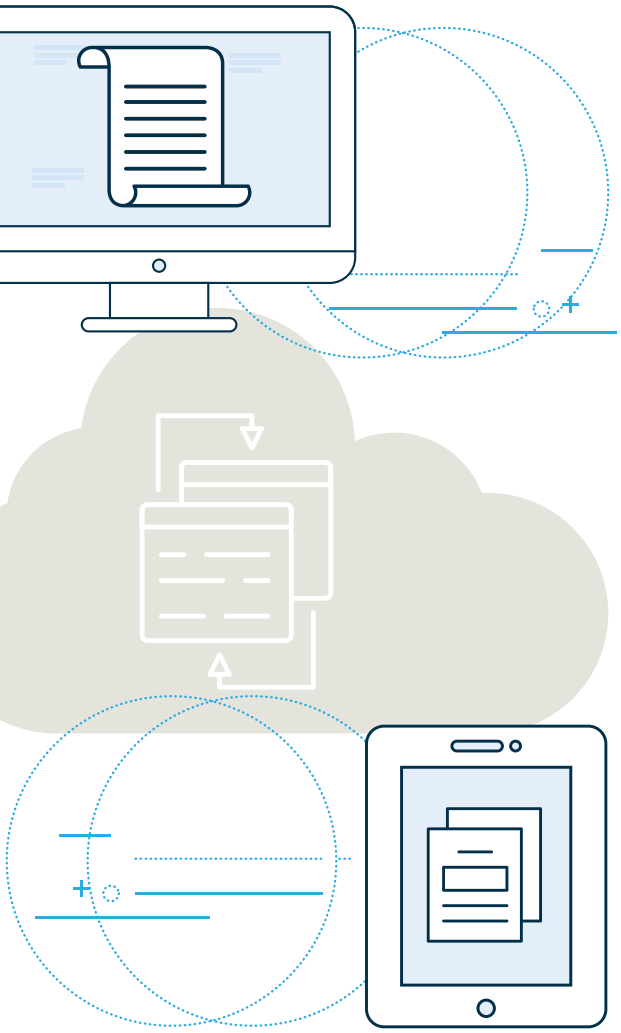

How the cloud is **revolutionizing AGENCY WORKFLOWS**

Cloud-based document management is helping agencies streamline complex workflows and reduce the time it takes to review and track documents, all while adhering to government security and retention requirements. The approach also results in enormous cost savings, faster delivery of citizen services and increased productivity for employees.

A more secure way to manage and agree on documents

Barton Phillips
Vice President of Enterprise Sales, DocuSign

MOST DOCUMENT WORKFLOWS at government agencies follow what are still largely manual processes. Although they might be initiated online, what happens after that involves routing documents around the agency — including printing, scanning, faxing, shredding and manual rekeying of data. Furthermore, users have no control over where an email attachment or a piece of paper might end up or who might see it along the way.

The latest cloud technologies create a digital process in which agencies can prepare, route, sign and then finally store documents from any device. Such tools automatically establish an audit trail for everything that happens to a document, including the IP address and geolocation of anyone who interacted with it.

Agencies can specify a variety of authentication mechanisms for authorized employees and automatically route documents to the appropriate people. Those documents never leave the secure cloud system and are finally encrypted and stored in a FedRAMP-approved environment. In other words, the best cloud-based solutions are actually more secure than the disjointed (paper-only or paper and digital) workflows agencies currently follow.

Secure cloud-based contract management and document management boost employee productivity and save money. But even more important than the money is the fact that this is the way people want to interact with the government. That's how they're working with commercial organizations, and they have already begun to demand it of government agencies. ■

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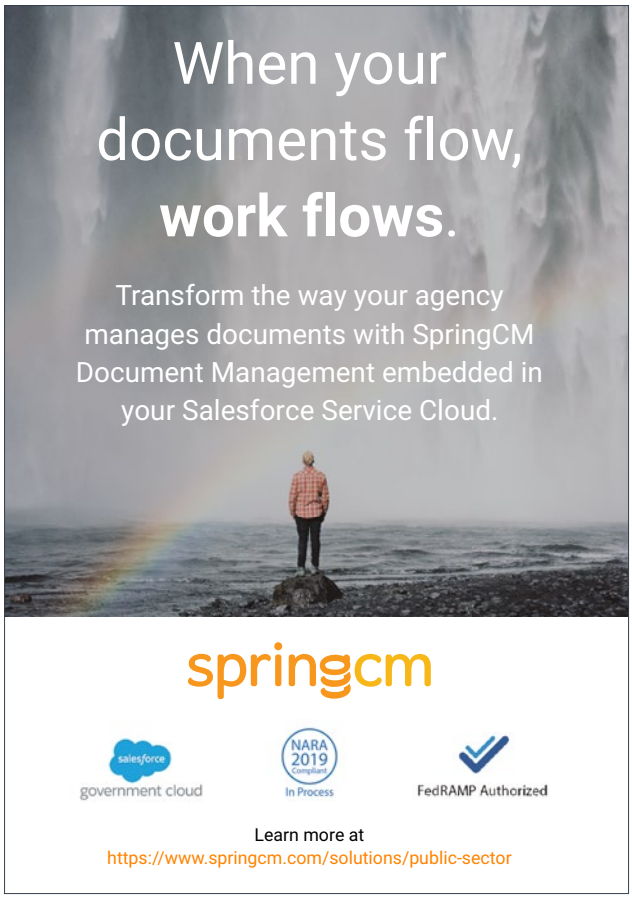
Streamlining and automating records management

Gary Wootten
Vice President of Public Sector, SpringCM

RECORDS MANAGEMENT IN the digital era is a rapidly evolving activity, and agency employees often struggle to keep up. Requirements such as the Defense Department's 5015.2 standard for managing electronic records and rules established by the National Archives and Records Administration, such as the Managing Government Records Directive (M-12-18), define how agencies must deal with their digital data and documents. But complying with those requirements can be overwhelming.

Fortunately, industry has been developing secure cloud platforms that have the ability to streamline document workflows by automating manual tasks and complex processes across desktop, mobile and partner applications.

Specifically, agencies can implement a records retention schedule that includes categorizing documents based on case type, event type or a period of retention in accordance with DOD's or NARA's retention rules, enabling federal employees to focus on more substantive activities.

The same approach can be applied to managing the life cycle of contracts. For example, if a contract has a period of performance that expires in 36 months, the contracting team can set a smart rule that will generate an alert at a specified date, allowing contracting officers and legal teams the desired lead time to process the contract renewal.

By implementing a records retention schedule based on a centralized FedRAMP-authorized repository, with automated workflows and business processes, agencies will have the defensible strategy and improved collaboration they now require. ■