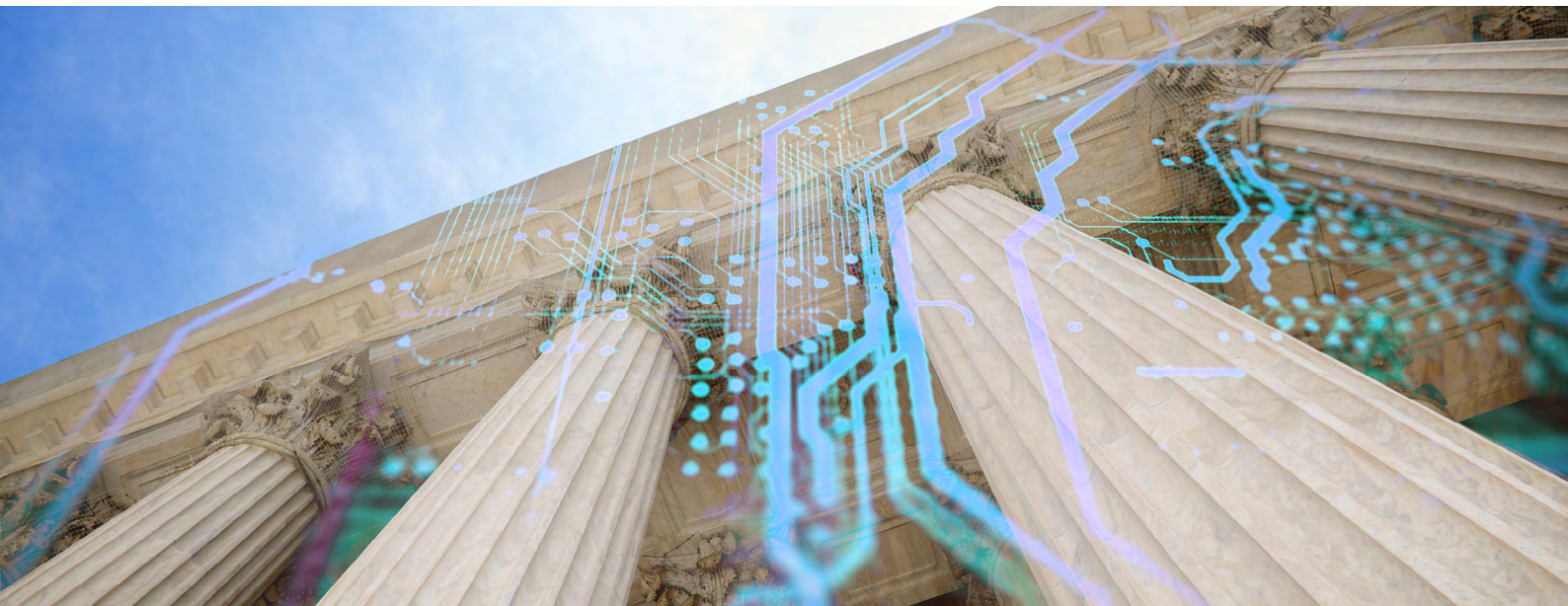


SERVICES OVERVIEW

Digital Government (DigiGov) Processes Implementation Fastrak

Speed up processes in Public Services authorities by implementing Government specific case management capabilities. By leveraging the Digital Government (DigiGov) Foundation Package, the OpenText Professional Services Fastrak introduces a solution **that is implemented fast** with a ready to use **FOIA** process.



Faster rollout of new processes and applications



Consistency end to end



Combine compliance and digitization

Most Public Sector organizations are faced with the challenge to operate in aged IT environments, with many applications only partially integrated. This consumes IT budgets and leaves no room for new innovations. Processes are often based on paper-centric regulations and policies. At the same time there are increasing numbers of digital citizens and companies who depend on the ability of the public administration to process their requests fast, efficient, compliant, and most importantly digital.

To support a fully digitized way of work, scanning paperwork while keeping paper-oriented processes is not enough. Full digitization requires us to think about new ways and opportunities for solutions. The OpenText way of working with information allows for faster, efficient, more secure, less error-prone and compliant digital processes.

Case Study

OpenText Professional Services introduced case-oriented work and information exchange at the Dutch Ministry of Education, Culture and Science (OCW).



