



SAP RESEARCH

SYSTEMATIC THOUGHT LEADERSHIP FOR INNOVATIVE BUSINESS

Innovative Public Service Applications

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THE BEST-RUN BUSINESSES RUN SAP





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SAP Perspective

The PICTURE project

THE BEST-RUN BUSINESSES RUN SAP



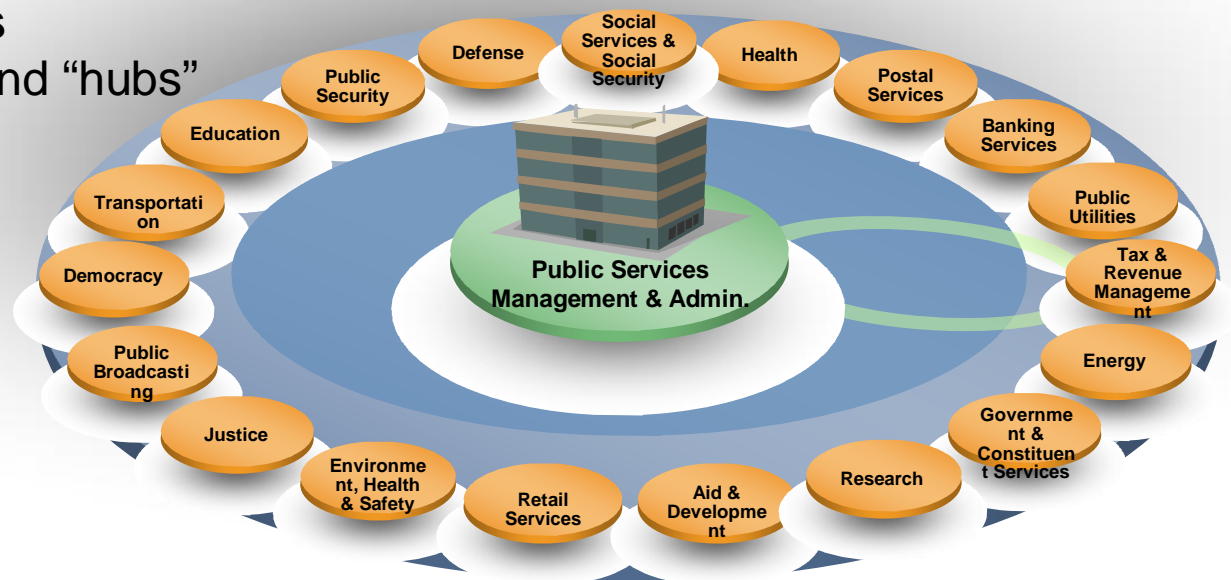
A Snapshot on the Business of Public Services Organizations

