

 **ELCA**

*We make it work.*

ELCA for



**PGA**

**Electronic record and process management by ELCA**



Are you a **cantonal or communal administration**? PGA is the answer to your challenges:

- **eGovernment Strategy**: PGA enables 100% digital processing of requests from your e-portal (eCH-0039).
- **Management of formal meetings** (State Council, Grand Council, Commissions, Municipality, Communal Council): PGA facilitates the organization and conduct of meetings in "paperless" mode.
- **Legal compliance** (Archiving Act LAr, Transparency Act LTrans): PGA is a turnkey solution for implementing electronic record and process management according to Swiss and ISO standards (ISO-15489, eCH-0002, eCH-0160)



*[Success Story: The BLEU SIEL project in the Canton of Vaud](#)*



Are you a **private company**? PGA is an accelerator of your digital transformation:

- **Digitization of business processes:** PGA is a turnkey solution for digitizing processes centered on document management (e.g. legal affairs management).
- Implementation of **document governance:** PGA facilitates this implementation by relying on recognized standards.
- **Management of formal meetings (Board of Directors, etc.):** PGA facilitates the organization and conduct of meetings in "paperless" mode.

### Townships

- Governmental cases requiring a decision of the State Council (Credit, Legislative project, ...)
- Parliamentary cases (motion, postulate, interpellations, ...) dealt with in committee and then in the Grand Council meeting
- Departmental cases (Cyber application, incoming and outgoing mail, notes, ...)

### Communes

- Cases requiring a decision by the Municipality
- Cases transacted in the City Council
- Others (Cyber service request, incoming and outgoing mail, notes, ...)

### Companies

- Cases requiring a decision by the Board of Directors
- Legal Cases
- Project management
- Case Management (Questions, Requests, Incidents received by mail, email or on the website)

## Designed by and for the users

- PGA is the result of ELCA's collaboration with the teams of the Canton of Vaud in the context of the implementation of the new Executive and Legislative Information System (BLEU SIEL), which is live since July 2020.

## Robust

- PGA manages all the cases that will be on the agenda of a meeting of the State Council and/or the Grand Council at some point in their lives.
- More than 1000 users use PGA every day.

## Modern and Open

- PGA is a web application based on a modern architecture and technologies that meet the requirements of Security, Interoperability and Performance.



## PGA manages your business cases files and documents...

- You have all the standard functionalities of a DMS (classification plan, document loading, metadata management, version management, document preview, etc.)
- and some advanced features like MS Office integration, document templates and output management.



## ...but PGA also manages your business processes in "paperless" mode...

- You configure the steps of your case process and have all the functionalities of a Case Management tool (Workflow, Task Management, sharing and transmission of a case to another users group): this is the end of document copies by email.
- But also collaborative functions (Conversations around a case, Recording of formal notices, Sharing, Dashboards, Notifications).
- You integrate your electronic signature tool to avoid a break in your digital process.



## ...and centralizes all necessary information (360° vision)

- Having all the documents available is good, but having all the business information available in a structured way is even better!
- In the context of eGovernment, the case shows all the data entered in the form, but also the attachments.
- And globally all the information necessary for the processing and management of the case.

# Formal meetings

A screenshot of the 'Agenda' application interface. The top navigation bar includes 'Accueil', 'Notifications', 'Agenda', 'Tâches', 'Mes documents personnels', 'Interventions parlementaires', 'Affaires', 'Courriers', 'Indemnités', and 'Statistiques'. The main content area shows a table of sessions with columns for 'Jour', 'Date', 'Début', 'Fin', 'Durée', 'Lieu', and 'Nom'. Below the table, there is a detailed view of a meeting titled 'Séance du Conseil d'Etat' with an agenda and participant list.

