



Success story

New Brunswick Department of Natural Resources

Industry

- Government

Solution

- OpenText™ Content Suite Platform

Services

- OpenText™ Optimize Managed Services

Partner Support

- CMS Consulting, Inc.

Results



Complete compliance with government standards for information security



Fast document discovery with increased control, confidence



Government operations managed in an efficient and transparent manner



65 percent reduction in stored electronic documents

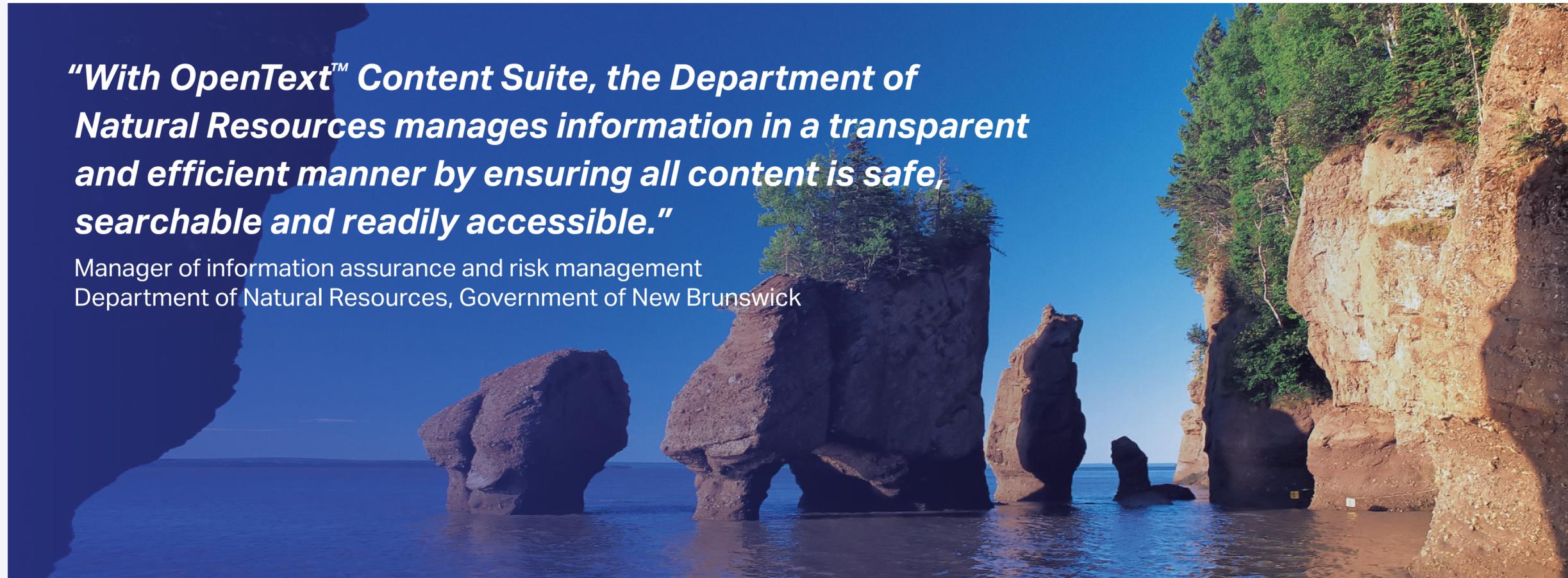


Provincial government blazes path to information assurance

New Brunswick Department of Natural Resources ensures confidential, accessible information with OpenText Content Suite Platform

“With OpenText™ Content Suite, the Department of Natural Resources manages information in a transparent and efficient manner by ensuring all content is safe, searchable and readily accessible.”

Manager of information assurance and risk management
Department of Natural Resources, Government of New Brunswick



New Brunswick, neighbor to Maine and one of Canada's three Maritime provinces, is home to a lush variety of wildlife and landforms—from mountains and forests to extensive coastlines. The New Brunswick Department of Natural Resources (DNR) is charged with managing these assets in the best interests of its people, an effort that involves high volumes of regulated documentation.

