

From Case Management to the integrated management of the administrative affairs in small Municipalities

The experience of the Municipality of Terranova da Sibari, with a small administrative staff of only 20 employees, represents a unique case in Italy: following the introduction of the Microsoft platform for collaboration and document management, thanks to an ad hoc solution, today it is betting on the union between case management and integrated process management. The benefits? More rapid work times and response times to Citizens and significant savings in paper as well.

The needs

Terranova da Sibari is a Municipality in the Province of Cosenza of about 5,200 inhabitants. Like all small local administrations, it needs to provide services to Citizens and Enterprises efficiently and rapidly, but with a very limited number of employees and resources to count on. Currently, the personnel employed by the organization amounts to 20 units that administrate a significant number of cases. The Registry Office records a total of about 10,000 documents (received and sent) each year, excluding commercial type communications.

Monitoring the flows linked to internal communications and to document management, in addition to processing the cases, has convinced the Administration to start an innovation plan to optimize the operativity of the procedures within the Organization and to reduce execution times, aimed at improving the quality of the work and the relationship with the Citizens. "In recent years – Gianfranco De Cola, in charge of the Administrative and Financial Office of the City Hall, tells us - it has become necessary to update the dynamics linked to the case management, from the arrival of the documents at City Hall, to the document recording process and information sharing and teamwork between the personnel of the Organization. Economy, efficiency and effectiveness: these are the three objectives that have led to the introduction of new technologies for collaboration and case management. For a small reality like our, you might say it was almost a pioneering choice".

The solution

Thanks to the support of IT Consult, Microsoft partner specialised in technologies that support the PA productive processes, the Municipality of Terranova da Sibari has implemented the Microsoft Office SharePoint Server 2007 platform for advanced document management. This collaboration environment was already present and used in a previous version at the Organization's offices. Initially it was used in support of internal communications and in recent years allowed the intelligent document sharing and filing.



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The development toward the new Release has introduced significant new features: first of all, it has updated the general sharing and communication functions, but has also opened the administration to the development of a new way of dealing with processes based on the logics envisioned by the Microsoft Citizen Service Platform model.

In particular, thanks to the joining function between the Intranet platform and the Document Recording services available in the IT Consult josh suite solutions, the Organization can now take advantage of a workflow management system that includes CNIPA

compliant Case Management. "Today document recording does not only place a number on incoming and outgoing documents – Daniela Fuga, IT Consult, explains – but it also associates a working and barcode that identifies the processes to which the documents will be channeled".

In a first phase of the innovation project, the City Hall personnel became familiar with the document management dynamics and with the working of the documents through the shared use of the Intranet portal. In a second phase, still in course, the Administration concentrated on the new engineering of the processes. This more delicate phase envisions the rationalization and the creation of automatic work and "pre-work" flows for the more complicated processes that involve different offices within the Organization and, therefore, require greater loss of time for the Citizen and for the Enterprises.

This model, based on the formalization and execution of the processes, identifies the work path for documents that may be treated by different Offices (for example by the Municipal Police and by the General Registry Office in the case of a request to change residence, etc.) throughout the entire organization and created a computer union between the opening of a case, its working and closing. From a technological standpoint all of this is made possible thanks to the potentials of the Microsoft Office SharePoint Server 2007 platform and several vertical solutions developed by the Microsoft partner which allow the viewing of all of the details on the processes in course.

The benefits

The Microsoft solution adopted by the Municipality of Terranova da Sibari has allowed the local administration to ready a virtuous innovative path, with the purpose of reducing the work time for the cases and therefore the response time to the Citizen. "Today the average case working period is about 90 days: with this solution we are aiming to drastically reduce this period of time by 50% by virtue of greater synchronization between the personnel activities and the availability of the document sharing environment", De Cola points out.

On the basis of the technology offered by the Microsoft Citizen Service Platform today it is possible to replan the work paths of the cases, aiming at their integration and, when possible, at their automation.

"For such a small Municipality – Gianfranco De Cola remarks – it is an avant-garde solution which has been designed to reduce the Administration times, reducing the work load assigned to each operator. This translates into savings for both our Organization and for the Citizens who obtain answers, authorizations and documents more rapidly. In a situation characterized by the lack of internal resources, this is an important achievement."

The information flows and the efficiency of the Intranet have been improved: the union between records management and case management speeds up the work and always keeps the state of advancement under control. Going beyond the classic use of the intranet networks as a mere support to document management, the solution adopted by the City Hall, by following the Microsoft Citizen Service Platform integration logic, makes it possible to deal with across the boards processes in a guided manner, joined together by paths that tie the single work phases together even if carried out in different offices. Moreover, in terms of the management of the single activity, in addition to avoiding the dispersion and replication of documents, by creating order and simplifying the work and the filing, the solution makes it possible to save paper, a significant cost even for such small local organizations.



Products and technologies

Microsoft Office SharePoint® Server 2007

The client

Terranova da Sibari is a small Municipality of about 5,200 inhabitants in the Province of Cosenza. Each year it documents 10,000 incoming and outgoing documents, many of which become cases to be administrated with a limited number of resources (20 employees).

Benefits

- Improvement of information gathering and management, internal sharing and communications
- Joint between Records Management Office and other municipal services
- Monitoring the state of work of the administrative cases
- Reduction in the times for dispatching cases and decrease in the use of paper

Partner

IT Consult, Microsoft Gold Certified Partner, is the leading software house in Italy in terms of Microsoft in platforms for document dematerialization and management. In this scenario, it creates software solutions for Knowledge, Workflow and Document Management and for areas like CNIPA compliant Case Management, Document Archiving and Substitutive Conservation under the law.