Jour	Date	Début	Fin	Durée	Lieu	Nom
Lu	20.08.2018	08:00	12:00	4:00	Chantier de Chessel	Séance du groupe de travail pour la troisième correction du Rhône - V chantier de Chessel
Ma	21.08.2018	08:00	11:00	3:00	Salle Charbon	Séance du groupe de travail pour la troisième correction du Rhône
Ma	21.08.2018	13:00	16:00	3:00	Salle Charbon	Séance du groupe de travail pour la troisième correction du Rhône
Me	22.08.2018					
Je	23.08.2018					
Ve	24.08.2018					

PGA includes a complete module for managing **formal meetings** dealing with cases.

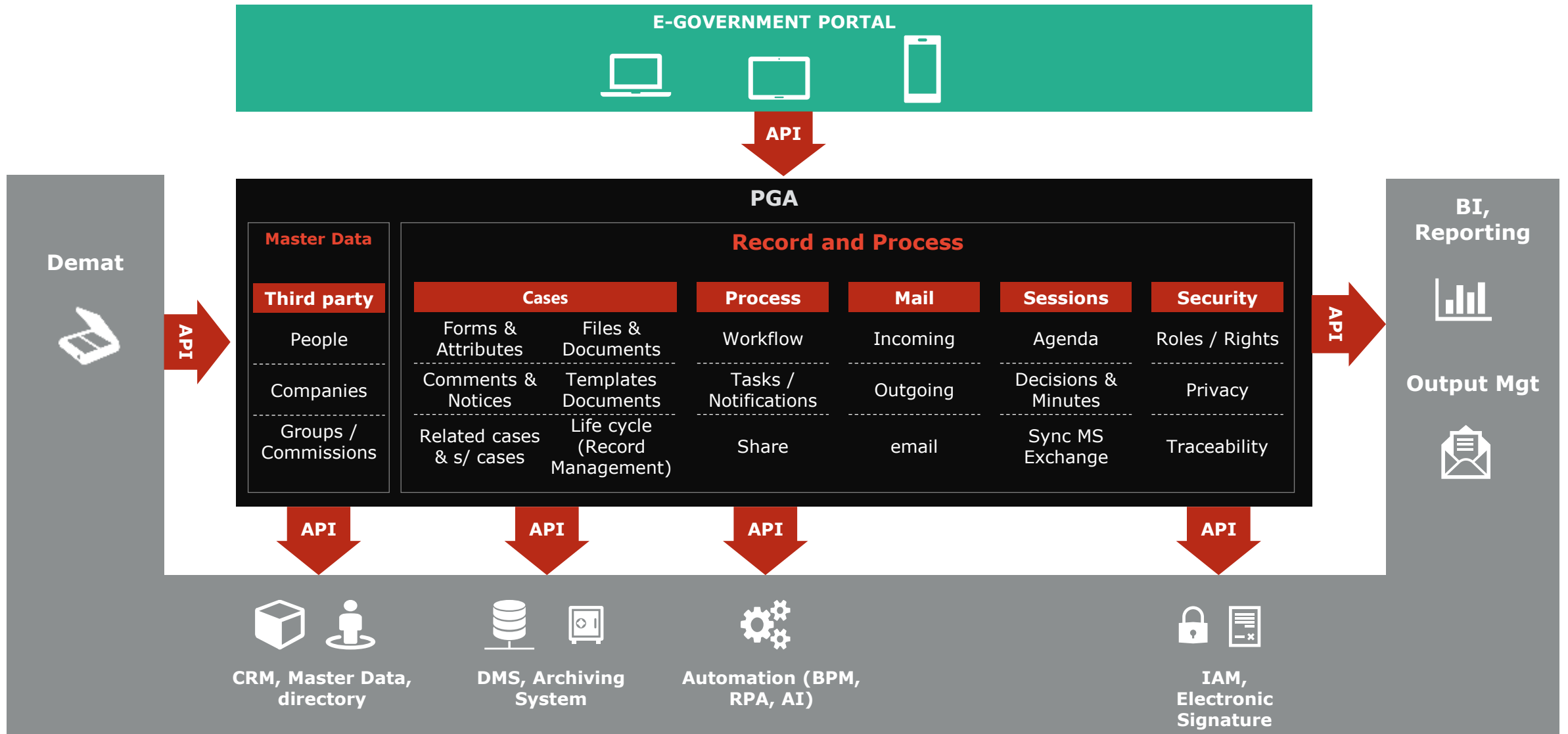
The planning of meetings is done directly in the solution. Synchronization with MS Exchange allows you to check the **availability of participants**, to reserve rooms or resources and of course to see these sessions in your Outlook calendar.

