

# SPIS

In 1994, a team of enthusiastic young entrepreneurs from SRC responded to a government tender for a system to manage office operations in public administration. SRC, with its product Automatic Office Operations (SPIS predecessor) was chosen as it was seen as the best overall solution, suitable for a wide variety of processes in various public organizations. The rest is history – SPIS is now the most common eDocument management system currently in use in Slovenian public administration.

In the early nineties, there were a number of eDocument solutions on the Slovenian market (e.g. EVDOK, SLED, DOKSIS ...), but only supported simple actions, such as managing official mail.

Public administration bodies were in need of an integrated office information system, which besides keeping records would also enable certain more demanding functions in dealing with documents, such as:

- keeping track of document flow,
- tracking individual assignments,
- evaluating completed assignments,
- offering support information for decision making,
- creating and exchanging documents between different sectors,
- establishing a unified system in the public administration

Our first such solution, then groundbreaking in this field, was the Automated Office Operations application (APP), which is considered to be the predecessor of the current SPIS document management system.

It was the product of a small group of experts who believed that Lotus Notes is a suitable platform for development of such solutions. APP was based on the Dealing with Records Regulation and other valid legislation of the time.

The first user was the Slovenian Ministry of the Interior, and other users soon followed, e.g. the Government Centre for Informatics, Human Rights Ombudsman Office, and some of the administrative units. APP allowed users to keep track of files and documents, organize documents according to specific content, to control document flow inside an organization

and track document changes according to office rules. It was soon clear from the very first user feedback that this was not just a minor application, but inadvertently a whole system, which allows effective information management of the operations of a public organization. Soon, new functions were added, such as detailed application security management, based on the HR organization, email integration, and the name was changed to SPIS - SRC office information system.

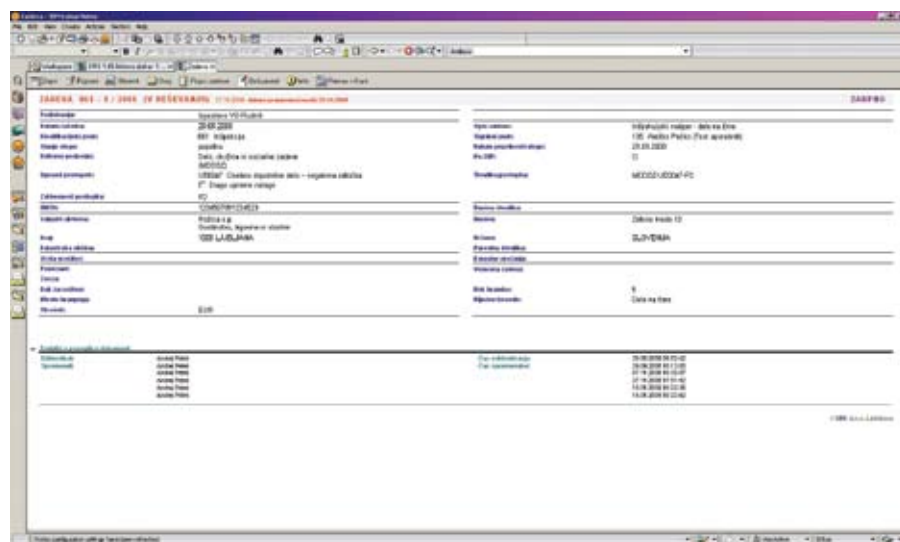
SPIS features and advantages:

- it provides employees with a faster flow of information on current files,
- it enables different departments to work together regardless of their location,
- provides easy integration between different organizations using SPIS,
- provides different points of view for managers,

department heads, head office employees, officials,

- has an adaptive data security plan which allows various levels of access to documents,
- employees are constantly up to date with the information regarding their work
- it allows professionals to prepare documentation faster, leaving them with more time for their expert work,
- provides reporting capabilities,
- allows electronic signing and time stamping of documents and signature verification,
- allows customization of business rules for specific organizations,
- provides standardized integration capabilities

SPIS has also been used as a platform for special modules like a system for legislative procedures, an application for EU's SAPARD financial support programme, an application for



Picture 1. Old SPIS portal screenshot

court appraisers and interpreters...

SPIS therefore enables the use of a unified central record of administrative procedures in administrative units, the use of codes for incoming and outgoing documents and the drawing up of Law on Administrative Procedure reports and other statistical reports. As in other parts of the world, Slovenia too is faced with innovations brought about by the increasingly rapid development of internet technologies. So Slovenia's electronic service was one of the first to allow citizens to file requests for extracts from central registers with the help of the Electronic Administrative Affairs (EUZ) system. The link between the two systems, SPIS and EUZ, makes work at the administrative unit considerably easier. The process of responding to requests is therefore based on EUZ solutions, while at the same time automatically recording details of requests, documents and statutes in the SPIS application.

