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How will Digital Government evolve?

The future is already here!



What is coming our way in **Information Management**?

In the rapidly evolving landscape of digital government, it is essential to navigate various technological advancements and policy considerations. This ensures sustainable progress. Governments worldwide are increasingly embracing digitalization, presenting both challenges and opportunities.

Outlined below are some of the relevant topics we see in this field:

- Open Government Act
- Cyber security needs
- Digital workplace demands
- Digital identity
- Seek and find
- Integration needs
- Social communication platforms
- Streaming media
- Artificial Intelligence (AI)
- Cloud

This e-book delves into how digital government will shape the future and its implications for citizens, government entities, and employees alike.



Case Management across the different government levels

Case management is fundamental at every level of government, serving as a crucial tool for efficiently handling administrative tasks and citizen interactions. The execution differs among government entities, customized to meet various needs and obligations. Here's a short list of typical case types across different government levels.

Ministries

- Citizen letters
- Open Government Act request
- Objection and appeal
- Parliamentary questions
- Defining new policies & laws

EU organizations

- Tenders
- Consultations
- Legal interpretation
- Legislative proposals
- Research applications

Executive organizations

- Permit request
- Change requests
- Enforcement process
- Information requests
- Questions from citizens/companies

Local government

- Property tax assessments
- Zoning & land use permits
- Building code enforcement
- Municipal licensing and permitting
- Public works maintenance requests



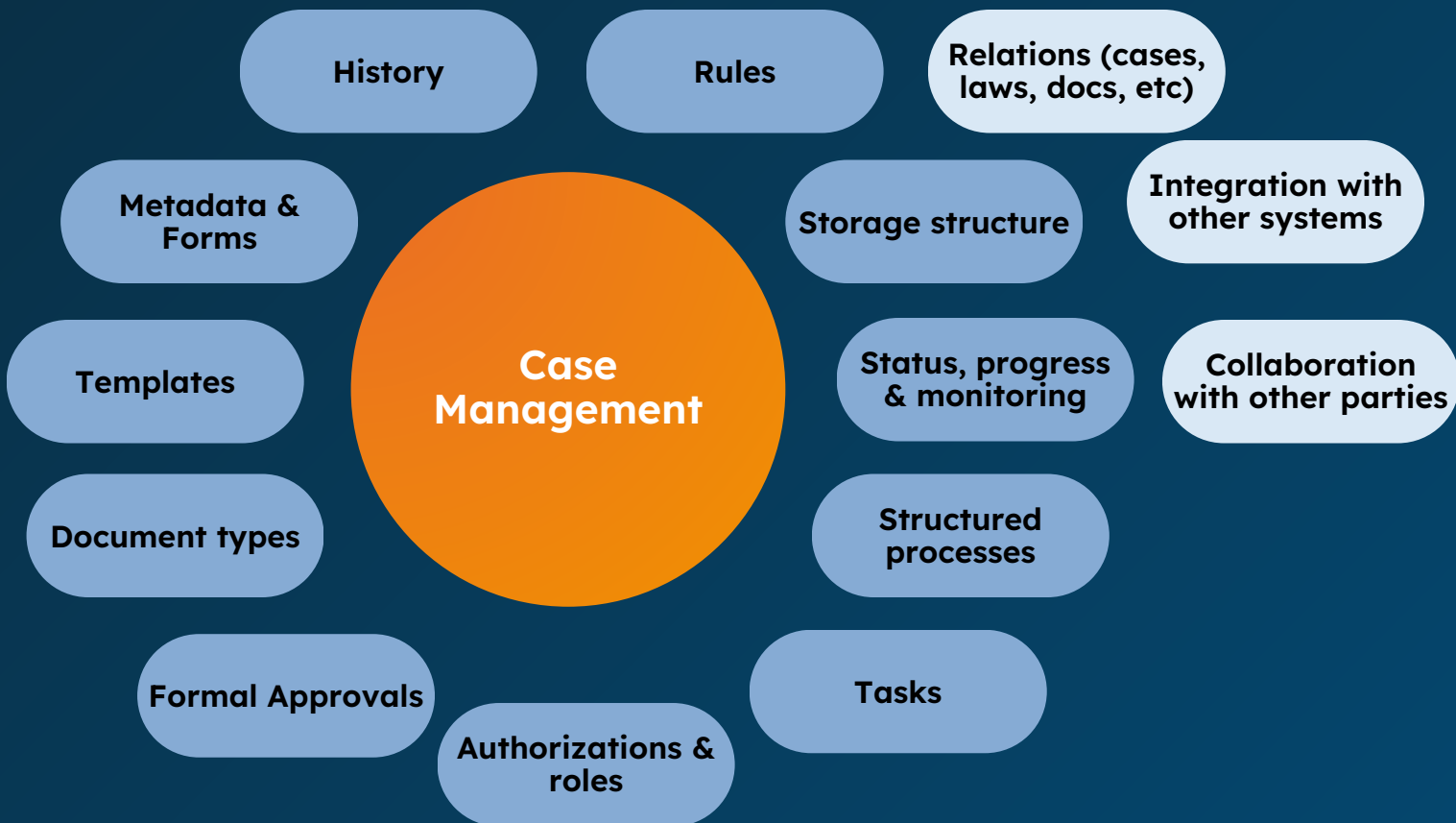
Let's have a look at the way we work today

We understand the complexity and amount of content government organizations must deal with every day.

