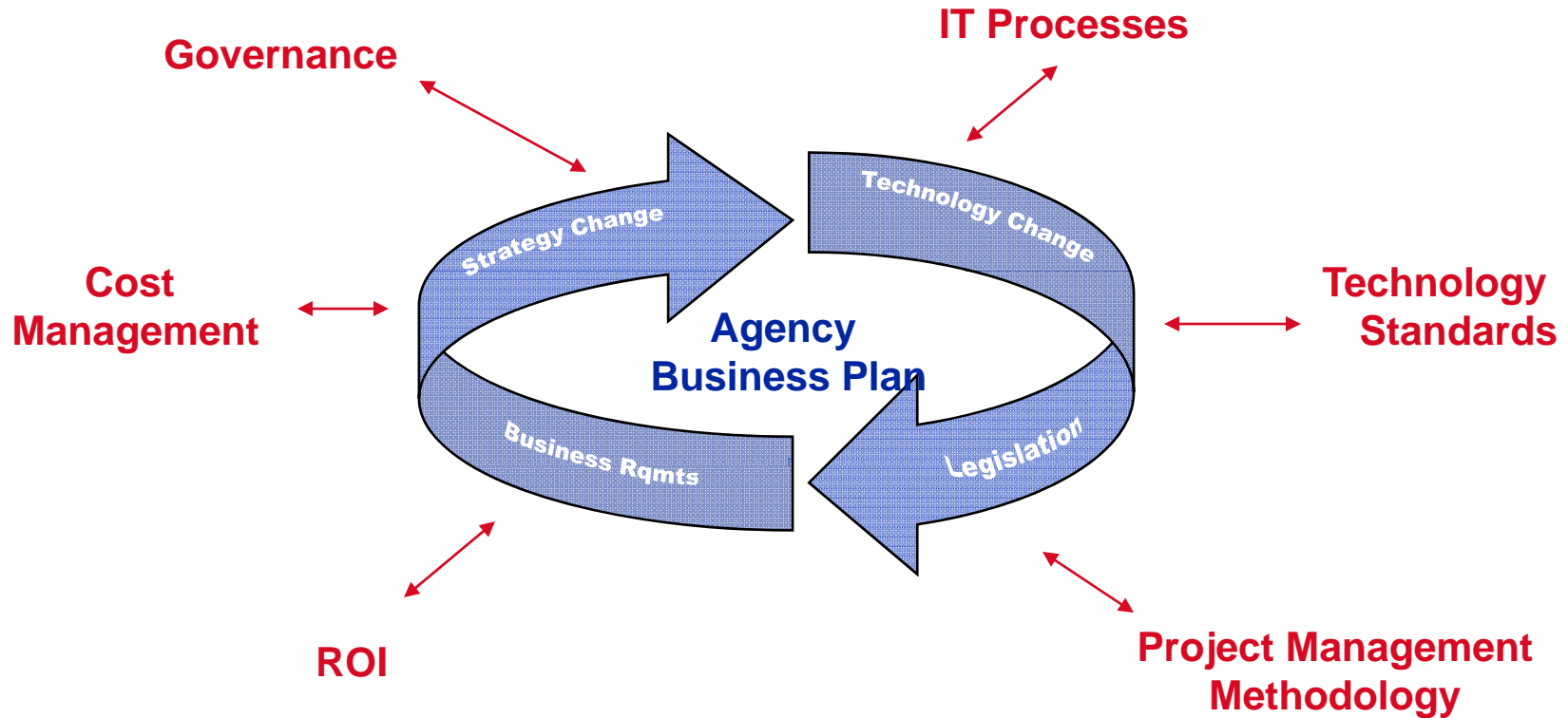




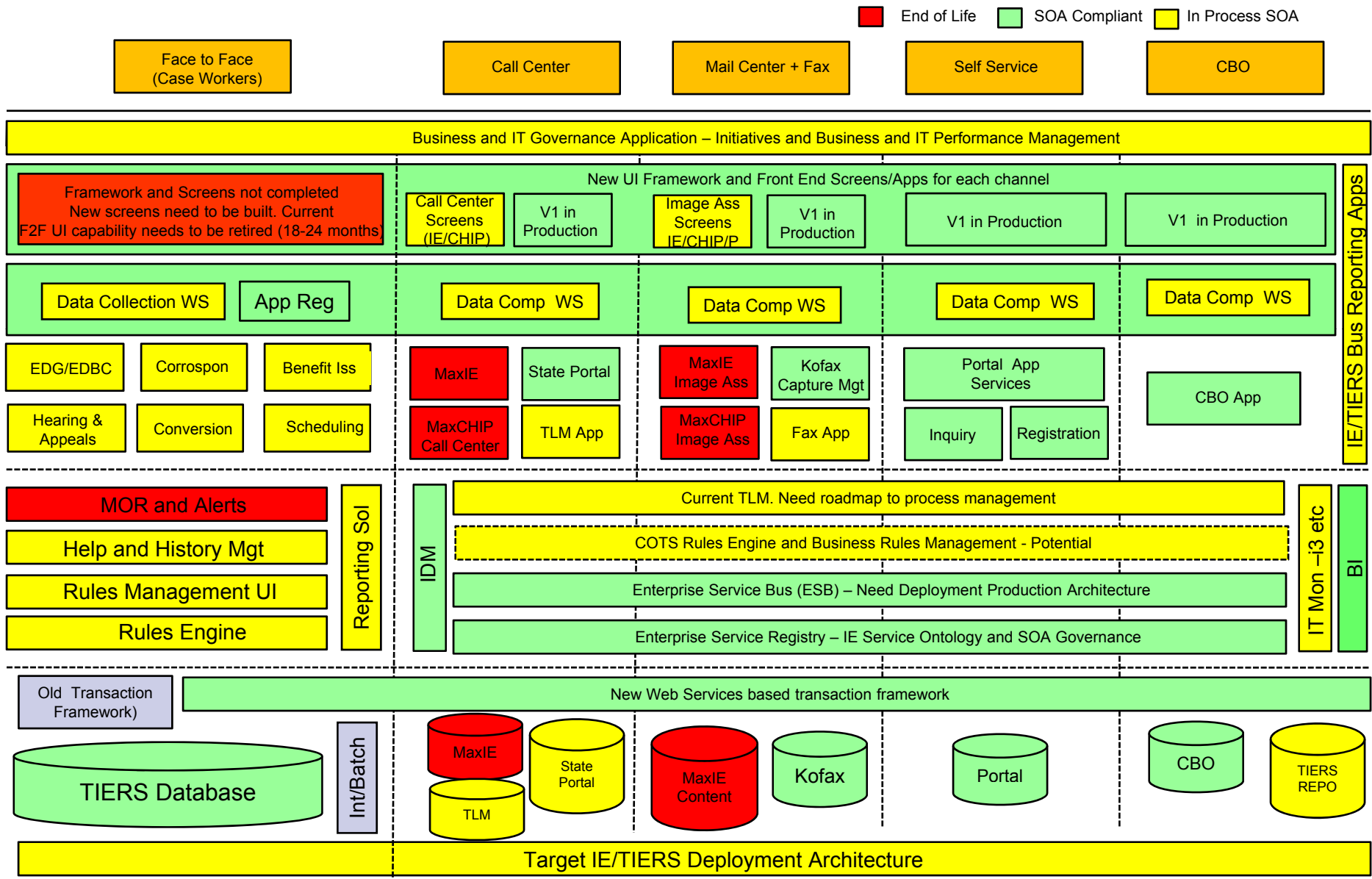
## **Getting IT Done**

**Office of the CIO  
January 29, 2009**

