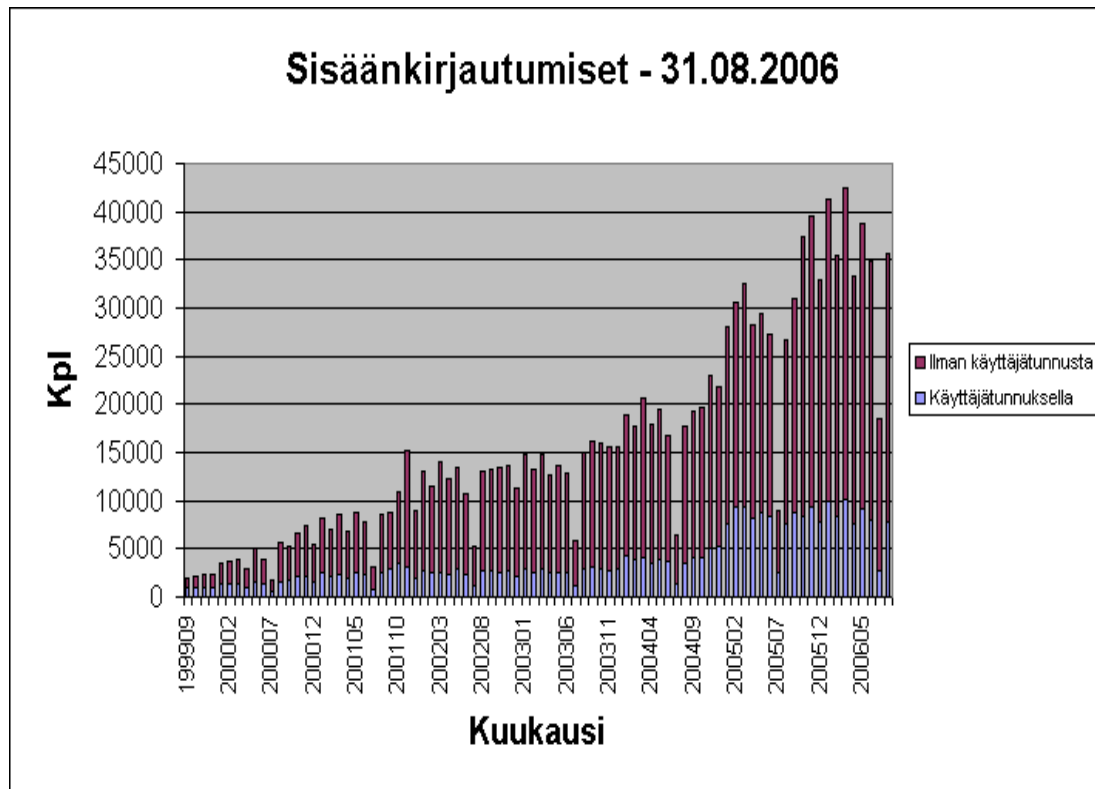


JoutseNet 3 and eGovernment

Pentti Taskinen 15.12.2006



Joutsen and decision-making

- **The decision-making process** consists of
 - **Opening** the case and storage of basic information (entries)
 - **Preparation** (procedure for obtaining comments, preparation for decision-making)
 - **Decision-making** (meetings, minutes), matters can also be decided without a large decision-making body
 - **Execution** (extracts, notifications)
 - **Follow-up**, storage, archives
 - NOTE! The system also serves as electronic archives for those documents and matters which are not handled by the committees or boards. The significance of such is increasing.
- **Joutsen** is an information system that supports decision-making process
 - PerusJoutsen and JoutseNet were replaced by JoutseNet 3 on 20 November 2006.

eGovernment and JoutseNet 3.0


- eGOVERNMENT (EU definition)
 - Functional *process entity* including Citizens' eGovernment
 - The essential elements are information and communication technology services which support the case management processes and related official procedures
- JOUTSENET 3
 - Joutsen will consist of two elements:
 - eGovernment Desktop
 - Citizens' eGovernment
 - each individual authority will be responsible for the development of eGovernment for their own organisation
 - Joutsen has a set structure, but it facilitates a wide variety of operations. Therefore, each office must individually adapt the details of the system to their own operations, even though the system is shared.

