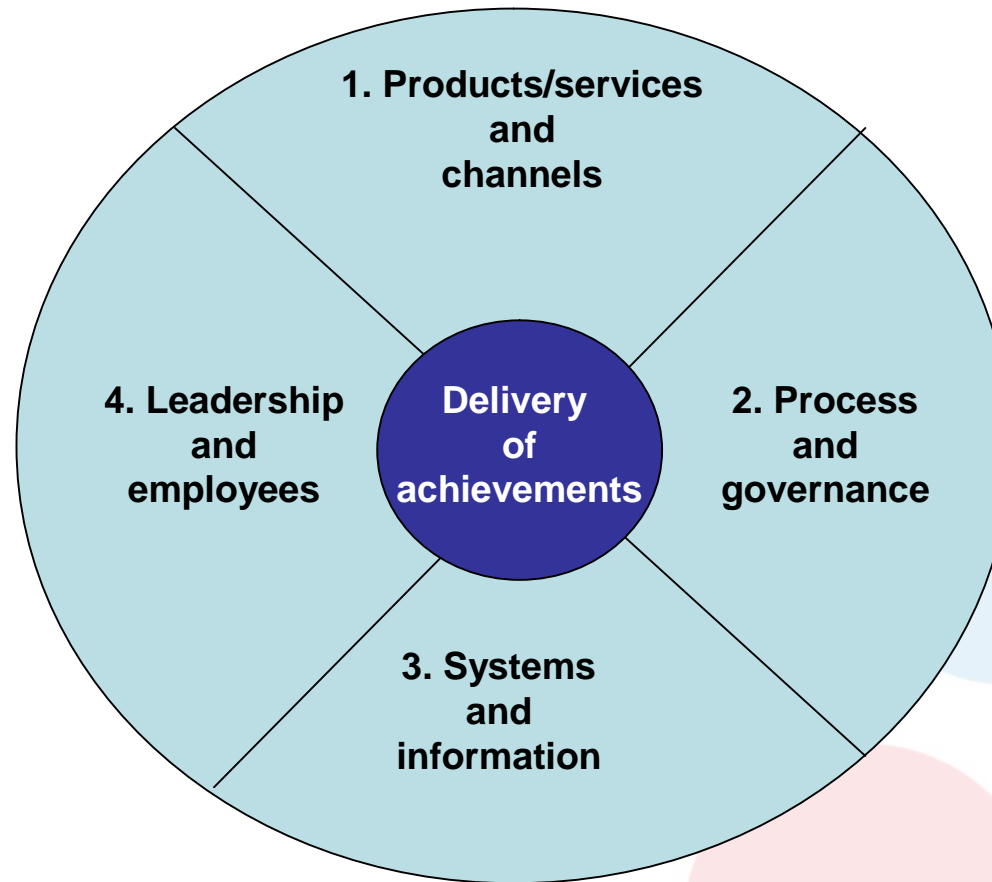


SmartCities

Kristiansand

Focusareas

The “Answer model”



Customer services

Customer contact center has, up to the present, been a distributed responsibility in Kristiansand, but as we are going into a periode of organsiastional changes this is about to change.

Another aspect of a service center is the central role this will play in information and communication. A center is and will be handling a lot of questions and it will be important to use the cometance that at the moment exists to build the coming cross-sectorial center.

Channels

Kristiansand will launch a new web-portal in december. The web is still our main concern as a channel, **but** we will also look to the service center to learn from their experience in choosing which services to build further on with processes descriptions, digital forms, archive integration, and more.

The direct connection either by being present or by phone will be considered with higher priority.

Service catalogue

As a vital issue in the new web portal the service catalogue is, at the moment, under consideration as a service delivered by a third party (Ref the examples shown in Ostehholz). If their solution is accepted by our executive officers in the central services we will change from our selfproduced servicedeclarations the the standardised ones. The consequences will not effect others matters related to processes.

Processes

The focus on processes are as vital as before, but the process-descriptions may take a slightly lighter form than previous planned.

The use of **digital forms** is picking up speed, and this is the most important tool for getting information collected, organised and presented for communication with the user/customer. The information which make the foundation for the digital forms is also of vital importance for the design of the **workflows**.

Systems/interfaces

All processes will be evaluated concerning which interfaces to establish. For us the interface with the digital archive is essential and will for all forms be developed and established.

Other interfaces with applications and systems will be evaluated process by process.

The main issue in matters like this will be to take customer needs and wishes, and the same's demand for security and privacy into consideration.

An example and a live demo

- I will now run a live demo to show how data (xml,pdf) from an application-form, on our internet portal www.kristiansand.kommune.no, is transported directly into an application.
- In Kristiansand municipality we use Oracle BPEL for this purpose.
- This is a very usefull engine to proses incomming XML files from a web- or an application form.
- This system also sends out an email-receipt to the applicant.

Example

- Application form: "Application for a civic boat place"
- URL:
<https://skjema.kristiansand.kommune.no/more/wizard/wizard.jsp?wizardid=234>
- This application is hosted and developed locally on our server in Kristiansand.
- We can adapt the application forms in any way we want.

Example continues

- Due to security reasons, resultset files are temporary stored on the application-form server for 15 minutes before it's transferred to BPEL-server with a FTP-program.
- When transferred, the BPEL process manager looks in a folder and processes the XML file and transfers the PDF file from the application-form, to the right system.
- In this system, Doculive (Kristiansand municipality case and archive system), a casenumber and jp- number are generated. In the end the applicant receives an email-receipt.