

Public Sector Global Outlook 2013-2016

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roadmap

Regional
perspectives

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directory



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Welcome

Welcome to Public Sector Global Outlook 2013-16

My role often allows me to discuss the future of technology in the public sector with thought leaders, innovators, partners and customers from around the world, and to explore new ways of creating a real impact.

While it may not be a surprise, Windows 8 has dominated many of my conversations, as it has quickly become the most talked about topic by customers and partners, particularly when they see Windows 8 on the new Microsoft Surface tablet. In these conversations, I hear how Windows 8 is helping organisations manage new trends such as 'bring your own device', allowing them to provide employees with the working environments they are now demanding, and to offer the types of user experiences that today's citizens expect.

In the following pages we look at how technological innovations such as Windows 8 are helping public sector organisations modernise their operations and tackle the many challenges they face in today's economic climate, which is constantly forcing them to not only do more with less, but to do 'new with less.'

The Government of Mauritius and the Ministry of Health of Extremadura in Spain are just a few of the organisations featured in this guide that are already benefiting from Microsoft partner expertise and industry-specific solutions. In addition, leading experts in their field discuss the issues affecting the sector in our viewpoints section from page 33. And finally, in the Partner Directory section, find out more about some of the Microsoft partners operating in this space, including the industry-relevant products, solutions and services they deliver.

We hope you find the guide a valuable and informative resource.



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Microsoft Tag

Information on all the technology partners listed in this guide and more, as well as partners for other industry sectors, can be accessed in our online Partner Directory at www.onwindows.com. Scan or snap the tag below for access. To get a Tag Reader, visit <http://gettag.mobi> on your mobile phone browser.





Business process management

Knowledge management

Interoperability

Information governance

e-GOVERNMENT OPERATIONS PLATFORM

e-PUBLIC PROCUREMENT SYSTEM

e-INSPECTOR

x2x PLATFORM

e-INVOICE

GOVERNMENT SERVICE BUS



CONSULTING • SOLUTION DESIGN • IMPLEMENTATION



ISO/IEC 27001:2005



ISO 9001:2008



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Croatian Ministry of Agriculture

Introduction of system based on Microsoft SQL Server platform helps government ministry to significantly increase the efficiency of its inspection services

One of the strategic goals of the Republic of Croatia is to strengthen the position and function of its inspection services in order to control regulatory compliance. Accordingly, the Ministry of Agriculture, which is responsible for the implementation of agricultural policy and the food safety preservation policy, is also responsible for ensuring effective supervision and control in the areas of agriculture, veterinary medicine and fisheries.

As the legislation in these areas is very complicated, the main problem was to choose the right way to increase the efficiency and effectiveness of inspection services. Every single inspector copes with the difficult task of having a thorough knowledge of the regulations and the market situation. It is important to clarify that the main goal of inspection is to provide support as a formal consulting body that strongly influences the market regulation.

Taking into account that the total number of inspectors in all inspection departments is approximately 500, there was a need to quickly act in order to expand the knowledge of inspectors and to develop the mechanisms for disseminating the best inspection practices.

Furthermore, it was necessary to standardise all business processes and the work of inspectors, while structuring the knowledge of regulations to make it suitable for the introduction of IT solutions in the domain of artificial intelligence (i.e. the expert system based on analysis service tools for artificial intelligence - decision tree, naive Bayes, neural network and fuzzy algorithms).

In 2008, together with Microsoft Gold Partner Infodom, the Ministry began the implementation of an expert system for

inspection management (e-Inspector system), aimed at increasing the overall efficiency of the Ministry's inspection services and at reducing the number of regulation breaches. One of the main reasons for its implementation was that it would directly affect the viability and improve the delivery of the national food safety policy.

"Before the implementation of e-Inspector system, our department was not able to systematically follow inspection or supervision," says Bojan Smrkulj PhD, senior state veterinary inspector, the Ministry of Agriculture. "The number of inspections conducted did not demonstrate efficiency and the quality of inspections was not the same at all locations. Today, our department can perform a greater number of more targeted and focused inspections with equal efficiency regardless of the location."

Overview

Solution:	Knowledge management system
Benefits:	Increased market security and consumer protection, reduced inspection labour costs, overview over the work of the entire inspection service in real time
Technology:	Microsoft SQL Server 2008, Microsoft .NET framework, Microsoft Sharepoint portal server, e- Inspector
Partner:	InfoDom



DIRECTORY COMPANIES A-Z

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InfoDom is an independent software vendor, regional system integrator and consulting company dedicated to support customers with long-term partnerships to achieve business excellence. The company's solutions and services cover public sector, public finance, telecommunications, energy sector, maritime affairs, regional development and private sector.

Facing today's more demanding customers, the public sector is under pressure to deliver cost efficient, speedy and accurate services to citizens and businesses, doing more with less. InfoDom's solutions and services can help to overcome the public administration challenges in three perspectives businesses and citizens, own government and public servants and officials.

InfoDom's services support the complete cycle of

customer value creation: consulting for governance, development and operations support of knowledge management systems, e-Government interoperability framework consulting, business process transformation focused on optimisation, cost saving and agility, complex ICT solutions design, implementation and production support.

InfoDom's modular solutions are built end-to-end, integrating human resources, processes, information and knowledge: e-Inspector-expert system for inspection and audit, e-Government Operations Platform (interoperable e-office, registries, workflow, case, document and records management), e- Public Procurement System, x2x platform, e-Invoice platform and Government Service Bus.