

SmartCities

Project Initiation Document

Pilot name: e-platform for simple form handling

Municipality: Karlstads Municipality

Work-package: WP3

Date: 2010-05-25

Edinburgh Napier University

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1. Introduction

A project initiation document [PID] is a document that brings together in one place the key information needed to start, manage and evaluate a pilot.

All stakeholders should be informed of the development of a PID, and the final PID should be agreed and signed off by the management in municipal partners.

The PID should contain information setting out the "who, what, why, when and how" for the local pilot. It should define all major aspects of the pilot, and can be used as a key part in the management of the delivery of the pilot and sets the baselines that will be used in any assessment of the pilot's success.

All Smart Cities partners are expected to produce a PID for each local pilot. These will be used by the project and by local partners to measure progress against the aims and objectives set out in each pilot's PID. Many partners will already be expected to develop PIDs for their pilots: in this case relevant information should be copied into this form.

2. Pilot information

This section sets out the basic information about your pilot.

2.1. *Pilot name*

What's your pilot project called?

PID - e-platform for simple form handling

2.2. *Pilot acronym*

Does the pilot have an acronym? [e.g. SCRAN?] If not, leave blank.

2.3. Pilot website

Does the pilot have a local website? If not, leave blank.

A weblink on our external website(Karlstad.se). in place during the month of December when the release is planned

2.4. What type of initiative is the pilot?

Select **all** that apply to your pilot.

- | | | | |
|-------------------------------------|----------------------|--------------------------|----------------------------|
| <input checked="" type="checkbox"/> | Project or service | <input type="checkbox"/> | Award scheme |
| <input type="checkbox"/> | Network | <input type="checkbox"/> | Promotion/awareness scheme |
| <input checked="" type="checkbox"/> | Strategic initiative | <input type="checkbox"/> | Other |

2.5. Pilot country

- | | | | |
|--------------------------|-------------|-------------------------------------|--------|
| <input type="checkbox"/> | Belgium | <input type="checkbox"/> | Norway |
| <input type="checkbox"/> | Germany | <input checked="" type="checkbox"/> | Sweden |
| <input type="checkbox"/> | Netherlands | <input type="checkbox"/> | UK |

2.6. Pilot city/region

Karlstad

2.7. Pilot start date

2010-06-01

2.8. Pilot finish date

The project is divided into three phases - Phase one, completed August 31(installation), Phase 2 ends in December (release to the public). Phase 3, from January onwards (new e-services developed)

2.9. Pilot operational date

When did your pilot go 'live' to the public/businesses?

December 2010

3. Background to the pilot

Set out the context for the pilot: why are you interested in doing this work, what issues do you need to address, why do you feel you need to address them etc..

Simple e-platform (My page version 1), the citizen in focus

Karlstad Municipality is constantly working to provide citizens with better service through various media. One way is to offer e-services that can be used for faster and clearer handling of various cases. We are now looking at solutions for the first version of My Pages and have met a number of suppliers.

The goal is that the e-platform should have these basic requirements:

- A number of ready e-services which can be easily applied and use by the different departments
- My Page for communication with the citizen
- Built-status handling
- Safe login (e-ID)
- Simple modifiable solution

3.1. Pilot topics

Select **all** that apply to your pilot

- | | |
|--|--|
| <input checked="" type="checkbox"/> Efficiency & Effectiveness, Benchmarking | <input checked="" type="checkbox"/> Interoperability |
| <input type="checkbox"/> Inclusive eGovernment | <input type="checkbox"/> Legal Aspects |
| <input checked="" type="checkbox"/> eIdentity and eSecurity | <input type="checkbox"/> Multi-channel Delivery |
| <input type="checkbox"/> eParticipation, eDemocracy and eVoting | <input type="checkbox"/> Open Source |
| <input type="checkbox"/> eProcurement | <input type="checkbox"/> Policy |
| <input checked="" type="checkbox"/> Services for Businesses | <input type="checkbox"/> Regional and Local |
| <input checked="" type="checkbox"/> Services for Citizens | <input type="checkbox"/> User-centric Services |
| <input type="checkbox"/> High Impact Services with Pan-European Scope | <input type="checkbox"/> Other |
| <input type="checkbox"/> Infrastructure | |

