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# **Enterprise Content Management eForms Technology Implementation**

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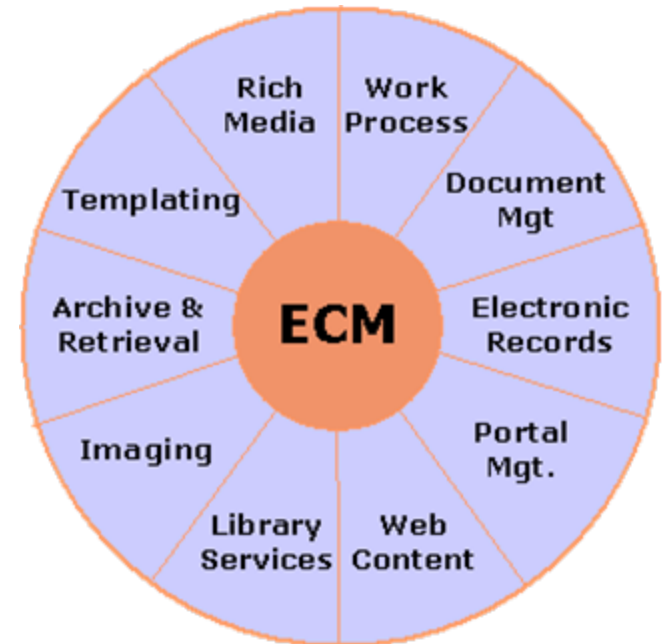
# eForms Technology Implementation

- ◆ Background
- ◆ eForms integration example
- ◆ Implementation strategy considerations

# The Functional Components of ECM

*ECM utilizes many functional components to satisfy the various demands of enterprise digital content assets including **eForms**.*

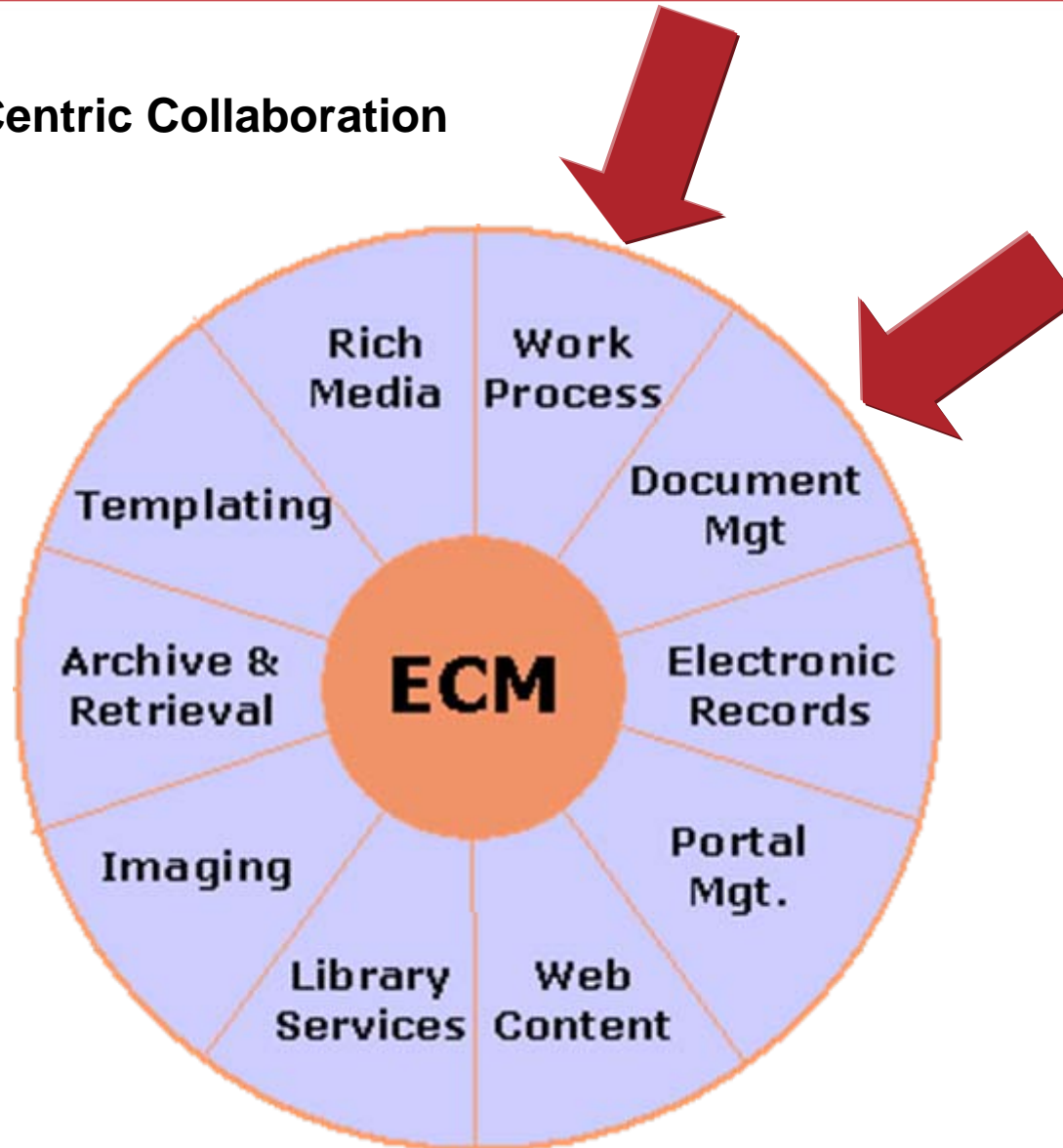
- **Rich Media Management** - Manage, store and retrieve rich media
- **Work Process Management** – Automating business process, participants, procedures, information, collaboration, tasks and management.
- **Document Management** – Creation, storage, permissions and lifecycle management of common, non image, document types
- **Electronic Records Management** – Indexing, taxonomy and lifecycle assignment
- **Personalization Management** – Package and deliver personalized content to end users via a customized viewing application
- **Web Content Management** - Content creation, review and approval, and publishing processes for Web sites
- **Library Services** - Check-in and checkout, version control and document-level security
- **Imaging** - Paper scanning, optical character recognition, (OCR), intelligent character recognition (ICR), imaging and form capture



