Streamlining Procedures for Case Management and E-archive in the City Planning Administration of Stockholm

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Key words: e-archive, case management, scanning.

SUMMARY

Stockholm City Planning Administration has a long tradition of working with documents detailed urban plans on paper and digital maps. Many of these are still valid today and we have to consult them daily.

We have been using an electronic case and record management system for years but we still consider the papers as the original. This creates a lot of extra work and confusion. Today we are aiming to a totally digital process from the application for a building permit to the archiving of the blue prints. Today we have scanned about 2 million microfiche with about 5 million documents to fill the archive. We've also scanned about 2 million paper documents.

TS 1 – GIS in Urban Planning and Management   1/5
Birgitta Stenbäck
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1. THE CITY OF STOCKHOLM

Stockholm is the capital of Sweden and we have more than 760 000 inhabitants. The city administration gives services within childcare, school, elderly care, social care, technical administration, housing, environmental work and city planning.

Stockholm City Council has adopted a vision for the city's development called Vision 2030. Stockholm is expected to grow with around 200 000 citizens up to 2030 and at that time Stockholm will be a diversified and exciting world class city. One of the goals is that Stockholm should provide and enhance a cost-effective social and public service of high standards.

2. CITY PLANNING ADMINISTRATION

Stockholm City Planning Administration is a part of the City government. We are about 50 000 people employed by the City but in the City Planning Administration we are only 320.

The City Planning Administration is responsible for planning the city of Stockholm - in general and in detail - and for granting building permits, providing maps and making housing accessible to the handicapped.

Furthermore our office via the Surveying Authority in Stockholm City, which is detached in our office, is responsible for the shaping of real estate units and for the registration of these. The main task for our office is balancing public and private interests while developing the city, and at the same time watchguarding the beauty of the city, as well its cityscape as its landscape. Many of our processes are characterized by balancing a great number of different interests.

E-services suits our business quite well. They can support our customers to themselves participating in the planning of Stockholm and also keeping up with an ongoing case.

We've got an e-strategy that says that we shall focus on e-services that will support and make efficiency in the organisation. We already have a few e-services. Today the citizens can follow and participate in the work with new detailed development plans. They can find and read valid detailed development plans, they can find data in our record management system and they can buy maps over the Internet. Of course we also have a lot of maps so the citizens' and visitors can find their way in the city.

TS 1 – GIS in Urban Planning and Management   2/5
Birgitta Stenbäck
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2.1 Public documents

In Sweden we have a long tradition that all citizens have access to all documents at an authority. Everyone should be able to keep up with different decisions in an authority. All important documents must be archived for the future. Up to now they are archived as paper documents

2.2 Archive

At the Planning Administration we have a much used archive with documents from the 18th century and on. It is open for the public and we have 20 000 visitors each year. Most often they want to have a look at drawings of existing buildings and detailed urban plans.

Our office also provides material like maps, planning documentation and books about Stockholm, some of them on commercial basis. The archive will be scanned in its whole and accessible via the web.

The public is very interested in following our work to keep up with the urban development the introduction of e-services suits very well.

2.3 Total digital case and record management chain

Since a couple of years the Planning Administration have a system for digital case management, covering all kinds of cases. Plans and building permissions as well as other cases are all managed within this system which is integrated to the real estate record and maps. When a case is closed it is being archived. We use our archive daily for example when checking if a building application follows the running plan.

Five years ago the City decided to invest in developing e-services. Our office got the opportunity to get funds to develop an e-archive. This project contains several parts as updating the case management system, setting up an e-archive and scanning all historic and more recent acts in our old archive.
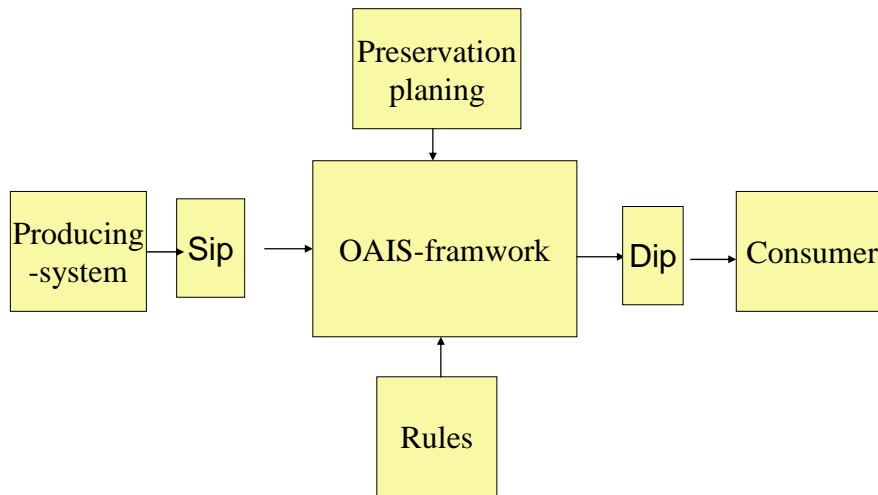
The goal is to let citizens and staff to retrieve the information on the desktop when they need it through the Internet. We also want to reduce the costs.

We choose to scan the documents which we're most frequently accessed as for example blue prints for buildings. We have so far scanned 2 million paper documents and 2million micro-fiches.

TS 1 – GIS in Urban Planning and Management   3/5
Birgitta Stenbäck
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Integrating Generations
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Stockholm, Sweden 14-19 June 2008

2.3.1 OAIS

We bought in an e-archive system following the ISO-standards, OAIS. OAIS stands for open Archive Information System. This standard is a framework for preservation planning

<p style="text-align:center; color:blue">Building an e-archive with the OAIS framework</p>

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You can use the OAIS framework for a paper based or a digital archive. It consists basically of an organization of people and systems that has accepted the responsibilities to preserve information and make it available for the organization. We used a program called IIPax which uses the framework very well.

The agreement between the producing system and the archive is called the Sip, submission package. It is a XML file where we agree on what data is going to be transferred from the producing system to the archive.

Within the OAIS framework or the e-archive there are rules for preservation planning which actually means that you have to take good care of your data. They have to be transformed when there are changes in the data format, you have to check regularly that the data isn't corrupt.

We accept PDF/a and TIFF today.

When you want to look at the archived data we use another agreement, Dip, Dissemination Information Package which regulates the rules for who are allowed to access data and how the data can be accessed. We are building applications for the public so they can access the blue

TS 1 – GIS in Urban Planning and Management   4/5
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prints themselves from their desktop when ever they have the time instead of travelling in to our office. We also build applications so the staff can retrieve the data from their desktops within the information system.

Besides all the work with systems and technique we have a great challenge with developing routines. We are so used through out the centuries to work with paper and hand written signatures so we've got a great challenge to change people's minds. We've just started that process.

2.3.2   Filling the archives

We've scanned over 2 millions of microfiche with about 5 millions of documents. We've also scanned about 2 millions of paper documents, a lot of them are bound in hardbacks. It has taken more than two years time. The last work has been to but Metadata tags and to synchronize it with the data transferred from the case and record system. We are in the middle of that work. It will take about two months to fill the archive with those data from the day we are sure that all data are correct..

We've had more problems with the scanned paper documents which are bound in hardbacks. They are delayed more than one year but we still hope they will be delivered soon.

BIOGRAPHICAL NOTES

CIO **Birgitta Stenbäck** born in 1954, graduated in 1977 as Surveyor (Real Estate Economics) from The Royal Institute of Technology.
CIO of the City planning administration, section manager for the IT-department that is responsible for developing the systems and processes within the city administration.
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TS 1 – GIS in Urban Planning and Management   5/5
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