



## Improving Health and Human Services with a Holistic Approach to Enterprise Content Management



With the Microsoft enterprise content management (ECM) platform, health and human services organizations can adopt a holistic ECM approach that extends to multiple divisions for streamlined governance, centrally managed access, and convenient search and retrieval.

Public health and human services organizations are under tremendous pressure today to deliver services quickly and accurately, using limited or even dwindling resources, to a growing number of people. In order to meet this challenge, more and more governmental organizations are looking to technology solutions to help them streamline processes and consolidate resources. By automating service processes, providing tools that are easy to use, and unifying their technology platform, they hope to improve efficiency and ultimately drive successful health and human services outcomes.

### A Vision for Connected Health and Human Services

In the past, efforts to integrate services and administration have been stymied by the belief that these efforts required large-scale reorganization of departments and “ripping and replacing” technology investments, as well as the perception that the benefits of these efforts would not be obtained within the tenure of the public sector executives who authorized the expenditure.

Today, however, advancements in information technology permit these organizations to take an individual and family-centric approach to transforming the management and delivery of health and human services. This approach:

- Uses existing infrastructure.
- Simplifies existing processes.
- Preserves the organizational integrity of caregivers and agencies.
- Enhances service outcomes.
- Provides a more secure, role-based access to information.
- Delivers improvements in access and efficiencies.
- Reduces risk.
- Provides better analytics.

The Microsoft® U.S. Public Sector Connected HHS Business and Technology Architecture, or Connected HHS, is designed to address the challenges that face health and human services agencies,



departments, and programs. Connected HHS is a strategy for connecting people and systems, improving collaborating and informed decision making. This enables agencies, departments, and programs to empower caregivers and provide improved services to a broader population while also managing the cost of delivering services.

Connected Health and Human Services is informed by existing enterprise architecture concepts and principles documented by the Enterprise Architecture Committee of the National Association of State CIOs (NASCIO) and the Federal Enterprise Architecture (FEA) project sponsored by the Federal Office of Management and Budget (OMB) and the Medicaid Information Technology Architecture (MITA) model sponsored by Center for Medicaid/Medicare Services (CMS).

## Benefits of a Single-Platform Solution

Government institutions are continually called upon to deliver services to their constituents using limited resources. The Microsoft SharePoint® 2010 family of products helps them to achieve this goal by providing them with enterprise content management (ECM) capabilities that are easy to use and that take advantage of existing technology investments. By consolidating technology services, automating processes, and making it easier for people and departments to communicate and work together, SharePoint 2010 can help governmental organizations to control costs and increase efficiency, ultimately leading to more successful outcomes for their users.

Choosing a single-platform solution makes it possible to exercise centralized control over content while enabling employees at all levels to easily enter, search, and retrieve data using familiar applications. The Microsoft ECM platform for public sector organizations is built around four principles:

**Unified management.** The Microsoft ECM solution is centered on Microsoft SharePoint, which offers sophisticated capabilities for controlling access to information and disposition of electronic records.

**Operational efficiency.** The Microsoft ECM solution provides a repository of data that makes it simple to tag, find, manage, archive, and access all kinds of content.

**Reduced acquisition and maintenance costs.** Many government organizations already own and use Microsoft servers and productivity tools. By building the ECM solution on widely adopted platform components, Microsoft has helped to maximize existing investments and reduce financial barriers to implementing a robust content management solution. With a single ECM platform, IT staff can reduce the resources necessary for support and troubleshooting.

**Familiar tools for users.** Because the Microsoft ECM solution is built on applications that many people use every day, it is easy for employees to get up to speed quickly, increasing the likelihood of enterprise-wide adoption.



## Supporting Multiple Tenant Solutions

The SharePoint platform provides a highly secure, unified foundation for document creation and management, communication and collaboration services, and workflows that are used by its tenant solutions. The platform is designed with the ability to scale up to meet increasing demand. The consolidated platform also simplifies management of services and solutions contained within the solution. The SharePoint platform can support multiple tenant solutions, such as electronic case file and online manuals solutions.

### Electronic Case File Solution

Managing enrollment and eligibility for public services requires the gathering, management, and retention of huge numbers of documents and records. Managing this volume of paper documents is labor intensive, time consuming, and costly. The same information may be captured and stored in multiple locations, which can lead to confusion, errors, and wasted effort.

The Electronic Case File solution provides a central location for storing electronic versions of documents, along with taxonomy and metadata that make it easy to find relevant documents and associate them with case files. This allows documents to be re-used, saving time, effort, and resources involved in storing and managing paper versions. Having a single electronic repository also helps to simplify security and compliance with retention policies. The Electronic Case File solution is a tenant of the SharePoint platform.

### Online Manuals Solution

In order to do their job accurately and efficiently, government staff need access to up-to-date information on policies and procedures. Providing this information on a timely basis and in a way that's easy to use can be a serious challenge. Policy manuals require regular updates, which may involve the combined efforts of many stakeholders. Updates need to be published to end users regularly, and policy information must be as easy to find as possible.

The Online Manuals solution provides a centralized location for authoring, updating, and publishing policy manuals. End users can search for information and access manuals through the web, helping to ensure that they have current information available when they do their jobs. The Online Manuals solution is a tenant solution of the SharePoint platform.

Here are some of the Microsoft technologies in this solution:

**Microsoft SharePoint Server** is the key component of the solution, providing storage, workflow, communication and collaboration, and metadata services to support multiple tenant solutions.

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SharePoint 2010 has been architected to provide content management capabilities for enterprise-class scenarios.

**Microsoft Exchange Server** provides messaging and collaboration capabilities and works seamlessly with the Microsoft Outlook® email client. Microsoft Outlook can be used to subscribe to content using RSS feeds.

**Microsoft SQL Server®** database software provides a scalable, high performance relational database platform along with reporting services and analytics. SQL Server stores SharePoint data, including metadata associated with SharePoint taxonomy and workflows.

**Microsoft BizTalk® Server** provides orchestration capabilities. With BizTalk Server, even highly complex processes spanning multiple organizations and technology platforms can be incorporated into document management processes.

## Getting Started

To get started, contact your Microsoft Account Team today. For more information, visit <http://www.microsoft.com/hhs>.

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