CASE STUDY

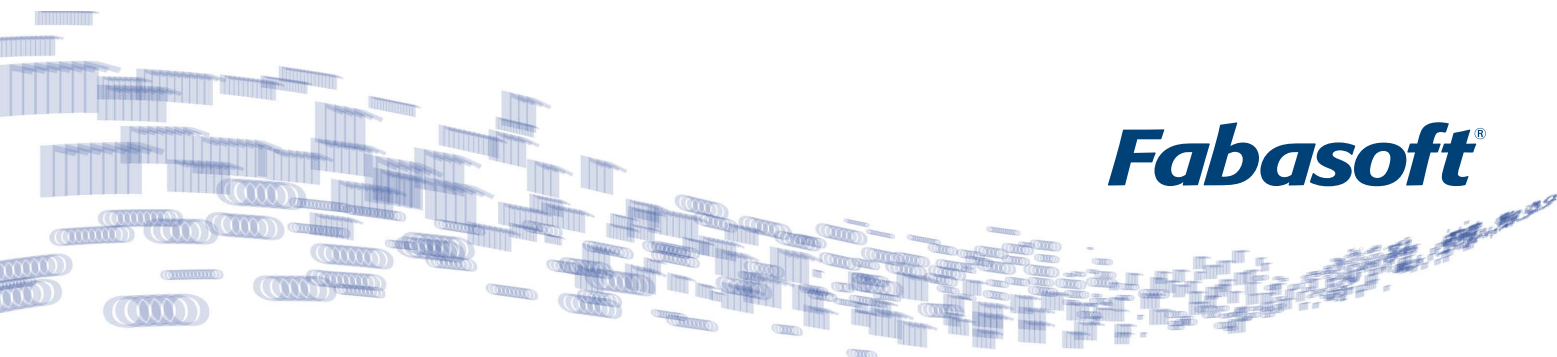Area-wide file processing without format discontinuities

Austria
Public Administration
Fabasoft eGov-Suite

PROVINCE OF LOWER AUSTRIA

Fabasoft®

1. TASK

The Provincial Government of Lower Austria was soon aware of the importance of an effective means of office communication in order to ensure that file processing is carried out area-wide and without format discontinuities, and to improve interactions with the citizens of the province. With the same workload, 5,500 employees needed to be able to achieve higher levels of both efficiency and quality. The files also had to be centrally available for reduced division of labor during file processing. Each of these requirements needed to be met, while at the same time resulting in a reduction of costs.

2. SOLUTION

After a public tender, the Province of Lower Austria decided in favor of Fabasoft's standard eGov-Suite software. The transition from LinkWorks to Fabasoft's eGov-Suite took place at the end of October 2001. 1,300 users have been working with the software since then. For the quick area-wide rollout of the 4,200 remaining workstations, the Province of Lower Austria chose Fabasoft as a business partner. The project target was the use of an integrated, uniform and future-proof total system solution.

Dr. Wolfgang Nebes,
Deputy Director of the State Office, notes that:

"Man takes center stage in our planning and actions. That was particularly important during the implementation of the Electronic File. A factor of success was also that the project teams could identify themselves with the whole project."
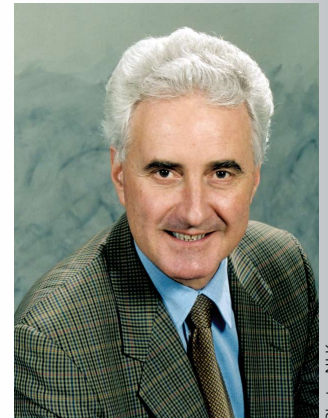
Photo: NLK

The Electronic File in the Province of Lower Austria allows access to files at any time from various places, even remotely over the Internet.

CHRONOLOGIE

With about 19,177 square kilometers, Lower Austria is the biggest province of Austria. Within the project increasing the productivity and efficiency of its workers was most important, but improving interactions with the citizens of the province was also a large factor.

