

- Oklahoma Department of Human Services



ADOBE LIVECYCLE

WHO WE ARE

- Largest State Agency
- 7,200 Employees (additional 4,000 partners & contractors)
- 77 Counties
- Supporting 23 Agency Divisions / Programs



THE PROBLEM - "FORMDEMIC"

- OKDHS owns 1,066 general use forms
- Low accountability
- Fragmented tracking
- Minimal form security
- 508 Accessibility deficiencies
- Version control problems



THE PROBLEM - "FORMDEMIC" (CONT.)

- Example: Leave Request (10AD001E)
 - Repetitive data entry
 - Form recycling for errors
 - Manpower intensive



THE SOLUTION - "PAPERCILLIN"

- Intelligent Forms Provide:
 - Population assistance; Auto-fill for repetitious data
 - "Form Guides" reduce errors
 - Activity visible to all levels of management
 - Accountability
 - Escalation / SLAs
 - Pinpoint case disposition



THE SOLUTION - "PAPERCILLIN" (CONT.)

- Stalled work notices
- Better division of labor
- Quicker response times to issues

S.W.O.T.

Strengths

- Electronic workflow
- Escalation
- Accountability/visibility
- Version control
- Centralized form deployment

Weaknesses

- Steep learning curve
- Small LiveCycle staff at present

Opportunities

- Reduce duplicate forms
- More focused labor force
- Statewide adoption - HB1304

Threats

- Current DocGen system failure
- Organizational adoption
- IT Assimilation

DEMO



DEPLOYMENT STATUS

- Forms Converted
 - To date: 30 forms for finance division
 - 1 form for entire agency
 - No obtrusive workflow
- Platforms Deployed
 - (1) Development Cluster
 - (3) Test Environments (Sandbox)
 - (1) Production Cluster

TRAINING

- Intelligent Forms
- In-House: Fridays @ PMO
- Avoka: September 2011
- Application Development
- Avoka: August 2011

NEXT STEPS

- Intelligent Forms
 - Deploy 10AD0001E for Finance, then agency
 - Rapid Cycle Development with all customers
 - Resume Stop-Gap Testing
 - DocGen Replacement
 - Batch print jobs (600,000 pages/mo)
 - Form Wizard development
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Adobe LiveCycle ES2 Architecture

