

## **Case Study "NYPS"**

### **Partner 08: County Administrative Board of Värmland**

#### **Summary**

The project NYPS (New Project and Subsidy Administration System) is about enhancement of WEB based tools for citizen related services and integrated system for processing/handling of applications, decisionmaking and follow-up.

In 2007 a new system for administration of state funds will be released in Sweden and Värmland, called NYPS: "New Project and Subsidy Administration System", which will give the public better access to follow and monitor their "cases" and enable them to apply for state funding by a web portal. The projects and subsidies contained in NYPS are in the area of regional development, and the applicants are organizations, SMEs (Small and Medium Size Businesses), authorities and private persons.

Activities in the Baltic Rural Broad Band Project include participation in the system development of the portal, and demonstrating the benefits of the portal to the public, in order to enhance the use of digital claims and communications in the area of regional development in Värmland. Budget: €30,000.

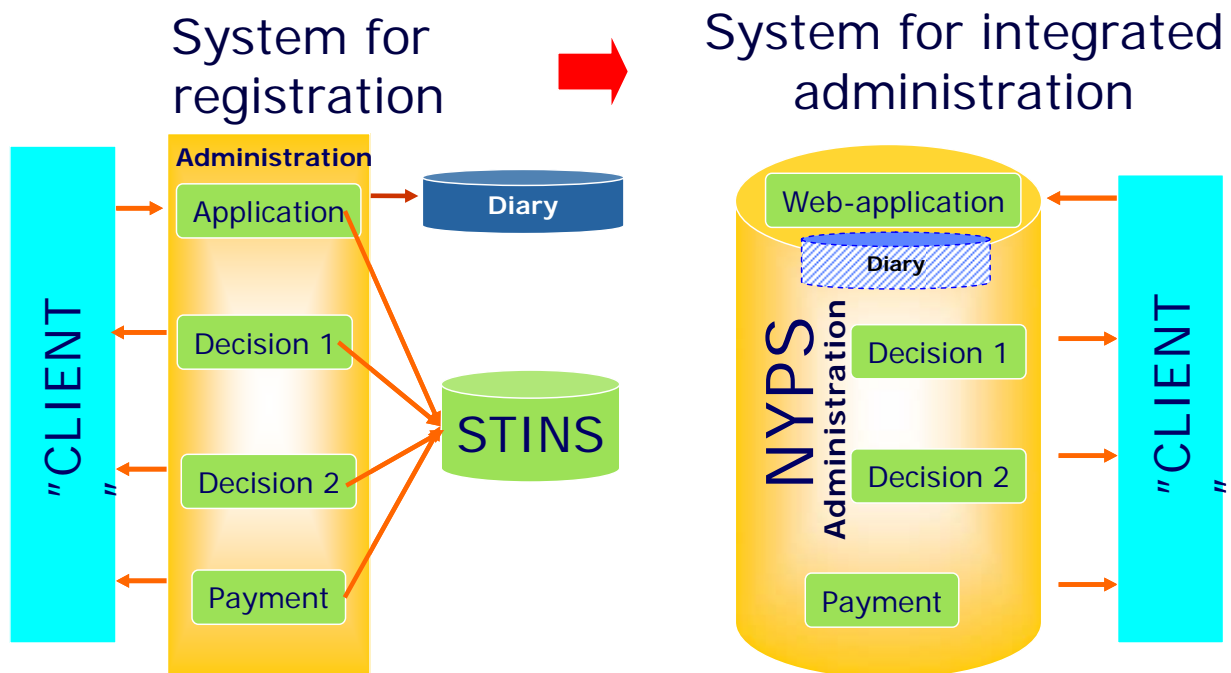
#### **Background/conditions**

The implementation of NYPS in Värmland is depending on system development in Stockholm, at NUTEK, The Swedish Agency for Economic and Regional development. NUTEK has the responsibility for purchasing, implement and run the data system. They therefore have to get the relevant knowledge and acquire the infrastructure for the system. The regional authorities have to take some measures in implementing the system locally, such as; acquire their infrastructure, educate the staff, prepare or overhaul procedures, forms etc and last but not at least inform clients, business advisors, consultants and so on.

