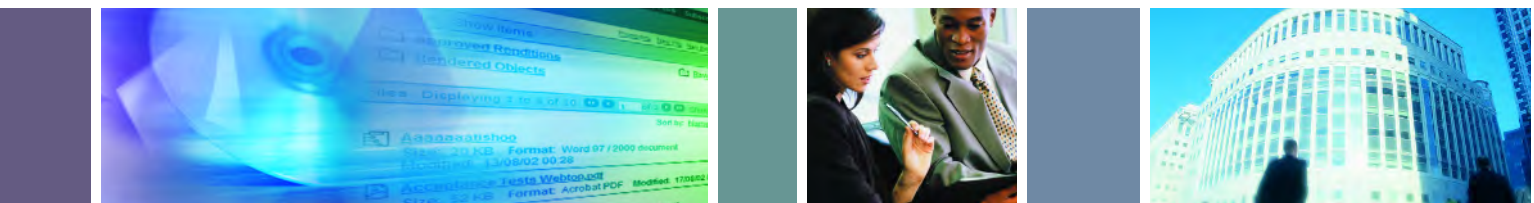


industry solutions



**EMC Documentum Solutions
for Government**

Managing Information for More Efficient Government

Few organizations or industries have more information to manage than the various branches of federal, state, and local government—or more rules about how content is accessed, managed, exchanged, and published. Like many large corporations, government agencies are struggling to gain a tight rein on this information. At the same time, these agencies need to extend the content value chain to include other agencies as well as private organizations and individuals that demand greater access to business and personal information. And they need to do it cost effectively.

E-GOVERNMENT

- > Citizen Portal
- > Self-Service Portal
- > Correspondence and Suspense Tracking
- > Contracts Management
- > Land Survey Records
- > Permitting
- > Licensing
- > Land Use Planning

REGULATORY

- > Regulatory Process
- > Program Monitoring and Auditing
- > Regulatory Submissions
- > Legislative Information Systems
- > Public Comment Tracking
- > Rule Publication
- > Patent Submission
- > Curriculum Management

INFRASTRUCTURE

- > Knowledge Management
- > Records Management
- > Collaboration
- > Hiring/Personnel Records Management
- > Personnel Recruitment
- > Law Enforcement Case Management
- > Health and Human Services Case Management
- > ERP Integration
- > Digital Library
- > Information Infrastructure

MILITARY/INTELLIGENCE

- > Recruitment and Hiring
- > Intelligence Gathering and Aggregation
- > Logistics Support
- > Military Planning
- > Technical Manuals and Publications
- > Task Management and Suspense Tracking
- > Multi-Channel Publication of Intelligence Products/Reports
- > Information Assurance

**LAW ENFORCEMENT AND
HOMELAND SECURITY**

- > Criminal Case Management
- > Homeland Security
- > Emergency Response Management
- > Information Protection

Documentum has more experience providing solutions across government agencies than any other enterprise content management company. These solutions demonstrate the breadth of expertise Documentum can bring to the business of a government agency.

Highlights

- Greater efficiency in locating, editing, and exchanging information
- Tighter security to protect sensitive content
- Accelerated Web publishing with enhanced information accuracy
- Increased compliance with regulations that govern information management
- Improved accountability and information auditing

EMC Documentum—Meeting the Challenge of E-government

The content value chain is the way we describe how essential processes are related in an organization and how content moves and is used across those processes. And in every area of the government content value chain, EMC Documentum® helps reduce costs, ensure compliance, improve information access and management, streamline Web publishing, and enable collaboration.

In fact, for every content management challenge a government agency faces, Documentum provides a solution. And

with our standards-based platform and world-class partner integrations, the opportunities to leverage Documentum throughout your organization are virtually unlimited. Documentum can help you exploit the natural relationships between content and agency processes, which lead to greater efficiency, improved communication, and more productive public-private sector partnerships.

On the following pages, we profile solutions that illustrate the many ways in which Documentum is used in various government agencies at the federal, state, and local level.



Solution: E-rulemaking

U.S. Environmental Protection Agency

“The Documentum solution will become a model for an integrated federal rulemaking system. For this project, we found Documentum provided the functionality and scalability to handle the enormous content management demands of the federal government.”

**Oscar Morales, Director eRulemaking Initiative, Office of Environmental Information,
U.S. Environmental Protection Agency**

The mission of the U.S. Environmental Protection Agency (EPA) is to protect human health and safeguard the natural environment—air, water, and land—upon which life depends. EPA employs 18,000 people across the country, over half of whom are engineers, scientists, and policy analysts. The head of EPA is appointed by the President of the United States.