The solution allows you to prepare the **agendas** of the meetings, linking cases and documents to the agenda, the convocations, the **presences**, and the minutes of the **decisions**.

The decisions taken in session automatically advance the life cycle of the business.

A screenshot showing a detailed view of a meeting agenda. The agenda items are: 1. Communication entrantes et sortantes (5), 2. Affaires urgentes, 3. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur mollis nec mi et feugiat. In mauris ligula, tristique volutpat tellus at., and 4. Demande de décision anticipée sur l'objet. Below the agenda, there is a section for 'CONCLUSION' with placeholder text.

# An open and interoperable platform

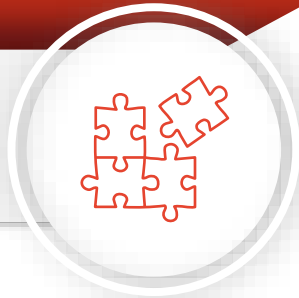




# An open and interoperable platform

**PGA fits into your existing information system...**

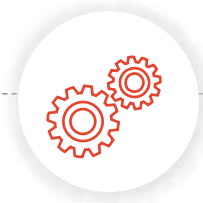
**...it does not replace or duplicate your components**



- **eGovernment Portal:** PGA interfaces with your eGov Portal in order to process eGov requests (reception of requests and sending of responses) (eCH-0039 standard);
- **Dematerialization:** Once scanned, the documents are deposited in PGA to be processed as new incoming mail, or linked to an existing case;
- **Output Management:** because not all citizens are ready for e-government, PGA interfaces with your Output Management solution to print and fold your outgoing mail;
- **BI and Reporting:** PGA offers operational dashboards, but delegates statistical and BI needs to your reporting tools. The data is perfectly structured and accessible in the database;
- **Master Data / Directory:** PGA interfaces with your LDAP directory (groups and users) and allows you to synchronize with your master data management solutions (individuals, companies);
- **DMS and EAS:** PGA interfaces with your DMS solution and your electronic archiving system (eCH-0160 standard). PGA is not just another DMS, on the contrary, you can take full advantage of your document governance and record management.
- **IAM and electronic signature:** PGA offers standard connectors (Open ID Connect, SamL) to interface with your IAM, and integrates with your electronic signature solution.
- **Process automation:** PGA publishes events and offers APIs to interface with your BPM and/or RPA solution to automate all or part of the business process.

# Structured Information

In a PGA Case, all the required business properties can be defined and managed in a structured way.



## **No Code approach:**

*properties are configured for a case type (JSON schema). The associated forms are dynamically generated.*

*The database schema remains well structured (no meta model) for better performance, scalability and maintainability.*

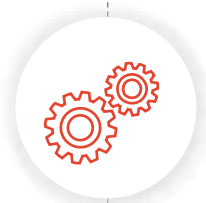
The screenshot shows a web application interface for a case management system. The title is 'Affaire de demo complète'. The form is divided into several sections:

- Informations générales:** Includes fields for 'Type' (set to 'Affaire de demo'), 'Titre' (set to 'complète'), 'Titre résumé', and 'Description'.
- Organisation:** Includes 'Secteur responsable' (set to '2'), 'Démarrage prévu le' (set to 'jj.mm.aaaa'), and 'Fin prévu pour le' (set to 'jj.mm.aaaa').
- Informations personnelles du demandeur:** Includes 'Nom' (set to 'Jacques Bollomey'), 'Age' (set to '23'), and 'Date de naissance' (set to 'jj.mm.aaaa').
- Démo données de référence:** Includes 'Choisissez un pays (dans l'UE)' (set to 'France'), 'Indicatif' (set to '+33'), and 'Population' (set to '67848156').
- Démo données de référence provenant d'un web service:** Includes 'Choisissez un canton' (set to 'Jura') and 'Choisissez une localité de ce canton' (set to 'Develier').
- Démo champs complexes:** Includes 'Choisissez les fruits que vous appréciez' (with buttons for 'POIRE' and 'PÊCHE') and 'Activez une option quelconque' (with a toggle switch).