Joutsen versio 3 – for eGovernment

1. General

- Part of the Interreg III C project Challenge of eCitizen – Promoting eGovernment Action in European Cities
- Essential elements for Turku include the electronic Desktop and future solutions for the Citizens' eGovernment.
- Project timetable: 10 January 2005 – 9 January 2008

1. What is the objective for JoutseNet 3?

- The ability to respond to the challenge brought about by eGovernment
 - Elimination or automation of work stages involving paper
 - Reducing the turnaround time for the preparation of matters (presently cut back to 1/3 of the time required ten years earlier)
 - Qualitative benefits, for example, access to all necessary data
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1. Objectives for JoutseNet 3... 2

- Further reduction in the use of paper
- Development of eGovernment
 - browser-compatible
 - easy and
 - sufficiently functional tool

1. Objectives for JoutseNet 3...3

- System technology and file storage
 - Simplified
 - Elimination of overlaps
 - Up-to-date technological solutions
- The system will be independent of the workstation operating systems and word processors by shifting to
 - browser solutions and
 - the use of XML standards

1. Objectives of JoutseNet 3... 4

- Technical implementation based on existing systems
 - Large number of users
 - Extensive experience
 - Quick results
- The project is based on
 - the City's electronic signature and identification solutions, and initiation of the so-called eCitizen's Account
 - the Turku Portal for Citizens' eGovernment
 - the City's other infrastructure solutions

2. Problems and solutions involved in the shift to eGovernment

- The City Board's resolution on 26 April 2004 to shift to an electronic work approach with limited goals was implemented successfully
- Problems still exist: signatures, identification, training resources in relation to need
- *The central objective, at this stage, is to expand the group of active users and make the transition to eGovernment.*

Basic problems and solutions 1

- The Joutsen system proper was too complex for ordinary users
- JoutseNet has insufficient functionality for key user groups
- Browser environment. Simplified functionality and increased guidance
- Information distribution and possibility to create new documents and items for agenda lists

Basic problems and solutions 2

- Nearly only documents related to writing and automatic upgrading in the agenda minutes are stored in the Joutsen system
- The number of users (2950) could be larger
- The target is for all City documents in addition to electronic forms
- Necessary services for large user groups without limiting to the upgrading of the agenda minutes

Basic problems and solutions 3

- The system was technically too complex, and increased costs for maintenance and hosting
- Dependency on the workstation operating systems and word processors
- Transition from two databases and two-way replications to a single database that can be updated directly to the server
- Elimination of client/server architecture and introduction of storage in XML format

Basic problems and solutions 4

- Electronic signatures and identification are lacking
- Solutions for Citizens' eGovernment are, in practice, lacking (currently only two network forms)
- to be taken into use during the next year
- interfaces must be defined
- The general Citizens' eGovernment solution is integrated into the City Portal as a realised application

Basic problems and solutions 5

- Conversion to html format sometimes causes problems
- No solutions for giving electronic notifications
- Eliminate conversions by using XML as the storage format for documents
- Implementation in accordance with legislation will be carried out in phase 2

Basic problems and solutions 6

- The information in the data system can only be presented on computer screen
- The administration of access rights is incoherent, labourious and dependent on the use of paper
- There must be different methods of presenting the information
- Administration of access rights for AIX are eliminated
- Electronic documents

Basic problems and solutions 7

- No Work Flow solution
- Figured out in connection with the electronic services architecture