Challenge

One of EPA’s primary functions is to approve rules that enforce federal environmental laws passed by Congress. During the rulemaking process, the agency identifies the need for a rule, prepares scientific, technical, and economic analyses, reviews comments submitted by the public, and holds public hearings. The process also comprises four distinct stages: proposal, comment, final rule, and effective date. EPA can only enforce rules that are the product of a strict adherence to this process.

After a rule is proposed, it is reviewed by the Office of Management and Budget (OMB) and then published for public comment. EPA managers and staff review public comments and modify rules to address various issues raised.

All of the Federal Register notices, support documents, relevant court decisions, and public comments that are associated with a particular rule are aggregated in dockets—large hard copy files. EPA wanted to make this information available electronically, consolidate eight separate docket systems, and allow greater public access to its rulemaking process.

Solution

EPA used Documentum to deploy EDOCKET—its online public docket and comment system designed to expand access to the agency’s rulemaking process. EDOCKET enables users to search,

view, download, and print documents in a docket and submit comments online. The solution incorporates large-scale document imaging and capture, workflow, and lifecycle management and utilizes Documentum XML functionality. EDOCKET is highly scalable, supporting a large number of intranet and Web users.

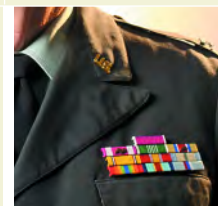
Results

EDOCKET launched in May of 2002 and has averaged more than 500,000 hits per month since December 2003. EDOCKET has dramatically eased the process of posting materials and sparked a significant increase in public comments to proposed rules, which enhances the quality of government decision making. It has been identified as the government-wide model for online rulemaking and, in an independent assessment of ten electronic systems, EDOCKET was top-rated based on functionality and technical capability. In 2003, it won the E-government Trailblazer Award. Planning is underway now to expand EPA’s solution to become an integrated federal rulemaking and docket management system.

Recommended Product Suite

- Documentum Content Server
- Documentum Desktop/Webtop
- Documentum Content Rendition Services
- Captiva InputAccel

**EDOCKET won the prestigious 2003
E-government Trailblazer Award.**



Solution: Hiring/Personnel Records Management

The United States Army Recruiting Command

“The Army recruiting and enlistment process is being radically transformed into a Web-based, paperless process with Documentum.”

**Gary Bishop, Chief of Web Applications and Technology,
Application Programming, USAREC**

The United States Army Recruiting Command (USAREC) is responsible for recruiting women and men to serve in the U.S. Army and U.S. Army Reserve. USAREC provides the command, control, and staff support to aide 15,000 Army recruiters and guidance counselors working out of more than 1,700 recruiting stations and 64 Military Entrance Processing Stations (MEPS) across America and overseas.

USAREC estimates that by using Documentum it will reduce the amount of paperwork for the recruiting and enlisting process by 75 percent.

Challenge

Traditionally, the recruiting and enlistment process—called accessioning—has been an extremely manual, paper-intensive, and time-consuming process requiring hundreds of forms and data elements. Six million documents enter the accessioning process each year, including recruits’ driver’s licenses, birth certificates, high school transcripts, and medical and aptitude test results. Documents were organized into hard copy packets and distributed to a recruit’s local MEPS and training base, as well as battalion headquarters and the Enlisted Records Center in Indianapolis. At the Enlisted Records Center the documents were scanned and entered into the Personnel Enlisted Records Management System (PERMS) to create the soldier’s electronic Official Military Personnel Folder (OMPF). USAREC realized that storing so much paper in so many places was both costly and inefficient.

Solution

USAREC concluded that to streamline accessioning it would need to move to a Web-based, paperless process. Documentum met all of the document management requirements, as well as the demanding Department of Defense 5015.2 certification standards for record keeping.

Now, recruiters create a folder for the applicant in Documentum and a workflow process guides the creation, review, and approval of the applicant’s packet.

Workflow is used for quality control and exception-handling by personnel at the regional battalion, USAREC headquarters, and the MEPS.

All required paper documents (such as a marriage or driver’s license) are scanned, rendered into PDF format, and stored in a Documentum repository. Once the processing is completed, documents are electronically generated and signed using ApproveIt, a fully encrypted electronic signature technology from Silanis Technology, a Documentum partner.