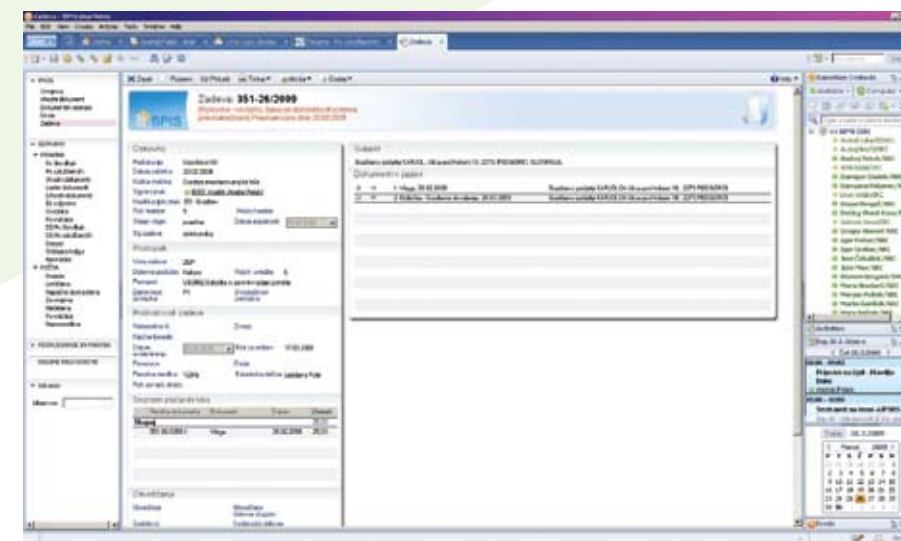
At present, the SPIS system is used in 13 ministries, in 58 administrative units, the Office of the President of the Republic of Slovenia, the Secretariat-General of the Government of the Republic of Slovenia, in almost all government offices, at the Human Rights Ombudsman's Office, the Court of Audit of the Republic of Slovenia, the Environmental Fund, the Health Insurance Institute, 18 municipal councils across Slovenia, Customs Office etc.

Such widespread use of SPIS solutions, and the fact that fifteen years have passed since the system was first set up, has given us new impetus.

## Future SPIS

This year a new version of SPIS is scheduled to be released. Based on our experience and modern trends in the document management field and with the use of latest technologies, we decided to implement a new version – SPIS Next.

SPIS Next is based on the new IBM Lotus Notes/Domino platform and fully utilizes all the technologies provided by Lotus and is platform independent. Our goal was to create a document management system which offers support for not only the entire public administration, but also for universities, judiciary system, public corporations., and



Picture 2. New SPIS portal screenshot

be even more user friendly than the older versions. Our commitment to the Notes/Domino platform is being reaffirmed because version 8 of Notes offers many new features, such as integrated office application suite (Lotus Symphony), integrated instant messaging, composite applications, RSS, widgets, all based on an open platform.

SPIS Next is open for integration via web service and Java API technologies, provides document export to PDF, MS Office and OpenOffice/Symphony formats and what is most important, its modular architecture makes it completely scalable. To meet specific needs of our users, custom made or even open source plug-ins and widgets can be added to the application. Scalability has opened an array of new possibilities in which SPIS can be expanded. Currently, SPIS is the IT backbone of the public administration, and all processes connect with it to meet regulation requirements. Because of the nature SPIS interacts with other applications, individual IT process support can be implemented in separate applications or even better, installed as plug-ins and become a part of the Lotus Notes based single collaboration platform, which provides users with a unified workspace and greatly increases productivity.

## Bringing SPIS to your organization

For SPIS to be implemented and its potential fully exploited, just installing and configuring

the application is not enough. Based on previous experience, strong support from the customers' side is crucial and the project has to have a high priority. To help customers to rationalize their business processes, we offer consultant services to identify individual processes and to implement them via the SPIS application. Past experience has taught us that an in-depth analysis discovers many process bottlenecks, which decrease productivity, so implementing SPIS is additionally considered as a chance to review and optimize business processes of an organization. Furthermore, we place a special emphasis on user training. Although a user manual is provided and the application itself guides users in their work, in order for users to feel comfortable with the application, training classes are advised.

Educated users, a satisfied customer, increased productivity, optimized processes, lower operating cost, compliance with regulations and constructive feedback to further improve the application – all these factors are important for SPIS to become a success story in your organization.

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