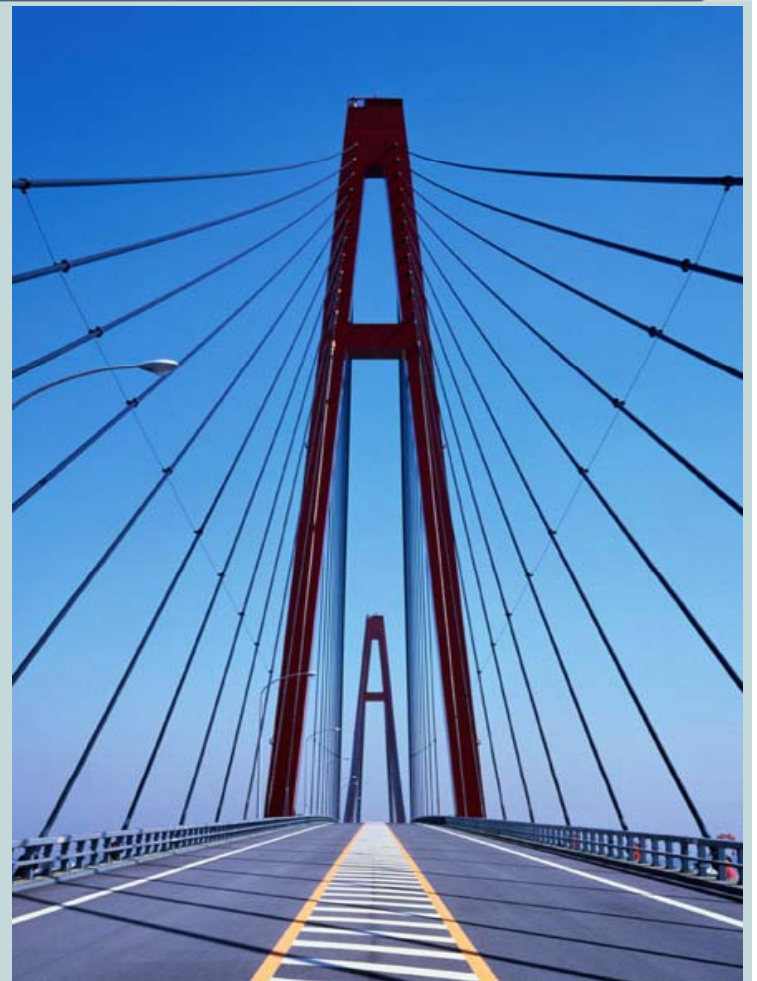


Governing in a 2.0 World

Russell Haddock
Senior Account Executive
MCCi, a Laserfiche Value Added Reseller



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Today's Session

- Last Minute Audible
- Hail Mary Pass
 - Who's going to catch it?
- Your playbook



What is Governing 2.0?

- New Technology
- Change or Status Quo?
- Open Government
- Transparency
- The 2.0 Citizen
- We are...
Budget Challenged



Doing More with Less

- Faced with Reductions in:
 - Jobs
 - Budgets
 - Projects
 - Any unnecessary costs



The Needs Haven't Changed

- Becoming a more transparent government
- Council wants new technology initiatives
- Public Safety demands on IT
- GIS
- Storage needs grow
- Where does all the content go?



Enter Content Management...

...But that's not enough
in a 2.0 society



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Enter ECM + BPM

Electronic Content Management

+

Business Process Management

=

Governing 2.0

What you're saying...



