

# Electronic Communication The Next Level

**Miroslav Morávek - ITAPA 2007**

- **Electronic Communication – Level One**
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- **Electronic Documents**
  - Agreements
  - Directives...
- **Network Based Storage**
  - Documents are stored on centralized storage media
  - Accessible from whole organization
  - Backed up by corporate mechanisms
- **E-mail**
  - Used for document routing and general communication
  - Can be used with digital signatures
- **Intranet and World Wide Web Pages**

# Why Move to the Next Level

## ● Reasons

- People are error prone
- Obtained data is unstructured
- Processes take longer than needed

## ● Goals

- Automate work
- Eliminate routine tasks for employees
- Obey and enforce corporate policies
- Avoid invalid data
- Ensure data authenticity with the use of electronic signatures
- Provide higher level services



# Why Move to the Next Level

## ● Benefits

- Fewer errors and mistakes
- No unnecessary pending processes
- Guaranteed data authenticity
- Fewer routine tasks
- More creative work for employees
- Quick and clean process execution

- **Business Process Management**
  - **Structured electronic forms**
  - **Workflows**
  - **Task management**
  - **Electronic signatures**
- **Collaboration Intranet Portals**
  - **Based on**
    - **Documents**
    - **Projects**
    - **Teams**
  - **Cumulate assets associated with projects, documents or teams**

- **Organization benefits**

- **Well Structured Data**

- Gathered data is easier to process
    - Can be automatically processed

- **Data can be signed electronically**

- Signed data can be verified for authenticity

- **User benefits**

- **Instant Feedback**

- Users know about potential problems before submitting a form
    - Automatic completion and calculation

- **Online Help**

- Users can access online help for explanations

- **Data authenticity verification**
- **Qualified Electronic Signature**
  - **Conforms to state laws**
  - **Can be used for inter organizational communication**
  - **Can be used by state agencies**
  - **More expensive implementation**
- **Standard Electronic Signature**
  - **Can be built on top of standard PKI infrastructures**
  - **Usually used for intra organizational communication**
  - **Easy and cheap to deploy**



- **Model Business Processes**
- **Manage Tasks**
  - Create and assign tasks to employees
  - Eliminate unassigned tasks
  - Notify users about new and ended tasks
  - Escalate long running tasks
- **Automate Processes**
  - Automatically perform computer based tasks
  - Process form data
  - Enforce rules
  - Route documents
  - Gather signatures

- **Common Place**
- **Organize Data and Documents**
  - All electronic assets
  - Meetings
  - Tasks
- **Quick and Easy to Navigate**
  - Built on intranet technologies
  - Allows project dependent layout
  - Provides enhanced search capabilities
  - Links to external resources

- **Automate Processes**
  - Choose electronic forms technology
  - Choose processes that are easily implemented
  - Model business processes for workflows
  - Deploy workflows and forms
- **Deploy PKI technology**
  - Used for digital signatures
  - Create user certificates
- **Deploy Qualified Electronic Signature Technology**
- **Deploy Collaborative Portals Technology**

- **Application Processing**
  - Employs electronic forms, workflows, and digital signatures
  - Routes application forms to responsible employees
  - Gathers digital signatures
- **Document Reviewing**
  - Manages document reviewing with collecting of comments
  - Agreements, Directives, etc...
  - Automatically places documents on portal after reviewing
- **Data Collecting**
  - Employs electronic forms and workflows
  - Stores data into databases
  - Sends email notifications if needed

- **Unstructured Forms**
  - Forms must be easy to process
- **Too Complicated Processes**
  - Processes tend to block
  - Processes are too restrictive
  - Too many tasks
- **Unnecessary Use of Qualified Electronic Signature**
  - Expensive deployment
  - May be substituted with standard signatures
- **Too Many Portals**
  - Unnecessary number of portals
  - Users are overhauled



**Thank You**

- **Questions and Answers**

- **Contact Information**

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