

EAMS: Electronic Adjudication Management System



DWC Educational Conference, February/March 2007

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- What are the problems that EAMS addresses?
- What is EAMS? What does it include and exclude?
- What can we do to make sure it works?

"Need a Better Way to Manage Your Documents?"



Information in DWC Today

- Information on paper
- Multiple online or other data systems
- Redundant data entry
- Multiple files created which must be tracked
- Huge storage costs, space limitations
- Material handling problems
- Difficulty of moving work around if needed due to catastrophic event or personnel shifts
- Little understanding about workload, process, outcomes, successes and failures

Primary Objectives of the EAMS

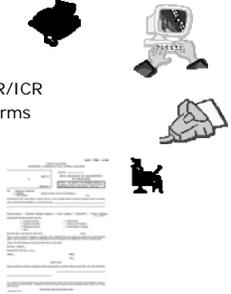
- Streamline the process of creating files, setting hearings, and serving decisions, orders and awards
- Improve access to case records while preserving confidentiality
- Provide cost and time savings to parties to a case and to the State
- Reduce delays and eliminate duplication
- Reduce file storage space and shipping costs
- Standardize the DWC desktop computing environment across all units
- Support enforcement against uninsured employers

The System

- Case Management
- Calendaring
- Cashiering
- Document Management
- Business Intelligence, Data Analysis and Reporting
- Technical (e.g., system security, hardware, etc.)
- Implementation, Project Management and Support

How information will get to EAMS

- Fax
- Direct data entry
- Scanning
- Scanning and OCR/ICR
- Online fillout of forms
- Smart forms



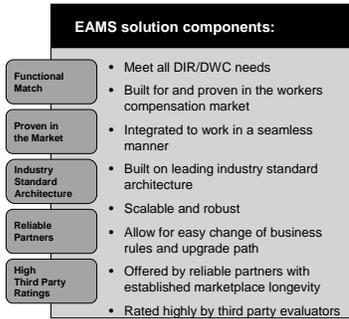
Scanning and Indexing



EAMS: Vision to Reality

- Expedite process – not minimize staff
- Minimize repetitive tasks by various units
- Information from all units readily available to all staff simultaneously – cross functionality
- Production, file-backs, and transportation of paper at discretion of staff
- Know what documents are in the file at the push of a button
- All work tools at your fingertips

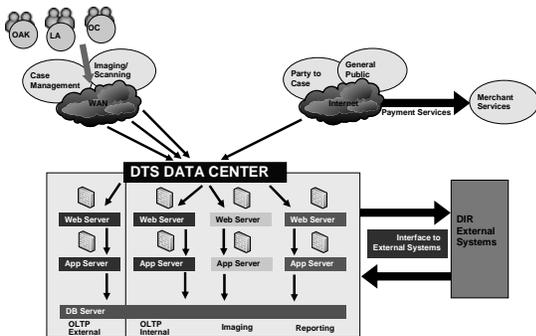
Criteria utilized to develop the EAMS Solution



A good technical solution has several attributes

- Addresses all functional requirements and meets the needs of stakeholders
- Built on a solid technical foundation and adheres to architectural principles
 - **Minimize custom development** - The solution should provide out of the box functionality with minimal customization
 - **Standards based** - The system architecture should be based on proven industry standards
 - **Open and extensible** - The system should provide seamless integration with other external systems
 - **Manageable** - The system should be easily maintainable and allow for upgrades
- Follows basic infrastructure principles
 - **Scalable** - The system should allow future growth
 - **Reliable** - The system should be always available and able to meet serviceability requirements
 - **Secure** - The system should ensure security of information

Technical Architecture for EAMS



EAMS Software Components

- Core EAMS Architecture (Cúram) layer represents the
 - Case management services like
 - Case & contact management,
 - Workflows & event notification
 - User profile management
 - Calendaring & scheduling, and
 - Case financials management
- Document Management Architecture (FileNet) layer encompasses the Content Management layer which includes the FileNet.
 - Electronic form processing and paper document processing
 - Document retrieval
 - Image scanning
 - Document search
- Reporting and Business Intelligence Architecture (Cognos) layer addresses the reporting requirements of the DWC
- Payment Architecture (CyberSource Payment Manager) provides electronic payments processing for EAMS including credit card/debit cards and e-Check processing.
