

# REENGINEERING FOR LEGISLATIVE DOCUMENT MANAGEMENT



Herman Pearson  
Director  
Wisconsin Integrated  
Legislative Information  
System  
and  
Michael Castle, Michael  
Poelle, Michelle Miller  
Andersen Consulting

The challenge facing these agencies was how to maintain the quality and timely production of a steadily increasing quantity of bill drafts. The existing mainframe application and the current document management procedures were not producing drafts rapidly enough for legislators. Quality was also steadily decreasing. Vendor support for the State's existing application was to be terminated soon. The State made plans to go to the marketplace in search of a new document management solution that would come to be known as TEXT 2000.

## Executive Summary

This case study discusses how the State of Wisconsin Legislature is working with Andersen Consulting to continue to develop new legislative Document and Workflow Management applications. The project, called TEXT 2000, addresses many of the document management quality and productivity issues faced by organizations today. The case study presents Wisconsin's legislative document management challenges and the TEXT 2000 solution that was developed to meet them. The major functional and technical components of TEXT 2000 are described, as well as lessons learned. The case study is organized as follows:

- Executive Summary
- The Existing Legislative Document Process
- The Document Management Solution
- Lessons Learned

The State of Wisconsin legislature and its supporting agencies are responsible for drafting, updating, and distributing all documents generated by the legislature. Document management begins with the legislative drafting process and ends with updated State statutes. Attorneys and legislative support staff are involved in preparing and revising legislative drafts and other legislative information. The system used to support their document processes was an outdated mainframe application.

The State chose a solution proposed by Andersen Consulting. The Andersen solution moved beyond current market offerings by developing a unique client-server solution incorporating COTS (commercially available off-the-shelf) software components and a GUI (graphical user interface). The two key software components are Interleaf and DOCUMENTUM. Interleaf supports the drafting and publishing of documents. DOCUMENTUM is an object-oriented workflow management program used to store and maintain all the key documents used by the legislature and its agencies. Sun hardware is used for the Database and application server components while Intel workstations running MS-Windows are used for the client workstations. The Andersen project team has integrated these products and developed custom functionality to give the State leading-edge document management capabilities.

The major long-term benefits of TEXT 2000 include elimination of non-value-added tasks, improved throughput, increased quality, improved usability, and improved flexibility.

A pilot application of TEXT 2000 was established at the Revisor of Statutes Bureau. The Revisor initially produced two key documents using TEXT 2000. The benefits recognized in the Revisor's Bureau included increased quality, faster turnaround and a reduction in external typesetting costs. Custom validation routines caught errors that were previously difficult to catch. The elapsed time for producing one of the documents was

reduced from about four weeks to two and a half weeks. Additionally, the Revisor is now producing the camera ready copy in-house. The average external typesetting charge for a page is \$35. During 1992 5,865 pages were produced externally at a cost of approximately \$205,000. TEXT 2000 will enable the Revisor's to produce the camera ready copy in-house for a fraction of that cost.