Compliance obligations, shifting needs

Government information management mandates call for DNR to provide timely, relevant information to residents while maintaining their privacy and security, an ongoing commitment and challenge according to DNR's manager of Information Assurance and Risk Management. ***"The Department of Natural Resources is joined by other departments who are under the same struggles and requirements to manage the ever-increasing volume of information created by users,"*** he said. All departments must comply with several acts, policies and regulations for handling information (e.g., Archives Act, Evidence Act, Electronic Transactions Act, Right to Information and Protection of Privacy Act, Records Management policy and the Government Information Systems Security Policy, GISSP).

The DNR first designated a records management section in 1984 to handle physical files. As sources shifted, the department adapted, installing an Electronic Information Management System (EIMS). Eventually, the legacy product required replacement; DNR chose OpenText™ eDOCS solutions and proceeded through phases to install the document and record management capabilities.

In 2011, the DNR again responded to shifting needs. It decided to migrate from eDOCS to OpenText™ Content Suite Platform, a set of eEnterprise Content Management (ECM) technologies to help ensure compliance with legislative rules around management and use of department information. The Content Suite Platform is a complete records management and information governance solution that addressed DNR's regulatory requirements.

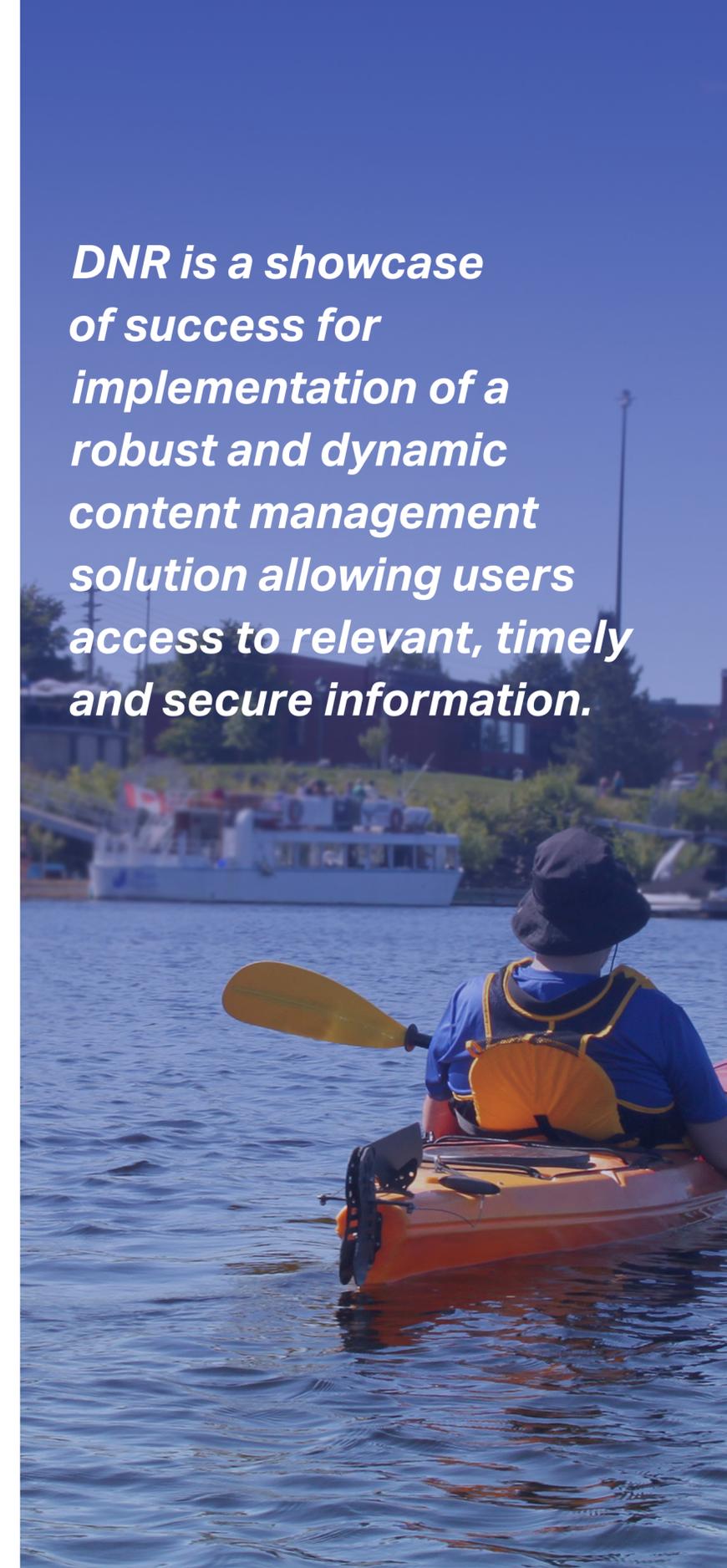
The DNR asked OpenText partner, CMS Consulting, Inc., to assist with the migration of data between the two EIM systems and the implementation of OpenText™ Content Server, the core repository for Content Suite Platform. Together, they implemented the system, merged data and trained staff in both English and French. Content Suite Platform is deployed to all 550 DNR staff members across ten branches and four regions.

