Enterprise Content Services - OnBase [1]

Overview

A single enterprise information platform for managing content, processes and cases

Enterprise Content Services can transform your organization by managing your content, processes and cases on a single platform. Whether you implement a single departmental solution or deploy solutions across the entire enterprise, you will increase productivity, reduce operating costs and minimize risk. Improve your level of service by empowering your employees with the information they need, when they need it and minimize your compliance and eDiscovery risks.

CU's current application for Enterprise Content Services is OnBase. OnBase provides a single platform on which to build content-enabled applications. With one system to support, maintain and upgrade, this offers a low total cost of ownership and minimizes IT sprawl.

- Maintain copies of your most critical business documents in a high-capacity, high-availability electronic content repository
- Intelligently manage records throughout their entire lifecycle—from inception to management to archiving to destruction
- Easily share information through a solution that supports all aspects of electronic document processing with common software
- Data can flow across the various organizations to promote efficient and consistent business processes
- Rapid Application Development - low-code rapid application configuration to create content-enabled solutions across the entire enterprise
- Easy to use, easy to implement, easy to manage

Benefits

- Faster business transactions
- Increased access to information
- Increased data integration across applications
- Fewer errors
- Ease of support

- Central authentication and authorization systems
- Reduced software costs with Enterprise licensing

- Low-code rapid development
- Improved performance of professional staff
- Enhanced agency reputation

Product Features

Core Capability	Details

Capture

- Direct import from various sources (paper documents, electronic documents, forms)
- Automated content classification
- Data extraction and validation

Manage

- Revisions and version control
- Annotations & digital signatures
- Distribute and track documents
- Process automation, workflows and approvals
- Case management
- Communication
- User activity logged

Core Capability	Details
Access 	 • Personalized user access • Intuitive search interface • Full text search • Collaboration • Desktop and web clients
Integrate 	 • Integrations with other enterprise applications including PeopleSoft • SAML SSO • Data integrations • Web services • APIs

Core Capability		Details
Store		• Encryption • Retention and destruction policies
Measure		• Reporting and analytics • Dashboards and reports • Event and audit logs

Metrics

...nce ...uments	% of Finance Documents	Access Documents	% of Access Documents	Misc. Documents	% of Misc. Documents	Document Totals	% of Total
...75	54%	26,342	40%	426,610	16%	14,697,185	48%
...87	26%	12,498	19%	0	0%	4,957,339	16%
...1	5%	0	0%	747,625	29%	887,871	3%
	1%	5,468	8%	194,194	7%	2,929,401	10%
...6	15%	21,166	32%	1,133,857	44%	5,526,725	18%
	0%	0	0%	92,112	4%	1,391,365	5%

...nce ...uments	% of Finance Documents	Access Documents	% of Access Documents	Misc. Documents	% of Misc. Documents	Document Totals	% of Total
...19	0%	65,474	0%	2,594,398	9%	30,389,886	

Use Cases: Content Archives

Historical Records:
Permanent Record Cards (PRCs). All historical student class and grade information from the university's founding until 1988.
Student Content:
Transcripts, applications, appeals, resumes, etc. Content for financial aid, student records, student finance, student advising, continuing education, disability services and more.
Faculty/Staff/Employee Content:
Personnel files, benefits, leave, job data, performance management and other human resource content.
Financial Content:
Contracts, Journal entries, allocation documents, asset tag information and other financial content.
Governmental Content:
Selective Service, DD214, etc.
Business Support Content:
Content that supports operational work of the university such as annual reports, budget proposals, correspondence, meeting materials.

Use Cases

Process Management

Tuition Assistance Benefit:

Used by System Administration and all campuses (Student Records and Student Financials) to process tuition benefit applications

Functionality: OnBase Unity forms, workflow, data integrations, notifications, reporting dashboards, ShareBase

Description: Employees submit forms to use the Tuition Assistance Benefit [2] in the portal. Upon submission, forms are saved in OnBase and enter workflow. Employee Services reviews employee and dependent eligiblility (if applicable). Once Employee Services processing is complete, forms are routed to the campus of enrollment. There, course eligibility is reviewed. If approved, workflow aids in processing of waivers in Campus Solutions depending on the campus process.

Confirmation notifications are sent and stored in OnBase associated with either the employee file or the student record as applicable.

