

# Investigating Public Sector Case Management

Executive Survey Summary



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Produced by:

**GOVERNMENT TECHNOLOGY**  
SOLUTIONS FOR STATE AND LOCAL GOVERNMENT

In Partnership with:

**KOFAX** 

## Introduction:

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Case and records management plays a crucial role in any business or government entity. It is particularly crucial in the public sector, however, where actions must be carefully documented and preserved for future reference. Case management is a vital component of any successful public sector organization's success.

*Government Technology* recently surveyed over 120 public sector actors in key positions to learn how their agencies typically handle case and records management, and how that process might change in the future. The findings illustrated that many agencies would like to increase efficiency in their case management process, but many have not yet taken the steps to do so. Over half of respondents listed efficiency or compliance as the biggest driver behind case and records management in their organization, reflecting key priorities of the public sector. On the other hand, nearly half (44%) of respondents reported still using manila folders as the primary tool for managing case files, despite the present-day availability of automated and electronic management systems. Additionally, nearly two-thirds (62%) of respondents reported using an entirely or partially "ad hoc" management system.

However, there are encouraging signs. For example, 10 percent of respondents reported having implemented mobile capture technology in their case management system to improve organizational effectiveness, with another one-third (33%) planning to do so in the next 18 months. Overall, while case management is still a largely paper-based operation, there are clear signs that technology will play a greater role in this area in the future.

## Respondents:

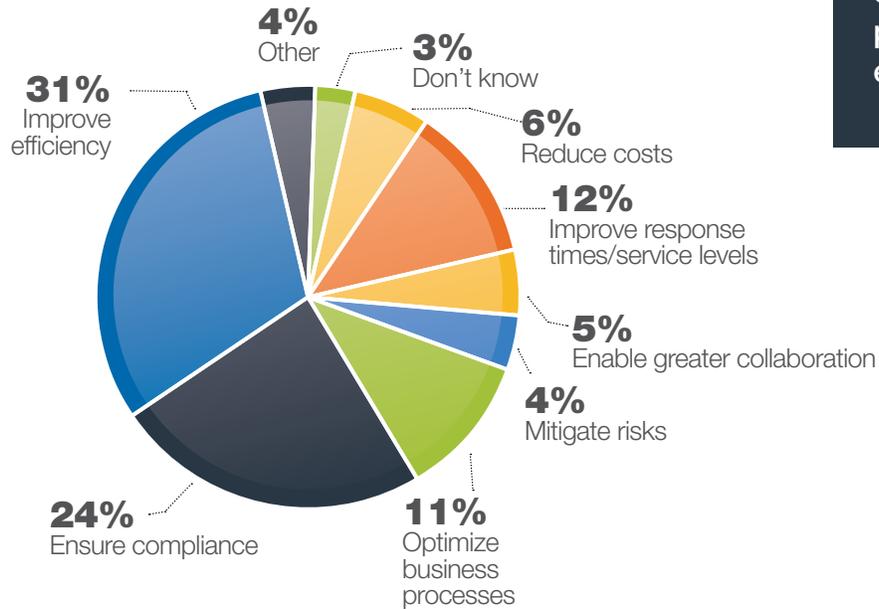
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This survey was completed by a random sampling of *Government Technology's* subscriber base — including IT management and administrators. Respondents were solicited via four email invitations directing them to the online questionnaire. All aspects of this survey including questionnaire review, promotional outreach, response capture and report preparation have been completed by *Government Technology*.

*Note: This survey is intended to provide a general summary of Government Technology's audience responses to various questions on business efficiency. This summary is not intended to represent nationally projectable results.*

