SER GROUP

BEST PRACTICE



> *"Working with electronic records reduces monotonous search and filing work and optimizes workflows. Records can be accessed at any time regardless of where you are, which also makes telecommuting a possibility."*
>
> Stefanie Ahlborn, e-government Coordinator for the City of Göttingen

ORGANIZATION	City of Göttingen
TOPIC	Records management with electronic records and electronic complaint management
INDUSTRY	Public administration
EMPLOYEES	1,800
INTEGRATION	Administrative systems: OPEN/PROSOZ, INFOMA, pmOWI
PROJECT SCOPE	Municipal administration of the City of Göttingen

GÖTTINGEN
STADT, DIE WISSEN SCHAFFT

CHALLENGES

- Choosing a high-performing ECM system
- Structured project management
- Retaining the support of colleagues through good change management

TARGETS

- Enable electronic record processing in all organizational units
- Standardize transaction processing
- Make telecommuting possible from anywhere and at any time

SOLUTIONS

- General document management with electronic records
- Integration of local government administrative systems
- Workflow-supported transaction management
- Electronic complaint management
- Tax solution for the area of business tax

PROJECT OVERVIEW

STARTING POINT

The City of Göttingen had been dealing with the topic of e-government for a number of years. It wanted to gradually switch to electronic administrative work. The electronic record was identified as the essential basis for this. Once the personnel and financial resources were in place and the organizational requirements for the structured, coordinated introduction of electronic records were met, the city acquired a high-performing system: Doxis4. It drew on its many years of administrative and practical experience with its legacy system to select the optimal new system.

WHY SER

- Broad functional scope in the standard product
- Scalability of solution
- Flexibility in accommodating the city's specific requirements

SOLUTION

- Integration into the administrative solutions OPEN/PROSOZ, INFOMA and pmOWI
- General document management with electronic records
- Electronic complaint management
- Workflow-supported transaction processing

INTEGRATION

Administrative systems OPEN/PROSOZ, INFOMA, pmOWI

DOCUMENT VOLUME

9,414 records in general records management, 468,797 in administrative systems; totaling 2.74m documents (as of 08/2016)

USERS

400 concurrent users; at final completion about 1,800 users

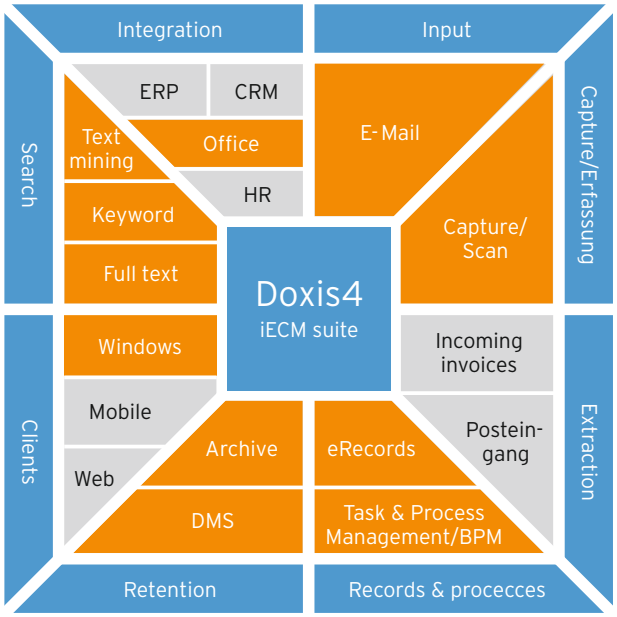
IMPLEMENTATION

It started with the Doxis4 integration of the OPEN/PROSOZ system into the social affairs department. The employees benefit from the fact that the OPEN/PROSOZ system is linked to the electronic Doxis4 records, where OPEN/PROSOZ documents are now managed. Further administrative systems followed, such as INFOMA Steuern (for business taxes) and pmOWI (for administrative offenses). The general records management system was first introduced in overlapping areas such as the mayor's department, the legal department and parts of the personnel and organization departments. Documents from the complaint management department and the press archive are now also being filed in Doxis4.

BENEFIT

- Monotonous search and filing work reduced
- More transparent processes thanks to high degree of digitalization
- Record access anytime and anywhere
- Telecommuting makes the city a more attractive employer

Doxis4 MODULES



Doxis4 modules used by Stadt Göttingen are highlighted in orange