At the bottom, there are buttons for 'ENREGISTRER' and 'ANNULER LES MODIFICATIONS', along with the text 'PGA \_ Electronic Business Management by ELCA' and the page number '10'.

# Document management

PGA enables collaborative and secure work on case documents: creation of documents from templates that can be managed by the business, merging with case properties, MS Office integration, version management, advanced access rights management, import of existing documents.



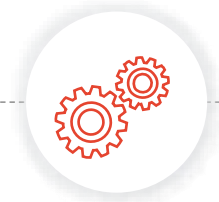
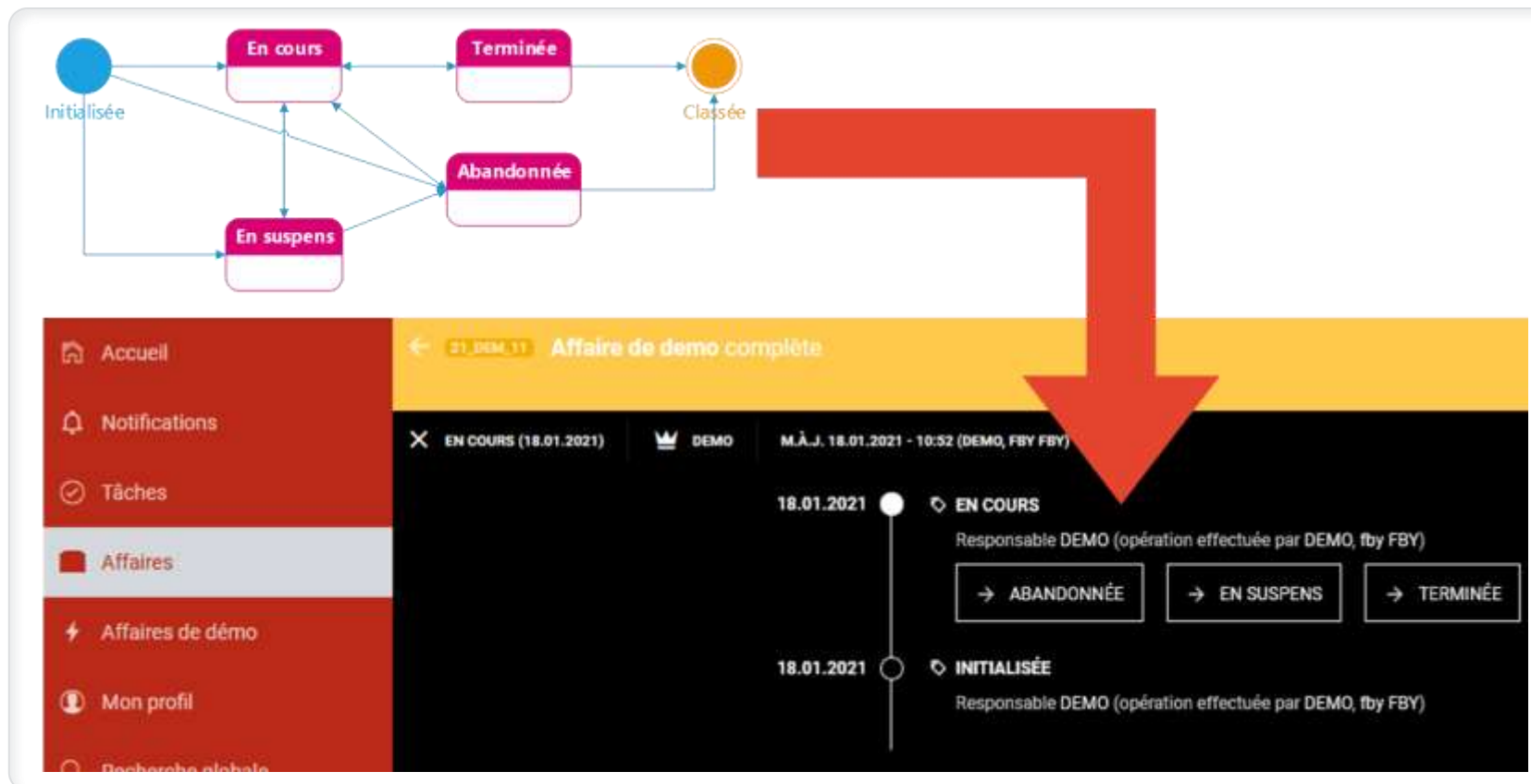
*Integrated as standard with the **Alfresco** solution.*

