

## platforma elektronizácie služieb miest a obcí



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# Citizen Service Platform

Microsoft

- Celosvetovo používané riešenie pre informatizáciu štátnej, verejnej správy a samosprávy
- Existujúca, fungujúca platforma – nie je potrebné začínať na zelenej lúke
- Vybudované na zaužívaných produktoch spoločnosti Microsoft
- Otvorená architektúra zjednodušujúca integráciu



- Široká komunita inštitúcií, občanov a firiem
- Stúpajúca dôležitosť samosprávy
- Komplexná množina poskytovaných služieb mesta, mestskej časti, obce či regiónu
  - Informovanosť
  - Vybavovanie žiadostí a podnetov
  - Sociálne citlivé služby – školstvo, kultúra, sociálna starostlivosť
- Zameranie na
  - Efektivitu vybavenia
  - Minimalizáciu záťaže interných zdrojov – referenti, úradníci, zamestnanci samosprávy a inštitúcie

# Citizen Service Platform

Microsoft

## Kľúčové výzvy

Efektívne mesto, interne aj voči občanovi.

## Ľudia, služby, procesy

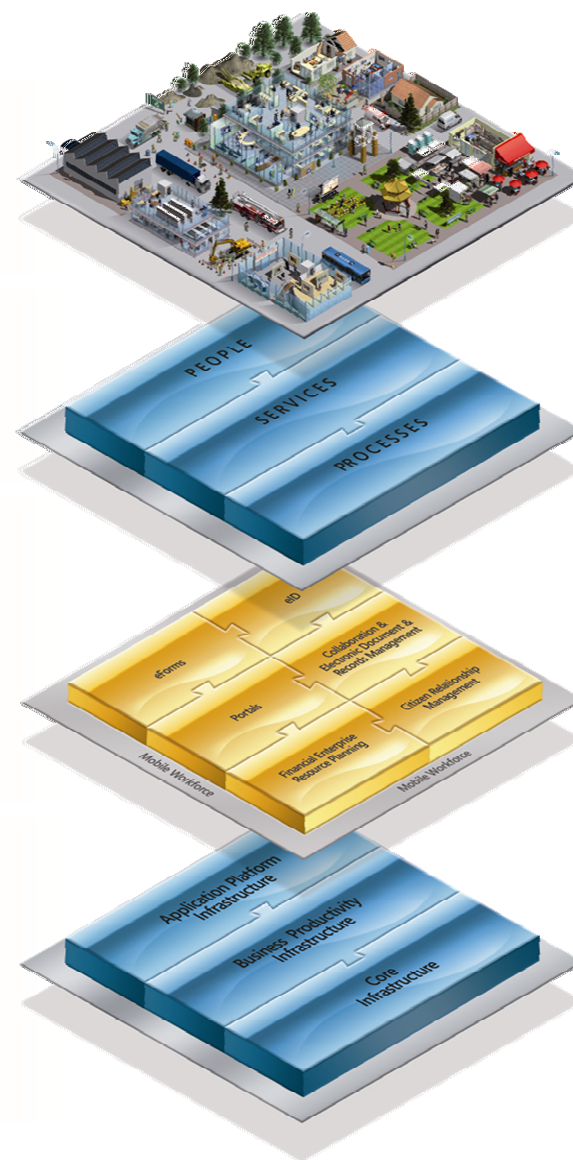
Ľudia a procesy sú základom pre poskytovanie fungujúcich služieb

