

SmartCities

Project Initiation Document

Pilot name: Common process model

Municipality: Karlstad

Work-package: WP3

Date: 091201

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1. Introduction

A project initiation document [PID] is a document that brings together in one place the key information needed to start, manage and evaluate a pilot.

All stakeholders should be informed of the development of a PID, and the final PID should be agreed and signed off by the management in municipal partners.

The PID should contain information setting out the "who, what, why, when and how" for the local pilot. It should define all major aspects of the pilot, and can be used as a key part in the management of the delivery of the pilot and sets the baselines that will be used in any assessment of the pilot's success.

All Smart Cities partners are expected to produce a PID for each local pilot. These will be used by the project and by local partners to measure progress against the aims and objectives set out in each pilot's PID. Many partners will already be expected to develop PIDs for their pilots: in this case relevant information should be copied into this form.

2. Pilot information

This section sets out the basic information about your pilot.

2.1. Pilot name

What's your pilot project called?

A Common process model for Karlstads municipality

2.2. Pilot acronym

Does the pilot have an acronym? [e.g. SCRAN?] If not, leave blank.

2.3. Pilot website

Does the pilot have a local website? If not, leave blank.

2.4. What type of initiative is the pilot?

Select **all** that apply to your pilot.

- | | | | |
|-------------------------------------|----------------------|--------------------------|----------------------------|
| <input type="checkbox"/> | Project or service | <input type="checkbox"/> | Award scheme |
| <input type="checkbox"/> | Network | <input type="checkbox"/> | Promotion/awareness scheme |
| <input checked="" type="checkbox"/> | Strategic initiative | <input type="checkbox"/> | Other |

2.5. Pilot country

<input type="checkbox"/>	Belgium	<input type="checkbox"/>	Norway
<input type="checkbox"/>	Germany	<input checked="" type="checkbox"/>	Sweden
<input type="checkbox"/>	Netherlands	<input type="checkbox"/>	UK

2.6. Pilot city/region

City of Karlstad

2.7. Pilot start date

2009-04-01

2.8. Pilot finish date

2011-06-30 – The project continues probably throughout the Smart Cities project as part of the experience exchange between the municipality of Karlstad and Karlstad University - various projects carried out together with Karlstad University will be linked to different activities in the process

2.9. Pilot operational date

When did your pilot go 'live' to the public/businesses?

Hopefully at the end of January 2011 we have a draft first version ready to use for the departments – a Project of connecting the process model to process tool and a training package is needed to be developed for the department

3. Background to the pilot

Set out the context for the pilot: why are you interested in doing this work, what issues do you need to address, why do you feel you need to address them etc..

When other municipalities carried out the work to create more complex e-services that run over the administrative boundaries, it has become increasingly clear that we must document and think about the work processes in the same way.

It should also be well thought-out strategies for the development process really get the effect you wish.

Karlstad municipality has no common process model. The various administrations have their own way to document their work processes and different degrees of knowledge.

When we now establish our e-office, which will be a toolbox for the development of e-services. we are going to try to establish a common standard how we work and think and document the work processes, the present situation and e-service mode.

We hope that by having a well-developed approach to process modeling of e-services in the municipality, this may later also be start point to use to our documents for all types process work in the municipality.

The municipality should have a common standard for how we document our work processes, whatever the case. Only then can we start using our process descriptions as a basis of discussion between the various administrations.

3.1. Pilot topics

Select **all** that apply to your pilot

- | | |
|--|---|
| <input checked="" type="checkbox"/> Efficiency & Effectiveness, Benchmarking | <input checked="" type="checkbox"/> Interoperability |
| <input type="checkbox"/> Inclusive eGovernment | <input type="checkbox"/> Legal Aspects |
| <input type="checkbox"/> eIdentity and eSecurity | <input type="checkbox"/> Multi-channel Delivery |
| <input type="checkbox"/> eParticipation, eDemocracy and eVoting | <input type="checkbox"/> Open Source |
| <input type="checkbox"/> eProcurement | <input type="checkbox"/> Policy |
| <input checked="" type="checkbox"/> Services for Businesses | <input type="checkbox"/> Regional and Local |
| <input checked="" type="checkbox"/> Services for Citizens | <input checked="" type="checkbox"/> User-centric Services |
| <input type="checkbox"/> High Impact Services with Pan-European Scope | <input type="checkbox"/> Other |
| <input type="checkbox"/> Infrastructure | |

