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Breakout Session 1

Enhancing Your Imaging Experience



Waves of Change

Agenda

- ① Welcome and Introductions
- ② Session Overview
 - A. Imaging Performance
 - B. Lessons learned (defined business process, security rights, document mapping guide, scanner settings, scanning cleanliness)
 - C. What the CalWIN Counties can expect as they migrate to Hyland
 - D. Upcoming Imaging Enhancements once all 58 counties are using CalSAWS
- ③ Fireside Chat with Panel
- ④ Q&A
- ⑤ Breakout Session Survey



Ground Rules

1. Mute audio/video unless speaking.
2. If you have a question, please raise your hand and wait to be acknowledged before coming off mute.
3. Wait until all content is presented before asking verbal questions.
4. Questions in chat will be monitored and most will be addressed during Q&A.
5. Keep speaking and questions to 2 minutes.



Cal 58 WS

Introductions

Enhancing Your Imaging Experience - Presenters and Moderator



Arnold Malvick
*Accenture
Project Director &
Moderator*



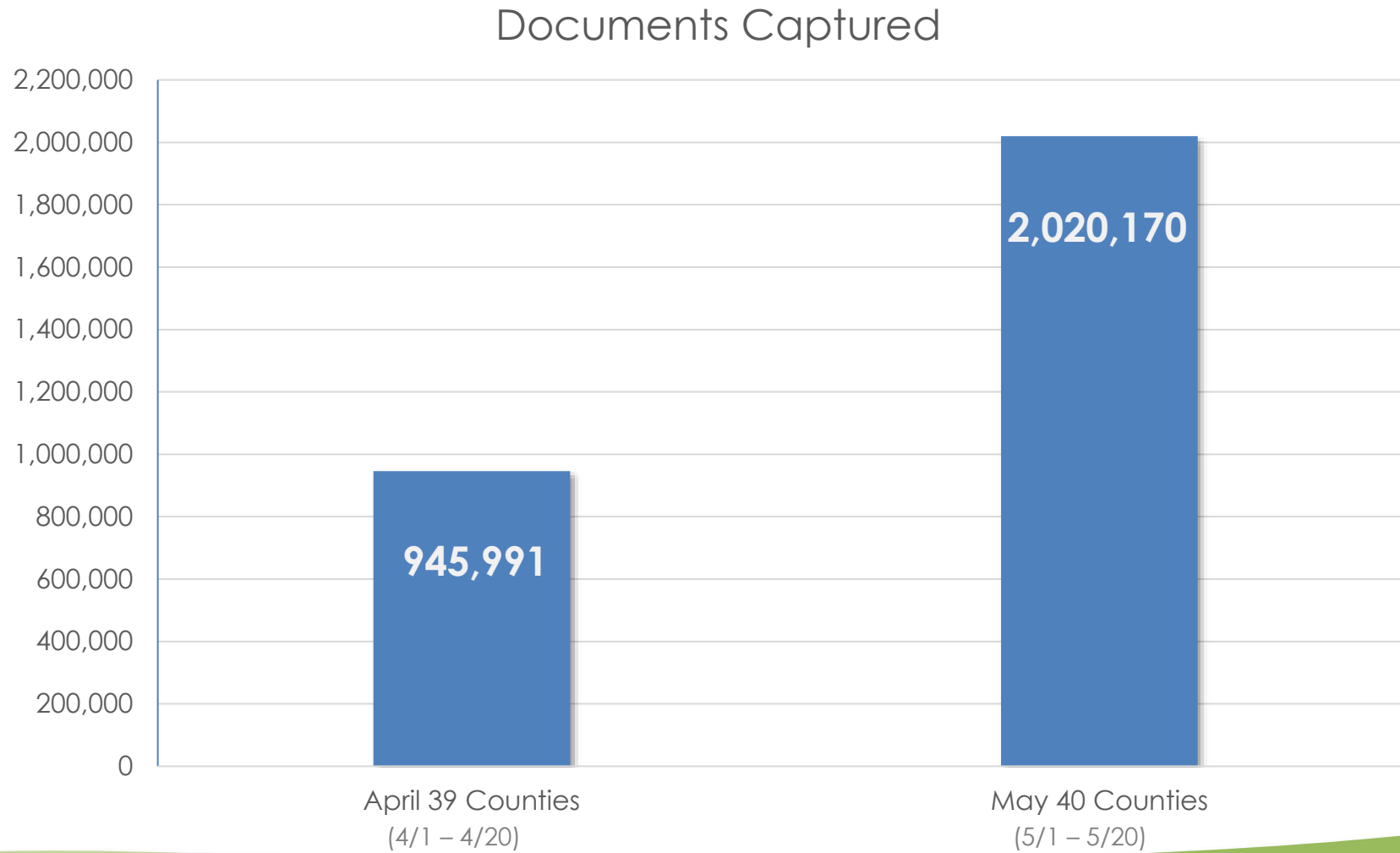
Toby Barnes
*Accenture Imaging
and Contact Center
Support Lead*



