



VALTIOVARAINMINISTERIÖ

JulkICT
-toiminto



Experiences from Finland, Local Government ICT Seminar

Estonian Ministry of the Interior, 15th November 2011

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Ministry of Finance

Public sector ICT





Main Topics

- Local Government ICT in Finland
 - Overview
 - Examples of Services
- Experiences of Municipal IT 2006-2011
- Changes in Public Sector ICT



Finnish Public Administration

■ State government

- Central state government
- Regional state government
- Local state government

Staff 110.000

■ Local government

- Municipalities (336)
- Regional local government (owned by municipalities)
- Subregional local government (owned by municipalities)

Staff 430.000



Controlled by citizens



Municipal ICT Costs in 2010



ICT Expenditure M€

830 Municipalities (2 % of all costs)

920 State Administration (9,8 % of all costs)

150 Institutions

1900 Total

Biggest Spending Areas in Municipalities

1. Social services and health (400 M€/year)

2. Staff costs (20 %)

3. Software (22 %)

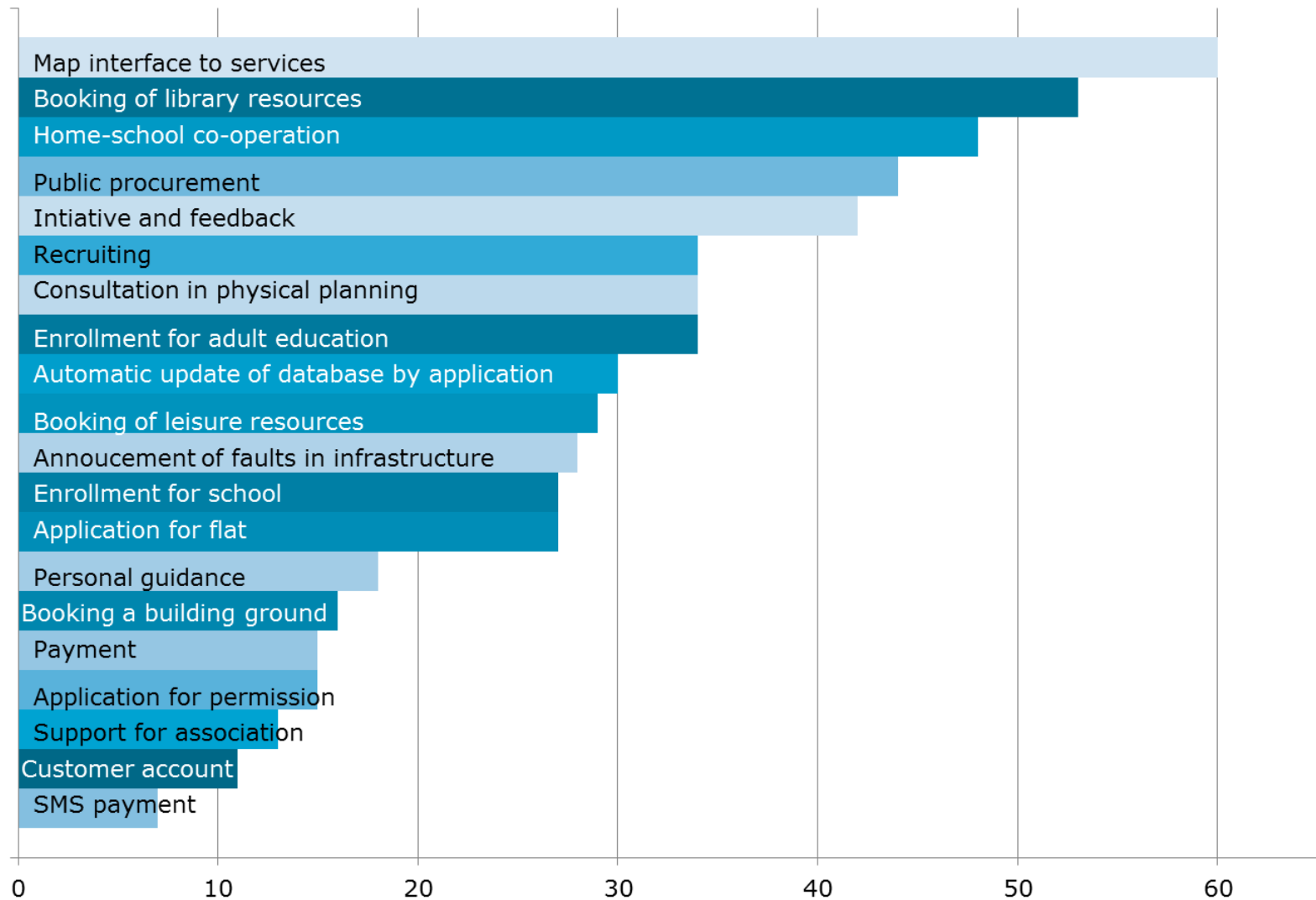
Annual growth of ICT costs in municipalities is only 2 % (in state administration 13,5 %)



