

JUSTICE SUPPORT AGENCY

Flexible file and applicant management in 80 days with “ELAK light”

1 TASK

The Justice Support Agency (JBA) handles recruitment and placement processes for the Federal Ministry of Justice in Austria. Their tasks range from recruitment and applicant management (personnel file) to the provision of staff in the fields of law enforcement, experts and finding carers for children and adolescents in the course of court cases (child support). The Justice Support Agency's scope of activities has grown consistently over time. In order to cope with this increasing workload it became necessary to make changes in office organisation and data management to ensure that the fast processing of what are often sensitive matters is maintained.



Jürgen Atzlsdorfer,
*Managing Director JBA -
Justizbetreuungsagentur*

“With the introduction of ELAK light we have made it possible to manage and store what is in some cases highly sensitive data so it is both safe and clearly traceable. The integrated search simplifies the researching of information, thus enabling faster processing which in turn saves time and money.”

2 SOLUTION

The existing general contract “ELAK (Elektronischer Akt) im Bund” (federal electronic file management) with the Federal Procurement Agency also enables public law institutions to call up licences and services directly. It is for this reason that the JBA decided to introduce the product “ELAK light” for file and workflow management. In this modified version the key ELAK functions will be provided in an adapted user interface. In addition to this a straightforward and user-friendly research tool will also be available for information searches.



The law enforcement support sector has 150 members of staff. There are around 600 cases every year that require child support which is then provided via the Justice Support Agency.

CHRONOLOGY

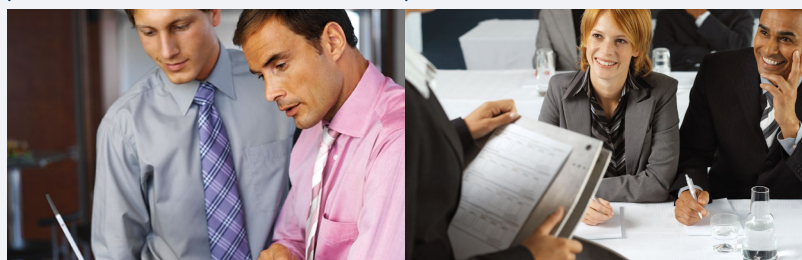
Digital processing speeds up the handling of administrative processes. Additionally it is possible to exchange and trace files/documents using workflow between the central office (Federal Ministry of Justice) and the organisations which are involved in ELAK /ELAK light.

23 March 2010

Decision in favour of “ELAK light”

May 2010

Tendering process and specification of the solution



3 IMPLEMENTATION

The decision in favour of “ELAK light” was followed by the specification for the solution (processes, rights management, filing structures etc.). This made it possible to create a tailor-made solution in ELAK light for the business fields of the JSA without needing a time-consuming project for it to be introduced. The specifications included (among other things) administrative departments and the individual authorisation structures for teams and management. Thanks to the flexibly designed rights management the team can react immediately to changing situations. A test environment was set up at the Justice Support Agency for the acceptance of the solution. This gave users the opportunity to become familiar with the system. Once the solution had been accepted the JSA decided to migrate some of the data from the files systems manually. The old data was also cleaned in the process.

All the staff at the Justice Support Agency have been working with “ELAK light” since August 2010. Processes are handled electronically and can also be forwarded via workflow as required. Thanks to ELAK light redundant storage of information or the existence of different document version statuses are now a thing of the past.

ELAK light

offers the key functionalities of file and workflow processing from the electronic file (ELAK) in an adapted user interface. The areas document management, business-case-oriented processing and workflow functionality were optimised for departments and top sections plus companies in which the federal state either has a majority interest or runs predominantly itself. ELAK light can be individually adapted to the requirements (column settings, file plan, keywords etc.). It is based on Fabasoft eGov-Suite which has been in use since 2005 at the federal ministries.

4 OBJECTIVES MET

Thanks to the introduction of ELAK light, traceability in processing and legally compliant data management can be ensured. The comprehensive eGovernment processes speed up the administrative process. Furthermore, the newly created template management improves processing quality even further.

Since going live in August 2010 all documents have been handled with ELAK light and forwarded when required using workflow. In addition to this the system enables users to access the process regardless of time and location. Thanks to the prevalent rights system, users can react flexibly to ad-hoc cases and substitute cover can be arranged at short notice. The integrated search allows users to find information quickly and easily.

FACTS AND FUNCTIONALITIES

- ▶ Cross-organisational workflow with the Federal Ministry of Justice and the penal institutions
- ▶ Transparent and faster administrative processes
- ▶ Full traceability and straightforward, flexible rights management including substitute cover
- ▶ Access to relevant documents wherever you are and whenever you want
- ▶ Handling of recruitment orders including application and personnel management
- ▶ Improved efficiency and quality through template management

June 2010

Acceptance of solution

June/July 2010

Installation of JSA client (test environment)

June/July 2010

User training

2 July 2010

Launch of live system



CASE STUDY OVERVIEW

Client: **Justice Support Agency**
Country: **Austria**
Sector: **Public administration**

Task and objectives met

The Justice Support Agency (JBA) handles recruitment and placement processes for the Federal Ministry of Justice in Austria. Their tasks range from recruitment and applicant management to the provision of staff in the fields of law enforcement, experts and child support. The Justice Support Agency's scope of activities has grown consistently over time. Thanks

to the introduction of ELAK light, traceability in processing and legally compliant data management can be ensured. The comprehensive eGovernment processes speed up the administrative process. Furthermore, the newly created template management improves processing quality even further.

Solution

The existing general contract "ELAK (Elektronischer Akt) im Bund" (federal electronic file management) with the Federal Procurement Agency also enables public law institutions to call up licences and services directly. It is for this reason that the JBA decided to introduce the product "ELAK light" for file and workflow management.



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