



ECM Shared Services Overview

Commonwealth IT Solutions Committee

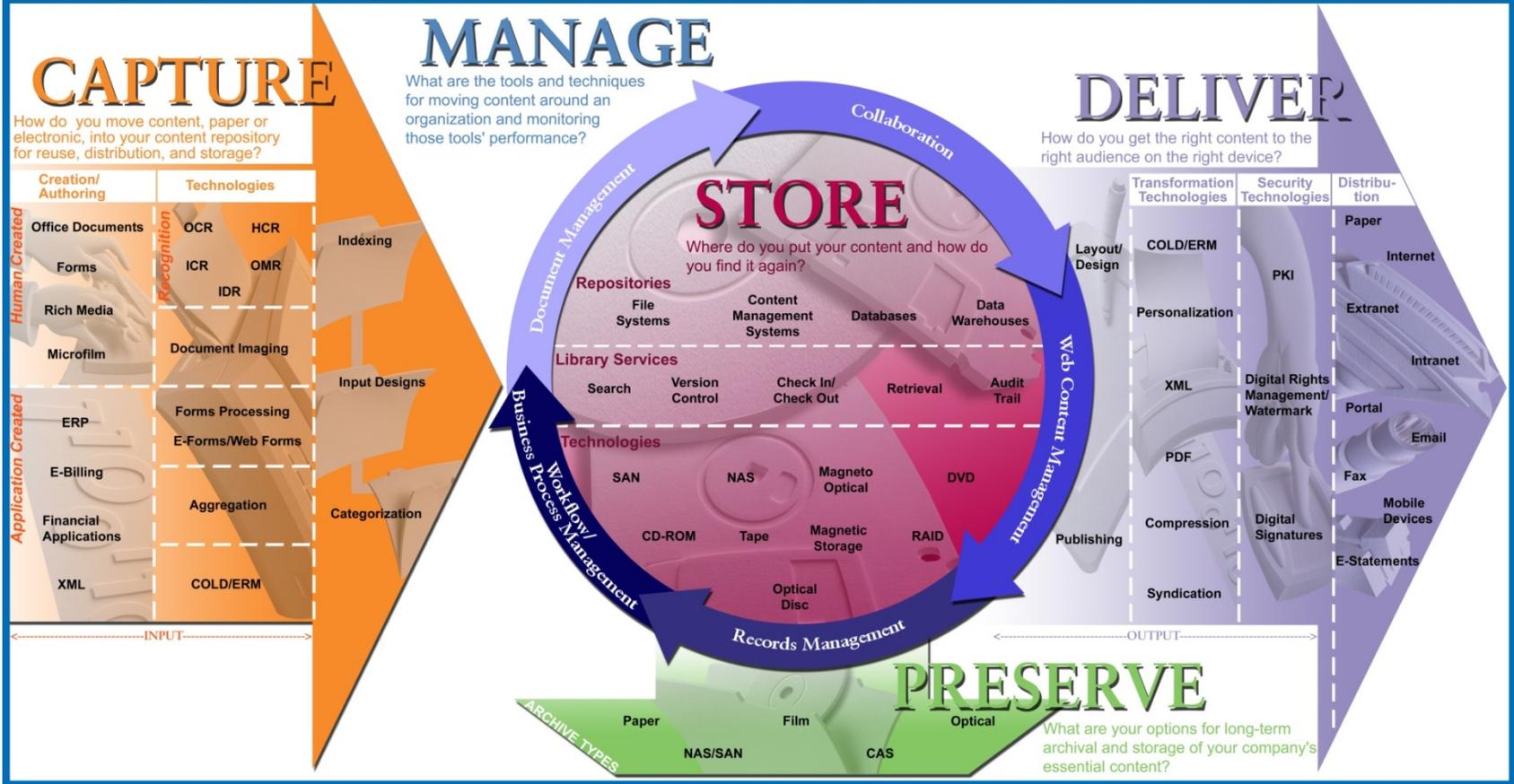
