

THE NORWEGIAN INTEGRATION AND DIVERSITY DIRECTORATE (IMDi) BETTER QUALITY CASE AND INFORMATION MANAGEMENT

Public 360° and SharePoint 2010 have increased the security and efficiency of information and case management at the Norwegian Integration and Diversity Directorate (IMDi). An entirely automated application process makes the work easier for both employees and applicants.

“We started using Public 360° in 2008 in version 4.0,” says IMDi consultant Elsa Aaquist Storeng. “The main reason we chose Public 360° was the comprehensive nature of the application. It contains modules such as contact management, case and document management, activities and meeting administration – all of which are central functions for us. Above all, the integration with Microsoft SharePoint is crucial, meeting our needs and helping us work the way we would like to.”

“Public 360° enables better control of documents – they are all saved in one place in a uniform way,” she continues. “Information can be shared easily and we are not dependent on an individual when we need to locate a document. Case management is more reliable and traceable and meets a generally higher quality standard.”

Sensitive information in secure zones

“We were among the first organizations to make the shift to version 4.1. The most important factor in deciding to upgrade was the need for a secure zone to meet data protection requirements. The handling of cases and documents that contain sensitive information now takes place in the secure zone of Public 360° - everything else happens in the internal zone,” explains Aaquist Storeng.

Improvements in SharePoint 2010

“The upgrade has also brought improvements in other areas,” she says. “The user interface is simpler and SharePoint 2010 has even better opportunities for collaboration than before, meaning it is easier to work together on documents.”

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Product: Public 360°
Bransje: Government



About IMDi

The Norwegian Integration and Diversity Directorate (IMDi) was founded on January 1 2006 to act as a competence centre and a driving force for integration and diversity in Norway. The directorate cooperates with immigrant organizations, local governments, central government agencies and the private sector. IMDi has around 200 employees and provides advice and implements government policy.

IMDi's main areas of operation include:

- Resettlement
- Implementation of the Introductory Act (a Norwegian law about language training)
- Administering grant schemes
- Information and guidance through web portals and publications
- Documentation, including the National Introduction Register (NIR)

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Automated case management

“IMDi channels resources to both local governments and voluntary organizations that apply for support. The combination of Public 360° and SharePoint 2010 means that the application process is automated from start to finish. We have a SharePoint portal where each municipality or organization can have its own area in which to complete online forms. These forms are created using Microsoft InfoPath, which is closely integrated into SharePoint. From there the applications are sent directly into Public 360°, where all the case management takes place. Data can also be extracted from Public 360° to be made available and re-used for applicants in reporting forms and similar documents. As well as simplifying the application and reporting processes, Public 360° ensures the same structure for all organizations and better management and overview of the data we receive from the forms.”

Integration with professional systems in the next phase

IMDi also has plans to integrate Public 360° with other critical applications, such as their finance and recruitment software. “We are currently focused on rolling Public 360° out across the whole organization and making sure that we are using it to its full potential. The next stage will be getting on top of integrating it with certain line of business applications,” says Aquist Storeng.

Training is vital to success

Aquist Storeng says that Public 360° 4.1 functions exceptionally well, but points out that there is work involved to introduce it. “To achieve a successful implementation, it is important to focus on training and making sure the users see the benefits it will bring to their working day. Otherwise, introducing this type of system can be seen as inflicting change on employees, which no one will react well to. We see that our employees are extremely satisfied with Public 360° once they have understood the benefits it brings them.”

Public 360° built on SharePoint and Office 2010

- Simpler user interface
- Better capacity for mobile and offline access
- Easier to collaborate on documents
- Tighter integration and greater opportunities to combine the best of 360° with SharePoint functionality
- Better menus for records management personnel
- Improved support for approval processes
- Simple overview of documents each case handler has received for review and comments



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