

Nebraska Department of Environmental Quality

Benefits from Electronic Content Management



Nebraska

At a Glance

- [Mobile access](#)
- [Unified processes](#)
- [Ability to view images](#)
- [Paperless process](#)
- [Increase staff efficiency](#)
- [Anytime anywhere access](#)

The Nebraska Department of Environmental Quality (NDEQ) serves the citizens of Nebraska by protecting the quality of Nebraska's environment - air, land, and water resources - and enforcing environmental regulations.

Before the Enterprise Content Management (ECM) program, processing the mail was a time consuming manual process. NDEQ's records management group handles mail for 215 employees, across 5 divisions, and 30- 40 different programs. Paper was manually filed and available space for files was decreasing. Physically moving files of documents to staff throughout the agency consumed a lot of time and did not allow real-time use of documents.

Our Journey

During the 2011 Special legislative session, the Department was given the responsibility to review and analyze the route of the Keystone XL pipeline through Nebraska. Because of outside factors, as of this writing, the agency's involvement in the development of a Supplemental Environmental Impact Statement (SEIS) for the project is unknown. The goal of this project was twofold; 1) provide a process for the public to provide input and comments and 2) make documents created during the process and public comments available to the public through a web interface.

“Sharing documents and viewing them as images has improved accuracy, and is the best part of ECM. It has made jobs easier and changed the way we do business”

- NDEQ Team

Our Solution

The ECM system was chosen for NDEQ because of its capability to manage workflow, the ability for immediate retrieval of documents and to provide document security and disaster recovery. The ECM will also reduce the use of paper, decrease duplication, reduce storage space and save time. Documents are one of the department’s most valuable resources.

Today department mail is received, scanned, indexed and placed in a workflow, which triggers it to be sent to the appropriate person in the department. Documents are available on the desktops for use by technical staff and important information is now safe from disaster. The ECM is changing the way NDEQ conducts business electronically through workflow, eliminating the need for staff to make additional copies.

Our Projects

- The use of Autonomy (a full text search services) and Optical Character Recognition (OCR) to automatically assign topical values to documents eliminates the need for staff resources to be used to read and index every document.
- The use of subscription server for Exchange allows the automatic processing of project specific email addresses to a workflow process allowing appropriate staff to review received items in a timely manner.
- Storing pipeline project documents in the ECM and providing those documents through a web interface allows the public to review records at their convenience and decreases agency staff time in responding to records requests.
- Full text searching enhances efficiency for technical reviewers and allows the public to search for documents by topics of interest
- Use of controlled indexing lists provides for consistent values on documents, thus eliminating any inconsistencies & errors from user interpretations.

Five Core Products

- E-Forms
- Workflow
- Application Enabler
- OCR/Full Text Searching
- Document Composition

Our Future

NDEQ is currently working on enabling their mail application for mobile devices so staff will have access to their mail while traveling. There are a number of applications being considered moving forward to standardize and streamline the agency processes. To name a few, DEQ is also looking at building an invoice payment system, an inspection template process, rules and regulation development, and online grant application. Improved access to agency records for staff and citizens, is just one factor in future ECM development. Disaster recovery and lower storage costs are also key factors in ECM usage.

“The cost-benefit of ECM is well worth it, I don’t know if we can get any more efficient.”-
NDEQ Team

Results

- Decreased copying and printing for agency staff
- Decreased filing of originals by records staff
- Decreased usage of file folders and labels
- More efficient delivery of items to agency staff
- Reduced need for filing space
- Better workflow management and unified processes

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