

# Helsinki



Helsingin kaupunki

**Mr. Tuomo Karakorpi**  
*Director, IT Division,  
 City of Helsinki*



- City of Helsinki portal solutions/Internet services ranked 3<sup>rd</sup> in the world and 1<sup>st</sup> in Europe

Digital Governance  
 Worldwide Survey 2007



WHERE EASTERN AND WESTERN CULTURES MEET

ENTERTAINING FRIENDLY TRENDY  
 GREEN RELAXED  
 MARITIME





City of Helsinki

# City of Helsinki

## Equal eServices for all

**The Finnish case of service  
provision in the web**

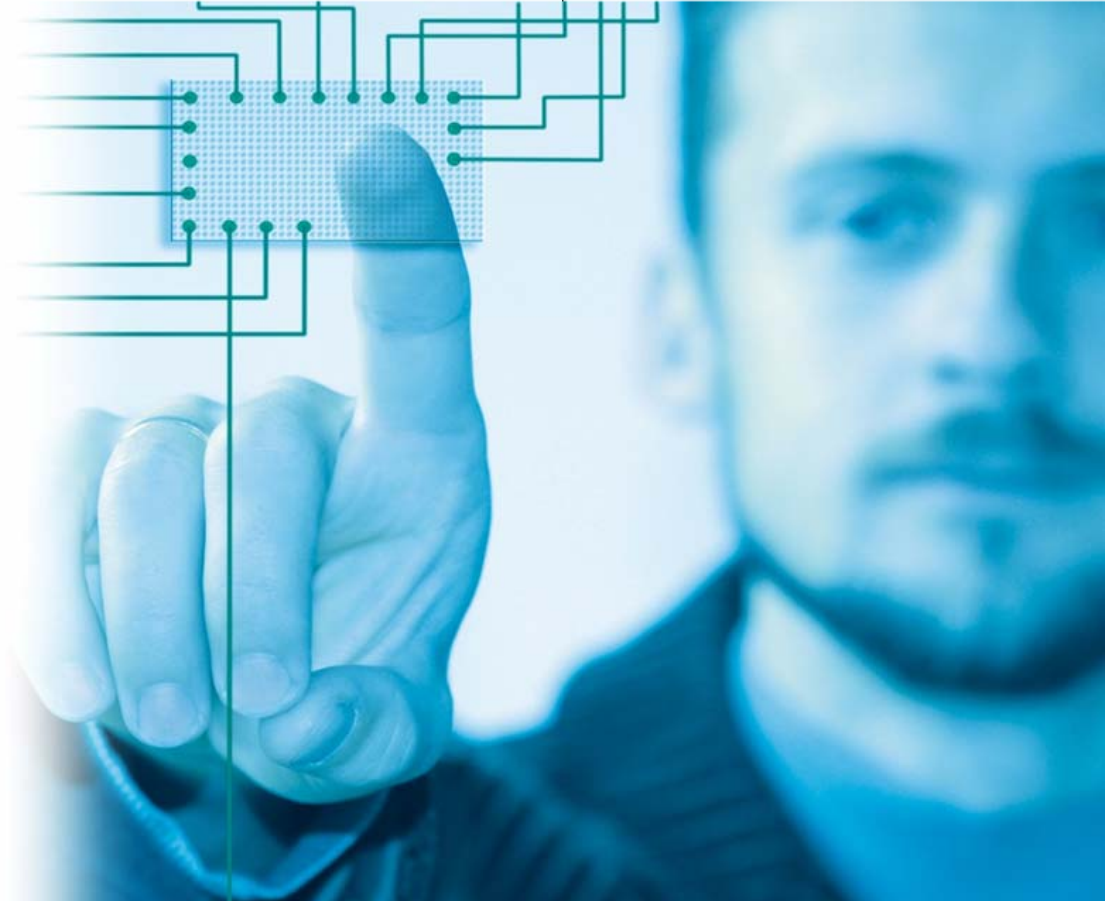
Tuomo Karakorpi  
IT Director





# City of Helsinki

- 560.000 inhabitants
- Internet users 85%
- 103 mobile phones per 100 inhabitants
- 35 city departments
- 38 000 city employees
- 22 000 workstations for employees and 12 000 in schools
- MPLS campus network





# IT Strategy 2007-2010

## Vision 2015:

- Helsinki utilises information networks to offer a broad range of customer-oriented services
- All web services seamlessly connected with the internal IT processes of the City's service production and administrative functions
- Modern operating methods of the information society are utilised to improve significantly the effectiveness of services and the productivity of activities





# IT Strategy 2007-2010

---

## E-Government vision:

- E-solutions are utilized across the whole government and decision making process
- Case management is carried out within one overall process and IT support, common to all departments
- Work processes are transparent
- Meetings can be run electrically (without paper)



# Portal Development Program 2004-2008

## Starting Point 2004:

- Numerous websites, different layouts, numerous platforms and technologies
- Departmental e-service platforms

## Goal:

- One common portal platform for websites and e-services
- One place for citizens to find information and services