3.2. Pilot sector

Select **all** that apply to your pilot

- | | |
|---|---|
| <input type="checkbox"/> Communication (infrastructure) | <input type="checkbox"/> Internal market |
| <input type="checkbox"/> Crime, Justice and Law | <input type="checkbox"/> Local/Regional Community Development |
| <input checked="" type="checkbox"/> Culture and Media | <input type="checkbox"/> Procurement |
| <input type="checkbox"/> Customs | <input type="checkbox"/> Social Security |
| <input checked="" type="checkbox"/> Education, Science and Research | <input checked="" type="checkbox"/> Social Services |
| <input type="checkbox"/> Electricity/Gas | <input type="checkbox"/> Tax |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Travel, Transports and Motoring |
| <input checked="" type="checkbox"/> Environment | <input checked="" type="checkbox"/> Water |
| <input type="checkbox"/> Fire Services | <input type="checkbox"/> Other Social Services |
| <input checked="" type="checkbox"/> Healthcare | <input type="checkbox"/> Other |

3.3. Target users of pilot

Select **all** that apply to your pilot

- | | |
|--|---|
| <input checked="" type="checkbox"/> eGovernment | <input type="checkbox"/> Disadvantaged/deprived communities |
| <input checked="" type="checkbox"/> Administrative | <input type="checkbox"/> Families and children at risk |
| <input type="checkbox"/> Business (self-employed) | <input type="checkbox"/> Homeless |
| <input type="checkbox"/> Business (industry) | <input type="checkbox"/> Minorities and migrants |
| <input checked="" type="checkbox"/> Business (SME) | <input type="checkbox"/> Older people (60+) |
| <input checked="" type="checkbox"/> Citizen | <input type="checkbox"/> People living in poverty and/or precarity |
| <input type="checkbox"/> Civil society | <input type="checkbox"/> People with anti-social and criminal behavior |
| <input type="checkbox"/> Intermediaries | <input type="checkbox"/> People with disability |
| <input type="checkbox"/> Other | <input type="checkbox"/> People with health and long-term care problems |
| <input checked="" type="checkbox"/> eHealth | <input type="checkbox"/> People with no or poor digital literacy |
| <input type="checkbox"/> Add Patients | <input type="checkbox"/> SMEs, associations and intermediaries |
| <input checked="" type="checkbox"/> General public | <input type="checkbox"/> Unemployed people |
| <input type="checkbox"/> Health authorities | <input type="checkbox"/> Young people at risk of marginalisation |
| <input type="checkbox"/> Health professionals | <input type="checkbox"/> Other |

- | | |
|--------------------------------------|--------------------------------|
| <input type="checkbox"/> eInclusion | <input type="checkbox"/> Women |
| <input type="checkbox"/> Any citizen | <input type="checkbox"/> |

3.4. Description of target users

Please describe your target group and provide some information on size, composition and needs.

- Citizen
- Associations
- Companies

3.5. Type of service

Select the **one** that best applies to your pilot

- | | |
|--|--|
| <input type="checkbox"/> Not applicable/not available | <input type="checkbox"/> IT infrastructures and products |
| <input type="checkbox"/> Awareness-raising information | <input type="checkbox"/> Participation |
| <input type="checkbox"/> Training and education | <input checked="" type="checkbox"/> Inclusive services of general interest |
| <input type="checkbox"/> Content provision | <input type="checkbox"/> Other |

3.6. Overall implementation approach

Select the **one** that best applies to your pilot

- | |
|---|
| <input checked="" type="checkbox"/> Public administration |
| <input type="checkbox"/> Private sector |
| <input type="checkbox"/> Non-profit sector |
| <input type="checkbox"/> Partnerships between administration and/or private sector and/or non-profit sector |

4. Pilot description

These sections of the PID describe what the pilot will do and how it will do it.

4.1. Objectives

What outcomes should be delivered by the pilot? (Business case/benefits should be set out in Section 5)

- Digital Form handling
- Access to a wide range of complete e-services
- Secure login for citizens
- Easier handling of cases for the citizens
- Better quality of data input
- Implementing the solution

4.2. Approach

How will the pilot do this?

Standardized solution with complete set of services ready to use

Gradually implement the services in dialogue with the different departments with the support from e-office

Launch of new e-services and first version of my pages in January 2011

4.3. Deliverables

What outputs/processes/procedures/definitions will be delivered by the pilot?

City of Karlstads first version on My pages

4.4. Exclusions

What issues are **outside** the scope of the pilot?

We avoid integration with other systems

4.5. Constraints

What issues constrain the pilot? (These will include financial, technical, and timing issues.)

Technical: No integration with back-end systems

4.6. Assumptions/dependencies

Set out the assumptions you have made at the beginning of the pilot – particularly if your pilot is dependent upon other projects/pilots. Identify external factors which may affect the pilot.

