

# Form.NET Project - Efficient support in registration procedures

In the Republic of Slovenia (RS) vehicle registration procedures are done at administrative units (AU) and authorized roadworthiness test (RT) organizations. These are so-called "fast-tracked procedures" where efficient interaction and flow of information between the client and the administrative clerk are crucial. The software that clerks use in their work must comply with this work method and the relevant legislation. For this purpose SRC developed and implemented Form.NET.

Apart from the above, we faced another challenge: the new software had to replace the FORM application, which had been used in registration procedures in Slovenia for almost 20 years, indicating quality and client satisfaction with the existing solution. An important guideline in developing the new solution was connecting data coming from workstations into a shared database. When choosing a name for the new product we decided to keep the connection between the old and the new program and name the application "Form.NET".

## Description of the concept of operation

Form.NET is a modern application used by the clerk at his workstation at the Administrative Unit and the inspecting technician performing the roadworthiness test, which expedites the registration process and allows better interaction with citizens. A modern user interface provides ease of use and a better overview of the data, it supports integration with multiple web applications, joint log-in into multiple web application, and local log-in into the Form.NET application, separate settings for workstations and work units etc. Form.NET is a Microsoft .NET Framework application operating in the Windows OS, which uses the

MS-SQL Server database for long-term data storage. One of the most important features of Form.NET is that it acts as a base for new functionalities and integration with outside systems. Form.NET is also a web client which allows

law (such as the certificate of registration, proof of payment of the annual road tax, application for registration and change of information, test driving certificate and test driving license plate ...) to billing. Integration with the Register of Certifications allows users to enter data on

certified documents and printout of certification forms.

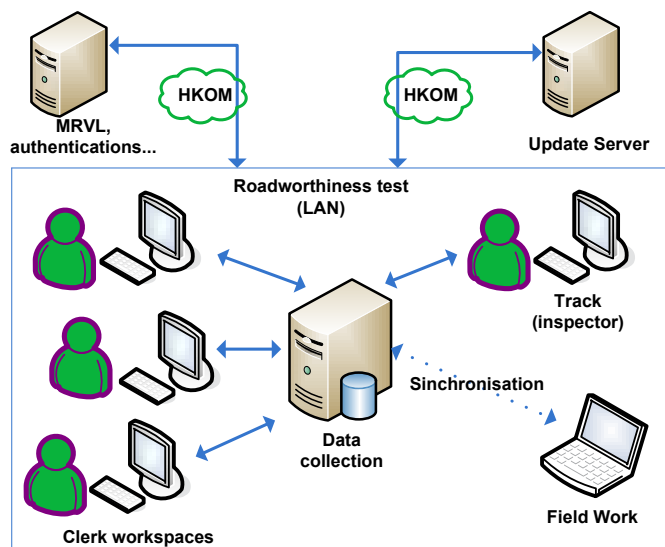
Form.NET consists of three modules:

- Basic module: the functionalities of the basic module include integration with the Register of Vehicles and Transport Documents and the Register of Certifications, registration and certification procedures, form printout, billing (different methods of payment are

supported: cash, debit card, payment order and invoice), reports (statistical and financial), export of data for back-office systems and field work;

- Integration with the test track: allows software

Picture 1. MRVL concept

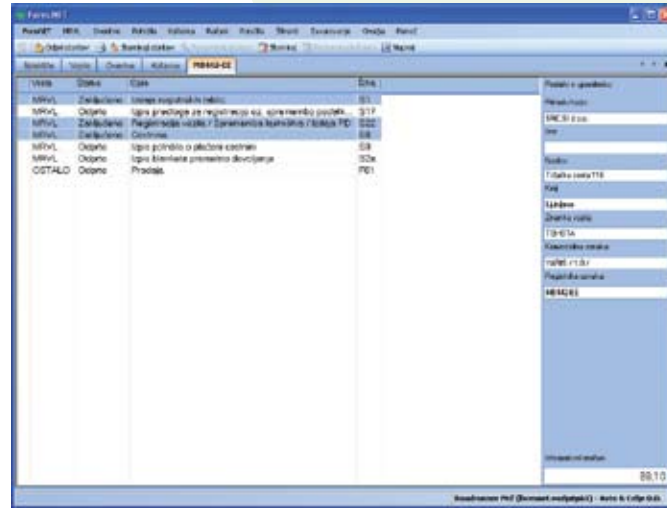


integration with web applications "Register of Vehicles and Vehicle Documents" and "Register of Certifications". Integration with MRVL enables total insight into the entire lifecycle of vehicles: from registration, extract of forms required by

integration with the computer-controlled test track used in the roadworthiness test;

- Insurance module: functionalities of the insurance module include obtaining car insurance, insurance with test drive license plates, green card issuance, insurance policy and green card printing, and integration with

Picture 2. Form.NET screenshot



insurance companies' information systems. As stated in the introduction, Form.NET is an application installed on the clerk's workstation, which needs long-term data storage in order to operate as intended. At the roadworthiness test facilities, a shared database is used where data from workstations are stored and connected into a LAN. The shared Form.NET database allows users to create reports for the entire testing facility from any workstation.

Integration of Form.NET with the Register of Vehicles and Transport Documents and application updating is done via secure https connections in the "HKOM" network. Software updates are done online via an update server located on the premises of the Ministry of Public Administration. Form.NET notifies the user of a new available version and after the user's confirmation the application update is automatically installed.

