

ANNEX A

MiCase is the new corporate system we're introducing to handle Ministerial correspondence, FOIs and EIRs, complaints and general correspondence.

When it comes to implementing change, especially large-scale organisational change, people are understandably concerned about what it will mean for them. When we held MiCase information stalls last month, the most common question asked was “how will this change affect me?”

The answer to this question depends on how you interact with current systems. If you deal with both FOIs and Ministerial correspondence, the biggest change will be the fact all of these cases will now be in the one place. You'll no longer have to keep track of two separate systems.

We have also changed the way cases are assigned. Too often, cases have limited visibility within teams, leading to confusion or late replies if someone goes on leave. MiCase will allow you to see the cases assigned to people in your team, making it easier to work collaboratively, cover illness and keep track of the things being asked of your policy area.

MiCase has been designed as an “end-to-end” system, which means that every action surrounding case work, from creating a case to drafting a response, sending it for review and issuing the final reply is done from within MiCase. Because of this, there are features in MiCase that are not present in the current MACCs and FOI systems.

These new features represent a significant change to how colleagues deal with case work. In a nutshell, you will no longer have to use Microsoft Word or Outlook when working on cases. MiCase handles and stores everything, which also means there's less chance of a contribution being buried in your inbox, or you losing a local saved copy of the most up to date draft letter.

You also won't have to waste precious time manually creating case files in eRDM because MiCase creates and populates this automatically for you.

We are conducting testing and collecting feedback to ensure MiCase meets user needs, but as is the case with every large scale change, there will be a little bit of getting used to the system. Support will be available for colleagues throughout the transition period, and we will be collecting feedback throughout the beta phase of the launch to help us improve the tool further.

Want to find out more? Join our Yammer group and get involved in the development of MiCase.