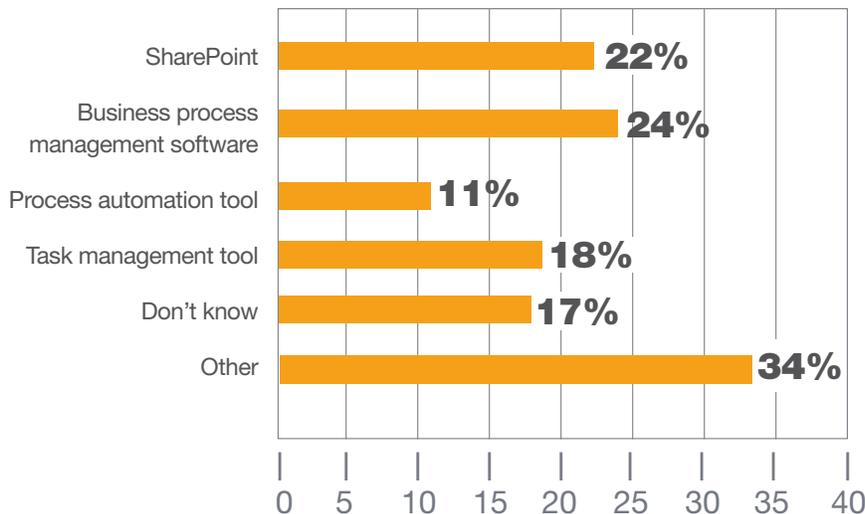
## Survey Highlights:

1. When you think of your organization's records/ documents and cases, what is the most significant business driver? *Select all that apply.*



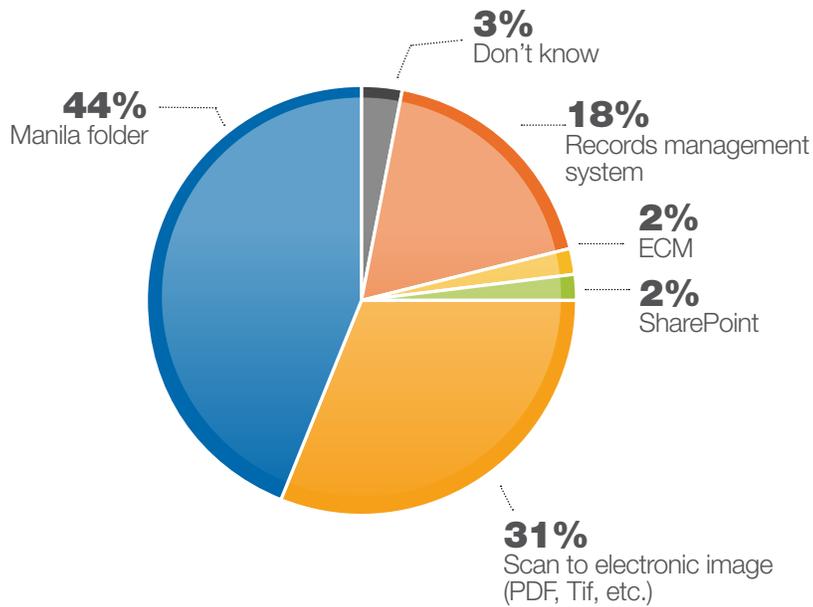
Nearly one-third (**31%**) perform case management primarily to improve efficiency.

2. What tools do you use to manage case files? *Select all that apply.*



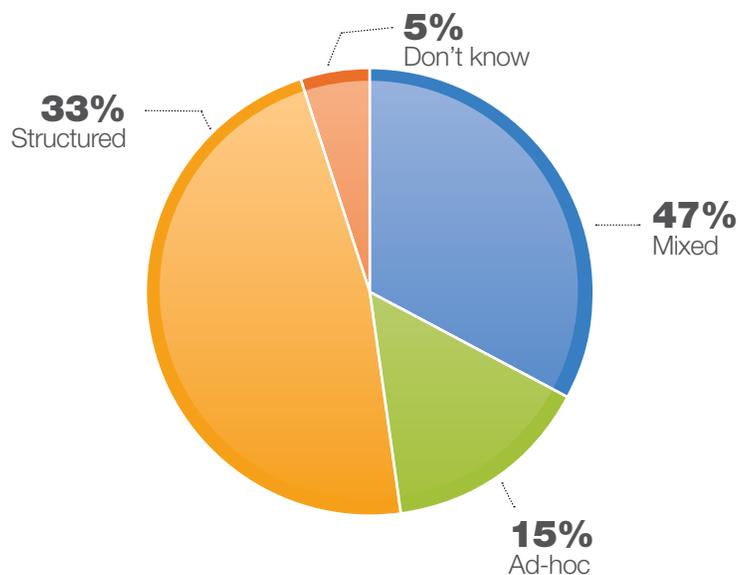
Twenty-four percent of respondents use business process management software to manage case files.