Chris Vasquez
*Accenture Imaging
Lead*

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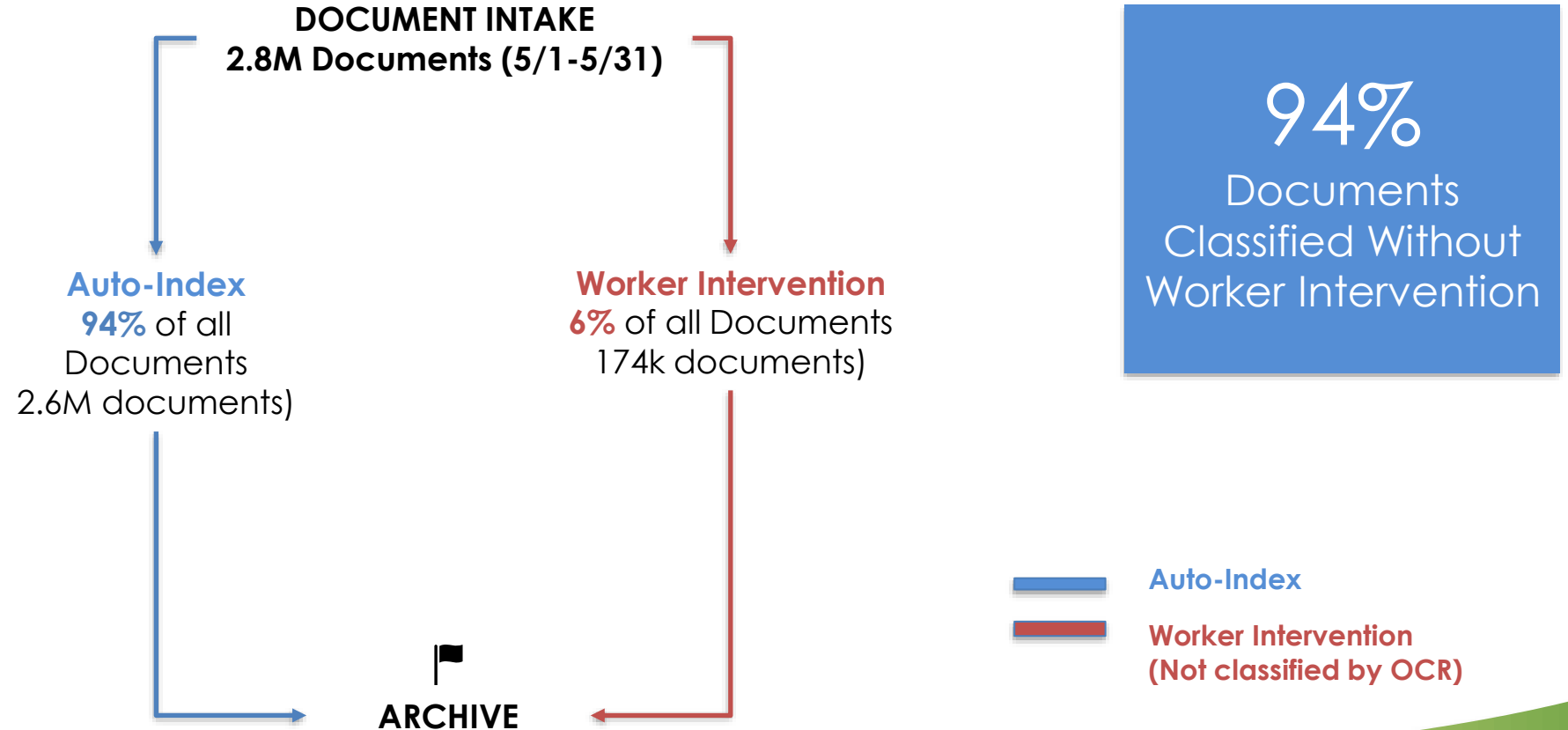
Imaging Performance Captures April(39 counties) vs May(40 counties)



