

## Documentum Summary

The purpose of this summary is to provide a high level overview covering the circumstances in which Documentum would be used. Documentum is the Child Maintenance Group's (CMG)'s document management system and cannot be accessed directly by caseworkers. Any information held in documentum will be viewed from within the 2012 system.

Most inbound correspondence received by the CMG will be managed and stored electronically.

Correspondence can be in the form of post, fax, e-mail, self service internet messages, non self service internet messages and local scan. Registered self service clients and employers will be able to log in to the service and send the CMG written messages via a contact us form. The CMG and Child Maintenance and Enforcement Division (CMED) websites will also contain these contact forms for clients/employers to use.

The processing of the inbound correspondence will be dealt with by an external postal opening and scanning contractor, who will be responsible for the upload of document images into Documentum. The role of the contractor will be to produce an electronic (PDF) file for each correspondence item received. A unique reference number will be contained within the image file, to identify the sender e.g. a scheme client identification number (SCIN). The contractor will then send the PDF files to the CMG to enable them to be processed and stored.

Agents and third parties will be able to contact the CMG by secure e-mail and/or fax. If the emails contain attachments, these attachments will be converted into the same PDF files as the body of the email. The attachments will need to be in a recognised format before they can be converted.

Upon receipt of the image/s scanned through documentum, the 2012 system will create a new activity and associate this to the appropriate client account e.g. third party account, which will be identified through the reference number e.g. the employer reference number (ERN) or SCIN. If the reference number cannot be identified through documentum, the activity will be assigned to the unassociated mail handling team who will manually associate the correspondence to the relevant caseworker or account.

Any outbound correspondence items/factsheets will also be scanned into documentum before they are issued, via their PDF file, and will be visible to the caseworker through the system.

NICMS replaces CMG in Northern Ireland

[Correspondence \(Inbound\)](#)

[Correspondence \(Inbound\) - Exceptions](#)

[Correspondence \(Inbound\) - Linking](#)

[Correspondence \(Inbound\) - Receive Originals](#)

[Correspondence \(Inbound\) - Request Originals/Rescan](#)

[Correspondence \(Inbound\) - Scanning](#)

[Correspondence \(Inbound\) - Unlinked](#)

[Scanning - Local](#)