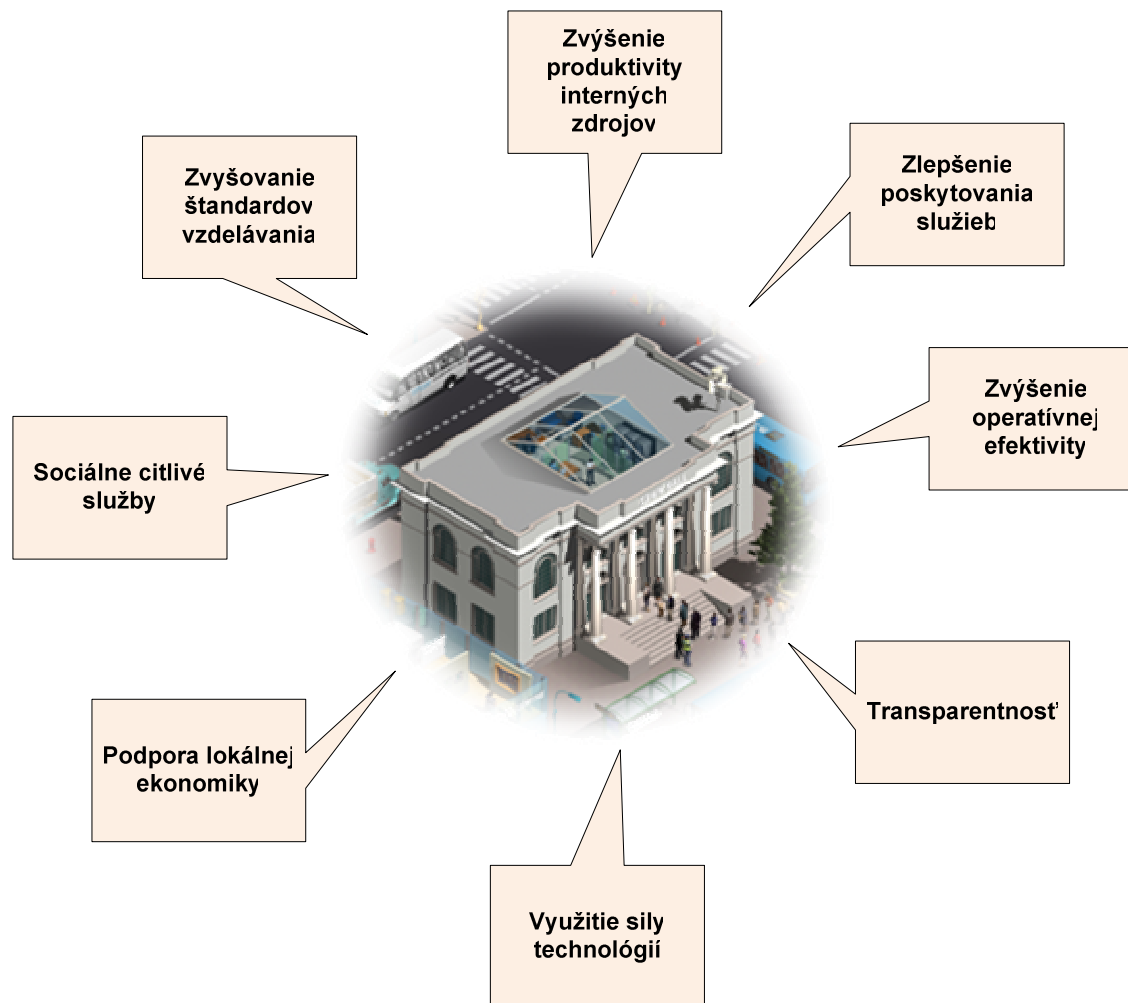
## Aplikácie

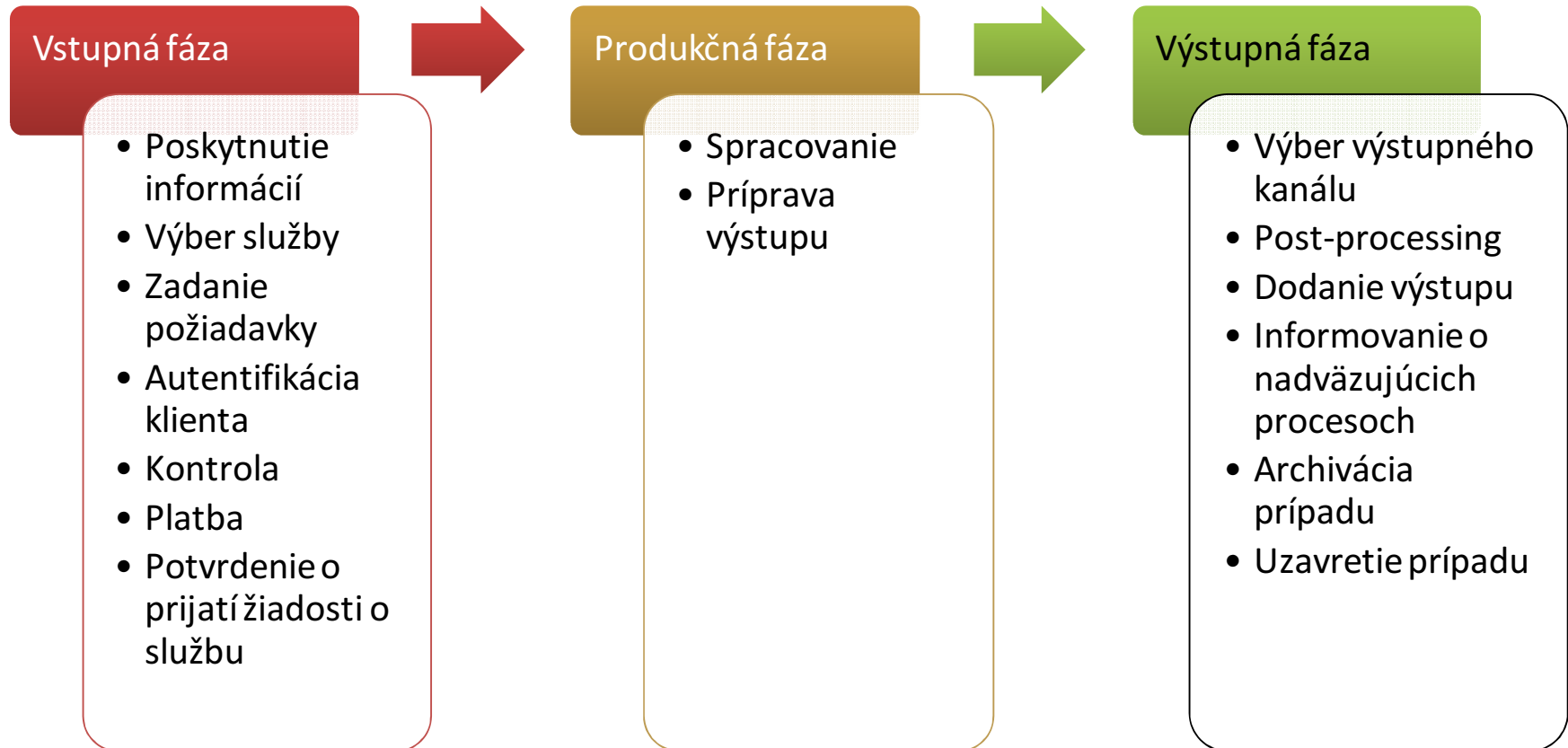
Komunikácia mesta s občanom a firmami je založená na intenzívnej podpore aplikácií spoločnosti Microsoft, ktoré tvoria základnú business vrstvu pre implementáciu jednotlivých služieb.

