Regional Audit Court of Upper Austria -
Software solution to support the working processes
Initial Situation

- Previous software solution reached its performance limit after seven years

- Users were especially unhappy with
  - performance (e.g. took a long time to enter or exit)
  - deficient stability
  - cumbersome handling
  - unreliable search function

⇒ decision to buy a new software solution to support the working processes in the Regional Audit Court of Upper Austria
Approach

- **Implementation of a project team consisting of**
  - audit managers and auditors
  - a colleague of the service office
  - a colleague responsible for the IT in the organisation
  - an external IT-expert

- **Project goals:**
  - preparation of a product book which contains performance specifications for the support of the main processes in the organisation – the product book must be drafted in a way to be able to be part of the tender
  - procedure for procurement
  - references to adequate products
General Conditions

- **Professional**
  - concentration on key processes within the organisation
  - appropriate compromise between standard and customized software
  - as little training as possible

- **Technical**
  - little effort for operating the software
  - open and standardized interfaces
  - consideration of open source software

- **Organisational**
  - continuous information of the management
  - consideration of previous experiences and of quality-management-requirements

- **Legal**
  - independence of the Regional Audit Court of Upper Austria
  - impartiality towards products and contractors
  - establishment of basis for precise contractual agreements (making, operating, servicing and issuing a warranty)
Analysis with Professional Main Modules

- **AIS** Audit Information System  
  (carrying out audits, workflow)
- **CMS** Content Management System  
  (management of web-contents)
- **CRM** Customer Relationship Management (System)  
  (management of persons and organizations)
- **DMS** Document Management System  
  (management of all documents including full text search)
- **MIS** Management Information System  
  (requirements of Quality Management and Controlling)
- **PIM** Personal/Project Information Management (System)  
  (emails, calendar, resource management)
AIS – Audit Information System

- supports audit teams in carrying out audits according to the standards used in the Regional Audit Court of Upper Austria („Workflow“)
  - overview of the status quo of the individual audit processes
  - assurance of the audit quality by information
  - reminders of to-dos
  - protocol of all actions (who did what when)
  - possibility for representation, e.g. in case of absence
CMS – Content Management System

- manages the content on the organisation’s website and provides it for publishing

  - creates web pages
  - activates information at a specific time
  - organisation’s staff can manage the system
  - protocols all actions (who did what when)
  - present CMS fulfils the requirements
CRM – Customer Relationship Management

- manages master data of persons and organizations
  - concerns all master data which is necessary for the business processes of the Regional Audit Court of Upper Austria (staff, audit clients, contractors, partners, press, ...)
  - data only has to be entered once
  - considers all aspects concerning data protection
  - creates groups and categories after certain criteria (e.g. different roles of a person over time)
DMS – Document Management System

- manages all digital documents of the Regional Audit Court of Upper Austria
  - secure authorization system
  - full text search in various document types (doc, xls, ppt, pdf, ...)
  - choice of keywords according to given standards (keyword catalogue)
  - templates for audits, standard correspondence, presentations etc.
  - various possibilities for structuring and viewing
  - administration of emails including attachments
  - protection of documents so that they can not be changed
  - versioning of documents
MIS – Management Information System

- supports controlling and reporting
  - management, project managers and members of the Regional Audit Court of Upper Austria can make reports
  - entering of project times and activities
PIM – Personal/Project Information System

- manages emails, appointments and resources of members of the organisation and of projects
  - central platform for making appointments continues to be Microsoft Outlook
  - additional calendar overview for a project (project calendar)
  - entering of plan-resources and accumulation according to project phase
  - one-way-synchronisation of outlook to project calendar
Further Approach

- functional requirements need to be as detailed as necessary for the product book
- analysis of the legal requirements (e.g. data protection, access rights, electronic signature)
- analysis of the technical requirements from the IT-department of the Administration of Upper Austria (e.g. future versions of office, technical interfaces, available products)
- evaluation of selected open source products by students
- implementation of selected functionality as prototype by students
- tender procedure
Tender Procedure

- acquiring the support of an expert in tender procedures
- handling the tender procedure
  (negotiated procedure after previous announcement)
- contract was awarded in December 2012
Implementation

Milestones

- completion of obligatory product specifications 28/02/2013
- supply and installation of basis system 16/04/2013
- installation of product version 19/06/2013
- preliminary acceptance of the product 19/07/2013
- end of test run 16/08/2013
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