Photo: NLK

29.10.2001
Conversion of 1,300 workplaces to Fabasoft eGov-Suite

Photo: NLK

2003
Transitions completed to working with the Electronic File

3. IMPLEMENTATION

The slogan of the rollout was "Man takes center stage in our planning and actions." At the beginning of the project Fabasoft employees took a course to learn the specific terminology required to implement the project. Based on the Fabasoft procedual model, the concrete project plans were standardized to increase the efficiency of the individual projects making up the project as a whole. Legacy data stocks were moved from the existing information systems to the Fabasoft eGov-Suite. Deputy Director of the State Office Dr. Wolfgang Nebes noted that "factors of the successful rollout were the continuous, pro-active project management and marketing. The project teams consisted of employees of the particular department as well as employees of Fabasoft. The early involvement of the departments resulted in a large transfer know-how."

Large parts of the implementation project were carried out by the departments themselves. Therefore a quality assurance program was created during the realization phase and problems of acceptance were avoided. Organizational processes were also optimized in the individual departments.

Support and training took place on a department-by-department basis. Each department was provided with concrete use cases on site by Fabasoft employees, as well as with Fabasoft's WBT (Web Based Training) interactive educational software. The project teams also supplied materials for the European Computer Driving License (ECDL) , which is a program for the improvement of the general computer skills. During the implementation of the Electronic File (ELAK), 120 implementation projects were completed by the project teams of the Province of Lower Austria and of Fabasoft. An implementation project took an average of ten months because of the complex organizational preparatory work required. In Lower Austria, about 5,500 users work with the Fabasoft eGov-Suite. The software is installed at two redundant data centers with monitored service levels in St. Pölten.

4. OBJECTIVES MET

The ELAK has changed the office use and the method of operation area-wide. The employees of the Provincial Government of Lower Austria create an average of 600 new files per day. The Fabasoft eGov-Suite currently administers approximately 700,000 files comprising some two million business cases. According to the department heads, theparadigm shift from the paper-based process to electronic file processing with ELAK resulted in "increased quality levels in the management area" as well as "more efficient processing of the cases".

Facts and functionalities

- ➡ 5,500 users area-wide
- ➡ 120 completed projects
- ➡ Weekly data growth of 50 GB
- ➡ 25 million objects administered in the Fabasoft eGov-Suite
- ➡ Reduction of the steps required for file processing
- ➡ Basic system for specific applications developed by the Province of Lower Austria
- ➡ 4,700 days of training, carried out by the project teams

Photo: NLK

Photo: NLK

2004
29 departments rolled out within the project as a whole

2005
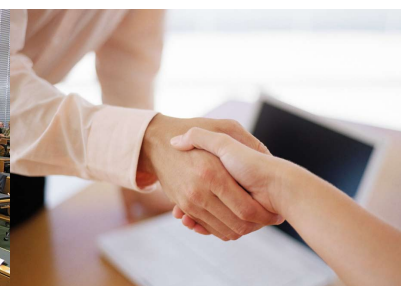Rollout for 2,302 users approved

23.10.2006
Final ceremony in the Landhaus of Lower Austria

22.6.2007
Ongoing projects in the road maintenance depots concluded

CASE STUDY OVERVIEW

Client: **Province of Lower Austria**
Country: **Austria**
Sector: **Public Administration**

Task and objectives met

The Province of Lower Austria considered it necessary to implement area-wide file processing without format discontinuities and with a reduced division of labor. The target was to satisfy the increasing demands of the Public Administration but with lower costs. After a public tender, the Province of Lower Austria chose the Fabasoft eGov-Suite.

Solution

The Province of Lower Austria decided in favor of Fabasoft as an external business partner in order to quickly rollout the project. Based on the Fabasoft procedure model and with the involvement of the concerned departments, the Fabasoft eGov-Suite was implemented area-wide incrementally for 5,500 users.

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