



ARCHIFLOW



THE SIAV SOLUTION

for fully digital central and local government

A DEMOCRACY OF INFORMATION

PROBLEMS

Current national legislation, introduced for **central and local government**, promotes the creation, management, preservation, transmission, access and use of **information in a digital form**.

The regulations introduced by the Codice dell'Amministrazione Digitale (E-Government Act) grant **new rights to citizens**, such as to use ICT to deal with the Government, to make digital payments and obtain services whose quality is guaranteed by objective measurement systems.

At the same time, they introduce **new obligations for central and local government**, such as to cooperate by exchanging data and information, using new electronic channels, and reorganizing the citizen's single portal in order to manage administrative procedures electronically.

THE SIAV SOLUTION

Archiflow is the solution designed to allow compliance **via a single platform** with all the requirements of the E-Government Act.

Archiflow is the solution designed to provide support to central and local government during the difficult process of evolving from paper administrative procedures to electronic ones. The objective is to combine all the features needed to manage the electronic administrative process into a single software tool, including the services of **IT Protocol (IP), Electronic Document Management (EDM), Management of Administrative Procedures (Workflow) and the citizens' Document Portal**.

Archiflow allows for **mixed management** of documents independently of their native format (i.e. paper or electronic), permitting the use of tools like Digital Signature, Timestamp and Certified Electronic Email in a user-friendly and integrated way. The configuration and administration tools are easy and flexible and their use can also be delegated to users who do not have high level IT skills.

The native integration of the **Archiflow** platform with **SIAV Virgilio and Cartesio solutions** extends its functions to the specific framework of **digital preservation** and performance **measurement**. Application cooperation is guaranteed by a technological structure that is open and compliant with the most common market standards. The **Workflow engine** allows you to govern administrative procedures, orchestrating the interaction of all the applications involved in the process.

The result is a powerful system that is also user-friendly, and allows for the automated management of administrative procedures, establishing innovative projects such as the **virtual electronic help desk** and the **mobile help desk**. By improving the transparency of administrative performance, the quality and timeliness of services offered are improved and extended.



ARCHIFLOW

dematerializing RELATIONSHIPS WITH CITIZENS

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REQUIREMENTS

Full application of the E-Government Act necessarily involves the introduction of **new work tools** and innovative application **solutions** within central and local government.

Administrative processes in a **completely digital** form can now be managed, thanks to new tools made available by legislators. For optimal use these tools, however, require one or more electronic applications that are user-friendly and guarantee secure management, and above all **application cooperation** with all the organization's internal and external electronic systems.

Measuring the performance of the administrative machine is a fundamental requirement for the full application of the meritocratic model, as incentives and production bonuses must be correlated to the **measurement of the results obtained**.

The creation of a communication model for relations with citizens, which enables you to exploit all available channels (physical office, call center, Internet portal, email, text messages, etc.), requires a solution capable of managing all the information collected through various channels of communication, guaranteeing their **controlled flow** within administrative processes.

On-line access to personal information, relating either to the level of progress of activated processes or to communications undertaken, is essential for an **efficient and transparent administration**.



EXAMPLE

Central and local government wants to put an innovative communication channel at the disposal of its citizens by setting up a virtual help desk to access and request services and monitor their progress.

Integrating a section dedicated to a virtual help desk, within the institutional portal, is one such requirement, allowing users to manage requests for specific on-line services and providing the necessary forms and information. Every administrative procedure managed through the virtual help desk normally involves the following phases/communications:

- Sending requests in electronic format (CEM – portal)
- Request acceptance by the system and process starting
- Sending email and text messages of data relating to the procedure and access credentials
- Email sending to advance every single phase of the procedure
- Email and text message sending to advance the issuance phase of an act
- Issuance of an act with publication in the reserved area

Archiflow governs the completion process of the request in all its phases, providing operators with a single tool that manages all communications undertaken during the procedure (text messages, email, phone calls, documents presented to the help desk, etc.), and monitors the level of progress in order to guarantee compliance with timeframes prescribed by law. By accessing a reserved area of the portal, citizens can monitor the level of progress of their procedures, by accessing their electronic file online.



| Open System.

Archiflow can support complex mechanisms of application cooperation, guaranteeing complete integrability with company information systems. The use of XML-based standards, through Web Service architecture (Service Oriented Architecture), enables the easy, secure management of interoperability between different applications.

| IT Protocol.

Archiflow natively integrates all innovative tools made available by legislators (Digital Signature, Certified Electronic Mail, Interoperability) for proper and efficient management of IT Protocol. The ergonomics of the application interface, available in desktop or web modality, were specifically researched to reduce operator training time to a minimum.

| Process and Cooperative workflow

Archiflow integrates a powerful procedural workflow engine with which you can govern document processes efficiently and securely. In the case of highly unstructured processes or in the management of exceptions, the procedural workflow may be supported by a cooperative workflow in order to guarantee maximum flexibility while respecting deadlines.

| Management of Document Archives and Digital Preservation.

Archiflow guarantees management of document archives in compliance with archiving regulations (Classification Plan, Archiving Files, Discarding Documents). Native integration with the Virgilio digital preservation solution means the legal validity of documents is maintained over time.

| Scalability and Reliability.

Archiflow is a scalable platform to manage the various requirements of central and local government, maintaining the same technological base. Load Balancing, Cluster Application and Disaster Recovery guarantee optimal performance and availability of service at all times.



E-GOVERNMENT, e-democracy

