Italian Defense Ministry

Italian government office automates job applications processing for better document management, faster hiring, and reduced costs with Adobe® LiveCycle® ES solutions

Italian Defense Ministry
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Industry
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Challenges
• Managing all documents related to enrolling military and civil personnel
• Reducing the flow of paper documents related to job advertising and applications
• Replacing paper-based processes with digital ones to optimize workflow

Solution
• Automated job application
The Italian Ministry of Defense is using Adobe LiveCycle ES solutions to automate the job posting and applications process, replacing time-consuming and error-prone paper-based processes and managing more than 20,000 applications per year more efficiently and effectively.

Results
• Reduced time required for staff to manage applications processing
• Improved accuracy of submitted data, reducing processing times
• Replaced costly, inefficient paper-based processes with automated digital processes
• Enhanced security of candidates' personal information

Systems at a glance
• Adobe LiveCycle ES. Components used include:
   Adobe LiveCycle Forms ES
   Adobe LiveCycle Reader Extensions ES
   Adobe LiveCycle Barcoded Forms ES

Simplifying processes for government offices

The Defense Ministry is the office within the Italian Government responsible for the military and civil defense of the country. It implements all government decisions regarding defense and security after they are reviewed by the Supreme Defense Council and approved by the Parliament.

The Defense Ministry is currently organized into separate offices that directly report to the Defense Minister. Offices are part of either the Technical-Administrative Area, which includes General Directorates, or of the Technical-Operative Area, which includes Secretariat General of Defense and the four Armed Forces—the Italian Army, Navy, Air Force, and Italian Police Force.

Like all centralized and local offices of public administration, the Ministry of Defense is very keen on adopting the most up-to-date technologies to digitize documents and simplify procedures that enhance relations with citizens. The Defense Ministry turned to Adobe LiveCycle ES solutions to accelerate and streamline the job applications process for each of its offices and branches.

Improved job listings and management

Traditionally, applying for a job in the Italian armed forces required sending paper copies of application forms and related documents to the Defense Ministry. Each year there are about 20 job advertisements for civil and military positions requiring tens of thousands of documents, stemming from approximately 100,000 submitted applications.

The paper-based process had two major drawbacks: the management of an enormous amount of paper documents and the need to manually input data into the Ministry's information system. To improve its processes, the Office of Public Information-Internet Section redesigned the entire process of managing job advertisements. Along with the Armed Forces, the office designed a new system to help citizens communicate with the Ministry and, at the same time, help internal personnel.

Leaders designed a new online job advertisement system using Adobe LiveCycle ES—specifically Adobe LiveCycle Forms ES, LiveCycle Reader® Extensions ES, and LiveCycle Barcoded Forms ES—which offers a more reliable, complete, and efficient solution compared to simple compilation of online HTML documents.

Intelligent and secure digital transactions

With the help of partner Fabaris S.r.L, the Ministry began rolling out new processes beginning with application forms to enroll in the Air Force Academy, which are relatively simple. Then the project extended to application forms for jobs in the Army. Soon, all applications to enroll in any Military sector will be offered online through Adobe LiveCycle ES to accompany the legally mandated paper copies of documents to be sent by mail.

Adobe LiveCycle ES is the front-office engine that handles all enrollment documents; the data processed through this solution is then integrated with third-party solutions to complete the process. Documents generated with Adobe LiveCycle ES have ad hoc fields with pre-compiled multiple answers. Warning flags signal possible errors, thus helping candidates correctly complete the forms. The system also allows users to download the forms locally, compile and validate them, and properly submit them back into the system later. Adobe LiveCycle ES includes all necessary features that help to ensure a secure and accurate treatment of a candidate's sensitive personal information.

Improved communication with citizens, reduced time and costs

The adoption of Adobe LiveCycle ES brought many benefits to current prospective Ministry of Defense employees. Internally, the ability for candidates to complete application forms online resulted in a reduction of personnel costs—currently there are 300 employees involved in the process. The 20,000 online applications received each year are processed swiftly and correctly with reduced typing and duplication errors.

With Adobe LiveCycle Barcoded Forms ES the Ministry of Defense can also double check the paper copies of the documents submitted. Data coming from online forms and already saved in the system database can be compared with data in the paper versions using 2D Barcode technology, which helps further eliminate errors.

"The new process enabled by Adobe LiveCycle ES solutions has received positive feedback from citizens who have encouraged us to continue our efforts to automate our services," says Lieutenant Colonel Alessio D'Andrea, webmaster at the Ministry of Defense. "The reduction in errors in compiling online forms has significantly reduced the number of incorrect applications received and consequently the number of appeals for applications turned down."

Lt. Col. D'Andrea says that the ability to compile applications after saving them locally and then uploading them into the system, and the use of interactive communication with applicants via e-mail and SMS are part of a communication effort the Ministry of Defense is undertaking to keep the dialog with citizens open.

"The Ministry of Defense uses Adobe LiveCycle ES solutions to transfer all administrative documents to digital format, according to government regulations," says D'Andrea. "By doing so, we've taken a leading role among government offices of the centralized public administration in using innovative technologies and improving communication with citizens."

Future integration

In the near future, the Ministry of Defense intends to integrate new hire information directly into the management system of the Human Resource department to accelerate the on boarding process. There are plans to implement digital signatures as part of the Defense Multi Service Card, to facilitate validation of documents and forms for candidates who already work in the military and wish to apply for other internal jobs.

For more information
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