
6 steps to eApprovals: the PSC & DPC interagency collaboration project experience

January 18, 2017



Last year, we published a [case study](#) outlining the Department of Premier and Cabinet's (DPC) Electronic Document and Records Management (EDRM) Program strategy, including their electronic approvals (eApprovals) workflow implementation. Since then, DPC had enquiries from other agencies about their strategy and their successes, and one of those enquiries led to the collaboration between DPC and the Public Service Commission (PSC).

DPC and PSC generously shared their experience, lessons learnt and the methodologies they've used to ensure user adoption of the eApprovals solution. To date, PSC had briefing notes approved within 52 minutes of the document being routed through the solution.

Instead of a traditional written case study, we have opted to create an infographic to highlight PSC's and DPC's collaboration project experience, as well as to provide a high-level roadmap to an eApprovals workflow implementation.

6 steps to eApprovals

the PSC & DPC interagency collaboration project experience

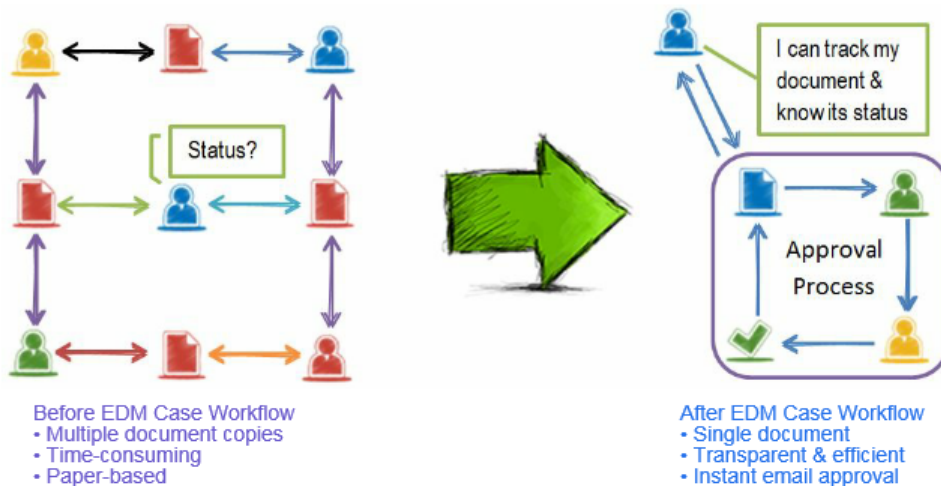
The concept of embarking on a collaborative project to see the Public Service Commission (PSC) transition to a 100% digital approval environment in a similar manner to Department of Premier and Cabinet (DPC), following an inter-agency delivery approach, began in October 2015.

This infographic provides information on PSC's and DPC's journey, and offers a high-level roadmap to implementing an electronic approvals (eApprovals) workflow solution.

1 Know your purpose & the outcomes sought

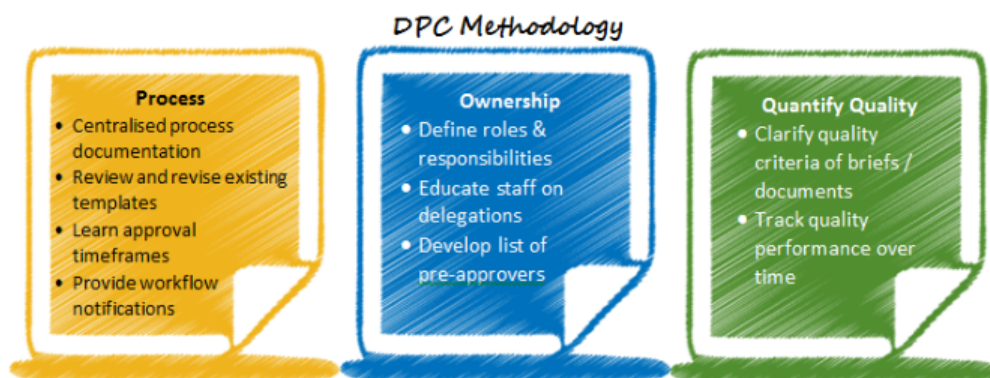
PSC had documents which would go up and across the organisation for approval, getting re-printed with every change & PSC clearly needed a solution. DPC proposed to implement a solution at a dramatically reduced cost.

The EDM Case Workflow is a single, generic, tested, & validated electronic approval solution which can be applied to all (or most) of PSC's decision-making processes.



2 Collaborate & use proven methodology

The inter-agency delivery approach allowed PSC to adapt DPC's methodology. PSC re-used DPC's transition knowledge, materials, designs & staff to deliver transformation.



3 Analyse & automate the approval process based on your organisation's need & digital environment

Identify metadata needed & use it when possible. DPC and PSC both used their electronic document and records management system or ED RMS' workflow and the actionable email features to enable executives to approve documents from email, anytime & anywhere.

Click [here](#) for a PDF copy of the infographic case study.
As always, if you have any questions, feedback or comments please don't hesitate to contact us.

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