

Open Source in Public Administration Case: The Citizen Portal of City of Oulu

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Serving and Open Information Society

- **City of Oulu's Information Management unit's objective is to create open operational environment which enables**
 - Better integration and interoperability of information systems
 - Greater freedom of choice when choosing vendors
 - Better opportunity for cooperation with other municipalities
 - Better prospect to produce better services with less costs during service's lifecycle
- **In practice this means**
 - Active evaluation and well considered deployments of open source and other solutions to avoid the lock-in of vendor, technology and/or product
 - Contributing into open interfaces and standards in development, deployment and acquisition of information systems
 - Open cooperation in public administration



Proprietary solutions – Hindering effects...

- **Decisions during 80's and 90's regarding technical solutions are causing backwash**
 - results in unplanned costs in the 21th century
- **Vendor lock-ins**
 - hinders the active development of operations

Actual Case - Sosial welfare and health sector

"Inadequate interoperability of systems."

"Closed interfaces causes enormous extra work in the sector."

"Closed interfaces have been used almost as a means of extortion"

(Voutilainen, National Audit Office of Finland, Tietoviikko 17.10.2008)

Open Source Solutions – Opportunities and Expectations...

- **Ease the development of service processes**
 - Openness of information systems, open interfaces and complying with standards
 - Better accessibility and availability of information
- **Opportunity for lower costs in development of service production**
 - Not automatically, requires efficient system utilization as well as management of lifecycle costs
- **Opportunity for faster development process**
 - Reusing of already made source code and components and the resources of open source communities
- **Opportunity to exploit third-party alternatives**
 - Out from vendor lock-ins (“monopolies”)
 - Possibility to seek alternatives for bad service or service level
 - Better opportunities for auditing
- **More alternative ways to acquire solutions**
 - (i) (Fully) tailor-made solution, (ii) Product without customizing, (iii) 80-20, and so on...
- **Better quality**
 - Technical as well as functional quality



Open Source Solutions – Requirements...

- **Open Source solution must have good and sufficient references**
 - to verify sufficient quality of the solution
- **Viability and continuation development of the solution**
- **More than one or two vendors for the chosen solution**
 - Otherwise back to vendor lock-in
- **Vendor's knowing how regarding the chosen solution as well as project management skills**
 - To control the risks of the acquisition and to ensure the quality



Case: The Citizen Portal of City of Oulu

- **The Citizen Portal is a service portal and platform delivered by the city of Oulu for its inhabitants**

The Core Idea:

The portal provides every inhabitant with a personal page to act as a Citizen account, and to be customized according to liking and the current needs of the citizen

- **Based on the City Council of Oulu's decision in 2005 concerning the 400th anniversary of the city of Oulu**
 - COMPETENCE Oulu 400 project
- **The principal aim is to assemble municipal online services:**

→ together **in one place**
 → **under one login** and
 → **uniform in use.**

- **The service have been inaugurated in 15th of May 2008**



Demands Leads to Objectives

- **Demand 1:** Today's citizens in Finland more and more expect to be able to communicate with home municipalities online
 → demand for online services to reach customer satisfaction
- **Demand 2:** Online services are needed for cost-effectiveness in service production
- **Demand 3:** Online services are needed as an answer to ease the imminent change in City of Oulu's employees structure

Principal objectives:

- Functional and reliable online service that empowers citizens to use municipal services.
- Domestically and internationally valued example of implementing services in public sector
- To respond to the challenges of the city's service development, as well as to the information society's requirements regarding implementation of online services.
- Scalable, duplicatable and expandable technical solution which could be utilize also elsewhere
- Support the development of new online services through providing the city administration with joint-use service modules as well as support components
- Equalize citizens possibilities to utilize information society's services

- **The Citizen Portal drives the citizens to use online services thus making the offering of services more efficient and improving the prospect of answering the previous demands**



What have we done, where are we heading for?

