opentext™

Citizen Services Solution for Government Transparency by OpenText

Accountability and transparency strengthen democracy and promote an efficient government. Keeping citizens informed and responding to their requests for information or justification of government decisions is the law in many countries, and in some cases within statutory time frames. While fulfilling these requests is paramount, it can be difficult and time-consuming

The OpenText Citizen Services solution for government transparency requests simplifies the process for both citizens and government agencies. Citizens can more easily submit requests and government agencies save time managing requests and publishing responses while tracking adherence to statutory requirements.

Government transparency is not so simple

It may seem that a simple search and retrieval is all that is needed to fulfil government transparency and freedom of information act requests, but much more work, often a team of collaborators, is needed. For example, determining the location of a stop sign may have involved discussions between government leaders, community organizers, traffic engineers and public works experts. Adopting an educational curriculum may have been a multi-year process with many stakeholders. So finding all relevant information and documents can involve many steps and be very time consuming. The complexity of some of these issues requires government agencies to treat each citizen inquiry as more than a simple document request. If they don't, they risk losing visibility into the more important responses that require significant collaboration.

BENEFITS

The Citizen Services Solution for Government Transparency by OpenText streamlines your processes and integrates with records management systems and document retention policies. This leads to:

- *Faster completion of requests.*
- *More efficient use of resources.*
- *Lower risk of non-compliance.*
- *Increased citizen satisfaction.*
- *Improved transparency.*

Automate transparency requests as much as possible

The OpenText government transparency solution treats each individual request as a case, which goes through a lifecycle from citizen submission to closure. Adaptive case handling capabilities automatically route requests to the appropriate workers. Request evaluators may have a structured set of guided tasks and decision points or they may need to create tasks for themselves or collaborate with other team members. They can use intelligent search to find all related content—not just documents—for a request. Automated communications capabilities make it quick and efficient to publish web, email and print channels, with automated redaction of sensitive or personally identifiable information.

Collect all relevant information with each request

The OpenText solution reduces back and forth communication between the citizen and evaluator. Citizens can submit requests through web and mobile channels and the forms are validated to ensure each request is complete.

Tap into disparate content sources

Relevant content may be stored in many places, making it more difficult to find, consistently redact and share the appropriate information. The OpenText solution integrates with OpenText™ Content Suite and virtually any other content management system, enabling seamless processes for identifying information as part of a request, managing that information, formatting it for outgoing communications and auditing changes. For example, your agency may require audit trails for all Read, Write and Amend activities to meet either internal or external reporting requirements.

Achieve compliance

Each government transparency request has an assigned owner. Depending on the request type, agencies can allow the owner, agency leaders and citizens to track the progress of the request. The OpenText solution also provides automated notifications and escalations to help agencies avoid possible out-of-compliance situations. Management can track adherence to statutory requirements and provide additional resources for requests at risk of not meeting them.

Use analytics to improve processes

The OpenText solution includes analytics to help agency leaders manage resources and report on requests. Using data and metrics, they can assign the required staff and identify areas for improvement.

Using the OpenText Citizen Services government transparency solution, government agencies will more quickly process requests, improve compliance and increase accountability and citizens will appreciate the convenience, speed and enhanced transparency.

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