

## **Post Implementation Evaluation Report**

### **LIEAP ECCM (Enterprise Customer/Content Management) – Social and Rehabilitation Services**

Project Dates: 10/2009 through 9/2010

Project Cost: \$566,819

#### Project Objectives:

- Implement an electronic filing cabinet for LIEAP documentation. This will include the scanning, storing, QA and retrieving of documents with a stand-alone web interface for staff.
- Setup scanning station(s) for the LIEAP program as well as one scanning station to utilize for development and testing purposes.
- Provide a web interface to easily search and view the electronic documents.
- Focus will be on the LIEAP program where we will install the hardware/software, inventory the document types, set up the processes and procedures, train the user community, and get familiar with the products.
- LIEAP requirements, processes and procedures will be reviewed with other business areas to ensure they will not prohibit future expansion into these other program areas.
- Provide the analysis of current document types and handling for LIEAP in order to develop and document new practices, procedures, and staff roles required to support the new electronic based solution. These practices, procedures, and roles will be targeted for the LIEAP location, but will be expandable to other locations.
- Develop a plan for the conversion of required documents in the LIEAP program areas; and the resources required to complete the task.
- Develop a security plan for staff related to scanning and retrieving images.
- While the focus of this effort is the LIEAP program, the imaging solution will be constructed to serve all program areas as it is expanded.