The main system of digital government is a Case Management System.

A robust Case Management System (CMS) consists of various interconnected components that collectively streamline administrative processes and enhance organizational efficiency. Visualized below are the key components and functionalities integral to a comprehensive CMS.

Together, these components form the backbone of a robust Case Management System, enabling efficient case resolution, data management, and collaboration across organizational boundaries.



Innovations in Digital Government

New innovations in **information management** keep coming our way and it is the perfect opportunity to optimize your processes and save time.

In this e-book we focus on the most promising **innovations** and how organizations are already benefiting from it. The topics are:

1. Government service portals

Engaging with digital government portals significantly enhances customer satisfaction and interaction. Whether you're a citizen or a company, you become an integral part of the process, gaining convenient access to relevant content and effortlessly completing necessary actions.

2. AI that supports case handlers and managers

Artificial Intelligence (AI) allows case handlers to work with their CMS in completely new ways that are extremely efficient and effective. For example, ask if there are any similar cases to the one you are working on right now.

3. Collaboration with applications like Microsoft O365

Many organizations work with O365. How can you integrate this with your complaint Case Management System efficiently and compliantly?

4. Improved Search & Find

In existing environments, it can be hard to quickly find the content you are looking for. With tools like AI, you just tell the system what you are looking for and the system will do the work for you.

5. Smooth and improved Communication Creation

No more manual work with a modern system that checks the readability of your content and gives recommendations to improve right away! Also, never worry about losing your source files anymore and automatically generate the right templates.

6. Adding Streaming Media to your ECM

Directly adding streaming media to your ECM environment saves you a lot of time when it comes to additional handlings. Moreover, adding chapters or annotations will increase handling speed and improve compliance.

How can you benefit from these innovations?



Handle cases faster



Exceed quality standards
and be compliant



Improve customer
satisfaction



DIGITAL GOVERNMENT PORTALS

Working with digital government portals hugely improves customer engagement and satisfaction. A customer becomes an active participant and can easily access content and contribute to the process.

Compared to a traditional way of customer communication, digital government portals focus on a more efficient and easier way of working for the customer, the end user, and for your organization. This reduces workload and improves quality and speed.

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Replacing traditional Customer Communication with Digital Government Portals

Past

The case handler discusses and communicates with the customer, this could be a citizen or a company, via email, letter, desk-visit, or phone.

The case handler receives information back via email or letter, often with annexes.

Now the case handler needs to copy the information into the case.

Because there is no time-keeping, it is unclear how long the external party will take to answer a question.

Now

In a modern environment, the customer logs in and is recognized via their Digital Identity. This can be either the person (citizen) or the organization depending on the case type. The customer is now an active participant of his or her own case-process.

The customer gets a task and timeframe to answer within the system. This also includes the upload of content where needed.

The customer will right away assure that the information provided is correct and complete. This is in the customer's own interest and at the same time it hugely increases handling speed.

This process leads to an automatic (AI supported) control of this added information (e.g. doctype check).



- ✓ Reduced workload for the case-handler
- ✓ Improved quality and case handling speed
- ✓ Improved customer satisfaction



ARTIFICIAL INTELLIGENCE TO SUPPORT CASE HANDLERS



Artificial Intelligence (AI) allows case handlers to easily make requests in their system. For example, you can just ask if there are any similar cases to the one you are working on right now. Or use LLM search to analyze the other cases from the same requestor.

AI allows you to get your answers quickly, save analysis time and improve the quality of your results.

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Using Artificial Intelligence as the new standard to save time

Past

The case handler needs to check himself if a requestor has non-standard history (e.g. 20+ complaints already)

When the case handler needs to investigate the customer cases, this requires a lot of searching, scrolling, reading of documents, and so a lot of time.

Likewise, it takes a lot of time to find comparable cases that can be used as precedent. And after a lot of searching the handler still isn't absolutely sure if this case is the correct one

Now

The case handler is automatically provided with requestor characteristics information when the requester has a non-standard behavior.