### 3. How do you manage paper in case files?



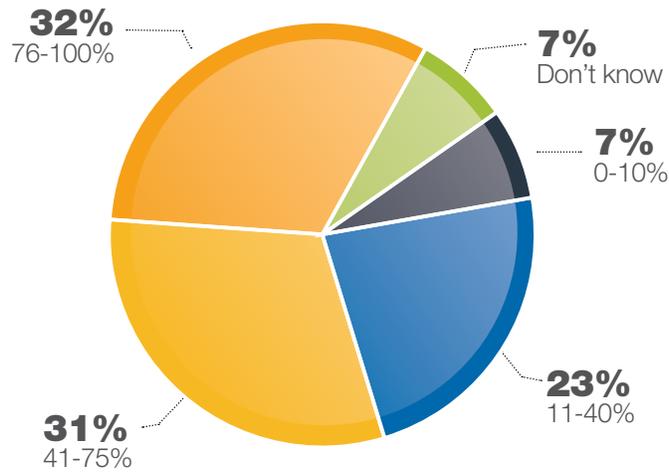
Close to one-half (**44%**) still use manila folders to manage case files, while less than one-fifth (**18%**) use a records management system.

### 4. Is this process structured or ad-hoc?



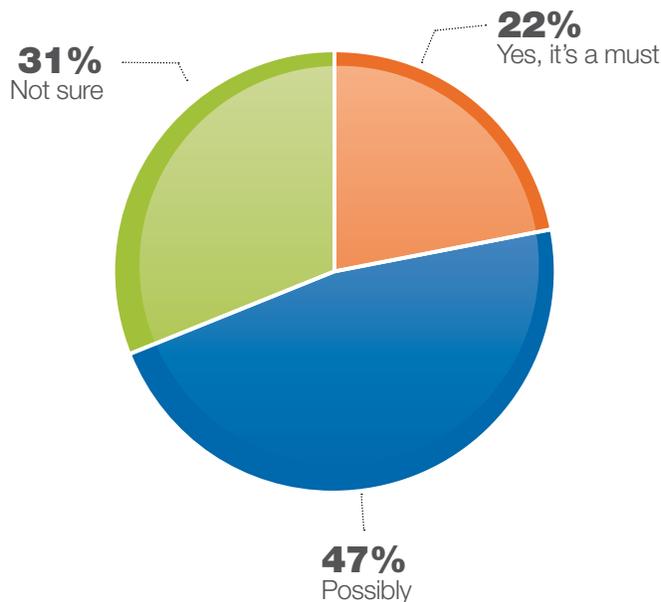
One-third (**33%**) employ a structured case and records management process.

5. How much of this process is structured?



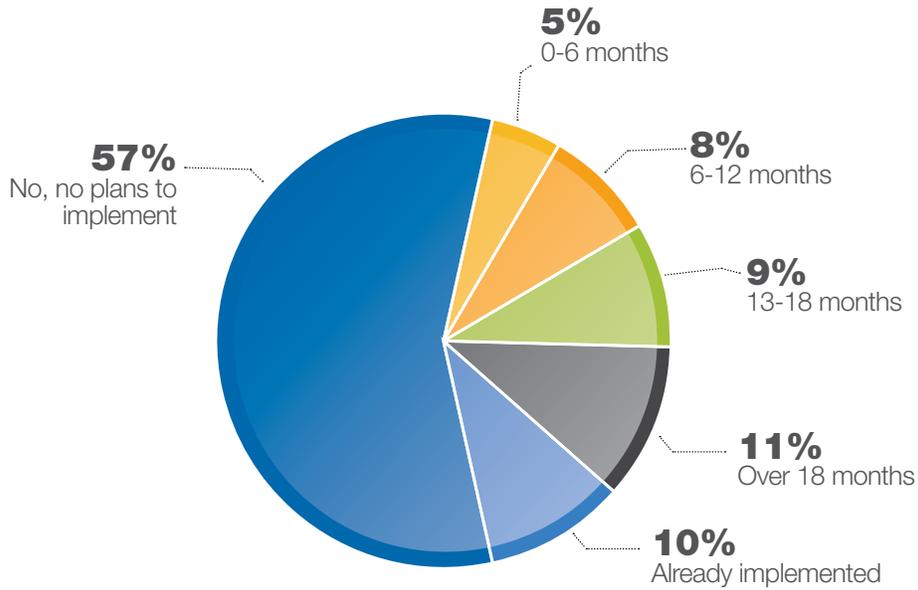
Thirty-two percent have a process that is 76 percent to 100 percent structured.

