

## THE CHALLENGE

Our client is a County, which serves a population of approximately 380,000 citizens whose mission is to provide high quality, customer-oriented public services. The County strives to be distinctive for using technology to improve public services and for being accessible and responsive to citizens, their needs and wants through being "... at your service."



Demonstrating that it is meeting the mission of serving citizen and business information needs, the County's newly redesigned website recently was ranked sixth in the nation for comparable counties in the National Association of Counties (NACo) and the Center for Digital Government, Digital County Award. This places the County in a select group among the top 10 "Digital Counties" in the United States.

In 2003, as part of an effort to make public documents more easily accessible, the County began studying the feasibility of using its existing document management software to also make certain documents viewable via the public Internet. The types of documents under consideration included real estate property cards, marriage licenses, election filings and other court documents.

The county scans many legal documents and stores them in a database for search and retrieval. When someone needs a copy of the document, it is retrieved and printed by a county employee and then given to the requestor. This can be a labor-intensive process - especially when servicing clerks working for attorneys who are researching real-estate titles or court proceedings. Copies may be needed of many documents and each document must be found by the county employee.

After studying the costs involved for the existing software and other support requirements, the County approached TiBA Solutions to investigate developing a fit-to-purpose lower cost solution that the county could support on their own.

## THE SOLUTION

TiBA Solutions initially developed a proof-of-concept prototype to confirm the feasibility of developing a complete solution. Once the prototype was successfully completed, the County initiated a Requirements Engineering project with TiBA to identify the features needed in the Internet Imaging software.

### **i**SOLUTION™ Methodology

The effectiveness of our approach produces solid results: Quality applications delivered on time and within budget.

- Business priorities drive the planning
- Business requirements are central to the solution
- Business benefits are realized more rapidly

Through a process of workshops, interviews and surveys with the County stakeholders, TiBA Solutions identified the detailed requirements for the solution:

- View documents via a web browser using the internet
- View certain annotations and redactions (editing applied after scanning) for the document
- Allow annotations and redactions
- Provide ability to zoom, rotate, GoTo and scroll
- Help text for the overall viewer and "tool tips" for each tool icon
- Print the image of the current window (one page) to the local Windows printer.



Upon completion of the Prototype and Requirements Engineering, TiBA Solutions designed and developed the imaging software. This included providing Functional Design, Test Cases, Technical Design, Construction & Unit Testing, QA Testing and User Acceptance Testing. In addition, TiBA Solutions provided support documentation for use by County IT staff.

**TECHNOLOGIES USED:**

- Microsoft .NET C#
- .NET Compact Framework
- Microsoft SQL Server 2000
- Windows 2003 Server
- Visual C++
- Visual Basic
- ApplicationXtender
- IIS
- Internet Explorer
- Netscape
- CxImage
- ASP

**THE BUSINESS VALUE**

The new Web Imaging system provides an easy-to-use and cost-effective tool for customers of the County to locate and view documents.

- The cost of the solution was about one-fifth that of purchasing the web-based solution from the document management software vendor.
- The county is able to install and support the software without external consulting.
- As other types of documents are made available, the county can put these on the internet without additional programming required.
- The system will ultimately allow for county employees to focus on tasks more productive than retrieving and copying documents.
- The viewer is linked with existing county applications so that it appears as an integral part of the county's website.

The value TiBA Solutions brought was the ability to:

- Bring extensive experience in imaging, web-based and database related technologies.
- Respond quickly when needed with energized, experienced staff
- Assume a certain amount of risk, mitigating the client's risk
- Utilize a disciplined methodology (*iSOLUTION™*) for finding and extracting detailed business and system requirements that result in the job being done right the first time.
- Bring a thorough understanding of the government technology environment.