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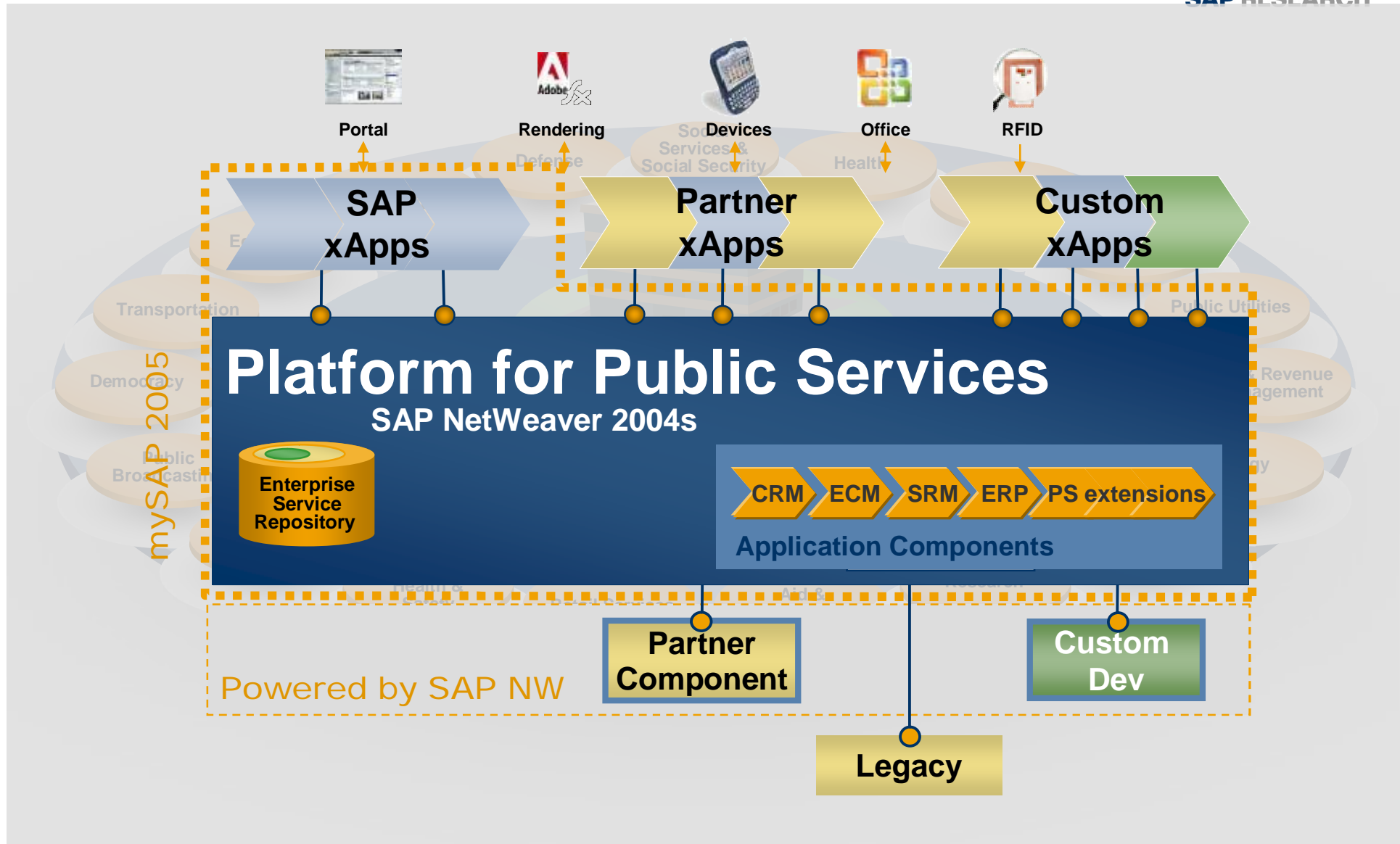
Early Adopters and Innovators

- **End-to-end Process Management**
 - Support the core and the Lines of Businesses
 - Cost reductions and revenue maximization
 - Closed loop decision support
- **Organizational Transformation**
 - Flexibility and certainty
 - SOA as transition plan and end game
- **Collaborative Networks**
 - Information sharing and “hubs”
 - Shared Services
- **“Public ROI”**
 - Lower risk
 - Build business cases



The Platform Combines Apps and Infrastructure

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- **Introduction of ICT in Public Administrations offers large potential to reorganize back-office processes**
 - ◆ **High quality service delivery to citizens and businesses**

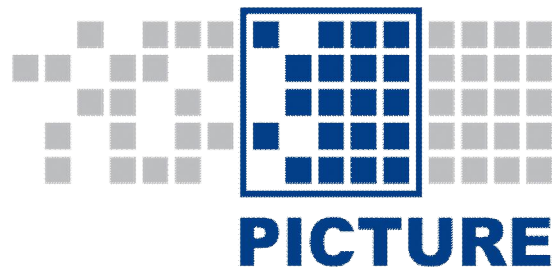
However:

- **Current focus: improvement of single processes**
- **Potential impact of ICT on overall „Process Landscape“ cannot be measured:**
 - ◆ **Challenging to justify large investments toward the political leadership and the public**
 - ◆ **Decision makers hesitate to invest in ICT infrastructure**

PICTURE – Fact sheet

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Goal: Provide an instrument to support successful ICT investment strategies for European Public Administrations



- Funded by European Commission under FP6, IST, E-Government
- Duration: 3 years
- Start: February 2006
- <http://www.picture-eu.org>

Partners:

