

&gt; Customer Success Story

## Municipal Governments Elect Hummingbird Enterprise™ DM

“The benefits of Hummingbird Enterprise DM to the city include shortened retrieval times with fast and easy access to information, lower maintenance and storage costs, and improved levels of customer service.”

— Gary Lund, City of Red Deer

### Business Profile

#### Industry

Government

#### Organizations

- > District of North Vancouver
- > City of Yellowknife
- > City of Coquitlam
- > City of Red Deer

#### The Challenge

- > Change organizational culture to accept a new way of handling electronic document
- > Meet regulatory requirements

#### Hummingbird Solution

- > Hummingbird Enterprise™ DM
- > Hummingbird Enterprise™ RM

#### Key Benefits

- > Efficiency — saving time and money
- > Compliance with Freedom of Information and Privacy of Information legislation
- > Faster service to citizens

Many municipal governments today are looking for methods to improve the efficiency of their operations, find ways to meet regulatory requirements, and serve citizens who are increasingly savvy about what information they want from their representative governments and how they would like to receive it.

This article will introduce you to several progressively thinking municipalities that have implemented one or both of Hummingbird Enterprise DM and Hummingbird Enterprise™ RM, multi-tiered document and record management solutions, to meet the above mentioned requirements. Each of the four municipal jurisdictions interviewed for this piece, City of Yellowknife, City of Coquitlam, City of Red Deer, District of North Vancouver, had their own reasons and motivations for implementing electronic document and record management solutions, but the reader will notice that some common threads run through each implementation and reflect the fact that in today's business environment, no government organization can ignore the lessons learned.

### Why Electronic Document and Record Management?

For the most part, municipal governments are driven by the same issues that face any organization. They must be accountable for a wide range of documentation that is produced in the course of daily business, such as licences and permits, by-laws, council minutes, planning documents, taxation records, the list goes on. Before e-mail, in the paper world, keeping track of copies may not have been that daunting of a task. But today a simple click of the send button automatically creates a new version of a document that the creator no longer has any control over.

“The city has been very good in realizing early on that we needed some sort of business system to manage records,” says Heather Gordon, Records Management Coordinator, City of Coquitlam, British Columbia. “We found that we were experiencing the whole issue of version control. We never knew which draft was the final one of anything.” Then there was the issue of sharing. “We had all sorts of network shares set up for each department, but if you were trying to work cooperatively with someone in a different department you couldn't share efficiently,” Gordon continues. This led to co-workers creating multiple copies of each document. Again version control becomes an issue.

Since implementing the document and records management system from Hummingbird, Gordon says there's been somewhat of a cultural change occurring in the city. “At first some people may have been skeptical, but now they are seeing the benefits,” she says. “It's the whole idea of being able to share the information; they see it helps them speed up their work if they're looking for somebody else's document or trying to find some information really quickly for a citizen standing at the front counter or waiting on the phone.”

## Choosing Hummingbird

"When we saw the document management system from Hummingbird, it looked like it fit the bill," says David Nelson, Section Manager, Business Systems, District of North Vancouver, BC. "There were a lot of parallels between what it offered and what we wanted to do in terms of our classification scheme." Hummingbird's solution also impressed the selection committee because of its integration with the city's existing desktop tools, such as Microsoft® Word and Excel, and that it would work across the city's WAN.

"We looked at a lot of different products," says André Thibodeau, Network Administrator, City of Yellowknife, Northwest Territories. "We were really struck by Hummingbird's product, plus so many municipalities that we knew of were using that product." Hummingbird Enterprise DM "changed the way we operate," he says. "Before, people were storing their documents in folders and categories as they saw fit. There was no rhyme or reason to it."

Now employees are progressively getting weaned off the old way and into a system where they can manage documents according to the city's master plan. "Everything revolves around lot and block numbers in a city," Thibodeau continues. "With the document management system in place, employees can now easily find all documents pertaining to a certain property, water bill, tax bill, or whatever, by searching for the appropriate lot and block number."

## Making a Difference for the Citizens

While the cities interviewed for this article all indicated that a document management system can often streamline internal work processes, many also mentioned that this effect can be felt by citizens who are experiencing faster service as a result of the efficiencies created by Hummingbird Enterprise DM.

"We have noticed that we can save time for citizens," says Gary Lund, Business Analyst, City of Red Deer, Alberta. "It used to be that a citizen would call in with a request and somebody would have to go back into the file room, dig out the file, and maybe leaf through a few hundred pieces of paper. Whereas now we can give them an answer almost instantly by doing a quick search through the document library."

## Living with the Rules

Cities, just like any other government body, are increasingly subject to various laws and regulations that dictate how information must be kept and disseminated. Some of these laws, such as the Freedom of Information legislation, dictate the time frame in which government bodies must meet requests for information. Electronic document management systems, such as Hummingbird Enterprise DM, make this a less onerous task.

The District of North Vancouver was mandated to classify all of its documents according to the Municipal Officer's Association Index (MOAI). Also, the district had to comply with the recently enacted Freedom of Information (FOI) legislation governing public access to the district's information. According to Nelson, the document management system from Hummingbird became the application through which the MOAI would be administered and updated.

"It helps us meet regulatory requirements more effectively because the document management system forces everyone to be consistent," says Nelson.

## Future Plans

Now that they have implemented Hummingbird Enterprise DM internally, some of the cities interviewed have started exploring the possibilities of using the same system to give citizens more self-serve access to publicly available documents. The District of North Vancouver has already linked its Website to the document management library so employees and the public have access to council minutes, agenda packages, by-laws, policies, and other documents.

Other cities are moving toward that direction. "We are planning to provide public access through the Web," says Gordon. This will streamline delivery of such things as council minutes and by-laws because they will no longer have to be converted into HTML documents and posted on the Website. It also offers the city an opportunity to consider what other documents can be made publicly available through the document management system.



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