## Situation now:

- Common City website and over 30 departments in uniform mode, the work is going on with 150 schools
- Common e-service platform with SOA-services for departmental e-service applications, the first applications are already operational

## Solution: IBM Websphere portal




# Helsinki City Portal

UN e-Government in Municipalities 2007 Award

|  | 
 [Suomeksi](#) | [På svenska](#) | [Auf Deutsch](#) | [En français](#) | [По-русски](#) | [Other languages](#)

 **City of Helsinki**



Search [www.hel.fi](#):  
   
[Site map](#)  
[Service index A-Z](#)


15.06.2009

**Categorised services**

- Maps and transport
- Tourism and leisure
- Culture and libraries
- Sports and exercise
- Housing and the environment
- Planning and construction
- Work and entrepreneurship
- Education and studying
- Health care services
- Social and family services
- Information on Helsinki
- City government
- Contacts and feedback


**Current and News**  
**Helsinki City Hall opened doors to the public**  
 Virka Info serves townspeople and tourists and exhibitions are on display in Virka Galleria. Wellcome! [Read more...](#)  
 [ 11.06.09 ] [MadonnaHelsinki.fi website now open](#)  
 [ 11.06.09 ] [Mobile application teaches you Finnish](#)  
 [ 10.06.09 ] [The samba plays and trams circulate](#)  
[Read more...](#)

**Use the net for your transactions and participation**  
[Decision making](#)   [City departments](#)   [Transactions](#)  
[Participation](#)   [Administration and finance](#)

**Tourism**   
**Weather +10°C**   
**Jobs** 

**Helsinki services**  
[For young persons](#)  
[For senior citizens](#)  
[For immigrants](#)  
[For disabled people](#)  
[For people moving house](#)  
[More services](#)

**Fast links**  
**Search an address**    
 Instruction:

**Search a route** 

**Search library database** 

**Search an event**  
 Starting date:  day  month  2009

1. Soul
2. Hong Kong
3. Helsinki
4. Singapore
5. Madrid
6. London





# Effective customer

## service applications

- Customer service applications for key sectors of **health services, education, social services**, transportation services, library services
- These applications include for example:
  - time, service and facility reservations
  - applications for service or benefit
  - selling tickets, maps, parking time etc.
  - secured communication with citizens
- Customer service applications being made more effective by multichannel services and by integrating services with legacy systems



# Examples of Multichannel services

## Transport e-Services

- Services such as timetable search, my departures and journey planner to facilitate passengers' lives
- Possibility to pay for one's journey by purchasing a mobile ticket,
- 3,5 million tickets sold in 2007



## Library e-Services

- Reservations of material, updating of loans,
- 'Questions to the Librarian' service,
- 'Book a PC' service, IGS multichannel advising,
- SMS notifications of loans and reservations, chat-service



# Success Factors - Challenges

## Success Factors

- Solution is scalable
- Processes can be managed “End to End”
- Platform is compliant with SOA architecture

## Challenges

- Size of the city www-service, heavy citizen usage and large amount of content producers has been surprises to IBM
- Some technical components have not been the best in market (e.g. Web Content Management) from the user point of view



# Lessons learned

- Rethinking and transforming of Business Processes is essential. The contribution of departments and users to e-service projects is important
- Integration to Legacy system needs a lot of effort
- Management of technology platform and diversity of applications from different vendors is complex
- New competences are needed

