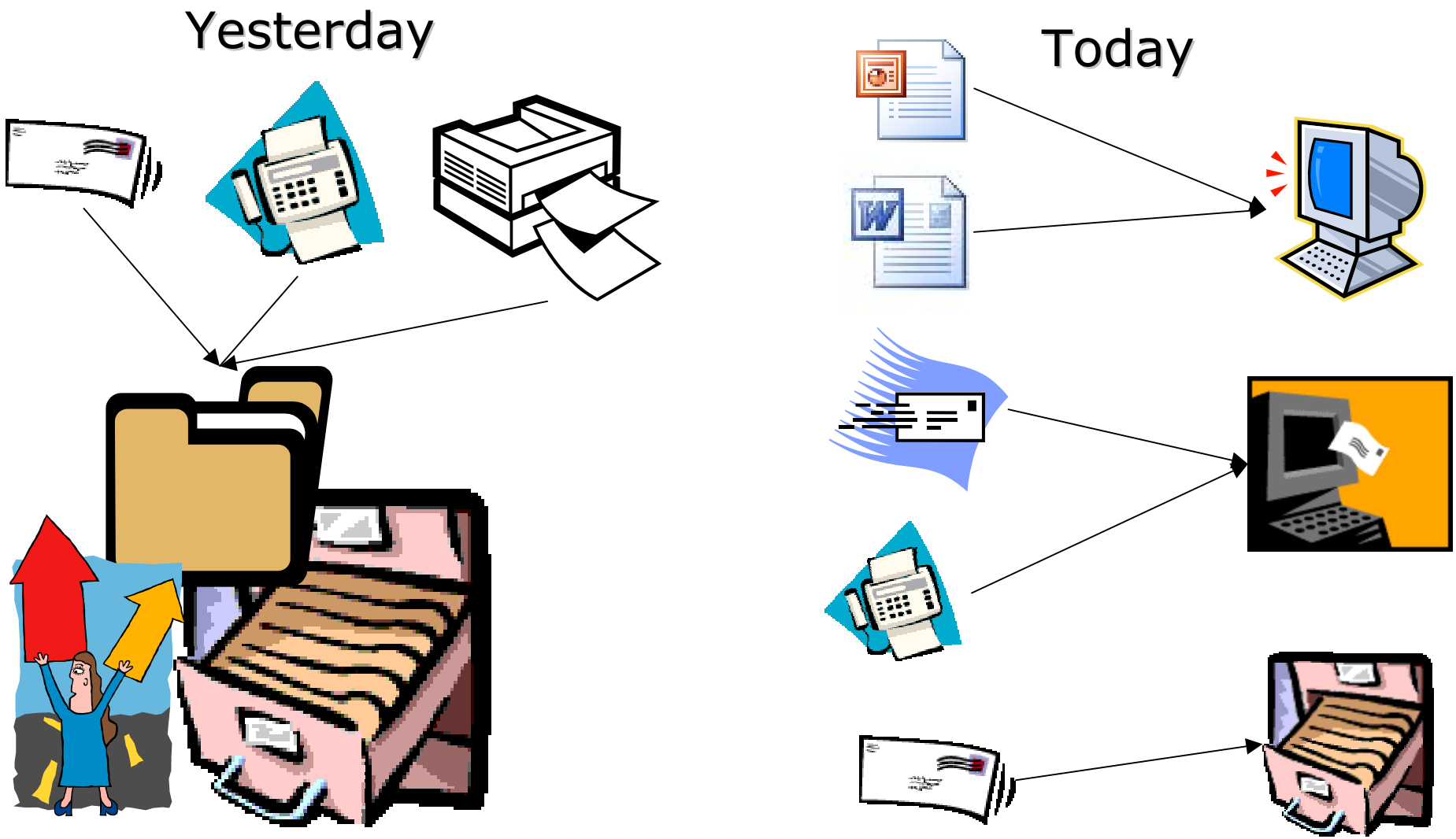
Building an case management solution on top of Microsoft SharePoint Portal

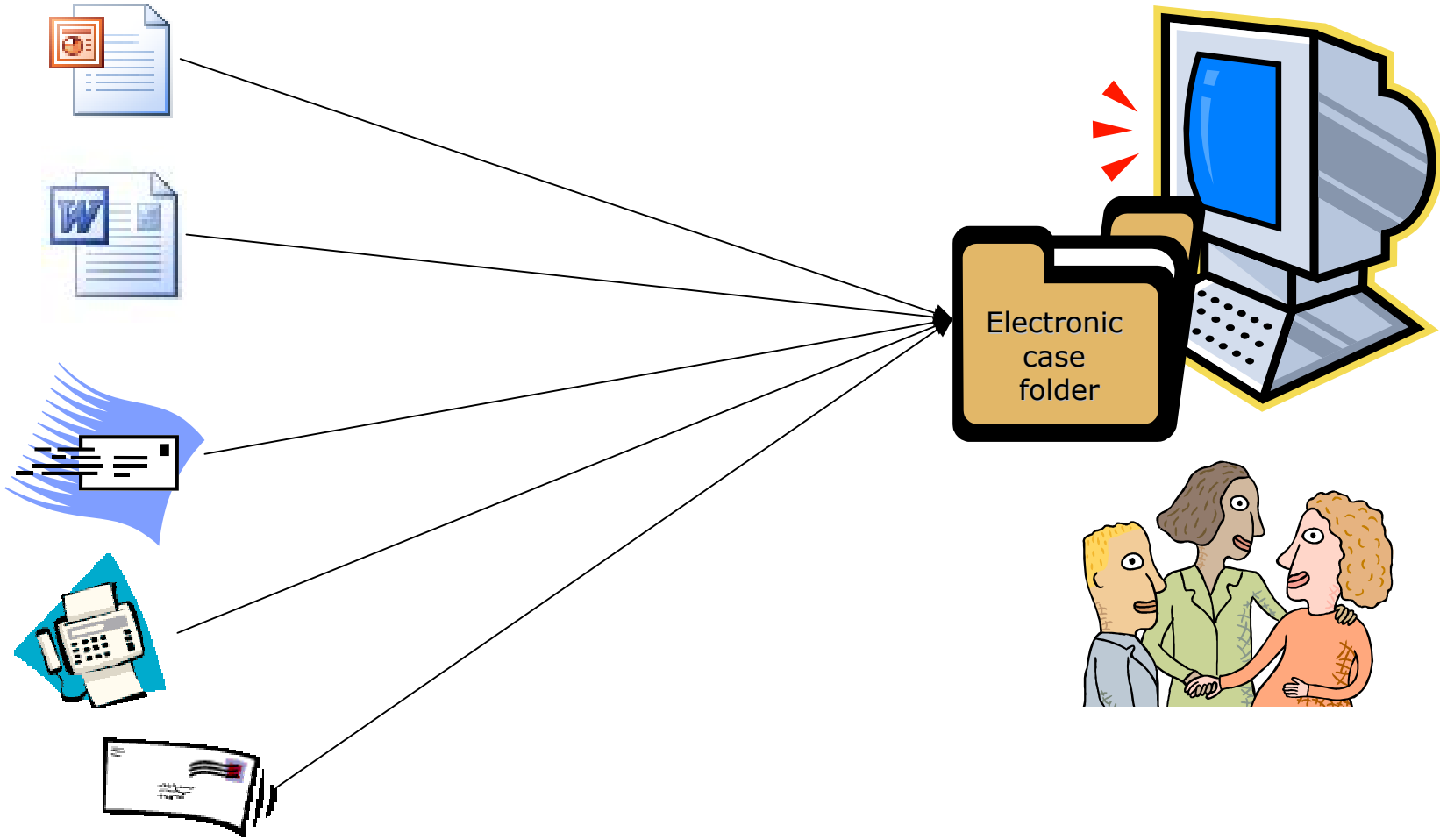
Luc Vogeleer
Global Service Program Manager
HP consulting & integration
.NET solutions practices

HP WORLD 2003
Solutions and Technology Conference & Expo

...in a nutshell...



...our solution...



The Challenge

- 90% of corporate information is held in electronic form
- Many information silos within the organisation
- Most organisational content is held in unstructured form
- Increasing number of large unconnected systems
- Emails are the most common form of business communication

- Business cannot:
  - **retrieve and reuse** information effectively, with confidence
  - **trust** their information to be auditable and legally admissible
  - **share** and process information across the organisation

A fraction of the value of the information held is realised

Decisions are made on incomplete, inaccurate information

HP document Information System solution Definition

A solution that

- Extend the typical document lifecycle beyond the collaborative creation, approval and publishing stages
  - integrate enterprise business processes
  - act as historical records from the perspectives of legal, fiscal, and other requirements
- deal effectively with the information overflow from various sources such as email, electronic and hardcopy documents and transactional data

10 goods reasons

- To Control the Creation and Growth of documents (electronic or hardcopy)
- To Reduce Operating Costs
- To Improve Efficiency and Productivity
- Integrate new or existing new technologies
- Ensure regulatory compliance
- To minimize litigation risks
- Preservation of vital information
- Support better decision support
- Preserve corporate knowledge
- Foster professionalism in running business

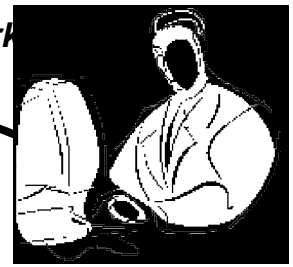
Potential benefits

- Easier document retrieval and correlation
- Reinforce business rules
- Insure compliance with retention regulation
- Task allocation
- Integration with existing systems

Solution overview

Librarians and Archivists

Office Work



SharePoint Portal Server

Search

Document Management

Workflow and case management

Line of Business Applications

Incoming paper documents

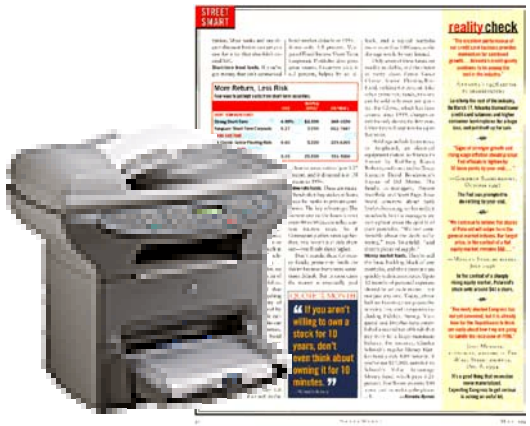
Electronic Record Management

Archiving

Reliable Storage

Outgoing correspondence

Paper based document integration



TIFF or JPEG

Scan

OCR

NSI Autostore

Import

index

categorization

location

metadata

Security

Microsoft SharePoint Portal Server 2001

Searchable PDF, RTF

Digital Sender – Sign on screen

Digital Sender – Programmable Keys

9100C Digital Sender
Type a file name
SPS:
SUDDEN DEATH
VAUGHAN
•WORK FLOW
File Name:
kb article
BACK

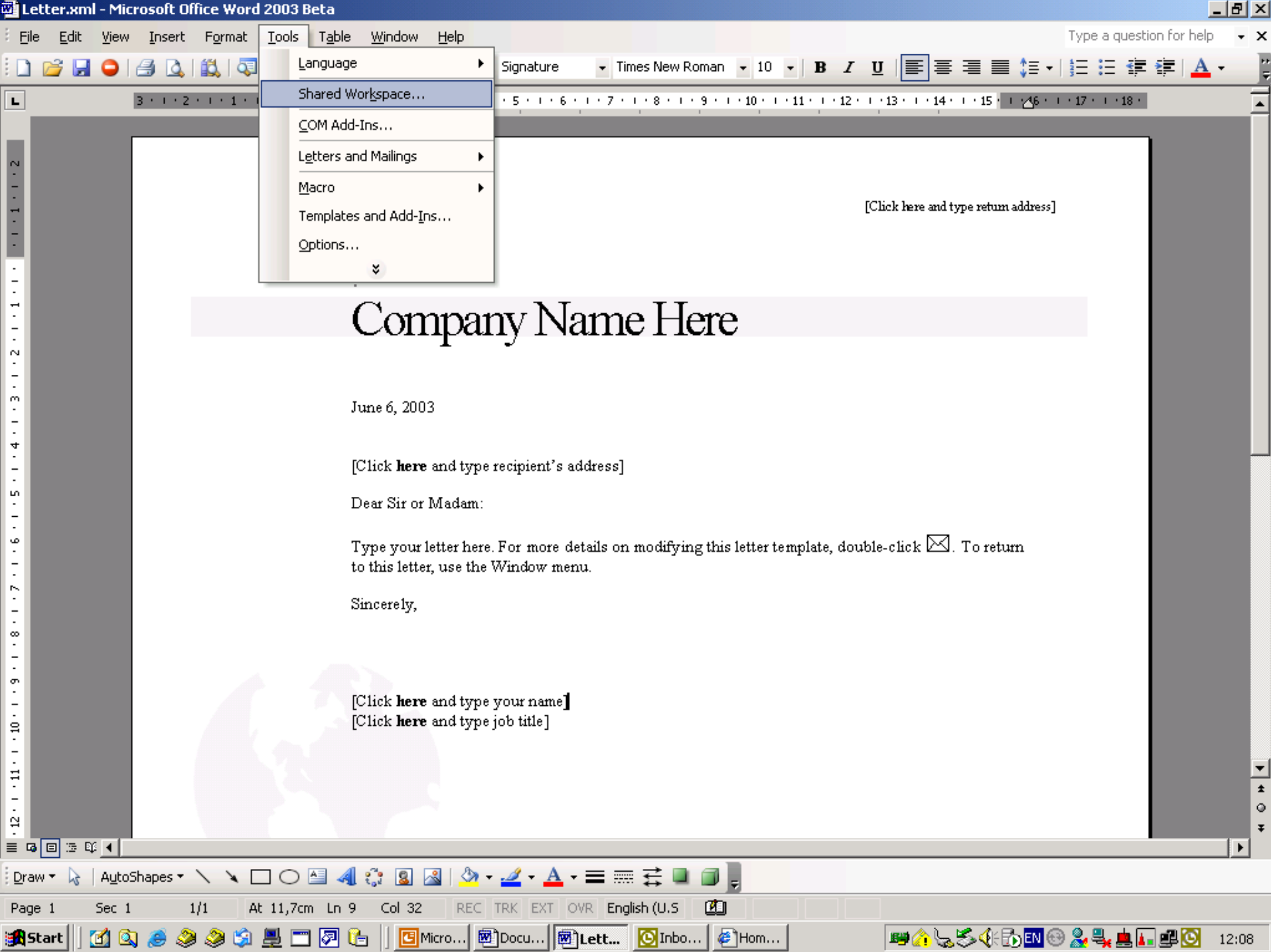
Why SharePoint Portal?

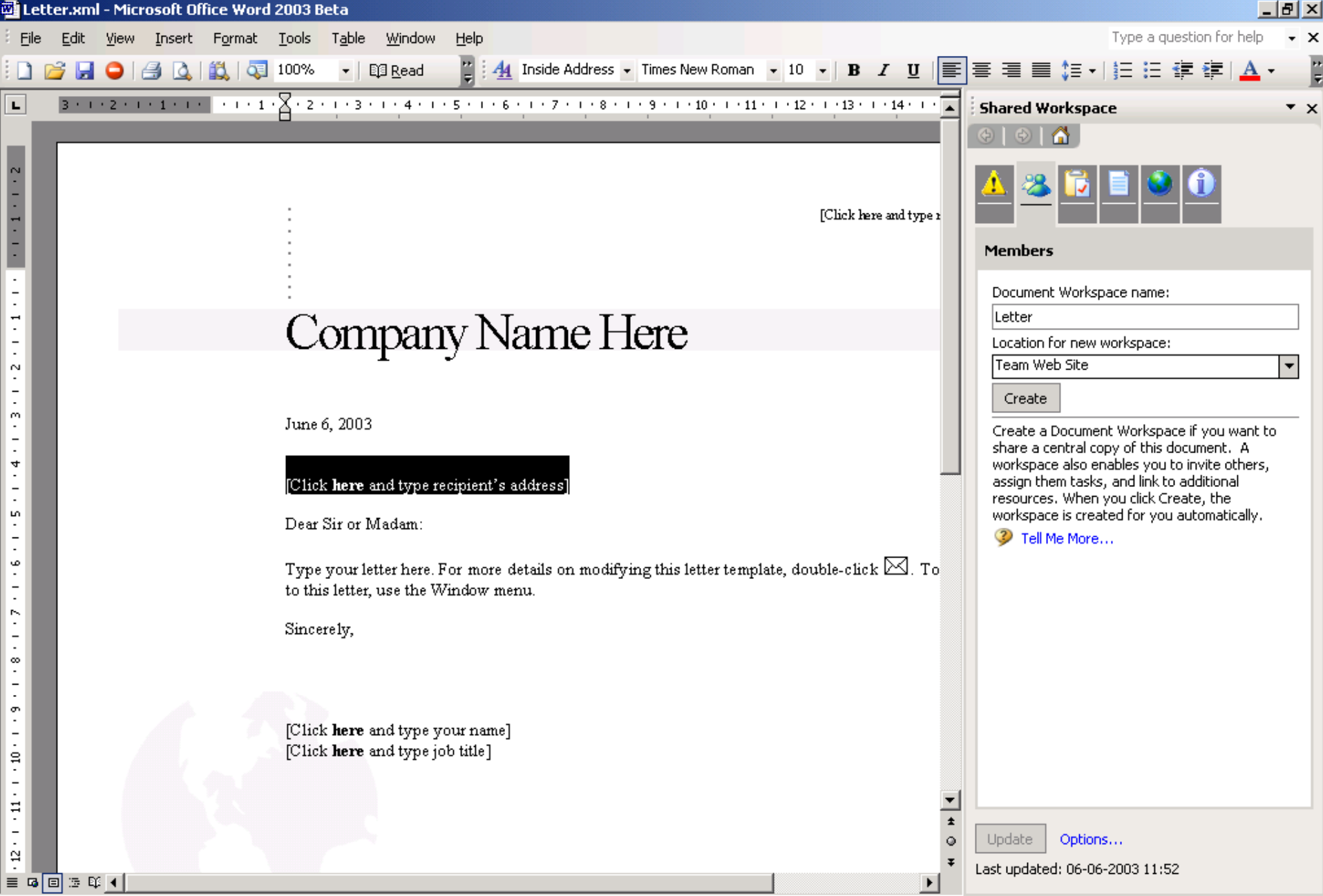
- Portal
- Search
- Document and list management

