IBM Advanced Case Management for government

A comprehensive solution that capitalizes on big data and analytics to facilitate informed decision making and improve outcomes
Government agencies must transform how they work. Whether they are providing social services, managing judicial processes, conducting investigations, issuing permits or performing other functions, agencies today must provide consistently high levels of service across multiple communication channels. They need to meet heightened expectations from citizens, who are now used to instant and uninterrupted access to information, while also maintaining the transparency and accountability that government officials promise. At the same time, they must comply with changing regulations, protect sensitive information and enable more comprehensive audits.

The growing volume and variety of information available today presents additional challenges as well as new opportunities. Approximately 15 petabytes of new information is created every day—more than eight times the information in all US libraries. By 2020, the digital universe will be 300 percent larger than it was in 2005, hitting 40,000 exabytes. The proportion of unstructured data may continue to rise as unstructured information is growing 15 times as quickly as structured information. Without the right approach, government agencies and citizens could be left drowning in a sea of information that has no context.

Innovative government agencies recognize the potential benefits of integrating people, process and policy through information management. They are looking for technology solutions that align with the goals and mandates of their departments. Those solutions must be able to efficiently collect, analyze and integrate information from a wide range of sources—including sources with unstructured information—and then help disseminate information in a form that can be easily consumed. They must successfully extract information from correspondence, forms, social media posts and other sources, and they must generate insights that help improve citizen interactions, identify potential problems, accelerate investigations and more.
Adopting an advanced case management approach

To address emerging challenges and capitalize on new opportunities, government agencies today need to adopt an advanced case management approach. Advanced case management builds on the case management model, providing a strategic approach that helps improve the success of government programs by better aligning all forms of information in context. A well-constructed advanced case management solution enables informed decision making and helps drive successful outcomes in many areas, including:

- **Correspondence management**: Agencies and politicians need to efficiently manage all physical and electronic correspondence so they can respond to comments and inquiries within a set amount of time, which improves accountability and transparency.

- **Social and health service benefits enrollment and processing**: Agencies need to increase the efficiency of reviewing and confirming citizens’ identities, assessing applicants for related programs, processing benefits and more. They must put relevant information in the hands of caseworkers at the right moment to improve interactions with citizens.

- **Military “taskers”**: Military organizations need ways to streamline the process of task delegation and management of work—which enables officer requests and other demands while maintaining a chain of command, whether that tasker is predefined or created ad hoc.

- **Producing documents pursuant to freedom of information laws, such as the US Freedom of Information Act (FOIA), or access to information**: Agencies need to fulfill the rapidly growing number of information requests in a timely manner to comply with federal regulations, while also maintaining the privacy and security of the information being requested.

- **Judicial processes**: Judicial organizations need to manage a large volume of court documents, facilitate collaboration and streamline scheduling.

Unfortunately, the manual processes and technology solutions agencies often have in place are unable to help address challenges or capitalize on new opportunities. Manual processes and existing technologies still are highly inefficient, wasting the time of government workers as they move physical paper. They can lead to errors, slow responses to citizens and make it difficult to maintain compliance with regulations.

Some agencies manage information—including unstructured information—with enterprise content management (ECM) systems. However, many existing ECM systems fall short of addressing current challenges. In too many cases, agencies have islands of information residing in disparate and redundant systems. They need ways to integrate content from multiple sources, provide that information to big data and analytics systems, and then deliver content and insights to the right people at the right time in the right format.

Recognizing the need for case management

Implementing a case management model, with electronic case files, can benefit government agencies across functional areas. The case management model addresses the need to integrate multiple forms of information and present that information in a highly collaborative form. Effective case management solutions facilitate collaboration among multiple teams to work toward common goals. They accommodate changing information and ad hoc requests over the course of a case.

While case management solutions can make vital contributions toward improving the efficiency of processes, not all case management solutions can manage or analyze big data. In addition, many lack the collaboration tools necessary to support complex processes that often stretch across multiple teams and agencies. They do not have the flexibility to handle cases that diverge from predefined processes. And they are unable to measure performance and provide feedback that can help further increase productivity and efficiency.
- **Public safety and intelligence investigations**: From police departments to government intelligence agencies, organizations need efficient ways to collect, analyze and share information so they can identify potential threats, respond more quickly to problems as they arise and accelerate investigations.

- **Permit, license and grant applications**: Agencies must collect and review requests for permits, licenses and grants, often soliciting approval through a predetermined hierarchy and then responding within a fixed amount of time.

**Capitalizing on a comprehensive solution**

Advanced case management builds on core case management functions, integrating content management, performance management, collaboration tools, big data and analytics capabilities, and other capabilities into a comprehensive solution.

