

**OPPLAND COUNTY ADMINISTRATION
STRENGTHENING THE REGION WITH
DIGITAL PUBLIC ADMINISTRATION**



IN OPPLAND, THE USE OF MODERN AND FUTURE-ORIENTED ICT SOLUTIONS HAS BECOME A VITAL INSTRUMENT IN STRENGTHENING THE ROLE OF THE COUNTY ADMINISTRATION AS A REGIONAL DEVELOPER, AN ATTRACTIVE EMPLOYER AND A GOOD PARTNER FOR THE MUNICIPALITIES. THE STANDARDIZED CASE AND DOCUMENT HANDLING SOLUTION PUBLIC 360° HAS BECOME THE MOST IMPORTANT TOOL FOR EMPLOYEES OF THE COUNTY.

PUBLIC 360° OPENS NEW POSSIBILITIES FOR OPPLAND COUNTY

Oppland County Administration has made more progress than most organisations when it comes to the strategic use of ICT and the digitalisation of public administration. This was confirmed when Oppland was named “eCounty of the Year”, in April 2009, by the Norwegian Association of Local and Regional Authorities and the Agency for Public Management and eGovernment. This was based on their superior approach to ICT strategy, security framework and the digital services they offer to their citizens and local industry.

“We aim to pave the way towards transparent administration and effective service provision, in which electronic collaboration is a decisive factor. A digital Oppland will allow us to strengthen our role as a developer, and help us to create a simpler working process for our employees, by providing better and more user-friendly ICT solutions. We want to increase the levels of satisfaction and efficiency in the work place, by improving our approach to using technology as a tool,” says project manager and ICT advisor at Oppland County Administration, Øystein Windingstad.

WORK SMARTER WITH PUBLIC 360°

In 2007 Oppland County upgraded their case and archive management system from the predecessor of 360° to the new MS SharePoint based Public 360°. The organisation saw numerous benefits to opting for a future-oriented solution that allows for collaboration, a smooth flow of information and the automatization of business procedures. Improved systems for sharing, finding and reusing information allows for, amongst other things, streamlining and increased quality in case management.

“We are able to streamline a number of procedures using Public 360°. On finding and reusing information, secure archiving and good collaboration alone, we are able to save a huge amount of time – equating to annual savings of approximately EUR 42,000 for each school in the county. In addition, there are huge savings of both time and money achieved from the simplified user interface, smart functionality and seamless integration with MS Office. The combined savings reach millions of Euros” says the satisfied project leader.

AN UPLIFTING USER-EXPERIENCE

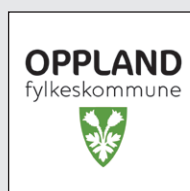
“The user’s experience and motivation were important aspects of the decision to introduce Public 360°. Our staff should be able to focus on their areas of expertise, not on the ICT. Our aim was to implement a solution with a custom-made workstation which would be easily recognisable and usable for the staff – and which would help to make the working day more productive,” Windingstad enthusiastically explains.

The staff at Oppland now have individually tailored desktops with access to the functionalities relevant to their specific areas, or to certain projects. These include appointments, outstanding documents and casework, news etc. which saves time and increases clarity for the staff. The seamless integration with MS Office has allowed the staff to work in a recognisable interface where documents, email and casework can be created, edited, shared and saved within the one ICT solution. The workstation is automatically loaded and shows both news stories and links to other tools.

“Oppland County has calculated that the integration has created an annual saving of approximately 3,000 staff hours within the secondary schools in the County, which equates to approximately EUR 200,000 in one year,” he points out.

A SIGNIFICANT INCREASE IN COMPETENCY

Oppland County Administration aims to be a role model to organisations within the region and elsewhere, and also to their citizens, industries and their own employees. Oppland’s commitment to an ICT strategy is of great importance should the County want to be seen as a modern, productive and exciting employer and partner for collaboration.



“We want to increase the levels of satisfaction and efficiency in the work place by improving our approach to using technology as a tool.”