*The PGA roadmap includes an API to connect with other EDM solutions.*

The screenshot displays the PGA web interface. On the left is a red navigation sidebar with menu items: Accueil, Notifications, Tâches, Affaires, Affaires de démo, Mon profil, and Recherche globale. The main content area has a yellow header with a breadcrumb trail: 21\_DEM\_11 > Affaire de demo complète. Below the header is a black status bar with indicators for 'EN COURS (18.01.2021)', 'DEMO', and 'M.À.J. 18.01.2021 - 10:52 (DEMO, FBY FBY)', along with 'S'ABONNER' and 'TRANSMETTRE' buttons. The main area is titled 'Documents' and includes a 'TRIÉ PAR NOM' dropdown. A 'SÉLECTIONNER' menu is open, showing options: DOSSIER, DOCUMENT COMPOSÉ, DOCUMENT WORD, DOCUMENT EXCEL, and DOCUMENT POWERPOINT. Document cards are visible, including 'LE-E lettre quelconque' (ID 1'060 - 18.01.2021 10:43) and 'Note interne concernant les démos' (ID 1'080 - 18.01.2021 15:41).

# Workflow

- Workflows allow you to define and follow all the significant steps in the progress of the case, with complete traceability on the changes of states.
- At each stage, the case is under the responsibility of a group, and can be passed on to another group while guaranteeing the confidentiality of the information.



