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**

- **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

- **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

Regional Audit Court of Upper Austria

Elke Anast
Vice-Director

Regional Audit Court of Upper Austria
Promenade 31
4020 Linz
email: elke.anast@lrh-ooe.at