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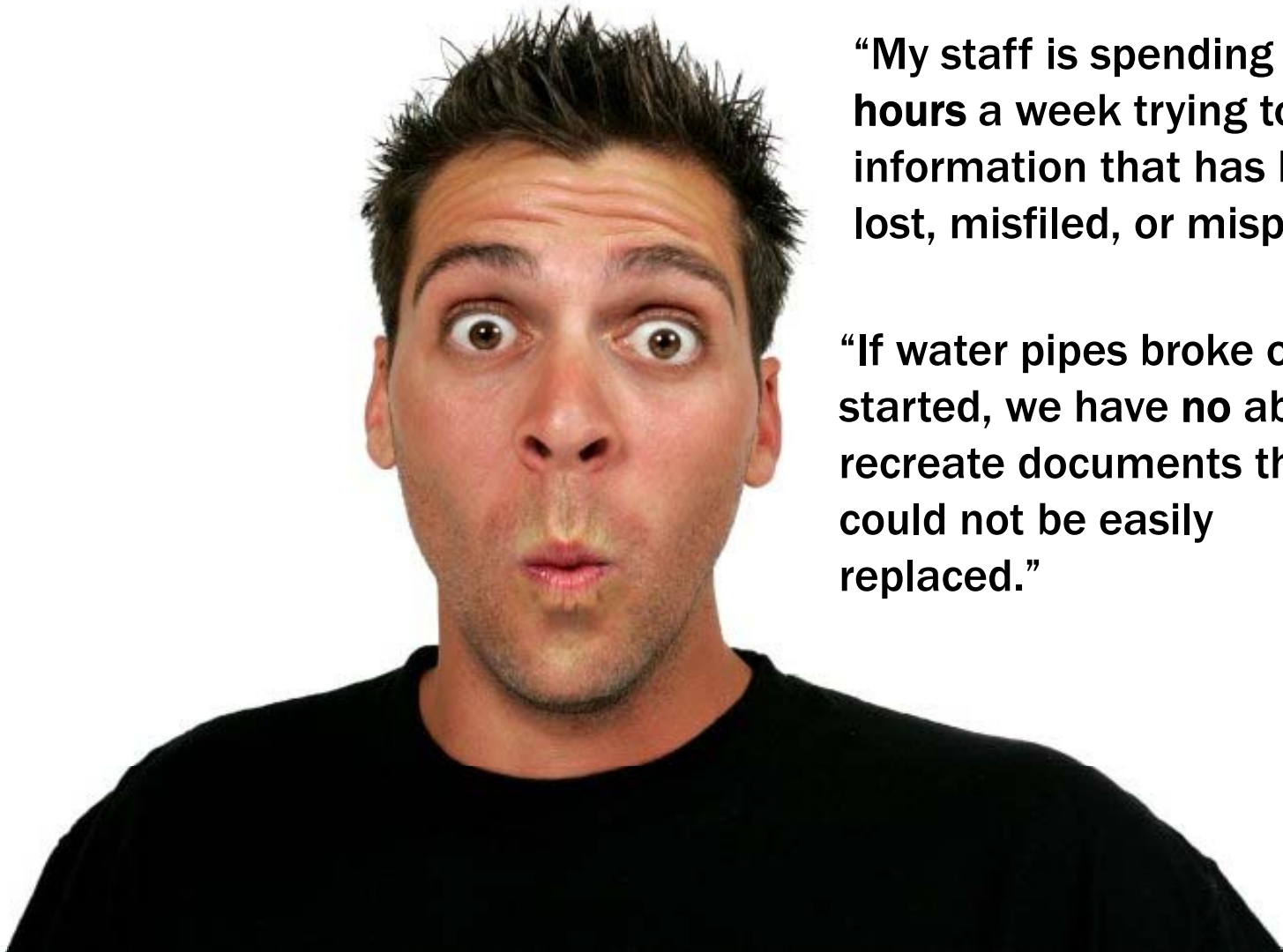
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What you're saying...



“My staff is spending up to 4 hours a week trying to find information that has been lost, misfiled, or misplaced.”