Results

Guidance counselors can make accessioning faster and more efficient as they no longer have to wait for documents or be concerned about the potential for misplaced documents. They can instantly see all the information that has been collected and note any that is outstanding. This kind of access helps guidance counselors make job recommendations to recruits on the spot, something they couldn’t often do before.

By completely eliminating the need to send paper documents to the Enlisted Records Center, USAREC estimates that the total amount of paperwork managed by the center will be reduced by 75 percent. Having information online also reduces or eliminates the cost of shipping information packets and the cost of manually processing mail.

Recommended Product Suite

- Documentum Content Server
- Documentum Desktop/Webtop
- Documentum Records Manager
- Documentum eRoom



Solution: Criminal Case Management

Department of Justice and Constitutional Development, South Africa

“Documentum has been identified as a key component of an Integrated Justice System (IJS) solution that would dramatically boost the efficiency of the court system and lift the burden of administrative paper pushing from those who have legal training.”

Hassen Ebrahim, Information Management Systems, Department of Justice and Constitutional Development, South Africa

The judicial authority of South Africa is vested in the courts. The Department of Justice and Constitutional Development supplies adequate resources for the proper and efficient functioning of the criminal and civil justice systems. It also provides legislation and gives administrative support for the establishment of institutions required by the Constitution.

“Dockets will never be lost. We will be able to track who dealt with the case and who used it the last time.”

Hassen Ebrahim

Challenge

The Justice Department in South Africa wanted to use technology to improve the efficiency of the court system and develop mechanisms to measure and audit the quality of its process. In the justice system, some 50,000 people await trial at any given time. Unfortunately, inefficient case management and inaccurate information have often led to delays, inappropriate decisions, and unnecessary acquittals. In the past, outdated conviction records affected sentencing and bail decisions. Many essential processes were manual, cumbersome, and paper-based. For example, case dockets took two days to travel from a police station to the court, with documents often lost or stolen.

Solution

In 2000, the Court Process Project (CPP) got underway as the first step in a broad Department of Justice initiative named the Integrated Justice System (IJS). The goal of IJS was to provide an accessible, fair, fast, and cost-effective system of justice for all South Africans. The CPP was deployed in Durban, a high crime area.

The Department of Justice chose Documentum as its document storage and retrieval solution for IJS.

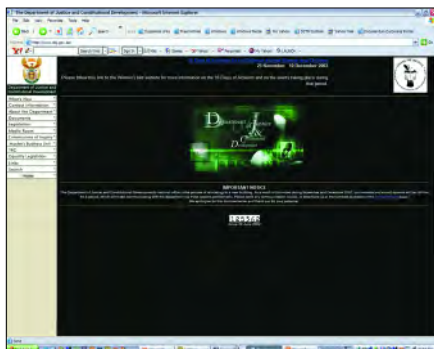
Documentum workflow and audit features make it possible to track every person who has access to court dockets and criminal records. Business rules built into workflows and document lifecycles enforce legal procedures that govern which parties in a proceeding may have access to certain types of information. The same rules make it impossible for documents to be deleted, an essential component of a system that handles criminal records.

Results

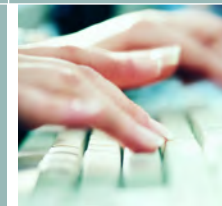
Within the scope of CPP, all the principals involved—attorneys, police, case workers, judges and court staff, and prison officials—are able to track, retain, and store vital information related to criminal proceedings. Routing a docket to court requires only one hour instead of two days and the docket is managed electronically with a clear audit trail. New dockets are now scanned and stored electronically, so a theft of hard copy dockets does not delay or disrupt a trial. Scheduling of court cases has been cut from 10 minutes to three. Electronic dockets match the suspect’s fingerprint to his or her photograph, permitting instant verification that the right person is in the docks.

Recommended Product Suite

- Documentum Content Server
- Documentum Desktop/Webtop



Documentum helped the South African justice system embrace technology to improve criminal case management.



Solution: Correspondence Management

An Agency of the Federal Government

“Documentum helps us make timely, consistent responses to inquiries and supports efficient collaboration between various groups within the agency.”

Agency Communication Liaison

The mission of this multi-faceted agency is vital to the everyday lives of millions of Americans. The agency is engaged in health-related research at laboratories throughout the U.S. and helps to integrate the work of scientific partners such as nations, private sector organizations, academia, and other agencies.