## **No Code approach:**

*The workflow is configured for one case type.*

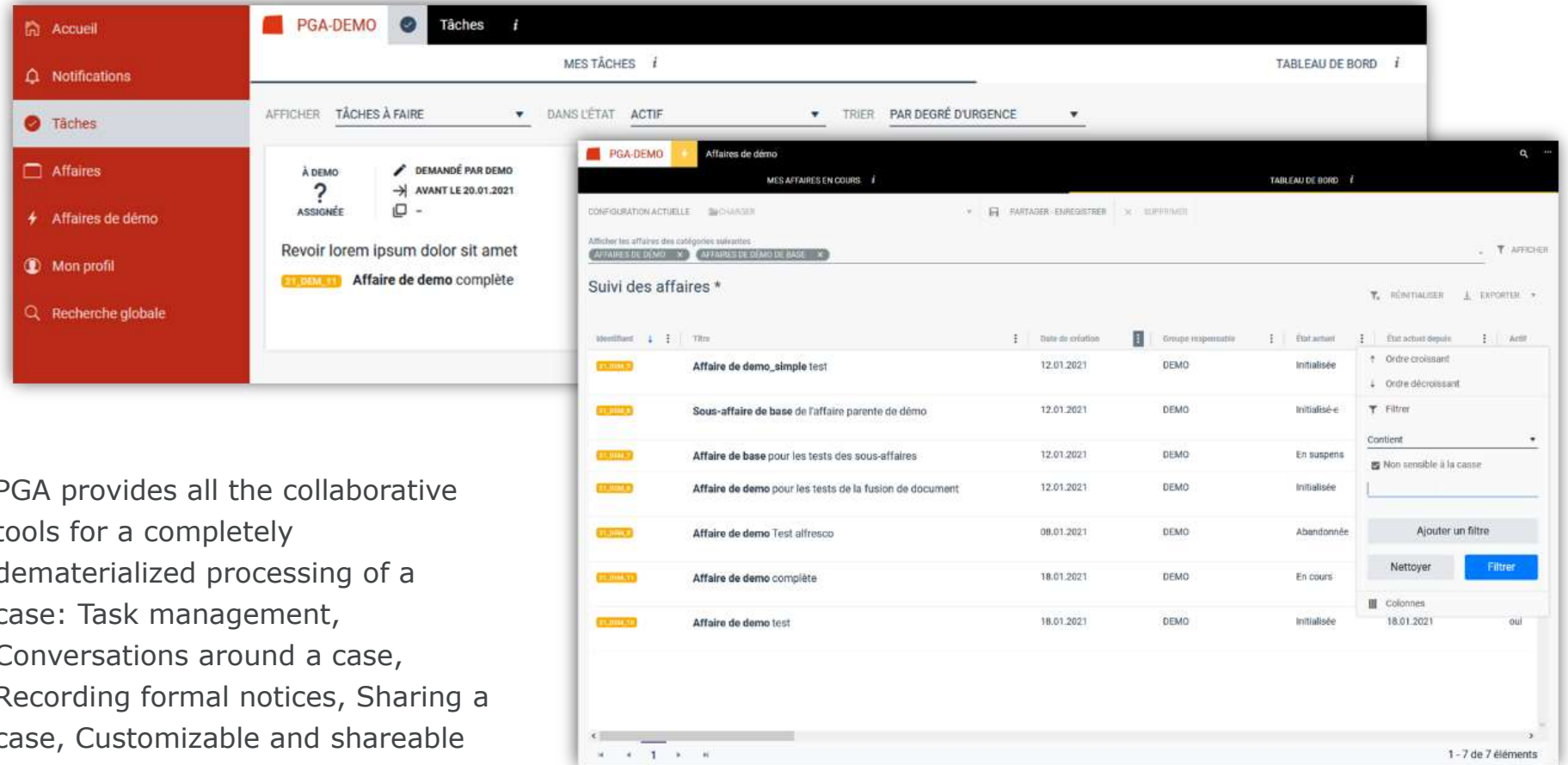
## **Case Management approach:**

*Brings structure and flexibility to your process management unlike a BPM approach.*

*PGA allows the automation of processes when necessary (see process automation)*

# Collaborative Work

PGA provides all the collaborative tools for a completely dematerialized processing of a case: Task management, Conversations around a case, Recording formal notices, Sharing a case, Customizable and shareable dashboards, Notifications.



# Linked Cases

The management of relations between cases allows to answer many use cases: hierarchical link (sub-case), thematic link, but also for example a case "Request" with a resulting case "Authorization".

The screenshot displays a web interface for case management. On the left is a red sidebar with navigation options: Accueil, Notifications, Tâches, Affaires (highlighted), Affaires de démo, Affaires RH, Mon profil, and Recherche globale. The main content area has a yellow header with a back arrow, a case ID '21\_DEM\_1', and the title 'Affaire de base lorem ipsum'. Below the header is a black bar with status 'EN COURS (22.01.2021)', a crown icon 'DEMO', and a date 'M.À.J. 22.01.2021 - 17:00 (DEMO, FBY FBY)'. The main content area has three tabs: 'DÉTAILS' (selected), 'COMMENTAIRES (0)', and 'RELATIONS (2)'. Under 'RELATIONS (2)', there are two sections: 'Cette affaire est composée de...' and 'Cette affaire compose...'. The first section shows a sub-case '21\_DEM\_2' with status 'EN COURS' and title 'Sous-affaire de base dolor sit amet'. The second section shows 'L'affaire actuelle' and a sub-case '21\_DEM\_3' with status 'EN COURS' and title 'Sous-affaire de base consectetur adipiscing elit'.

# Management of Third Party

The solution provides all the functions for managing people (citizens, applicants, beneficiaries, etc.) or legal entities (companies, partners, etc.), not to mention users and groups.