OnBase Reporting Dashboards provide information on benefit usage by campus, term, waiver type, outcome, and more.
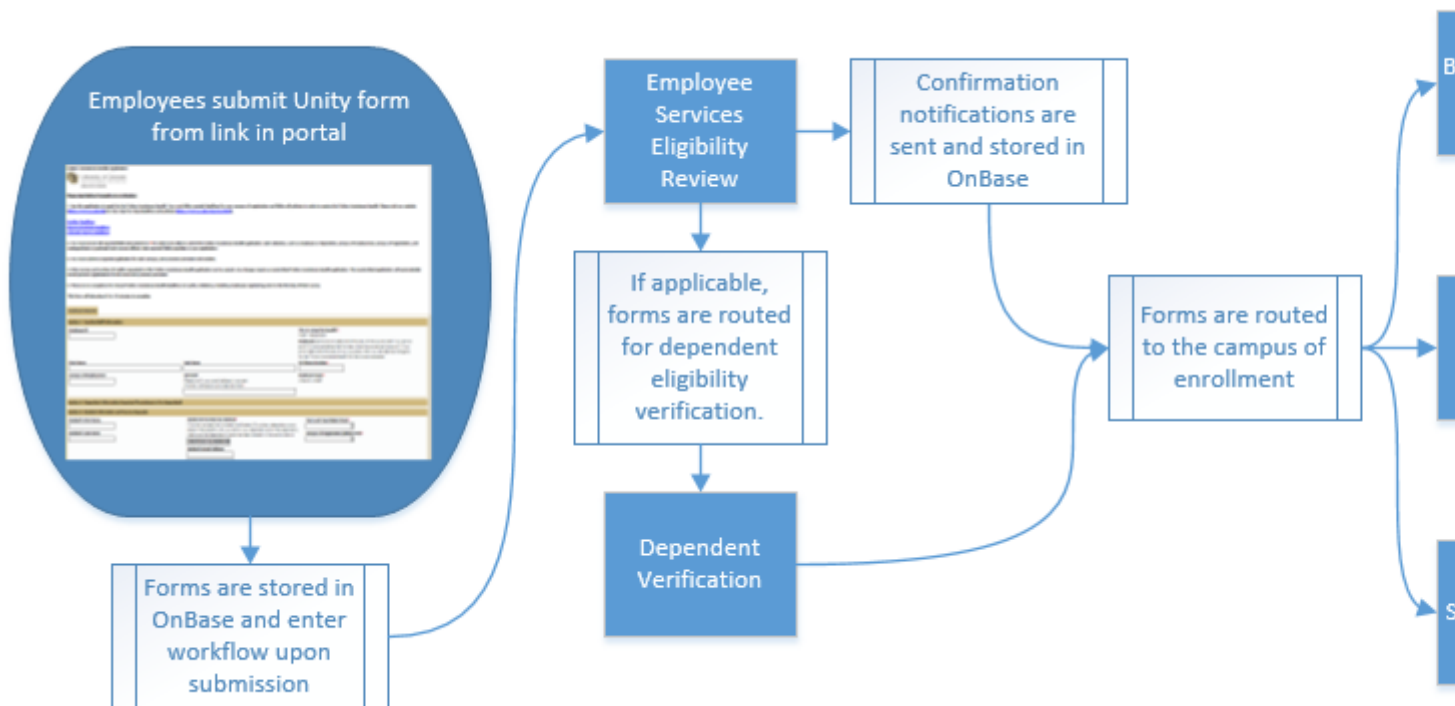
Course Request Form:

Used by Boulder Continuing Education Student Records

Functionality: OnBase Unity forms, workflow, data integrations, notifications, reporting dashboards, ShareBase

Description: Students submit forms to request course enrollment. Campus Solutions data is used to help students complete the form with accurate course information for the selected semester. Upon submission, forms are saved in OnBase and enter workflow. Staff review student requests and students receive a notification that indicates the outcome for each class they've requested.

If additional documentation is needed, staff can request more information using a link to a personal, secure folder where students can add their documentation. Submitted documentation is imported to OnBase and associated with the student record, easily accessible to staff as they review requests.

OnBase Reporting Dashboards provide information on volume by term, outcome, and status of pending requests.

Case Management

Graduate Appointments:
Used by Boulder Graduate School
Used to track appointments to advisory committees and when those appointments expire.
New OnBase Customer Projects:
Used by UIS Enterprise Content Services
Used to organize documents, notes, and contact information for projects as new departments implement OnBase solutions [3]. Uses employee data from HCM.

