



TRONDHEIM KOMMUNE

Modernization of Public Administration and on-line public services Bilbao 2014

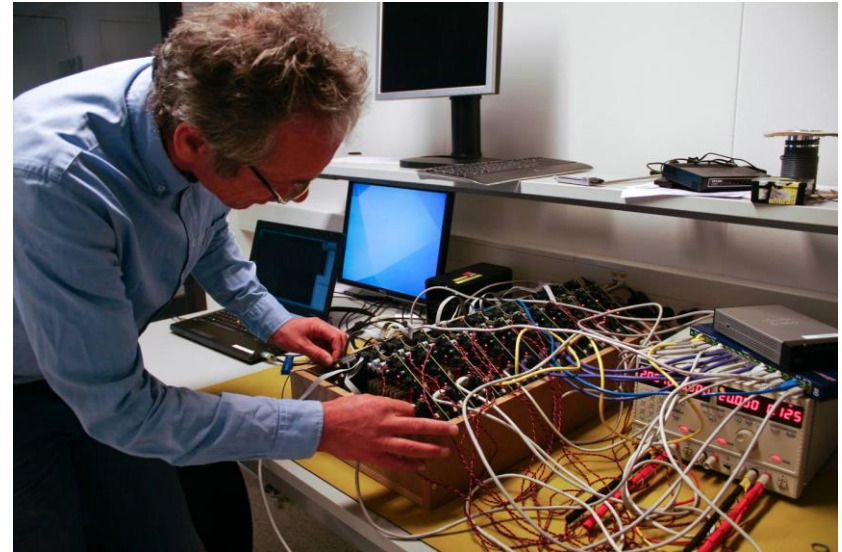
Digital first - through all phases of life- the Trondheim case



Erik Eriksson

Democracy on internet?

- As citizens we want contact with public institutions to be flexible, secure and easy.
- It should also be a good experience.



The situation: anti motivation



Why?

- He makes a phone call to the municipality
- He wants to talk to the person he has been in contact with earlier, but do not remember the name
- The switchboard tries to help, but in vain



What did we do?

- Facebook
- Twitter
- Homepage
- Internet information
- But;
- We still get;
 - Phonecalls
 - E-mails
 - People show up at the counter
 - manual processing / time-consuming and unpredictability for the customer and for the services



Prepare for efficient participation in democracy

- Focusing on **the overall user experience** for residents
- Solutions **for an easier understanding**
- Active communication to **entitled** parties and stakeholders.
- Straightforward to **provide inputs**
- Good and relevant **information** on the basis of the current phases of life



Digital first - through all phases of life



The Vision of the program

- Digital interaction will be the general way for contact between the municipality and the public
- It should be harmonized with public expectations of easier accessibility and quality of services



"We're getting nowhere fast, Fred — maybe we should slow down a little."

The Mision

- As citizens we want the contact with the public sector to be flexible, secure and easy
- Services, work processes and IT support must be well integrated to enable digital interaction and relocate resources



Organization of Digital First

- The city has established an office for the program.
- Tasks:
 - the public will experience the digital services as user-friendly, coordinated , and easy to find.
 - The office will participate in all stages where new digital solutions are developed and implemented, to ensure a proper development.

Democracy in public service

- **The Citizen**

- selects how, where and when to use the service

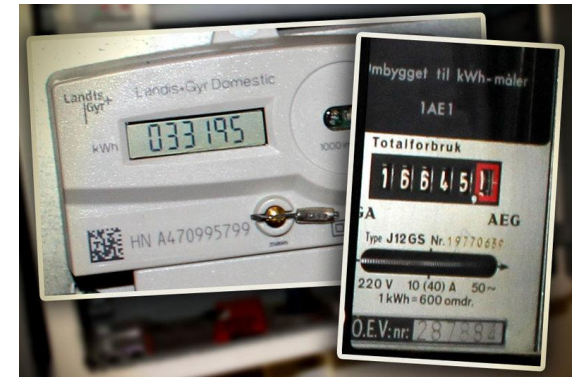
- **The Service is**

- safe and secure
 - Focusing on the whole process
 - Ensuring that data and content is accurate, accessible, safe and constructive



The simple tasks

- reading of the water meter
- invoice check
- Kindergartens information
- public hearings
- Notice to neighbours regarding building processes
- Information in general on all important matters



The simple tasks

- Making agreements on meetings and locations
- Information and booking for chimney sweeping and fire inspections



The simple tasks

- Clearing of snow, road maintainance, deviations
- Appointment reminders (when to take your medicines)
- Effective notification of critical conditions
- A common channel to submit inquiries related to roads, water, errors and deviations etc.



My page

- One entrance into the municipality
- managing your own personal data
- Overlooking agreements on services, invoices and payment records.
- See consents granted, reservations and authorizations.