- **Archive and Retrieval Management** - Consolidated storage, access, management and viewing of data
- **Templating** – Specialization of content creation and web management responsibilities across user groups

# eForms Integration

- ◆ **Workflow**
- ◆ **Document-Centric Collaboration**

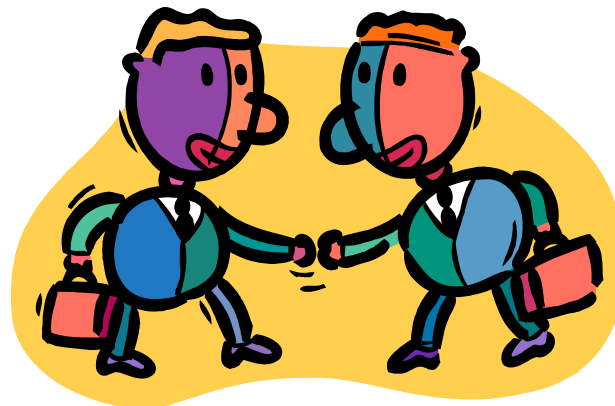


# eForms Integration Example

- ◆ MOCS VENDEX Replacement solution
  - ◆ Under development with an expected Q2 2008 deployment
  - ◆ VENDEX Questionnaire process
  - ◆ Vendor Name Check (VNC)
  - ◆ Vendor Cautions
  - ◆ **Vendor Performance Evaluations (PE)**
    - ◆ **Currently a paper-based, manual workflow process**
    - ◆ **“Ripe” for eForms integration**