Challenge

This agency of the U.S. Federal Government needs to track every piece of correspondence it receives and every response sent out. It is important that responses to the same or similar questions are consistent because responding is a means of setting and interpreting policy. Agency staffers also use correspondence as a means to monitor trends and assess public concern regarding various issues. Depending on the issue, several groups within the organization handle responses. Thus a paper-based system made it difficult for subject matter experts to collaborate and share information. Just as important, there was no central repository of correspondence and responses that could be searched by topic.

Solution

The agency deployed a solution using the Documentum ECM platform and Captiva InputAccel for scanning and capturing hard copy documents. Inquiries are received by e-mail and hard copy, including traditional mail and fax. Agency staff review each submission and search the correspondence repository to see if and how a question has been answered in the past. The system includes all types of correspondence, not just that involving new regulations.

If an appropriate response exists, it can easily be retrieved from the agency’s knowledge base. Markup, version control, and a verifiable audit trail enable any changes to be managed and tracked. When a new response must be authored, staffers can use commercial off-the-shelf (COTS) applications such as Microsoft Word and WordPerfect and enter the response directly into the repository without leaving the application. Documentum enables easy collaboration with subject matter experts, which increases the accuracy and effectiveness of responses.

Results

The Documentum solution enables this agency to use a standard methodology for all correspondence and access a single repository and knowledge base. As a result, staffers save time and the agency responds more quickly to inquiries while maintaining consistency across operating units. Enhanced reporting functions enable improved trend analysis of issues.

In the future, the correspondence management solution will be integrated with records management at the National Archives and Records Administration (NARA).

Recommended Product Suite

- Documentum Content Server
- Documentum Desktop/Webtop
- Documentum Content Intelligence Services
- Captiva InputAccel

Content reuse saves time, ensures consistency, and eliminates rework while speeding response times.



Solution: Regulatory Submissions A Large Federal Agency

“Documentum makes it possible to stay on top of all the regulated content associated with a new medical product. Our submissions process is faster, more efficient, and more accurate.”

Agency Project Manager

One of the nation's oldest and most respected consumer protection agencies, this organization promotes and protects the public health by helping safe and effective products reach the market in a timely way and monitoring products for continued safety after they are in use.

This agency plans to manage 1.4 terabytes of information in a single repository. Documentum makes it possible.

Challenge

This Federal agency had a home-grown, legacy document management system containing 25 million TIFF images of regulatory submission content. It was used to review submissions from the makers of medical products such as surgical latex gloves, defibrillators, pacemakers, and artificial hearts, as well as devices that have electronic emissions including microwaves, CD players, cell phones, TVs, X-ray machines, and lasers.

The agency wanted to convert the TIFF images to PDFs, store them in a single repository, and make them easily accessible to a widely dispersed staff of 1,100 through a Web-based intranet client. The new system would need to scale from 400 gigabytes to 1.4 terabytes in approximately 12 months and handle a scanning volume of 90,000 pages per week.

Solution

The agency deployed a Documentum solution that integrated Captiva InputAccel for scanning and document capture. All documents are scanned and then pushed to the Documentum repository. With a custom Web interface, users can access the repository and the legacy system from their desktops making it possible to locate more quickly all documents related to a particular submission. Users can also enter the repository from a separate application that tracks the status of all submissions. A search utility is integrated with Documentum that uses metadata from a corporate database

and correlates product submissions with in-depth company information. Customizable workflow streamlines document handling, ensures data integrity, and improves the decision-making process.

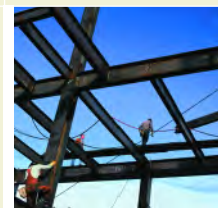
Results

Documentum has fundamentally changed the way this agency does business by enhancing its information-gathering and documentation process, improving collaboration, and empowering users to work faster and more efficiently. Beyond making the submissions review process more efficient, the agency can also use Documentum to perform and archive Freedom of Information (FOI) redactions—editing documents for public release and storing the edited versions.

The agency plans to deepen collaborative support by using Documentum eRoom to monitor a product through its complete lifecycle. As soon as a new submission is scanned it will launch an eRoom collaborative workspace that will hold all relevant documentation. Collaborative review, such as biocompatibility consults, and tracking will also occur in the eRoom. Once a submission closes, the appropriate documents will be pushed to the repository while the eRoom remains active to deal with compliance and monitoring issues.

