



CASE Electronic modelling increases transparency and efficiency

The City of Oulu wanted to develop online government by using the OmaOulu municipality portal, an online service channel Ixonos had implemented. Ixonos supplied a solution which allows the city's processes to be modelled electronically, thus for instance various forms and applications can be completed online. Transacting with the city becomes easier and less time-consuming.

Background

The City of Oulu processes hundreds of different forms and licence applications – customarily by hand, with the help of application paperwork, computer printouts and email. Application status enquiries have usually been answered by telephone. Slow and troublesome inter-office transfer of information has bogged down processes needlessly. The City of Oulu wanted to develop online government by using the OmaOulu municipality portal, an online service channel Ixonos had implemented. Once more, the city turned to Ixonos to determine how to rationalize and clarify the course of application processes.

Solution

The solution Ixonos developed for the City of Oulu enables electronic modelling, organization and monitoring of processes. It is based on Intalio products, which are built on open-source software. The solution that Ixonos designed allows officials to model any process, as well as its related forms and its stages, without needing to involve technical staff. The status information on processes is continuously visible in the e-workspaces of inhabitants and officials, and can be subscribed to chosen terminal devices as feeds. The completed documents are stored in an Alfresco document bank. Inhabitants can view these documents through their own workspace in the municipal portal. In addition to the form processes that are currently used, the solution also allows any process points to be orchestrated for online availability. This functionality, which is used according to the needs of the municipality's operative functions, enables access by inhabitants as well as by officials. It also complies with the KuntaIT transaction architecture.

Benefits

Ixonos developed this solution in close collaboration with City of Oulu process specialists, system planners and system architects. The benefits to inhabitants are obvious, as the city's service process becomes entirely transparent. Inhabitants can attend to their business regardless of time and place. They can also easily follow case progress. City of Oulu officials can define processes for implementation independently and exactly. Eradication of manual procedure rationalizes time management for officials. Inhabitants receive good service in a familiar online environment. Additionally, process monitoring becomes automatic and service-production management more formal.