



CASE STUDY

Integrating case and document management in DICTU's RijksZaak platform

The Dutch government consists of twelve separate ministries and more than fifty autonomous internal organisations. They all use their own software and applications. To simplify this IT landscape, DICTU developed RijksZaak, a platform that bundles business data, processes, files and interactions into a single system. Because the government is required by law to comply with the Public Records Act, NLX Software used XPROCESS to integrate a system that provides secure case management as well as secure digital filing and archiving.

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

Simplifying and standardising case and document management

Certain government processes are like an assembly line and run continuously. Permit applications, for example, arrive in huge numbers. “It used to be very time-consuming for an executive agency to set up a process for issuing permits,” says Erik Bosveld, Programme Manager for RijksZaak at DICTU. “They had to write a functional design, create a technical design and request servers. By the time the first server was up and running, six to twelve months had gone by.” With RijksZaak, DICTU offers a standard solution that enables users, with our creative help, to design a case-based process.

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Digital archiving

To illustrate how RijksZaak works, Bosveld talks about Rijkswaterstaat (Directorate for Public Works and Water Management): “An inspector from Rijkswaterstaat can use our platform to report a damaged crash barrier. He can create and submit a case in RijksZaak via his mobile phone. This is then sent to head office, where the case is dealt with and the claim is processed via insurance companies. When the payout has been made and the barrier replaced, the case is closed. In the background, the case is then digitally archived immediately.”

Pega

RijksZaak is based on Pega, a system for case management. However, Pega is less suitable as a document management system (DMS). As Bosveld explains: “Governments have to comply with the Public Records Act so it’s crucial that their files are organised and accessible as required. This means that digital archives should be managed differently. NLX Software was able to help us with that.”



SOLUTION

An integrated DMS system under Pega

With XPROCESS, NLX Software offers the solution to combine Alfresco, a system for document, file and archive management, with Pega's case management system.

XPROCESS takes care of this integration without the final user noticing anything at the front end. Furthermore, RijksZaak consists of two layers. The bottom layer is the basic service that encompasses a number of generic functionalities based on case management solutions (Pega) and document and archive management (Alfresco). Bosveld adds: "On top of that layer, there is a customer-specific environment, where the user's specific processes, functionalities and connections can be designed and maintained. After all, a permit process proceeds differently from a claim notice submitted to the Instituut Mijnbouwschade Groningen (IMG or Groningen Institute for Mining Damage) or a hospital inspection."

Use of XPROCESS

The basic service - creating files, adding metadata and configuring it all in line with specific organisation structures - is completely standardised. As soon as application forms, attachments or other documents come in via RijksZaak, a file is created in Alfresco. XPROCESS ensures that files are generated according to a particular structure, documents are archived in the right place and version-controlled, metadata is updated and certain archiving rules are applied. Some files, for instance, have to be retained for a specific number of years and then deleted, while other files that have been retained for a certain period then have to be transferred to the Nationaal Archief (National Archive). Because Alfresco captures files straight from Pega, you can be sure that all content, documents and files are organised and accessible as appropriate.

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RESULTS

With its RijksZaak platform, DICTU offers support for case-based processes at government organisations.

“At the moment, there are twelve agencies that work with RijksZaak, spread across six different ministries. Because it is a cloud solution, we can make those processes available relatively quickly. Thanks to the integration with Alfresco, digital archiving is immediately guaranteed as well.” In all, RijksZaak has already replaced multiple government applications. It is a promising and essential step towards generic functionality, especially considering that DICTU hosts about 1500 applications for the central government.

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Finally, NLX Software also linked a Kofax “scanning site” for incoming post to RijksZaak. Of course, the majority of documents arrive online but government agencies need to support physical records as well. As soon as a document has been scanned, the system adds metadata. It then arrives in Pega via Alfresco.

Physical records are therefore not only immediately available for further use within the process but are also immediately archived.

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Erik Bosveld, programme manager for RijkZaak at DICTU

DICTU

Dienst ICT Uitvoering (DICTU or ICT Implementation Service) is one of the largest IT service providers within the Dutch government. At first, it focussed on the Ministerie van Economische Zaken en Klimaat (EZK or Department for Economic Affairs and Climate Policy), the Ministerie van Landbouw, Natuur en Voedselkwaliteit (LNV or Department for Agriculture, Nature and Food Quality) and their respective executive agencies. But nowadays, DICTU's services are also available to other departments and their executive agencies.

RIJKSZAAK

RijksZaak makes it possible to design a process flow around a single central case, such as an inspection or permit application. A major advantage is that all information about the processing of a case is linked and accessible to all those involved. RijksZaak also supports the digital archiving process to ensure compliance with the Public Records Act. 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. With XPROCESS, case management systems can be linked quickly and securely to Alfresco's DMS/RMS solution.