



CASE STUDY

The Virginia State Bar

Providing Effective and Fair Professional Regulation for over 40 thousand Commonwealth of Virginia Attorneys

SOLUTION SUMMARY

The Virginia State Bar (VSB) was created in 1938 as an administrative agency of the Supreme Court of Virginia, unifying Virginia lawyers into a mandatory state bar. VSB's mission is to protect the public, regulate the legal profession of Virginia, advance access to legal services, and assist in improving the legal profession and judicial system. The IQ

Business Group Inc (IQBG) along with members of VSB's IT group implemented an Enterprise Content and Records Management (ECRM) solution from OpenText to manage the unstructured content and the business activities surrounding the Professional Regulation process from case intake through rulings and disciplinary action when appropriate.



WORKLOADS

Digitization

Design

Implementation

Integration

Compliance



WORKSTREAMS

OpenText Capture Center

OpenText Content Server

OpenText eForms

OpenText Workflow

OpenText Records Manager



SERVICES

Capture

Scan

Compliance and Management

Search and Reporting

Evidentiary Preservation

CHALLENGE

Paper laden business processes and paper case files increased the time for processing regulation cases. Finding information required to support the case work and efforts to be compliant with COVA records retention rules were difficult and time consuming.

- Professional Regulation Group had a backlog of cases related to charges of attorney misconduct or unprofessional conduct
- Each case needed to be researched for similar cases and associated rulings or discipline actions
- Searching through paper files, relying mostly on memory to find similar cases, was time consuming and ineffective
- Only last five years of case files were available on-site and off-site records had to be requested when needed for research: each request resulted in an expense and monthly fees were charged for paper storage
- Retention for all discipline imposed cases is 50 years from date case is closed
- Much effort spent boxing up and sending case files to State Archive for storage during years 6 through 50.

SOLUTION STRATEGY

To tackle the challenges faced by VSB professional regulation staff, IQBG designed and implemented scanning profiles and processes to digitize legacy case documents and convert capture to digital processes and implemented a standardized taxonomy model to support a secure, easily searchable repository.

IQBG assisted VSB to implement central scanning and documents were OCR'd to support full text search. Case metadata included records management classifications linked

to folders to support automated retention management. Metadata population was automated, eliminating manual entry, through integration with VSB's automated case management solution (Integrated Bar Information System).

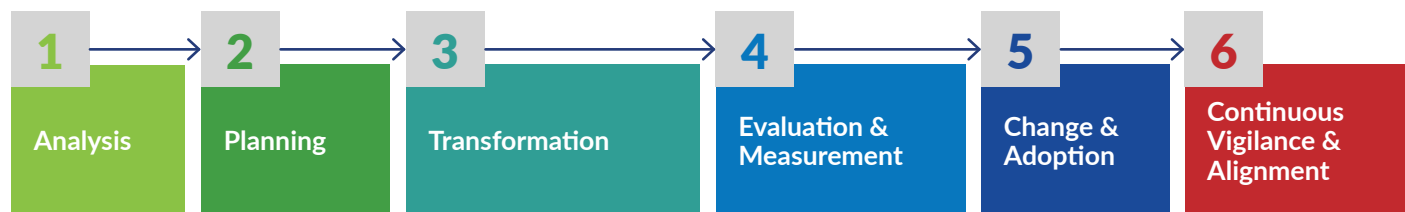
IQBG incorporated high user involvement in design sessions and incorporated education and training into a change management program to support high user adoption and utilization.



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IQBG'S ECRM PROCESS:



OPENTEXT CONTENT SERVER (OTCS) SUITE

The OpenText suite of products is a market leading ECRM solution that incorporates a full scope of enterprise information management capabilities and provides end-to-end content and records lifecycle information governance. Following the implementation of OTCS, VSB is achieving higher productivity, higher service levels to attorneys, shorter processing times, and greatly reduced work backlogs.

Tight integration between the structured content stored in VSB's IBIS Case Management solution allows related unstructured information to literally be at the fingertips of VSB staff. Seamless integration with MS Office including email, supports digital capture and processing. Best practice design provides unobtrusive records management functionality including automated retention management

notices and approval workflows, automated disposition, and generation of required COVA forms for the application of records retention rules.

VSB is following a digitization plan developed as a part of the project, drastically reducing legacy paper files, and using Optical Character Recognition to automated document and metadata capture eliminating manual keying of metadata when ingesting Case Files.

Highly functional, advanced search capabilities allow VSB attorneys to have faster access to content and supports the collection of more relevant and complete information as they perform their professional regulation tasks. Automated notifications and tracking provide better management of work processes.

RESULTS:

Improved case management using ECRM: the entire process from intake through case closure was redesigned using eForms, automated workflow, and digital capture to remove most paper from the processes:

- Digital Cases now easily searchable by complainant, respondent, Attorney ID, or by full text search for keywords
- Paper files no longer need to be boxed and archived
- PDF/A provides long term digital preservation
- Attorneys now access case files from desktop versus having to go pull paper files.

VSB's future vision has ECRM functionality used for many other business processes and content including: Bar Membership – Registration and Renewals, Mandatory Continuing Legal Education – Certification, Suspensions, Course Approvals, etc., Human Resources, Ethics and Finance.

