

# STATNETT IS USING 360° TO LOCATE DOCUMENTS IN A HIGHLY CHARGED ENVIRONMENT

“The planning of the Hardanger development has spanned many years and has generated a huge volume of documents. With Public 360°, our employees can find the right documents without hassle or stress,” says Toril Kagnes from Statnett.

Statnett is the company that plans, builds and operates Norway’s national power grid. New power lines require extensive planning and licensing and can often involve disputes. In Hardanger, the planned 40 meter “monster masts” have met resistance, but Statnett has built larger masts and longer power lines in the past. The three masts in Karmsund stand over 143 meters tall and in Sognefjord on the west coast of Norway the cable suspended across the fjord is 4.6km long. In 2008 Statnett laid the world’s longest sea cable, covering 580km between the south of Norway and the Netherlands. Before Statnett can flip the switch and bring electricity to factories and homes that have ever-increasing power consumption, the preparations for the new power lines need to be completed. This involves countless documents.

## Widespread interest in our work

Since the 1930s, Statnett has maintained archive systems that keep all documents of value, whether for past, present or future projects. With such a high volume of documents, it can be challenging to find the right one.

In 2009 Statnett was brought under the Freedom of Information Act. “We also have to deal with enquiries from journalists and others who want to study our management of the Hardanger development, as well as other cases,” says Toril Kagnes, project manager and IT consultant at Statnett.

The documents were stored in different archives and the only people with a complete overview of the content were Statnett’s archiving staff.

## The need for better Records Management

When Statnett was included in the Freedom of Information Act, the decision was made to gather all material in one user-friendly document management system, allowing all employees to:

- find all relevant documents in a single place
- avoid hassle and stress when looking for information
- be certain to have the latest version of a document

“We put out a broad invitation to tender across Scandinavia and received 8-10 bids that our procurement department duly considered,” says Toril Kagnes.

**Product:** Public 360°  
**Industry:** Energy/State

**Statnett** builds, maintains and operates the Norwegian power grid. The grid transports electricity between counties and across borders with Norway’s neighbors. Statnett runs power lines from mast to mast over mountains, forests, wide valleys and deep fjords as well as using earth and sea cables. The high voltage power lines are connected to regional and local power grids and the power is transformed from 300-420 kilovolts to 230 volts. Statnett’s control center monitors the grid 24 hours a day. Power lines last many years, but are regularly maintained and upgraded for greater capacity. The Norwegian central, regional and local power grids would cover 300,000km if laid end-to-end – approximately 7 times the Earth’s circumference.

Statnett is a state authority with more than 900 employees. The headquarters are in Smestad in Oslo, with regional offices across Norway.

## Challenges:

- To store and locate all documents that should be archived in one place
- Straight-forward search with precise document location
- Integration with IFS Applications and other professional systems
- Integration with Microsoft Office, Outlook, SharePoint and Statnett’s intranet
- High user-friendliness and low user threshold
- Supports the NOARK 5 Norwegian Records Management Standard

## Application:

Public 360° is:

- Built on Microsoft SharePoint
- Integrated with existing systems
- Customized to meet Statnett’s exact needs

## Result:

Public 360° is being gradually rolled out across all Statnett departments in 2011. The installation has taken place without any problems to date.

*“Statnett’s archive is an enormous reservoir of knowledge, but is dependent on the ability to find relevant information easily. We have accumulated documentation on all our power lines, masts, cables, sea cables and transformers since the 1930s.”*

Toril Kagnes, Project Manager, Statnett

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## Why Public 360°?

There were several reasons that Statnett chose Public 360°:

- 360° could be integrated with the organizational system IFS Applications, which is Statnett's central system for development, construction and operations. It could also be integrated with other professional systems
- 360° could be integrated with Microsoft Office, Outlook for emails and the groupware Microsoft SharePoint which is used on the intranet
- 360° meets the latest Norwegian National Records Management Standards (NOARK5) and the requirements of the Freedom of Information, Public Administration and Archive Acts

## Strategy as a starting point

In September 2010 Statnett's IT department began integrating Public 360° with several of the other systems used by the organization. One month later the archive and records management staff started using the application and some case handlers got the opportunity to pilot the system.

In February 2011 the new Public 360° version 4 with Service-Pack 1 was rolled out – by the end of the year all of Statnett's 900 employees will be using the application.

"If it was just down to technical functionality we would have been able to roll out 360° faster. But we decided to make sure that all policies, strategies, routines and guidelines were well-established from the start," says Toril Kagnes.

## Rules for names and access

"We want it to be simple to find the document you're looking for. That's why we have created rules for how cases and documents are named before they are saved," says Kagnes. "Public 360° can also search in body text, even when the final documents have been saved in PDF/A format as approved by the National Directorate for Cultural Heritage. This is a great advantage."

*Will everyone be able to access everything?*

"Yes, but we will have secure barriers between the different archives. Only people in the HR department will be able to

access personnel files," says Kagnes. "One of Public 360°'s huge benefits is the access control for individual cases, groups or complete archives. If we want to, we will be able to give sub-contractors entirely secure access to relevant documents in future."

## Gradual roll out

Since the application was chosen Statnett has regularly published 360° updates on the intranet. A team from Statnett's information management department is visiting the different departments, mapping their records management requirements and establishing routines.

The staff will receive training as the application is progressively rolled out across the organization.

## Unchanged work routines

With one exception, the introduction of Public 360° has had minimal impact on work rhythms at Statnett:

- Case handlers use Outlook, Word and Excel. They have to follow the rules for naming and storing documents and emails in 360°
- Project managers building masts can continue to use IFS Applications to create work orders and schedules and to locate plant documentation. They can work in IFS as before, but are transferred to 360° when they select the Documentation icon.
- Statnett's eight archive staff have had a shift in job role – having previously managed the storing and locating of documents, they will now supervise the records management, ensuring that the material is stored correctly and in the right place.

## Snag-free collaboration

Developers from Software Innovation were able to customize the system according to Statnett's requirements in just a few months. Toril Kagnes and a representative from Software Innovation worked together on this as project managers. An external project manager also ensured that everything ran smoothly.

*Were there any unexpended problems in the process?*

"No, the collaboration was snag-free and has gone exactly to plan so far," says Toril Kagnes.

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.