Øystein Windingstad,
Project Manager & ICT Advisor at
Oppland County Administration

Oppland County Administration has an employer policy based on four main principles. One of these is to be a leading organisation that systematically shares best-practise competence and experience, listens to its users' point of view, evaluates practice and seeks to improve itself – in addition to ensuring that the services are of the highest standard.

"Public 360° gives us increased quality and a reduced response time for casework and the services that we offer to citizens and businesses." *Petter Kolstad, IKT-leder i Oppland Fylkeskommune*

"Public 360° is an instrument to help us reach our goal of being an organisation that continues to learn. The solution allows us to share documents and information across departments, ensuring that important information is saved for future use. Searching for case documents and archived correspondence is quick and easy, which gives us increased quality and a reduced response time for casework and the services that we offer to citizens and businesses. The transparency we can achieve with Public 360° will create an effective organisation with good knowledge-sharing and competency-building practises" says ICT Manager, Petter Kolstad

AN OPEN ADMINISTRATION

An important element in the development of the County community is openness and dialogue. Public 360° Public Journal publishes mailing lists, letters and political and administrative resolutions, as well as cases from the elected representatives, on Oppland County's public website.

"We consider it vital to provide good information about the County Administration's work, in order to improve the public's knowledge of what it is that we do. The availability of information on the internet supports our good reputation. It is also important to find and maintain the right balance between openness and security, in terms of data protection for documents and information that are placed in the public domain. Public 360° takes this into account, with features for dealing with sensitive cases" says Councillor Bernt M. Tordhol.

KPI MONITORING AND ACHIEVING GOALS

The KPI Monitoring feature in Public 360° allows politicians and County staff to keep track of the completion of the activities laid out in the Regional Action Plan, as well as following up of political resolutions.

"The KPI Monitoring feature is based on making sure that political objectives are followed up and reported, with a good and thorough structure and by the chosen method. This allows you to see at any time what is being done within specific areas of interest. In this way, Public 360° is a tool that assists the organisation in following up and reaching its political goals," explains the Councillor.

"Public 360° is a tool that helps the organisation reach its goals and contributes to the possibility of reaching our vision" *Bernt M. Tordhol, Rådmann i Oppland Fylkeskommune*

REAPING THE REWARDS

The introduction of Public 360° has helped Oppland County Administration to come a long way towards developing a "Digital Oppland". The project team have great expectations for the ICT development over the coming years.

"The investment in Public 360° is going to bear fruits and create considerable rewards in many areas over in the coming years. We strive to be a modern organisation, where our employees are motivated and capable of using future-oriented IT solutions. It is likely Oppland will have made more progress than many other organisations in the public and private sector with regards to using ICT as a means of strategic development and ensuring a competitive advantage," concludes Bernt M. Tordhol.

PRODUCT: PUBLIC 360°
INDUSTRY: LOCAL & REGIONAL GOVERNMENT

OPPLAND COUNTY ADMINISTRATION:

Oppland is the 12th largest county in Norway, is comprised of 26 municipalities and is home to approximately 183,000 citizens. Two thousand of these citizens are employed by the County, 800 of whom work in the central administration.

In April 2009, Oppland County Administration was awarded the title of "eCounty of the Year" by the Norwegian Association of Local and Regional Authorities and the Norwegian Agency for Public Management and eGovernment. Oppland was deemed to be the best in their field in IT strategy, security framework and digital services for their citizens and local industry. The Administration also received a top score in a national rating of the best communal internet portals.

PUBLIC 360°:

Oppland County Administration uses Software Innovation's public management solution, Public 360°, for case and document management, collaborative processes and Internet publishing.

- Case management with work flow
- Archiving
- Document management including email (integration with MS Word and MS Outlook) *
- Key Performance Indicator (KPI) Monitoring for politicians
- Public Journal for Internet publishing of political decisions
- Contact Registry
- Board and Council Management
- Integration with Learning Platforms and Educational LOB applications
- Collaboration/Project Rooms *
- Paperless Council Meetings with MS OneNote (360° Politician's Workplace) *
- Contract Management

*will be implemented





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