SESA
Agency Content Workflow Management System

Transforming Lives

2015-17 BIENNIAL BUDGET

Request	FY16	FY17	15-17
FTE	0.0	0.0	0.0
GF-State	$1,074,000	$0	$1,074,000
Total	**$1,310,000**	**$0**	**$1,310,000**

DECISION PACKAGE SUMMARY

The Services and Enterprise Support Administration (SESA) requests funding and FTEs to gather requirements, perform application integration and inter-operability analysis, and complete business process re-engineering necessary to implement an Agency Content Workflow Management (ACWM) solution. By funding this request, SESA is expected to conduct pre-implementation phase activities ahead of full implementation of an agency-wide solution for managing unstructured content including documents, audio and video files, photographs, and data not captured within a database. Implementing this solution will expedite customer service, render content to mobile devices to serve remote clients, and better meet retention and security requirements.

PROBLEM STATEMENT

DSHS administrations currently have separate solutions for scan/index/store/retrieve functions for documents, voice recordings, photographs, and other media. They store the unstructured data in a variety of locations using differing technologies. Some are outdated, unsupported, and unable to operate on DSHS standard operating systems. Current solutions cannot be integrated with business-critical applications. This prevents improvements needed to serve the clients of various administrations within DSHS. Unstructured data that is shared across administrations is frequently duplicated thereby increasing storage costs. Locating files is an arduous and ineffective process that reduces customer satisfaction and exposes the Department to legal and financial risk.

PROPOSED SOLUTION

The Office of the Chief Information Officer (OCIO) is leading a workgroup to select a set of Enterprise Content Management (ECM) solution vendors to be included in state master contracts. Implementation of OCIO-selected ECM solution(s) across all program areas of DSHS provides the most efficient and cost-effective strategic solution. Over time, an agency-wide solution will centralize data access, improve compliance with retention policies, enhance security of protected information, provide system backup, speed service delivery, and act as a key resource to other systems. This centralized system will replace multiple aging and obsolete imaging and document management systems. It will address data security requirements, mobility needs, unmet business needs to manage millions of documents, and other content received and used by Department programs. Systems dependent upon content management include the Automated Client Eligibility System (ACES), the Support Enforcement Management System (SEMS), and FamLink. Multiple program areas have an unmet need for a content workflow management solution.

DSHS VISION
People are healthy · People are safe · People are supported · Taxpayer resources are guarded
DSHS MISSION
To transform lives
DSHS VALUES
Honesty and Integrity · Pursuit of Excellence · Open Communication · Diversity and Inclusion · Commitment to Service

Successful implementation of the solution is dependent upon the availability of detailed requirements, in-depth analysis of current and proposed applications and their integration with the ECM solution, business process re-engineering (where necessary) to accommodate the enhanced security and mobility requirements, and definition of inter-operability needs between the ECM solution and common business processes. This activity is expected to be completed during Fiscal Year 2016. Additional funding to procure and implement the ECM solution will be requested for Fiscal Year 2017 Supplemental Budget request.

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EXPECTED RESULTS

This investment will allow DSHS to gather requirements, complete application integration and inter-operability analysis, and perform necessary business process re-engineering ahead of implementing a modern and common Agency Content Workflow Management solution across all program areas of DSHS. Expected pre-implementation results will allow the solution to decrease the failure risk of the aging document management systems and reduce the risk of service disruptions; improve unstructured data indexing, storage and retrieval; and enable unstructured data delivery for mobile devices. Further, this provides an opportunity for an enterprise solution that can eliminate multiple implementations for applicable program areas and promote significant cost savings to the Department in the long run. When fully implemented, these ACWM tools will allow management to provide staff with the information they need, when they need it, which will support better decision making and help instill public trust in the services the agency provides.

The budget request supports DSHS Goal

5: Public Trust – Strong management practices will be used to ensure quality and efficiency.

The decision package is essential to implementing the Services and Enterprise Support Administration's Strategic Objectives 5.4, 5.5 and 5.9.

STAKEHOLDER IMPACT

End users of current agency document management solutions include staff within DSHS as well as outside of the Department (including Health Care Authority, Health Benefits Exchange and Department of Early Learning). The pre-implementation phase activities will help ensure that the ACWM solution will integrate with partner agency solutions to minimize stakeholder impact, reduce document duplication and streamline interagency business processes.

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