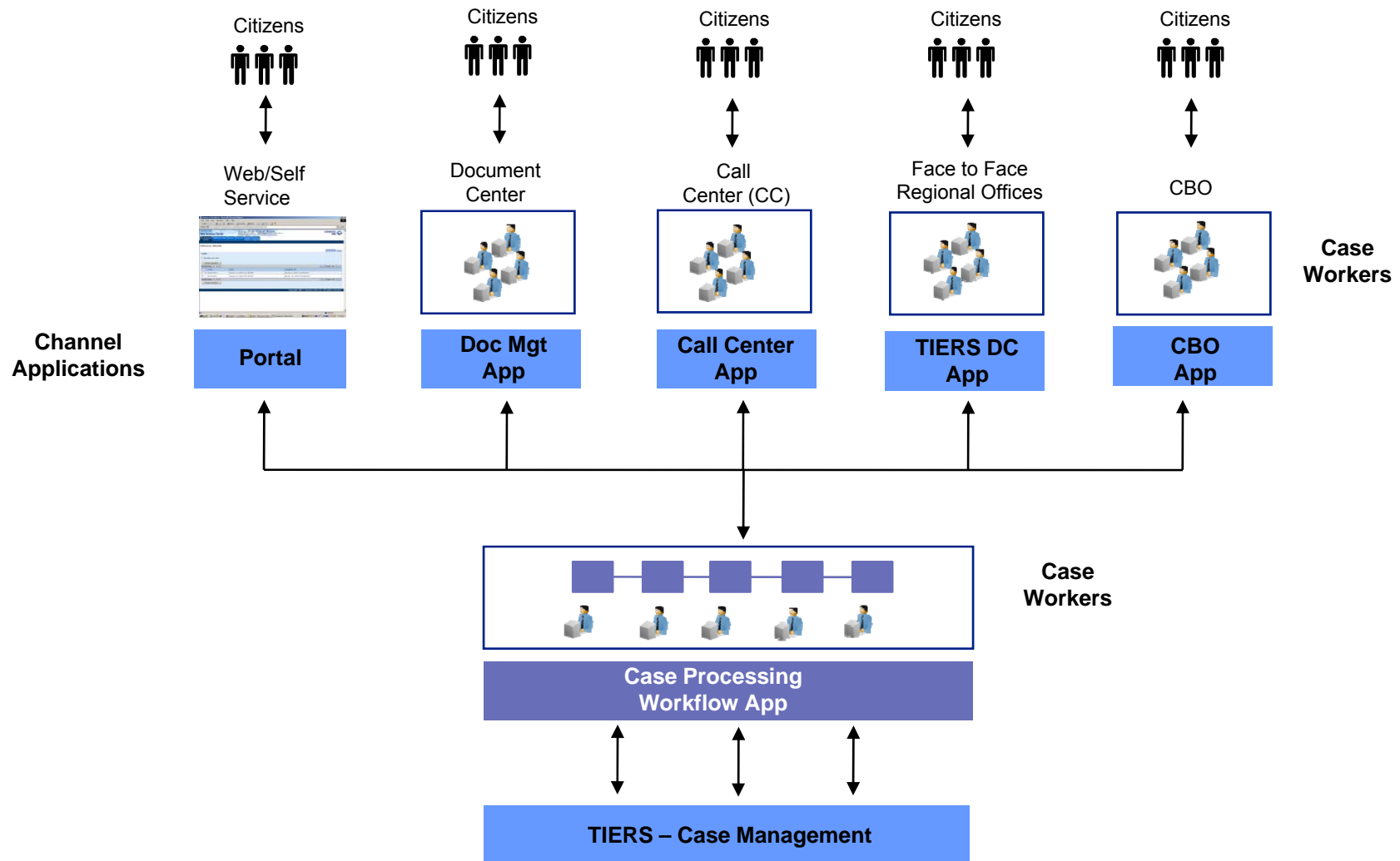
# IT Management Focal Areas



# TIERS Architecture Assessment: Current and End State



# TIERS Multi-Channel