Ministry of Education, Culture and Science

“Actually, it really starts now. Prose (OpenText Digital Government) is a DMS that is prepared for the future of case-oriented work and information exchange. And now we have to move more and more towards business-oriented work”

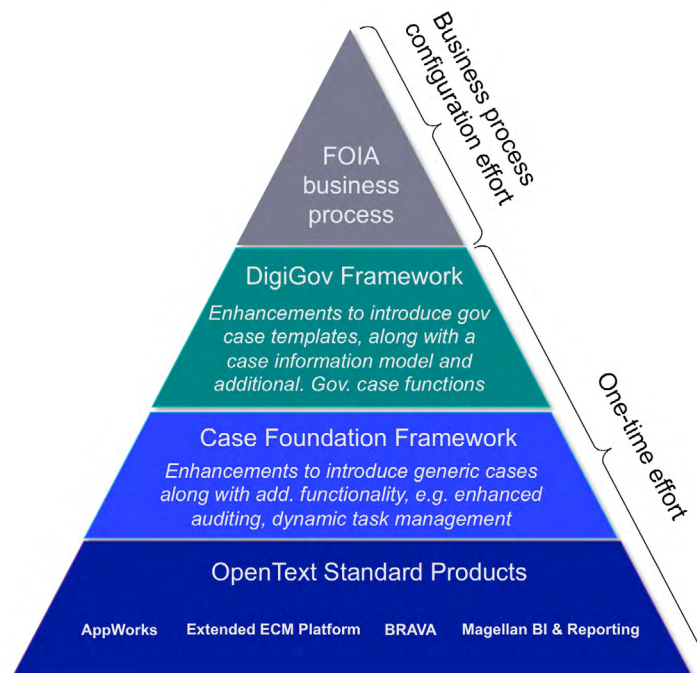
Marcel Kok
Project Manager,
OCW

Compliant to law, court and audit-proof, comprehensible administration of data is critical for public sector activities, yet it often isn't compatible to efficient modern IT design. This FasTrak offer combines OpenText's market-leading Enterprise Information Management with law and policy-driven Public Sector requirements. With the Digital Government (DigiGov) solution, OpenText's market-leading information suite is enhanced by government-specific elements and functionality to support digital case management and includes the pre-defined, structured Freedom of Information Act (FOIA) process. The solution can be expanded, including flexible ad-hoc processes.

Faster rollout of new processes and applications

OpenText Professional Services has developed the Digital Government (DigiGov) Foundation Package to accelerate the implementation and roll-out of Public Services processes. This accelerator package consists of two abstraction layers:

1. the case foundation framework that introduces cases as objects and the functionality to handle them
2. the Digital (DigiGov) Foundation framework, that adds Government specific functionality to the cases




Digital Government Foundation Package

Based on these foundation frameworks, the FOIA process is implemented as a sample that is adjustable to the individual needs. Further processes, portal sites, business applications etc. can then easily be implemented in the future by reusing all the functionality that comes along with the two foundation frameworks.


Consistency end to end

Typical processes such as the FOIA process start from the initial request to the final answer and can be digitized and unified. It allows the easy monitoring of the current status and next steps. If a portal is integrated, the process can be started

Learn more

 [Go live faster and extend functionality with packages](#)

 [Maximize solution adoption](#)

 [Operate to delight with Managed Services](#)

To talk to an OpenText Professional Services expert about this solution or other service offerings, please contact ProfServices@opentext.com or visit www.opentext.com/services.

by the requester directly and all necessary information can be entered via web form or app. A new case is created for each request and moves through the process to the appropriate stakeholders. It can be supported with further information, such as (redacted) documents or approval information, as well as the final output to the requester. Automated rules enforce approval based on the security level of the requested information. Lastly: the case can be closed with the desired business outcome, and automated rules will ensure that the case remains in the system until the retention period elapses.

Combine compliance and digitization

The Digital Government (DigiGov) Foundation package is built to be compliant with local policies, laws and guidelines. Implemented processes allow the tracking of every single official result of each step and the storing of the information audit-proof along the work chain. This allows the seamless tracing of record-related work results and decisions.

Buy with confidence from the product vendor

Benefit from expertise, experience in developing public sector solutions, and innovative problem-solving by dealing with OpenText for this solution. As the product vendor, OpenText delivers as one team. Professional Services (PS) has unparalleled access to our Customer Support and Product Engineering teams who share mutual accountability to customer success and satisfaction relating to products, product extensions and services. PS is a global organization with over 3,000 people including an Ecosystem Solutions Practice of consultants with domain expertise and relationships with technology partners including SAP and Salesforce.

Related services

- [Implementation consulting services](#)
- [Migration of data](#)
- [User Adoption and Change Management advisory services](#)
- [Training \(instructor led via remote or in-person, or self-paced\)](#)
- [Learning Subscriptions \(self-paced training\)](#)
- [Managed Services: fully managed or assistive services](#)

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.

Connect with us:

- [OpenText CEO Mark Barrenechea's blog](#)
- [Twitter](#) | [LinkedIn](#)