Intalio|bpms Brings eGovernment to Maturity for the City of Oulu

Ixonos and Intalio Automate Processes for EGovernment Solution for Municipality of 120,000

Customer	:	City of Oulu
Industry	:	Government
Product	:	Intalio|bpms
Application	:	Automate Processes for e-Government Solution

intalio|bpms

The Modern Way to Optimize Business Processes

BPM Project	E-Government portal for city services, information, networking
Industry	Local Government
Implementation	Ixonos
Process Participants	• Customer • Partner (Ixonos) • Open Source Software companies (Liferay, JBoss, Open Fire, Alfresco, MySQL/Sun, Red Hat)
Technologies integrated	• Intalio|bpms • Customer Portal • Content Management • Platform and Infrastructure Software
Benefits	• Streamlining business processes for 8000 civil servants • Automating local government tasks for 120,000 citizens • Enabling officials to model any process without needing to involve technical staff

> " We were committed to an open platform built with open source software and tools. We are very happy with our decision to incorporate applications from companies like Intalio. "

Ilari Heikkinen
CIO, City of Oulu

Business Problem

Transacting with a city or municipality is often awkward, frustrating and time-consuming, especially when it comes to completing various forms and applications. Different bureaus use different methods and processes, which makes the transfer of information slow and troublesome. Application processes are varied and unclear to others.

In 2005, the city council of Oulu launched the TAITO Oulu 400 project, aiming to make the citizens of Oulu forerunners in using wireless services. In order to determine the kinds of online services people in different phases of life needed, the inhabitants of the Oulu region were engaged in the development, right at the idea stage. The objective was to build a functional, secure and reliable network service that would empower citizens to use municipal services. The service was to respond to the challenges of the city's service development, as well as to the information society's requirements regarding implementation of online services. It was also geared towards spawning new online services through providing the city administration with joint-use service modules as well as support components.

Intalio Solution

Functional

The municipal portal offers citizens and organizations a set of new centralized services assembled together in one place. The functions and the user interfaces of the portal services are uniform, so using the services is easy, intuitive and dependable. The portal provides every inhabitant with a personal page, to be customized according to liking. The services exist as portlets. The user can add, remove and organize portlets according to which portal services he or she requires. Social networking services such as a notepad, blog, and picture album are also included, as is instant messaging. Additionally, the user can create a separate group page, such as for family or friends. The municipality portal also offers every citizen of Oulu an easy to use, reliable email address.

Technical

The project was lead by Ixonos as systems integrator working with several open source software providers including Intalio. Ixonos supplied the City of Oulu with a solution which enables electronic modelling, organization and monitoring of the city's processes. The solution 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 both the officials as well as the inhabitants.

The solution integrates to existing architecture through web service interfaces and Service bus. It complies with the Finnish National level eGovernment institution KuntaIT transaction architecture. This enables other solution providers and governmental ERP vendors to surface their solutions to citizens through the Intalio Process orchestration.

The site was built on a standardized Liferay platform that supports an open service architecture and complies with the JSR-168 standard. More services will be added to the portal as the online services provided by the City of Oulu evolve. The municipality portal significantly broadens the city's supply of e-services. It is being developed in cooperation with the web site of the city of Oulu (www.ouka.fi) and with the Akkuna intranet.

Solution Benefits

Process Improvement

City of Oulu officials can define processes for implementation independently and exactly. Eradication of manual procedure rationalizes time management. Process monitoring becomes automatic and service production management becomes more formal. The benefits to inhabitants are obvious as the city's service process becomes entirely transparent. Inhabitants receive good service in an online environment where they can attend to their business regardless of time and place. They can also easily follow case progress.

Citizen Benefits

The city of Oulu set an example in utilizing an open source solution, as well as in promoting Finnish competitiveness, while following the policies defined by the EU Commission and by the Finnish state's strategy for the development of online government services. At the same time, it offered its inhabitants a versatile set of services, and showed that solutions based on open architectures and open source code are fully able to compete with commercial off-the-shelf software. The municipality portal boosts the opportunities for city of Oulu inhabitants to contribute to municipality affairs. Citizens are now able to track decision making processes on their home computers, and to comment on initiatives at different stages. This increases the transparency of decision making. The portal also enhances the ability of municipality administration to create future e-services.

About Ixonos

Ixonos is an ICT services company creating innovative solutions for mobility, social media and digital services. Together with our customers we develop products and services which let people enjoy inspiring digital experience, anyplace, anytime. Our client organizations benefit from new business opportunities and new productivity. We strive to be the strategic partner for leading innovators, offering services that range from concept design, consulting and project managementto software development and maintenance.

Ixonos is based in Finland with offices in Helsinki and six other cities in Finland, as well as in Great Britain, China, Germany, Slovakia, Denmark, Estonia and the U.S. Our clientele comprises globally leading mobile and smartphone manufacturers, network vendors and telecom carriers as well as Finnish finance, industry and service sector companies and public administration organizations. More information at www. ixonos.com

About Intalio

Intalio – The Modern Way to Build Business Applications. Intalio's suite of products enables businesses, large and small, to rapidly build business applications that are cloud-scalable and mobile-enabled to support an agile response to their market. Our standards-based software can be found powering over 1000 businesses including some of the largest in the world like Deutsche Bank, General Electric, NTT, Irish Revenue Commission, Singapore Airlines, Facebook and Google.

Intalio is headquartered in Palo Alto and has over 100 partners and world class investors. To learn more about building modern applications, visit www.intalio.com.

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