



Citizen Services Solution for Government Incident Management by OpenText

Government agencies need to know when an incident occurs that could affect public safety or well-being. They require an efficient way to investigate and track these incidents and a clear picture of the amount of reported incidents in order to allocate staff and resources.

The OpenText Citizen Services solution for incident management provides government agencies with smarter ways to manage and track incidents, while making it easier for citizens to report those incidents using the web or mobile devices. Citizens and government employees benefit from comprehensive information collection, adaptive routing and handling as well as real-time visibility into incident resolution.

Manage and track each incident from filing to closure

With OpenText, citizens and employees can quickly report incidents using an online portal or mobile app. They can incorporate any relevant information, including scanned paper documents, photos, videos or other rich media. Agency employees can access all of this content through a single case folder. The case folder can incorporate information from disparate systems and content repositories with third-party databases, for example geospatial information. All of this information stays in one place as the investigation proceeds, protecting the integrity of the information.

BENEFITS

- *Faster incident resolution*
- *Higher employee productivity*
- *More efficient staffing and planning*
- *Reduced use of high-cost, paper-based processes*
- *Improved governance and compliance management*
- *Increased citizen satisfaction*

Get the right information to the right people

With adaptive case handling, the OpenText incident management solution automatically routes incidents to the appropriate departments and teams. Lead investigators can collaborate with experts, including external consultants, while everyone sees all of the information and correspondence within the incident report. Role-based security means that each collaborator can only access the information they are meant to see.

Everyone from citizens to agency leaders can track progress. Depending on the incident, they may follow a set of guided tasks displayed in their case folder, create ad hoc tasks or collaborate with other experts.

Eliminate duplication

The OpenText incident management solution can automatically analyze and find related incidents. By merging these incidents into a single case, agency employees have all of the facts in one place and cut down on wasted investigative work.

Keep citizens informed

The OpenText solution provides automated notifications to involved citizens as the investigation moves towards resolution. In addition, investigators can efficiently personalize standard communications to update citizens on their progress and, if necessary, redact any sensitive information. All correspondence is automatically stored with the incident.

Track and analyze information to improve processes

The OpenText solution includes dashboards so that management can monitor incident occurrence metrics, as well as processing times and service level agreements. If an investigation is not meeting standards for processing time or other service benchmarks, the solution is able to initiate an escalation and manage it through the process to resolution. In addition, management can quickly see and handle exceptions so they can plan and staff more accurately, analyze data and use the results to improve processes. With audit trails, records management and traceability, they can also manage compliance.

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