# Expected Benefits Using eForms Integration

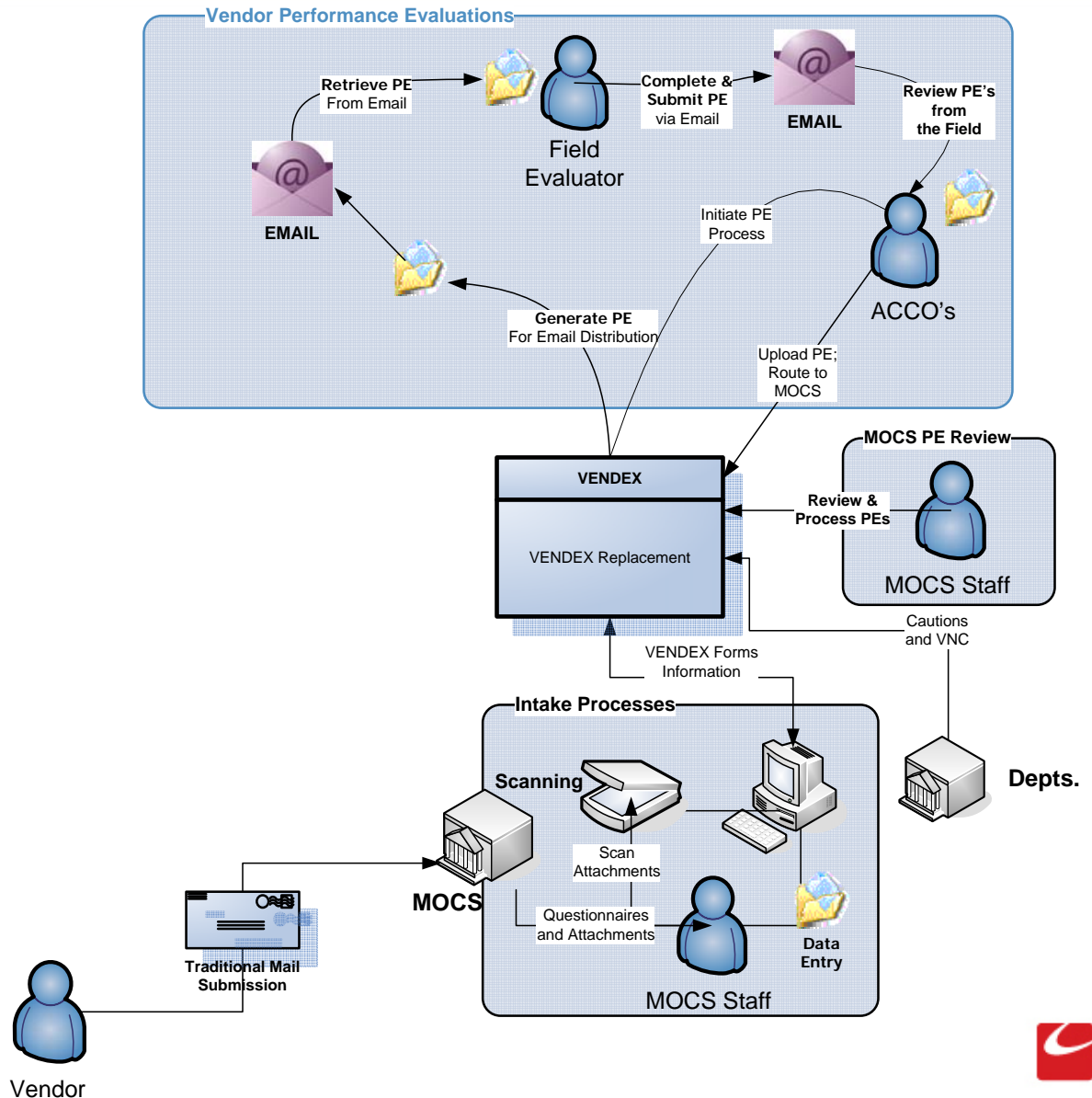
- ◆ Improve work processes through reduction of
  - ◆ Manual processes
  - ◆ Data entry effort
  - ◆ Paper management and storage
- ◆ Catalyst for centralizing contact with vendors



