CLIENT
Ministry of Justice

INDUSTRY
Government

WEBSITE
www.justicia.gob.bo

COUNTRY
Bolivia

PROFILE
The Ministry of Justice's main business focus on promoting good governance in terms of rule of law, transparency, responsiveness, participation, equity, effectiveness, efficiency, accountability and strategic vision in all its working aspects. This will serve the ultimate goal of spreading justice all over the country.

SITUATION
The MOJ desired to deliver high quality services to the public by Develop a Comprehensive Process Management System that Automate, facilitate, track and manage effectively the daily forms, processes and services (i.e. Endorsements, Complaints, License Issuing, Arbitration Certification, Internal Correspondence, Consultation Requests, Minutes of Meeting, Agreements).

SOLUTION
Implementation of 84 complicated Forms and related processes saved the company time and money, and drastically reduced employee frustration over missed communications.

BENEFITS
- Reduce the time and resources to develop forms and business processes.
- Improved Services Quality.
- Simplify the daily services and operations.
- Improve and increase communications and collaboration among departments.

Ministry of Justice intend to decrease daily manual operations and procedures by developing all operational forms and processes using SPARK Forms Builder and SharePoint WF.

With a drag-and-drop, SPARK Forms Builder were implemented at the Ministry to quickly and easily design and automate business processes with ability to apply the needed integrations across external applications and data sources. The electronic forms and automated processes helped Ministry to design forms effectively and helped all staff steering the process to create, review, and approve processes in a structural way, while increasing collaboration.
This project aims to automate, facilitate, enhance and accelerate day-to-day business processes and services requested by citizens and employees at Ministry.

SPARK and SharePoint WF provided the Ministry with all of capabilities to design, manage, control, secure and follow-up all services quickly and effectively.

"We chose SPARK, based on features and capabilities that most closely met our functional & technical requirements. SPARK gives us the ability to create any type of forms independently," says Sergio Otoya, Head of ICT Dept.

With SPARK, users are able to view and printout a friendly-copy of the form. "Automated forms and workflow has eliminated the need for tedious spreadsheets. Endorsements and Translations requests are now filled electronically and route automatically through the process, including steps such as review, comments, sent to other departments, and so on" says Sergio Otoya

SPARK provides users to create and custom a unique index per form or use a barcode instead, this index consider as a form signature of the certificates generated by SPARK.

"SPARK provides us with the ability to design and create one form with multi-functional support, so no need to create 2-forms to do extended functionalities, just create one form and let the rules and the mobile auto responsive techniques in the form to do the rest" says Sergio Otoya

In the future, Ministry intends to expand the services to automate all forms and services, to connect with other external environment such as Prime minister and also to integrate with other existing legacy systems.

Implementing SPARK plays the main role to decrease the average cost of services and processes. By making it easier to reuse pre-defined forms and workflows, internal correspondences, follow-up complaints and other application requests, all of these processes can be completed more quickly. Speeding up the process will ultimately decrease the average cost of services development.

SPARK provides the Ministry with all features to create better quality services by automating the services required. This plays the main role to reduce errors, efforts, costs and time when delivering the services.