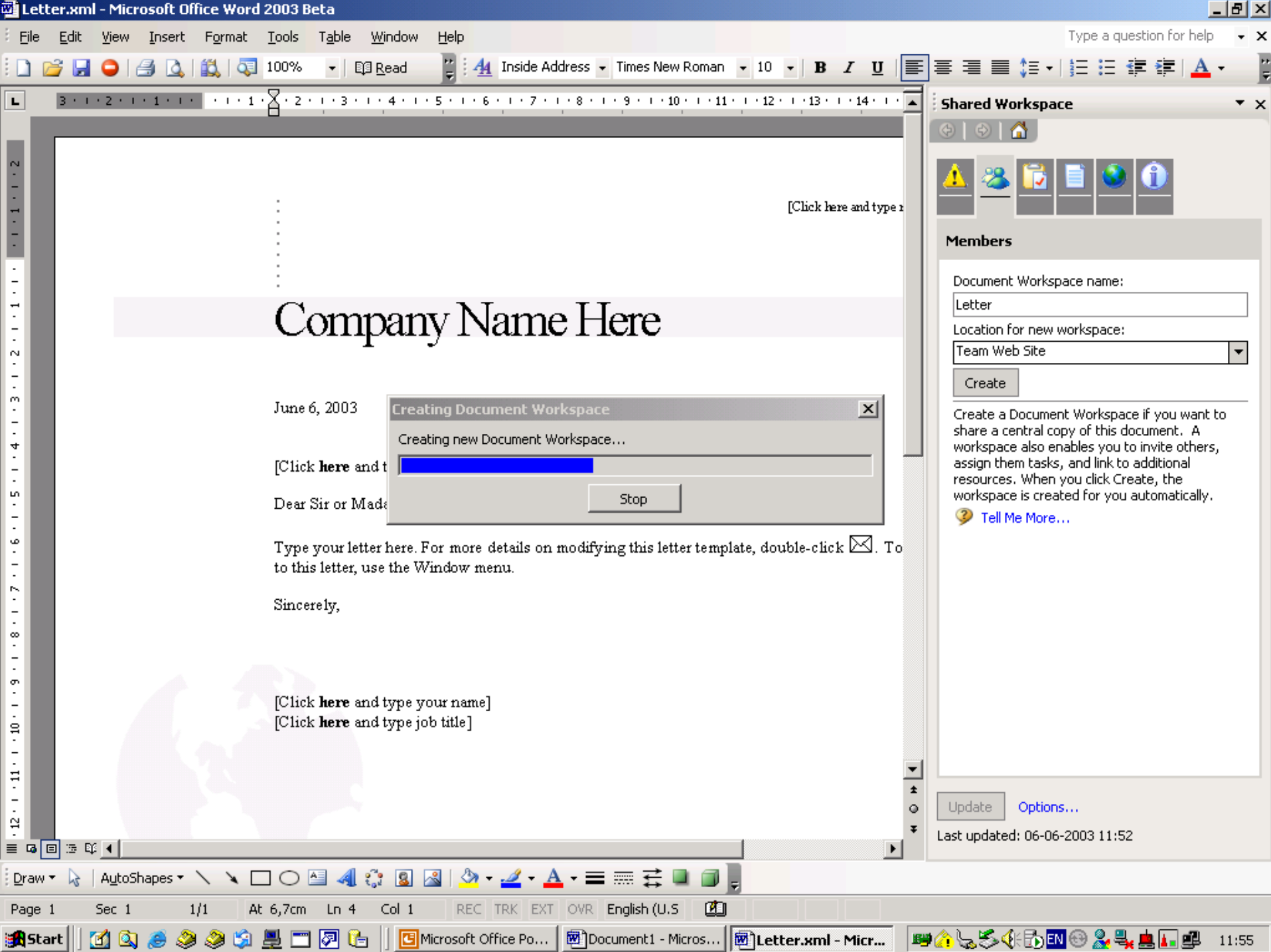
- Close integration with Microsoft Office

SharePoint document workspaces

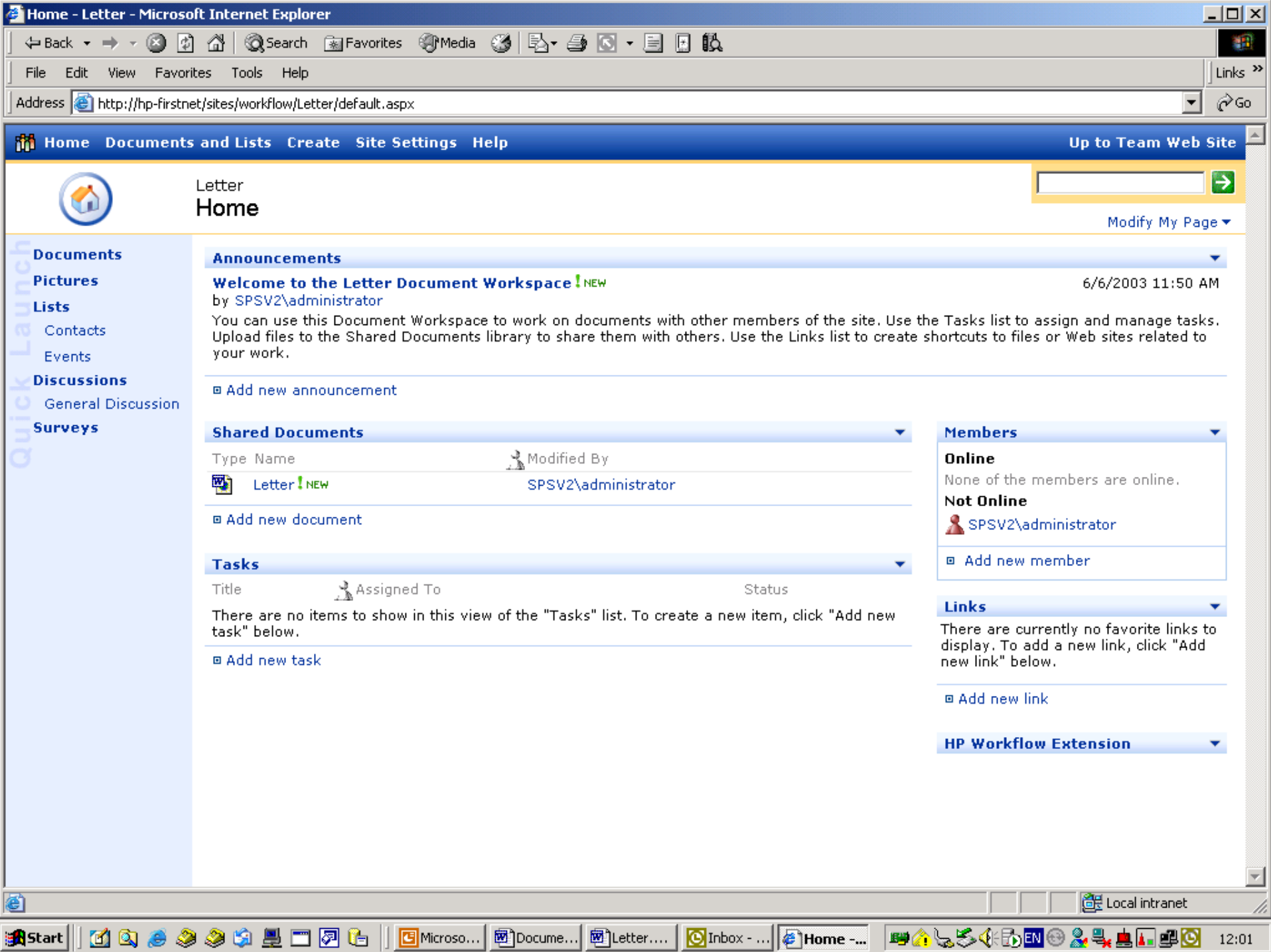
- Document workspaces in SharePoint offer great functionality
  - Very well integrated with Office
  - Allows for adding additional documents
  - Membership management
  - Tasks
  - Additional lists and forms libraries
- Same holds for meeting workspaces etc.


Letter.xml - Microsoft Office Word 2003 Beta
File Edit View Insert Format Tools Table Window Help
Type a question for help
Language
Shared Workspace...
COM Add-Ins...
Letters and Mailings
Macro
Templates and Add-Ins...
Options...
Signature
Times New Roman
10
[Click here and type return address]
Company Name Here
June 6, 2003
[Click here and type recipient's address]
Dear Sir or Madam:
Type your letter here. For more details on modifying this letter template, double-click . To return to this letter, use the Window menu.
Sincerely,
[Click here and type your name]
[Click here and type job title]
Draw AutoShapes
Page 1 Sec 1 1/1 At 11,7cm Ln 9 Col 32 REC TRK EXT OVR English (U.S
Start
Micro... Docu... Lett... Inbo... Hom...
12:08


Letter.xml - Microsoft Office Word 2003 Beta
File Edit View Insert Format Tools Table Window Help
Type a question for help
100% Read
Inside Address Times New Roman 10
Shared Workspace
Members
Document Workspace name:
Letter
Location for new workspace:
Team Web Site
Create
Create a Document Workspace if you want to share a central copy of this document. A workspace also enables you to invite others, assign them tasks, and link to additional resources. When you click Create, the workspace is created for you automatically.
Tell Me More...
Update
Options...
Last updated: 06-06-2003 11:52
Company Name Here
June 6, 2003
[Click here and type recipient's address]
Dear Sir or Madam:
Type your letter here. For more details on modifying this letter template, double-click
Sincerely,
[Click here and type your name]
[Click here and type job title]
Draw AutoShapes
Page 1 Sec 1 1/1 At 6,7cm Ln 4 Col 1 REC TRK EXT OVR English (U.S


Letter.xml - Microsoft Office Word 2003 Beta
File Edit View Insert Format Tools Table Window Help
Type a question for help
100% Read
Inside Address Times New Roman 10
Shared Workspace
Members
Document Workspace name:
Letter
Location for new workspace:
Team Web Site
Create
Create a Document Workspace if you want to share a central copy of this document. A workspace also enables you to invite others, assign them tasks, and link to additional resources. When you click Create, the workspace is created for you automatically.
Tell Me More...
Update
Options...
Last updated: 06-06-2003 11:52
Company Name Here
June 6, 2003
Creating Document Workspace
Creating new Document Workspace...
Stop
Dear Sir or Mada
Type your letter here. For more details on modifying this letter template, double-click
Sincerely,
[Click here and type your name]
[Click here and type job title]
Draw AutoShapes
Page 1 Sec 1 1/1 At 6,7cm Ln 4 Col 1 REC TRK EXT OVR English (U.S
Start
Microsoft Office Po...
Document1 - Micros...
Letter.xml - Micr...
11:55

Letter.xml - Microsoft Office Word 2003 Beta
File Edit View Insert Format Tools Table Window Help
Type a question for help
100% Read Signature Times New Roman 10
Hide White Space
[Click here and type
Company Name Here
June 6, 2003
[Click here and type recipient's address]
Dear Sir or Madam:
Type your letter here. For more details on modifying this letter template, double-click . To
to this letter, use the Window menu.
Sincerely,
[Click here and type your name]
[Click here and type job title]
Shared Workspace
Letter
Open Site in Browser
Members
SPSV2\administrator
There are no members to display. To add a new member, click the Add New Members command in this task pane.
Add New Members...
E-mail All Members...
Update
Options...
Last updated: 06-06-2003 11:57
Draw AutoShapes
Page 1 Sec 1 1/1 At 11,7cm Ln 9 Col 32 REC TRK EXT OVR English (U.S
Start
Microso...
Docume...
Letter....
Inbox - ...
11:58


Home - Letter - Microsoft Internet Explorer
Back
Search
Favorites
Media
File
Edit
View
Favorites
Tools
Help
Links
Address
http://hp-firstnet/sites/workflow/Letter/default.aspx
Go
Home
Documents and Lists
Create
Site Settings
Help
Up to Team Web Site
Letter
Home
Modify My Page
Quick Launch
Documents
Pictures
Lists
Contacts
Events
Discussions
General Discussion
Surveys
Announcements
Welcome to the Letter Document Workspace ! NEW
6/6/2003 11:50 AM
by SPSV2\administrator
You can use this Document Workspace to work on documents with other members of the site. Use the Tasks list to assign and manage tasks. Upload files to the Shared Documents library to share them with others. Use the Links list to create shortcuts to files or Web sites related to your work.
Add new announcement
Shared Documents
Type
Name
Modified By
Letter ! NEW
SPSV2\administrator
Add new document
Tasks
Title
Assigned To
Status
There are no items to show in this view of the "Tasks" list. To create a new item, click "Add new task" below.
Add new task
Members
Online
None of the members are online.
Not Online
SPSV2\administrator
Add new member
Links
There are currently no favorite links to display. To add a new link, click "Add new link" below.
Add new link
HP Workflow Extension
Local intranet
Start
Microso...
Docume...
Letter....
Inbox - ...
Home -...
12:01

Working with document workspaces

- Add members manually
- Add tasks manually and assign them
- Manage members of the life time
- Add lists and forms libraries manually if required

Full end-user control

Case management- DIS Toolkit

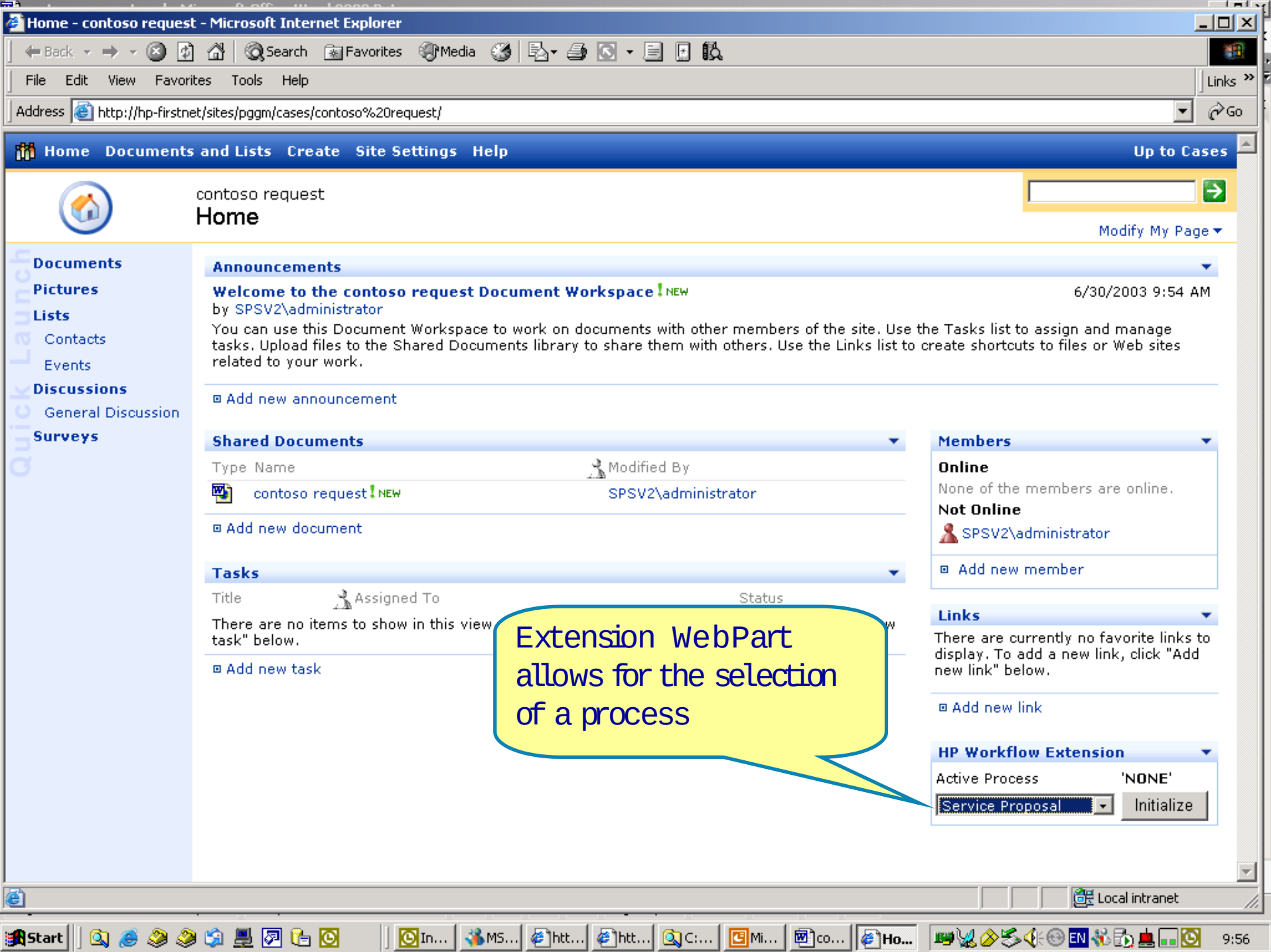
Business process control over document workspaces

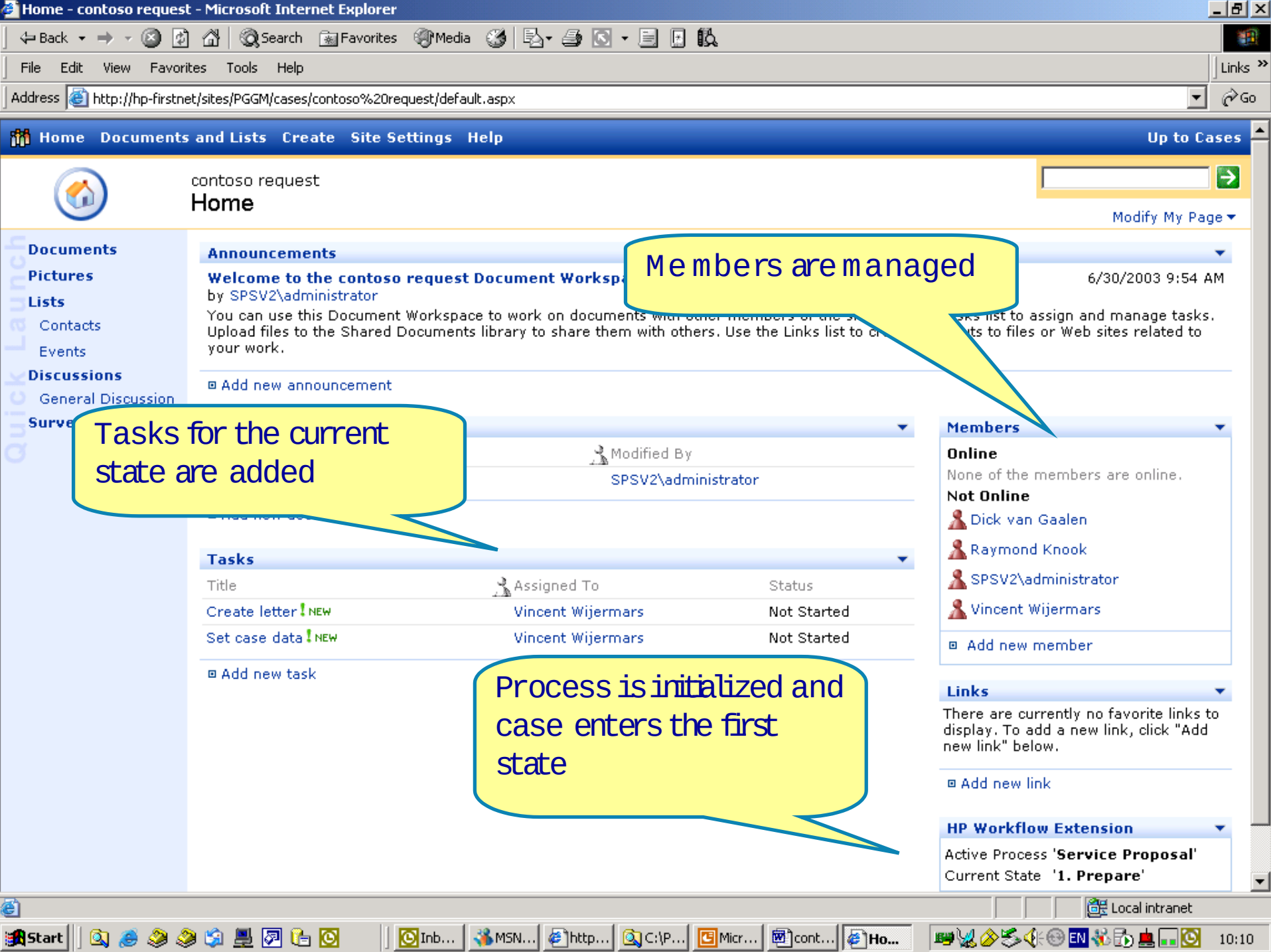
- How to control creation process of documents
- Managed process often required by
  - Goverement organizations
  - Banks
  - Ensurance companies
  - …
- Multiple processes
  - Predefined contributors, tasks and lifecycle states
  - Flexibility required to deviate