## Form.NET project roadmap and introduction of the production process

Development of the Form.NET project is progressing in collaboration with partners and various program groups within the SRC group, bringing together representatives and staff of the Ministry of the Interior and Ministry of Public Administration and external associates with experience in the field of roadworthiness tests and using FORM software. In the development process we needed to focus on a thorough analysis of the legislation

and FORM software. We wanted to include all active functionalities of the FORM application while at the same time we kept the emphasis on implementing a modern and user-friendly application.

With the installation of Form.NET, the user received two versions of the application: Form.NET for working in the production environment, which grants access to production web applications, and Form.NET-Test, which grants access to test web applications and which is intended for familiarizing the user with the application and testing new functionalities. Before features could be used in the production environment, Form.NET-Test was available to all users of roadworthiness tests to allow self-teaching and familiarization with the application.

On 1.10.2007 we launched Form.NET in the production environment as a pilot project in two roadworthiness tests, and by 1.1.2008 all roadworthiness test organizations (78 organizations) started using Form.NET software. In order to ease the transition to the new software environment, SRC organized training workshops in Ljubljana for approximately 300 staff employed in roadworthiness test

organizations, parallel with the gradual introduction of Form.NET.

At the same time as launching Form.NET in the production environment, we also provided a tech support service which offers Form.NET users effective telephone or e-mail assistance with using the application and solving any problems.

**Clerk workstations – workstations within an organization where roadworthiness test clerks perform registration services. Track (inspection technician) - workstation where integration between Form.NET and the test track equipment takes place. It is where the record of the roadworthiness test is opened and closed and its status set. Fieldwork - workstation where a local database is installed for use in vehicle registration in the field. Before switching to fieldwork mode synchronization from the global to the local database must be performed (transfer of registers, pricelists, insurance policies). After fieldwork operations are complete, the local database needs to be re-synched to the global database. Register of Vehicles and Transport Documents, Certifications – web applications of the Central Register of Vehicles and Vehicle Documents and the Register of Certifications, which Form.NET can access as a web client via a secure connection over the HKOM network (secure network of the Slovenian public administration). Updates server - a server through which new versions of Form.NET are distributed; it is located on the premises of the Ministry of Public Administration.**

## Ensuring further development of Form.NET

In terms of development and use, Form.NET is a flexible application which already has multiple versions. In addition to Form.NET for roadworthiness tests there is a Form.NET Ministry of Defense version (successfully implemented since 18.4.2008), Administrative Units version (which is due to replace FORM software in all Administrative Units by November 2008) and the Police Registration Organization Version. The application was designed with the intention of application/implementation in areas we cover within the SRC Group.

For developing Form.NET functionalities a taskforce was appointed, consisting of representatives from the Section for Roadworthiness Testing with the Transport and Communications Association, as well as representatives from the Ministry of the Interior, Ministry of Public Administration and SRC. At taskforce meetings we review and confirm proposed legislation amendments (for the purposes of implementation within the application) and user demands for new features and improvements of Form.NET.

In order to develop new features and introduce improvements to existing functionalities of the insurance module of Form.NET, SRC is working closely with representatives of the Slovenian Insurance Association, bringing together representatives from all five insurance companies which support obtaining insurance policies via the Form.NET insurance module.

## Conclusion

On 1.10.2008 Form.NET software celebrated its first anniversary of successful implementation in the field of roadworthiness tests in the Republic of Slovenia. In this period, we worked closely with the support and development departments of the SRC Group, Ministry of the Interior, Ministry of Public Administration and the user base and we were able to resolve the issues involving use of the Form.NET application, providing users with an easy way of conducting registration procedures. By the end of November 2008, the Ministry

of Public Administration and the Ministry of the Interior are planning to implement Form.NET in the production environment for use in administrative units and the Police Registration Unit, finalizing the implementation process in all organizations involved in the registration of vehicles in the Republic of Slovenia.

We are proud of the distance we travelled, as it provides solid ground for effective upgrading of Form.NET software in the future; we are also already preparing for implementation of Form.NET in markets where SRC Group operates.

Ivana Viher, Zoran Stojanović



*Borut Mišiča, Managing Director of Interservice, d. o. o. and president of the Section of Roadworthiness Test Inspectors at the Slovenian Chamber of Commerce.*

For twenty years roadworthiness test stations have also performed registration procedures, charged road tolls and provided mandatory car insurance. It is an interesting fact that in all of the EU there are only two countries where all these procedures can be done in one place, and Slovenia was the first of the two. In Slovenia this is possible thanks to FORM, a software application implemented twenty years ago. A significant step forward (on the EU scale) was made in March 2006, which was when we started using the MRVL (Register of Vehicles and Vehicle Registration Certificates), which is critical for conducting registration procedures and roadworthiness tests. All data is stored in a central database in real-time, including basic measurement data acquired at the roadworthiness test.

In late 2007 FORM was replaced by a new, modern software application called FORM.NET. This is an upgraded version of FORM, which brings improvements in the working process, provides new functionalities, improves the transparency and simplifies operations. FORM.NET is a standard software application prescribed for use in all facilities performing roadworthiness tests and vehicle registrations in Slovenia, which also standardizes the manner of conducting business with the customers, as all documents are also printed out in standard form.

Even more important for the user are network connectivity and access to different types of views and lists which were unavailable prior to introduction of FORM.NET, or required a great deal of time and effort. Another integrated feature is on-line software updating and maintenance, saving a great deal of time for the test operators.

I am convinced that FORM.NET is a top-notch software application which is the fruit of collaboration between SRC and the section of roadworthiness test operators. It is a leading product among its peers in European administration, as it allows successful implementation of a standardized roadworthiness test and vehicle registration policy in Slovenia. The purpose of this policy is to provide a user-friendly and efficient software application to perform all procedures a vehicle owner is required to undergo by law, in one place.