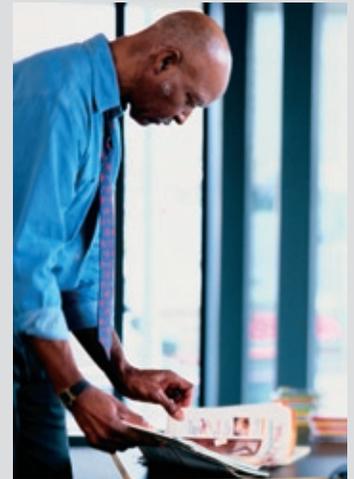
**Livelink ECM – eDOCS: A Framework for the Future**

While the pressing need of many government agencies across Ontario is streamlining records and document management and ensuring compliance with a mounting list of regulatory mandates, progressive OPS and BPS concerns are looking to the future.

With Livelink ECM – eDOCS, agencies get the best of both worlds — a rapidly deployable solution to optimizing R/DMS and a framework for future content-centric solution requirements.

Livelink ECM – eDOCS offers Ontario government agencies with the ability to overcome their R/DMS challenges but also address current and future requirements for such content-centric solutions as:

- Knowledge Management
- Correspondence Management
- Email Management
- Citizen Self-Service Portals
- Intranets and Web Content Management
- Reporting and Analytics
- Team Collaboration
- Data/Content Integration



**Ontario Vendor of Record**  
Open Text is a recognized IT Vendor of Record (VOR) for Software #: VOR-1007-05 — Records & Document Management System (R/DMS) Solutions, Maintenance & Support Services.

**Key Provincial Government Challenges**  
Solutions that help Ontario Public Service (OPS) and Broader Public Service (BPS) agencies comply with legislative mandates?

Solutions that help ensure legislation is adhered to and that directives promoting best practices are followed.

Solutions that are implemented will be relevant in the future as agencies move toward a collaborative, distributed workforce.

**The Solution**  
What Ontario government agencies require is an integrated document and records management solution that enables them to systematically capture, organize, analyze, and manage all recorded information.



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Open Text is a publicly traded company on the NASDAQ (OTEX) and the TSX (OTC).