3.2. Pilot sector

Select **all** that apply to your pilot

<input type="checkbox"/>	Communication (infrastructure)	<input type="checkbox"/>	Internal market
<input type="checkbox"/>	Crime, Justice and Law	<input type="checkbox"/>	Local/Regional Community Development
<input type="checkbox"/>	Culture and Media	<input type="checkbox"/>	Procurement
<input type="checkbox"/>	Customs	<input type="checkbox"/>	Social Security
<input type="checkbox"/>	Education, Science and Research	<input type="checkbox"/>	Social Services
<input type="checkbox"/>	Electricity/Gas	<input type="checkbox"/>	Tax
<input type="checkbox"/>	Employment	<input type="checkbox"/>	Travel, Transports and Motoring
<input type="checkbox"/>	Environment	<input type="checkbox"/>	Water
<input type="checkbox"/>	Fire Services	<input type="checkbox"/>	Other Social Services
<input type="checkbox"/>	Healthcare	<input checked="" type="checkbox"/>	Other

3.3. Target users of pilot

Select **all** that apply to your pilot

<input checked="" type="checkbox"/>	eGovernment	<input type="checkbox"/>	Disadvantaged/deprived communities
<input checked="" type="checkbox"/>	Administrative	<input type="checkbox"/>	Families and children at risk
<input type="checkbox"/>	Business (self-employed)	<input type="checkbox"/>	Homeless
<input type="checkbox"/>	Business (industry)	<input type="checkbox"/>	Minorities and migrants
<input type="checkbox"/>	Business (SME)	<input type="checkbox"/>	Older people (60+)
<input type="checkbox"/>	Citizen	<input type="checkbox"/>	People living in poverty and/or precarity
<input type="checkbox"/>	Civil society	<input type="checkbox"/>	People with anti-social and criminal behavior
<input type="checkbox"/>	Intermediaries	<input type="checkbox"/>	People with disability
<input type="checkbox"/>	Other	<input type="checkbox"/>	People with health and long-term care problems
<input type="checkbox"/>	eHealth	<input type="checkbox"/>	People with no or poor digital literacy
<input type="checkbox"/>	Add Patients	<input type="checkbox"/>	SMEs, associations and intermediaries
<input type="checkbox"/>	General public	<input type="checkbox"/>	Unemployed people
<input type="checkbox"/>	Health authorities	<input type="checkbox"/>	Young people at risk of marginalisation

- | | |
|---|--------------------------------|
| <input type="checkbox"/> Health professionals | <input type="checkbox"/> Other |
| <input type="checkbox"/> eInclusion | <input type="checkbox"/> Women |
| <input type="checkbox"/> Any citizen | <input type="checkbox"/> |

3.4. Description of target users

Please describe your target group and provide some information on size, composition and needs.

The first primarily target group is the people working with business development in the municipality of Karlstad all administrations.

It is expectation that the model can be a help for all departments when they begin to identify and improve work processes.

Some of these working process will be supported by different kind of e-services.

3.5. Type of service

Select the **one** that best applies to your pilot

- | | |
|--|---|
| <input checked="" type="checkbox"/> Not applicable/not available | <input type="checkbox"/> IT infrastructures and products |
| <input type="checkbox"/> Awareness-raising information | <input type="checkbox"/> Participation |
| <input type="checkbox"/> Training and education | <input type="checkbox"/> Inclusive services of general interest |
| <input type="checkbox"/> Content provision | <input type="checkbox"/> Other |

3.6. Overall implementation approach

Select the **one** that best applies to your pilot

- | |
|---|
| <input checked="" type="checkbox"/> Public administration |
| <input type="checkbox"/> Private sector |
| <input type="checkbox"/> Non-profit sector |
| <input type="checkbox"/> Partnerships between administration and/or private sector and/or non-profit sector |

4. Pilot description

These sections of the PID describe what the pilot will do and how it will do it.

4.1. Objectives

What outcomes should be delivered by the pilot? (Business case/benefits should be set out in Section 5)

A process model that which can be used with any type of business development

4.2. Approach

How will the pilot do this?

- The results in the model is from research, literature in the field, experience of process mapping in other organizations, workshops in the process group etc.
- A lot of work at the later part of the project will be much about to improve the model with a more accessible/appropriate business language – The keyword is simplicity!
- But if you need to learn more, or need assistance in various parts of the mapping process, however, this opportunity must exist - you simply click in the "process for process mapping" to the part you need support (much of course depending on size, type on mapping project)
- We have taken the first step to move the process "process to process mapping" to a process tool. A work must be done to connect all the different rules, guidelines and templates to the different activities in the process.
- The idea however is: Guidelines, templates s connected to the respective activity in the process - Access to the model via the intranet and the tool Barium in the future
- At the moment the e-office has the responsibilities management of model - a group that maintain the model must be developed

4.3. Deliverables

What outputs/processes/procedures/definitions will be delivered by the pilot?