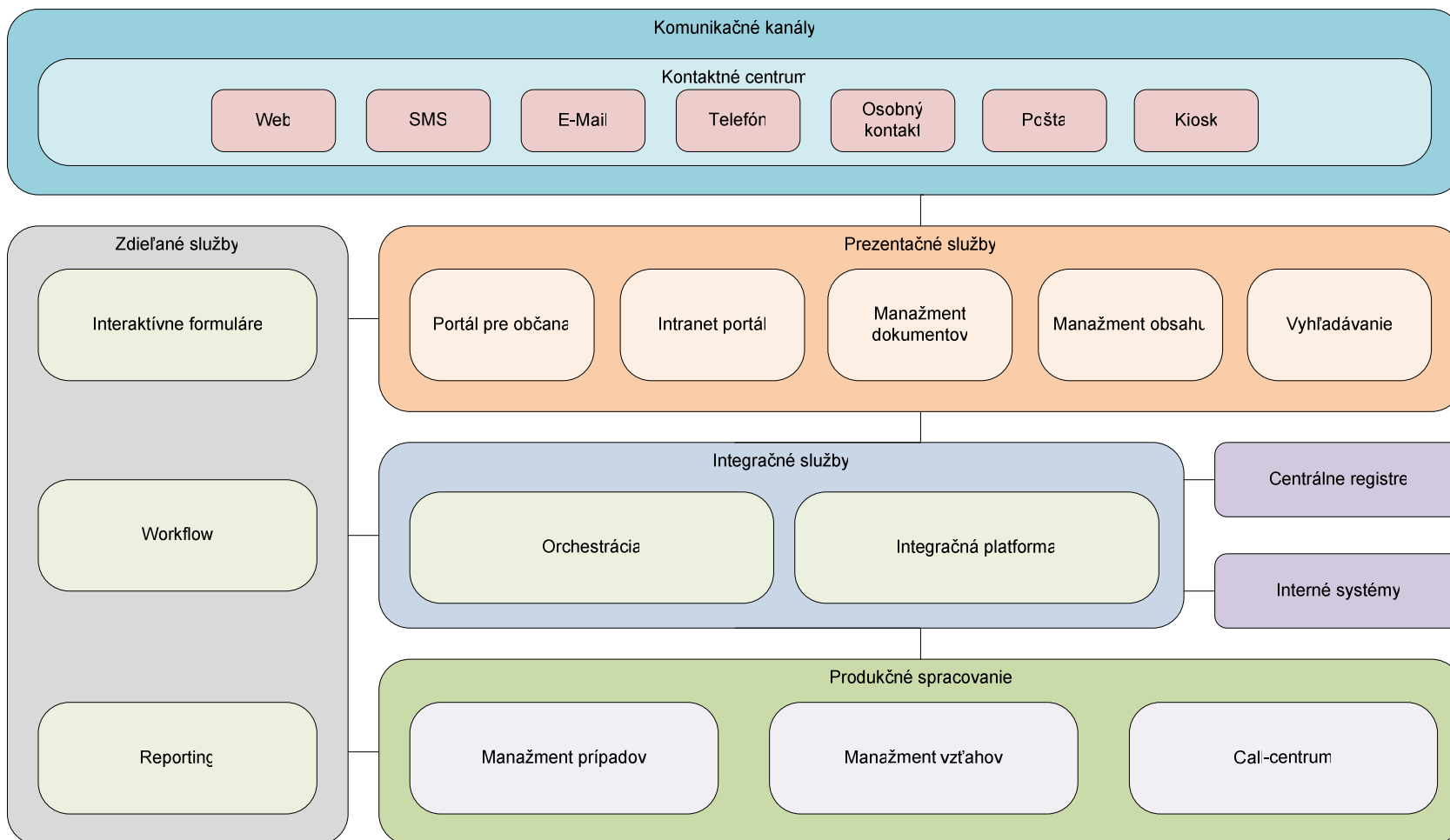
## Infraštruktúra

Bezpečnosť, škálovateľnosť a dostupnosť sú hlavnými devízami stabilného riešenia a zárukou spokojnosti všetkých aktérov služieb.





