

## **Post Implementation Evaluation Report**

### **Case Management System – Attorney General**

Project Dates: 6/2008 through 9/2010

Project Cost: \$474,809

#### Project Objectives:

The stated purpose of the Attorney General's Office is to better serve Kansas consumers, families, seniors and victims by sharing information and protecting the public's best interests. To that end, it was the goal and objective of this project to implement a consolidated case management system. Such a system was necessary to achieve proper management and deployment of resources, to better centralize data regarding subjects of interest to the office across all divisions and to provide the basis for better interaction with the public through follow-up on complaints and requests for services. This information was not available and what information that could be available was distributed across eight (8) different systems none of which was integrated to any other. Something as simple as re-allocation of staff resources from one division to another was frustrated by the need to train the person in the use of a different system. Finally, the effort associated with maintaining so many databases and associated applications was wasteful and inefficient. Because little was known of their construction, it was often difficult if not impossible to get proper reports out to them to support our operations.