

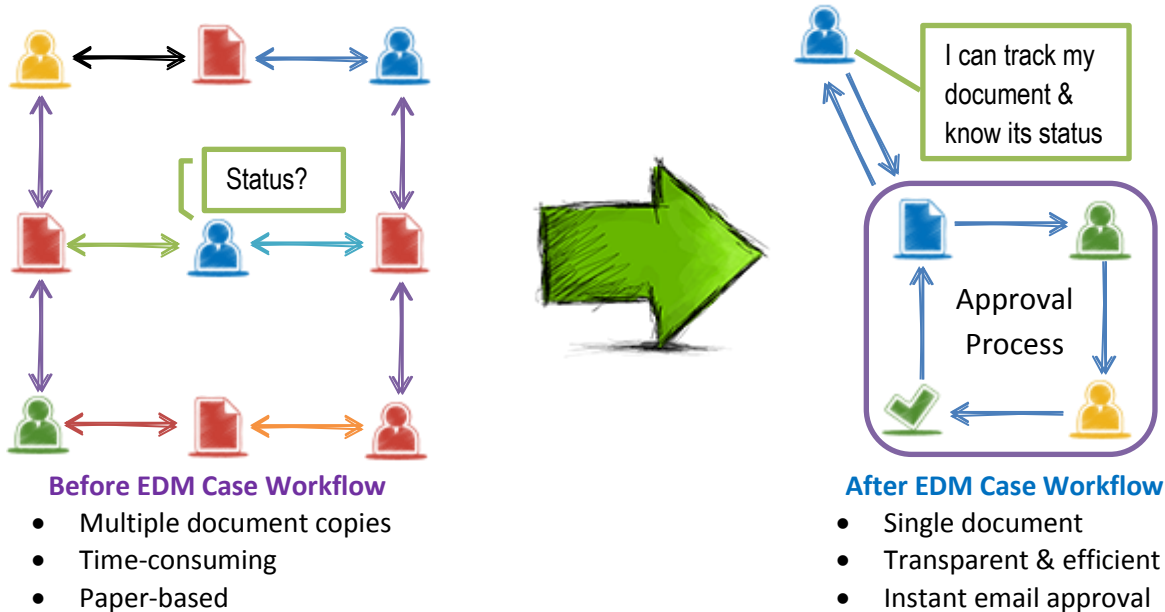
6 steps to eApprovals: the PSC & DPC interagency collaboration project experience

The concept of embarking on a collaborative project to see the Public Service Commission (PSC) transition to a **100% digital approval environment** in a similar manner to Department of Premier and Cabinet (DPC), following an inter-agency delivery approach, began in October 2015.

This infographic provides information on PSC's and DPC's journey, and offers a high-level roadmap to implementing an electronic approvals (eApprovals) workflow solution.

1 Know your purpose & the outcomes sought.

PSC had documents which would go up and across the organisation for approval, getting re-printed with every change & PSC clearly needed a solution. DPC proposed to implement a solution at a dramatically reduced cost. The EDM Case Workflow is a single, generic, tested, & validated electronic approval solution which can be applied to all (or most) of PSC's decision-making processes.