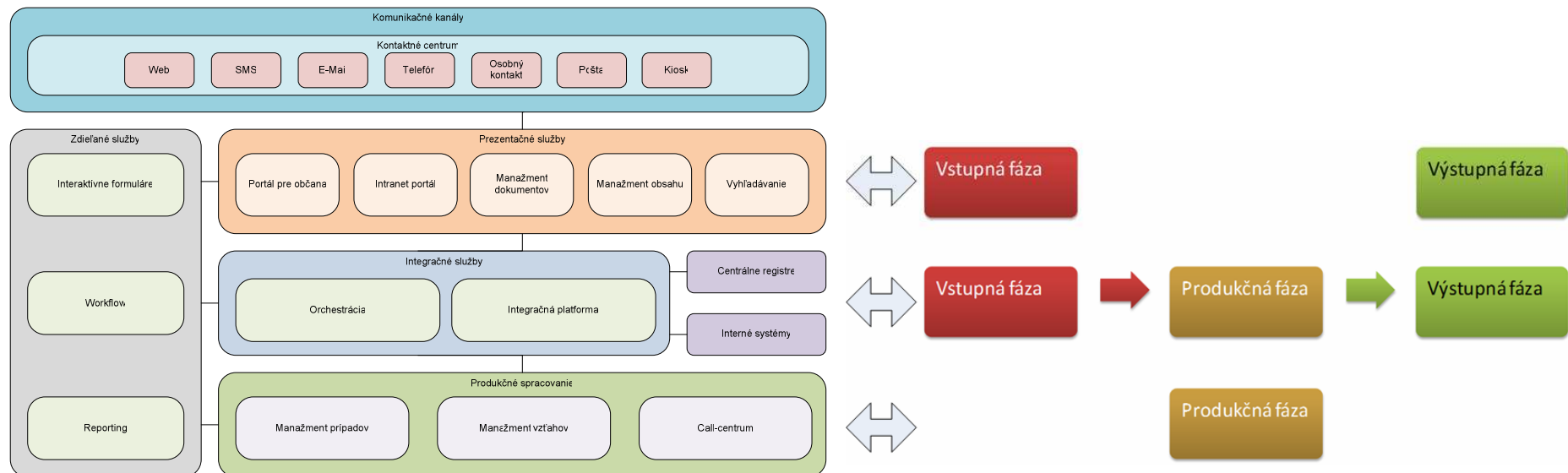




# Mapovanie na architektúru

Microsoft

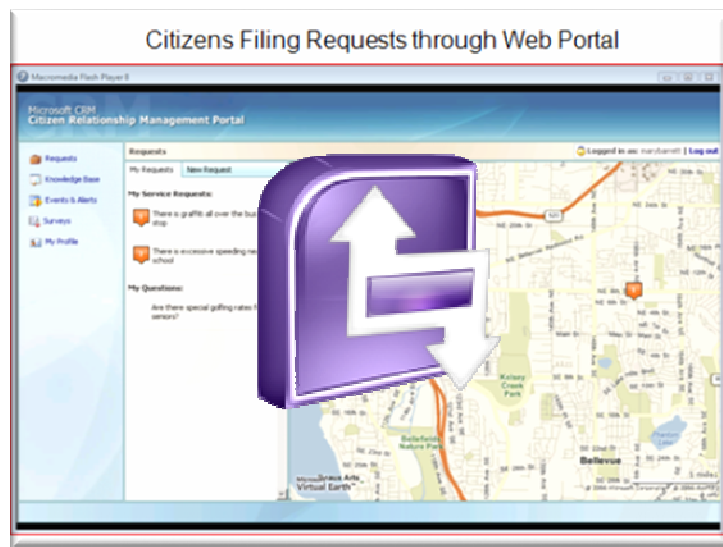
- Intuitívne mapovanie
- Komplexné pokrytie
- Modulárnosť a flexibilita
- Rozširovateľnosť





# Komunikačné kanály

Microsoft



1



Improving  
Customer  
Service

City of London,  
Cascais, New  
Jersey



- 31,955 calls answered
- 90% of all calls to be answered within 20 seconds
- 65% of calls resolved at the first point of contact (i.e. not passed on to specialist)
- **Government Service Centre Offering available to support this need**

