WATI

Supporting Documentum Applications for HR Department

WATI supports LA County's DHR applications built on Documentum Suite

LA County's Internal Services Department (ISD) provides vital Technology Services for the development and maintenance of mission-critical computer applications for Department of Human Resources (DHR) within the shared Documentum infrastructure.

SOLUTION

Deploy, Configure and Customize Enterprise Content Management System for eAppeals and equity investigation, and non-equity investigation using EMC Documentum Suite.

FEATURES

- A **COTS CENTRIC**, out-of-the-box enterprise solution
- Secured solution with **ENCRYPTED REPOSITORY**
- **PEOPLE-DRIVEN** processes including User Interface (UI) screens
- Rules Driven **WORKFLOW ENGINE**

ISD LOS ANGELES COUNTY INTERNAL SERVICES

Los Angeles County Internal Services Department

Norwalk, CA

isd.lacounty.gov

CHALLENGES

• Increased Work Load

• New Contract Vehicles

• Gaps in Service

The Challenge

LA County's Internal Services Department (ISD) provides vital Technology Services for the development and maintenance of mission-critical computer applications, support of Los Angeles County's vast communications network, and 24-hour data center operations. ISD's Customer Application Branch (CAB) manages Department of Human Resources (DHR) projects within the shared Documentum infrastructure. DHR has multiple application using Documentum, such as eAppeals, equity investigation, non-equity investigation, and mediation.

CAB's enterprise Content Management (ECM) group provides not only infrastructure support, but also application support, for this system in addition to resource-intensive activities such as data migration and other application issues, which required regular manual intervention and resolution from support staff. As the available staff were also supporting other applications on shared Documentum infrastructure, ISD and DHR needed a dedicated team to meet the demands of DHR on expected timeframes.

The Solution

WATI provided dedicated Documentum architect to support DHR's four applications - eAppeals, equity investigation, non-equity investigation, and mediation. WATI's solution include:

• Install, configure, upgrade, and patch the Documentum Content Servers, xCP/D2 application servers, xPlore servers, Content Transformation Servers, and other related Documentum software
• Analyze, troubleshoot, solve server and application issues
• Prepare and implement changes via the established change management process
• Provide technical assistance, recommendations and solutions to the County staff and other contractors on the enhancements of the DHR applications
• Provide incident reports to the County management

Results

WATI helped ISD to improve the response times needed from DHR on their Documentum applications well above the stipulated SLAs.