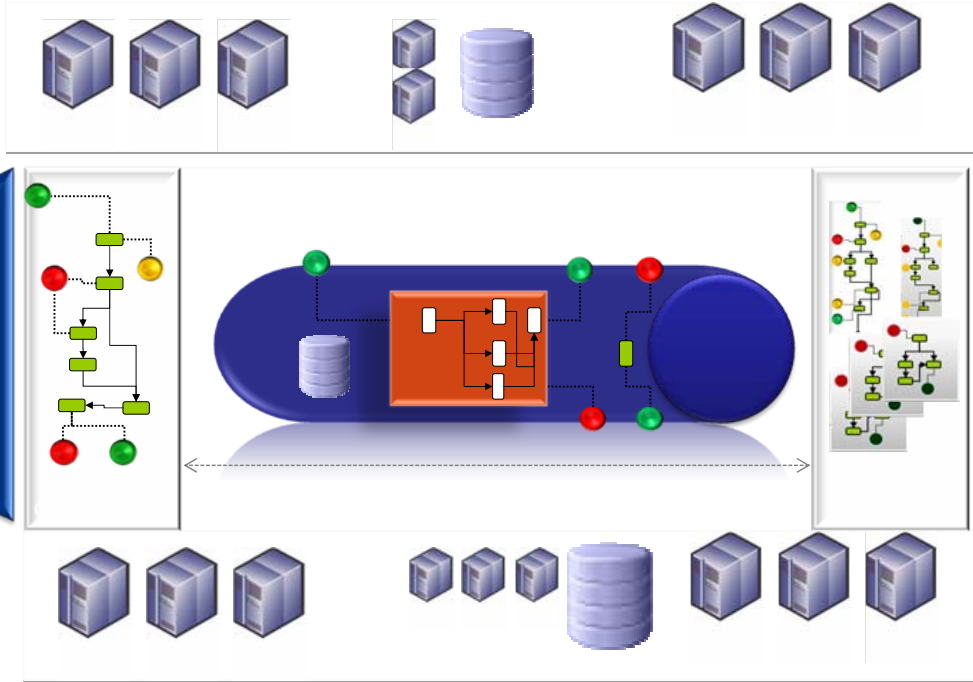


eService Solution Outline

# Solution Overview

**Clients**  
 Citizens  
 Companies  
 Visitors

**City Staff**



**Interaction Services**  
 Service Account  
 User Interfaces

**City of Helsinki Enterprise Architecture**  
 Process Services (Client & Staff)  
 Centralized Integration services  
 External & Partners Services

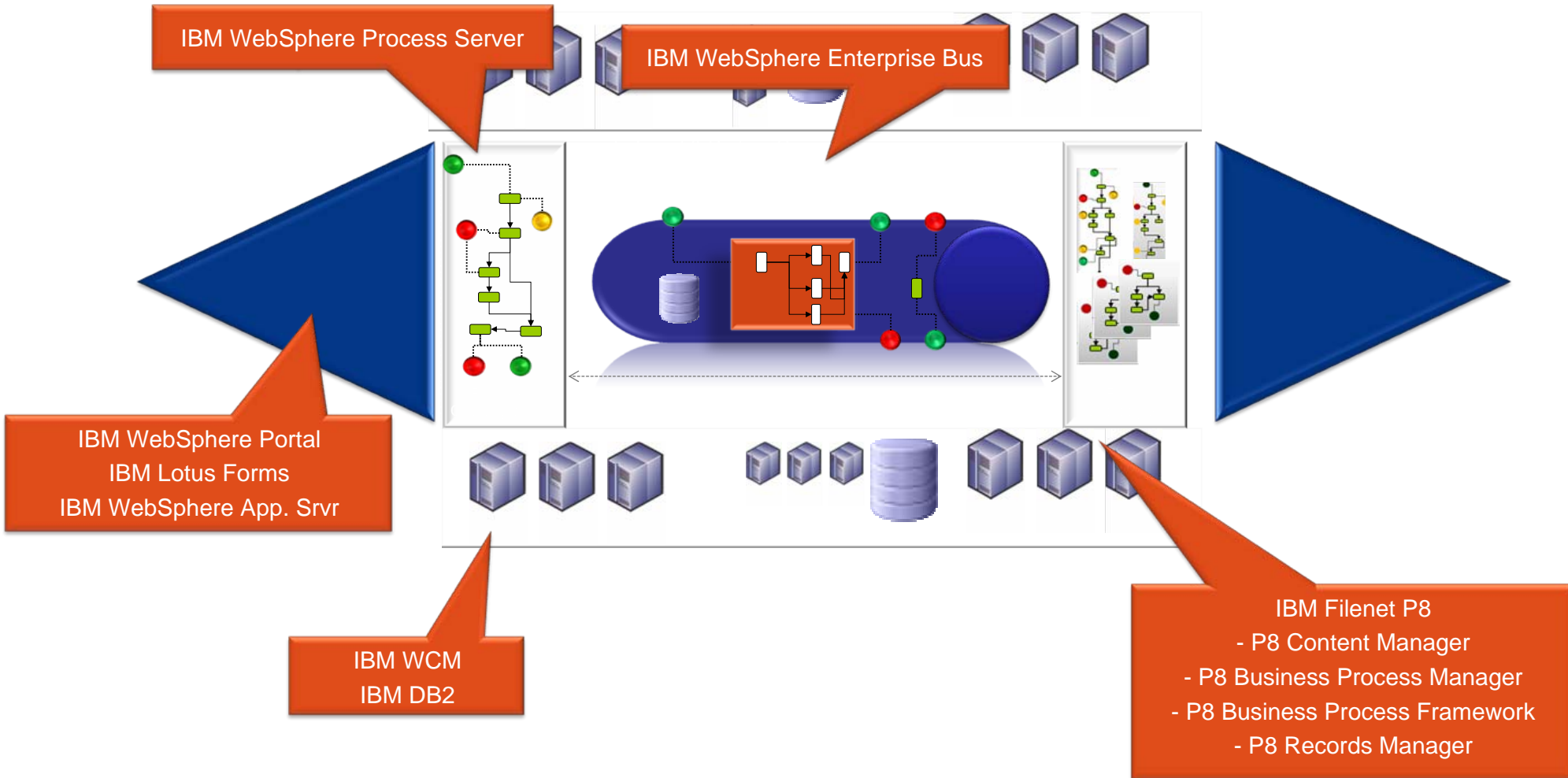
**Digital Workplace**  
 e-working environment  
 Decision making management  
 Case Management ,  
 Content Management





eService Solution Outline

# Where do we utilize IBM Technology?





City of Helsinki

# We welcome You to visit Helsinki - an IT friendly capital.

Thank you!



**SmarterCities**  
Berlin

# Smarter Government Services

