



> Customer Success Story

INAC Reaches Out Across the Nation with Hummingbird Enterprise™

“We started with document management. Now we have collaboration and I expect that within the year we will be using the workflow product as well. The idea here is that the desktop worker — the knowledge worker — has access to the information collection as is appropriate according to the security codes.”

— Denise Going, Manager of Enterprise Information Management, INAC.

Business Profile

Industry

Government

Organization

Indian & Northern Affairs Canada (INAC)

The Challenge

- > Move from a paper-based environment to an integrated electronic records and document management solution
- > Improve effectiveness of group and team activities that involve people from multiple geographical locations and time-zones, internal and external to the department
- > Change employee work habits and culture in adopting and taking full advantage of electronic records and document management and collaboration solutions

The Solution

- > Enterprise content management functionality and improved team collaboration provided by Hummingbird Enterprise™ solutions

Key Benefits

- > A common workspace bridging 10 provinces and three territories
- > Quality record keeping of informal messaging
- > Effective knowledge sharing through informal interaction
- > Positive cultural change
- > Access to information across the department from anywhere with a network or phone connection
- > Reduction in paper workflow and usage

Indian and Northern Affairs Canada (INAC) is primarily responsible for meeting the federal government's constitutional, treaty, political and legal responsibilities to First Nations, Inuit and Northerners. Its mandate is derived from more than 50 statutes, consequently, INAC's mandate is complex and responsibilities encompass a broad range of services.

INAC is always looking for proactive ways to aid employees in fulfilling its primary role which is to support First Nations and Inuit in developing healthy, sustainable communities and in achieving their economic and social aspirations. As a step towards an online information collection, INAC implemented a true enterprise content management system beginning with a document management solution called CIDM (Comprehensive Integrated Document Management) — the official name of INAC's implementation of the Canadian federal government's Records, Document, and Information Management System (RDIMS), which incorporates both Hummingbird Enterprise™ DM and Hummingbird Enterprise™ RM solutions.

CIDM gives INAC employees access to a secure system that provides users throughout the department with the power to access and manage documents from a single location. Building on this success, they extended their document management investment to include Hummingbird Enterprise™ Collaboration. Now internal and external participants can work together in a secure environment in the negotiation and decision making processes.

Eliminating Islands of Information

INAC wanted to eliminate the islands of unstructured information existing on C drives and shared drives across the department. Hummingbird Enterprise DM has given all users access to documents by storing them in a single location. According to INAC, a key reason for selecting Hummingbird Enterprise DM was the robustness of the solution and Hummingbird's overall direction with document management, as well as the availability of a browser-based interface.

INAC recently upgraded to the multi-tier architecture of Hummingbird Enterprise from DOCS Open®, which has given the users a refreshed look. “Users really like the exploratory presentation of text which is what we had anticipated,” said Denise Going, Manager of Enterprise Information Management, INAC. “I really like the Web and desktop access so that all users can use one account to get to the collection via a secure connection. We have a lot of travel and regional travel to remote sites so the Web access is a really big issue for us.”

INAC has taken steps to formally migrate to the electronic record, taking advantage of the document audit logs to ensure the integrity of electronic information stored within CIDM. Business processes are being redesigned to reduce paper and improve throughput time.

The department has completed approximately 75% of the implementation with nearly 3,750 users currently accessing the document repositories in 13 regional offices across Canada. Up to 5,000 users are anticipated once full rollout is achieved by March 2006. Each office currently has its own index server running on Microsoft® Windows NT® and its own document library. Future plans include library sharing so that every employee has access to INAC's entire document store across the country as required.

INAC has found that the advantages of electronic document management are easily observed. Savings have been realized in shutting down shared drives, minimizing on cabinet and office space, as well as a reduction in overall handling and records management workflow from the previous paper environment. The department will also realize savings in general litigation costs related to pretrial research and document assembly based on the improved ability to track down documents and preexisting research relevant to litigation.

Currently, close to 1.5 million documents have been saved to the repositories department-wide. Since its implementation, Hummingbird Enterprise DM has significantly improved accountability for documents. In the past, when documents resided on local PC hard drives and shared network drives, there was always a risk that documents could go unaccounted for. In the paper world, INAC would not have had the space to accommodate all of them.

INAC stores various document types such as those created in Corel Suite, GroupWise® e-mail, Microsoft Office, Adobe® PDF format and images. Hard copies of documents such as correspondence to INAC are scanned using Hummingbird Imaging and OCR to allow full-content searching. Hummingbird partner CGI conducted the integration work for INAC as well as other federal departments using GroupWise.

Facilitating Collaboration Across the Nation

After the success of the document management implementation, INAC deployed Hummingbird Enterprise Collaboration mainly to improve the effectiveness and efficiencies of group and team activities involving representatives from multiple geographic locations, internal and external to the department.

In the past, representatives traveled to visit clients across 13 regions — some locations quite remote — to perform negotiations or participate in various decision making processes. Now they can use the collaboration tool to have these meetings.

Collaboration was also implemented to re-enforce communities of practice through increased interaction. “INAC relies quite heavily on geographical information for reserves and First Nation communities in remote areas,” said Going. “There is a lot of GIS activity at the federal government level; we do it for First Nations identification and boundary identification and reserves, for example. It is referred to as the GIS Community. We use the collaboration product to pull those communities together and tap into each other’s information wealth and knowledge bases. It has been very successful.”

Going said there is also much improved participation from the regions on the development of policies and standards. Since Hummingbird Enterprise Collaboration is fully integrated with

Hummingbird Enterprise DM, users can capture the discussion details and processes that support critical decisions within the department. INAC is now moving toward reducing the use of e-mail.

“The collaboration project is fairly new in our organization, but we are seeing take-up at a fairly exciting rate,” said Going. “It has allowed us to target reduced travel costs for the line organization and within the first 12 month period, we are seeing the first returns on investment, so it’s very exciting.”

INAC Experiences Positive Cultural Changes

As with any new software implementation, INAC went through a period of adjustment, but as employees became more familiar with the document management and collaboration systems they realized the benefits in moving away from the old way of doing things.

With Hummingbird Enterprise DM, INAC streamlined user acceptance by using a gradual implementation approach. The various regional offices were progressively moved to a “mandatory save” environment, where documents are automatically saved into CIDM. Now everyone within INAC is on the “mandatory save” environment.

Hummingbird Enterprise Collaboration is being implemented gradually so it can be understood from an information management perspective — what happens to the information, how it’s handled and what types of documents and records it generates. Currently 700 people have collaboration accounts which include 300 First Nations account holders. More people will be granted access in the future as required.

INAC uses a monitoring program that, so far, has demonstrated an increase in sharing and reuse of information. “We monitor documents that are being copied within the collection and documents that are being accessed by someone other than the primary author,” said Going. “We know those transactions are going up. The users are seeing value added and are using the features.” User satisfaction is gauged through regular meetings and conference calls with user groups and project coordinators.

Future Plans — A Foundation for Innovation

Going concludes by saying that Hummingbird Enterprise is truly the foundation on which INAC is building its innovation using what she calls ‘innovation handling software.’ “We don’t actively get involved in the data side of things, but Hummingbird Enterprise is the foundation component for all software that is to enhance and optimize the handling of information,” said Going. “We started with document management. Now we have team collaboration and I expect that within the year we will be using the workflow product as well. I know that we are also investigating the portal technology.” Other key future plans include encryption of secure documents and information sharing with the Canadian public.



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