**Content management**

Advanced case management incorporates content management capabilities that help efficiently capture content from a variety of sources, identify the most valuable information, analyze content, and deliver content to the right people at the right time on any device. Content management capabilities can help agencies provide access to content across multiple repositories, bringing together information to create a 360-degree view of the individuals and content that are at the heart of a case.

**Big data and analytics**

Big data and analytics capabilities enable agencies to tap into the increasingly large volume and variety of content available to them today, including unstructured content contained in correspondence, typed forms, social media posts and other sources. Agencies can identify trends, anticipate problems and generate insights that help inform decision making and improve case outcomes.

**Performance management and business intelligence**

By incorporating performance management capabilities into case management, agencies can analyze the success of government programs and the efficiencies of specific workflows. They can measure performance against key performance indicators (KPIs) to help fine-tune processes and prove the value of agency efforts. Business intelligence capabilities provide the dashboard and reporting capabilities that help managers quickly and easily identify insights from performance management and analytics based on the work being performed.

**Communication and collaboration tools**

Advanced case management solutions should provide workers with the communication and collaboration tools they need to solicit feedback, gain approvals and share insights among teams. Tools ranging from email and instant messaging to file sharing and social media–type capabilities can help reduce the obstacles in working together toward shared goals.

**Solution development and deployment**

Advanced case management solutions should help agencies develop and deploy customized solutions that address specific agency requirements, whether that means changing workflows, the user interface, user roles or other aspects of case management. The ability to reuse templates and business objects with the advanced case management solution can help agencies deploy solutions and customized applications more quickly.

**Business rules**

With the right advanced case management solution, agencies can implement dynamic business rules that accommodate changing information and ad hoc processes. Business rules improve the quality of transaction and process-related decisions and help determine the appropriate course of action. Business rules also enable agencies to implement, test and deploy decision changes. Agencies can better understand how decisions are made and apply them consistently across processes and applications.
Task management
Success with a case management solution depends on user adoption. A solution should allow agencies to optimize the application and user interfaces for the way workers actually work. That optimization can help workers better manage tasks and ultimately produce improved outcomes. At the same time, the best advanced case management solutions enable program managers to see who made a decision and understand why that decision was made for a specific task.

The potential benefits of implementing advanced case management are significant. By extracting and analyzing valuable content from big data, agencies can help their employees make better, more informed decisions. By providing faster access to content and incorporating collaboration and communication tools, agencies can enhance the productivity of workers and improve their responsiveness to citizens. By using built-in collaboration and communication tools, automating tasks and implementing customized solutions, agencies can improve the efficiency of processes, speed results and control costs. And by assessing performance and presenting easy-to-interpretable reports and dashboards, agencies can quickly evaluate the effectiveness of programs and fine-tune workflows.

Implementing advanced case management from IBM
IBM Advanced Case Management draws on a broad portfolio of integrated IBM solutions to help government agencies address today’s challenges and seize the opportunities presented by big data.

Case management
IBM Advanced Case Management is built on IBM Case Manager software, which unites content, processes and people to improve case outcomes. Case Manager enables agency employees to make complex, real-time decisions based on constantly changing information. Advanced document search capabilities help them find content rapidly, analytics capabilities let them track trends and fact-based reporting facilitates decision making. Knowledge workers can determine the next best steps based on insights gained from contextualized content.

Case Manager can be deployed with IBM Content Navigator, which provides a unified user experience across devices, platforms, solutions and content repositories. Content Navigator helps simplify access to content and streamlines workflows.

Content management
Case Manager is integrated with IBM ECM content management solutions, which enable agencies to automate the digital input of content, prepare content for analysis, and deliver content and insights to the right people at the right time. Content management solutions allow agencies to access content from multiple repositories and integrate that content into case workflows. Doing so helps enable employees to access many forms of information, whether it is coming from an enterprise resource planning (ERP), customer relationship management (CRM) or other system. At the same time, agencies can make full use of existing investments.

Big data and analytics
IBM Case Manager also enables agencies to draw on IBM Watson™ Foundations—the IBM big data and analytics platform that incorporates capabilities for data management, data warehousing, content management, Hadoop analytics, stream computing, and information integration and governance. For example, government agencies can use IBM® InfoSphere® BigInsights™ for Hadoop to provide a low-cost, enterprise-level method of storing and analyzing the structured and unstructured data used in cases. InfoSphere BigInsight enhances Hadoop open source technology, adding administrative, discovery, development, provisioning, security and support capabilities, along with best-in-class analytical capabilities, to deliver a user-friendly solution for complex, large-scale projects.
Communication and collaboration tools
IBM Case Manager offers integrated communication and collaboration tools for data, voice and video to make it simpler for workers to share information and work together toward common goals. By integrating IBM Lotus® Sametime® software with Case Manager, agencies enable employees to send email, conduct real-time chats, send invitations and announcements, add contacts and more—all from within Case Manager.