Local government ICT in Finland

- **Independence and strong status of municipalities is a strength and a weakness**
 - Overlapping solutions, purchasing, programmes
 - Kuntien Tiera, in-house company owned by 200 municipalities
 - Innovative ICT services and solutions
- **Municipalities develop their ICT independently but also in cooperation with others**
 - Over 200 cooperation organisations between municipalities
 - Outsourcing of the ICT services is growing
 - Average life cycle of software 10 years (1/3 older than 10 years)
- **Sector and organisation oriented - big structural changes needed in the future**

E-Government/Participation in the Finnish local government 2011 (% of municipalities)



Journey Planner

Helsinki Region Transport (HSL)

Journey Planner - Windows Internet Explorer

http://www.reittiopas.fi/en/?from_in=Aleksanterinkatu+36%2C+Helsinki&from=address*Aleksanterinkatu+36%2C+Helsinki*2552834*66733

Tiedosto Muokkaa Näytä Suositit Työkalut Ohje This site is: SAFE Notify us

Sivu Työkalut

Route suggestion: Wednesday 9.11.2011 Aleksanterinkatu 36, Helsinki - Lintulahdenkuja 4, Helsinki

← Earlier • Now ▶ Later + Show 5 suggestions

START	ARRIVAL	TRAVEL TIME	TOTAL WALKING DISTANCE	CO ₂ EMISSIONS FOR THE CHOSEN ROUTE
1 10:35 10:43 10:47 10:51 0,5 km Kaisaniemi 0,4 km	16 min	0,9 km	0,1 kg 0,4 kg Further information	
2 10:37 10:43 10:50 10:54 0,4 km Kaisaniemi 0,4 km	17 min	0,8 km		
3 10:40 10:48 10:54 10:58 0,5 km Rautatientori 0,4 km	18 min	0,9 km		

Please note that the results are based on estimated travel times. HSL cannot guarantee that the suggested transport connection will be successful.

1. Route details +3 3ms Sörnäinen klo 11:00

Print view Send e-mail Top of page

Departure

10:35 Aleksanterinkatu 36, Helsinki

- Walking 0,5 km
- 10:43 Kaisaniemi (2059)
 - Bus 55K 1,4 km
 - 10:43 Kaisaniemi (2059)
 - 10:45 Hakaniemi (2402)
 - 10:47 Haapaniemi (2407)
- 10:47 Haapaniemi (2407)
 - Walking 0,4 km
- 10:51 Lintulahdenkuja 4, Helsinki

Arrival Total length of the route ~ 2.3 km

»Continue journey from destination

Transfer maps Large transfer maps Route map

10:35 0,5 km Kaisaniemi

10:43 10:47 10:51

10:47 10:54 10:58



Citizen's Office

Assisting Customer Services

- Handling documents and giving advice

Staff Members of Public Authorities

- Present full-time
- Present part-time
- By appointment

Self Services

- With assistance how to use eServices



Remote Services

Mostly by video conference solutions



AND Other services
eg. third sector services
in the same premises



Municipal IT 2006-2011

Supporting the Municipal Sector

- Improving the productivity of the service production
- Developing customer based and cross-organisational service processes
- Planning and implementing the project to restructure municipalities and services

In Cooperation with the Municipalities

- Network based method: needs, projects, implementation
- Development projects in some 50 municipalities
- Support for implementations

Interoperable and Customer Based Solutions and the Productivity in order to

- develop the municipal services
- develop the data administration





Experiences and Results of Municipal IT 2006-2011

- Network Based Method Through Workshops
- Project Management Method
- Joint Funding
- Role of ICT in the Management of Municipalities

- Solutions for Municipalities
 - Process Data Bank (new tool in 2012)
 - Tools for Recruiting
 - Tools for e-Procurement
- Concepts for Municipalities
 - ASPA (Multi-channel joint service model)
 - E-services for Families
 - Business Intelligence
 - VirtuK (Identity and Access Management)
 - Enterprise Architecture Approach



E-Government Interoperability Law 1.9.2011



§ Enterprise Architecture

- business, information, information systems and technology architectures

§ MoF's statement

- over 5 M€ ICT projects

§ Interoperability descriptions and definitions

- Public Administration recommendations (JHS) and standards

§ Utilization of common data

§ Joint Venture Services



Public ICT Web Survey for Stakeholders

Aims

- To minimize the number of projects to the most necessary and to minimize the time to implementation of the changes
- The most important factors are:
 - Customer service development,
 - Providing e-services for customer interaction and
 - Creating processes for e-services

Changes Needed

- Focus on the targets of service production rather than the limitations of the ICT
- Information systems and service components should work together
- Implementation of these changes should be done for the needs of different administrations and by securing the necessary resources

Public ICT Web Survey for Stakeholders



Possibilities

- The importance of management of services
- The nature of work has changed due to the use of new information technology and remote work
- ICT solutions improve efficiency and produce savings



Public Sector ICT

- Established 1st April 2011
- ICT seeks to make core administrative tasks easier
- Implementation of eGovernment interoperability law
- Strategy for the public administration ICT
- More effective cooperation between central and local government

- Public Sector ICT Director Timo Valli
- Three units (30 experts)
 - Strategic Governance
 - Common ICT Solutions (including Municipal IT solutions)
 - Standards and Recommendations



Thank You!

www.vm.fi/english