

PAPERLESS CASE MANAGEMENT IN BERGEN

360° PAPERLESS MEETINGS ENABLES ENVIRONMENTALLY-FRIENDLY AND EFFICIENT CASE MANAGEMENT AND MEETING ADMINISTRATION

Bergen's annual paper consumption of 615,000 A4 pages and the consequent environmental impact of 113 tons of CO² each year is now history – a more efficient workday for politicians is here to stay. The City Council and City Government of Bergen, Norway's second largest city, has made the transition to entirely paperless management of political cases.

In the past, Bergen's local government used over 2 million sheets of paper in political case management every year. Commissioners in the City Government were receiving around 500 pages each week and City Council representatives 600 pages. The desks of elected officials were overflowing with case documents.

"In addition to the environmental impact involved in the print and distribution of these enormous volumes of paper, the costs of paper, copying and staff time amounted to an annual spend of over €380,000. We most certainly needed to make a change," says Vidar Aspunvik, system coordinator at Bergen Administration.

More efficient case management

"Instead of having to trawl through and drag around several hundred pages of case papers each week, the only thing the City Commissioners and Representatives need now is a small tablet PC with an electronic pen, or a similar unit that supports Microsoft OneNote," says Aspunvik. "Case documents can be read in the normal A4 format and users can make notes, comments and underline words by hand directly on the document. They have constant access to previous cases and notes and quick access to updated case documents that can be downloaded from the Internet. Documents can be sorted and prioritized as needed and both documents and notes can be easily shared with others."

Public 360° and OneNote

The application that makes this possible is a combination of OneNote from Microsoft and Public 360° from Software Innovation. 360° Paperless Meetings allows meeting administrators and other authorized personnel to locate case documents in Public 360° and convert them to the OneNote format, either as a comprehensive meeting agenda or as

Product: 360° Paperless Meetings
Sector: Local and Regional Government



Using 360° Paperless Meetings in Bergen's local government:

Bergen's local government uses 360° Paperless Meetings for the City Council, the City Government, the administration, committee representatives, in board committees and in several City Government departments. With 190 current users in Bergen, the number is growing.

About the City Council:

Bergen's City Council is the highest authority governing the city, with 67 elected representatives led by a Chairman. The Council meets on a monthly basis and passes resolutions about the City's activities and the management of local services. The Council is also responsible for following up on the implementation of resolutions, as well as undertaking supervision and scrutiny.

About the City Government:

The City Government is the Council's executive body and includes seven Commissioners and the Chief Executive of the City Administration. They make recommendations to the Council and are responsible for the implementation of the Council's resolutions. Each Commissioner is the political leader of a City Department that implements and supervises service provision and administration in local agencies and companies.

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individual cases and documents. Forwarded cases and documents can be viewed in separate fields, making them easy to review. Distribution takes place through the automatic synchronization of PCs with shared file catalogues, using a workroom in SharePoint or via email. Functionality for announcing the publication of new documents or automatic forwarding via email can be enabled.

Getting rid of the piles of paper

Bergen has drawn international interest by being one of the first local governments to implement this type of application to cut down paper use and improve workflow efficiency.

“360° Paperless Meetings makes paper redundant by digitally recreating the way we work on paper documents,” says Aspunvik. “We kept a clear focus on user involvement from the start and the politicians have participated throughout the process. The transition to electronic case management has surpassed our expectation and the majority of users are extremely satisfied at being able to work from their PC rather than having to deal with stacks of paper. The application is intuitive and simple to use, regardless of age and IT skills.”

About 360° Paperless Meetings:

Combining Public 360°, Microsoft OneNote and tablet PCs has created a unique solution for conducting entirely paperless meetings in organizations where the decision-making process and case management often takes place at meetings.

This yields huge rewards in terms of reducing paper consumption, increasing efficiency and improving control and supervision in meeting administration and case management.

Features of 360° Paperless Meetings:

Meeting administration

- Documents are generated from the case and records management system Public 360° in OneNote format, either as a comprehensive meeting agenda or as individual cases or documents. Forwarded cases and documents are shown in their own fields
- Case documents are organized like books, structured into chapters with a table of contents based on cases and their order on the agenda
- Distribution takes place through automatic synchronization of portable PCs through SharePoint workrooms or via email

Paperless case management

- Functionality for taking notes, making comments, linking to other documents or external websites, adding screen-dumps and images or linking to news stories – in other words, an effective tool for meeting preparation
- Case documents can be shared electronically – for example, notes on cases can be shared as you write them
- Support for audio and video recording

General features

- Simple and intuitive navigation for the user
- Makes the working day simpler and more productive for users by digitalizing workflow
- Large benefits to the environment through reduction in paper consumption and transportation
- Large cost reductions in terms of paper procurement, copying, delivery and staff time

Software Innovation is a Scandinavian company and a leading international software vendor for document control, information and case management. With 25 years of experience and competence in business-oriented content applications, we are committed to delivering future-proof, flexible and highly user-friendly solutions for our customers and partners. Our application suites create excellent information sharing, efficient collaboration, business control and improved service for both private and public organizations. The packaged business solutions are built on Microsoft SharePoint and Office, the market leading platform for collaboration and business productivity.