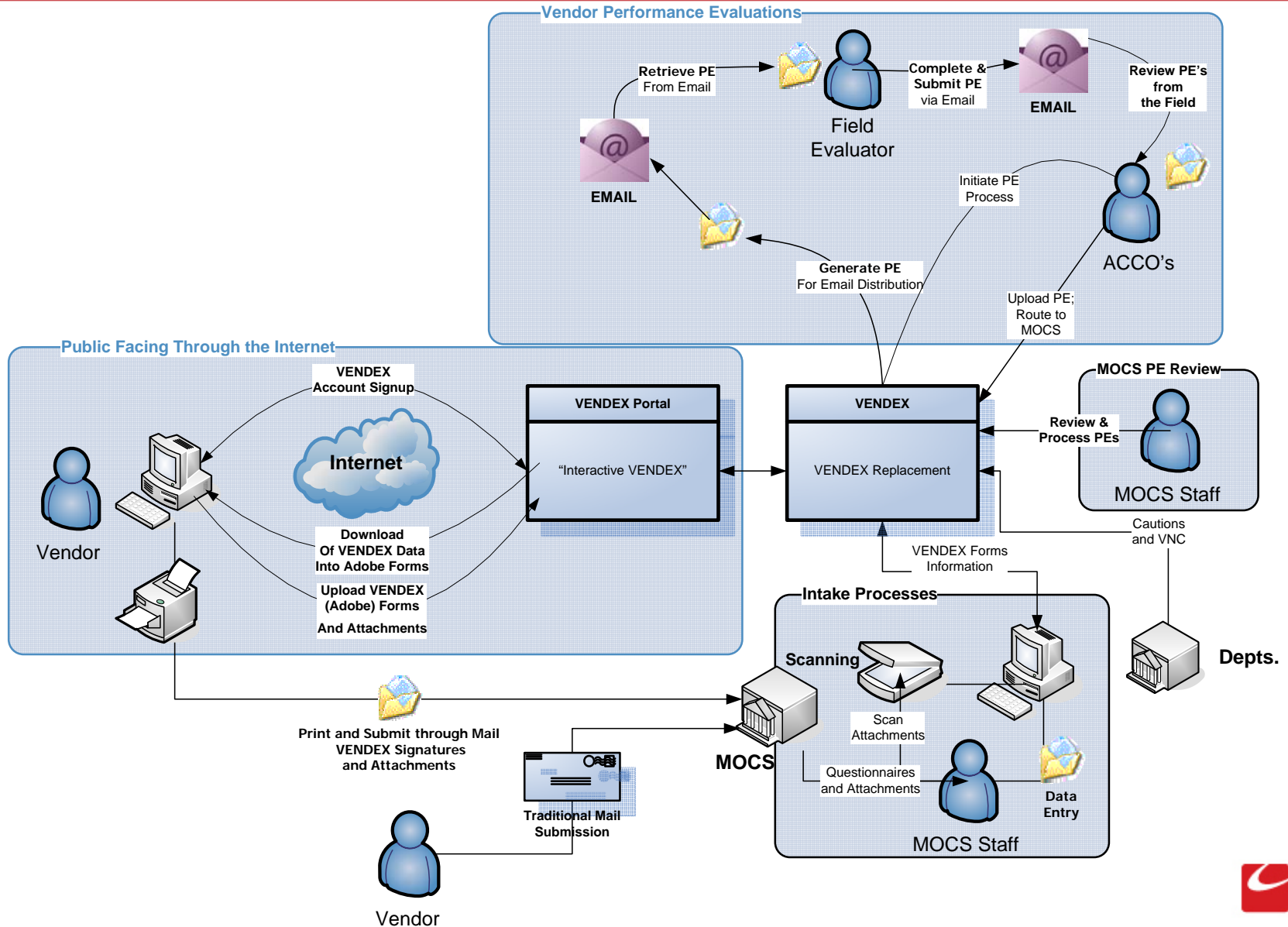
# Architectural Highlights

- ◆ VENDEX replacement solution leverages FMS/3 implementation
  - ◆ Based on CGI's AMS Advantage 3 architecture
  - ◆ Java2 Enterprise Edition (J2EE) using IBM WebSphere Application Server and other application development tools
  - ◆ Thin HTML client using Web browsers
  - ◆ Oracle database server
  - ◆ UNIX servers (IBM pSeries using AIX)
  - ◆ Adobe Live Cycle solution for eForms integration
- ◆ Replaces a CICS/ADABAS implementation