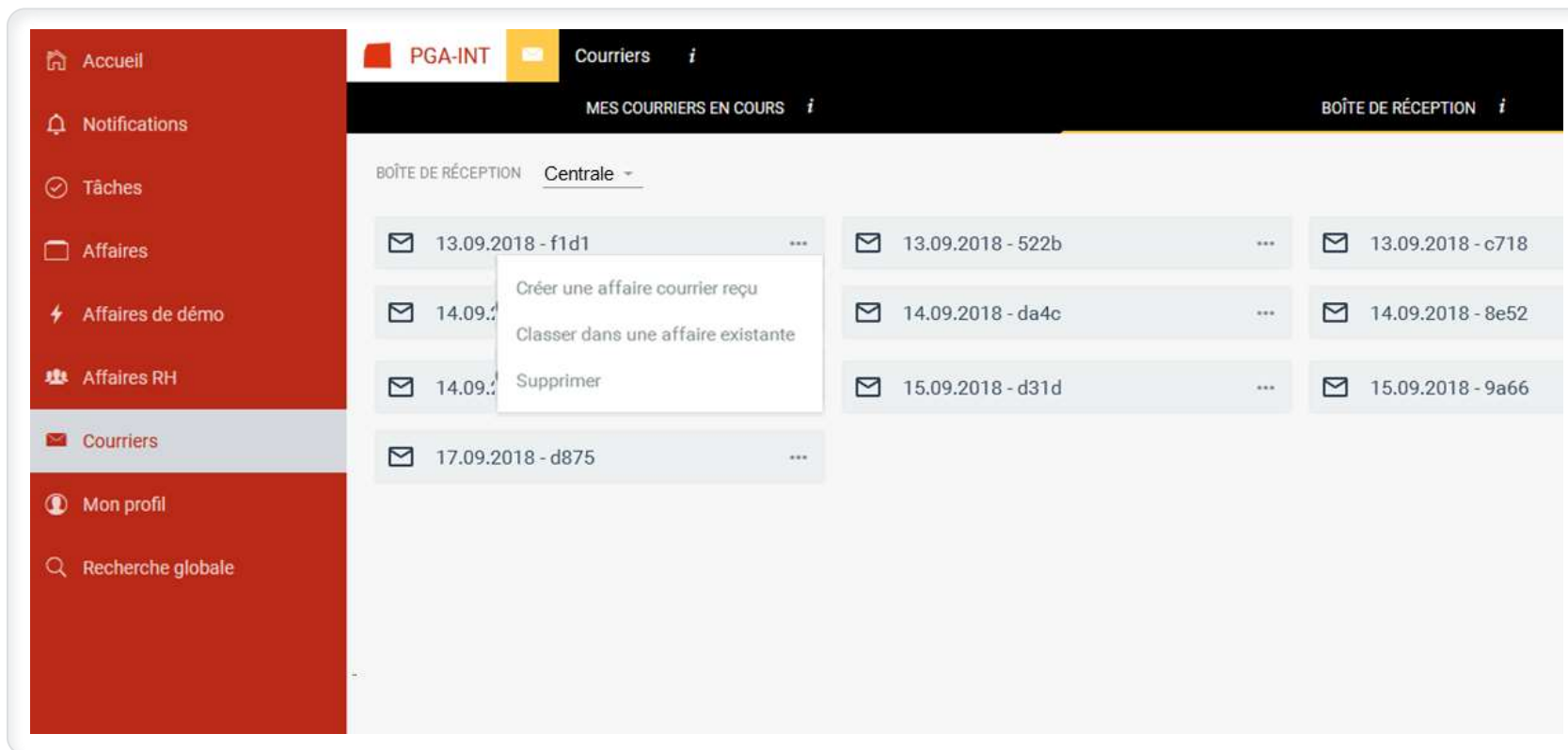
*The solution offers connectors to interface with your corporate repositories (Third Party) but also to synchronize with your organization and your users (LDAP directory).*