5. Business case

Set out why your municipality feels the pilot is necessary, what the pilot seeks to achieve, and what benefits it will deliver. Include how these benefits will be measured (e.g. increased customer satisfaction, faster processing etc.).

5.1. Summary/overview

Karlstad Municipality is constantly working to provide citizens with better service through various media. One way is to offer e-services that can be used for faster and clearer handling of various cases.

5.2. Customer benefits

- My Page for communication between the citizen and the municipality
 - Built-in status handling, the citizen knows and can see the status on their cases

 - Increases customer satisfaction as they get a quick (hopefully), accurate response to information and transactional service requests

5.3. Performance benefits

- Cuts down handling time and increases first time resolution of customer requests and needs

 - Cuts down complaints(hopefully)

 - Gives a more consistent answer to the public

 - Improves business processes by identifying common elements of service delivery, which add value and how delivery can be rationalised across departments

5.4. Employee benefits

- Better quality of data input

 - The process of providing the service becomes more consistent and clearer

5.5. Financial benefits

- Less phone calls to administrators (the citizen can follow their case online)
- Checked data. Administrator need not look for the correct data
- Less postage costs
- The citizen can sign there form directly (a case need not be sent back to the citizen)

5.6. Project benefits

6. Pilot management/organisation

Set out the organisational structure that will manage your pilot. This should include relevant senior managers, project/pilot managers and staff. Please indicate how the pilot will be managed.

E-office lead the implementation and realization phase of the platform.
Per-Erik Karlsson, project leader with assistance of Susanne Edman.
Charlotta Bodin, project member

7. Staff/financial resources

Set out what resources are available to deliver the pilot. This should include what budget and staff the pilot can call upon.

7.1. Funding sources

Select **all** that apply to your pilot

- | | | | |
|-------------------------------------|-------------------------|-------------------------------------|----------------------------------|
| <input checked="" type="checkbox"/> | Public funding EU | <input checked="" type="checkbox"/> | Public funding local |
| <input type="checkbox"/> | Public funding national | <input type="checkbox"/> | Private sector |
| <input type="checkbox"/> | Public funding regional | <input type="checkbox"/> | Charity, voluntary contributions |

7.2. Overall cost/budget (€)

Cost sharing between different parts of the project is underway. Smart Cities project will take some part. Other funding takes other parts of the project. This information need to be added later when the whole cost picture is clear.

7.3. Contribution from local funds (€)

Cost sharing between different parts of the project is underway. Smart Cities project will take some part. Other funding takes other parts of the project. This information need to be completed later when the whole cost picture is clear.

7.4. Contribution from Smart Cities (regional, in €)

Cost sharing between different parts of the project is underway. Smart Cities project will take some part. Other fundings takes other parts of the project. This information need to be completed later when the whole cost picture is clear.

7.5. Contribution from Smart Cities (transnational, in €)

Cost sharing between different parts of the project is underway. Smart Cities project will take some part. Other funding takes other parts of the project. This information need to be completed later when the whole cost picture is clear.

7.6. Staff resources

3 people will work part time with the introduction of the Platform for a year.
We are working with the projects plan and the resources management at the moment.

8. Reporting framework

How will the pilot report progress, both to local management and to the Smart Cities project? How will the pilot's timelines and reporting mechanisms link with reporting for the Smart Cities project?

Monthly reports on the wiki and presentation of the project at transnational meetings

8.1. Baselines/zero measuring

What baselines do you have? Do you have evidence to how the pilot is need for this p

8.2. How will you measure progress?

How will you show how your pilot is progressing?

The number of e-services that we manage to introduce in the organization and use of them (by the citizen) will be measure points

8.3. How will you measure the impact of your pilot?

e.g. increased citizen awareness/use of a service

Use of services through the website (we will have different types of counters set in the web system)

8.4. What local indicators will you use?

e.g. surveys of local citizens, businesses

Not confirmed yet but there might be a survey later on

8.5. What national/transnational indicators will you use?

e.g. levels of service use

Levels of services in use.

8.6. What work-package/subtheme indicators will you use?

9. Pilot plan

This should set out how the pilot will deliver the items set out in 4.3, including timelines for all deliverables and outputs.

Phase 1:

--Installation--

Communications Plan

Installation of test environment

Generally, the content (text, images and FAQ)

Design according to Karlstad Municipality graphic profile

Accessibility Adaptation

General processes for the preparation and launch of new services inc. templates

10. Risks

Set out the main risks the pilot faces and what steps you will take to manage these risks.

