



CASE STUDY

Successful go-live of digital archive at CIBG

As an executive agency within the Ministerie van VWS (Department for Health, Welfare and Sport), the CIBG is responsible for a wide range of products and services. Examples include the BIG-register (a government register for individual health care occupations), Landelijk Consortium Hulpmiddelen (a consortium for the procurement of medical devices) and Donorregister (a government register for donors of organs and tissues).

To satisfy the Public Records Act, the CIBG wanted digital archiving of the information within these products and services. This was not being done adequately. A solution has now been found in the form of RijksDoc, a DICTU-supplied SaaS service for central governments. With the help of NLX Software, a digital archiving system has been designed and All CIBG products are integrated to RijksDoc step by step. To realise this, NLX Software is using XPROCESS, a fully fleshed-out Content Services Platform (CSP) based on Alfresco. XPROCESS links all applications to the CSP securely and easily. Moreover, it provides validation of all API messages and automatic error-handling.

NLX Software makes information accessible in a sustainable way, now and in the future. With our software products, in collaboration with Microsoft, Alfresco and Kofax, we ensure the integration of all business and collaboration applications in your organization. The result is order and grip on information. While doing this, we guarantee traceability, governance and security for large national and international organisations. NLX Software is part of Open.nl Software Group.

CHALLENGE

The CIBG must comply with the Public Records Act

Many Dutch government agencies struggle with the transition from paper to pixels. This was also the case for the CIBG. “When it comes to paper documents, our archive is in perfect order,” says Maurice van Dorp, a project leader at the CIBG and responsible for the technical

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implementation of a document management system (DMS) and record management system (RMS), i.e. a digital archive.

“The process of sorting out our digital archive proceeded with difficulty. At first, the CIBG was looking for a total solution to automate all CIBG processes in one go.” In hindsight, this task proved far too ambitious. In the meantime, the call to put its information management in order was getting louder and louder. The volume of WOB (Freedom of Information) requests was increasing and, because there was no properly functioning digital archive, this led to problems resulting in negative publicity.

Maurice was given the task to quickly come up with a solution. He had already managed a similar project for Inspectie Leefomgeving en Transport (ILT or Human Environment and Transport Inspectorate), an executive agency within the Ministerie van Infrastructuur en Waterstaat (Department for Infrastructure and Water Management), and explains: “As was the case with the CIBG, they also wanted to implement a DMS and RMS. I suggested dropping the idea of a total solution. What we needed to comply with the Public Records Act was

actually a digital archiving system. So we went looking for a standard solution that would do what it was supposed to do. Once we had that in place, we would adapt our product processes accordingly.”



SOLUTION

A standard digital archiving system that allows the CIBG to comply with the Public Records Act

After a visit to various suppliers, the CIBG finally selected DICTU's RijksDoc, a DMS/RMS solution based on Alfresco. "RijksDoc is a standard product that DICTU offers as a service. At first, the technical implementation of RijksDoc was taken care of very quickly. From that moment on, we had a solution to file information digitally. But then the question arose of how exactly such a digital archive should be designed. Fortunately, we were able to draw on the knowledge and expertise of NLX Software."

Technical implementation

"NLX Software unburdened us of the technical implementation of RijksDoc. In addition, they connected the first products to RijksDoc themselves and taught us how we could do this without their help. As a result, we can now integrate the remaining products quite

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easily. Integrating processes and information to archive functions is what NLX Software specialises in. How do you design such an archive? How do you make sure that all records end up in the right place? Apart from technical implementation, NLX Software helped us structure the key elements of the archiving process."

Digital archive

A new digital archive means that staff can no longer process information as per usual. As Maurice observes: "Switching to a digital archive puts demands on the application landscape and our products because, somehow or other, these need to be dealt with in a different way. Whereas information used to be put on a file share or G-drive, now staff need to add metadata and think about organisational structure, governance and retention periods. This means a new way of filing away information. It's quite a job to get staff to realise that. The issue will continue to receive our attention to make sure that these new archiving processes are properly safeguarded in the organisation."

RESULTS

With RijksDoc, the CIBG has found a solution close to home to digitally archive information in a secure and accessible way.

Exactly how the digital archive should be structured and managed in order to meet all the requirements of the Public Records Act is a question that has been considered at great length.

Thanks to RijksDoc, the CIBG satisfies all the requirements imposed by the Public Records Act. We have recently linked our first product to RijksDoc,” says Maurice. “Before we started, everything was carefully tested for security and privacy issues, so that the basis was in perfect shape for the remaining products.

“We are pleased to have found a good solution in the end, that’s what it was all about in the first place”

And what we’re now seeing is that many staff are really beginning to understand the need to adjust their way of working. We’re right in the middle of that process now. In the coming period, we’re also going to integrate our other products to RijksDoc. Of course, it’ll take a while to integrate all the processes specific to our products to our digital archiving system, but we are pleased to have found a good solution in the end. And that’s what it was all about in the first place.”

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I’m very impressed by the project team’s capacity to get things done. These types of issues often drag on for many years within government organisations. This was also the case at CIBG. But when we got going again, the team followed an approach that produced an excellent result just one year later.

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Britt van den Berg, CIO/Director for Information Management at CIBG

CIBG

Apart from the Donorregister, the CIBG is responsible for other registers and platforms related to health care such as the BIG-register and UZI-pas (an ID card for care providers). These enable secure digital exchange of data in health care. VWS also commissioned the CIBG to facilitate the production and distribution of medicinal cannabis. The CIBG has a staff of almost four hundred, many of whom deal with the processing of register applications. For the BIG-register, for example, they check the qualifications of foreign doctors and other health care professionals who intend to work in the Netherlands. Furthermore, the CIBG has an extensive in-house IT department, which develops the bulk of the agency's software.

RIJKSDOC

RijksDoc is a platform offered by the Dienst ICT Uitvoering (DICTU or ICT Implementation Service) as a service to ministries and their executive agencies in order to archive digital information in a structured way. RijksDoc makes it possible to design a sustainably accessible digital archive. It is based on XPROCESS, a plug-and-play solution where all business logic has been preconfigured in Alfresco.

XPROCESS

XPROCESS is an NLX Software product that has been designed as a Content Services Platform (CSP) on the basis of Alfresco. XPROCESS can be used to integrate case management systems quickly and securely to Alfresco's DMS/RMS solution.