The background to the new system is the demand for more effective and more service-oriented systems. The central authority primarily wants to have better consistent and coordinated follow-up. They demand better service for citizen. The so-called 24-hour office (e-Government) means that there should be possible to reach the authorities at any hour. Internally there were demands for higher efficiency which could reach through coordinating different systems for economy and diary. Higher efficiency could also be reached by build a system which better supports the whole handling of cases, from registration of applications, communication with the clients, preparation of decisions, exchange with other authorities, decision-making, follow-up and electronic registration in archives.

The process to put a suitable system in function started already 2002 with a pre-study. After that NUTEK made an advertisement of a public service contract for a system with specifications which fulfilled almost all the demands mentioned above. There were several computer-companies which could offer systems that fulfilled these demands. NUTEK made an ambitious evaluation process for awarding the contract to the best suited contractor. When NUTEK chose the supplier they made considerations of the system as a whole with respect to functioning, techniques, machinery, price, delivery-time and so on.

## A new process!



## **How decisions are taken**

The decision is taken by the Ministry of Enterprise, Energy and Communications, and NUTEK have been commissioned to realize the plans within a given budget frame. Due to extra costs because of delays in program constructions and data base converting there has been some extra grant from the Ministry. (The amounts we consider here is not part of the broadband budget.)

Locally decision is taken by the head of the sub-division for enterprises and regional development. If necessary decision can be taken by on a higher level, for instance if there is need of investments. Collaboration handles smoothly between civil servants from different sub-divisions or units involved.

## **Model of financing**

Parts of NYPS are financed within the project Baltic Rural Broadband and the Pilot Activity SOPS (Service oriented portal solutions supporting e-Government). Activities in the Baltic Rural Broad Band Project include participation in the system development of the portal, and demonstrating the benefits of the portal to the public, in order to enhance the use of digital claims and communications in the area of regional development in Värmland.