November 19, 2008



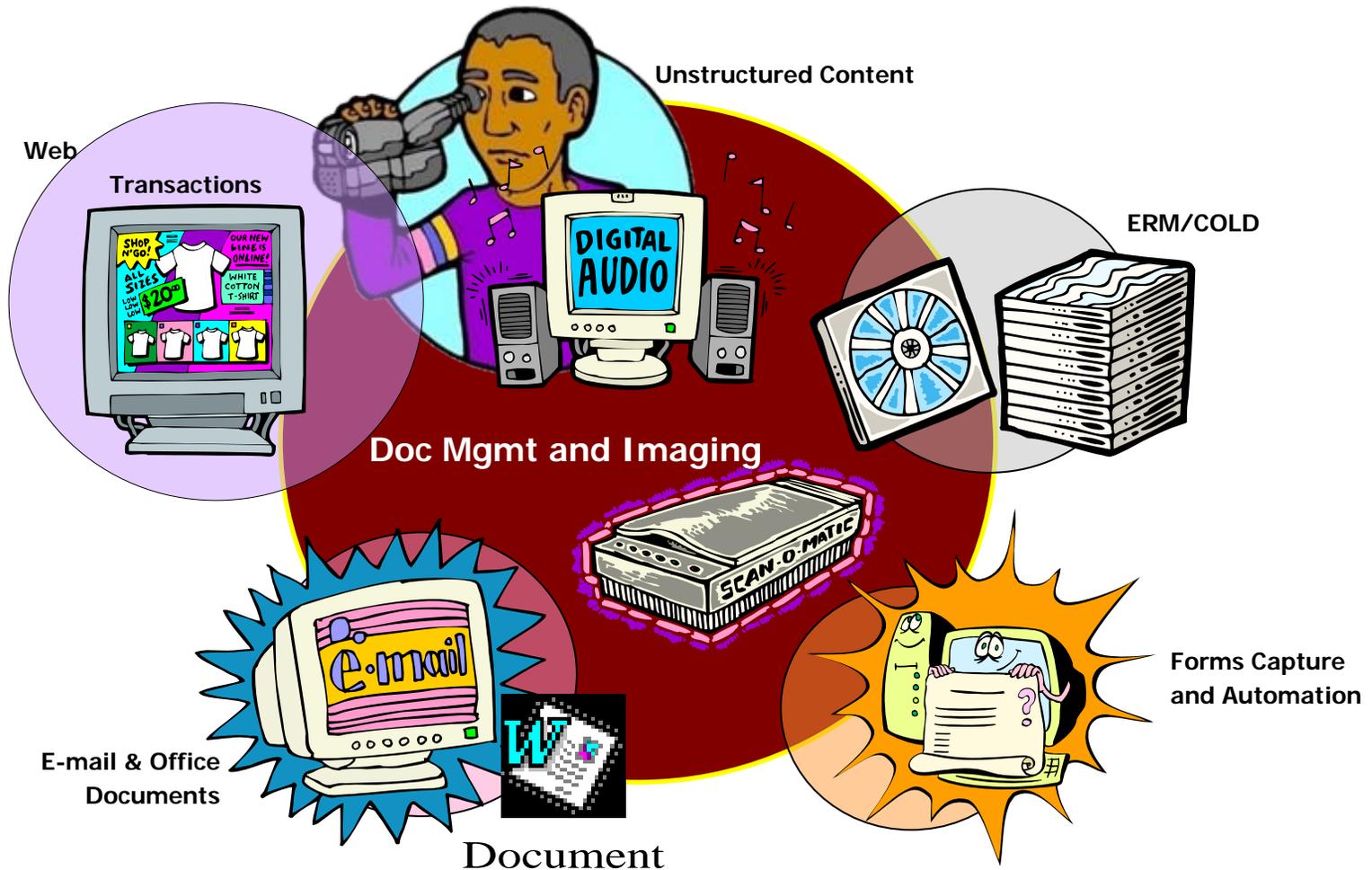
What is ECM?

