OpenText™ Extended ECM for Government

OpenText Extended ECM for Government supports federal, state and municipalities in shifting from paper-based to electronic record files and builds a platform to support their current and future digitalization initiatives.

Initiatives for digital government in various countries around the globe call for a new digital era in public sector. Examples include the US directive "Building a 21st Century Digital Government", the eGovernment initiative in Singapore, the Australian Office for Digital Government leading a Digital Transformation Strategy, and the UK Government Cabinet Office and its Government Digital Service initiatives. The aim is to lay the foundation for digitization of administration in order to create simplified and more efficient processes for federal, state and local authorities.

The reality however, is very often a huge paper trail in the administration, slowing down processes and affecting responsiveness in citizen services. Where applications support the various processes, they are often isolated solutions, not interconnected. They do not enable collaboration inside teams and across departments and the joining of separate processes.

A key element to delivering on a digital strategy is an electronic file that captures all relevant content, eliminates paper and integrates unstructured content with business processes and systems. This is where OpenText comes in with our unrivalled Public Sector experience and market leading, innovatively designed solutions purpose built for a modern Government.

Extended ECM for Government Enables Digital Processes

Extended ECM for Government (Extended ECM) is a digital file management application that is based on international standards and compliant with applicable regulations. It is an extension of the OpenText™ Extended ECM Platform – a mature and comprehensive enterprise content management solution. Extended ECM is characterized by its ease of use and seamless integration into different user environments and business applications.

SOLUTION OVERVIEW

OpenText™ Extended ECM for Government is a fully featured solution with enterprise content management capabilities, such as document management, file plans, records management (including long-term archiving) and collaboration, which supports the requirements to meet government laws and standards.

BENEFITS

- *Eliminates paper and media duplications and waste*
- *Legally compliant digitization and storage*
- *Efficient content enriched business processes*
- *Provides seamless integration into leading applications*
- *Delivers multi-site and parallel collaborative access*
- *Simple, user-friendly UI spanning mobile, browser and client applications*
- *Supports technology standards*
- *Scalable to support large organizations and high content volumes*
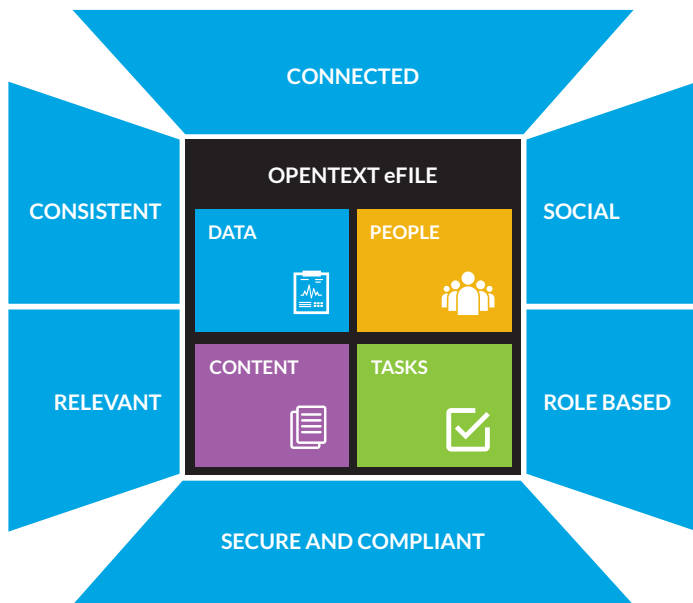
With its standardized interfaces, such as CMIS, Web Services and Rest APIs, Extended ECM can be integrated into various leading applications, enrich business processes with timely and relevant content, and use the data of leading applications to present content in the relevant business context to the user, also outside the application.

The core capability of Extended ECM is managing content throughout its entire lifecycle, including secure and compliant long-term storage. By integrating into business applications and utilizing business data, it 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 also assigned tasks and access rights. Collaboration spaces for teams, social features and workflow capabilities promotes processes and teamwork across departments and spanning applications as the content follows the process.

Functionality in Detail

Main features of Extended ECM are document management (version, access control, alerts, approval workflows, tracking), collaboration (shared workspaces, notifications and commenting, email integration), records management (managing the entire lifecycle of electronic and paper documents), long-term storage for disposition, extensive search capabilities (secure, advanced, faceted results) and document redaction.