# VENDEX Overview – Current Implementation



# VENDEX Overview – Future

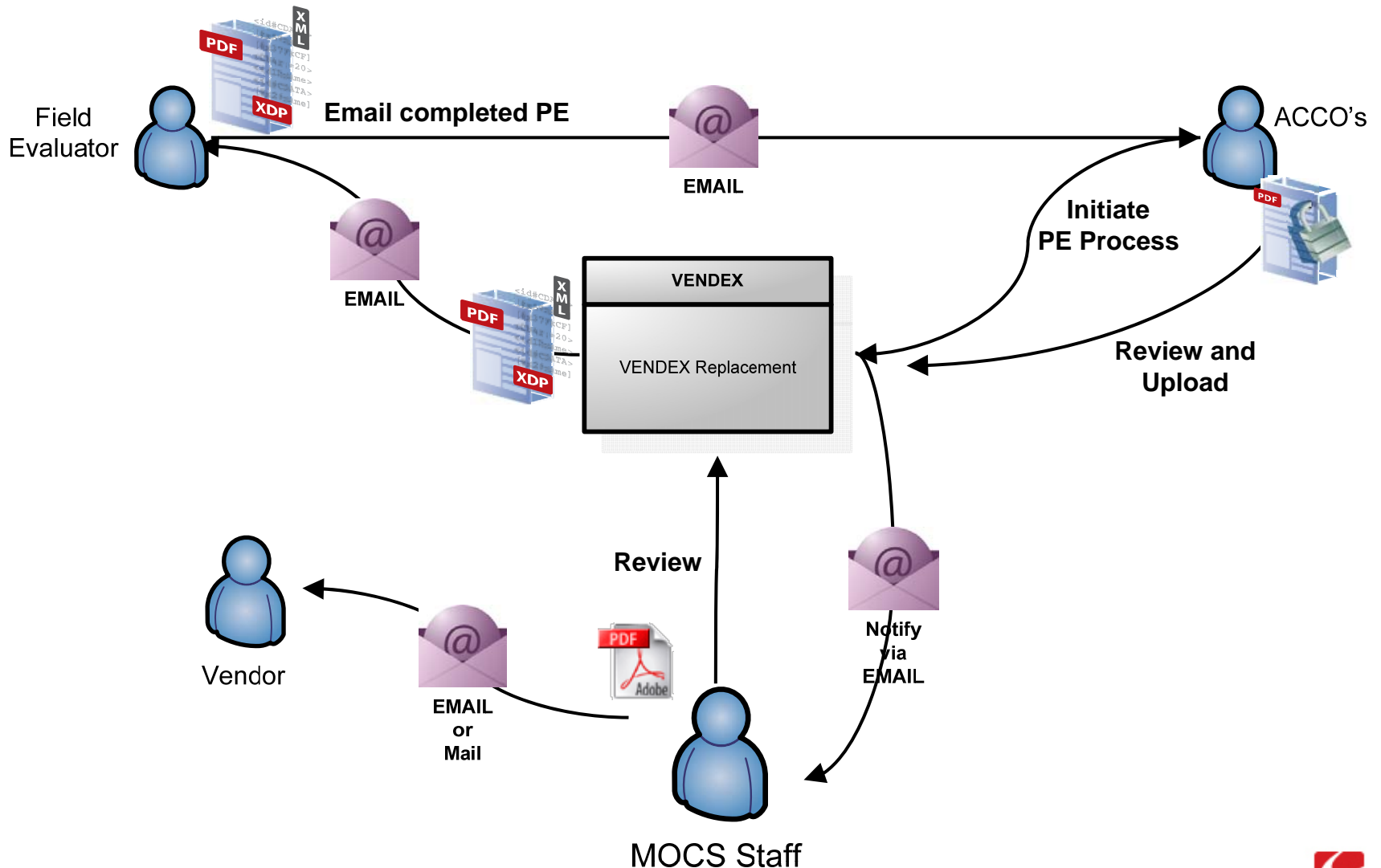


# Current Performance Evaluation Process

## One scenario

- ◆ ACCO receives paper report from MOCS
- ◆ ACCO reviews report, identifying vendors requiring a performance evaluation
- ◆ ACCO sends out paper PE to evaluator for assessment
- ◆ Evaluator returns PE to ACCO for review
- ◆ ACCO sends PE to Vendor for 15 day review period
- ◆ ACCO sends paper PE to MOCS
- ◆ MOCS performs PE data entry

# Workflow Process with eForms Integration



# eForms Implementation Strategy Considerations

- ◆ Consider proof of concept/prototypes
  - ◆ Reduce risk of “new” technology integration
  - ◆ Determination of “best” implementation approach
- ◆ Determine the boundary between eForms and business application
  - ◆ Workflow process
  - ◆ Business rules/validation and error handling
  - ◆ Security policy
- ◆ Evaluate performance impacts and assess performance expectations
- ◆ Research what’s acceptable for electronic signatures

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