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Imaging Optical Character Recognition (OCR) May 2022 Stats

Project team consolidated document intake metrics the month of May (5/1-5/31/2022).



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Imaging Performance Workflow Diagrams

PORTAL SUBMISSION

Documents submitted via BenefitsCal

- Documents linked to case **within 15 seconds**
- Images viewable **near real time**
- Task generated **within 5 minutes**



WORKER / KIOSK SUBMISSION

OCR Bypass & Barcode Workflow: documents that have OCR bypass enabled or are barcoded

- Documents linked to case **within 15 seconds**
- Images viewable **near real time**
- Task generated **within 15 minutes**



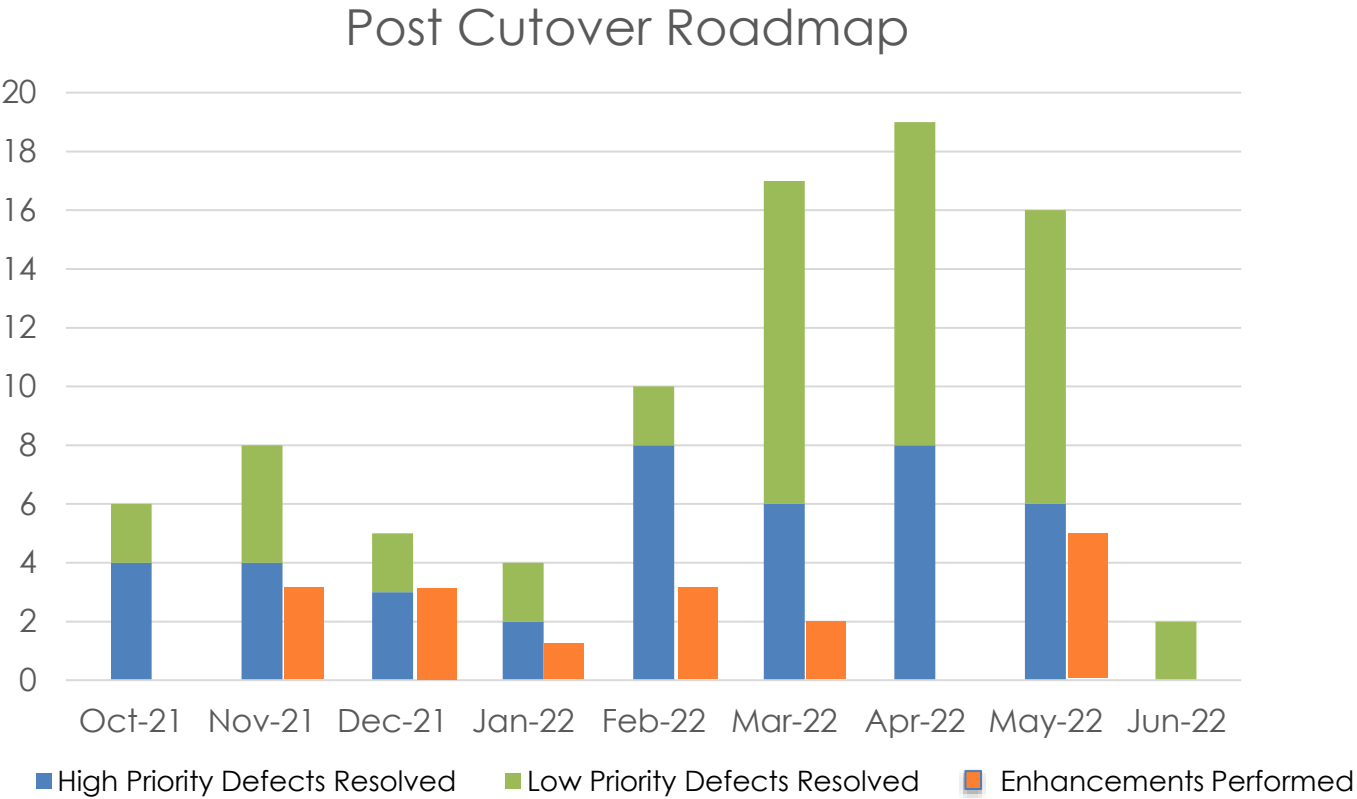
OCR Workflow: documents submitted requiring additional classification via OCR