2



Increasing  
Operational  
Efficiency

Kingston,  
Warsaw, Derby,  
Northampton



- Situation
- Smaller London Borough with 160,000 residents
- 500+ services to deliver
- Independent systems = silos; incorrect basic data e.g. 6 week backlog for tax disputes
- Aim: 80% resolution at first contact



- Results:
- 500% increase in electronic council tax payments to £4.6m
- “Some people just wanted to have their questions answered before they paid”
- Increase in call capacity by 100%
- Fewer multiple call incidents
- Better contractor management
- “Single version of the truth” is contributing to a savings target of £5.8m by 2011.



- Situation
- 232,000 citizens
- 47,000 businesses generating 2% of UK's GDP
- 60 elected officials needed way to monitor core services
- Wanted a like to Geographic Information System
- Results:
- Windows SharePoint Services and Microsoft Office Performance Point Server 2007 based solution
- Recognised by The Audit Commission as a "best practice"
- Enables remote and home working for elected officials – reducing courier costs
- *"The Office of Public Management has expressed an interest in seeing our Members Information Portal replicated across other councils"*



Damian Highwood, Information Services Department,  
Westminster City Council

4



Improving  
Staff  
Productivity

City of Porto, City  
of Bergen,  
Barcelona



- Situation
- Large municipality in Porto
- **Meetings were cumbersome**
- **Generating large volumes of paper**
- **Time-consuming to set up**
- **Leading to council worker inefficiency**
- **Waste of public resources**

- Results:
- **Created an executive portal and council employee portal**
- **Saves nearly 30 trees per year**
- 2 meetings x 14 proposals x 40 pages x 13 copies!!
- **Agenda available via email**
- Minutes are automatically generated
- **Improved security**
- Sample code available at [www.codeplex.com/csp](http://www.codeplex.com/csp)



5



Leveraging the power of technology

**Edinburgh,**  
**Zurich, Miami,**  
**Waterloo,**  
**Dublin**



## Situation

- 500,000 Citizens Capital of Scotland
- Unstable ICT Infrastructure
- High level of outages and support calls

## Results

- Upgraded to 'Rationalised' platform using Optimisation methods
- Total savings over five years of approximately £6.4 million
- Payback period of just 14 months.
- £40 million of capital receipts to the Council from selling 18 sites and moving 2,500 information workers into one building.
- Net benefit for the transformation of approximately £5 million.
- Overall first call resolution of 65 % of requests for service compared to 8 % in 2005.



6



**Enabling Shared Services**

**UK Counties,  
Portugal,, Germany,  
Spanish Data  
Centres**



## Situation

- 28 Cities in Puget Sound area, Seattle
- 1.3m citizens
- Needed access to regional information

## Results

- eGov City Alliance Created
- Common public portal services
  - Mybuildingpermit.com
  - MyParksandRcreation.com
  - NWMaps.net
  - NWProperty.net
  - WAGovBiz.net
  - GOvJObsTOday.net
- Internal Private Sites



## Situation

- 13 municipalities east of Lisabon
- Needed to drive knowledge Economy
- EU Grant and University Support



## Results

- Shared Web Infrastructure for E- Services
- E-Procurement, Publishing and others
- Each municipality has its own online identity
- Share ICT platform, procurement system
- Common Intranet platform
- Engaging businesses and citizens in greater use of online services and positive image for area's potential investors.