Client Interaction Model



## Successes

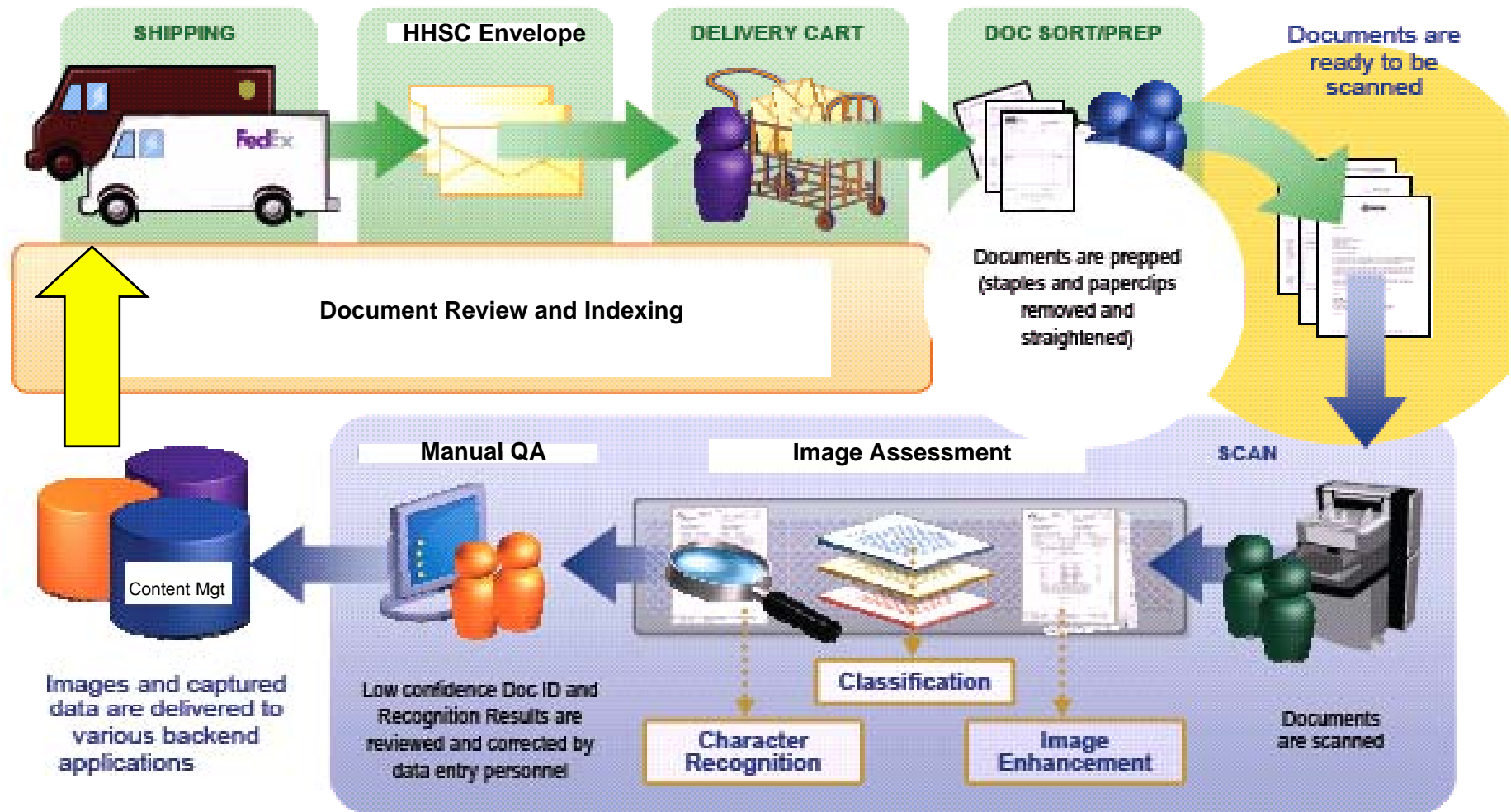
- **Modify TIERS to successfully enable the new model**
- **Implement a new operations model to support new TIERS components**
- **Set TIERS on path for further optimization for improved business results and reduced IT costs**