Extended ECM combines content and business context and makes it available to the user in a hierarchical structure. Mandatory and optional metadata can be applied to documents, as well as operations such as workflow initiation. Metadata can be inherited in the folder structure and from business objects in leading applications, making the metadata assignment a simple, and as far as possible, automated process that reduces the risk of errors (for example, controlled vocabulary lists rather than free type). Files associated to

folders in the file plan automatically inherit retention policies, security control, etc. As new documents are added, metadata can be automatically added based on the parent container, such as automatic document number, 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. Where a process involves external users in the project, the OpenText solution extends to create secure environments and workspaces where all users can interact securely. The electronic file remains secure in the repository.

The **workflow capabilities** provide inboxes for individual users, teams and organizational units. Deputies can be assigned and act on behalf of a user, either temporarily or permanently or for a smooth operation in case of holidays or sick leaves. Floating files, follow-ups or reminders and ad hoc workflows are just as supported as spontaneous or periodic reorganizations.

Access to files, records and documents is controlled by an extended authorization paradigm based on roles an 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. The electronic files can be accessed by standard web browsers, Microsoft® Office applications including Microsoft® Outlook®, Microsoft® SharePoint® and mobile browsers on tablets – depending on the user's preference. Administrators of the platform use the same interfaces to control access privileges, etc. enabling swifter resolution of common tasks.

Extended ECM supports **secure long-term storage** of electronic documents throughout the lifecycle of the content from digitization to destruction. **Compliance and retention** policies can be directly linked to documents and areas of the file plan, and are cascaded to sub documents. The transfer of files from the OpenText repository in a federal or state archive is supported. For long-term storage requirements, the solution supports the conversion of scanned documents and office formats to PDF/A – an ISO standard for long term storage. Digital signatures can be applied to the content and secured over the lifetime of the document with standard renewal procedures according to established standards, such as ArchiSig and ArchiSafe.

The included **scan application** supports procedures that allow for the destruction of the paper originals after scanning (e.g. meeting the TR-RESISCAN standard). Scanning can be distributed to support departmental scanning (e.g. Digital Mailroom) or centralized though mass scanning centers.

Extended ECM **automates the capturing and creation** of documents. Incoming paper 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 the 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 the preferred communication channel, for example as an attachment to a generated email or via post.

Extended ECM combines complete content lifecycle management with governance, compliance and control.

Open Interfaces and Integration

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

Productized integration options of Extended ECM exist for applications of the SAP® Business Suite, SAP® S/4HANA, SAP® Success-Factors®, Oracle® E-Business Suite, Salesforce® and Microsoft® SharePoint. Extended ECM integrates documents with the business processes of leading applications and can even bridge appli-

Open interfaces, APIs and UI Widgets allow for rapid integration into business application on application and/or user interface level.

cation borders with a consistent view of the relevant information in application spanning end-to-end process.

A Digital File for a Range of Use Cases

Extended ECM provides a digital file that suits the requirements of a modern, digital administration in central and local government, as well as municipalities. Being a feature-rich and generic solution, it adds value also 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.

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

HIGHLIGHTS	
DIGITAL FILE AND CONTENT MANAGEMENT	• Digitize all paper documents and maintain a complete electronic file • Preconfigured filing structures and templates to ensure repeatable processes • Use of roles to adapt to different usage profile and to govern access rights
CASE MANAGEMENT, WORKFLOW AND COLLABORATION	• Workflow and case management to structure processes and achieve high quality • Enables collaboration within teams, across departments and applications and with external stakeholders
AUTOMATED CONTENT CAPTURING, CREATION & DISTRIBUTION	• Automated classification and extraction of attributes for incoming documents • Individual correspondences and emails to automating high-volume content creation • Multi-channel content distribution
INTEGRATED WITH PROCESSES AND APPLICATIONS	• Integrate unstructured content into business processes and context of leading application • Easy access to all relevant documents inside and outside leading applications
COMPLIANCE, GOVERNANCE AND AUDITABILITY	• Secure long-term retention and governance with records management • Generation of standard long-term archiving formats (PDF/A) • Full change history for important records for traceability and auditability

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