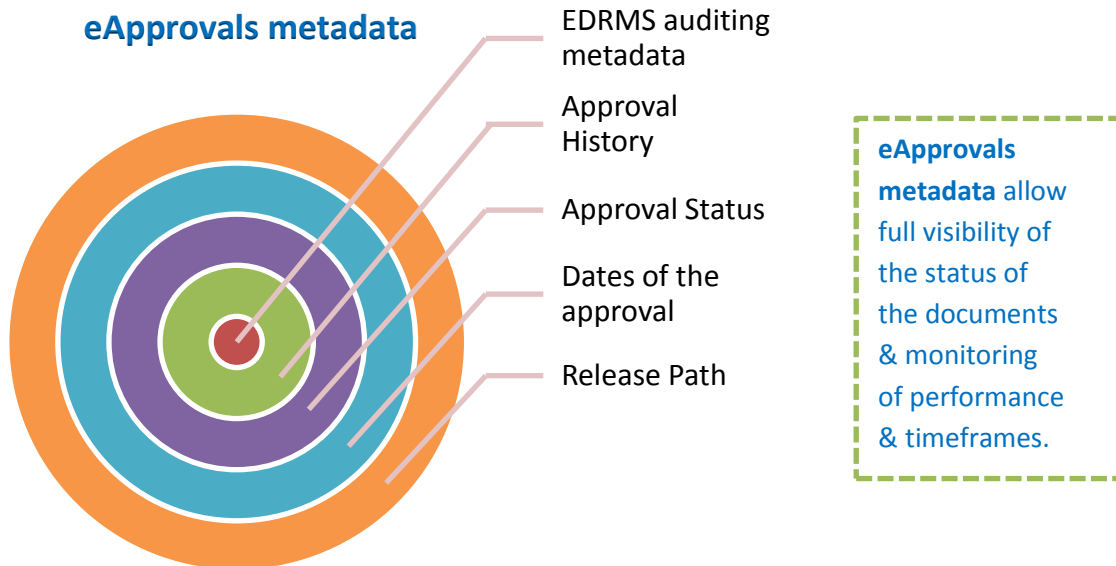
2 Collaborate & use a proven methodology

The inter-agency delivery approach allowed PSC to adapt DPC's methodology. PSC re-used DPC's transition knowledge, materials, designs & staff to deliver transformation.



3 Analyse & automate the approval process based on your organisation's need & digital environment.

Identify metadata needed & use it when possible. DPC and PSC both used their electronic document and records management system or EDRMS' workflow and the actionable email features to enable executives to approve documents from email, anytime & anywhere.

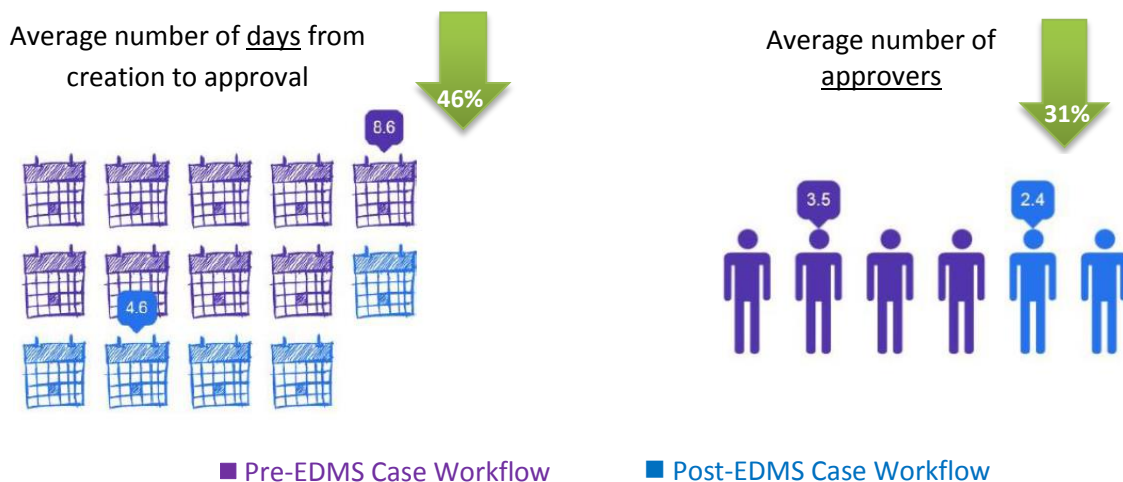


4 Baseline & monitor key performance indicators (KPIs)

PSC's eApproval workflow delivered efficiency savings & improvements such as:

- increased structured collaboration between staff on key decision documents
- all briefs (+ attachments) are stored in the EDRMS at the start of the approval & tracked the entire time
- minimised printing and re-printing of paper briefs, and,
- increased mobility for staff engaged in approval processes.

PSC is now capturing metrics such as correspondence workloads per branch.

