



PRACTICE

Case Management

Overview

Case Management services support several of the Federal Government 39 Lines of Business (LoB) as identified in the Federal Enterprise Architecture (FEA) Business Reference Model (BRM). OMB identified a separate Case Management LoB as one of the five lines of business supporting the President's Management Agenda goal to expand Electronic Government.

A Case Management system manages all information relevant to a business work item, or case, and provides automated support for case workflow and associated business processes. Business domains requiring case management solutions include medical, social services, and legal services such as civil and criminal investigation and litigation. Case Management systems handle images, documents, and any other data related to the case. In almost all implementations, the parties most impacted by Government "Cases" are citizens.

"The Case Management LoB is the business and technology foundation upon which new solutions for the Department of Justice and other agencies will be built. It will also provide a blueprint for sharing information and best practices across the Federal government. The goal of this LoB is to improve effectiveness and efficiency of law enforcement, investigation, and civil and criminal litigation case management business processes."

—U.S. E-Gov WEB SITE

Making IT Work. Together.

Our case management expertise includes legal (criminal and civil) and investigative systems, environmental compliance and enforcement systems, and a system that helps manage claims resulting from oil spills. For the U.S. Patent and Trademark Office, SPS migrated a case management system from a mainframe to a client/server and web-based environment. It processes approximately 1.5 millions transactions per day, helping over 6,000 patent examiners manage case materials for more than 400,000 patent applications per year. We also built a system to support fully electronic / paperless review of over 65,000 international patent applications per year, integrating commercial workflow products, imaging technologies, and reusable components.

How SPS Works for You

SPS is experienced in applying information technology to improve the efficiency of case management business processes, as well as the ability to share case data efficiently and securely both within and across organizations. We deliver the following Case Management Features:

- Electronic Case Files / Paperless Processing
- Work Queues / Automated Work Routing
- Automated Workload Balancing
- History / Audit Trails
- Productivity / Worker Time Tracking
- Concurrent Review of Same Case File
- Scheduled and "On Demand" Reporting
- Ticklers / Notifications
- Correspondence Generation
- Response Tracking
- Flexible (Rule-Based) Workflows
- Real-Time Case Status & Info

CLIENT BENEFITS

Case management systems enable significant improvements managing and tracking case information. Our case management solutions benefit our customers by:

- Helping existing staff cope with growing case backlogs and increasing volumes of new cases
- Consolidating record storage, greatly speeding search and reporting tasks
- Improving data quality by eliminating redundant inputs and standardizing formats and edits
- Enabling organizations that are more efficient by reducing labor-intensive tasks and improving communication

KEY TECHNOLOGIES

- MS .Net
- J2EE
- Visual modeling in UML
- XML
- Web Services
- CBD
- Pattern-based development
- Document management
- Workflow
- Enterprise Architecture
- eGovernment



- User Roles / Security
- Enterprise-Level Reporting

Although generic case management systems are recent COTS offerings, the wide variety of media and domain-specific requirements require constant attention to new and improved vendor products. SPS performs extensive COTS/GOTS research for case management engagement as part of a build vs. buy analysis for our customers, ensuring a cost-effective case management solution. SPS Case Management development efforts include COTS integration; custom development; conversion of multiple, disparate legacy data sources; and integration with other agency systems, including Financial Management and Human Resources applications.

Since enterprise case management typically “touches” many other systems, SPS emphasizes disciplined software reuse. SPS has been a pioneer in the application of Component Based Development (CBD) in government and has assisted our customers in successful implementations of enterprise CBD and reuse programs. SPS has built or customized several core components resulting in proven savings of many millions of dollars. These include: CaseObject / CaseFile, Party, Storage Location, Code /

Reference, Address, Physical Object, Security, Worker, and Error Handling.

“E-Government uses improved Internet-based technology to make it easy for citizens and businesses to interact with the government, save taxpayer dollars, and streamline citizen-to-government communications.”

—The Official Web Site of the President’s E-Government Initiatives



FEATURED SOLUTIONS

U.S. Patent & Trademark Office

- PCT Operations Workflow and Electronic Review
- Patent Application Location and Monitoring (PALM)
- Tools for Electronic Application Management (TEAM)

Department of Justice

- EOUSA Enterprise Case Management System (ECMS)
- Joint Automated Booking System (JABS)

Bureau of Industry & Security

- Investigative Management System (IMS)
- Export Control Automated Support System 2000+

U.S. Coast Guard

- Claims Processing System
- Certificate of Financial Responsibility (COFR)

State of Texas

- Consolidated Compliance and Enforcement DATA System (CCEDS)
- Investigation Information Collection System (IICS)

ABOUT SPS

Software Performance Systems, Inc. (SPS), a small business based in Northern Virginia, is a privately held information technology services provider. Established in 1995, SPS specializes in the design and integration of large web-based solutions for Federal, State, and Local Governments and commercial clients worldwide. SPS has been honored with many national awards, including: #10 ranking in the Computerworld Top 100 Best Places to Work in IT, Deloitte’s Virginia Technology Fast 50 and North America Technology Fast 500, and as a SBA Exporter of the Year. More importantly, SPS solutions helped our clients win prestigious awards, including the Grace Hopper Federal Government Technology Leadership Award, the E-Gov Pioneer Award, the Excellence.gov Grand Prize Award, and the Government IT Agency Award for Excellence in Government. **SPS...proven over time.**

CONTACT INFORMATION



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