2. Objectives of eGovernment

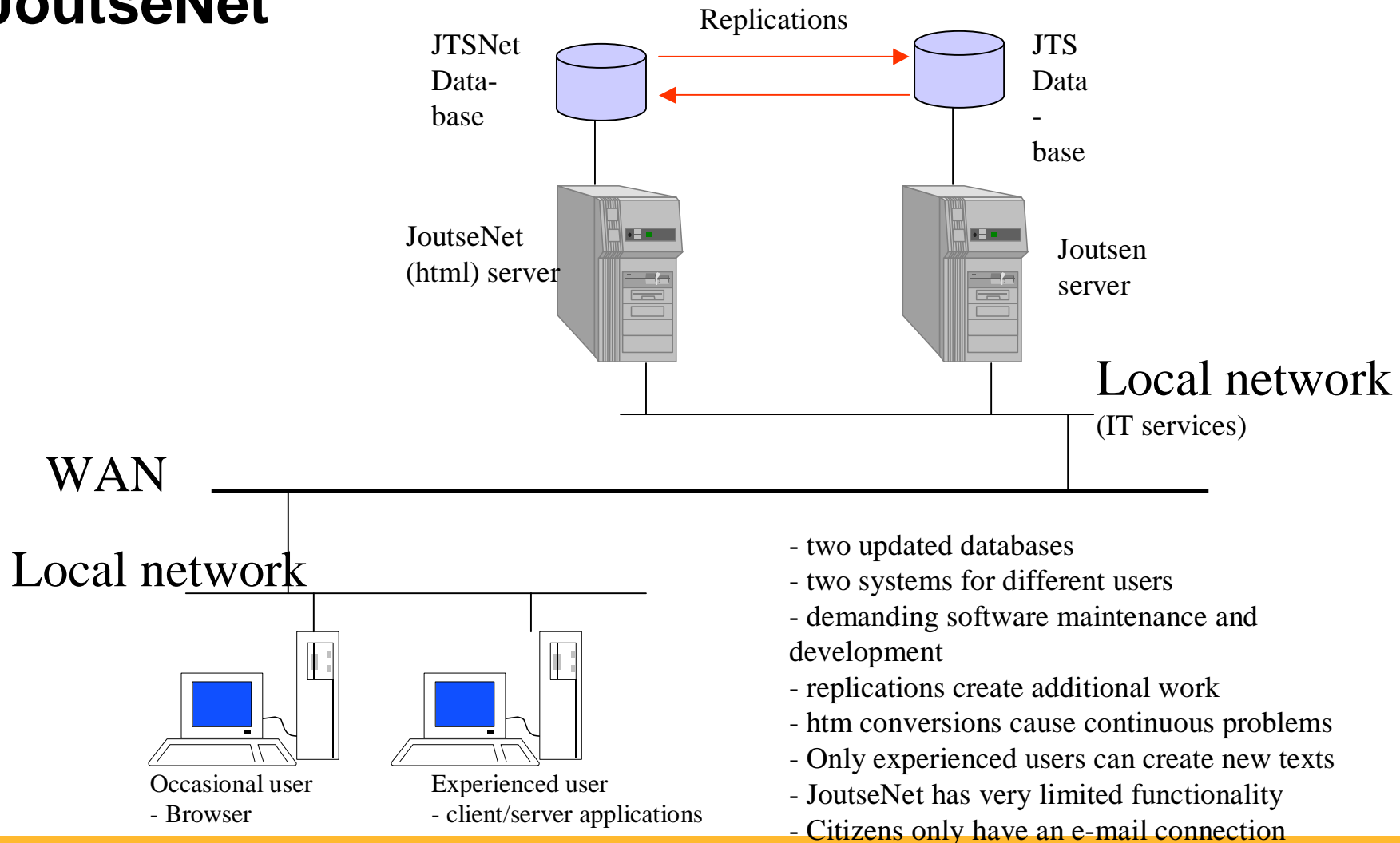
1. Functional eGovernment Desktop

- The number of active users will be increased along with the expanded functionality of the browser environment: simple text creation, easy text appendices, compilation of new agenda items
- simplification and system control – an unambiguous, easy approach is valued
- a system to handle text design, but MS Word can also be used
- current functions will be assessed and redesigned if necessary
- the issue of work flow awaits a solution