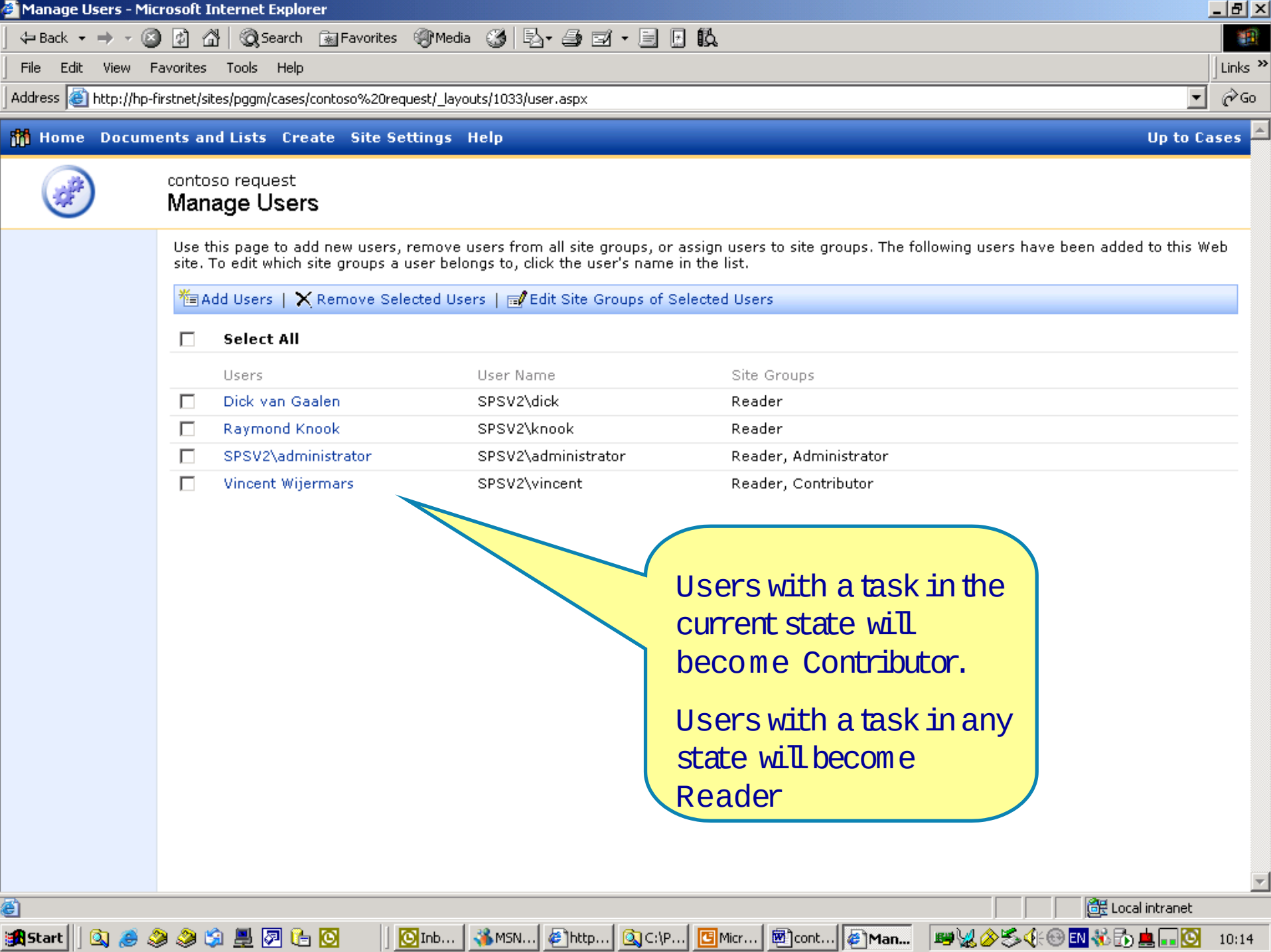
The challenges

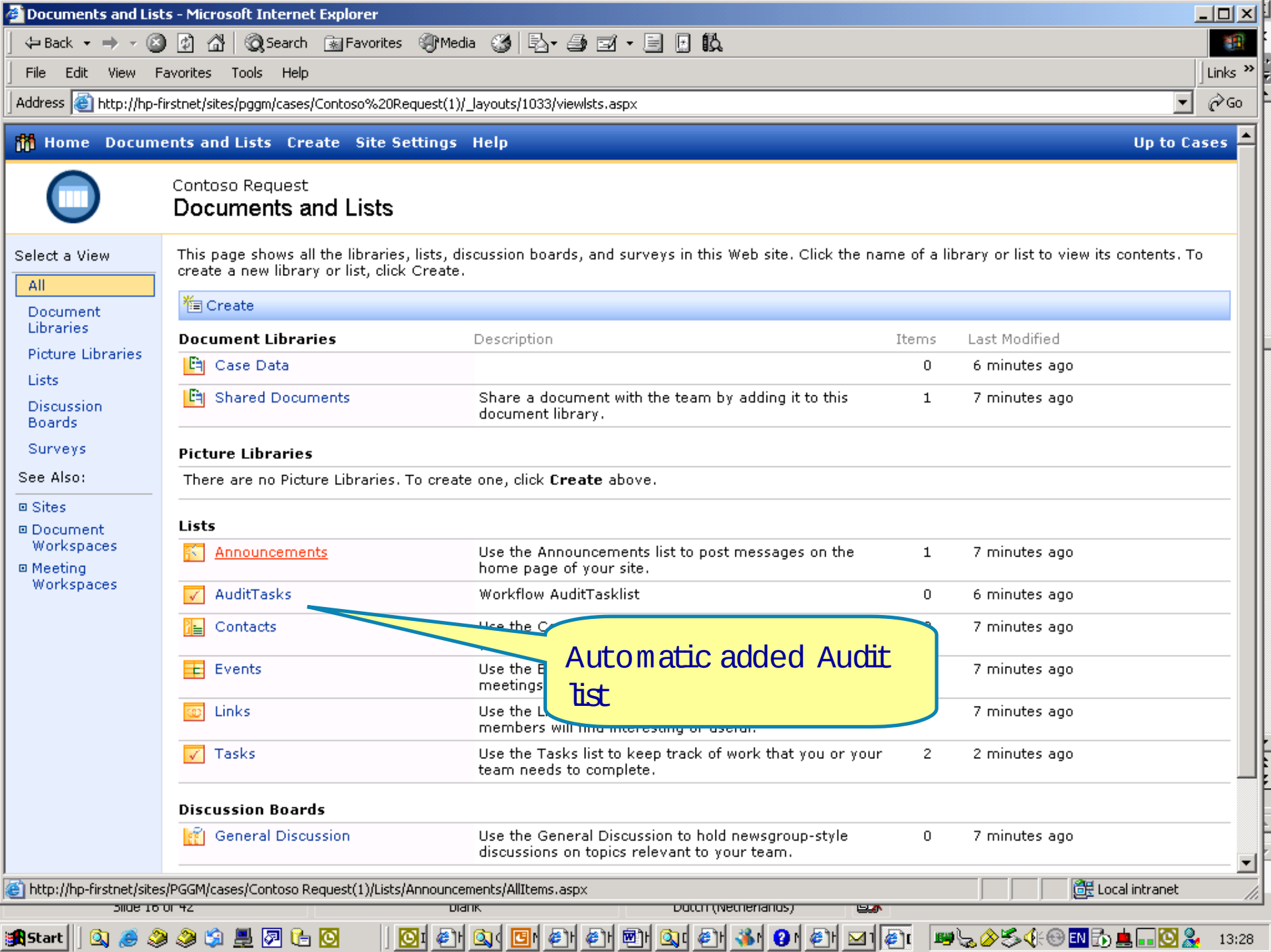
- Manage membership automaticly
- Manage tasks automatically
  - Lifecycle controlled
- Extend task functionality
- Manage audits
- Manage forms libraries automatically
- Manage document property definition automatically
- Data-Text integration
- Creation from other sources than Office
  - E.g. registering (scanned) documents from a queue

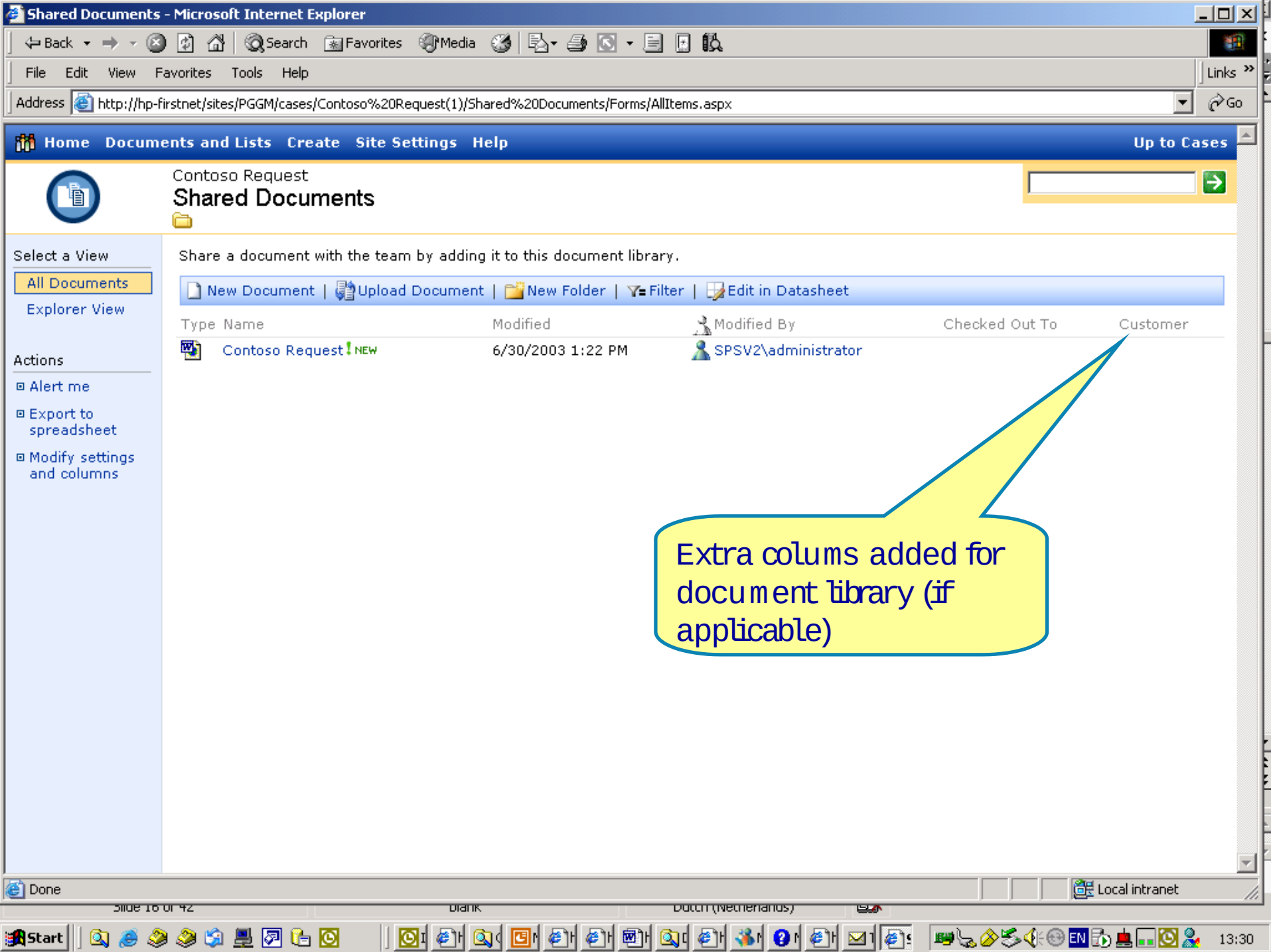
Under business process control


Home - contoso request - Microsoft Internet Explorer
Back
Search
Favorites
Media
File Edit View Favorites Tools Help
Links
Address
http://hp-firstnet/sites/pggm/cases/contoso%20request/
Go
Home
Documents and Lists
Create
Site Settings
Help
Up to Cases
contoso request
Home
Modify My Page
Documents
Pictures
Lists
Contacts
Events
Discussions
General Discussion
Surveys
Quick Launch
Announcements
Welcome to the contoso request Document Workspace
NEW
6/30/2003 9:54 AM
by SPSV2\administrator
You can use this Document Workspace to work on documents with other members of the site. Use the Tasks list to assign and manage tasks. Upload files to the Shared Documents library to share them with others. Use the Links list to create shortcuts to files or Web sites related to your work.
Add new announcement
Shared Documents
Type
Name
Modified By
contoso request
NEW
SPSV2\administrator
Add new document
Tasks
Title
Assigned To
Status
There are no items to show in this view
task" below.
Add new task
Members
Online
None of the members are online.
Not Online
SPSV2\administrator
Add new member
Links
There are currently no favorite links to display. To add a new link, click "Add new link" below.
Add new link
HP Workflow Extension
Active Process
'NONE'
Service Proposal
Initialize
Extension WebPart allows for the selection of a process
Local intranet
Start
9:56


Home - contoso request - Microsoft Internet Explorer
Back
Search
Favorites
Media
File Edit View Favorites Tools Help
Links
Address
http://hp-firstnet/sites/PGGM/cases/contoso%20request/default.aspx
Go
Home
Documents and Lists
Create
Site Settings
Help
Up to Cases
contoso request
Home
Modify My Page
Quick Launch
Documents
Pictures
Lists
Contacts
Events
Discussions
General Discussion
Announcements
Welcome to the contoso request Document Worksp
by SPSV2\administrator
6/30/2003 9:54 AM
You can use this Document Workspace to work on documents with other members of the s sks list to assign and manage tasks.
Upload files to the Shared Documents library to share them with others. Use the Links list to cr ts to files or Web sites related to
your work.
Add new announcement
Members are managed
Tasks for the current state are added
Modified By
SPSV2\administrator
Members
Online
None of the members are online.
Not Online
Dick van Gaalen
Raymond Knook
SPSV2\administrator
Vincent Wijermars
Add new member
Tasks
Title
Assigned To
Status
Create letter NEW
Vincent Wijermars
Not Started
Set case data NEW
Vincent Wijermars
Not Started
Add new task
Process is initialized and case enters the first state
Links
There are currently no favorite links to display. To add a new link, click "Add new link" below.
Add new link
HP Workflow Extension
Active Process 'Service Proposal'
Current State '1. Prepare'
Local intranet
Start
10:10


Manage Users - Microsoft Internet Explorer
Back
Search
Favorites
Media
File
Edit
View
Favorites
Tools
Help
Links
Address
http://hp-firstnet/sites/pggm/cases/contoso%20request/_layouts/1033/user.aspx
Go
Home
Documents and Lists
Create
Site Settings
Help
Up to Cases
contoso request
Manage Users
Use this page to add new users, remove users from all site groups, or assign users to site groups. The following users have been added to this Web site. To edit which site groups a user belongs to, click the user's name in the list.
Add Users | Remove Selected Users | Edit Site Groups of Selected Users
Select All
Users
User Name
Site Groups
Dick van Gaalen
SPSV2\dick
Reader
Raymond Knook
SPSV2\knook
Reader
SPSV2\administrator
SPSV2\administrator
Reader, Administrator
Vincent Wijermars
SPSV2\vincent
Reader, Contributor
Users with a task in the current state will become Contributor.
Users with a task in any state will become Reader
Local intranet
Start
10:14


Documents and Lists - Microsoft Internet Explorer
Back
Search
Favorites
Media
File Edit View Favorites Tools Help
Links
Address
http://hp-firstnet/sites/pggm/cases/Contoso%20Request(1)/_layouts/1033/viewlsts.aspx
Go
Home
Documents and Lists
Create
Site Settings
Help
Up to Cases
Contoso Request
Documents and Lists
Select a View
All
Document Libraries
Picture Libraries
Lists
Discussion Boards
Surveys
See Also:
Sites
Document Workspaces
Meeting Workspaces
This page shows all the libraries, lists, discussion boards, and surveys in this Web site. Click the name of a library or list to view its contents. To create a new library or list, click Create.
Create
Document Libraries
Description
Items
Last Modified
Case Data
0
6 minutes ago
Shared Documents
Share a document with the team by adding it to this document library.
1
7 minutes ago
Picture Libraries
There are no Picture Libraries. To create one, click Create above.
Lists
Announcements
Use the Announcements list to post messages on the home page of your site.
1
7 minutes ago
AuditTasks
Workflow AuditTasklist
0
6 minutes ago
Contacts
7 minutes ago
Events
7 minutes ago
Links
7 minutes ago
Tasks
Use the Tasks list to keep track of work that you or your team needs to complete.
2
2 minutes ago
Discussion Boards
General Discussion
Use the General Discussion to hold newsgroup-style discussions on topics relevant to your team.
0
7 minutes ago
Automatic added Audit list
http://hp-firstnet/sites/PGGM/cases/Contoso Request(1)/Lists/Announcements/AllItems.aspx
Local intranet
Start
13:28


Shared Documents - Microsoft Internet Explorer
Back
Search
Favorites
Media
File Edit View Favorites Tools Help
Links
Address
http://hp-firstnet/sites/PGGM/cases/Contoso%20Request(1)/Shared%20Documents/Forms/AllItems.aspx
Go
Home
Documents and Lists
Create
Site Settings
Help
Up to Cases
Contoso Request
Shared Documents
Select a View
All Documents
Explorer View
Actions
Alert me
Export to spreadsheet
Modify settings and columns
Share a document with the team by adding it to this document library.
New Document | Upload Document | New Folder | Filter | Edit in Datasheet
Type Name
Modified
Modified By
Checked Out To
Customer
Contoso Request ! NEW
6/30/2003 1:22 PM
SPSV2\administrator
Extra colums added for document library (if applicable)
Done
Local intranet
Slide 16 of 42
Blank
Dutch (Netherlands)
Start
13:30

There are workflow related tasks to be handled by you - Message (HTML)

File Edit View Insert Format Tools Actions Help

Reply | Reply to All | Forward

This message was sent with High importance.