Technology



PLANET



Research



Users

Stadt Winterthur



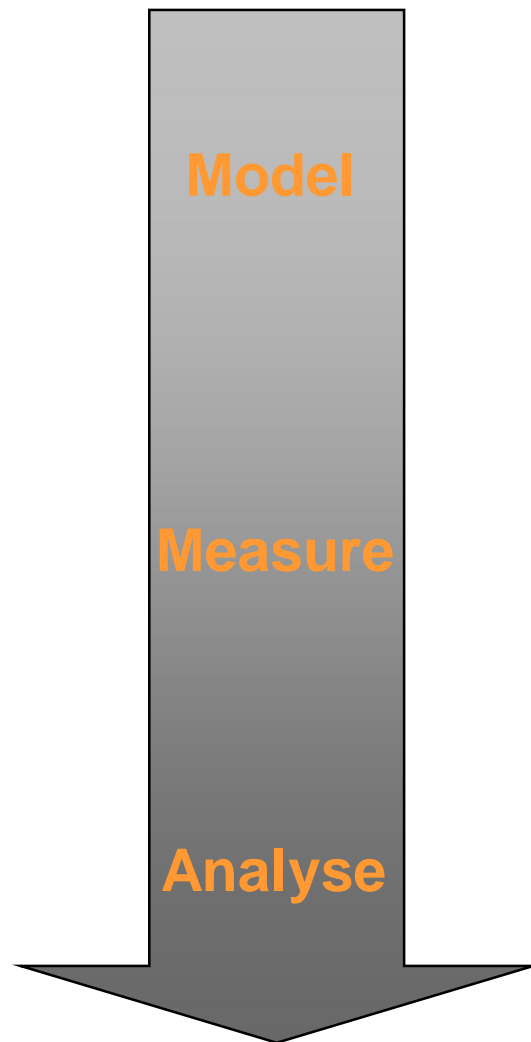
citeq
Informations-Technologie
für Kommunen



