SIQ-CMS® Case Management System (CMS) for the E-government

As evidenced by its implementation by governments around the world, E-Government benefits both rich and poor countries alike. E-Government opens new opportunities for cities and local governments to engage in governance by requiring reforms of underlying working processes. E-Government advances local democracy by improving access to information and deepening citizens' participation in the policy making process. E-Government contributes to higher transparency and accountability.

Through citizen engagement, **E-Government case management systems** improve the overall trust relationship between government and public administrations. Improving information flows and encouraging active participation by citizens, increasingly sees E-Government as a valuable tool for building trust between governments and citizens. Governmental institutions become trustworthy. As a result, investment and economic growth occurs.

A **case management system** is a system which helps governments to consolidate all the information that is pertinent to a case. The system also supplies any and all the tools that may be necessary for a follow up on the matter.

That is why we invite you to consider our web-based Case Management System (**SIQ-CMS®**) that automates governmental complains/cases investigation submitted by their citizens using the e-Government industry standard "process approach".

SIQ-CMS® makes it easy for you to access general information quickly, look up the status of the case, the lawyers assigned to the case, the opponents they will face, deadlines, email communications, a well-documented history of every action that has taken place about attachments and e-files.

SIQ-CMS® explained in an example:
Let's say a citizen wants to complain about a service he received from a government official or a potential government corruption case. The citizen can submit his complain to an independent government complaints department through a government official. The

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government official enters the citizen's information and writes down his complain on **SIQ-CMS®**. **SIQ-CMS®** transfers the complain to the appropriate senior government officials for review based on the type of the complain (sensitivity, and priority). After a series of appropriate reviews and investigations, the case can either be flagged as invalid, addressed by the appropriate government officials, or can be transferred to the appropriate court for a juridical sentence after collecting enough felony/misdemeanor evidences.

Brief summary of **SIQ-CMS®** features:
- The system hosts a database that can save citizens information, establishments' information, and governmental rules and regulations.
- Register complaints
- The system creates reports and key performance indicators (KPIs) based on the case follow-up progress of the corruption review committee. The reports and KPIs can be reviewed by senior government officials to make sure corruption review committees are addressing corruption cases appropriately and in a timely manner.
- The system generates reports, and KPIs based on the workload and performance of different employees for annual evaluation.
- The system allows third party consultants (based on specialty/case) to provide feedback on the complaint/case to help guide the investigation process.
- Ability to add filters for identifying high priority cases.
- Ability to add notes and attachments (documents and media files) to cases.
- Ability to assign cases to different people within the organization.
- Internal messaging system to facilitate communications within teams.

SIQ-CMS® brings together process, content and governance—supports an integrated approach to case management that increases productivity, strengthens compliance, accelerates resolution and improves case outcomes. This enables the government to provide better quality and more efficient services, needed by citizens, and employees.

SIQ-CMS® is available to our clients as a:
- Total software and hardware solution (on-site).
- Private cloud (client chooses appropriate location).