



Case Study

Department of Interior (DOI), Office of Inspector General (OIG)

The Organization

The Department of Interior (DOI) Office of Inspector General's (OIG) mission is to provide independent oversight and promote excellence, integrity, and accountability within the programs, operations, and management of the Department of the Interior.

Challenge

DOI OIG needed to significantly improve the efficiency and transparency of management functions, including HR Reassignment, Awards and Recognition, and Help Desk processes. The office was constrained by paper processes, a lack of visibility within its departments, and process inefficiencies. Without a unified system, managers found it increasingly difficult to control DOI OIG department operations and supervise employees.

Solution

DOI OIG selected the eCase® Platform to resolve inefficiencies with several essential business processes requiring modernization. The platform approach allowed the agency to rapidly build, deploy and manage tailored applications to streamline OIG management operations. Working closely with DOI OIG, AINS installed eCase to automate numerous manual processes into its new AMP system.

eCase is a low code platform that can be implemented at a fraction of the time and cost of traditional custom development. DOI leveraged eCase's tools and AINS configuration expertise to develop apps to automate, track and report on a variety of OIG processes. AINS configured solutions for Help Desk, Onboarding, Awards & Bonuses, Micro-Purchases, Telework, Training & Certification Tracking. AINS also developed an application for DOI's Communications Department to use in streamlining OIG report generation and approvals. Beyond these initial requests, DOI identified 13 total functions to automate using eCase. Using one system to power multiple applications gave the agency better control over the technology, while reducing maintenance cost.

With eCase, DOI OIG was able to accelerate digital transformation across the agency. A modern approach, this solution optimized staff performance, increased output and consolidated disparate systems into one streamlined, enterprise-wide case management platform.

"Using eCase has reduced the margin of error when calculating metrics and holds everyone in CRU accountable for completing assignments in a timely manner. It also allows us to better understand timing throughout the reporting process to identify areas for improvement and keep track of every assignment, from Hub articles or postings to any OIG report in our queue."

- DOI OIG Manager



Results:

- 3,000 actions processed in 2014 compared to 500 in 2013
- 50% reduction in redundant requests through workflow automation
- 16,000 sheets of paper saved via electronic processing
- 40 new staff members on boarded with new system in the first year