Performance management and business intelligence
Case Manager incorporates analytics capabilities that allow agencies to assess the historical performance of cases and workflows, and identify any potential bottlenecks. Users can dynamically drill down, slice and filter results to evaluate levels of success and identify areas for improvement. Real-time dashboards based on IBM Cognos® business intelligence (BI) capabilities enable agencies to monitor cases and processes in real time, and generate alerts if performance dips below defined thresholds.

Rapid solution development and deployment
IBM Advanced Case Management facilitates rapid development and deployment of customized case management solutions. Case Manager features a point-and-click, web-based Case Builder solution development application. Case Manager also captures best practices in reusable templates that developers can use to streamline development of multiple, independent implementations for discrete agency teams. One-click deployment from Case Builder helps accelerate development, user acceptance and production.

Realizing benefits in real-world government use cases
Advanced case management can have a significant impact in a variety of real-world government use cases.

Solving and preventing crimes
To improve the efficiency and effectiveness of police investigations, a federal law enforcement agency needed to integrate and analyze information contained in 1.2 billion criminal, motor vehicle, property and other records residing in 105 disparate systems. By implementing an advanced case management solution, the agency is moving to intelligence-led policing. Now analysts and investigators can identify and rank criminals, uncover trends, share actionable intelligence across groups and agencies, and spot relationships that might have remained hidden. The department can also better prevent criminal activity by optimizing deployment of resources, sending officers to locations where they are needed most. In this way, a case management system can be a critical complement to an investigative solution, such as IBM i2®.

Streamlining social services
Hawaii’s Benefit, Employment and Support Services Division (BESSD), part of the Department of Human Services (DHS), provides a wide range of citizen services, including benefits for food, shelter and child care; employment support; work training; and dependency diversion and prevention. The agency wanted to increase the efficiency of its case-based work and improve the citizen experience.

With help from IBM Business Partner Imagine Solutions, the agency implemented an ECM and case management solution that replaced cumbersome manual, paper-based processes. Now administrators can efficiently—and accurately—capture case information and access information from any location. They can monitor processes and provide more responsive service.
**Enhancing services for crime victims**
The Texas Office of the Attorney General’s Crime Victim Services Division wanted to give victims of violent crimes a way to apply for medical and other benefits from the Crime Victims’ Compensation Program. The agency needed to replace its aging workflow system to eliminate time-consuming manual processes, better accommodate changing policies and improve responsiveness to victims.

Working with IBM Business Partner Adjacent Technologies, the agency implemented a cloud-based case management solution and migrated 3.1 million documents, 750,000 cases and 700,000 bills to the new environment. The agency now has a 360-degree view of all cases; plus, it can initiate ad hoc tasks and start partial cases to jump-start investigations. Rule-based case assignment capabilities help optimize staffing based on employee availability, case type and more. Reporting, analytics and trending capabilities enable the agency to evaluate performance and identify areas for improvement. By tailoring processes to the way employees work, the agency is enhancing efficiency, boosting productivity and ultimately improving the responsiveness to victims.

**Improving customer satisfaction**
A state’s Department of Energy and Environmental Protection Agency needed to improve customer satisfaction, maximize limited resources and better adhere to changing regulations. To that end, the agency decided to reduce reliance on complex, costly manual and paper-based processes, which led to errors and delays that diminished customer satisfaction.

The agency worked with IBM Business Partner Fairfax Data Systems Inc. to plan and implement a multiphase, comprehensive ECM solution. The solution allows the agency to unify content, linking up external and internal workflows, and integrating existing tools with Case Manager and a smart portal.

With the new solution, the agency enabled one-stop shopping for permitting, registration and filing services. Self-service sign-up and e-payment provisioning combine to provide a positive customer experience while maximizing knowledge workers’ time. The case approach helps save time and money while helping to enforce process consistency.

**Enhancing decision making and improving outcomes**
Governments today need new ways to improve services and increase responsiveness while adhering to regulations and controlling costs. The increasing volume, variety and velocity of data available to government agencies can provide new opportunities if they can efficiently collect, analyze and integrate this data into case-style ECM systems.

IBM Advanced Case Management offers a comprehensive approach to case management that helps agencies capitalize on big data, foster collaboration, monitor performance and deliver insights to the right people at the right time. As a result, agencies can help facilitate informed decision making and improve outcomes.

**For more information**
To learn more about advanced case management and other IBM ECM solutions, please visit: ibm.com/software/products/en/category/advanced-case-management

To learn more about IBM Big Data & Analytics and its benefits for government organizations, please visit: ibm.com/software/data/bigdata/industry-government.html