The output is the "process for mapping processes" with its guidelines, templates and best practices.

4.4. Exclusions

What issues are **outside** the scope of the pilot?

4.5. Constraints

What issues constrain the pilot? (These will include financial, technical, and timing issues.)

The main problem is resources

4.6. Assumptions/dependencies

Set out the assumptions you have made at the beginning of the pilot – particularly if your pilot is dependent upon other projects/pilots. Identify external factors which may affect the pilot.

This project is part of the e-Office project.

Resource problems – Do the management understand the importance of identify, mapping and improve processes.

Resources - mostly for work and to anchor, training and support activities. Management of resources will be central to the model to be alive.

Will the departments understand the benefits of process mapping.

5. Business case

Set out why your municipality feels the pilot is necessary, what the pilot seeks to achieve, and what benefits it will deliver. Include how these benefits will be measured (e.g. increased customer satisfaction, faster processing etc.).

5.1. Summary/overview

5.2. Customer benefits

5.3. Performance benefits

5.4. Employee benefits

5.5. Financial benefits

5.6. Project benefits

6. Pilot management/organisation

Set out the organisational structure that will manage your pilot. This should include relevant senior managers, project/pilot managers and staff. Please indicate how the pilot will be managed.

7. Staff/financial resources

Set out what resources are available to deliver the pilot. This should include what budget and staff the pilot can call upon.

7.1. Funding sources

Select **all** that apply to your pilot

<input type="checkbox"/> Public funding EU	<input type="checkbox"/> Public funding local
<input type="checkbox"/> Public funding national	<input type="checkbox"/> Private sector
<input type="checkbox"/> Public funding regional	<input type="checkbox"/> Charity, voluntary contributions

7.2. Overall cost/budget (€)

7.3. Contribution from local funds (€)

7.4. Contribution from Smart Cities (regional, in €)

7.5. Contribution from Smart Cities (transnational, in €)

7.6. Staff resources

Large part the work is done by the project leader from Karlstad Municipality and one resource from Karlstad University

8. Reporting framework

How will the pilot report progress, both to local management and to the Smart Cities project? How will the pilot's timelines and reporting mechanisms link with reporting for the Smart Cities project?

Progressreport on the wiki and presentation during workshops

8.1. *Baselines/zero measuring*

What baselines do you have? Do you have evidence to how the pilot is need for this p

8.2. *How will you measure progress?*

How will you show how your pilot is progressing?

By count how many users that use the model. An internal reporting tool will be used on the e-office website where users can report there use and learned experience

8.3. How will you measure the impact of your pilot?

e.g. increased citizen awareness/use of a service

8.4. What local indicators will you use?

e.g. surveys of local citizens, businesses

Survey answered by the users of the model

8.5. What national/transnational indicators will you use?

e.g. levels of service use

8.6. What work-package/subtheme indicators will you use?

9. Pilot plan

This should set out how the pilot will deliver the items set out in 4.3, including timelines for all deliverables and outputs.

10. Risks

Set out the main risks the pilot faces and what steps you will take to manage these risks.

Resource problems – Do the management understand the importance of identify, mapping and improve processes.

Resources - mostly for work and to anchor, training and support activities. Management of resources will be central to the model to be alive.

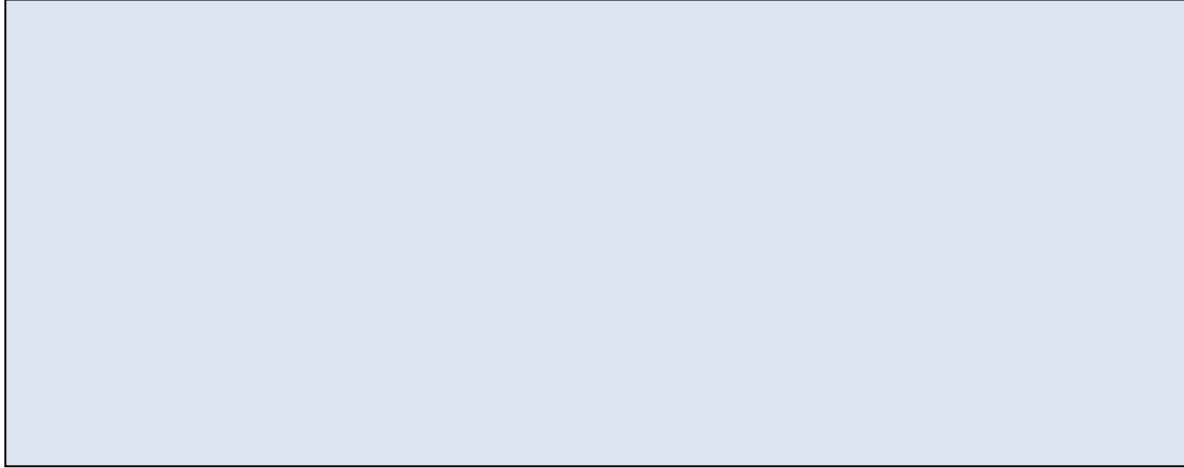
Will the departments understand the benefits of process mapping.

