KPOK

CROC IT-Company has been operating since 1992.
It is one of the ten largest Russian IT-companies.
CROC IT-Company is the market leader in the area
of document automation systems.

Client

Administration of Perm Krai, which includes 33 public authorities with 2,600 staff members.

Challenge

An extensive document management system without a unified strong architecture has resulted in the
inability of Perm Krai residents to contact the government. It is necessary to modify the system in order to
make it easier to use and more accessible for both employees and Perm Krai residents.

We have a large existing project, which already contained a fair amount of logic and more than a dozen active
processes of document circulation that must be fixed. The project had been developed by a large number of program-
mers at different times and in different ways before us.

The client's issues with the previous version included:

- The lack of a single strong architecture, except for the decisions from the EMC Documentum 5.3 platform.

- The lack of coherent feedback from the public

- Problems with personnel control (hundreds of units with thousands of employees): this made it impossible to
  quickly identify the workload of a staff member, distribute tasks and find the contact details of their colleagues

- The document circulation as a whole is obsolete. Some of the processes are inconvenient and time-consuming.

What we've done

1. Transferred the current solution to the new version of EMC Documentum 6.5, while getting rid of the hard code. For example, in the project, there were conventional classes, decompiled from EMC Documentum 5.3 with minor corrections.

2. Finalized processes to improve usability: expanded the functionality of printing groups, created templates of resolutions and added the function of revocation and making direct orders for the Governor.

3. For interaction between the residents and the city authorities, we have integrated the DAS service with www.streetjournal.org through guaranteed JMS posts and set up the ESB bus.

The solution has enabled us to build a common approach for DAS integration with third-party systems, and later use it for integration with multi-functional centers. Several JMS brokers guarantee delivery of asynchronous messages, even in the event of the temporary unavailability of one of the end systems. Interaction with the JMS takes place via WebServise calls converted to JMS calls.

Street Journal web-site

СЭД

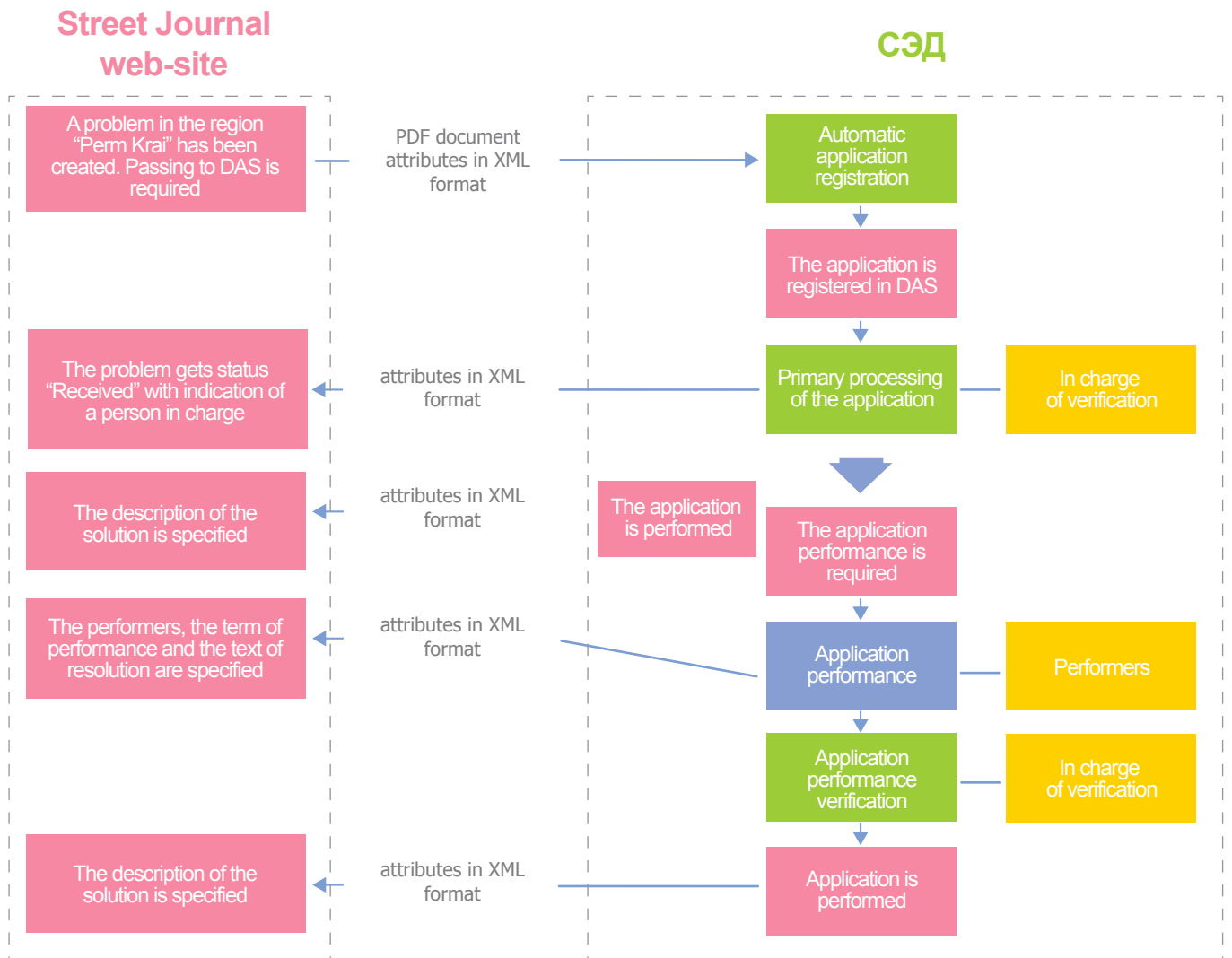| Street Journal web-site		СЭД
A problem in the region "Perm Krai" has been created. Passing to DAS is required	PDF document attributes in XML format	Automatic application registration
		The application is registered in DAS
The problem gets status "Received" with indication of a person in charge	attributes in XML format	Primary processing of the application — In charge of verification
The description of the solution is specified	attributes in XML format	The application is performed / The application performance is required
The performers, the term of performance and the text of resolution are specified	attributes in XML format	Application performance — Performers
		Application performance verification — In charge of verification
The description of the solution is specified	attributes in XML format	Application is performed