Central repository, controlled access

The DNR is, quite appropriately, trailblazing information security and governance for other departments in the Government of New Brunswick and beyond. It is the only operating department to fully deploy the OpenText™ ECM solution to manage the high volumes of information dealt with on a daily basis.

DNR relies on Content Suite Platform as a secure repository for content of all types and formats. Work-in-progress and final documents are centrally managed and easy to access for employees who maintain team and personal spaces and complete searches on full text or metadata. Content Suite Platform also provides access control functionality vital to the DNR and to government entities in general, including check-in/check-out version control for simple and compound documents, audit trails and metadata categorization. Furthermore, Content Suite Platform ensures compatibility with future upgrades of internal systems and continued support with OpenText.

DNR is a showcase of success for implementation of a robust and dynamic content management solution allowing users access to relevant, timely and secure information.



Migration from eDOCS to Content Suite Platform

The migration from eDOCS to Content Suite Platform involved the transfer of database information and metadata, and over 10,000 documents, totaling two terabytes. A cleanup effort involved removing duplicate documents and validating and organizing information properly prior to migration into the system. This was a significant effort since it made the new system more efficient and the information more timely and relevant.

DNR encouraged user adoption through hands-on training and ongoing support. With a dedicated 12-user training lab at the headquarters location, IT personnel and project management staff—partnering with CMS Consulting Inc.—conducted 55 training sessions within 100 days, including accommodation for bilingual access. As follow-up, users were also provided with a bilingual quick reference guide and a video training module. For overall adoption of the content management solution, a goal for 65 percent usage within the user community was set in 2014–2015.

Surpassing targets, speeding turnaround

For its comprehensive ECM strategy, the DNR stands apart from dozens of other government departments within its section of government. DNR is a showcase of success for implementation of a robust and dynamic content management solution allowing users access to relevant, timely and secure information. Users are able to manage information through its entire lifecycle from creation to disposition and share information with colleagues within a safe repository.

Content Suite Platform delivers a supported, stable and strategic platform, which enables DNR to adhere to the information governance requirements.

“With Content Suite Platform, the Department of Natural Resources manages information in a transparent and efficient manner by ensuring all content is safe, searchable and readily accessible,” said the manager of Information Assurance and Risk Management.

Stand-out features include flexibility for classification of electronic documents. As files are saved into the repository, employees assign a level from unclassified to high sensitivity.

The results achieved by DNR include:

- Complete compliance with GISSP standards for access, permissions and data sensitivity classification
- Fast turnaround for document searches along with increased control, confidence
- 65 percent reduction in stored electronic documents due to elimination of duplicate and/or non-relevant files
- 69 percent user adoption rate in 2014–2015 and rising

Future plans

The DNR may further develop Content Suite Platform to integrate with its Geographic Information System (GIS) and Land Use Management System (LUMS). DNR Recorded Information Services section also supports the Department of Energy and Mines and is planning on commencing the implementation in 2015–16.

About CMS Consulting Inc.

CMS Consulting Inc. is a premier IT integration services consulting company based in beautiful Fredericton, NB, Canada. CMS Consulting Inc. specializes in the IT security, document management and support of OpenText solutions and technologies. CMS Consulting Inc. is uniquely positioned to offer the best of breed of Enterprise Content Management solutions, with a focus on security.

cmsconsulting.ca

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.

[Customer stories](#) 
opentext.com/contact

[Twitter](#) | [LinkedIn](#)

Copyright ©2018 Open Text. OpenText is a trademark or registered trademark of Open Text. The list of trademarks is not exhaustive of other trademarks. Registered trademarks, product names, company names, brands and service names mentioned herein are property of Open Text. All rights reserved. For more information, visit: <http://www.opentext.com/2/global/site-copyright.html> 09752A.20EN