6. With the proliferation of mobile devices, is mobile capture of data a consideration for automating processes?



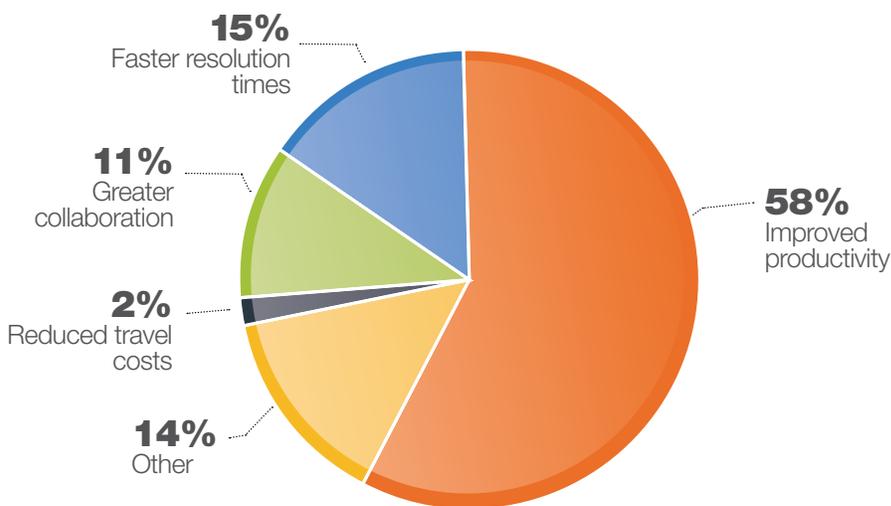
Forty-seven percent say that mobile capture of data is a consideration for automating processes.

7. When thinking about mobile capture, do you have a timeline for possible implementation?



Over half (**57%**) have no plans to implement mobile capture in their processes.

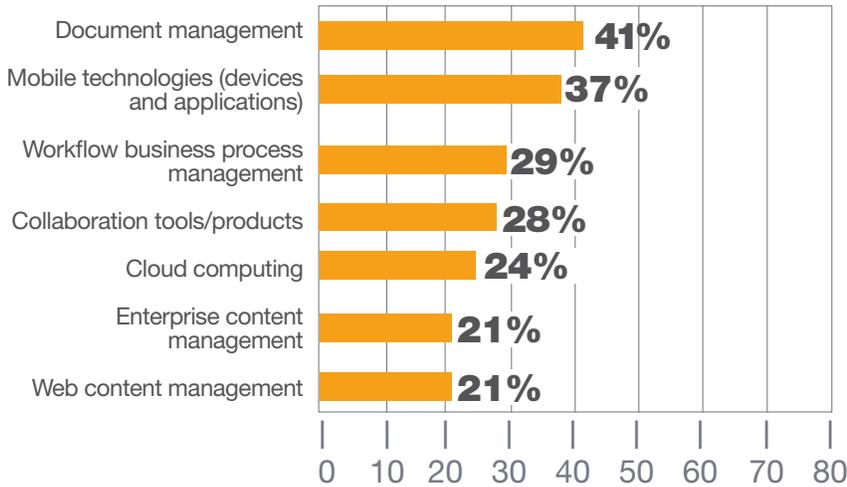
8. What is the single greatest potential benefit of mobile capture?



The greatest perceived benefit of mobile capture is improved productivity (**58%**).

9. In the next 12 months, my organization is planning to invest in: *Select all that apply.*

Over one-third (**37%**) plan to invest in mobile devices and applications within the next year.



10. Do you have a preference for case management software over business process management?

Less than one-fifth (**17%**) prefer case management software over business process management.