Will the department use our developed model – our will they develop there own models – because they think they are so special?

11. Co-design

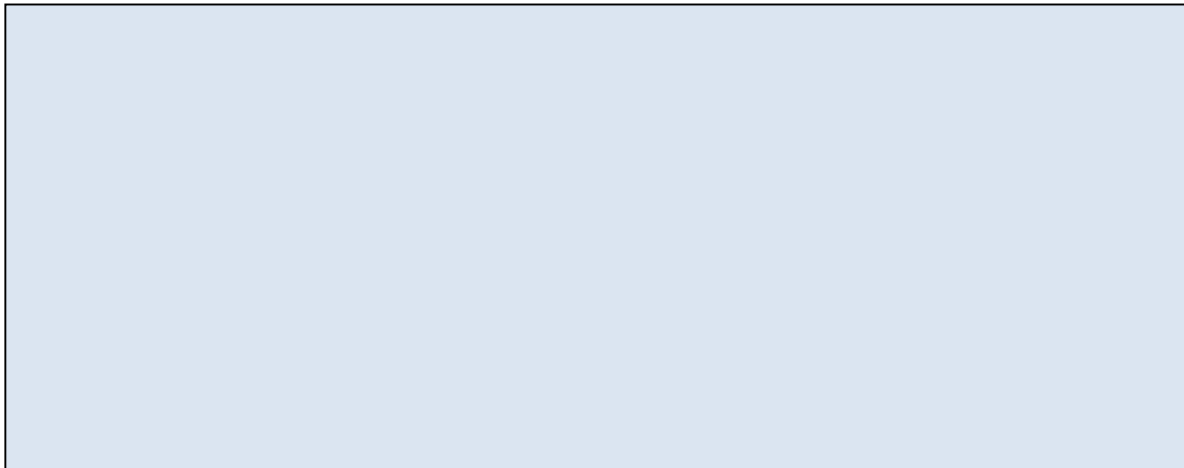
11.1. With other organizations and institutional partners

How are you working with other **local** organisations / institutional partners to co-design your pilot ?



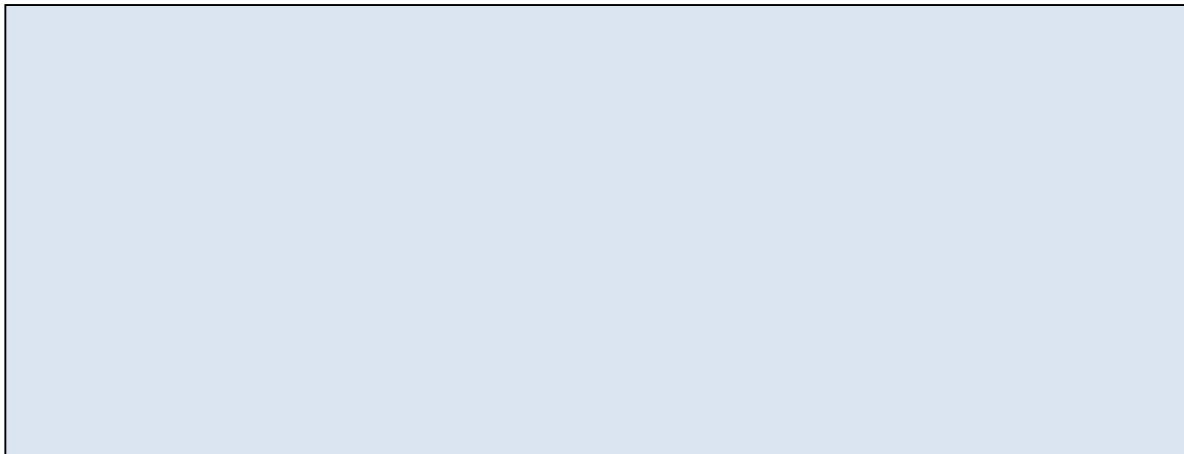
11.2. Co-design with citizens and individuals

How are you working with citizens and individuals to co-design your pilot?



