

# THE REGIONAL GOVERNMENTS OF NORWAY UNITE WITH A BESPOKE CROSS-COUNTY INDUSTRY STANDARD

A County-level cooperation programme has allowed seven of Norway's County Administrations to join forces with Software Innovation to develop a unique vertical industry standard of Public 360° for case management and information handling, which will create significant savings and rewards.

## "We will reap large rewards from having a cross-County industry standard based on the case and document handling system Public 360°"

*Øystein Windingstad, Project Manager and ICT Advisor for Oppland County Administration for IKT i Oppland Fylkeskommune*

"The implementation of a cross-county standard of Public 360° will make annual savings of more than €100,000 for each County administration in terms of operational, administrative and development costs. In addition to this, other benefits include a better functionality, increased quality of document handling and case management," says Project Manager and ICT Advisor for Oppland County Administration, Øystein Windingstad.

### REGIONAL COLLABORATION

Finnmark, North and South Trøndelag, Hordaland, West Agder, Vestfold and Oppland are seven Norwegian Counties that between

them account for a large and important section of the public administration in Norway. In spite of demographic and administrative differences, the Counties have common regulations, terms of service, goals and political challenges. Based on this, a cross-County ICT collaboration for schools comprising Learning Platforms and Educational Line of Business applications was introduced in 2004.

"The great experience and the results that we saw from the initial collaboration encouraged us to work towards more collaborative ICT strategies and solutions. We then joined forces in 2008 in regional collaboration project. Why use a lot of time and energy separately when we can work together to develop and implement a shared and optimal industry standard system for case handling and archiving across several regions?" Windingstad explains.

The County Administrations saw that a decision to collaborate would bring great benefits in terms of expenditure of resources, cost, quality and content. The combined competency in the collaboration far out- ▶



### BENEFITS OF THE CROSS-COUNTY COLLABORATION:

The key benefit of developing a best practise Regional Government standard of Public 360° is giving the County Administrations a case handling and archiving system which supports the needs and demands of case management in an effective and secure way.

The member Counties have experienced the following benefits:

- A forum for discussion and exchange of experience
- Agreement on common configurations and applications
- Increased competency and sharing of experiences with regards to business process management and Public 360°
- Identification and specification of efficiency improvements in system functionality related to business processes
- A common platform for further development and expansion of the industry standard of Public 360° for Regional Governments

weighed that of each individual administration, which hugely increased the quality of the bespoke industry standard that was developed.

### **BEST PRACTISE FOR CASE HANDLING AND RECORDS MANAGEMENT**

The bespoke cross-County industry standard of Public 360° covers six areas: archiving and records management, case management, board and council management, handling of sensitive cases, SOA/integrations, and technical infrastructure. In addition to these, a continuing aim to improve the regional government platform could bring, for example, an expansion of the modules offered for collaborative project rooms, workflow, performance monitoring and management reporting, public journal for Internet publishing, and the Microsoft® OneNote solution for achieving paperless council meetings (360° Politician's Workplace).

"The cross-County collaboration gives us the chance to "get ahead" and to use new modules which increase the value of what we offer. An example of this is the Learning Platform project for schools, which involves sending documents for archiving from the school systems through Public 360°, where they are saved," says Ann Karin Lien, Department Manager at Finnmark County Administration.

"We have made good progress with our shared best practise industry standard for case, records and document management. This satisfies our high demands and expectations, and is motivating for our users. The cross-County standard has a rich functionality, so that we can avoid doing expensive customizations to accommodate special needs. This thereby reduces our outgoings," she emphasises.

### **"WE ARE WISER TOGETHER"**

With the cross-County project and the implementation of Public 360°, the Counties have built a network which allows them to hold a dialogue and share their experience, knowledge and competence across the regions. The seven County Administrations also act as a combined unit in terms of their collaborators, which gives them increased influence and cost-effectiveness – for example by sharing the development costs.

"Having the Counties using the same version of the industry standard saves us all a lot of time and money on further development and maintenance. It is far simpler to manage multiple administrations with one version of the technology, rather than having each party looking for the same functionalities on their own. We also see that we have saved a huge amount of time by dividing the job of testing the different modules between us," Windingstad points out.

### **ICT IN PUBLIC ADMINISTRATION:**

Use of ICT as tools to increase effectiveness, modernisation and collaboration in the public sector is gaining ever more ground. A reinforced focus on the need for the digitalisation of public administration is bringing more and more municipalities and Counties closer to prioritising electronic citizen services and communication, digital services and eGovernment on the political agenda.

### **ABOUT PUBLIC 360°:**

Public 360° combines case-, document-, and records management with advanced functionality for project and relationship management, making it a unique platform for building modern eGovernment solutions where service and the citizens are at the centre of attention. Built in SharePoint, all features are also accessible directly from Outlook and Office. Public 360° ensures complete control over all electronic information, with out-of-the-box solutions for political processes and online citizen services. It paves the way for effective collaboration, flow of information and the automisation of business processes. It also helps the County Administrations reach their goals for digital public administration.

### **ABOUT THE CROSS-COUNTY COLLABORATION:**

The cross-County collaboration project was introduced in 2008 between the County Administrations of Finnmark, North and South Trøndelag, Hordaland, West Agder, Vestfold and Oppland. The member Counties have worked with Software Innovation to develop a plan for the implementation of Public 360° and the joint development of a vertical industry standard for Regional Governments.

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*Øystein Windingstad, Project Manager and ICT Advisor for Oppland County Administration*