Recommended Product Suite

- Documentum Content Server
- Documentum eRoom
- Documentum eRoom Enterprise
- Documentum Compliance Manager
- Captiva InputAccel



Solution: Land Survey Records System County of San Diego, Land Use & Environment Group

“We wanted to be more responsive to our customers and realize productivity gains for our staff. Documentum makes it possible to do both and really streamlines the process of land use research.”

**Adrian Gonzalez, Group IT Manager, County of San Diego,
Land Use & Environment Group**

The County of San Diego Land Use & Environment Group (LUEG) oversees public and private development projects such as roads, bridges, and residential and commercial construction.

**Research that once took hours
can now be completed in a couple
of minutes.**

Challenge

County staff, as well as large and small private developers, need frequent access to survey records stored by LUEG. The documents range in size from 8-1/2 x 11 inches to 3 x 5 feet. Most of the 380,000 documents are drawings or maps. For many years, they were housed in large storage bins, and over time a substantial portion was converted to aperture cards (microfiche). These cards were indexed by number with no descriptive information about the type of document. Lost or misfiled documents were not uncommon. Even for a skilled researcher, it could take upwards of four to five hours to determine which documents were necessary for a particular project and then locate them. To increase access, search relevancy, and speed, some form of digital archive was required.

Solution

Initially, LUEG developed a Geographic Information System (GIS) interface, which enabled users to point and click on a map of San Diego County to select an area for which they wanted land use documents. To handle document retrieval and management on the back end, it chose Documentum.

Using Kofax Ascent, the project team converted 150 years worth of historical documents to TIFF files, scanning from aperture cards to 300 dpi for images and

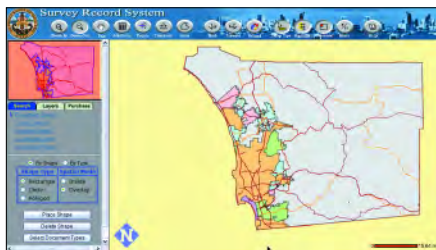
150 dpi for text documents. The files were indexed with, and imported into, Documentum and cross-referenced to the GIS front end. Internal and external users can search for documents online employing a number of criteria such as by address, by parcel number, or by drawing a shape on the GIS map. Documentum returns a list of matching documents that can be reviewed online or purchased through an integration to an e-commerce site.

Results

The Survey Records System has returned immediate benefits. For the public, online access creates a self-service portal where research that once took hours can now be completed in a couple of minutes, without agency involvement. Online access also minimizes staff travel to the records storage facility for research, saving substantial time and travel expense. Another enormous time saver for the county is the elimination of aperture card filing, which required 20 to 30 hours of staff time per week.

Recommended Product Suite

- Documentum Content Server
- Documentum Compliance Manager
- Documentum Site Delivery Services
- Kofax Ascent



A self-service portal, powered by Documentum, provides county staff and developers with instantaneous access to survey records.



Solution: Collaboration Government of Alberta

“Documentum eRoom enables us to manage our private industry partner project in a more controlled and efficient way. The project is so large that without a strong collaborative tool, progress would be severely hampered.”

**Dean Pratt, Project Director, Department of Innovation and Science,
Government of Alberta**

Alberta is one of Canada's most dynamic provinces. Culturally diverse, it has a strong economy, which includes agriculture and related industries, forestry, telecommunications, and oil and gas. The government of Alberta is presided over by a Premier and Executive Council. Government ministries, such as Community Development, Economic Development, Energy, Environment, and Finance, create and administer policy in specific areas.

Challenge

The government of Alberta is looking for private industry assistance in managing its IT environment. With many goals and objectives, this project will result in a long-term partnership expected to last 7 to 10 years.

The project has many components, requiring a variety of disciplines such as finance, communication, contract selection, and HR. The project directors needed a way to manage and maintain these components in a secure and collaborative digital environment. E-mail and shared network folders were not dynamic enough to keep up with the demands of the project or the need for more interactive work processes.

Solution

The government selected Documentum eRoom as its collaboration tool. Each project component uses a folder within eRoom and common repositories for

sharing research, status reports, and other documents. Discussion forums were used extensively to resolve issues.