11.3. The impact of co-design

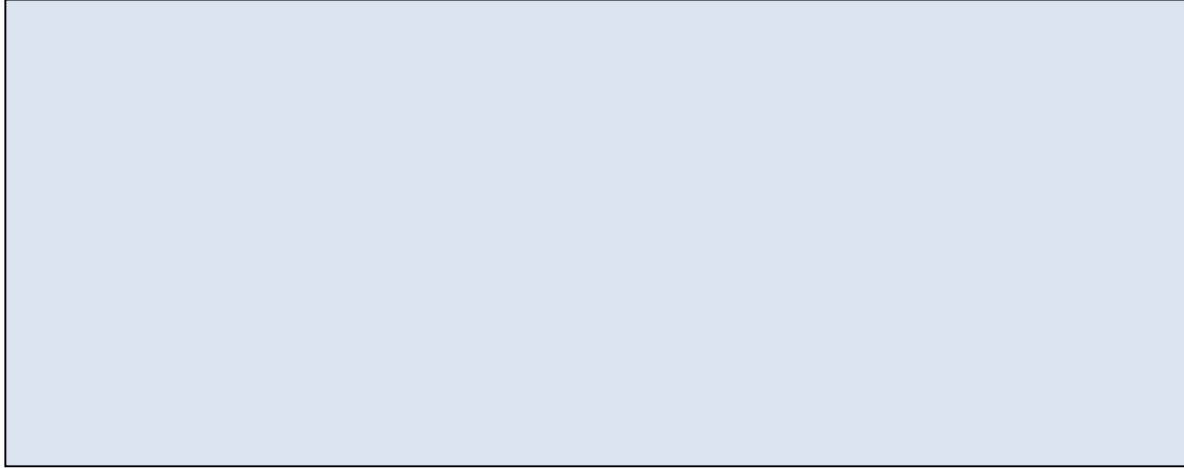
How has this work changed your pilot – are you doing anything differently?



12. Transnational work

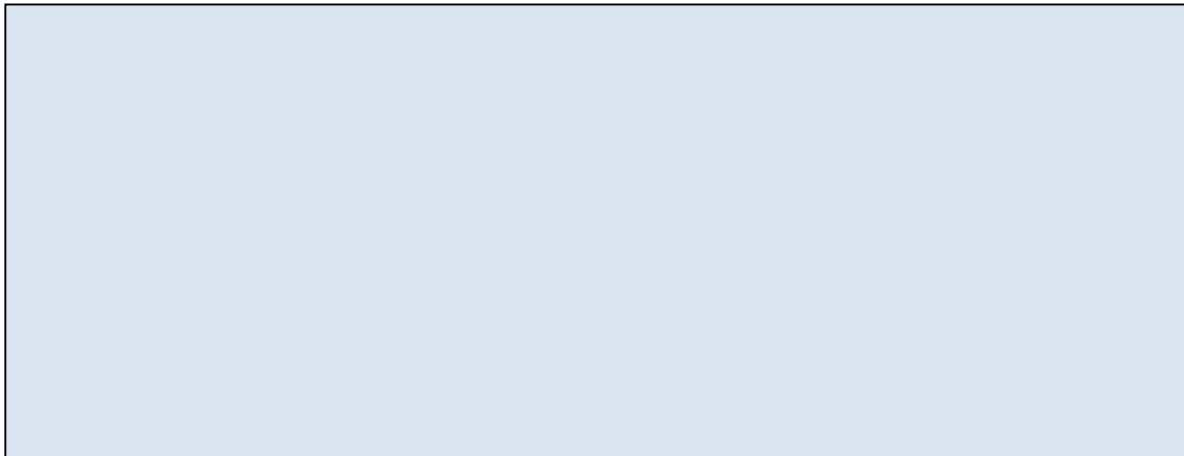
12.1. Transnational links

What other municipalities and pilots are you working with as you develop/deliver your local pilot?



12.2. Transnational learning

How are you incorporating transnational learning into the design/implementation of your pilot?



12.3. Transnational outputs

How will your pilot contribute to the project's transnational outputs? What transnational outputs will it contribute to, and what do you expect the contribution to look like?