Current Service Users
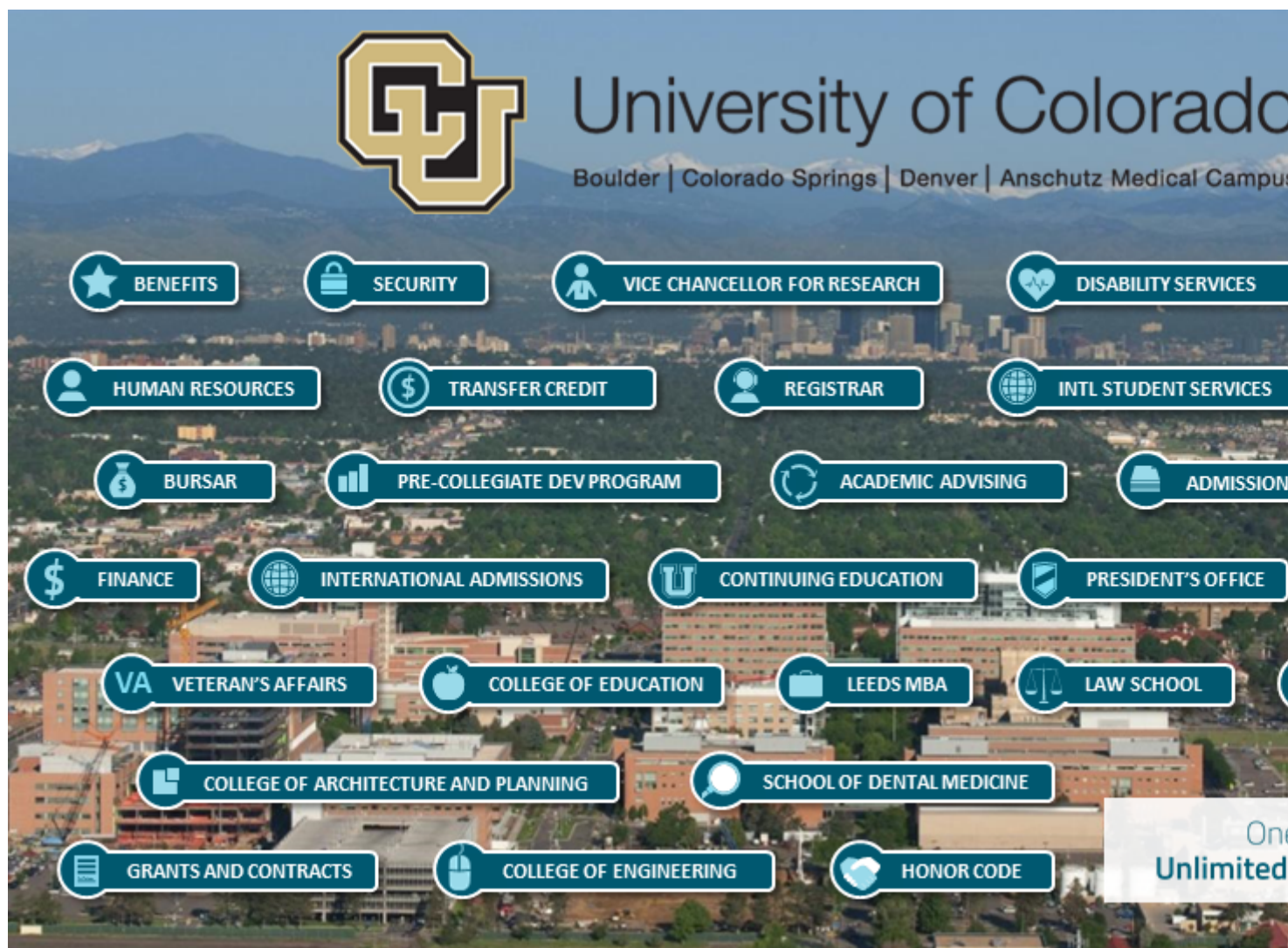
If your department would like to begin using OnBase, please go to our New Customer Information page [3].

Support Model

A **Decentralized Administration** model allows departments the flexibility, agility, and independence to build their own solutions while also contributing to the overall service. Select users can be trained and certified by Hyland Software [4] to become OnBase Certified Department Administrators [5] that can manage the OnBase configuration process, Workflows, Unity forms and other related responsibilities at the departmental level. There are now a multitude OnBase Certified Department Administrators across the university system supporting administrative, research and education solutions. The UIS Enterprise Content Services Team [6] plays a consulting role with these certified administrators and a direct support role for all other areas that do not have a certified admin on staff. We encourage new customers [3] to consider the certification option for their implementation.

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Funding Model

There is no cost to CU departments to utilize Enterprise Content Services. This system is funded through the campuses like other enterprise apps.

Eligibility to use the service

Administrative, Academic and Research groups are welcome to participate if they have a direct University affiliation

Alias Information/Service History

DMO, OnBase is a product of Hyland Software, replaces Singularity (DMS)

Groups audience:
University Information Services
Right Sidebar:
UIS - Request Enterprise Content Services
OnBase Training and Support
UIS - OnBase Online Training and Certifications
UIS - Enterprise Content Services Campus Contacts
UIS - Learn about the Singularity to OnBase Conversion Project

Source URL:https://www.cu.edu/uis/service-catalog/enterprise-content-services

Links
[1] https://www.cu.edu/uis/service-catalog/enterprise-content-services [2] https://www.cu.edu/employee-services/tuition-waiver-benefit [3] https://www.cu.edu/uis/onbase-new-customer-information
[4] https://training.hyland.com/certifications/customer [5] https://www.cu.edu/uis/onbase-certified-department-administrators [6] mailto:UIS_DM_SUPPORT@cu.edu