



CASE STUDY: CANADIAN HUMAN RIGHTS COMMISSION APPLICATION MODERNIZATION THROUGH SERVICE-ORIENTATION



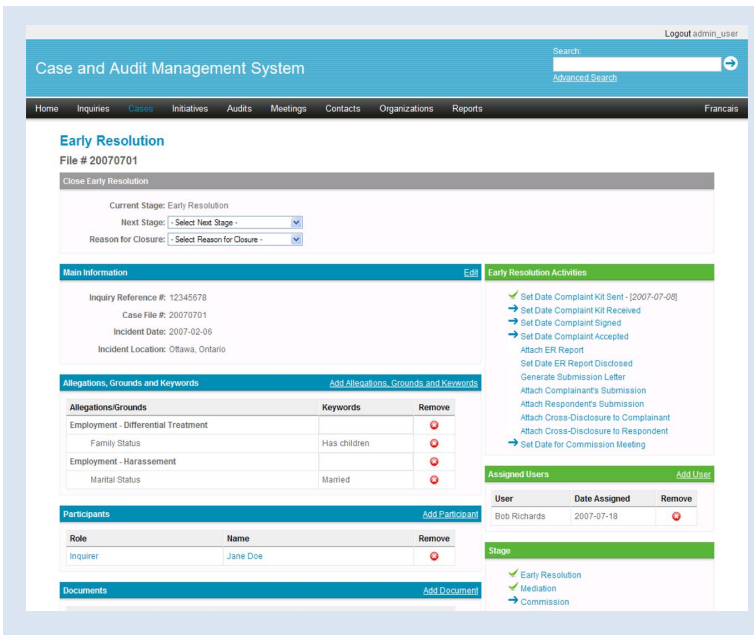
The Canadian Human Rights Commission administers the Canadian Human Rights Act and is responsible for ensuring compliance with the Employment Equity Act. Both laws ensure that the principles of equal opportunity and non-discrimination are followed in all areas of federal jurisdiction. The Canadian Human Rights Commission is empowered to investigate and try to settle complaints of discrimination in employment and in the provision of services within federal jurisdiction. The Commission is responsible for ensuring that federally regulated employers provide equal opportunities for employment to the four designated groups: women, Aboriginal peoples, persons with disabilities, and members of visible minorities. The Commission is also mandated to develop and conduct information and discrimination prevention programs.

“Senior management indicated that the new system is regarded as one of the most significant transformations for our organization in the last 10 years.”

- Hervé Ethier, Senior manager of IM/IT, CHRC

Problem

In 2004, CHRC engaged in an effort to modernize their IT systems for managing complaints, audits and initiatives along with the associated documents. Through 2007, a new document management system had been installed, but all case management functions were still implemented with legacy applications that lacked adequate data and process governance, exhibited low data quality, required numerous manual workflows and were very difficult to maintain and modify based on changing business requirements.



Solution

Working with CHRC, Apption architected and implemented a service-oriented solution that not only modeled the complex workflows associated with case, audit and initiative management at CHRC but also created the flexibility necessary for CHRC to respond to future change. The resulting solution made optimal use of existing applications and data by integrating those that still provided value, and replacing functionality where required. The end result is a modern, easy-to-use enterprise solution architecture that facilitates cross-functional workflows, ensures data quality and meets all governance, accessibility, and auditability requirements.

Benefits

- Replacement of complex legacy client interface with intuitive and accessible UI
- Substantially improved data governance and reporting
- Automated and flexible workflow
- Simplified addition of new system requirements