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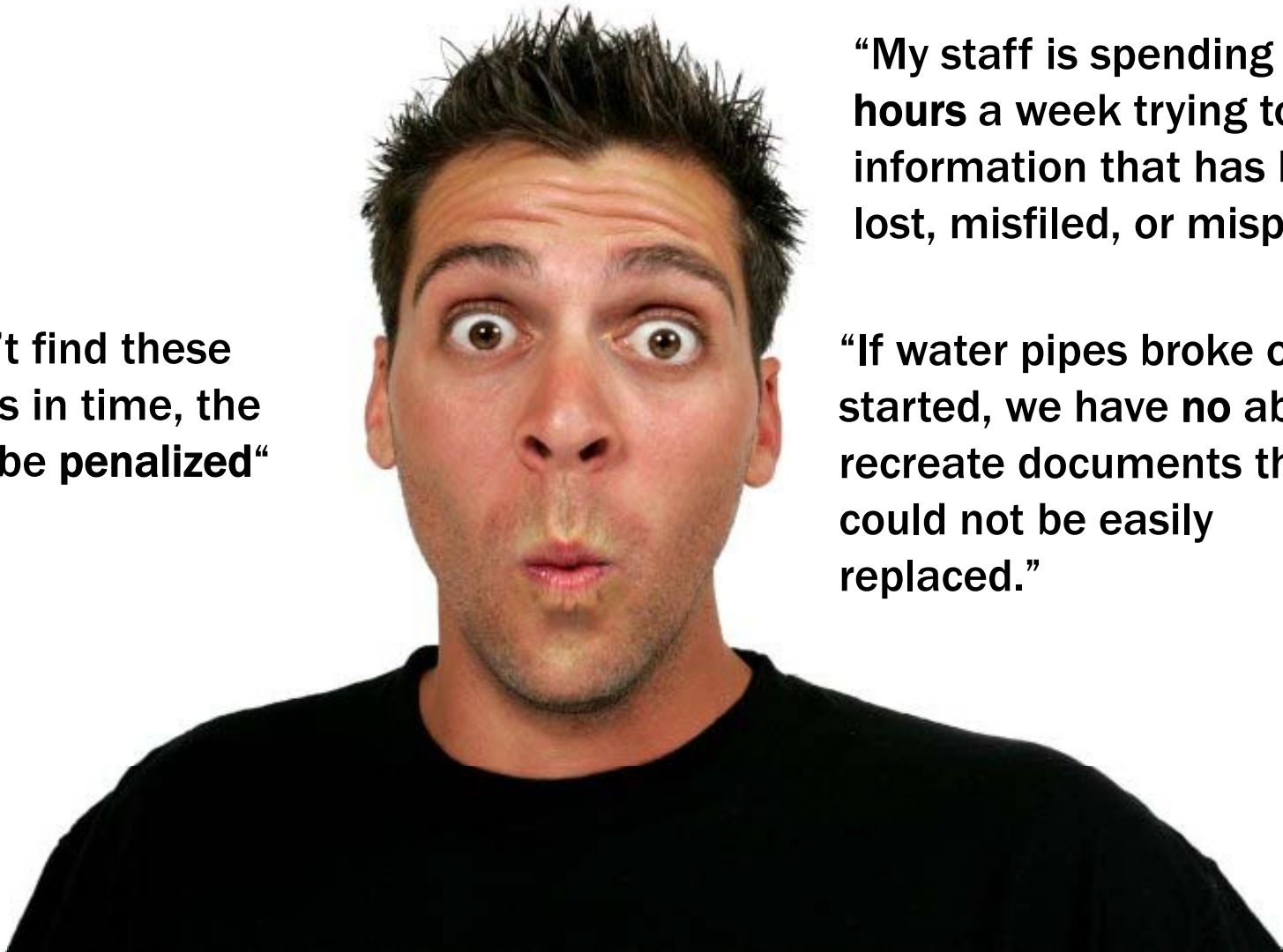


“My staff is spending up to 4 hours a week trying to find information that has been lost, misfiled, or misplaced.”

“If water pipes broke or a fire started, we have no ability to recreate documents that could not be easily replaced.”

What you're saying...

