

## Client

National Institute of Arthritis and Musculoskeletal and Skin Diseases (NIAMS)

## Overview

The National Institute of Arthritis and Musculoskeletal and Skin Diseases (NIAMS) found tracking correspondence and data call information through email to be cumbersome, time-consuming, and inefficient. LCG provided a correspondence routing, collaboration, and tracking application that streamlined the process.

## Challenge

NIAMS required a tool that would automate data calls. When management needed the same type of information from several people throughout the Institute, they had to email a document to each individual, wait for the response to come back through email, then consolidate the information offline. A primary example of this type of data call was gathering requests for travel and the expenses associated with those requests.

## Solution

LCG provided a custom Microsoft SharePoint application that allowed for the creation of different forms based on the category of the assignment, such as:

- Data Call
- Mandatory Training
- Correspondence Tracking Form
- FOA Clearance

Once a user selected a category, they could create a form, fill out the relevant fields of information, upload attachments, assign reviewers/approvers, and set required response dates. They could then “route” the assignment to other users to add their portions, all on the central collaboration site.

The solution also included a feature in which certain users were able to create an assignment directly from their MS Outlook Inbox by forwarding emails to a special email address. The application would then automatically create an electronic assignment.

## Result

The NIAMS Electronic Assignments application has;

1. Saved hours of staff time previously spent sending, tracking, and re-sending email correspondence, and gathering electronic approvals;
2. Provided a centralized location for tracking purposes and for gathering results from data calls;
3. Enabled NIAMS executives to delegate their portion of assignments to administrative staff, thereby improving cost effectiveness of the task; and
4. Created an exportable audit trail of all actions performed in the system.

## Business Value

LCG can work with your organization to automate correspondence tracking and improve data call response times. Electronic Assignments saves time, centralizes data call results, and allows executives to delegate as appropriate.