Fig. 1. Interaction of DAS with www.streetjournal.org website

4. Performed a series of modifications to improve the usability of the DAS:

- Upgraded components for user selection, created baskets for deleted documents and modernized process SOP 19.11 "Preparing outgoing document."

- Modernized document import by IDAS, improved the "Inbox" folder interface, setup the automatic creation and updating of the business groups.

- Implemented mailing regarding tasks received and upgraded search.

5. Introduced an opportunity to generate reports by loading the reports of subordinate staff.

6. Developed a special module for the creation and updating of information on employees in IDAS.

7. Integrated the system with MFC (multifunctional center) based on the ESB data bus.
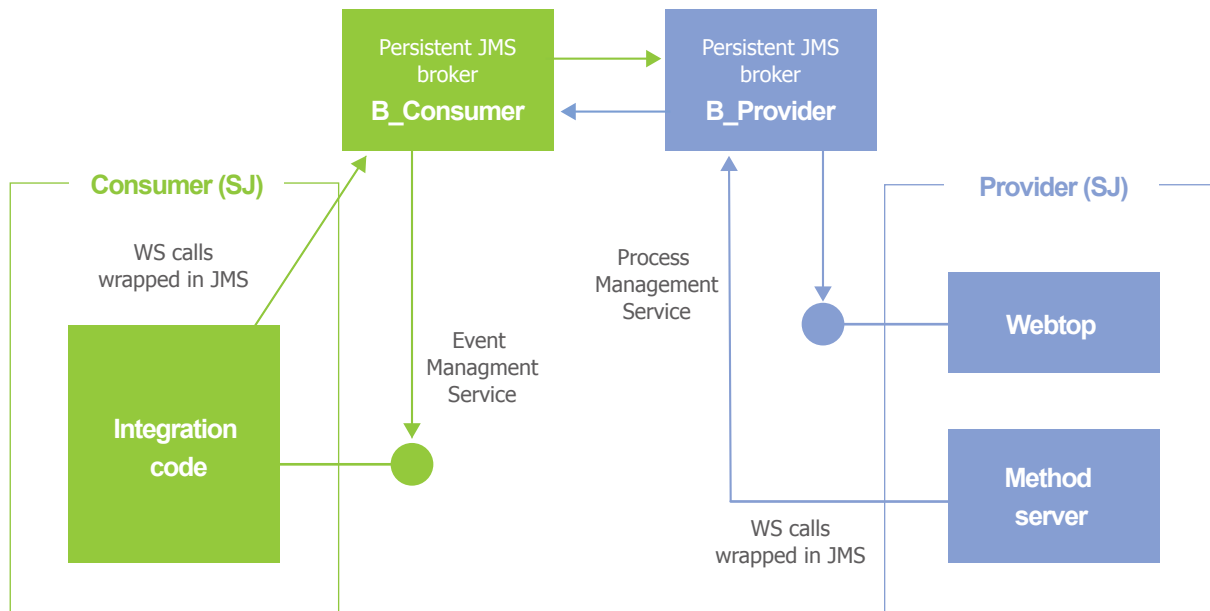

Fig. 2. Integration with an external system

8. Created GWT widgets for the development of complex interactive control, which enables the creation and editing of routes for the consideration of applications.

9. Developed a process of documents circulation 22.6 - Provision of public services. The main feature of this process is the availability of a particular route of consideration for each application, if necessary. As a result, there are two phases of application movement:

- Definition of the application route - i.e., definition of the task sequence, the performers and the term of consideration.

- Following a route with the possibilities of task rejection or their delegation.

Key Features

A total of 2600 people currently work in the system - DAS has become more convenient for everyone.