The case handler can use LLM (Large Language Models) search to analyze the other cases from the same requestor

The case handler can use LLM search to find comparable cases to be used as precedent

The case handler is informed when e.g. mandatory content is not yet available

- ✔ Save analysis time
- ✔ Improved handling speed, with higher quality and standardization
- ✔ Higher customer satisfaction





COLLABORATION WITH EXTERNAL PARTIES

How do you manage and control what files you shared? Do you experience challenges when it comes to editing, commenting, adding information, and version control? And how do you ensure that all external communication is stored compliantly in the case?

Integration with Microsoft O365 helps you to have all content in one place and easily share it with the right people, both internally and externally. Moreover, with a tight integration with the case management solution, all work in O365 becomes an integrated part of the case itself, ensuring compliance.

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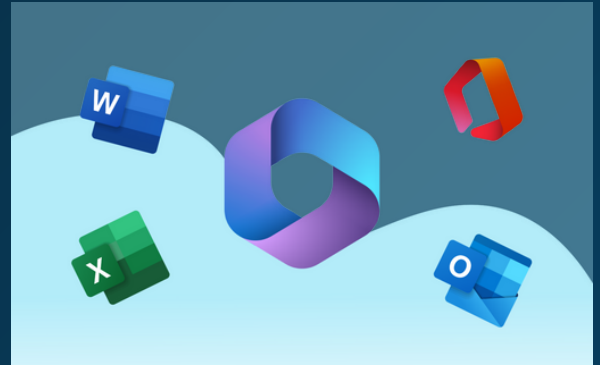
Working with Microsoft O365

Past

O365 is used to write and edit content. When finished it is uploaded to the case management system. Metadata must be added manually.

The history of the content (e.g. who created which version) does not become part of the audit trail.

Information in the case cannot be updated without personal check-out/check-in, which prevents collaboration.



Now

The case system fully integrates with O365 leading to a better collaboration with all parties involved and full visibility into business processes.

All updates are part of the audit trail.

The case system governs authorization in Microsoft Teams.

Add governance and Case Management features (like review and approval workflows, formal signatures, standard templates, etc) to an existing O365 Teams at a later moment.

- ✓ Have all content at one place
- ✓ Easily share internally and externally
- ✓ Improve customer satisfaction



IMPROVED SEARCH & FIND



In existing environments, it can be hard to quickly find the content you are looking for. With AI (Artificial Intelligence) tools, you just tell the system what you are looking for and it will do the work for you. Leading to improved case handling quality and speed!

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Extensive Search & Find capabilities with innovative tools

Past

In traditional environments there are limited search capabilities.

Filtering and defining search scope is limited available or even non-existing.

Relevance is only limited presented in the search results.

Facets must be pre-defined in the search functionality.

Multi-language content requires multiple search actions and also a multilingual user!

Now

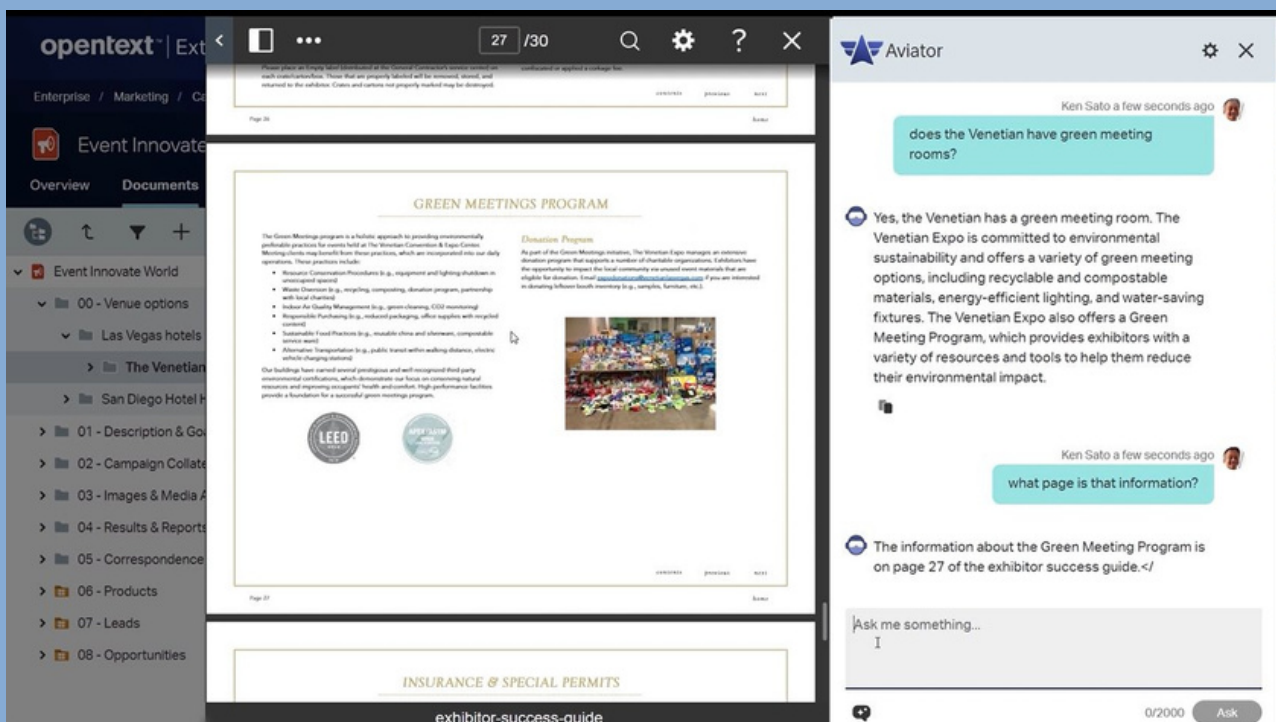
Use LLM (Large Language Models) search that support and help you to quickly find what you are looking for.