8



Caring for the Environment

Wakefield,  
Auckland,  
Bergen



## Situation

- Fourth largest city in New Zealand by population
- It is known for its magnificent beaches, reserves and lifestyle
- High focus on supporting a sustainable environment

## Results

- Deployed Foundation Footprint to manage carbon emissions
- Covers 460 sites
- Manages gas electricity water and waste
- Allows supplier management
- Hosted solution based upon Microsoft Platform



9



Delivering  
Social Care  
West Lothian



## Situation

- South East of England
- Provides care for 10,000 adult service users
- 75% = predicted growth in the over 60s by 2028



## Results

- Citizens in control of their own support needs
- Online self-service and care management
- Reduced costs and better customer service
- Works the way social workers do – at home, on the move, or in the office
- Agile and flexible customer service oriented approach with lower running costs

10



**Raising Standards  
in Education**

**Miami, Milton  
Keynes Black  
Country, UK**



## Situation

- Rapid population growth
- Large immigrant population
- Need for wider ICT skills
- Need citizens to be economically active
- Need small businesses to use IT Tools

## Results – Elevate Miami Program

- Public Private Partnership
- Community-based ICT skills program
- Citizens - essential ICT tools
- Small businesses – web and accounting business tools





## Situation

- Heavy industry economy
- Needed to inject wider ICT usage
- Needed to comply with “Law 11”
- Needed to modernize Govt ICT
- Major competitive EU Tender

## Results – Biscay TiK

- Large scale CSP system
- 1.4 Citizen email accounts
- 112 municipal portals, ERP, CRM
- Shared service centre
- Innovation Centre
- Microsoft , Spanish and Local IS'

## Microsoft Citizen Service Platform Community

Sharing Solutions that Empower Government to Serve Citizens

### Welcome to the new Citizen Service Platform (CSP) community site

This site is designed to help customers and partners connect, to find solutions, gain deeper insight into CSP and how they can benefit from it. It is run by the Microsoft CSP team and supplements the information in [Microsoft.com/CSP](#) and is very much designed to be a peer to peer sharing site although much of the initial content has come from the team we hope and expect this will change over the coming months.



### Welcome to the Citizen Service Platform Community



Greg Clark discusses the challenges facing governments today and how the CSP helps to address these.

#### CSP Blogs

##### Gordon on LRG

[Gov 2.0 – nothing new under the sun.?](#)  
[2009 LRG Solution Forum Awards](#)  
[Welcome to the LRG Blog of Gordon CSP McKenzie](#)  
[One Week Countdown](#)

#### What's New



#### Linda Zecher addresses Commonwealth Local Government Leaders in Bahamas

On Wednesday this week the Commonwealth Local Government Forum was addressed by Linda Zecher, Microsoft's Corporate Vice president for the Public Sector, who outlined Microsoft's Citizen Service Platform Strategy for local governments. Citing several examples from Biscay, Porto, Jamaica and Miami she commented that, "even with the rapid emergence and spread of new tools, it's always critical to remember that technology alone is not the answer. It's a means to an end and it needs to be part of a holistic approach that addresses the broad policy goals of any country or any community. And that requires effective Public Private Partnerships. A computer alone doesn't create opportunity for rural students or underserved urban communities. It takes training and resources, all brought together in a way that fits the local context and the reality on the ground in your communities."

The forum which is a group of local government agencies associated with the Commonwealth met in Grand Bahama this week with some 400 delegates from around the world and some 30 cabinet ministers, mayors, association leaders and the Prime Ministers of Jamaica and the Bahamas who also gave keynote addresses. Microsoft facilitated a workshop on ICT in local government which presented examples from Chile on Quality management processes as well as innovation in Citizen Service examples. The workshop contents and copies of Linda's presentation are available [here](#)

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- Nezávislosť na dodávateľovi (na Slovensku viacero implementačných partnerov)
- Otvorenosť pre iné technológie
- Otvorená architektúra webových služieb
- Možnosť využitia služieb eGovernmentu a prepojenie na zdieľané služby, registre
- Nástroje pre rozširovanie a prispôsobovanie
- Trvalá udržateľnosť a náklady
- Jednoduchá integrácia so stávajúcimi systémami
- Modularita – využitie vybraných častí a integrácia existujúcich
- V súlade s NKIVS a štandardami budovania eGovernmentu

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