CITTA' DI TORINO

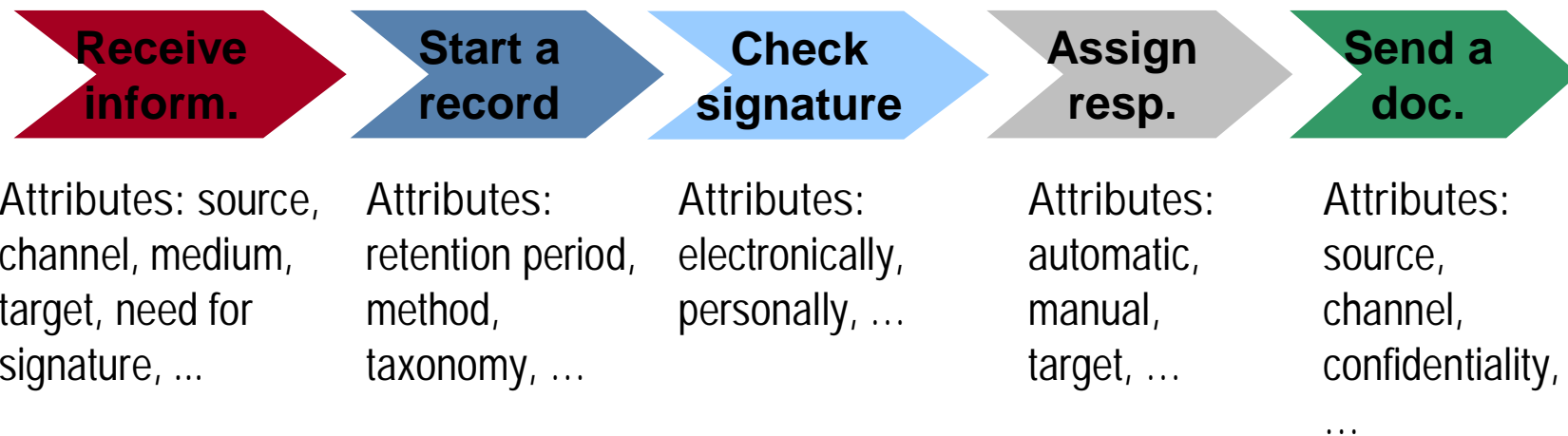
THE CITY OF LODZ OFFICE



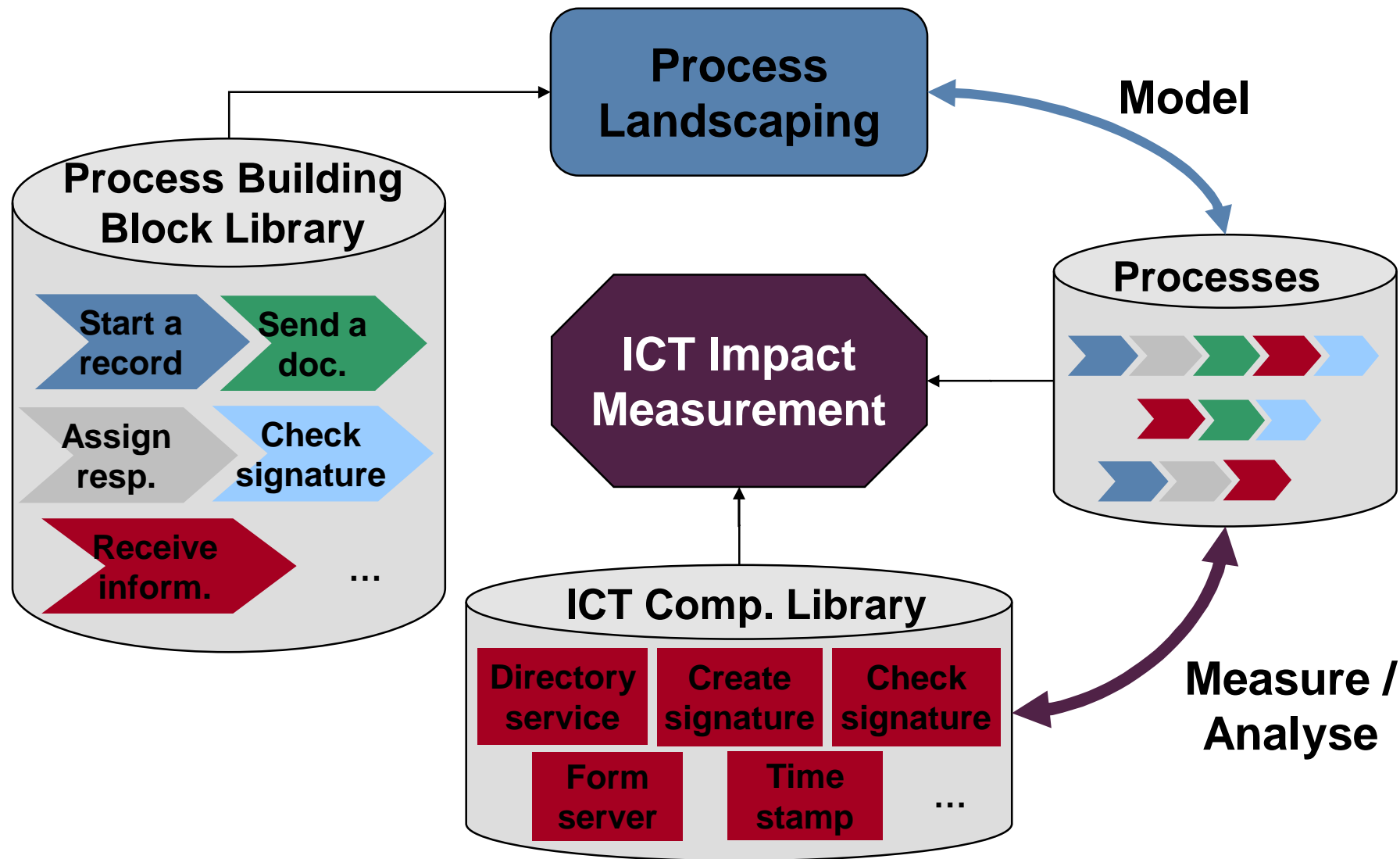


- **Administrational staff** models process landscape consisting of all core administrative processes using pre-defined building blocks
- **Chief Information Officer** measures impact of ICT components on process landscape in quantitative, qualitative and monetary dimension
- **Decision makers** analyse the results and derive appropriate ICT investments

- **Process building blocks describe activities a user performs in a particular process**
- **Each building block has attributes:**
 - ◆ Capture information that is needed for the evaluation
- **Attributes can also be specified on process level**
 - ◆ E.g. if somebody has to be present in person



- **Sample basic ICT components:**
 - ◆ **Workflow management, document management, digital archive**
- **No broad diffusion in Public Administrations so far**
- **One basic ICT component supports particular types of activities that occur in many back-office processes:**
 - ◆ **Introduction has impact on many processes**
 - ◆ **Highest impact can be achieved by a combination of basic ICT components**



- **User feedback:**
 - ◆ **Surveys on usage and diffusion of process modelling and ICT systems**
 - ◆ **ICT components are not broadly diffused**
 - ◆ **Process modelling projects have been conducted but results have often not been used further**
 - ◆ **Often specialized staff is responsible for process modelling**
- **Several municipalities outside of the project expressed interest in contributing to evaluation**

- **PICTURE makes ICT impact on processes measurable**
 - ◆ Supports process reorganization
- **Supports decision makers to justify ICT investment decisions:**
 - ◆ Enhanced diffusion of ICT
 - ◆ Improved service quality and efficiency
- **Several municipalities expressed interest in getting involved in evaluation**

For more information on the PICTURE project please contact:
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or have a look at: <http://www.picture-eu.org>

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