

The Icelandic Government leads the way with GoPro

The Icelandic government is prominent in the use of electronic government. An electronic case- and document management solution, which is used in all of Iceland's ministries, embassies and other public institutions, is the result of collaboration between GoPro Ltd and the Icelandic government for the past 15 years. The solution is based on GoPro Professional and IBM Lotus Notes, and the most recent addition is an Intranet solution developed using IBM Websphere Portal and GoPro Portal.

The Challenge

The ministries handle a great deal of critical information as they serve citizens and the community. It is of vital importance that this information is handled appropriately, securely and swiftly. Service requests, applications and other communications arrive every day, and volumes of documentation need to be properly sorted and stored. These letters and documents must be processed in accordance with regulations, while remaining easily accessible for future reference.

With rising population, regulations and citizen service demands, the ministries saw eGovernment as the best option for modern management and future growth. They needed a solution that would integrate with their software environment and manage all of the information within their systems, providing clear access and overview of correspondence, documents and processes with a single unified solution.



The Solution

GoPro ensures that all the information in the ministry systems remains accessible and secure. Email and documents are easy to locate and safely stored so that employees can find what they need as quickly as possible. The versatile access- and version controls in GoPro ensure that only appropriate persons can view sensitive information and documents will no longer be accidentally lost or destroyed. The GoPro backend system can be accessed via web portal, which allows citizens to apply for services online and view the status of their cases, saving a great deal of time on application processing and data input.

GoPro also streamlines work processes, and as a result ministry employees can deliver faster, better service to citizens.

GoPro process management ensures that cases are assigned to appropriate employees and all necessary actions and support documents are automatically generated, so that work progresses smoothly and complies with regulations every step of the way.

Clear overview

Before the deployment of GoPro, locating and retrieving documents could be a time-consuming process, and cases and processes were difficult to track. GoPro gives ministry employees access to all necessary information in one location, stored in a standard format in a logical context. Open phases, deadlines and responsibilities are easy to track, and ministry employees have context-sensitive guidance to assist them in their work.



"You might say that GoPro is important to the Icelandic central government in the same way that a payment system is important for the operation of a bank. If the payment system doesn't work, the bank doesn't work. It is as simple as that," says Gudmundur Kjaernested, CEO of the Government Management Office.

Workflow Coordination

The Ministries use GoPro to automate the creation of standard documents, and coordinate the work of users with predefined phases. Phases contain processing tasks that all cases of set types have to pass. Within each phase users can view relevant actions, work rules, guides and handbooks. This way cases are processed in a more consistent manner, complying with set standards and regulations, and this is especially important for the ministries where mistakes can have dire consequences.

Electronic Storage

GoPro has brought significant changes to the way the government stores information, and this has led to significant savings on paper, postage and storage space with electronic storage. With stringent requirements for the security of data, GoPro provides a standards-compliant solution for the electronic delivery of documents to the National Archives, and can access information from the National Registry. GoPro also supports complex access controls, and it is possible to provide employees with access to individual cases or case categories, ensuring that privacy and security regulations are met.

Collaboration

The ministries implemented the GoPro portal solution for IBM Websphere to aid interdepartmental collaboration, utilising the GoPro system for ease of access to all relevant information and a convenient overview. Committees are registered in GoPro, ensuring a complete overview of committee members, and Quicr space is created directly from GoPro for collaboration with external parties. All information is automatically archived in the GoPro solution to ensure compliance with the rules and regulations of the National Archives.

Citizen Self Service

The ministries have implemented a self service interface to GoPro, where citizens have an overview of their cases, applications and correspondence with the ministries via the internet. With a direct connection, the GoPro case and document backend system provides greater efficiency and better service to citizens. Citizens can fill out online applications that initiate automatic processes in GoPro. GoPro receives the application directly and generates a case of the relevant case type, creates all necessary phases and support documents and assigns responsibility to an appropriate employee, greatly improving response time.

Ongoing Development

"You might say that GoPro is important to the Icelandic central government in the same way that a payment system is important for the operation of a bank. If the payment system doesn't work, the bank doesn't work. It is as simple as that," says Gudmundur Kjaernested, CEO of the Government Management Office that is responsible for running the government's IT infrastructure.

GoPro continues to add features to optimise workflow and Gudmundur expresses his satisfaction with the opportunity of actively collaborating on the development of the GoPro portal solution: "We are constantly working on improving the user interface and things like integration with common word processing applications. There are exciting times ahead."

GoPro

- Displays a clear overview of all cases, communications and documents.
- Coordinates work processes.
- Tracks all information.
- Facilitates collaboration, with Quicr space for external parties.
- Enables versatile access controls.
- Secures paper-free storage and delivery to National Archives.
- Provides Self Service for citizens.

GoPro®

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