ECM 101

Enterprise Content Management: the technologies, tools, and methods used to capture, manage, store, preserve, and deliver content across an enterprise. At the most basic level, ECM tools and strategies allow the management of an organization's unstructured information, wherever that information exists.



Content Types Managed by ECM



Why use ECM?

- Reduce operating costs
- Do more without hiring new people
- Reduce risk
- Manage FOIA requests better
- Share information (collaborate)



ECM Working Group

Goal: Develop a recommendation to VEAP describing the desired model for shared services in the area of ECM.

- Agriculture and Consumer Services
- Aviation
- Conservation and Recreation
- Corrections
- Environmental Quality
- Juvenile Justice
- Social Services
- Transportation
- Library of Virginia
- Motor Vehicle Dealer Board
- Norfolk, Social Services
- Richmond, Social Services

Basic Shared Services Concept

Why does the Commonwealth need ECM Shared Services?

To provide a cost effective way for Commonwealth agencies and localities to benefit from ECM:

- Small- to medium-sized agencies that cannot justify their own solution
- Larger agencies that pilot ECM before expanding to their own platform

What is ECM Shared Services?

- A single ECM solution platform utilized by multiple agencies and localities
- Content is stored in a consolidated ECM repository with appropriate security to control retrieval access
- Participants share in the use of the hardware, software, and support resources
- Agencies pay on a per user basis for use of the service, not IT

Key Concepts

- Based on the IBM FileNet P8 ECM solution suite
- Virginia Correctional Enterprises (VCE) is slated to provide the service in partnership with VEAP
- The ECM Center of Excellence will support ECM Shared Services
- Predictable per user costs to participants

ECM Shared Services Goals

- Cost avoidance for smaller agencies
- Cost avoidance for the Commonwealth as a whole
- Advancement of the Governor's Paperless Government and Telework initiatives
- Use of shared resources – software, hardware, people, expertise

When might an agency implement their own solution?

- Agency requires **greater degree of control** over the solution
- Agency wishes to implement **complex, unique business processes**
- Agency needs significant **customization** of the solution
- Agency requires **significant integration** with other in-house line of business systems

Work Group Estimated Volumes

Local DSS

Users – 2,000
Documents – 2M pages

VDOT

Users – 35 to start, 400 to follow
Documents – 1.125M emails (188 GB per year)

DJJ

Users – 10
Documents – 625K pages

VDACS

Users – 100
Documents – 500K pages

VDSS

Users – 1,700
Documents – 1M pages

DOC

Users – 10
Documents – 4M pages

Total Users
4,230

LVA

Users – 10
Records Administrators

Total Content
8,125,000 pages annually
1,125,000 emails annually

Shared Services ECM Functions

Core ECM Functions

Scan Interface

Store

Search

Retrieve

Records Management

Basic Security

Email Management (Manual)

