Aiimi Solutions for Local Government

Document Management for Licensing Consultation

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V1.0

Contents

Powering Business Dynamics

## 1. Introduction

1.1 Overview

Aiimi Local Government solutions are designed to accelerate the deployment of line of business solutions on top of corporate EDRMS platforms, thereby increasing the value of the investment beyond the typical use cases of reducing physical storage and increasing compliance. Each department within a council has specific and unique information management requirements that our solutions address. Aiimi solutions can be used as pre-packaged drop in products, or the basis for a bespoke solution. Aiimi's Document Management for Licensing Consultation allows councils to capture, store and manage Licensing applications, consultations and supporting information. The solution also allows the council's licensing department to work with documents sent in by email and to interact with applicants and consultee's through the council's web site.

2. EDRM Solutions for Licensing Consultation

Licensing applications and consultation processes can generate a lot of correspondence and inbound correspondence needs to be filed with the application and consultation documentation and managed as a unit. In line with many of our other local government solutions, we treat the consultation process as a mini case, creating a folder structure for each consultation with associated metadata. We provide scanning profiles and supporting workflows to manage the filing of information and the management of the consultation process.

2.1 File Plan

The file plan for the Licensing function sits within a pre-built standard folder structure that is based upon the Local Government Classification Scheme (LGCS) and incorporates subdivisions in the folder structure to divide Licensing Consultations by year, license type and reference.
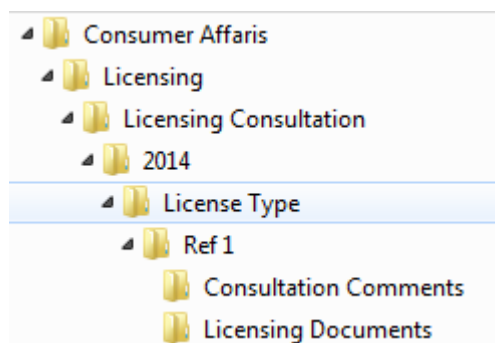
The example above shows a project folder with a reference number. This is a unique number generated by the system to a pre-defined format. The system can automatically number all license applications and consultations in line with this or with your own numbering scheme. The supporting documents can if required also be pre-numbered with the same reference.

The solution automatically generates the filing scheme shown above when new licensing correspondence comes in, and this is based upon a template that applies security and metadata (Ref No, Title Ward, Consultation Start, Consultation End etc) to the application folders.

This allows a standardised method of navigation through all planning information, which can be extended to cater for your council's unique requirements. Aiimi's standard implementation also includes a dynamic 'faceted view' on your content which uses the consultation's metadata to filter the view. Using a faceted view allows you to restrict the licensing consultations shown to only those currently open for consultation, or only those in the current year for instance.

2.2 Scanning and Digital Mailroom

A number of scanning requirements are catered for in the solution, which allows mailroom or licensing department staff to quickly scan information to the correct location and fill in the required metadata to route the scanned document to the right person for action. Scanning 'profiles' are included that cater for:

> Licensing – Licensing Applications Consultation
> Licensing – Licensing Consultation Comments

In each of these cases, the process of scanning requires the operator to lookup information in the EDRMS database that allows the quick selection of the correct reference based upon simple database lookup functionality. This reduces the time and effort required to file incoming correspondence as well as increasing the accuracy of the filing process and allows the council to distribute the task of filing documents to the Licensing document repository outside the Licensing department if required.

2.3 Workflows

Once a document has been scanned into the Licensing document repository, it is automatically attached to a workflow, which serves a number of purposes by default, but can be adapted as required.

1. The workflow creates the filing structure for that reference if it does not already exist;
2. Assigns the appropriate metadata;
3. Routes the document to the appropriate person in the Licensing department;
4. If contact details are available, alerts the sender that their correspondence has been received

The solution is based upon OpenText Content Server, which includes a flexible workflow engine that allows simple process modelling and easy amendment of workflows to suite the requirements of an individual council.

2.4 Interfaces

If the council already has a Licensing application and simply wants to link it to the document repository, the solutions web services interfaces allow another system and / or scanning solution to feed documents to the platform, again creating the appropriate folders, security and metadata.

The following interfaces are supported:

- Web Service (Create, Update, Store Document, Add Sub File)
    - This will consist of .NET WCF SOAP compliant web services. These can make use of server and client certificates for authentication and encryption.

- RESTful (Create, Update, Store Document, Add Sub File, Access)
    - These allow the functions to be called from applications that cannot call a SOAP web service. A RESTful service is essentially a GET, POST or PUT request to a URL.

These services allow the solution to publish licensing information to the web and to receive correspondence and applications lodged through the council web site directly to the appropriate folder and to start the licensing application or correspondence workflows.

3. Further Information and Options

The solution is fully case management capable and can be expanded beyond filing and alerting as described, to cover management of the roles and responsibilities in licensing, task and progress tracking as well as reporting using template cases to drive the automation of providing licensing services and the associated consultation. See Aiimi's case management information here.

4. Contact Information

For more information, to arrange a demonstration or to discuss any information in this document, please contact us.

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Document Control

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