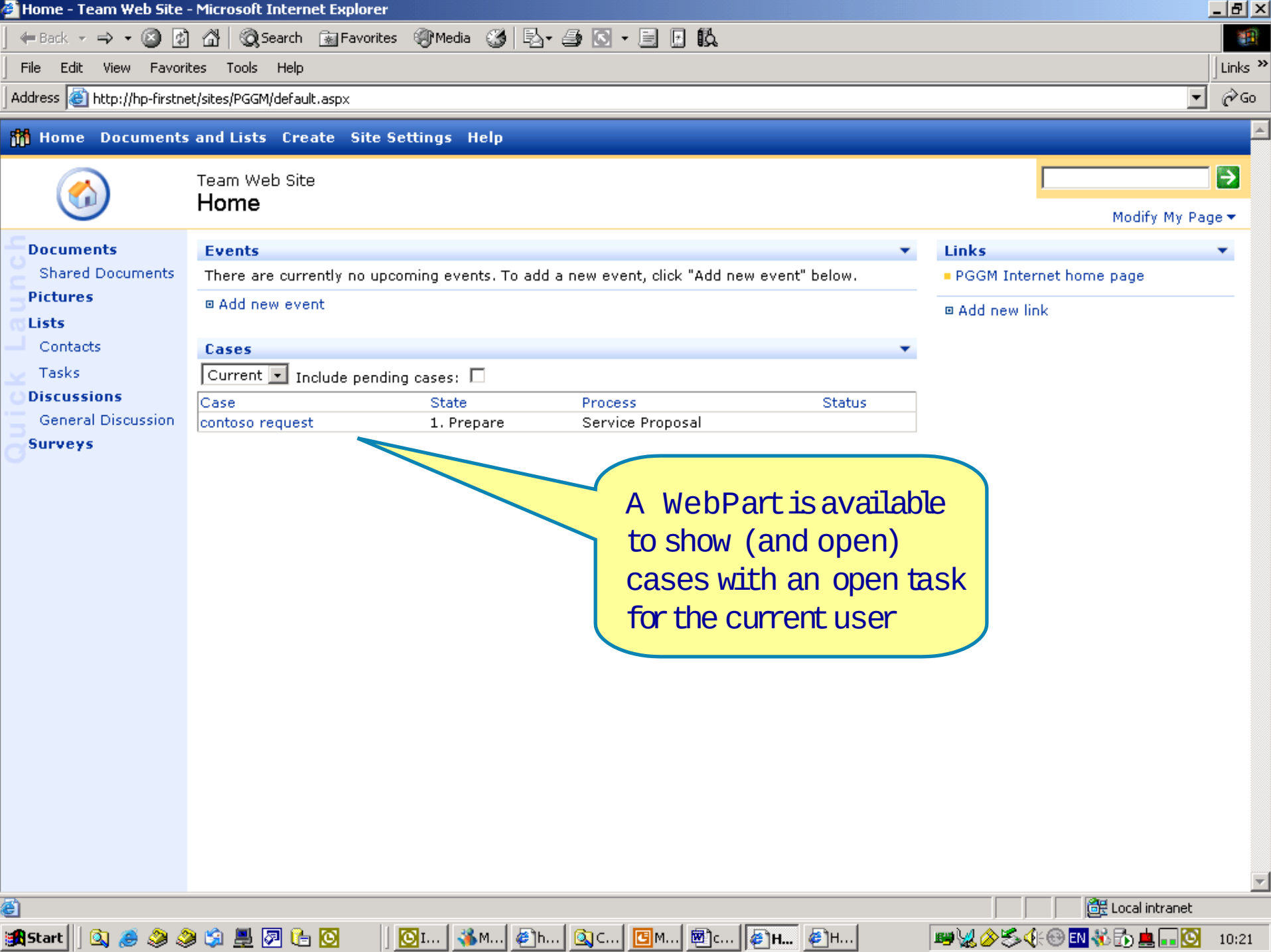
From: wf@workflow.com
Sent: ma 30-06-2003 13:23
To: Wijermars, Vincent
Cc:
Subject: There are workflow related tasks to be handled by you

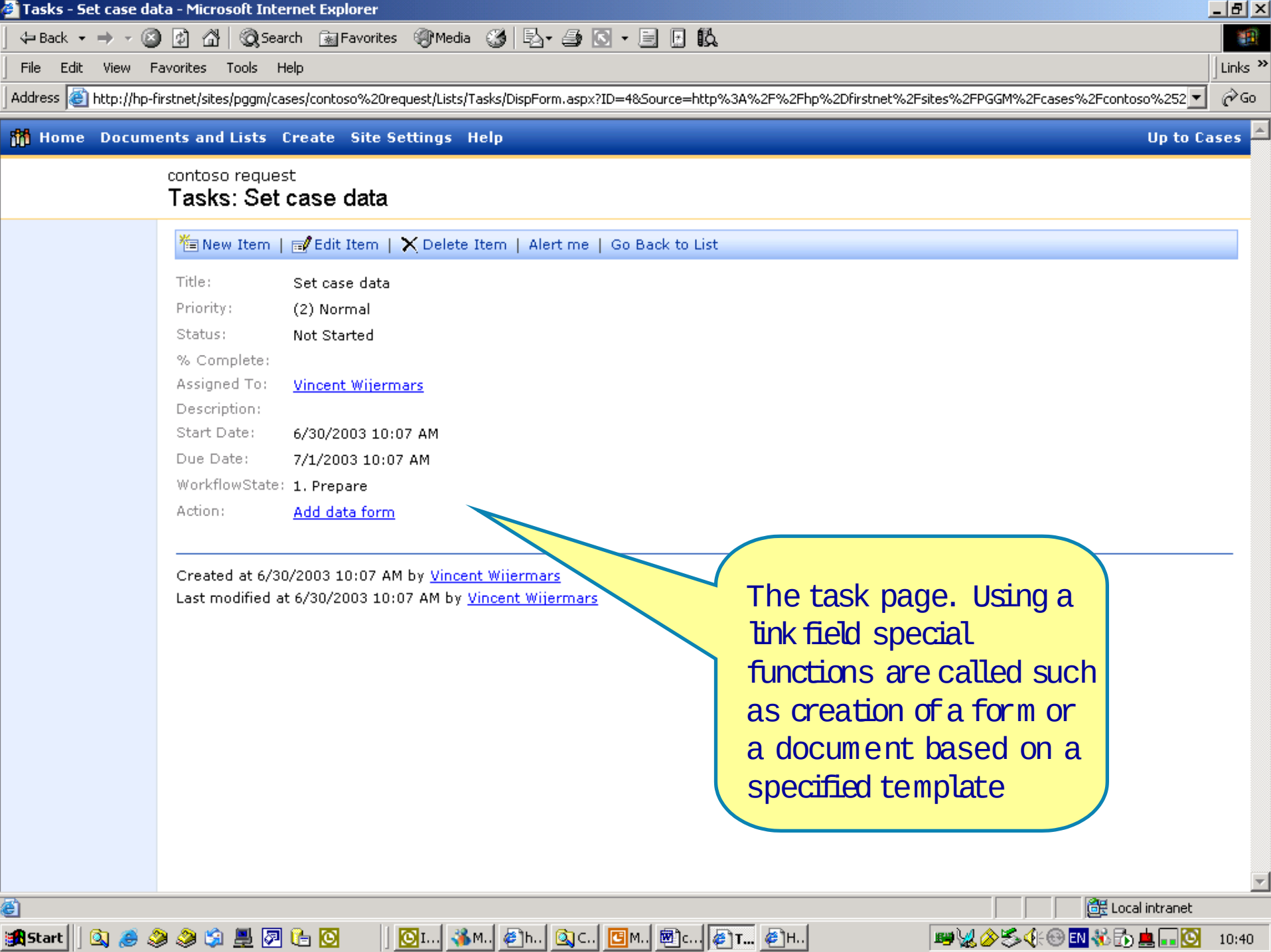
Dear Vincent Wijermars,

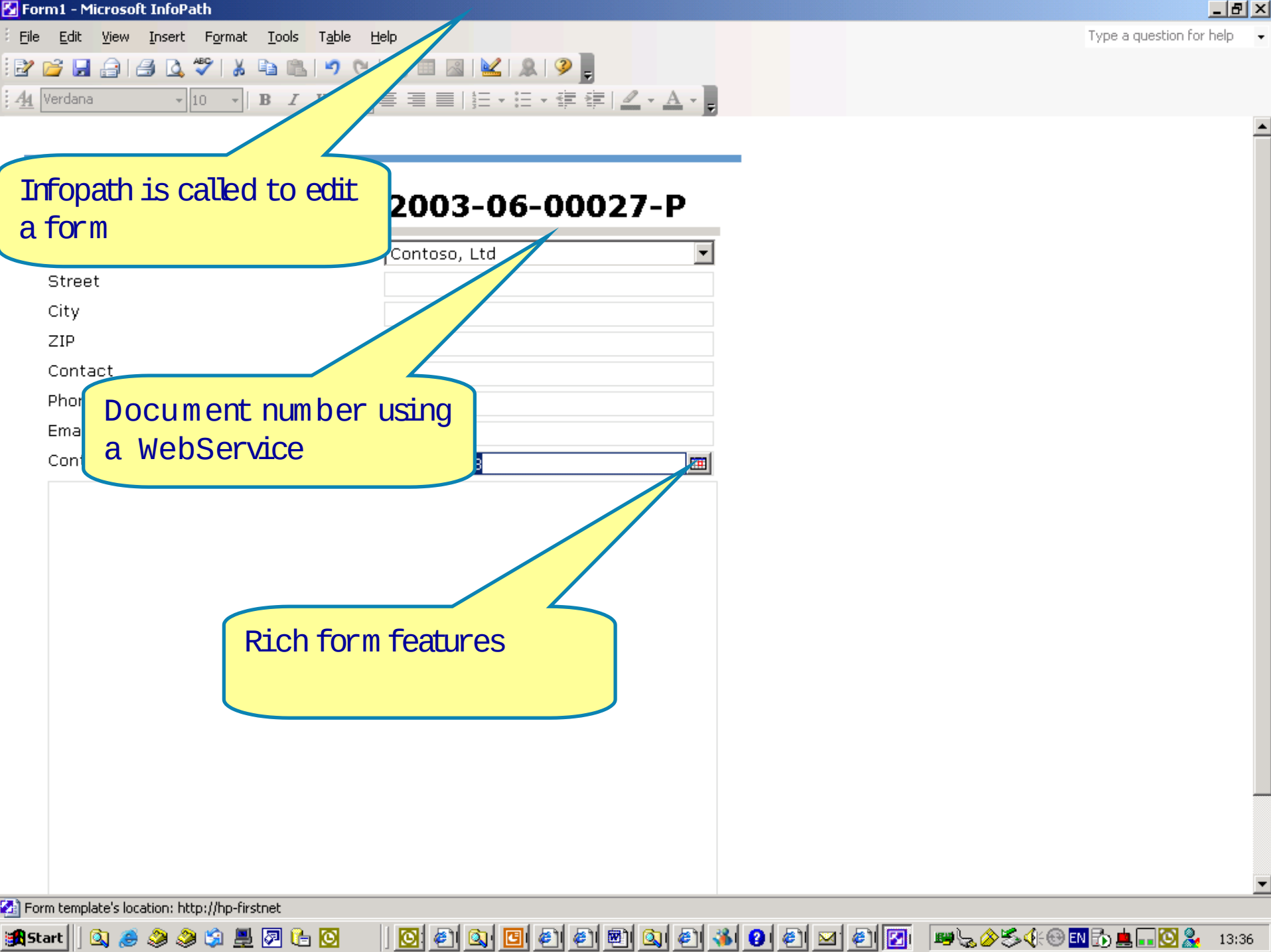
The item referenced below specifies tasks that have been assigned to you and requires your attention:

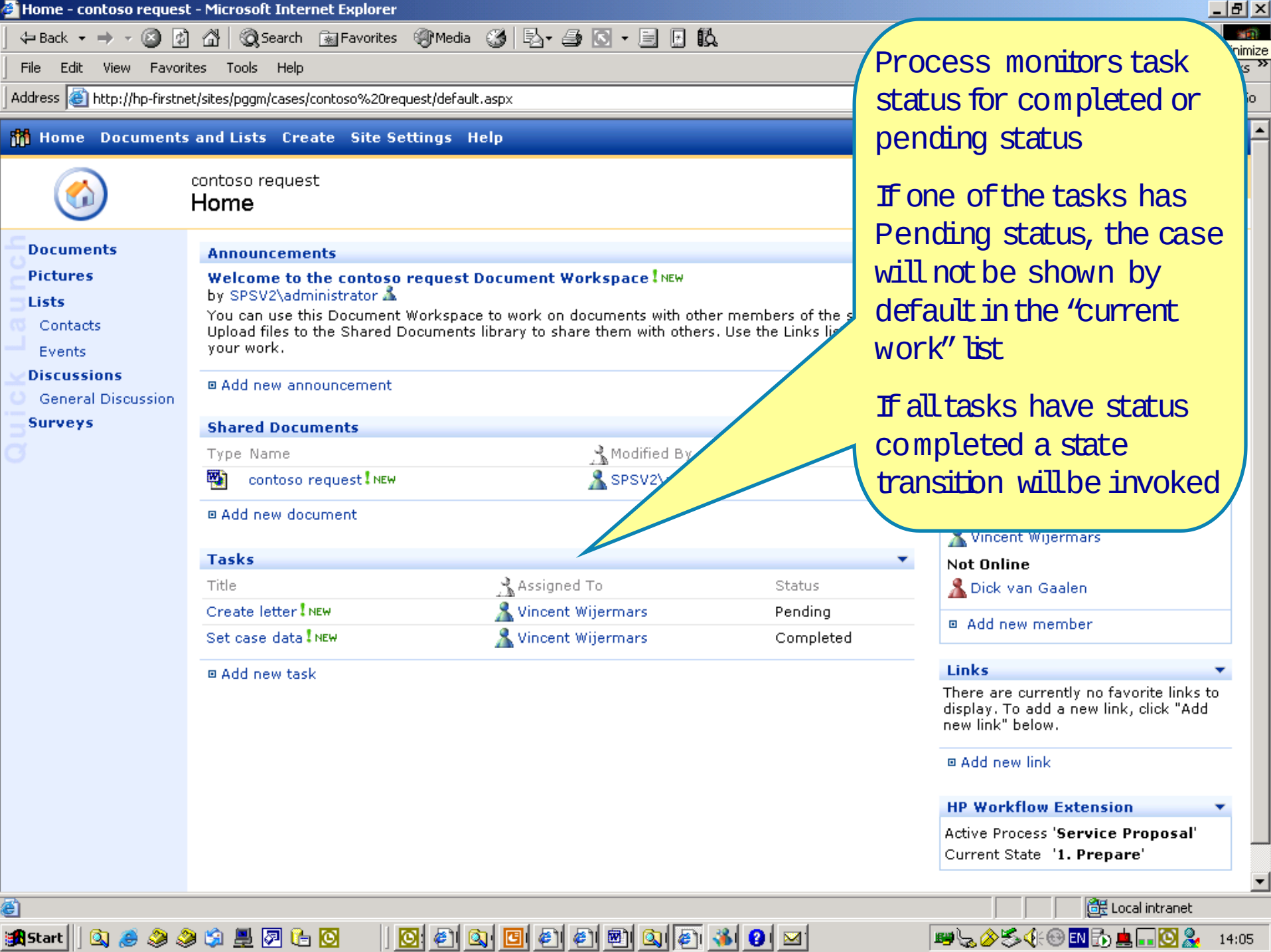
http://hp-firstnet/sites/pggm/cases/Contoso Request(1)

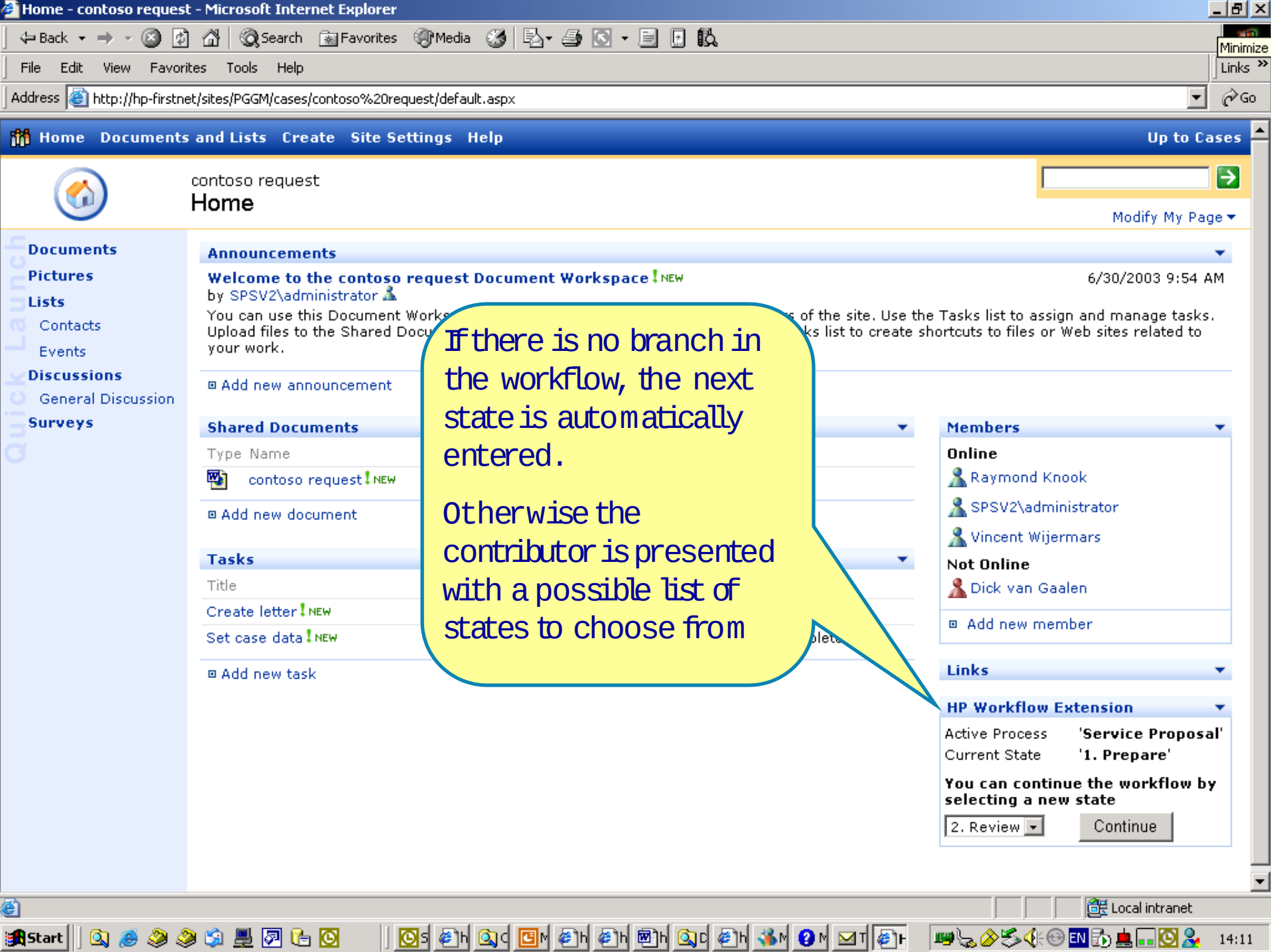
A mail is sent to all users with a task in the current state