## Challenges

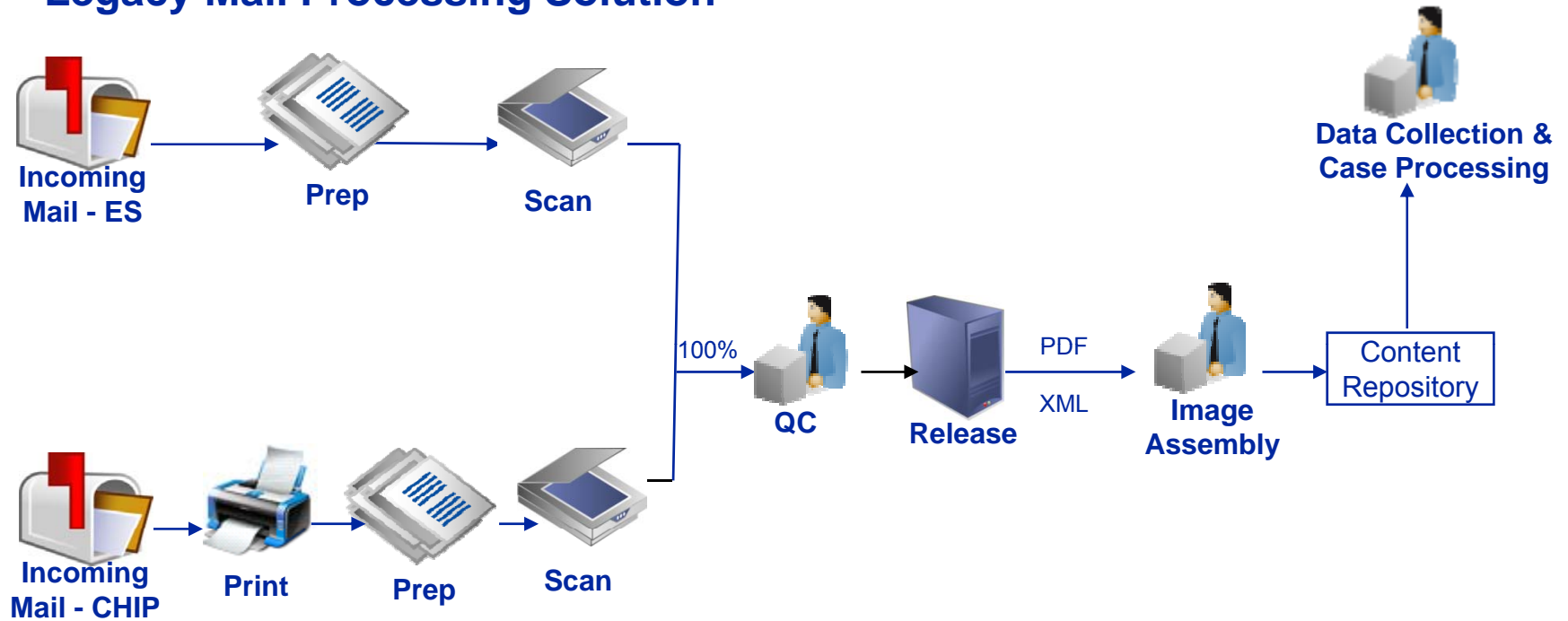
- **Further client interaction efficiencies and effectiveness – Further automation. Ex: Document Management**
- **Retiring of legacy technologies (Ex: MaxIE) – Cost reduction and improved business agility**
- **Continuous IT improvements for cost reduction and better responsiveness to client requirements**