- Documents linked to case **within 15 seconds**
- Images viewable **near real time**
- Task generated **within 30 minutes**



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Imaging Performance - Enhancement and Defect Progress



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Imaging Performance Post Go-Live Enhancement

Since September Cutover, over 20 Enhancements have been delivered to the Imaging Solution resulting in both **higher efficiency** & **time savings**. Some examples are:



Performance Enhancements

Improvements to document search, which enabled users performing indexing work during quality assurance the option to override auto classification by the OCR system and ensure quicker document processing times.



Workflow Search Enhancements

Improvements to workflow processing & display, which allows additional search options for county queue and helps users navigate back from an open item and retain their spot in a listing of workflow.



Future Navigation Enhancements

Targeted for early next year, a major enhancement of workflow navigation is planned to allow users direct linking from out of workflow to documents within workflow queues.

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Cutover Success Points – Imaging Performance Areas Ensuring Success



Defined Business Process

Counties with a well mapped/communicated “to be” business process communicated to their users observed quick staff transition.



Security Rights

Ensuring that gatekeepers (County Local Security Admins) understand and have reviewed the security right descriptions provided by the project for CalSAWS provides faster turn-around of user troubleshooting.



Document Mapping Guide

Many counties have created and distributed Document Mapping Guide leveraging the project provided Imaging master form name listing. This allows users to avoid the need to memorize form name details.



Scanner settings

Fully testing all variations of workstation/scanner configurations ensures that optimal settings are applied prior to cutover.



Scanning cleanliness

General recommended maintenance should be performed prior to cutover to minimize confusion when troubleshooting.

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Imaging Performance Defined Business Process

Prior to the Imaging Implementation...

- Each County iterated on and refined change impacts and associated business process changes with Imaging from capture & indexing to archival and retrieval
- Project monitored County business process readiness through checklist status meetings to confirm readiness items are captured and documented, receive status updates and monitor progress/potential risks
- Each County communicated the new business process, roles & responsibility changes, and County-specific guidance to Imaging end users prior to Go-Live through internal communication channels

Defining and socializing business process changes are a critical component of ensuring all Imaging end users are prepared for the change!

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Panel Discussion

Hear from our experts on important questions, gain insights from their perspectives, and learn from their experience with prior efforts.



Introductions

Enhancing Your Imaging Experience – Panelists



Sal Cáceres
Napa



Laura Alba
San Bernardino



John Dray
*Accenture
Technical
Services
Manager*



Chase Moore
*Hyland Solution
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Project Director
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Morning Breakout Session Survey

Mentimeter Code: **4412 0769**



[Menti Survey](#)

Go to www.menti.com and use the code 4412 0769



Enhancing Your Imaging Experience

Afternoon Breakout Session Survey

Mentimeter Code: **2781 9363**



[Menti Survey](https://www.menti.com)

Go to www.menti.com and use the code 2781 9363