“If we can't find these documents in time, the city could be penalized“



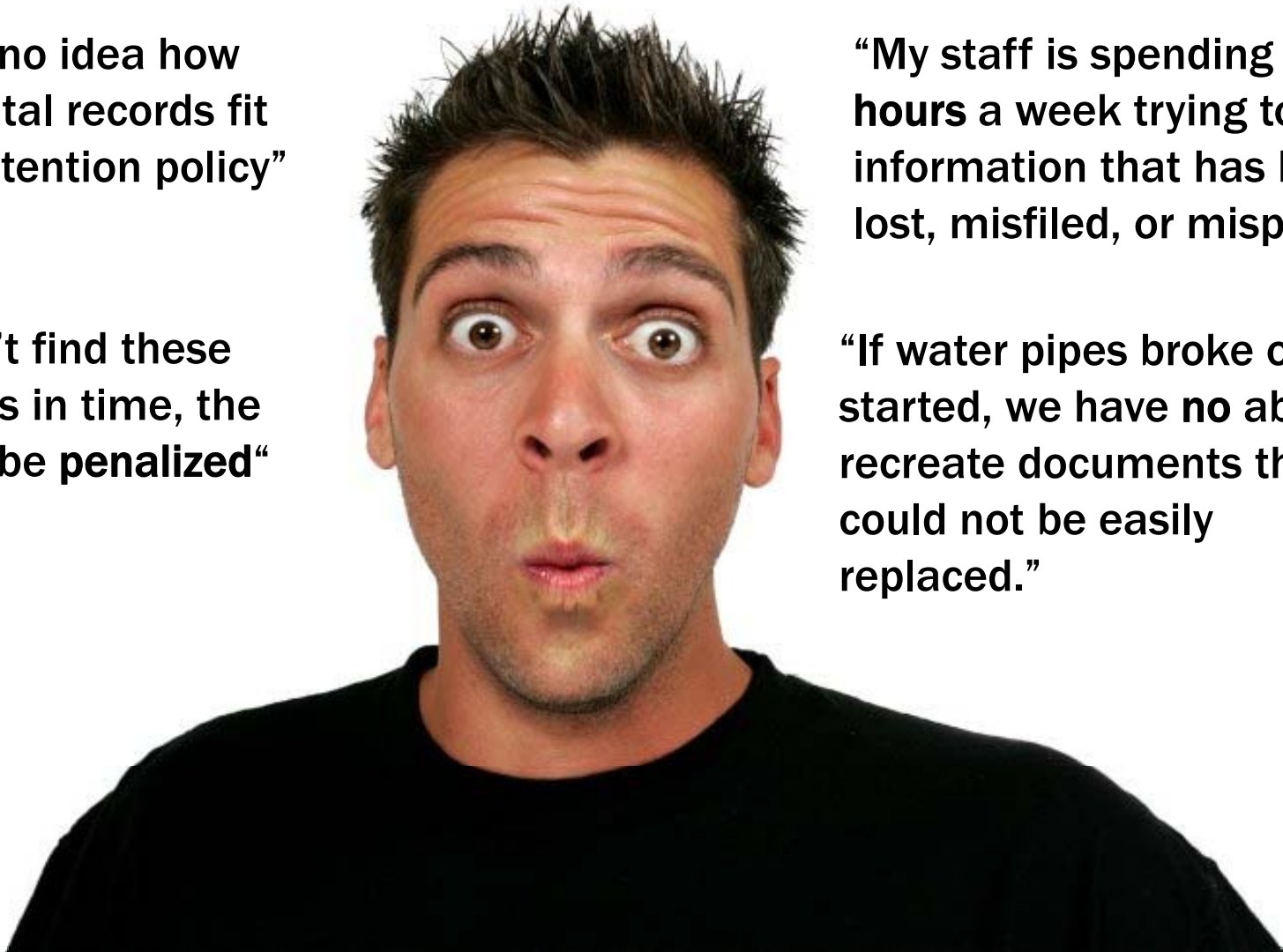
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“If water pipes broke or a fire started, we have no ability to recreate documents that could not be easily replaced.”

What you're saying...

“We have no idea how where digital records fit into our retention policy”

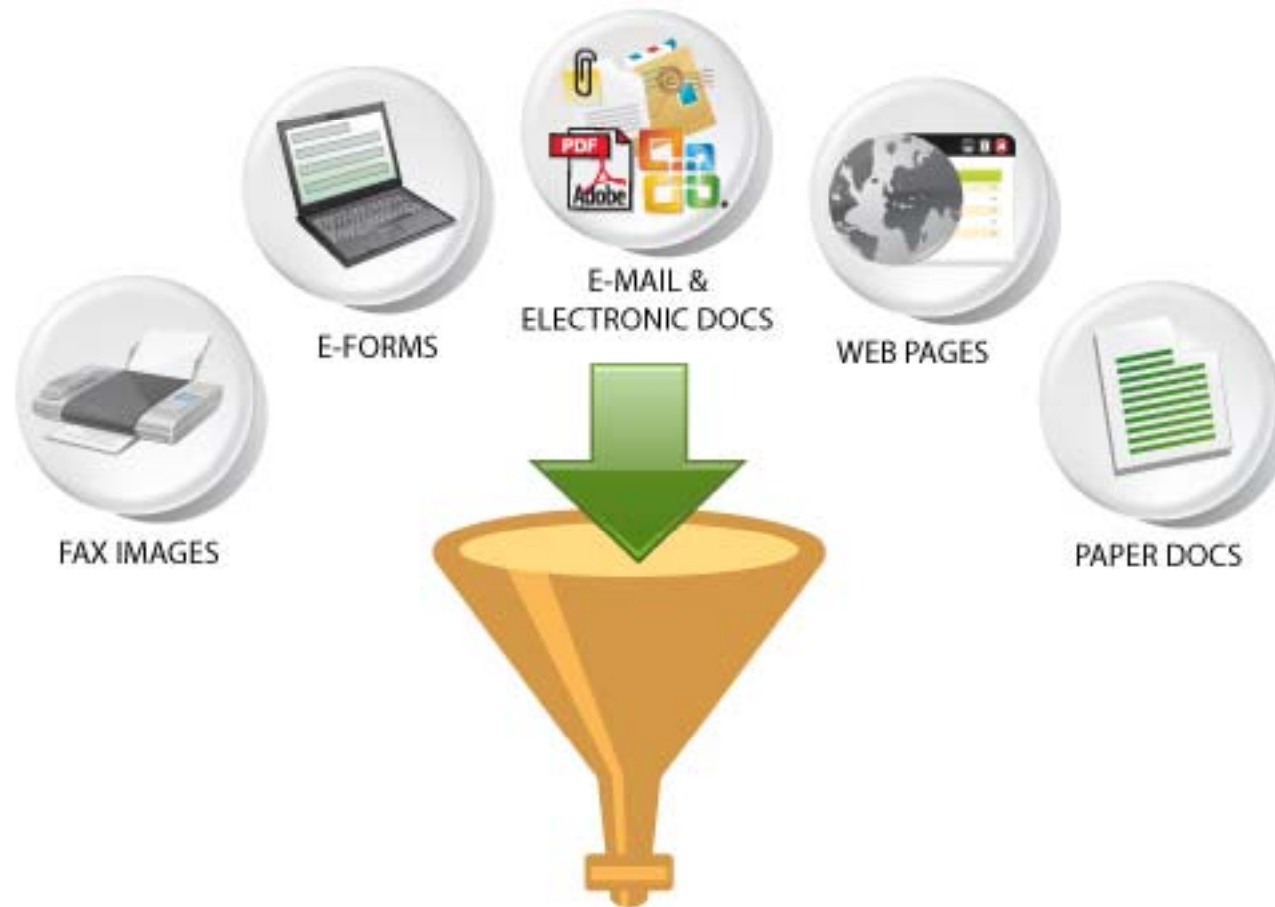
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Enterprise Content Management