# Document Management Process



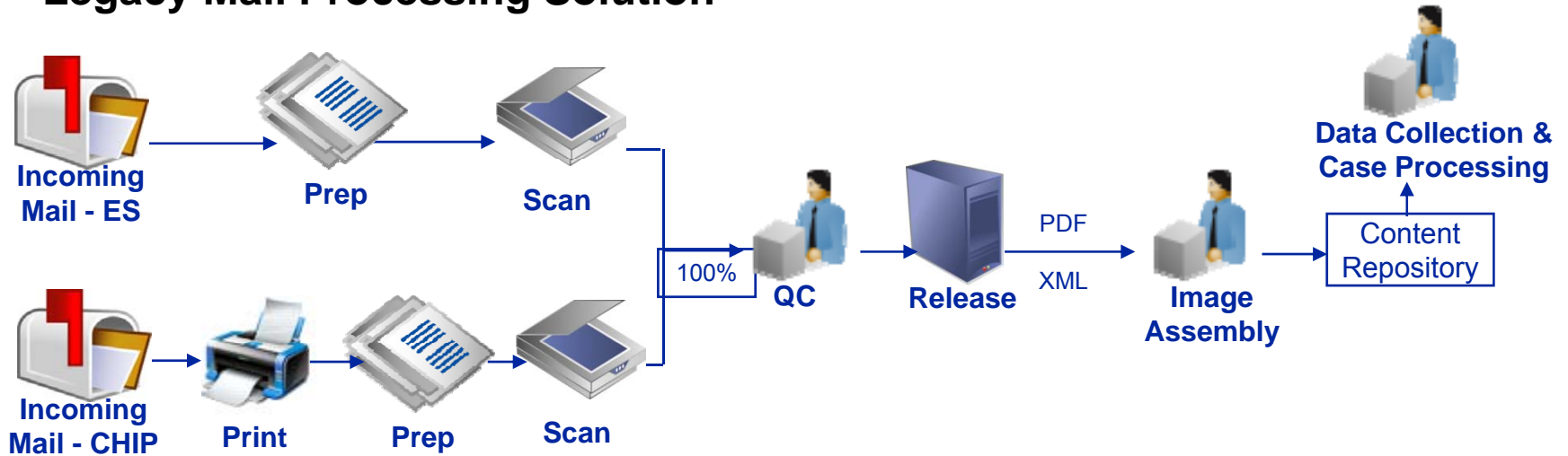
## Legacy Mail Processing Solution



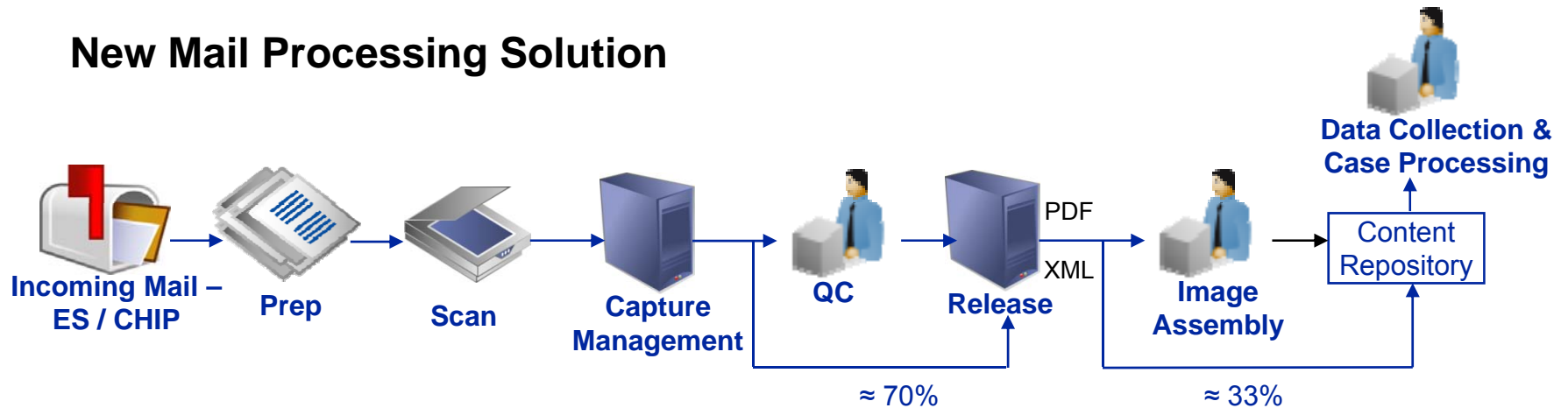
- **Document Management process not standard across programs – Every program has variations to the process**
  - High document processing cost
  - Low case worker productivity
  - Difficult to scale business operations
- **Limited automation of the document management process**
  - Lost case worker productivity
  - Low quality of work
  - High cost of managing documents
- **Legacy Document Management Technology**
  - Limited automation functionality – no automated bar code reading
  - Limited configurability – Perpetuates non std DM processes
  - High change and maintenance cost
  - Limited inter-operability with overall architecture – Inefficient client support process for doc channel