In terms of service

- Making sure all systems are interrelated
- Focus on continuous work processes (end-to-end processes) in the digitalization process.
- Focus on overall user experience for residents



The future ambition

- focus on the citizen
- Access to the information needed, not dependent on organization models
- Information security and privacy protection



The future ambition

- Free flow of information (except restricted private information)
- services to support end-to-end processes
- comprehensive and modern service-oriented digital structure



Coordination :

- Common architecture in all municipal areas
- Sharing data across disciplinary boundaries
- Control on systems
- IT Governance – How to ensure that we all are moving in the same direction?
- What measures can be taken under existing law?

The future.....

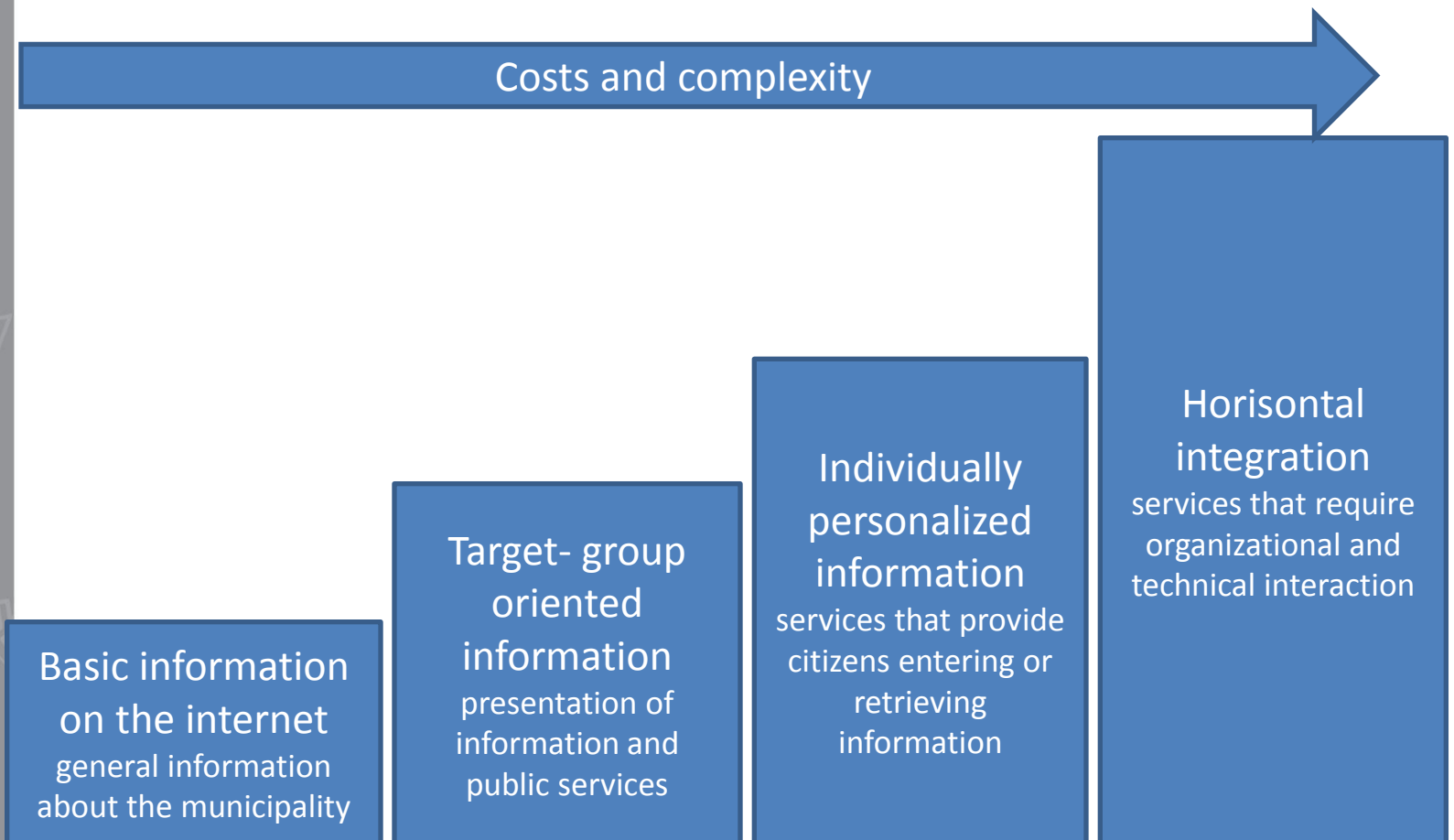


Challenges of today:

- Change of minds and roles of the organization
- End to end process -overall perspective?
- Take control of data sources
 - secure the content of the sources
 - synchronization of data and systems
 - who should have access to data
 - content protection
 - give personal approvals



The Road map - basic investments in architecture



Thank you for listening