The search scope can easily be refined via correct prompts.

The result relevance is shown automatically and facets are automatically created and made visual.

Search will translate content where needed.

- ✓ Save time with efficient search
- ✓ Improve quality and speed
- ✓ Improve customer satisfaction





COMMUNICATION CREATION

With a user-friendly system that automatically checks the readability of your content and gives recommendations, you will improve quality and speed of content creation right away. Never worry about losing your source files anymore and automatically generate the right templates for your types of content.

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Modern ways of creating different types of communication

Past

Standard templates in a case are automatically filled with case information, with an option to add information manually.

The case handler selects the relevant template for communication, or writes an own version (and maybe deviates from the standard).

When the case handler wants to deviate from tone-of-voice, this requires him/her to completely rewrite the text.

Rewriting the communication introduces the risk of deviating from the standard (containing important messages) or introducing typo's.

Now

The case handler can be supported with LLM support to rewrite the same communication in another tone-of-voice.

For example, you need a more formal way of writing for a customer who already complained multiple times.

Or you need a more empathic way of writing for customers enquiring about the correct steps because a family member has passed away.

- ✓ Better alignment of communication with requirements
- ✓ Improved handling speed
- ✓ Improved customer satisfaction



STREAMING MEDIA



Directly adding streaming media to your ECM environment saves you a lot of time when it comes to additional handlings. Imagine it is just an integrated part of your ECM and you don't have to download a file first, then open it in a native application, make notes for related time-stamp in ECM, browse to time-stamp et cetera.

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Adding Streaming Media to your Enterprise Content Management (ECM)

Past

Stream media is handled separately from your ECM so ask yourself:

- Are they handled in line with rules and regulations (like archive law)?
- Do I need other applications to handle streaming media?
- Is the case information that is split in multiple locations in line with authorization and security requirements?

In a traditional environment it is difficult to work with annotations, relevant only for a specific moment in the media file.

Working with streaming media requires a lot of additional handlings. (Download file, Open in native application, Make notes for related time-stamp in ECM, Browse to time-stamp, etc.)



Now

Streaming media are an integrated part of ECM.

Depending on the file-type, the ECM environment will open the relevant viewer.

Chaptering and Annotations are possible and stored in the ECM solution, ensuring information is in context and an integrated part of the case.

No local downloads to open a file in a native application.

- ✓ Improved processing speed
- ✓ All case information in one place
- ✓ Full alignment with rules and regulations



The **future** of Digital Government is now!

Thank you for reading this e-book. We had a look at the different changes and innovations in Enterprise Content Management relevant for digital government:

1. Digital government portals
2. Artificial Intelligence
3. Collaboration with applications like Microsoft O365
4. Search & Find capabilities
5. Communication creation
6. Streaming media

The future is already here because everything discussed in this e-book is available and organizations are already benefiting from it.

We have seen that the handling speed of cases can be largely improved by supporting the case handlers in their work. A digital assistant can take away cumbersome work within the solution. As a result more cases will be handled within the SLA deadlines.

Secondly, we improve quality and compliance as these new technologies will do their work based on strict alignment with rules and regulations.

Last but not least, and perhaps most importantly: Enhanced customer satisfaction, whether it's a citizen engaging with the government or an organization collaborating with the government. This will result not only in quicker responses but also in more consistent and predictable ones, fully compliant with rules and regulations. Furthermore, through their involvement in the process via Digital Government portals, individuals can now track the progress of their cases/requests, ultimately leading to greater transparency and efficiency in government services.

Scan me 

**Improved
handling
speed**

**Improved
quality &
compliance**

**Improved
customer
satisfaction**

Get a demo about the possibilities in Digital Government!





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