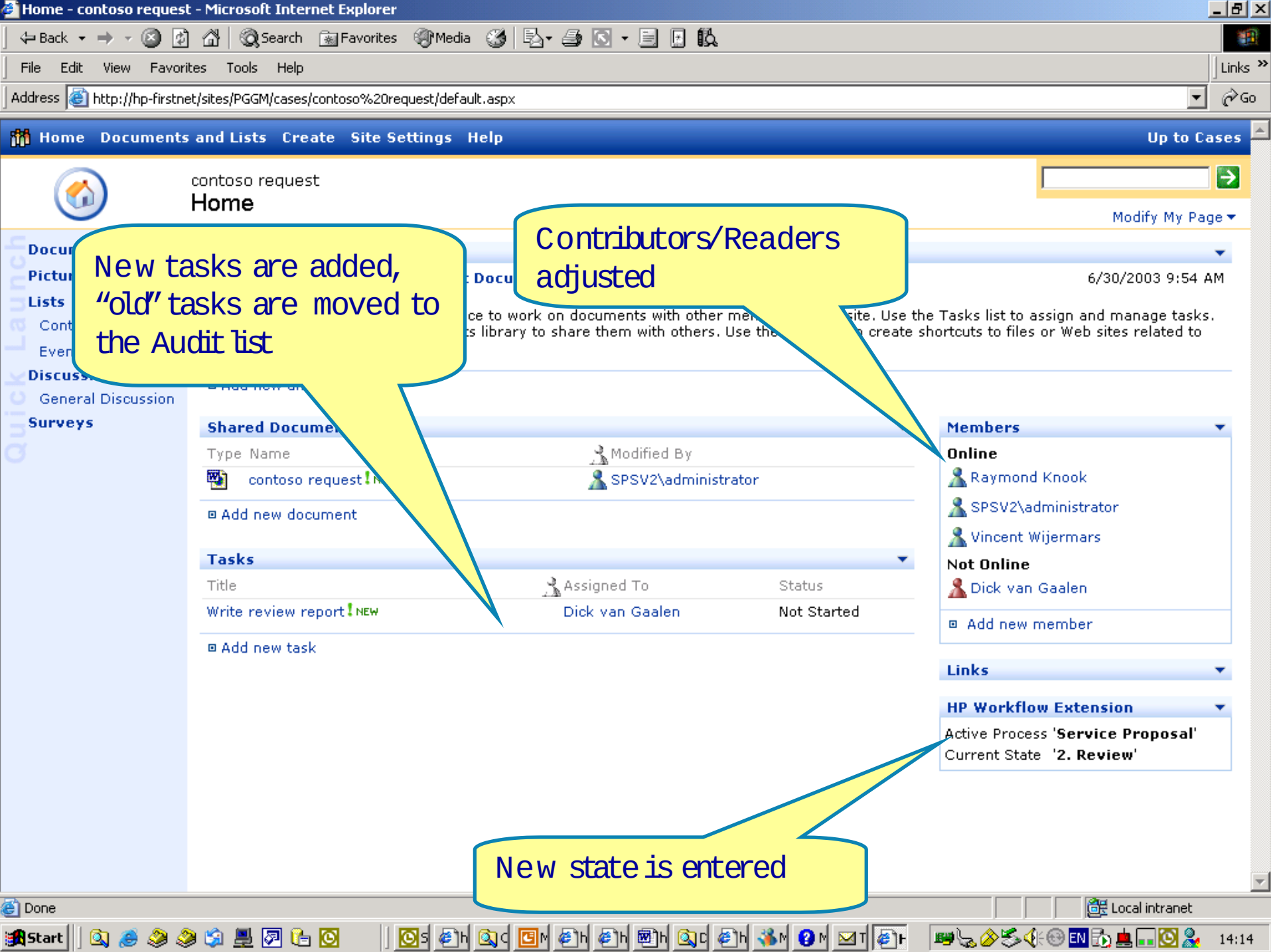

Home - Team Web Site - Microsoft Internet Explorer
Back
Search
Favorites
Media
File Edit View Favorites Tools Help
Links
Address
http://hp-firstnet/sites/PGGM/default.aspx
Go
Home
Documents and Lists
Create
Site Settings
Help
Team Web Site
Home
Modify My Page
Quick Launch
Documents
Shared Documents
Pictures
Lists
Contacts
Tasks
Discussions
General Discussion
Surveys
Events
There are currently no upcoming events. To add a new event, click "Add new event" below.
Add new event
Cases
Current
Include pending cases:
Case
State
Process
Status
contoso request
1. Prepare
Service Proposal
Links
PGGM Internet home page
Add new link
A WebPart is available to show (and open) cases with an open task for the current user
Local intranet
Start
10:21

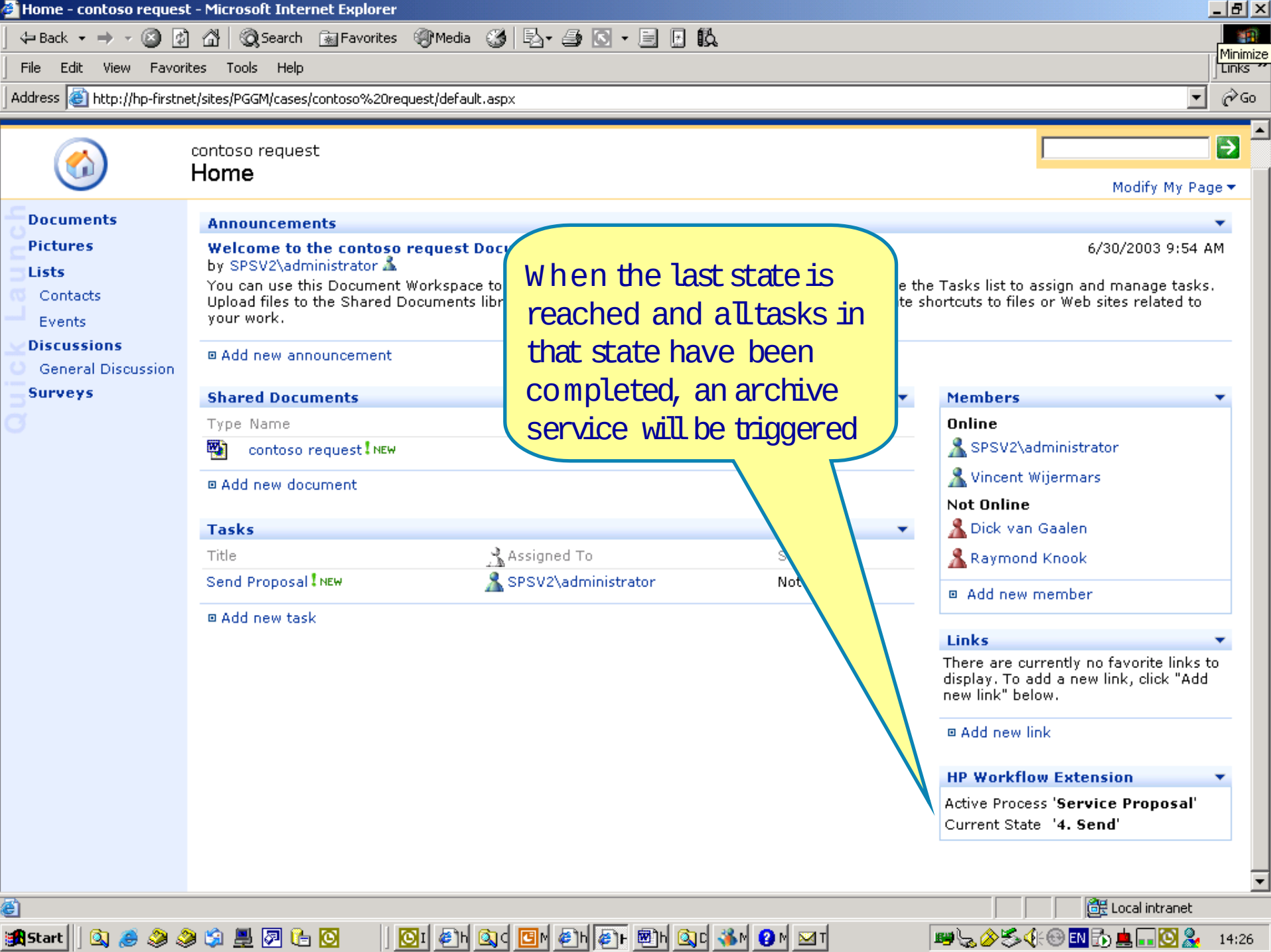

Tasks - Set case data - Microsoft Internet Explorer
Back
Search
Favorites
Media
File
Edit
View
Favorites
Tools
Help
Links
Address
http://hp-firstnet/sites/pggm/cases/contoso%20request/Lists/Tasks/DispForm.aspx?ID=4&Source=http%3A%2F%2Fhp%2Dfirstnet%2Fsites%2FPGGM%2Fcases%2Fcontoso%252
Go
Home
Documents and Lists
Create
Site Settings
Help
Up to Cases
contoso request
Tasks: Set case data
New Item | Edit Item | Delete Item | Alert me | Go Back to List
Title: Set case data
Priority: (2) Normal
Status: Not Started
% Complete:
Assigned To: Vincent Wijermars
Description:
Start Date: 6/30/2003 10:07 AM
Due Date: 7/1/2003 10:07 AM
WorkflowState: 1. Prepare
Action: Add data form
Created at 6/30/2003 10:07 AM by Vincent Wijermars
Last modified at 6/30/2003 10:07 AM by Vincent Wijermars
The task page. Using a 'link field special functions are called such as creation of a form or a document based on a specified template
Local intranet
Start
10:40


Form1 - Microsoft InfoPath
File Edit View Insert Format Tools Table Help
Type a question for help
Verdana
10
Infopath is called to edit a form
2003-06-00027-P
Contoso, Ltd
Street
City
ZIP
Contact
Phor
Ema
Cont
Document number using a WebService
Rich form features
Form template's location: http://hp-firstnet
Start
13:36


Home - contoso request - Microsoft Internet Explorer
Back
Search
Favorites
Media
File
Edit
View
Favorites
Tools
Help
Address
http://hp-firstnet/sites/pggm/cases/contoso%20request/default.aspx
Home
Documents and Lists
Create
Site Settings
Help
contoso request
Home
Documents
Pictures
Lists
Contacts
Events
Discussions
General Discussion
Surveys
Quick Launch
Announcements
Welcome to the contoso request Document Workspace ! NEW
by SPSV2\administrator
You can use this Document Workspace to work on documents with other members of the s
Upload files to the Shared Documents library to share them with others. Use the Links li
your work.
Add new announcement
Shared Documents
Type
Name
Modified By
contoso request ! NEW
SPSV2\
Add new document
Tasks
Title
Assigned To
Status
Create letter ! NEW
Vincent Wijermars
Pending
Set case data ! NEW
Vincent Wijermars
Completed
Add new task
Vincent Wijermars
Not Online
Dick van Gaalen
Add new member
Links
There are currently no favorite links to display. To add a new link, click "Add new link" below.
Add new link
HP Workflow Extension
Active Process 'Service Proposal'
Current State '1. Prepare'
Process monitors task status for completed or pending status
If one of the tasks has Pending status, the case will not be shown by default in the "current work" list
If all tasks have status completed a state transition will be invoked
Local intranet
Start
14:05

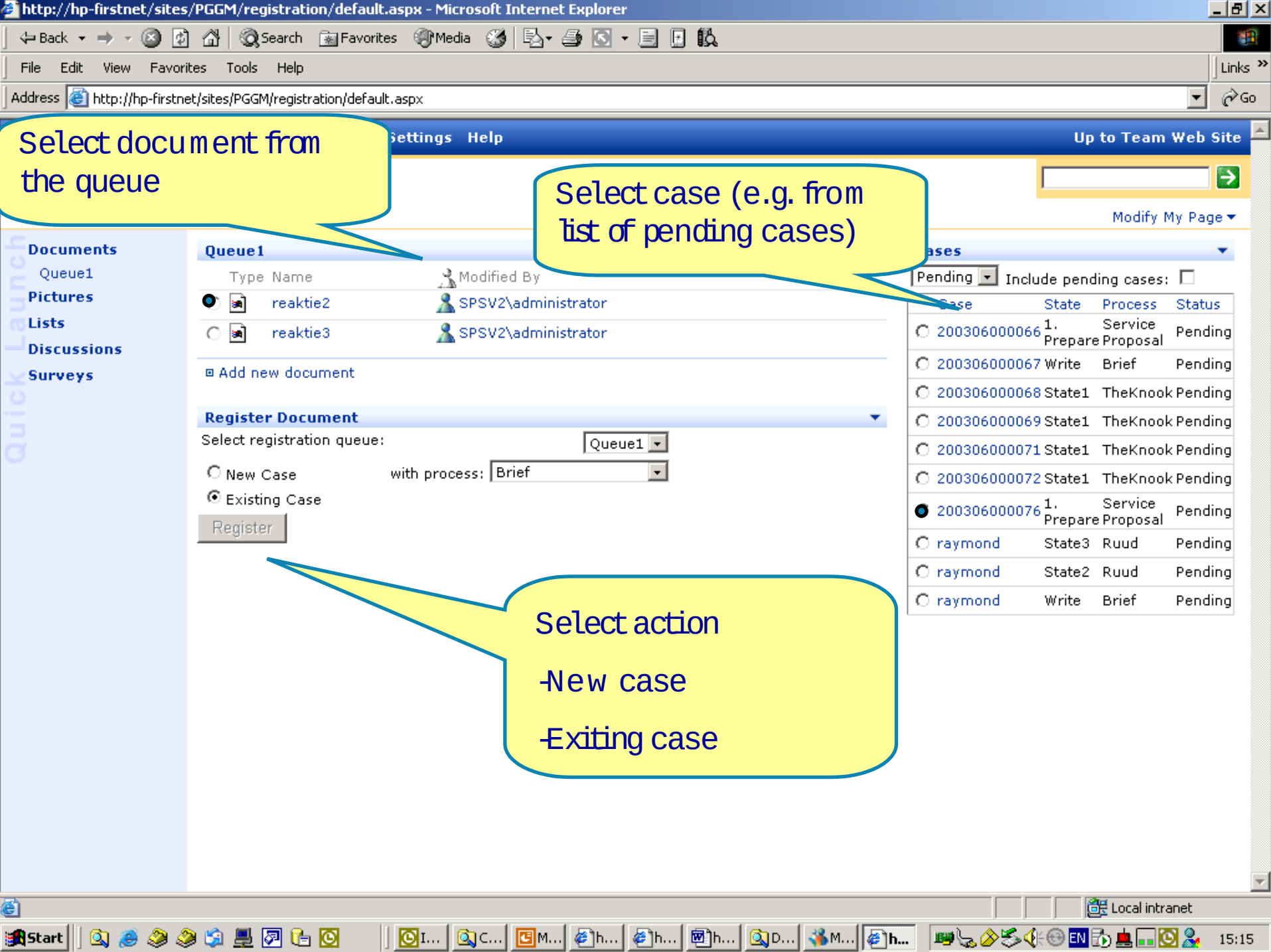

Home - contoso request - Microsoft Internet Explorer
Back
Search
Favorites
Media
File Edit View Favorites Tools Help
Address http://hp-firstnet/sites/PGGM/cases/contoso%20request/default.aspx
Home Documents and Lists Create Site Settings Help
Up to Cases
contoso request
Home
Modify My Page
Quick Launch
Documents
Pictures
Lists
Contacts
Events
Discussions
General Discussion
Surveys
Announcements
Welcome to the contoso request Document Workspace ! NEW
6/30/2003 9:54 AM
by SPSV2\administrator
You can use this Document Works of the site. Use the Tasks list to assign and manage tasks. Upload files to the Shared Docu ks list to create shortcuts to files or Web sites related to your work.
Add new announcement
Shared Documents
Type Name
contoso request ! NEW
Add new document
Tasks
Title
Create letter ! NEW
Set case data ! NEW
Add new task
Members
Online
Raymond Knook
SPSV2\administrator
Vincent Wijermars
Not Online
Dick van Gaalen
Add new member
Links
HP Workflow Extension
Active Process 'Service Proposal'
Current State '1. Prepare'
You can continue the workflow by selecting a new state
2. Review
Continue
If there is no branch in the workflow, the next state is automatically entered.
Otherwise the contributor is presented with a possible list of states to choose from
Local intranet
Start
14:11


Home - contoso request - Microsoft Internet Explorer
Back
Search
Favorites
Media
File Edit View Favorites Tools Help
Links
Address
http://hp-firstnet/sites/PGGM/cases/contoso%20request/default.aspx
Go
Home
Documents and Lists
Create
Site Settings
Help
Up to Cases
contoso request
Home
Modify My Page
Quick Launch
Lists
General Discussion
Surveys
6/30/2003 9:54 AM
Shared Documents
Type
Name
Modified By
contoso request
SPSV2\administrator
Add new document
Tasks
Title
Assigned To
Status
Write review report
NEW
Dick van Gaalen
Not Started
Add new task
Members
Online
Raymond Knook
SPSV2\administrator
Vincent Wijermars
Not Online
Dick van Gaalen
Add new member
Links
HP Workflow Extension
Active Process 'Service Proposal'
Current State '2. Review'
New tasks are added, "old" tasks are moved to the Audit list
Contributors/Readers adjusted
New state is entered
Done
Local intranet
Start
14:14