Simple Workflows

Agency ECM Functions

Scanning

eForms

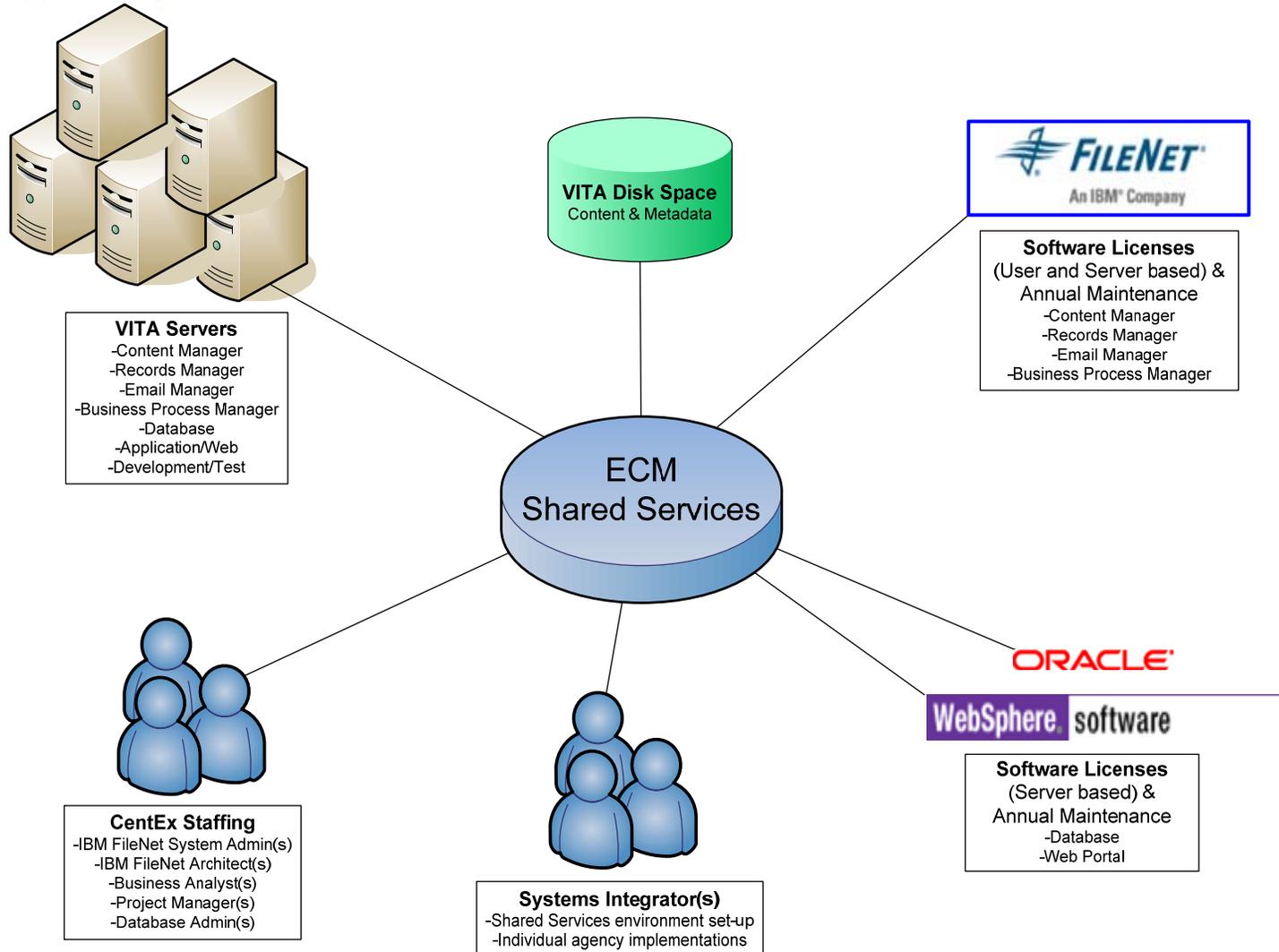
Workflow Management

Conversion

Email Management (Automated)

Integration

Shared Services Components



Shared Services Costs

Estimated Cost To Participate

- **Estimated Price - \$55 per user per month**
 - Based on 3,000 users
 - Pay a flat fee per user per month to participate (subscription-based)
- Agencies/localities will bear other costs to be added to the platform and for functionality outside of the Shared Service core functions

More Users Can Lower Price

- Pricing will be re-evaluated and payments re-calibrated over time
- The more users participating, the lower the initial monthly per user cost
 - Estimated Price at 4,000 users: \$46 per user per month
 - Estimated Price at 5,000 users: \$41 per user per month
 - Estimated Price at 6,000 users: \$38 per user per month

Shared Services Next Steps

VEAP

- **VEAP is working towards:**

- Finalizing arrangement between VCE, VEAP, and first participants
- Refining the costing model
- Working with VITA to procure the hardware and software infrastructure
- Obtaining a systems integrator to stand up the initial platform

Agency

- **Agencies interested in ECM Shared Services should focus on:**

- Communicating within your agency on the offering
- Garnering support from key decision-makers
- Once internal commitment achieved, work with VEAP to prepare to participate