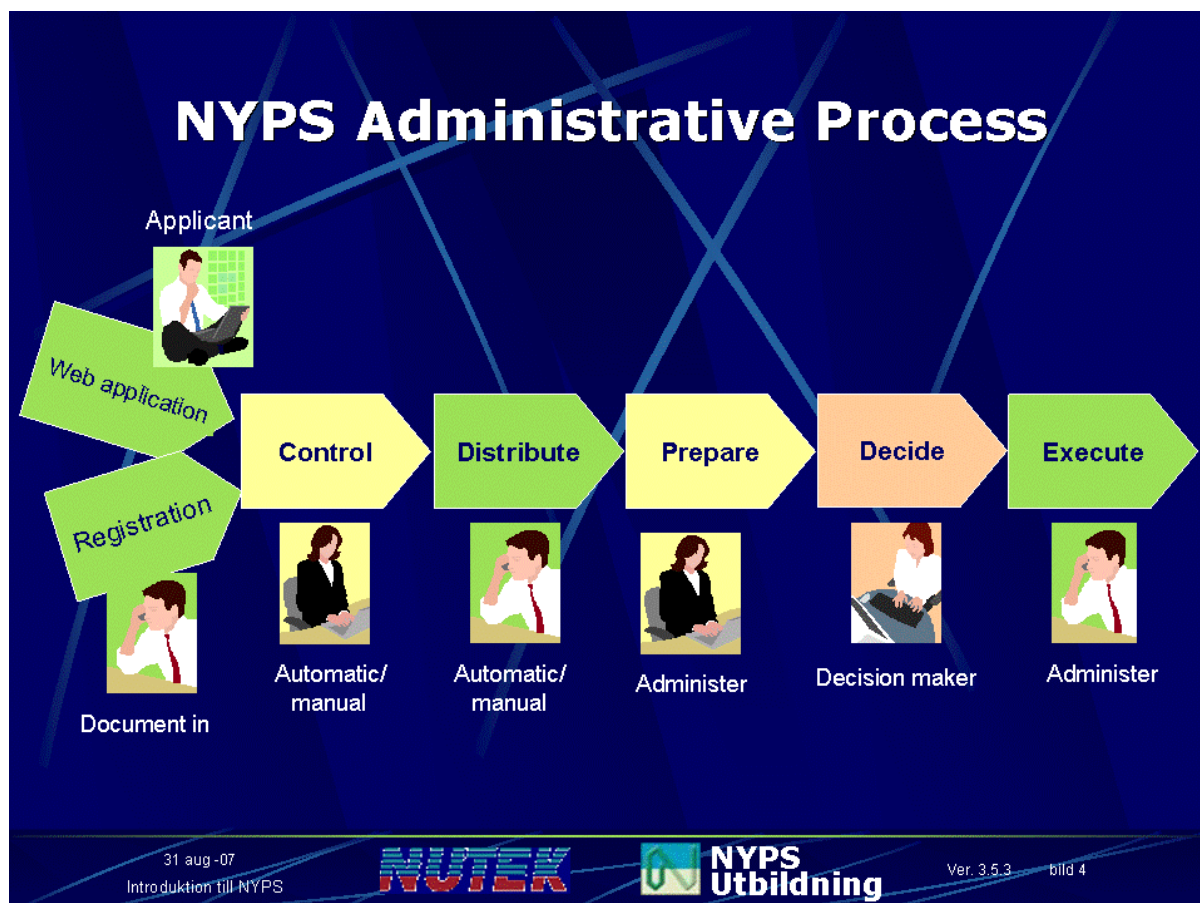
## **Work process**

The project has been delayed several times. It has been obvious that the relatively young enterprise who was commissioned to deliver the data system didn't realize in advance the amount of programming and hadn't experienced such a comprehensive commission before. In addition some new techniques are being used, if not for the first time, they are undergoing development which leads to frequent adjustments in other programs. Another complicating circumstance which might lead to some implementation problems and complicate programming is due to the fact that every regional and local authority who shall adapt the new system is autonomous. This means that the data system design (programs, networks, versions etc) differs from one authority to another even if some cooperation exists. Furthermore the governmental authorities (inclusive NUTEK) are part of a separate redundant security net can use one form of network connections. Other authorities and organizations lying outside of this net have to use other network (web-) applications.

Converting from the old to the new database has led to never ending problems and was one critical obstacle which led to unsuccessful pilot run. Because the logic in the old database differ from the logic of the new database it has not been possible to reach a final solution for that problem. The steering committee at NUTEK has therefore decided that the old database system (STINS) should process all applications and subsidies, which already have been registered in that system, continually, even after the start-up of the new system. Only new projects and subsidies will be registered in the new system NYPS. Decision-making about the shut-down of the old system is suspended for the time being.

All these activities are foregoing the process/activities in the Baltic Rural Broadband project at the County Administrative Board of Värmland. Some activities have though been done.

Most important is; (1) planning the activities of implementation, converting, information and training of professionals. The time-table and activities now need to be re-planned because of a new set-up of the implementation schedule (2) education of trainers/supervisors has been realized at NUTEK, Stockholm. Three persons from The County Administrative Board of Värmland were involved in these trainings. Due to the delayed implementation there probably will be some re-training of these persons.



### Highlights/other interesting thing not direct linked

From January 1<sup>st</sup> 2007 “Region Värmland”<sup>1</sup> has taken a major part over the responsibility of regional development which means planning processes for growth and infrastructure in the County. The County Administrative Board of Värmland still administrates subsidies for small and medium sized business. This means that the system NYPS shall be applied at both the County Administration Board of Värmland and the Region Värmland.

<sup>1</sup>Region Värmland consists of 16 municipalities and the County Council of Värmland. It was founded in 2001 and has from 2007 been commissioned by the government responsibility for regional development for the county of Värmland.

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