4. Technical objectives

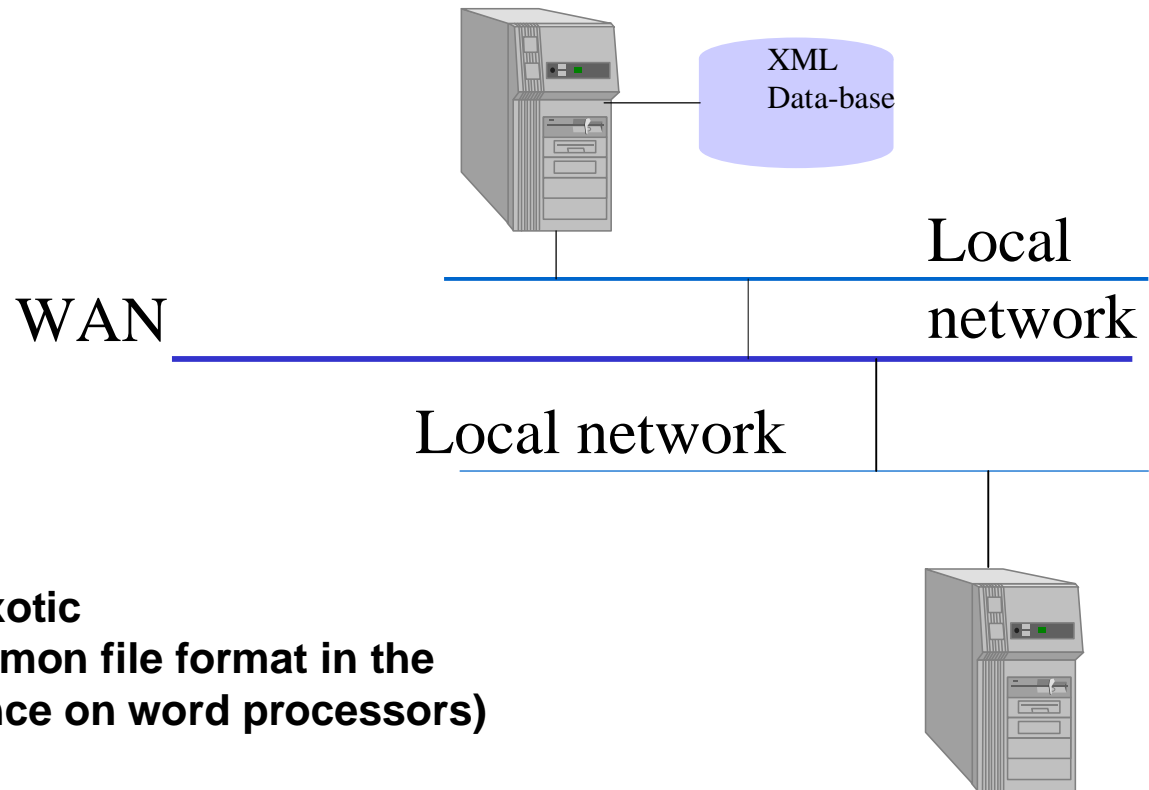
- Cease the use of client/server architecture
- Entirely browser-compatible
- Development work based on a platform of XML and associated standards
- The slightly exotic Cold Fusion (programming language) was replaced by PHP (and Java)
- Microsoft IIS (server operating system) was replaced by Apache

Joutsen and JoutseNet



- two updated databases
- two systems for different users
- demanding software maintenance and development
- replications create additional work
- htm conversions cause continuous problems
- Only experienced users can create new texts
- JoutseNet has very limited functionality
- Citizens only have an e-mail connection

eGovernment Desktop



- simple solution, nothing exotic
- texts in XML format (a common file format in the future, break from dependence on word processors)
- structured text, metadata
- all programs are either new or rewritten
- new functions, approx. 1/3 new screens
- eliminate replications – entirely browser-compatible
- easier to use and maintain
- elimination of additional expenses
- many new users from new user groups

eCitizen – technical environment

The City Portal

Anonymous

Identified user

Citizen's Account

Citizen's eGovernment

Other services
•
•
•

Authentication
Signature

eGovernment
Desktop
applications

eGovern-
ment
server

Citizen's
eGovernment
applications

DB

DB

Internet

Internet
server

Fire-
walls

eCitizen's
Account
Server

DB

3.The work continues

- eGovernment Desktop was ready for its test phase by the end of June
- Training began on 12 September 2006
- Introduction on 20 November
- Introduction is particularly demanding due to the large number of users and range of capabilities
- Decision-makers signify the essential new user group