Home - contoso request - Microsoft Internet Explorer
Back
Search
Favorites
Media
File
Edit
View
Favorites
Tools
Help
Address
http://hp-firstnet/sites/PGGM/cases/contoso%20request/default.aspx
Minimize
Links
Go
contoso request
Home
Modify My Page
Quick Launch
Documents
Pictures
Lists
Contacts
Events
Discussions
General Discussion
Surveys
Announcements
Welcome to the contoso request Doc
by SPSV2\administrator
6/30/2003 9:54 AM
You can use this Document Workspace to
e the Tasks list to assign and manage tasks.
Upload files to the Shared Documents libr
te shortcuts to files or Web sites related to
your work.
Add new announcement
Shared Documents
Type Name
contoso request ! NEW
Add new document
Tasks
Title
Assigned To
Send Proposal ! NEW
SPSV2\administrator
Not
Add new task
When the last state is reached and all tasks in that state have been completed, an archive service will be triggered
Members
Online
SPSV2\administrator
Vincent Wijermars
Not Online
Dick van Gaalen
Raymond Knook
Add new member
Links
There are currently no favorite links to display. To add a new link, click "Add new link" below.
Add new link
HP Workflow Extension
Active Process 'Service Proposal'
Current State '4. Send'
Local intranet
Start
EN
14:26

Alternatives to create a case or add documents

- Cases can also be created using a registration application
- Documents in document library are base for new case
  - E.g. scanned documents using Digital Sender and AutoStore
- Documents can also be added to an existing case
- For new cases the process can be chosen
- Document properties can be edited



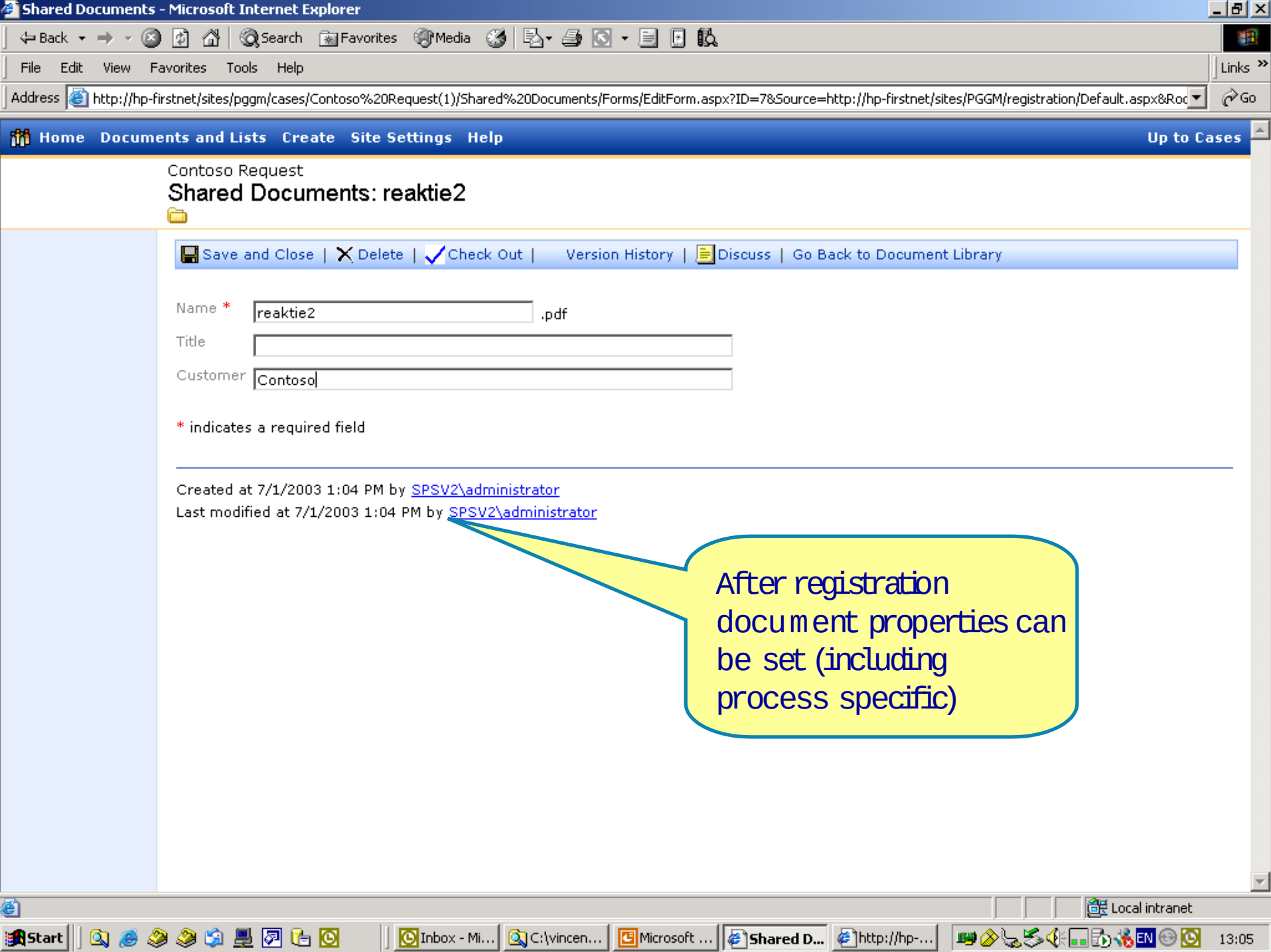
Select document from the queue

Select case (e.g. from list of pending cases)

Select action

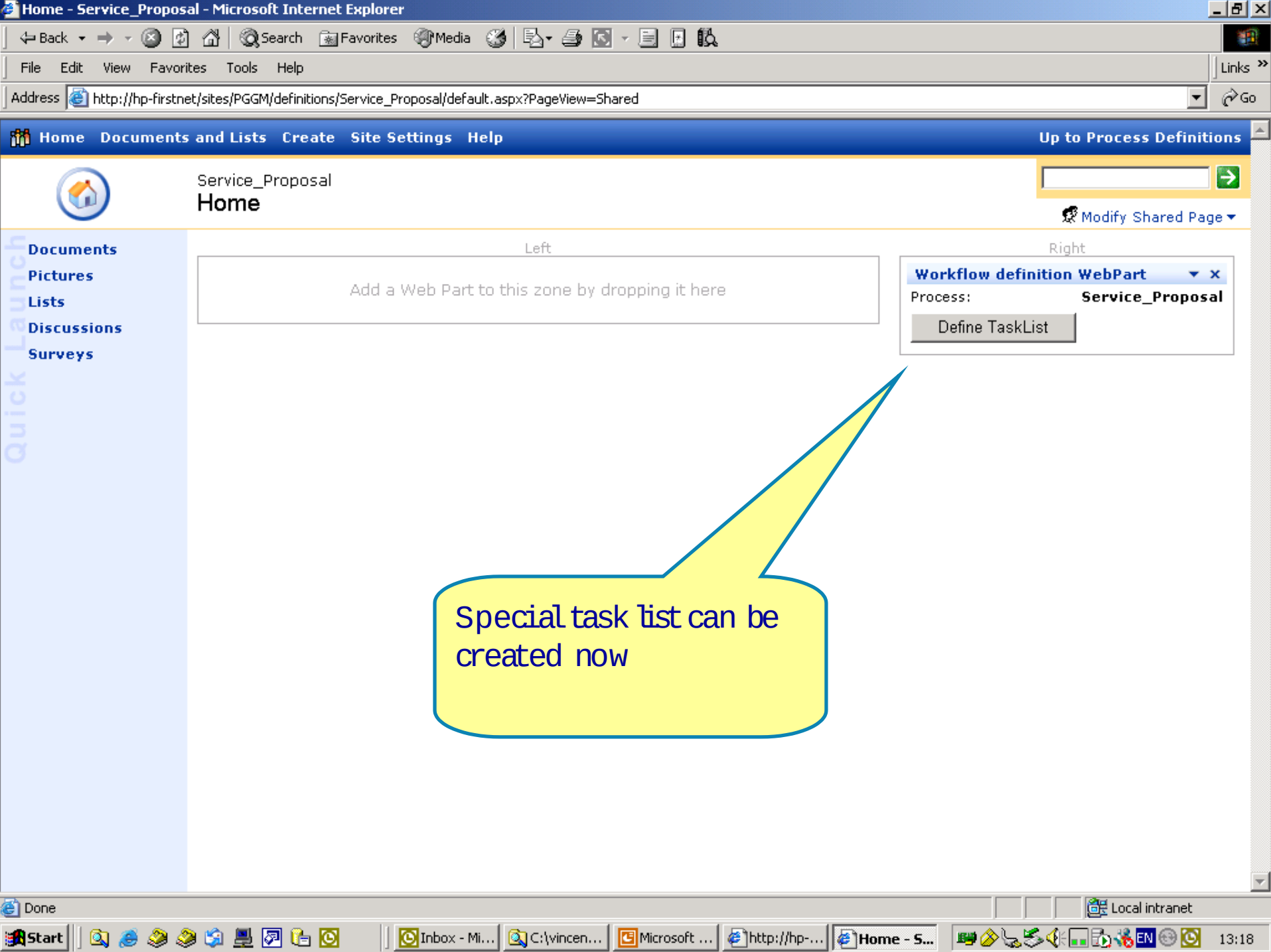
-New case

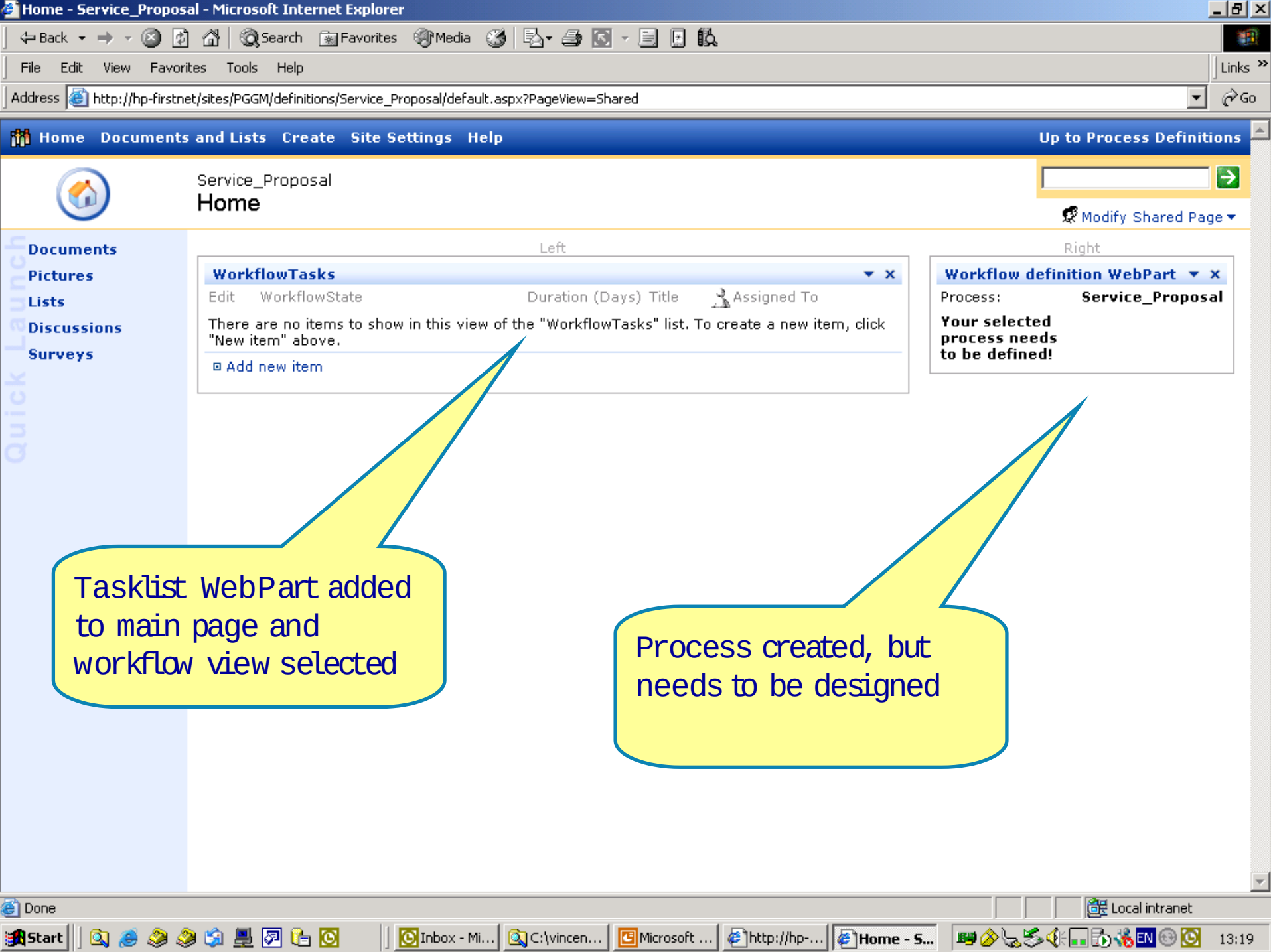
-Exiting case

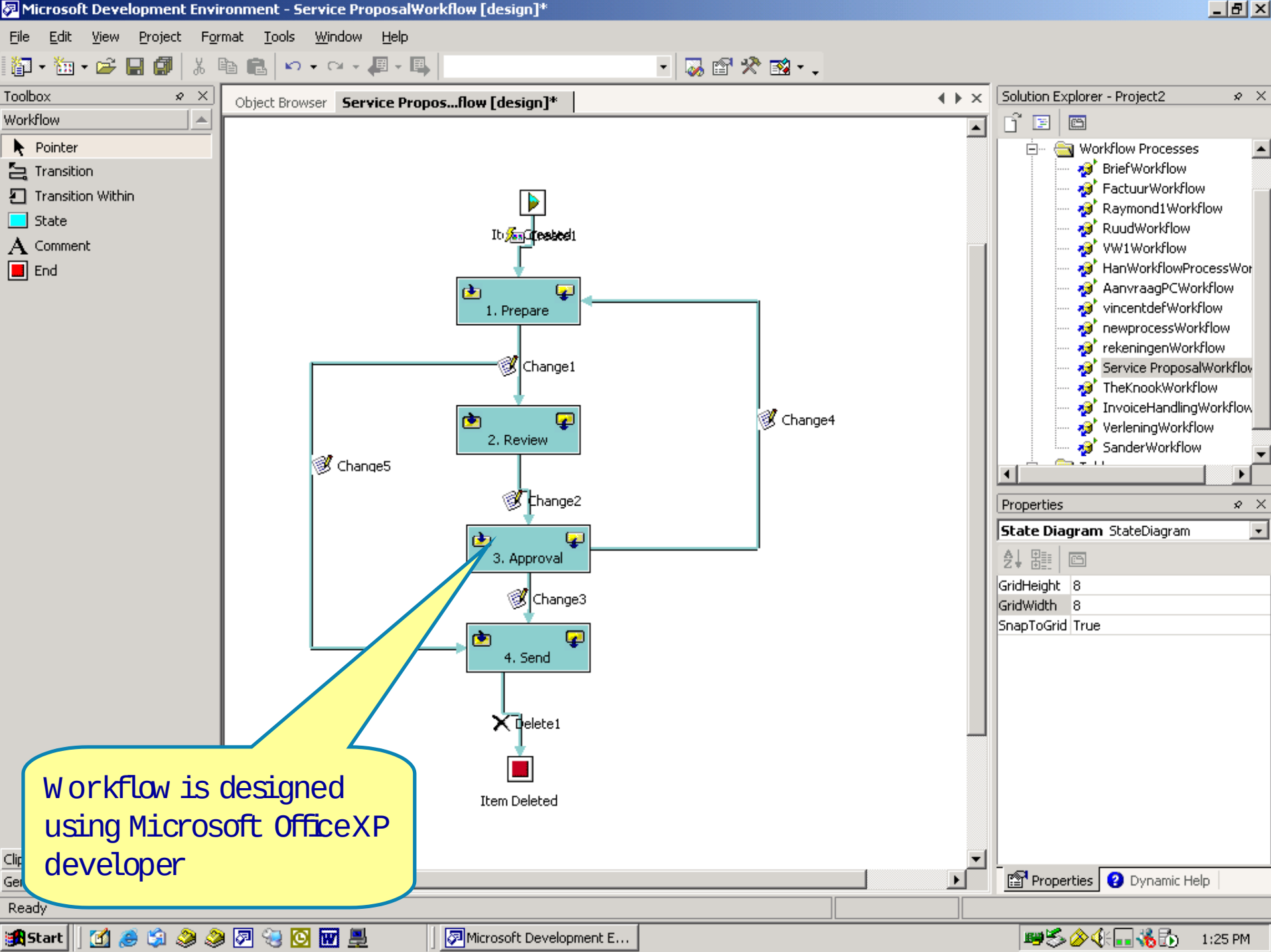

Shared Documents - Microsoft Internet Explorer
Back
Search
Favorites
Media
File Edit View Favorites Tools Help
Links
Address
http://hp-firstnet/sites/pggm/cases/Contoso%20Request(1)/Shared%20Documents/Forms/EditForm.aspx?ID=7&Source=http://hp-firstnet/sites/PGGM/registration/Default.aspx&Roo
Go
Home Documents and Lists Create Site Settings Help
Up to Cases
Contoso Request
Shared Documents: reaktie2
Save and Close | Delete | Check Out | Version History | Discuss | Go Back to Document Library
Name *
reaktie2
.pdf
Title
Customer
Contoso
* indicates a required field
Created at 7/1/2003 1:04 PM by SPSV2\administrator
Last modified at 7/1/2003 1:04 PM by SPSV2\administrator
After registration document properties can be set (including process specific)
Local intranet
Start
Inbox - Mi...
C:\vincen...
Microsoft ...
Shared D...
http://hp-...
EN
13:05

