

# Electronic Case Management Seminar

**Case Management:  
An e-Government Success Story**

*Welfare  
Rights  
Service*  
FOR YOUR BENEFIT

**Wednesday 13th April 2005 (Preston)  
Wednesday 20th April 2005 (Birmingham)  
11am to 4pm**

It is now one year since Lancashire Welfare Rights Service launched its ground-breaking electronic case management and online citizen access system. WROSeS and CASeS have transformed the way Lancashire captures and communicates information to the public. Lancashire County Council and IIZUKA Software Technologies invite you to a half day seminar to share in their experience of implementing a 'fit for the 21st century' case management system.

If you are considering electronic case management for your service, this seminar will offer a valuable insight into what can be achieved.

Also, what is the impact of tax credits & housing benefits on the client relationship? Gareth Morgan of Ferret Information Systems will provide an insight into how in the future, a longer-term relationship with the client could be beneficial.

## Conference Aims

Attend the above conference and you will obtain:

- Awareness of how personal information is made 24x7 accessible to customers
- Appreciation of what impact 'going electronic' has had on the Service
- Recognition of the need to 'future proof' case management systems
- Insight into the key decisions made during the induction year
- Understanding of the benefits of mobile working
- An insight into the evolving client / advisor relationship

## Agenda

- Background
- Project considerations / lessons learned
- Best practice
- Lunch
- Demonstration
- Questions & answers
- The future of the client / advisor relationship

Speakers: Alex Walker, Lancashire County Council  
Greg Hayes, IIZUKA Software Technologies  
Gareth Morgan, Ferret Information Systems

To register for this free seminar go to:

<http://www.iizuka.co.uk/cmseminar>

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