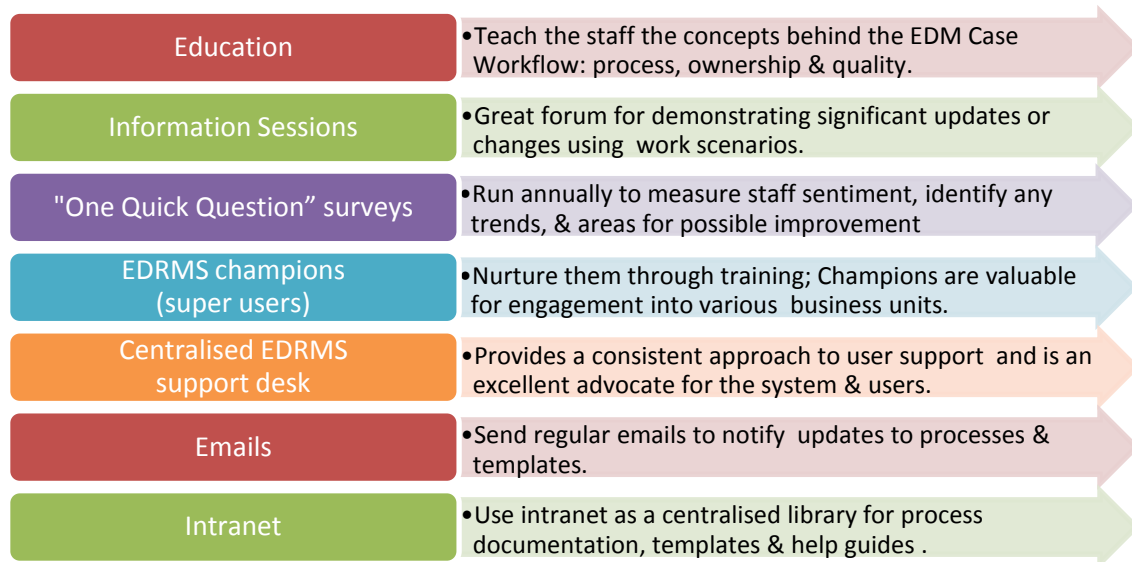


5 Manage change to ensure 100% adoption

Education, project awareness and trickling down information from the project steering committee to staff are some of change management strategies used to ensure success and ongoing use of the EDM Case Workflow.

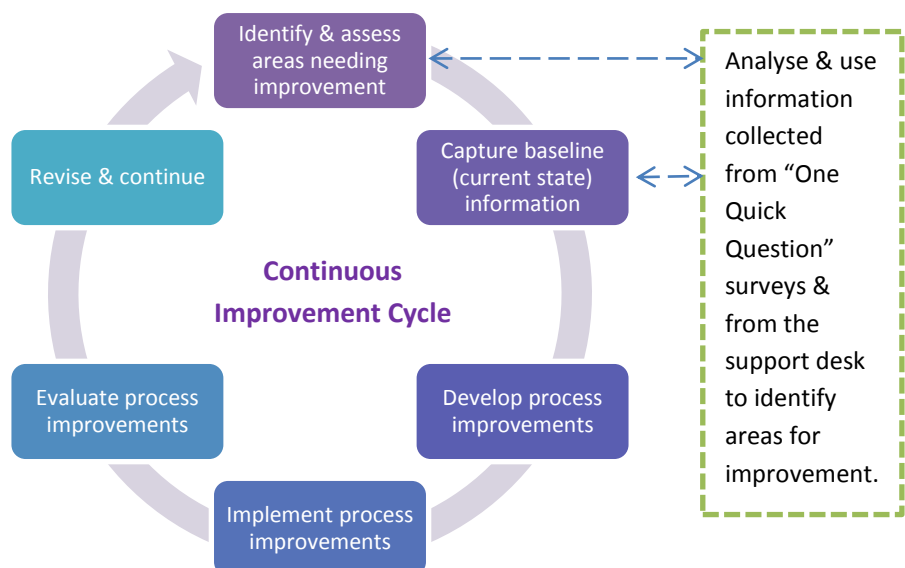
“We took a shadowing / reverse shadowing / train-the-trainer approach for support & training which meant it was mutually beneficial for both PSC and DPC teams.” - Nadine Louis, DPC

Change management strategies & tools



6 Document lessons learnt to fuel continuous improvement

Take time to document lessons learnt as it'll give valuable insights on what went well and what might have been done differently. Discuss successes, failures, strengths, & weaknesses. Throughout the project, both PSC & DPC learnt lessons and discovered opportunities for improvement.



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