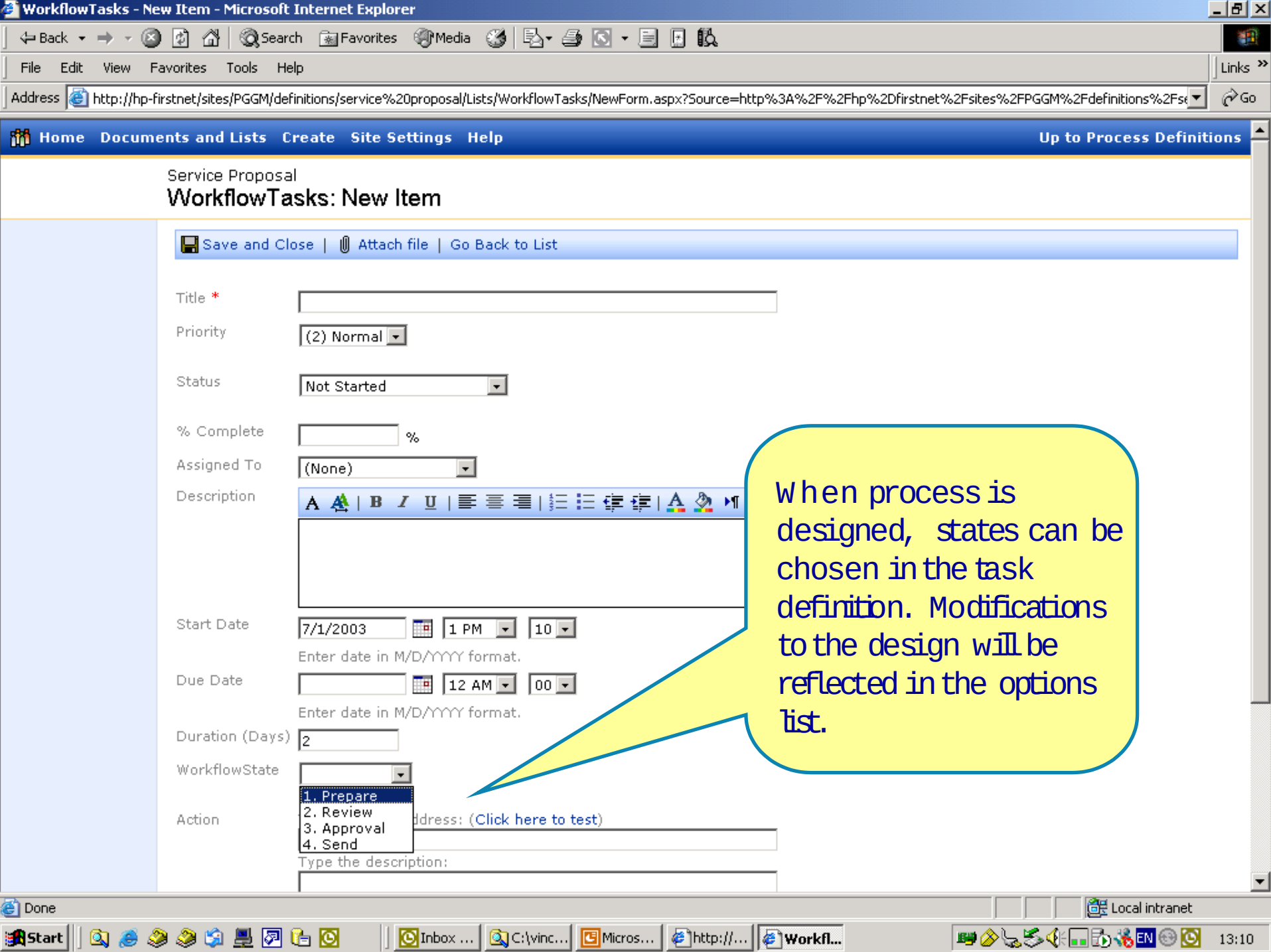
Process definition

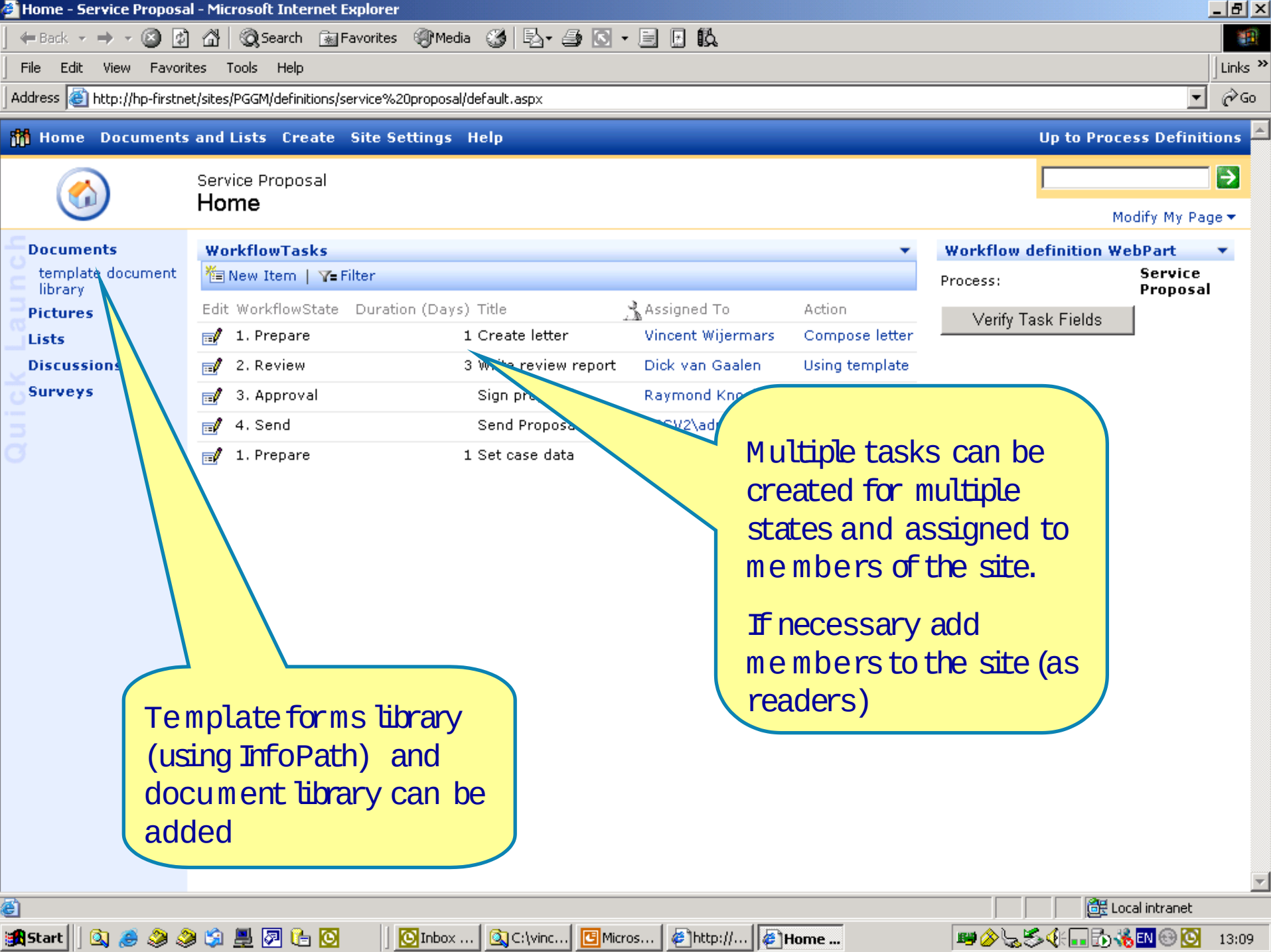
- State engine for basic workflow
  - Web service
  - Based on SQL workflow
  - Has to run on a separate server
    - FrontPage server extensions clash
- Tasks, Forms library and document properties set in special definition site
  - Using special definition WebPart


Home - Service_Proposal - Microsoft Internet Explorer
Back
Search
Favorites
Media
File Edit View Favorites Tools Help
Links
Address
http://hp-firstnet/sites/PGGM/definitions/Service_Proposal/default.aspx?PageView=Shared
Go
Home
Documents and Lists
Create
Site Settings
Help
Up to Process Definitions
Service_Proposal
Home
Modify Shared Page
Documents
Pictures
Lists
Discussions
Surveys
Quick Launch
Left
Add a Web Part to this zone by dropping it here
Right
Workflow definition WebPart
Process:
Service_Proposal
Define TaskList
Special task list can be created now
Done
Local intranet
Start
Inbox - Mi...
C:\vincen...
Microsoft ...
http://hp-...
Home - S...
EN
13:18

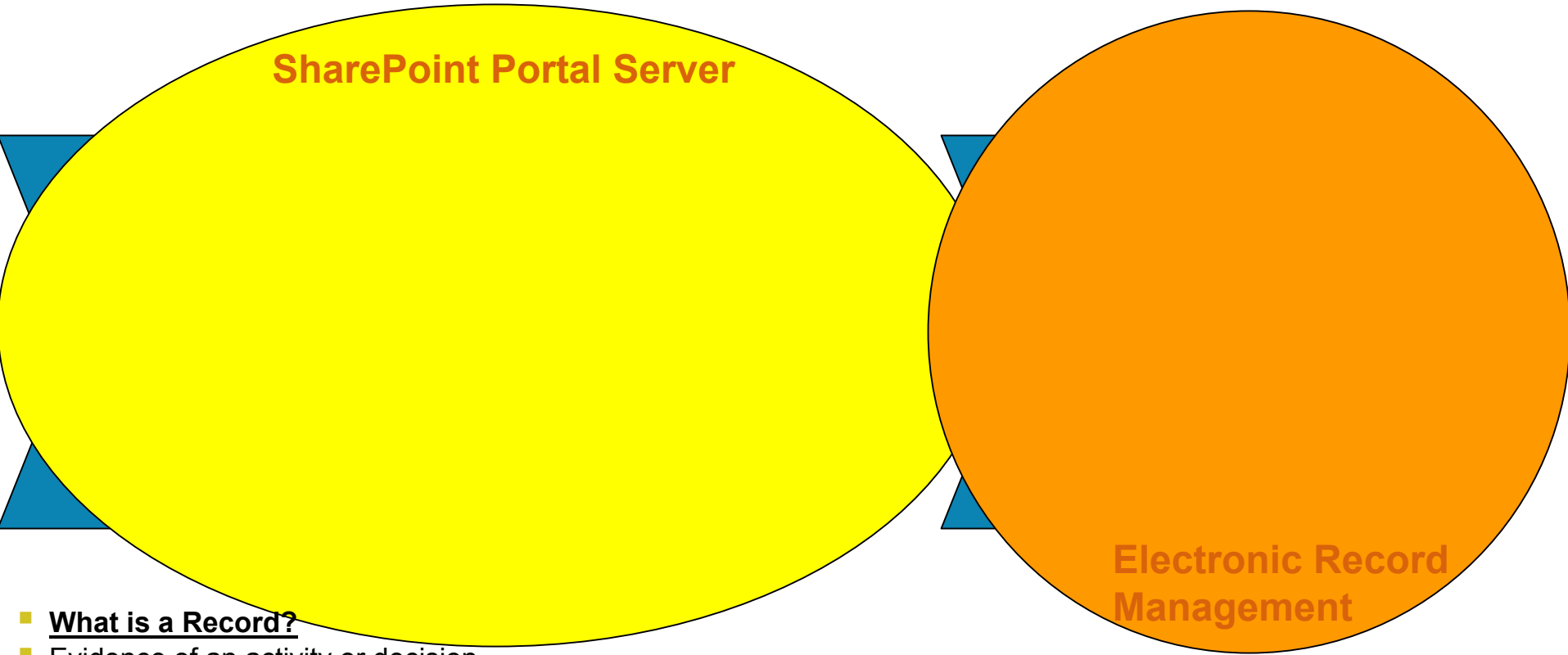

Home - Service_Proposal - Microsoft Internet Explorer
Back
Search
Favorites
Media
File Edit View Favorites Tools Help
Links
Address
http://hp-firstnet/sites/PGGM/definitions/Service_Proposal/default.aspx?PageView=Shared
Go
Home
Documents and Lists
Create
Site Settings
Help
Up to Process Definitions
Service_Proposal
Home
Modify Shared Page
Documents
Pictures
Lists
Discussions
Surveys
Quick Launch
Left
WorkflowTasks
Edit
WorkflowState
Duration (Days)
Title
Assigned To
There are no items to show in this view of the "WorkflowTasks" list. To create a new item, click "New item" above.
Add new item
Right
Workflow definition WebPart
Process:
Service_Proposal
Your selected process needs to be defined!
Tasklist WebPart added to main page and workflow view selected
Process created, but needs to be designed
Done
Local intranet
Start
Inbox - Mi...
C:\vincen...
Microsoft ...
http://hp-...
Home - S...
EN
13:19


Microsoft Development Environment - Service ProposalWorkflow [design]*
File Edit View Project Format Tools Window Help
Toolbox
Workflow
Pointer
Transition
Transition Within
State
Comment
End
Object Browser
Service Propos...flow [design]*
1. Prepare
Change1
2. Review
Change5
Change2
Change4
3. Approval
Change3
4. Send
Delete1
Item Deleted
Solution Explorer - Project2
Workflow Processes
BriefWorkflow
FactuurWorkflow
Raymond1Workflow
RuudWorkflow
VW1Workflow
HanWorkflowProcessWor
AanvraagPCWorkflow
vincentdefWorkflow
newprocessWorkflow
rekeningenWorkflow
Service ProposalWorkflow
TheKnookWorkflow
InvoiceHandlingWorkflow
VerleningWorkflow
SanderWorkflow
Properties
State Diagram StateDiagram
GridHeight 8
GridWidth 8
SnapToGrid True
Properties
Dynamic Help
Workflow is designed using Microsoft OfficeXP developer
Ready
Start
Microsoft Development E...
1:25 PM


WorkflowTasks - New Item - Microsoft Internet Explorer
Back
Search
Favorites
Media
File
Edit
View
Favorites
Tools
Help
Links
Address
http://hp-firstnet/sites/PGGM/definitions/service%20proposal/Lists/WorkflowTasks/NewForm.aspx?Source=http%3A%2F%2Fhp%2Dfirstnet%2Fsites%2FPGGM%2Fdefinitions%2Fse
Go
Home
Documents and Lists
Create
Site Settings
Help
Up to Process Definitions
Service Proposal
WorkflowTasks: New Item
Save and Close
Attach file
Go Back to List
Title *
Priority
(2) Normal
Status
Not Started
% Complete
%
Assigned To
(None)
Description
Start Date
7/1/2003
1 PM
10
Enter date in M/D/YYYY format.
Due Date
12 AM
00
Enter date in M/D/YYYY format.
Duration (Days)
2
WorkflowState
1. Prepare
2. Review
3. Approval
4. Send
Action
ddress: (Click here to test)
Type the description:
When process is designed, states can be chosen in the task definition. Modifications to the design will be reflected in the options list.
Done
Local intranet
Start
Inbox ...
C:\vinc...
Micros...
http://...
Workfl...
EN
13:10


Home - Service Proposal - Microsoft Internet Explorer
Back
Search
Favorites
Media
File Edit View Favorites Tools Help
Links
Address
http://hp-firstnet/sites/PGGM/definitions/service%20proposal/default.aspx
Go
Home
Documents and Lists
Create
Site Settings
Help
Up to Process Definitions
Service Proposal
Home
Modify My Page
Documents
template document library
Pictures
Lists
Discussions
Surveys
Quick Launch
WorkflowTasks
New Item | Filter
Edit WorkflowState Duration (Days) Title Assigned To Action
1. Prepare 1 Create letter Vincent Wijermars Compose letter
2. Review 3 Write review report Dick van Gaalen Using template
3. Approval Sign pre Raymond Kno
4. Send Send Proposa
1. Prepare 1 Set case data
Workflow definition WebPart
Process: Service Proposal
Verify Task Fields
Template forms library (using InfoPath) and document library can be added
Multiple tasks can be created for multiple states and assigned to members of the site.
If necessary add members to the site (as readers)
Local intranet
Start
Inbox ...
C:\vinc...
Micros...
http://...
Home ...
13:09

Introduction to Electronic Record Management



- **What is a Record?**
- Evidence of an activity or decision
- Content cannot be changed
- Must be captured, managed and preserved whilst maintaining authenticity
- Is created by day-to-day work
- Latter stages of document life-cycle
- Driven by government legislation and business needs

Introduction to Electronic Record Management
Comparing DM & RM

Document Management

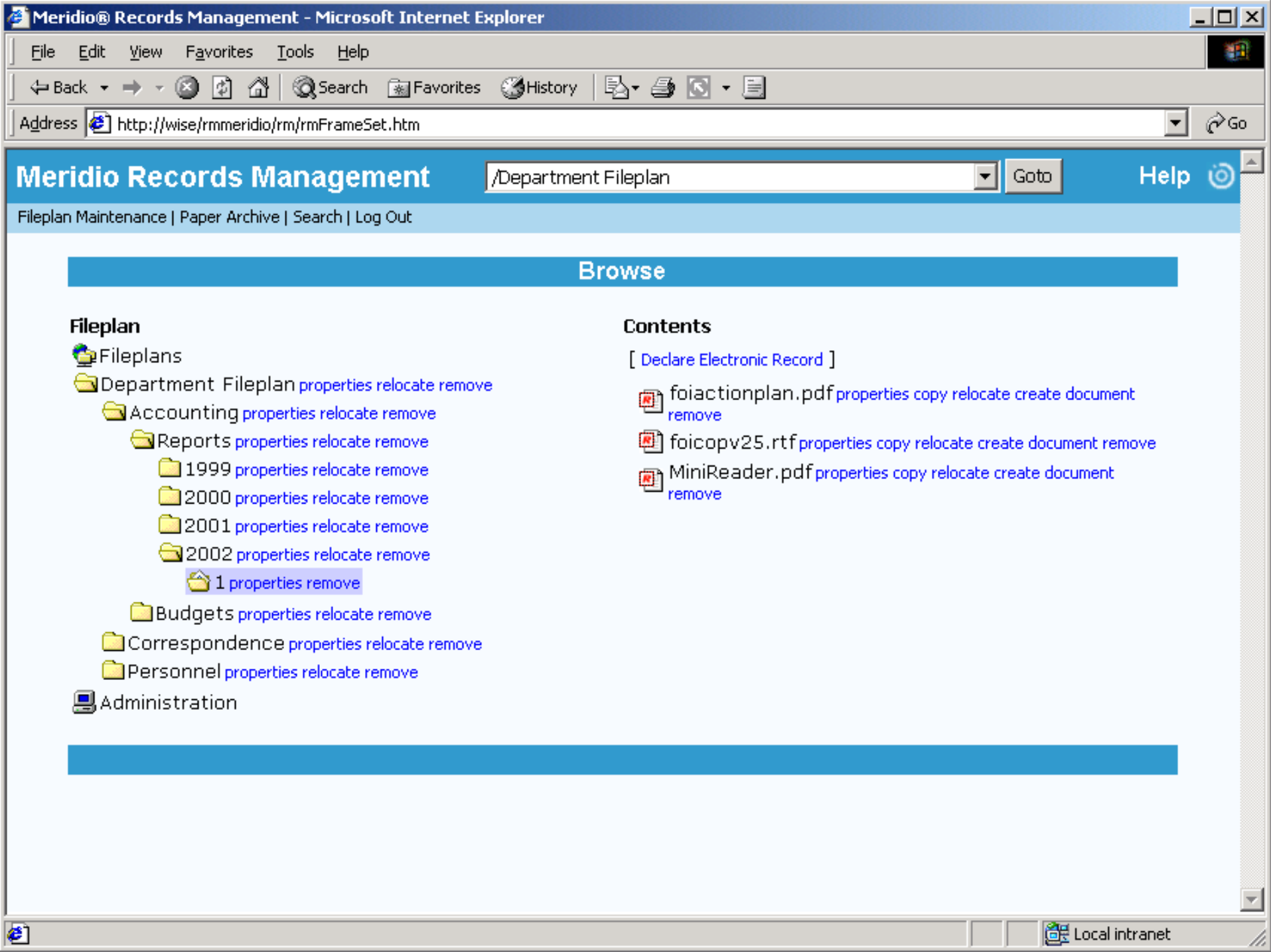
- Enables organisations to
  - Capture
  - Protect
  - Manage
  - Share
- Characterised by:
  - Search and retrieval of documents
  - Access management and security control
  - Version control
  - Audit trails on access and changes to documents
  - Document properties - information about each document