The screenshot shows a web application interface for user management. On the left is a red sidebar with navigation items: Accueil, Notifications, Tâches, Affaires, Affaires de démo, Groupes, Personnes (selected), Mon profil, Paramètres, and Recherche globale. The main content area displays the profile of 'M. BOLLOMEY Jacques' for user ID 41. The profile includes a 'DÉTAILS' header, 'Informations générales' section with fields for Identifiant (41), Type (Personne), Nom (Bollomey), Date de naissance (06.09.1969), and N°AVS. There are also checkboxes for 'Sync RCPers' and 'Confidentiel', and a 'Prénom' field with the value 'Jacques'. Below this is a 'Contact principal' section with 'Personnel' selected and 'Homme' as the gender. At the bottom, there are sections for 'Contact professionnel' and 'Contact personnel', each with 'Ligne 1' and 'Ligne 2' fields. The footer of the sidebar contains technical information: 'Utilisateur: adm (adm ADM)', 'Nom de l'application: PGA-DEMO', and 'Version de l'application: 0.1.1.4-PGA-DEMO'.



# Mail management

In PGA, a **mail is a case** with its documents. You therefore benefit from all of the case processing functions for managing incoming mail, with the addition of specific functions such as the rapid creation of a reply mail. In the box displaying the dematerialized incoming mails, you can either create a new case to process the received documents or attach them to an existing case.

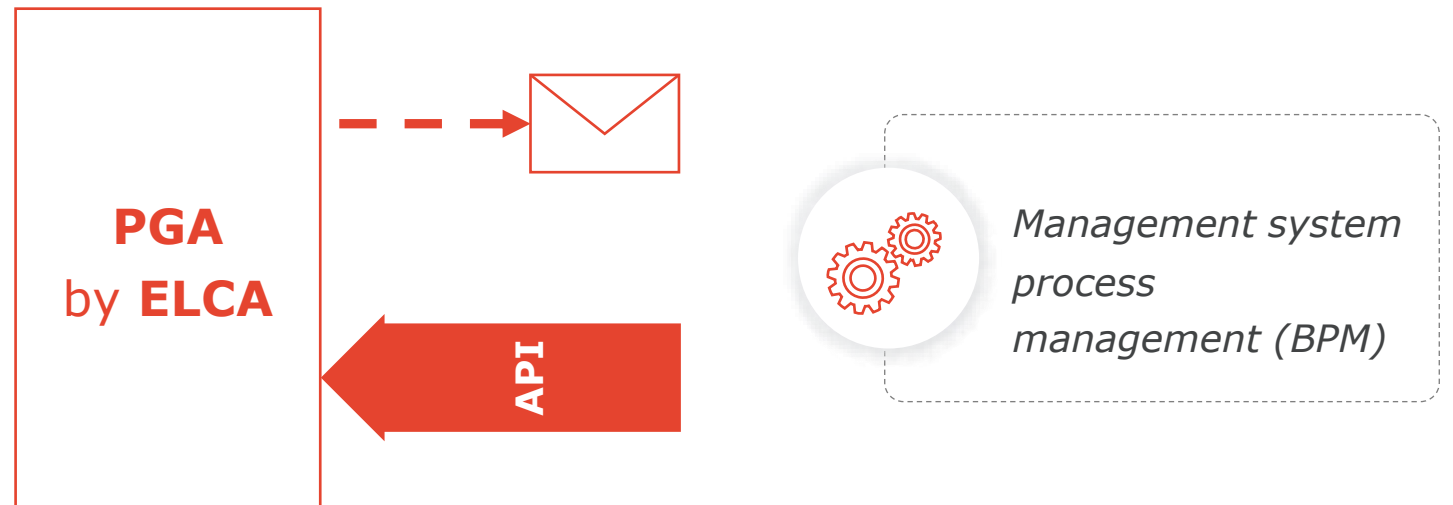


In addition, you can import important emails into a case from your email software to store them permanently in EDM (in standard EML format) and then access them directly from the application, with their full content (including attachments).



# Process Automation

PGA allows you to automate all or part of the process of handling a case. PGA publishes events when a case changes, and presents an API for case management. This gives you the freedom to listen to these events and to manage your cases (execution of a business rule, triggering of a complete process in your BPM engine, AI service call, etc.).





*We make it work.*

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*Thank you!*

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