Lack of resources, difficult to implement in the organization, unclear management of e-services and lack of support-organization (contact center). Existing e-services are not integrated. Improper Marketing. Administrations not ready. Time and resource shortages. You can not measure the service use in the e-platform.

11. Co-design

11.1. With other organizations and institutional partners

How are you working with other **local** organisations / institutional partners to co-design your pilot ?

11.2. Co-design with citizens and individuals

How are you working with citizens and individuals to co-design your pilot?

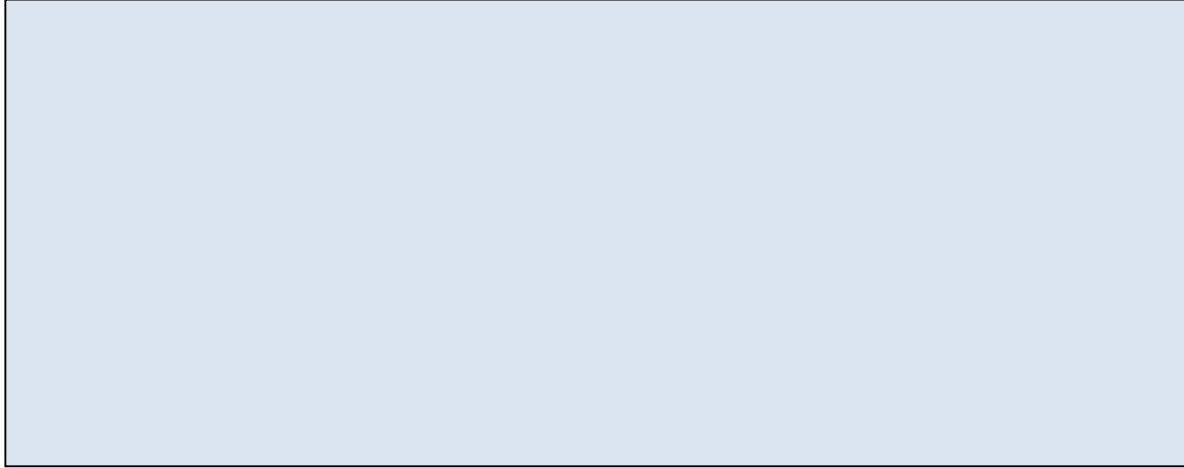
11.3. The impact of co-design

How has this work changed your pilot – are you doing anything differently?

12. Transnational work

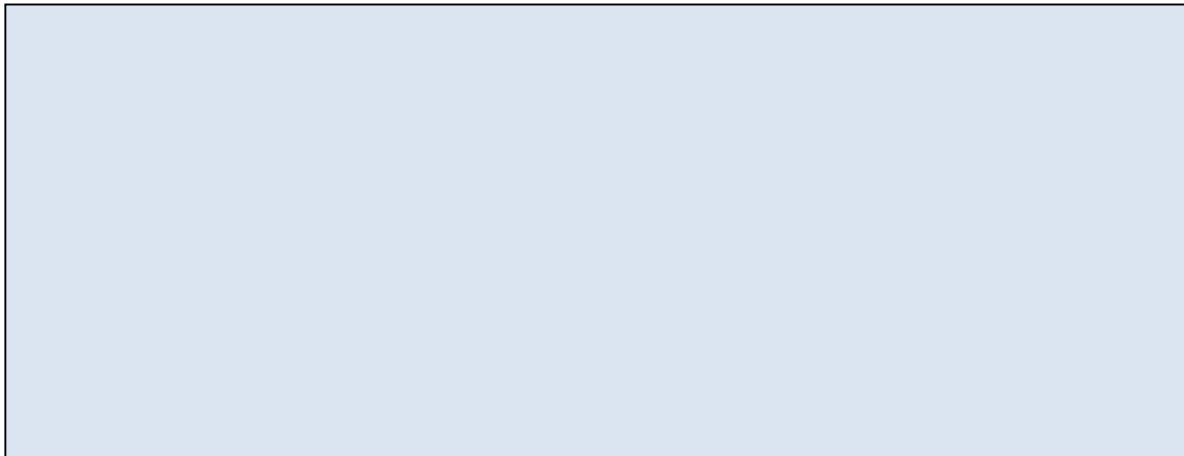
12.1. Transnational links

What other municipalities and pilots are you working with as you develop/deliver your local pilot?



12.2. Transnational learning

How are you incorporating transnational learning into the design/implementation of your pilot?



12.3. Transnational outputs

How will your pilot contribute to the project's transnational outputs? What transnational outputs will it contribute to, and what do you expect the contribution to look like?