3.The work continues 2

Citizen's eGovernment


- Citizen's eGovernment and eGovernment Desktop are parts of the same functional system.
- For this reason, the tool for City officers must be up and running before the initiation of the Citizen's eGovernment service on the Internet
- The specification begins at the start of 2007 and introduction is planned for the end of the same year
- Problems include authentication, signatures and Citizen's Account, limitations in relation to other systems, the incomplete state of the City's electronic service architecture, nearly non-existent national architecture – however, we have a timetable

4. eGovernment and Citizen's eGovernment - General

-The entire staff of the City Government must understand the basics of the electronic working method - first

- Using different functions of the system instead of only searching for information.
 - Simplified user interface
 - More instructions and guidance
 - Further automation of functions
 - Reduction in storage of unnecessary information

4. eGovernment – Different viewpoints

- *The process viewpoint* is emphasised instead of technical details. If you have a command of the content, the technical aspects must not be an obstacle
 - The primary area of development has been *matters expressed as difficult by (occasional) users*, for instance, the creation of different documents and agenda items. This is a requirement for the expansion of the Citizen's eGovernment
 - The system manages the *document formatting*, unless one particularly wishes to use a word processor
 - Efforts are being made to ensure that the system uses everyday language
 - The *need for training* can only be kept under control by making things simpler from the point of view of users
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5. Infrastructure

- **Increased functionality, but the majority of the infrastructure remains unchanged**

- Public matters of the different areas of administration are available to users **regardless of administration boundaries**. User structures are used to keep track of document compilers and recipients.
- **one database**, in which documents are saved only **once in xml format**.
- documents in the **database** can be combined, such as agenda items, and distributed in the desired manner, but the number of documents does not increase.
- ***document details will always be attached to a document;*** with this information, the documents can be found, combined and sent.
- The system is **browser-compatible**, so documents produced in Word and Excel can be linked to the system as well. Jpg pictures and other picture formats can also be saved in the database.
- connection to e-mail, for example, notifications of arriving documents
- **electronic meeting and meeting notifications** and the code of practice and contractual register are based on system use

6. Central new functions:

1. Mail management

- Everyone has access to an electronic **list of incoming mail** and **list of matters pending**
- ***Management should learn the new routines for mail distribution and preparation – this is where eGovernment begins***
- possibility to independently handle distribution, or to give access to the mailing list to a secretary, or to mark the deliveries, for example, on a paper copy of the mailing list.
 - the distribution lists will help to achieve faster and easier distributions
 - Everyone will receive a list of matters depending, and organisation-specific lists will be preserved
- Once a document has been read, the user can immediately create new documents on the same matter, such as the final protocol for a presentation or agenda list items

6. Central new functions

2. Creation of new documents

- most common documents and others
- **two methods:**
 - **using the XML text editor (Xstandard) or word processor** – text editor automatically creates the text layout
- **control functions on/off**
- **attachment of several pictures to the same document information.** For instance, for a multi-paged scanned document
- **preview**

6. Central new functions

3. Combining documents function

- **The necessary combining documents** has been too difficult for the average user
- Simplification has been widely discussed, but there are no easy solutions
- The aim has been to fade out the function, to make it inconspicuous in ordinary tasks

6. Central new functions: 4. New search properties

- Existing search properties in use
- New free-form text search
- Individual, but not exclusive, search intended for filing clerks

7. Connections to other Joutsen applications and reporting

- The reprogrammed meeting application and notice application were attached to the Desktop application
- The code of Regulations will be reprogrammed at a later time
- Reporting will be done next year, probably in a more simplified manner than at present. Record search will replace this to a certain extent.

8. In conclusion

- The introduction and utilization of eGovernment, in practice, is the responsibility of the various heads of the offices and departments.
 - The resolution of the City Board on 26 April 2006 regarding the use of electronic work methods remains valid. The same applies to the Act on Electronic Services and Communication in the Public Sector.
 - Various approaches for utilization, for example, mail distribution can be handled independently, delegated to a secretary, written on paper printouts
 - Information and training are critical