- **Implemented in phases**
 - PHASE 1. Accepted platform with basic functionalities and content for the purposes of online service development and use
 - Inaugurated in 15th of May 2008
 - PHASE 2. Production of advanced online services and elaboration of operations models

- **The most important developing objects:**

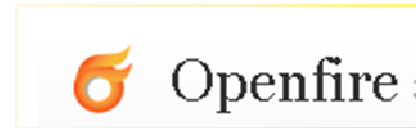
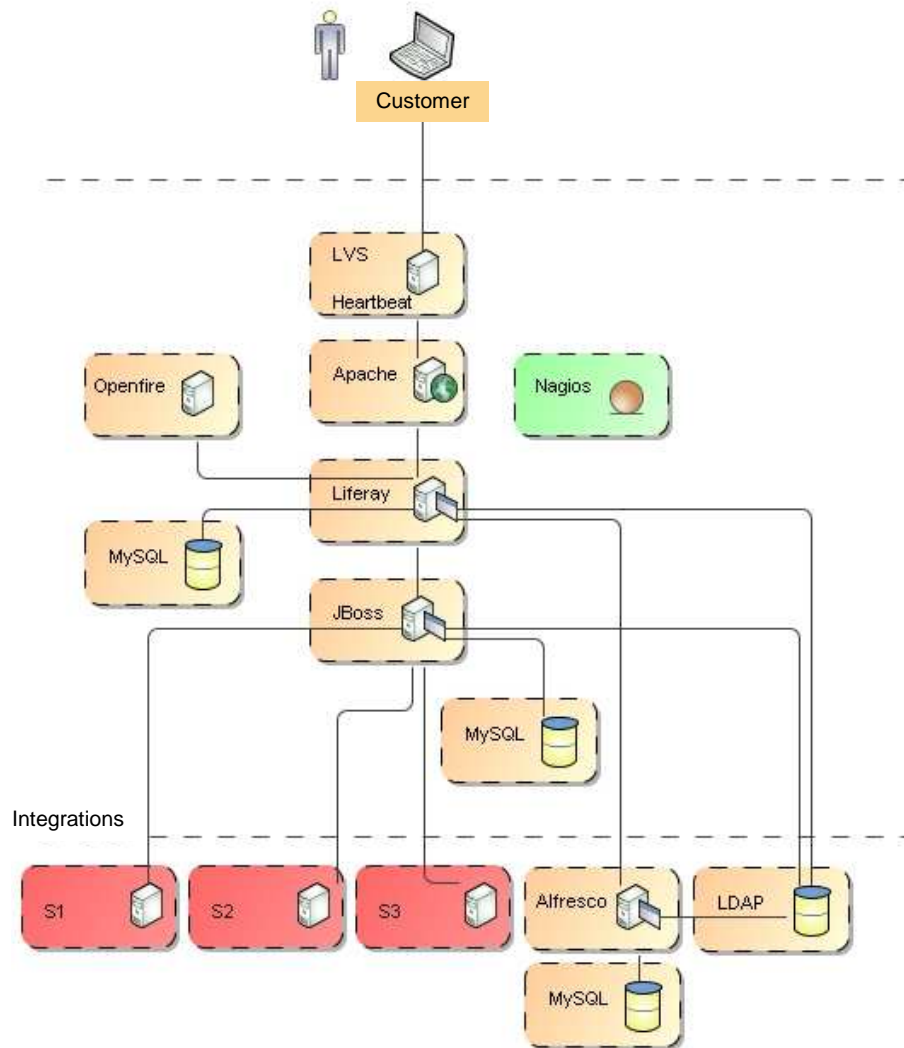
Phase 1 – What have we done so far...

- Strong user identification
- Customizable personal page
- Email
- Joint-use service modules:
Personal calendar, documentbank and aggregating information module
- Group of municipal services with loose integration
- Social networking services
- Seperate community pages

Phase 2 – Where are we heading for...

- New online services from city administrations
- Electrification of service processes
- The integrations of existing services
- Services from external service providers
- Developing towards the online service channel of the establishable customer service center of the city of Oulu
- Development on the basis of feedback and experience

Logical architecture – what's there under the hood?



The Look and How It Works





 www.omaoulu.fi

Citizens Portal of the City of Oulu
Creativity – Courage - Community Spirit - Tolerance

ixonos
intelligent software. passionate people.

The image shows a screenshot of the Oulu Citizens Portal website. The interface is clean and modern, with a white background and yellow accents. It features a navigation menu at the top, a main content area with various sections, and a sidebar on the right. A play button icon is overlaid on the screenshot, suggesting a video or interactive content. The Oulu logo and website URL are prominently displayed on the left side of the screenshot. The Ixonos logo and tagline are at the bottom.

Thank you for your interest!

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