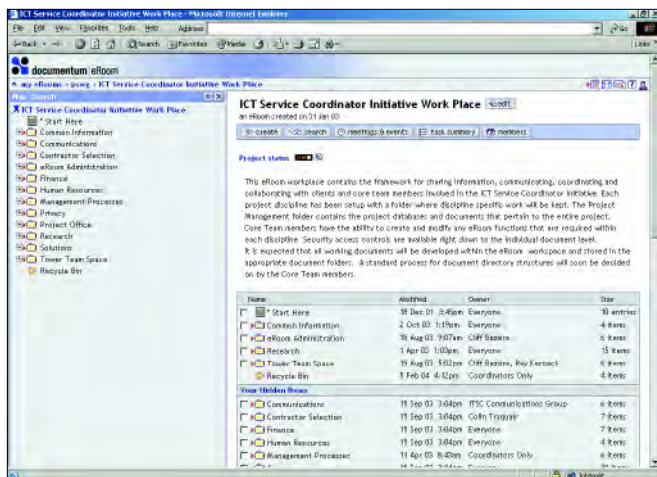
eRoom has enabled the directors to refine processes and capture vital data that can be shared with the government's various ministries and qualified private industry participants. Security and access controls ensure that sensitive information is only accessible to the appropriate audience.

Results

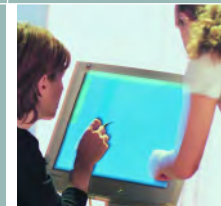
eRoom has dramatically accelerated the exchange of vital information. E-mail alerts that hyperlink directly to a document mean revisions occur much more quickly. The need for face-to-face meetings has been reduced because most issues can be resolved in the eRoom. At the same time, project participants have greater access to information and can review and contribute content from any location.

Recommended Product Suite

- Documentum Content Server
- Documentum eRoom
- Documentum eRoom Enterprise



The Government of Alberta uses Documentum eRoom to manage long-term projects with multiple goals and objectives.



Solution: Citizen Portal

A European Government Ministry

“With Documentum, our self-service portal empowers citizens, businesses, and civil servants to serve themselves efficiently and effectively through e-government.”

Ministry Chief Technology Officer

This European government has embraced the Internet as a primary channel for the delivery of government services to citizens. In 2001, the government formed a ministry to establish basic standards for the deployment of e-government applications and for assisting other government departments to bring their services online.

Since content is managed centrally and reused, rather than recreated, government agencies are realizing greater efficiencies, reduced costs, and more streamlined access to information.

Challenge

This European government ministry’s goal was to leverage the Internet’s inherent flexibility and growing popularity to make government departments more responsive and make public services more accessible and convenient for the country’s 10 million citizens. It wanted to create a self-service portal that would empower individuals, businesses, and civil servants to handle routine but time-consuming tasks, such as car registration and tax filing. As envisioned, the portal would identify key services that could be offered over the Web, automate and unify administrative processes, and use the Internet to enable collaboration and community within government ministries.

Solution

The ministry chose Documentum for the enterprise content management (ECM) component of the portal, BEA WebLogic for the application infrastructure, and Autonomy for enterprise search. Documentum was an ideal choice for the content management backbone, with its open architecture, scalability, proven track record, ability to host rich-media content, and seamless integration with BEA and Autonomy.

Available in a variety of European languages as well as English, content on the portal covers everything from country history to tax policies and regulations. Content authors within each government ministry store their information in a single Documentum content repository, a subset of which is published to the e-government portal. To simplify Web publishing, language synchronization rules were added to content workflow.

Results

The first phase of the portal went live in November 2002, containing more than 10,000 pages of content and spanning 15 federal departments. It currently receives more than three million visits a year.

The portal enables its country’s citizens, businesses, and civil servants to access content and services required to do their jobs, interact with the federal government, and comply with government processes. It is based on a lifecycle-oriented design in which content and services support major life events, such as birth, death, education, and work. For example, citizens can submit tax returns online, and they can view real-time election results. In the next phase of the project, businesses will be able to register and file their income taxes electronically.

Utilizing the document sharing and Web publishing capabilities of the Documentum ECM platform, civil servants in multiple agencies can collaborate and work efficiently. The portal also includes information about government jobs, employment policies, salary scales, regulations, and other topics of interest to government employees.

Recommended Product Suite

- Documentum Content Server
- Documentum Web Publisher
- Documentum Site Delivery Services
- Documentum Desktop/Webtop
- Documentum Content Services for BEA WebLogic Portal
- BEA WebLogic Portal



Solution: Contracts Management

San Francisco Department of Public Health

“Documentum eliminated the pain of a slow, manual, paper-based system. Documentum content management capabilities and strong, integrated workflow enabled us to achieve efficiencies and standardization that were never possible before.”