City residents can now directly communicate with the authorities as follows:

- A resident registers a problem that he/she sees in the city, with the ability to attach a photo or video of the problem.
- One of the officials of the Perm Krai administration is placed in charge of this application.
- The applicant may control the processing of his/her application: see a person in charge, deadlines, resolutions, etc.

With the updated modules, a user can:

- View the current list of subordinates or the department as a whole in the form of charts.
- Find the tasks with an expired or expiring date of performance.
- Easily find the contact details of the desired employee, download a handbook in PDF format (in the directory, there is a table of contents and search; information is structured according to the hierarchy of the Perm Krai administration).
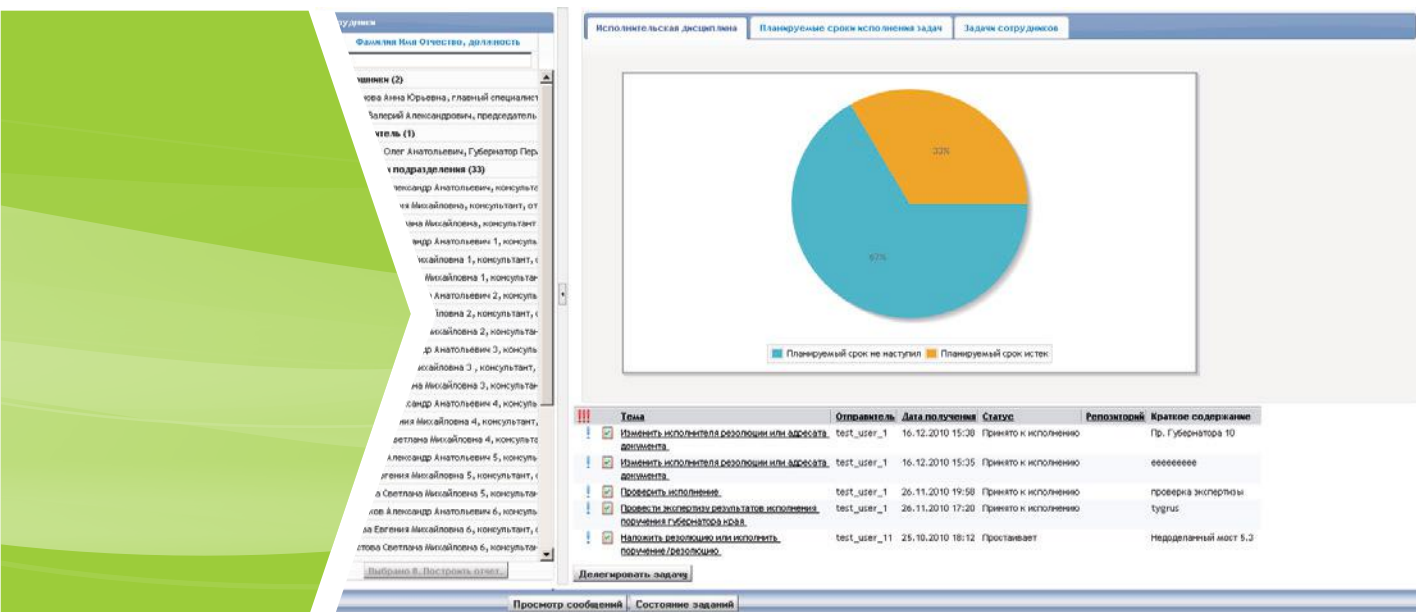

Fig. 3. Diagram of the current employees downloads

The entire work is done interactively with no page reloads.

Performance

There are currently 33 Perm Krai public authorities working in the system. The internal circulation of the document between them is fully electronic. DAS has developed 15 regulations of processes for the preparation of legal acts of the Governor, the Government and the Chairman of the Krai Government, orders of the Head, contracts, work with official correspondence, citizens' appeals and instructions of the leaders.

In 2009, about 3.5 million tasks were initiated and carried out within the system. There are about 8.3 million documents in the system. The volume of data stored totals about 2.5 terabytes.

Testimonial

"As a result of the system implementation, we have secured control over the scheduling and the meeting of deadlines for the execution of documents. As a result, there has been a 65% reduction in the average time of the preparation of documents in government agencies.

We have improved the performance of the executive discipline. A total of only 2% of all the documents is currently executed out of time, which is a very good indicator. Our office has started processing two times more documents, while the number of personnel employed there has been reduced by 30%".

Makar German
Head of the Government of Perm Krai

Conclusion

The introduction of DAS has significantly reduced the amount of time required for document processing. The staff was reduced by 30%, while the processed information flow per unit of time has increased by 50%. The number of complaints from the public and the staff of the Governor has been reduced. The staff of the Governor's administration and the Government of Perm Krai has started to quickly respond to citizens' requests.

Technologies

EMC Documentum - a unified platform, which creates a common infrastructure for applications

Alfresco ECMS – a popular document management system in the Western world, available to users throughout the world, including access via mobile devices

Apache FOP, Apache ActiveMQ - a free web server with a reliable and flexible configuration.