

Smart Cities meeting Kristiansand /Lillesand 18 to 20 January 2010

On January 18 to 20 Kristiansand, Lillesand and Karlstads municipality conducted a joint meeting to discuss from a general perspective service development in a municipality.

Foremost the discussions and presentations focus most on e-services development (with some demos), Servicecenter, architecture, communication, workflow and digital scheme. The presentations alternated with study visits in Kristiansand two servicecenters. Second day a study visit was arranged to Lillesand. During both days also a representative from Karlstad University participated as an observer.

ServiceCenter

Kristiansand has two different servicecenters:

- DuVito, which mainly deals with matters of health and social sector
- Technical office, responsible for matters concerning the technical sector

During the meeting in Kristiansand presented and discussed mainly the servicecenter DuVito. The presentation of Duvito was carried out with great enthusiasm by Torgunn Lie and inspired us all.

DuVito has won several awards in Norway for the way they meet the citizen. An overview of the organization and critical success factors was presented and discussed.

Some factors that proved important for the success behind Duvito:

- Creative and strong leader
- Staff who are specialists in a field and generalists in the rest.
- Many different languages are represented
- Education and ongoing training
- Continuous tests / samples that will inspire and are rewarded
- A clear and shared vision which is anchored internally
- Respect for each other and for the citizen
- Honesty
- Professionalism
- Anonymisation of citizen case
 - Individual room where necessary
 - The personnel change places so as not to someone else to track a person's file
 - The premises / workplace design

Architecture

Karlstad Municipality IT architect Gunnar Kartman conducted a presentation on architecture for information processing area. Gunnar discussed around important architecture principles, key strategies for success and the work at national and local level to achieve these principles and strategies.

Architecture principles includes:

- Architecture and the architecture's main areas - Fundamental and expected impacts
- Services and processes-Two sides of same coin
- Information - One of the most important strategic asset for the municipality
- Service Orientation - Impact on architecture
- Model of Architecture, Organization, roles and responsibilities
- Process Architecture

Strategies that will prove to be keys for success include:

- Service Orientation - Right from the end user down to the technical.
Infrastructure - a powerful way to become more efficient, but also a paradigm shift
- Process Orientation - Business and IT interact in use, development, management, operations and support of services
- Collaboration - Experience and joint projects across sectors organizational boundaries.
Special solutions should be avoided if possible
- Interoperability / Standards - We should strive to avoid lock-in effects

Arild Sandnes Head of Information Technology in Kristiansand presented the architectural work from a national perspective linked to the local work and which demonstrated the importance to begin work with common standards. Standards must be included in the work with architecture. The presentation included various ongoing national projects in different areas that are important driving factors. Both Gunnar and Arild presentations include similar elements as the need to think about SOA, integration, processes and common standards.

Communication

Rita Hansen, head of the information department in Kristiansand presented the work on the new website, social media and communications in general against the citizen. Some of the operational services and some of the planned were presented. Experiences and problems from the mapping process of automated case management services were discussed. The ability to respond to citizen on channels other than the web such as Chat was demonstrated. The importance of openness to the citizen and not to exclude people was also discussed.

Karlstad Municipality web strategist Martin Hamilton talked about the current development for the Web in the municipality of Karlstad. One interesting area for development is the area of e-democracy and why different issues must be discussed when introduced this kind of services in a municipality.

Some reasons why should use e-democracy was:

- Simpler and clearer for citizen involvement in municipal affairs
- Available
- More egalitarian
- More creativity
- Better anchorage

But there was also other issue that must be discussed before applying services for e-democracy such as:

- Participation rate
- Privacy
- Moderation
- Development of the democratic process
- The will of the politicians

Workflow and digital scheme

Ruben Torp, IT-developer at Kristiansand municipality demonstrates how to development of schema processes on Kristiansand platform for e-services.

The demonstration includes all steps, from the citizen to fill out the form, all data ports into the file case system and that a receipt is sent back to the citizen.

The technical part shows each of these steps and how they are transferred to the next step:

1. Form filled out by citizens
2. The data from the form is stored as XML and PDF file
3. XML and PDF transferred to Oracle BPEL Server PyroBatchFTP approximately every 15 minutes
4. XML and PDF "pocket" of an Oracle BPEL Process
5. Oracles BPEL save the form results and send out a receipt for e-mail to the citizen

Central to development is the Oracle BPEL manager (process engine).

During the second day a study visit was conducted to Lillesand municipality.

Brit Lammenes and Laila Risdal from Lillesand municipality performed a presentation about there work to automate the case management processes. An impressive work if you looking at the size of the municipality (Only about 10000 citizens). Lillesand has identified 20 case management processes for automation.

The initiative comes from IT to map these processes together with business people.

The employees seem to have experienced that it was good to not get stuck in old habits.

Identified steps in the process reflect activities to do and fields to display as the status outward to the citizen. In the system ACOS you see all the steps to be done in different parts of the process. Different people in the same role can treat a single case.

The citizens can monitor the status of their case via the Web. This reveals an open municipality but that it also requires some manual steps to be performed, e.g. checks before being posted externally.

Summary of the meeting in Kristiansand/Lillesand

The meeting between all three municipalities was greatly appreciated by the participants. The meeting revealed several areas of cooperation between our municipalities. We are all at different stages in the development of different areas but we all see similarities. Each municipality has its strengths and weaknesses, but to share the knowledge contained in each municipality will facilitate the work for all of us. Participants also felt that it was interesting to

see how Norway and Sweden at a national level work on these issues. Most of us feel that there is a much clearer central work in Norway compared to Sweden.