Donna Childers, Information Systems Manager, San Francisco Department of Public Health

The mission of the San Francisco Department of Public Health (SFDPH) is to protect and promote the health of all San Franciscans. SFDPH assesses the health of the community, develops and enforces public health policies, and establishes programs to prevent disease and injury. In addition, the organization also educates the public, trains health care providers, and promotes equal access to health care for all citizens.



Documentum helps SFDPH enforce contract standardization, eliminate distribution costs, speed approval.

Challenge

Hundreds of contracts go through SFDPH every year, including federal government grants and supplier contracts. Expediting their approval has been difficult because of a paper-based process that was slow, environmentally unsound, costly, and lacked standardization. Contract approval required documents to be physically transferred among offices, which used different contract forms. A year to approve a contract was not unusual. Auditing the process was also difficult as it entailed locating every paper document associated with a particular contract.

SFDPH recognized the value of migrating to an automated, paperless system that would establish a clear, enforceable workflow process for contract approval.

Solution

Using Documentum, SFDPH created a complete system for managing contract content and approvals. The Contracts Online (COOL) system leverages Documentum workflow capabilities to streamline contract approvals and facilitate intradepartmental communication. Contracts are drafted, reviewed, and approved electronically without leaving the system. Role-based security ensures that personnel only have access to content appropriate to their role.

COOL is accessible over the city-government intranet to other agencies that must review SFDPH contracts, such as the City Controller's Office, the Human Rights Commission, and City Attorney's Office. The department also leveraged Documentum security to make contracts available for review through a vendor extranet.

Modifications, contract histories, and related annotations are monitored using the tracking, version control, and virtual document features of Documentum. Auditors know the date and time any contract changes were made and can find and resolve problems quickly and efficiently, eliminating costly errors.

Results

With Documentum, SFDPH was able to eliminate the mailing and distribution costs associated with transferring contracts between offices, enforce contract standardization, and provide anytime access to contract information for SFDPH personnel. As many as 15 vendors throughout San Francisco use the department extranet to review, comment upon, and edit contracts in a collaborative process that saves time for everyone involved. Phone calls to the department to check on the status of contracts have been virtually eliminated.

Recommended Product Suite

- Documentum Content Server



Solution: Knowledge Management Federal Trade Commission

“We have ambitious plans for Documentum. We intend for every document that comes from the FTC to be created, managed, published, and stored in Documentum.”

**Art Helm, Project Manager; Patrick Ruff, Documentum Architect,
Federal Trade Commission**

The Federal Trade Commission (FTC) works to ensure that the nation’s markets are vigorous, efficient, and free of restrictions that harm consumers. The FTC enforces federal consumer protection laws that prevent fraud, deception, and unfair business practices. In addition, the FTC conducts economic research and analysis to support its law enforcement efforts and to contribute to the policy deliberations of Congress, the Executive Branch, and state and local governments.

Challenge

The FTC needed to completely replace the agency’s LAN-based document management system with a robust content management solution that included content authoring, workflow, lifecycle management, intelligent search, and Web publishing. The first phase would include a repository for 180,000 legal documents and integrate with an existing XML reporting function for FTC do-not-call reports and an e-filing service for pre-merger activities. Integration with a variety of custom legacy systems would continue to be a priority as the new system accepted an increasing share of the agency’s document load.

Solution

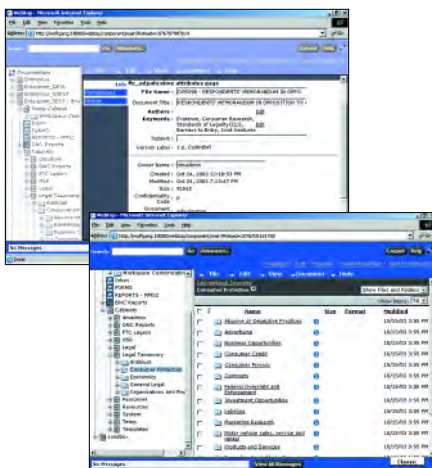
The FTC chose Documentum on which to build its content management platform. The solution’s first phase includes a custom WordPerfect integration for agency staff involved in rulemaking—the standard government practice of releasing a “Notice of Proposed Rulemaking.” Using a WordPerfect template, authors of rulemaking documents create a document that can be automatically saved into the Documentum repository as a WordPerfect file and as an XML document. The XML document meets the guidelines of the Federal Register, which is the official daily publication for rules, proposed rules, and notices of Federal agencies and organizations, as well as executive orders and other presidential documents. In the past, conversion of WordPerfect files into documents acceptable to the Register took as long as eight weeks.