Record Management

- Enables organisations to
  - Capture
  - Protect
  - Manage
  - Share
  - Apply standard Records Management practices
- Characterised by:
  - Record classification within the corporate filing structure – the fileplan
  - Formal retention and disposal scheduling
    - Based on an approved disposal and review schedule
  - Accountability

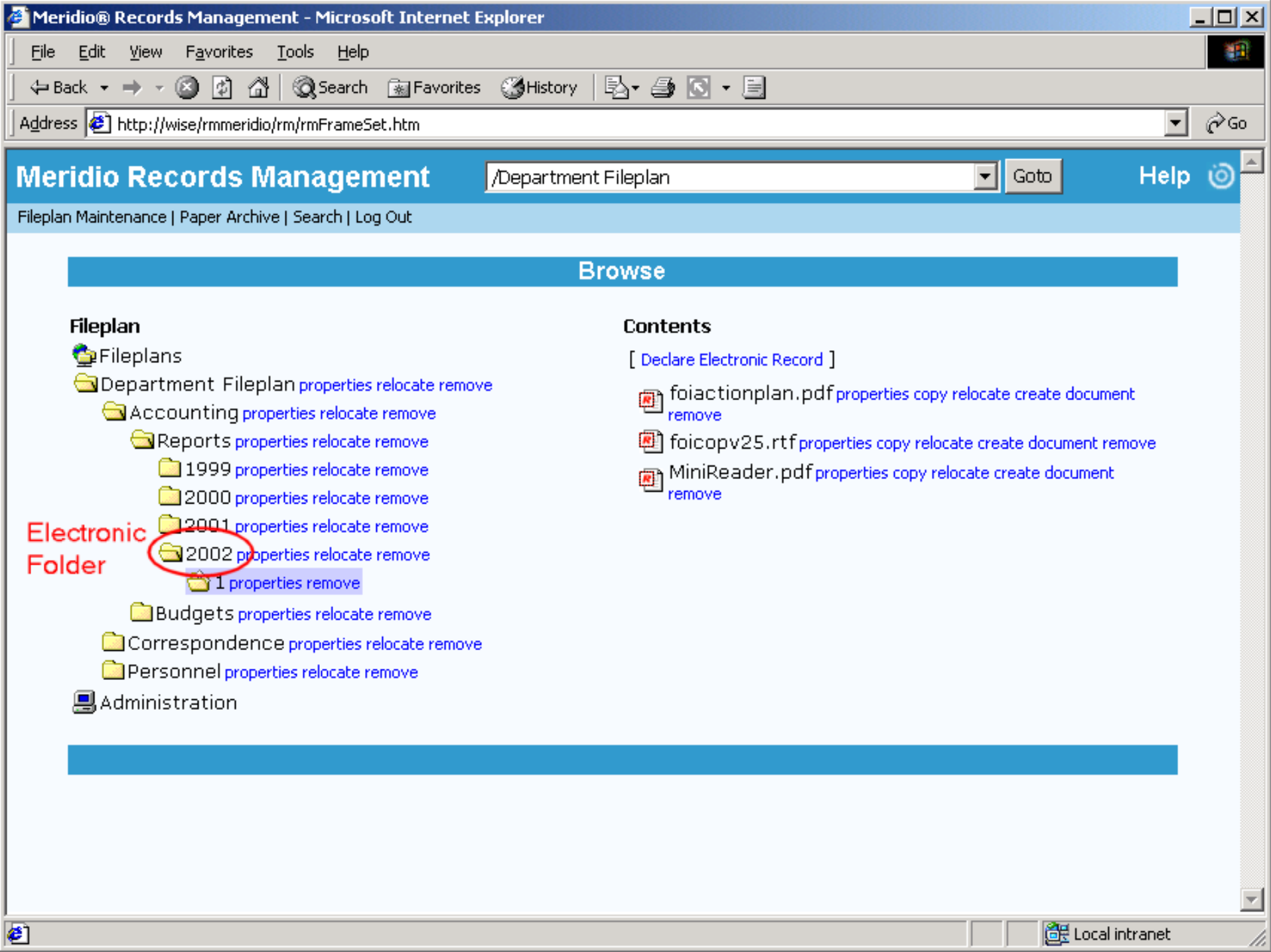
Basic Records Management Concepts
The Fileplan

- A hierarchical corporate filing structure
- Used to classify records
  - Every record must have a defined location within a fileplan
  - Provides context, e.g. Accounting/Reports/2001/…
  - Multiple classification of a record is possible
    - By referencing it in several locations in the fileplan
- All users work in common fileplans
- Typically, a fileplan will reflect the structure of the organisation, either by department or by business function


Meridio® Records Management - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://wise/rmmeridio/rm/rmFrameSet.htm
Go
Meridio Records Management
/Department Fileplan
Goto
Help
Fileplan Maintenance | Paper Archive | Search | Log Out
Browse
Fileplan
Fileplans
Department Fileplan properties relocate remove
Accounting properties relocate remove
Reports properties relocate remove
1999 properties relocate remove
2000 properties relocate remove
2001 properties relocate remove
2002 properties relocate remove
1 properties remove
Budgets properties relocate remove
Correspondence properties relocate remove
Personnel properties relocate remove
Administration
Contents
[Declare Electronic Record]
foiactionplan.pdf properties copy relocate create document remove
foicopv25.rtf properties copy relocate create document remove
MiniReader.pdf properties copy relocate create document remove
Local intranet

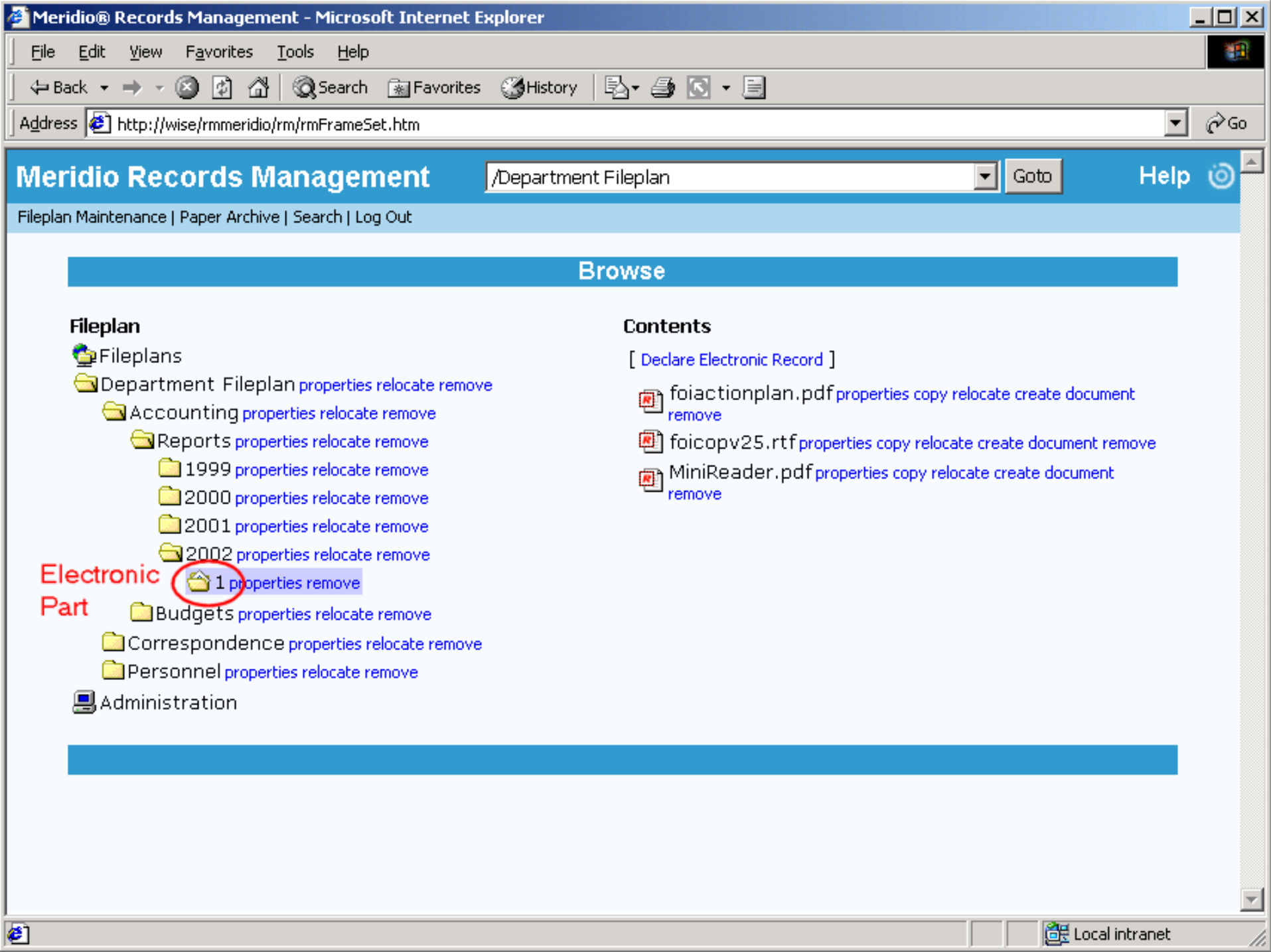
Basic Records Management Concepts
Electronic Folders

- A fileplan consists of a hierarchy of electronic folders
- An electronic folder can contain either
  - Electronic folders or
  - Electronic folder parts
  - But not both
- The hierarchy of folders classifies the records it contains
- Folders can be identified by their path. For example “Department Fileplan/Accounting/Reports/2002”


Meridio® Records Management - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://wise/rmmeridio/rm/rmFrameSet.htm
Go
Meridio Records Management
/Department Fileplan
Goto
Help
Fileplan Maintenance | Paper Archive | Search | Log Out
Browse
Fileplan
Fileplans
Department Fileplan properties relocate remove
Accounting properties relocate remove
Reports properties relocate remove
1999 properties relocate remove
2000 properties relocate remove
2001 properties relocate remove
2002 properties relocate remove
1 properties remove
Budgets properties relocate remove
Correspondence properties relocate remove
Personnel properties relocate remove
Administration
Electronic Folder
Contents
[Declare Electronic Record]
foiactionplan.pdf properties copy relocate create document remove
foicopv25.rtf properties copy relocate create document remove
MiniReader.pdf properties copy relocate create document remove
Local intranet

Basic Records Management Concepts
Electronic Folder Parts

- Placeholders for electronic records
- They exist to ease electronic folder management
  - They split electronic folders into manageably-sized parts
- The split can be
  - Manual or
  - Automatic, based on the size of the part (in Kb), the number of records it contains, or an annual cut-off date
    - For example, after a certain date, an electronic folder part can be automatically closed. New records will be declared in a new part.
- Automatically sequentially numbered by the system
- New records are typically declared in the latest part


Meridio® Records Management - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://wise/rmmeridio/rm/rmFrameSet.htm
Go
Meridio Records Management
/Department Fileplan
Goto
Help
Fileplan Maintenance | Paper Archive | Search | Log Out
Browse
Fileplan
Fileplans
Department Fileplan properties relocate remove
Accounting properties relocate remove
Reports properties relocate remove
1999 properties relocate remove
2000 properties relocate remove
2001 properties relocate remove
2002 properties relocate remove
Electronic Part
1 properties remove
Budgets properties relocate remove
Correspondence properties relocate remove
Personnel properties relocate remove
Administration
Contents
[Declare Electronic Record]
foiactionplan.pdf properties copy relocate create document remove
foicopv25.rtf properties copy relocate create document remove
MiniReader.pdf properties copy relocate create document remove
Local intranet

Meridio Records Management

- Integrated approach to records and document management
- Proven scalability
- Strong integration with desktop infrastructure
- Solution focus to support integration
- Strong support for ERM standards – e-GIF
  - SOAP interface
  - Support for XML auto categorisation & tag searching
- Specifically designed to meet UK Public Record Office (PRO) requirements
  - Support MoReq standards
  - DOD certification scheduled

Meridio complementary Positioning with Sharepoint

HP WORLD 2003
Solutions and Technology Conference & Expo

Sharepoint Provides

- Version control
- Profiling
- Security
- Index & search
- Viewing
- Collaboration
- Enterprise portal

Meridio Provides

- File plan maintenance
- Record Classification
- Retention & Disposal
- Transfer
- Security
- Legal Admissibility
- Management of paper records

Document archiving

- hp magneto-optical libraries
- reliable, high-capacity, archival storage
- up to 2.1 TB of near-line storage
- supports both WORM (write once read many) & rewritable media
- based on industry standard magneto-optical drives & media
- Integrates with KVS archiving product

MEC awards 2001

Case Study: Dutch Ministry of Health, Welfare and Sport

HP WORLD 2003
Solutions and Technology Conference & Expo

MICHEL
KUIJPERS
DUTCH MINISTRY OF HEALTH, WELFARE AND SPORT

Interview// Michel Kuijpers, Dutch Ministry

Summary The Dutch Ministry of Health, Welfare and Sport has been implementing IT solutions for over two decades, but none more important than their Windows-based digital workplace and the new HP archiving solution

The number of public sector IT projects is on the rise, as governments aim to improve their workflow processes and their stance on e-governance. Michel Kuijpers, a stalwart of the Dutch Government's IT department, talks to Martyn White about the changes he's seen in the past 20 years and the implementation of a digital archiving solution from HP for 17km of paper-based documents

After a year of political uncertainty, a new centre-right government has been elected in the Netherlands. The new administration is said to be planning cuts of over €13bn in government spending, some of which could affect the Dutch IT industry and, just as importantly, IT projects in the government sector.

With a population of just 16m people you would be forgiven for thinking that the Netherlands was a mere backwater in the world of technological innovation and importance, and hence the cut in government IT spending a small drop in the technology ocean. Yet, the government sector is reported to be the fastest growing vertical market in today's IT sphere, and the Dutch have been quick to spot the opportunities to become a driving force of technological adoption in European society.

The previous Dutch Government, who addressed last year's European Council with an ambitious e-Europe Action Plan to accelerate the use of network security and broadband throughout Europe, have given themselves a platform from which to provide ongoing support for the use of ICT in Dutch society by implementing a number of innovative solutions in their own ministerial departments – a process that has been in progress for the past 20 years or more.

One of the people at the centre of the drive for technological change within the Dutch Government is Michel Kuijpers, who has been working in government departments for over 20 years in an IT role that has seen many sweeping transformations and dramatic changes in working processes.

Having originally joined the government sector as an Oracle programmer in the early '80s, Kuijpers has enjoyed a roller-coaster career as the accelerated use of technology has metamorphosed beyond recognition in the government sector and beyond.

You've been working in the government sector for the past 20 years. What was the first project you worked on and what has been the biggest change?

Well, I started at the Ministry of Finance as an Oracle programmer all those years ago. My background is technical and within the government sector I've been a database administrator, system programmer, then onto the manager of the system and database management group and ICT project manager.

It really has changed a lot. The most significant change is the way in which the whole Ministry is now dependant on ICT. Twenty years ago we had formal applications for finance departments etc., but nothing else. Now everyone is using IT on a daily basis and would seriously miss it if it weren't there.

Of course, this means that practices have changed as well. In the distant past if we were required to do maintenance on a system we would send out a note that said we would be shutting the system down on a Friday afternoon, for example, and everyone would thank us for letting them know. The reaction now would be one of horror and they would be asking us to do it in our own time! It just shows the dependency we all have on IT.

A new Dutch Government has only recently been sworn in and is already planning for massive cuts in government spending. How will this affect the internal projects that you're currently working on?

Well, I understand that they want to cut costs dramatically so we'll see what turns out. I'm not directly alarmed by this, but projects that we're currently

Case Study: Dutch Ministry of Health, Welfare and Sport

HP WORLD 2003
Solutions and Technology Conference & Expo

Challenges

- As a policy making body, the Dutch Ministry of Health, Welfare and Sport generates huge amounts of paperwork
- By law this has to be efficiently archived
- Paper based systems were time wasting, expensive and inefficient

solution

- The Ministry decided on a Digidoc project to replace all paper documents and forms with digital ones
- This solution was based around Microsoft software, using .NET technology
- The use of reusable components from the hp document information system accelerated the development
- A team of 10 experts from hp services masterminded development and deployment of the application

results

- Digidoc will eventually allow 2000 civil servants to efficiently archive their documents, improving content and reducing wasted time
- Over five years, it will have paid for itself between four and five times
- This enables the Ministry to meet the detailed requirements of the country's archiving laws

why hp?

- hp services staff have many years experience in document handling systems
- They have specific experience in the Microsoft .NET arena and the solution had a low TCO
- It was important to have a partner who could exactly tailor the solution to the Ministry's particular business needs

HP Document Information System Solution Advantages

- Leverage existing assets and capabilities
- Better business processes
- Document efficiency and consistency
- Faster time to solution
- Greater return on IT investments

Why hp?

- more than 25 years designing, building, and supporting mission-critical, enterprise-wide IT infrastructure solutions
- one of the world's largest, most specialized forces of .NET consultants and solution architects
- Microsoft SharePoint Portal Server developed and tested on HP Proliant Servers.
- HP pioneered Digital Sending technology, providing seamless paper document integration.
- HP is the world's leading provider of imaging and printing products, known for the unparalleled connectivity of its document input-and output technologies

Interex, Encompass and HP bring you a powerful new HP World.