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What you're saying...

“We have no way of tracking the documents that need to be sent to our board.”



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What you're saying...



“We have no way of tracking the documents that need to be sent to our board.”

“When we receive information from one of our remote offices it can take up to a week to get approval”

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What you're saying...

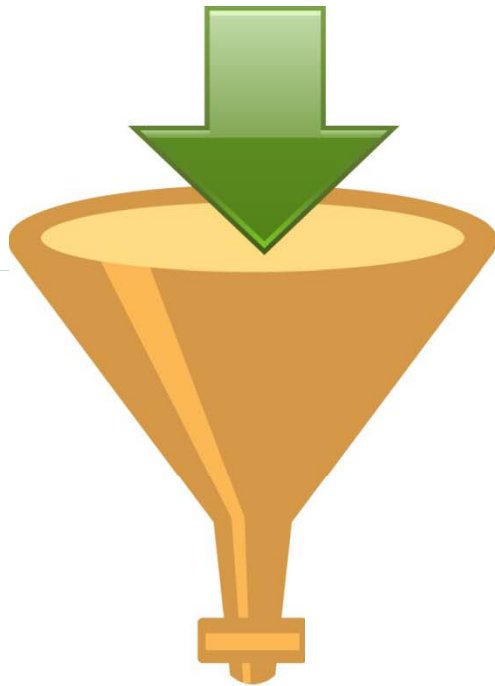


“We have no way of tracking the documents that need to be sent to our board.”

“When we receive information from one of our remote offices it can take up to a week to get approval”

“If someone forgets to send out an email there is no way for us to know the current status of a request”

Business Process Management



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ECM + BPM



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Case Study: Collin County

- Implemented in 2007
- 2 Million archived images in District Clerk's Office
- 4.3 Million images will be added by Sherriff's Office annually



Case Study: Collin County

- 400 records storage boxes eliminated in the Tax Assessor's Office
- 300 staff hours saved in the Auditor's Accounts Payable office
- 4 departments in 2007
- 8 more in 2009



Case Study: Collin County

- Introduced BPM with Workflow in 2009
- Focused on integration to optimize business processes – Tax Assessor's office was able to save 10 days per payment processed.
- Integration with Case Management System for complete Records Management in Courts

Case Study: Collin County

- Biggest hurdle was helping the departments understand their own business processes...and translating that into this “Governing 2.0” world of digitization.



Case Study: Collin County

- What is this “Governing 2.0” concept again?
 - Vital Records integration
 - allowing citizens to purchase over the web.
 - GIS integration



How about you?

What 2.0 Technology's are you using?

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