Results

Documentum is being deployed gradually, incorporating more functions and bureaus within the Commission as it rolls out. The solution will enable FTC staff to easily author, publish, and retrieve documents, share and repurpose information, and apply appropriate access levels to every document in the repository. It will provide sophisticated search capability based on standard taxonomies developed for each bureau in the agency. Those same taxonomies will accelerate searches for FTC website visitors. Once the solution is completely deployed, it will enforce document versioning, support collaborative content authoring and streamlined Web publishing, and allow the agency to automate business processes across bureaus and departments using workflows. The rulemaking solution supported by Documentum already saves the FTC \$70,000 in costs to file rules with the Federal Registry, while cutting the WordPerfect to XML conversion process from weeks to minutes.

Recommended Product Suite

- Documentum Content Server
- Documentum Web Publisher
- Documentum Content Intelligence Services
- Documentum Desktop/Webtop
- Documentum Site Delivery Services
- Documentum Content Rendition Services
- Adobe Acrobat Capture
- Captiva InputAccel



The FTC is leveraging Documentum to accelerate search, promote collaborative content authoring, streamline Web publishing, and automate business process across bureaus and departments.

Documentum—The Solution of Choice for Government

Balancing compliance with security and access are a challenge for many government agencies. That's why hundreds of the world's largest federal, regional, and local government agencies trust their vital information to Documentum. In fact, we have more experience integrating solutions across the government content value chain than any other enterprise content management company. To learn how Documentum can deliver improved organizational performance to your government agency, visit us online at www.documentum.com/industry/government/index.htm or call 800.607.9546

Today, in all areas of government, optimizing the content value chain means improved decision making and better service to constituents. E-government is the next step in bringing better government to the people.

About EMC software products and solutions

With more than \$3 billion in software sales and 5,000 employees dedicated solely to software development, sales, and service, EMC is the sixth largest software company in the world. EMC's open software products, including the Documentum content management platform, enable organizations of all sizes to more efficiently and cost-effectively store, manage, protect, and share their

information—from creation through archiving and final disposal. EMC software products meet today's requirements for information lifecycle management (ILM), a strategy that recognizes the changing value of information over time. For more information, visit <http://software.emc.com> or call 800.607.9546 (outside the U.S.: +1.925.600.5802).

A Partial List of EMC Documentum Customers in Government

Canadian Forces Publications Dept.	Federal Deposit Insurance Corp.	Korea Post Office
Center for Disease Control (CDC)	State of West Virginia	European Joint Research Centre
Maryland General Assembly	U.S. Library of Congress	State of Michigan, Legislature
U.S. Army Recruiting Command	Federal Trade Commission	Transport Committee for London
U.S. Army	State of North Carolina	U.K. Foreign & Commonwealth Office
City of Detroit	Food & Drug Administration	Economic Planning Agency
NASA	Korean National Railroad	U.S. Army Corps of Engineers
State of Texas	Smithsonian Institute	Environmental Protection Agency
City of Los Angeles	London Underground	Ministry of Defense
U.S. Mint	U.S. Navy	U.S. Department of Energy
City of San Diego	Ministry of Finance, Greece	City of Philadelphia
Ministry of the Flemish Government	State of Wisconsin	Library of Congress
United Kingdom Patent Office	Ministry of Foreign Affairs	County of San Diego
Federal Aviation Administration	Republic of Korea	Las Vegas Valley Water District
Ministry of National Defense	U.S. Courts	City of San Francisco
Federal Bureau of Investigation	Port of Portland	U.S. Patent & Trademark Office
U.S. Department of State	Royal Navy	Camara de Comercio de Barcelona
Transportation Security Admin.	U.S. Senate	Ministero Grazia e Giustizia

EMC²
where information lives[®]

EMC Corporation
176 South Street
Hopkinton, MA 01748
1-508-435-1000
In North America 1-866-464-7381
www.EMC.com

EMC, EMC², and where information lives are trademarks of EMC Corporation. All other trademarks used herein are the property of their respective owners.

© 2006 EMC Corporation. All rights reserved.
Produced in the USA. 7/06
S11220706V3