IBM

Managing a City of Content with IBM FileNet P8

Overview

Helsinki and its neighboring municipalities together constitute the biggest economic area in Finland. Within the region there are 1.2 million inhabitants and 48,000 businesses. The Finnish capital, Helsinki, is the home of government, ministries and state administration.

The City's annual expenditure amounts to around €3,000 million and annual investments are between €300 million and €400 million. There are 38,000 employees working for the City, approximately 75 percent of whom are providing services to citizens directly, for example, teaching, nursing, transport and maintenance.

The highest decision-making body in Helsinki is the City Council, responsible for all financial planning and City administration. The Council also oversees a total of 35 other City functions and departments.

The Challenge

Every year the City administration makes thousands of decisions centrally, and tens of thousands of decisions by people in office, each one requiring extensive documentation, which needs to be made available to other departments and citizens. In other words Helsinki is reliant on access to an entire City of content in order to function effectively and improve services for citizens

This content includes agendas, minutes of meetings, proposals, petitions, complaints, official announcements, statements, plans, resolutions and reports, often with attached material. The total number of stored documents has already reached 250,000 and is increasing by at least 50,000 per year. This number is expected to escalate rapidly as more and more financial documents are stored for reference in the same repository.

"Access to content, which was either paper-based or held in different systems, was becoming increasingly difficult and time consuming," said Tuomo Karakorpi, IT Director, City of Helsinki.

"This was reducing our ability to provide efficient administration and effective services to citizens, so we took a bold decision to consolidate our City of content on one easily accessible system."

The FileNet Solution

Having surveyed the Enterprise Content Management (ECM) market, Helsinki decided to work with IBM ECM. IBM FileNet's ECM platform streamlines and automates business processes, accesses and manages all forms of content, and automates records management to help meet compliance needs. IBM ECM provides a reliable, scalable enterprise platform that enables organisations to capture, store, manage, secure and process information, to increase operational efficiency and reduce total cost of ownership.

"IBM ECM demonstrated the deepest experience in Enterprise Content Management and Business Process Management and its robust platform roadmap provided us with the security of a scalable, long-term solution. Improved management of content has also accelerated our achievements in eGovernment and improved service to citizens through better city administration across all departments."

Tuomo Karakorpi
IT Director, City of Helsinki

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Helsinki's solution is called HELA (Helsinki Documents) and today all official documents are accessed via IBM ECM's content repository. HELA also provides access to administrative rules, project documentation and other common information owned by City departments. New needs for content management arise all the time, for example, as new publications are produced and new policies are agreed and documented, so the system is constantly growing.

HELA's features and functions include:
- Paper document scanning
- Integration with email system to capture incoming documents and provide links to relevant emails within existing documents
- Integration with Microsoft Office, in order to perform direct searches from the repository
- Integration with case management system, which also produces metadata for documents
- Integration with IBM Websphere portal to provide Helsinki's intranet and Internet sites with relevant content
- Document storing and searching using IBM ECM's user interface

HELA is mostly used by some 3,000 administrators within the City, with approximately 1,000 users per day. The City also has around 13,000 intranet users who are also all potential HELA users.

Helsinki developed the solution together with TietoEnator, IBM ECM's ValueNet partner in Finland.

The Benefits
All official documents are now stored centrally, which ensures that they are available to the whole administration and also to citizens through the Internet. "Documents can be located much more easily and quickly, and they are more securely managed, which ensures that they are not lost," added Karakorpi.

"For citizens of Helsinki this means more consistent and easy access to information. Citizens are typically interested in what is happening in their living environment, for example what effects construction work will cause to their everyday life, details of the performance of their nearest schools, or information about travel connections. People can get the right information either via the web or by asking for the same information from the City's customer service teams."

Precious time is no longer wasted sending documents to people, and expensive archival and storage has been reduced through a "one-version"

approach to ECM and a centralised repository. Although paper is still a principal media for long-term archiving, HELA is clearly reducing needs to store documents on paper, because content is always available via HELA. It is also possible to improve business processes by linking content to process management within the City's case management system.

Official documents are available to all relevant parties at the same time, which is a key requirement of democratic government and increased transparency of administration.

"Open access to information also means that citizens are better able to influence the decision made by the City. For example when the City Planning Department is planning changes to a geographic area, residents have more chance of accessing the information, logging their feedback and expressing their views with the administration," said Karakorpi.

Centralised data also delivers faster citizen service and supports the financial and efficiency related benefits of joined-up government. With one version of all documents, information is guaranteed to be current, accurate and reliable. Citizens are given the right information at the right time and the city's various departments are better informed about each others' policies and activity, so there is less overlap, conflict, and inefficient targeting of public money. The single centralised system is also more cost effective than many different repositories, because it reduces the level of IT and skills overhead required.

All departments have benefited from the central system already, especially those units where numbers of employees and document volumes are high, like the administration centre, City Planning, Public Works, Estates, Health, Social Services and Education.

The Future
With ever-increasing quantities of content needing to be managed, Helsinki has realised that the HELA solution cannot stand still. That is why it recently decided to transition to IBM FileNet's latest ECM platform, IBM FileNet P8. IBM FileNet P8 is a unified ECM and Business Process Management (BPM) platform designed to improve business agility and intelligence, cut costs and manage risk and compliance. Unlike other point solutions, the IBM FileNet P8 platform is the foundation for an integrated set of products that address demanding content and process management needs across the organisation. It provides a single enterprise catalog across all of an organisation's content repositories, reducing complexity and increasing ease of use. By eliminating the need for separate ECM and BPM platforms, IBM FileNet P8 also increases operational efficiency by reducing the number of vendor systems in use, as well as providing a common, unified interface for building and deploying content and process applications.

The first application on IBM FileNet P8
will be an archive for all financial
documents and reports, for personnel
administration, bookkeeping,
payments, billing, financial planning,
and invoicing processed within the
finance services department. Helsinki
also plans to migrate the whole of
HELA onto IBM FileNet P8 by autumn
2006, working once again with IBM
ECM FileNet partner TietoEnator.