# Document Management Solution: Legacy v/s New Process

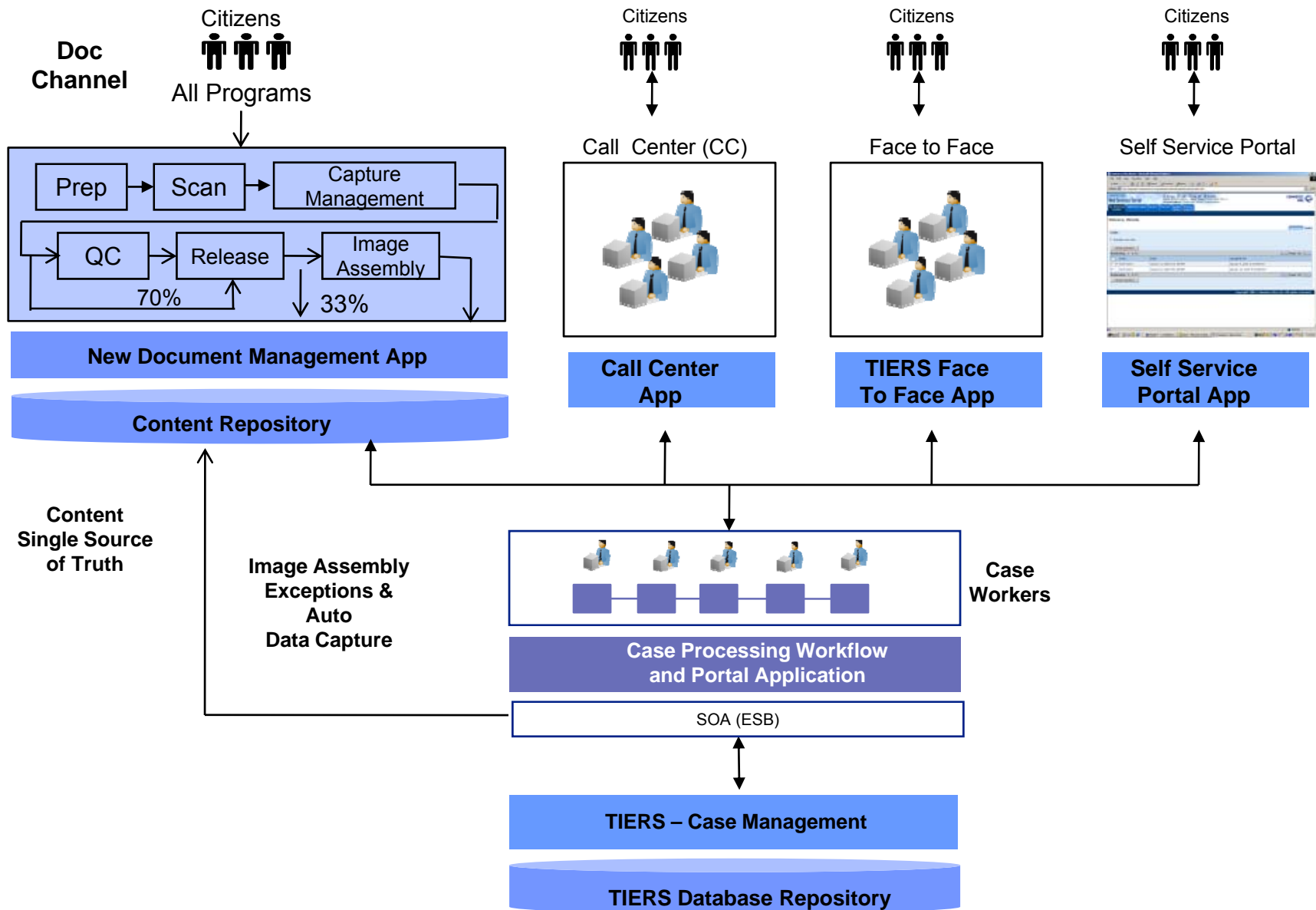
## Legacy Mail Processing Solution



## New Mail Processing Solution



# New Document Management IT Solution



## Client Benefits

- Enabled bar coding automation
- Auto link one third of inbound images, reduced workload of staff
- Standardized doc mgt processes for all programs – Significant cost reductions
- Improved image quality – Increased productivity
- Automated processes for exception handling between doc channel process and back office – Significant improvement in quality of client support

## IT Benefits

- Improved Doc Mgt system stability, redundancy and scalability
- Enabled doc mgt solution on a SOA and BPM architecture – Will be able to address business changes faster and at a lower cost (Business agility)
- Retired legacy app and hence lowered cost of ownership
- Best practices learned for enabling future SOA/BPM based projects

