



## Electronic Case Management in the Single European Market

The EU Services Directive (DLR) poses a challenge to the federal states of Germany: To create a truly integrated single European market, business registration applications must be processed fully electronically and without media discontinuity across national boundaries. Mecklenburg-Western Pomerania achieved this aim punctually at the start of 2010 with the aid of the inubit BPM-Suite.



### About EU DLR

At the end of 2006, the European Parliament approved the specifications for implementing the EU Services Directive (EU DLR). This was a core component of the Lisbon strategy.

The objective was to expand EU economic integration, which was already very advanced in other sectors, to the services industry through the standardization and electronic processing of business registration applications, thereby allowing the sector to profit from the economic growth and advantages of a uniform European economic region as well as the new possibilities for creating employment. The EU DLR contains a series of legal specifications. It is the implementation of these which poses a huge challenge to public administration bodies.

### Requirements

To implement the EU DLR, a single point of contact (SPC) must be introduced and the electronic processing of request procedures facilitated:

- ▶ Integration of heterogeneous IT systems in an overall system
- ▶ Merging of legally and organizationally separate parties into an SPC
- ▶ Identification of isolated business processes and integration with the holistic, new business processes of the SPC

### Approach

Mecklenburg-Western Pomerania opted for an integrated case management system within a service-orientated EU DLR overall architecture, which receives electronic applications and which guarantees processes without media discontinuity and on schedule, even when widely differing parties are involved:

- ▶ Integration of the responsibility finder, the electronic application wizard and a directory service
- ▶ Use of the X-EU-DLR message standard for transmitting the application and process data between the E-Government components
- ▶ Connection with the portal server integrated in the inubit BPM-Suite, thereby creating a uniform, web-based user interface for all communications between the SPCs in the chambers of commerce

### Results Achieved

inubit Case Management receives application data via a virtual process on the basis of OSCI and supports the SPC and the responsible areas with a predefined process that still provides sufficient scope for manual interaction:

- ▶ Implementation of the legal requirements and a notification process without media discontinuity through integration of relevant administrative procedures
- ▶ Wide-ranging use of the inubit BPM-Suite as a state-wide component
- ▶ Support for additional administrative processes can be implemented with just a few adjustments due to the generic approach

In order to fulfill the legal requirements such as the introduction of a point of single contact (PSC) and the electronic processing of application procedures, EU DLR requires an IT solution in which heterogeneous IT systems can interact holistically in an overall system. In addition to these technical requirements, it was also necessary to merge the separate legal and organizational parties into the PSC. Isolated business processes had to be identified, connected and combined with the new business processes of the PSCs.

### Service-orientated architecture

To meet these requirements, Mecklenburg-Western Pomerania opted for an integrated case management system within a service-oriented EU DLR overall architecture, which receives electronic applications and guarantees processes without media discontinuity and on schedule even when widely differing parties are involved: As the federal state has already been using the E-Government Masterplan since 2004 to create a component-based E-Government architecture, a service-based approach was in place that can be used by the state and local authorities as well as domestic and foreign applicants and chambers of commerce.

### Legally compliant and without media discontinuity

The inubit BPM-Suite as the central case management component incorporates the state responsibility finder, an electronic application assistant and a directory service. The X-EU-DLR standard is used to transfer application and process data between the various E-Government components. The standard has been enhanced during the project. The portal server, which is integrated in the inubit BPM-Suite, has also been included in the user interface, meaning that the all communications and administration processes between the PSCs set up by the chambers of commerce and the (local) competent authorities are conducted using a uniform web-based interface.

As a result, case management receives the transferred application data in a legally compliant manner from an external, electronic application wizard via a virtual post office on an OSCI basis. During application processes, the solution supports the PSC as well as the competent authority with a predefined business process that covers the responsibility check and document checking right up to the notification of decisions. Despite the process-oriented application

processing, if unexpected events arise (such as incorrect or missing documents) users have the option of forwarding applications manually as desired, requesting resubmission of documents and customizing processing for a specific application. The integrated application monitoring provides all the information required for status tracking and deadline monitoring. If it appears that deadlines are not going to be met, the system provides information on this in good time with corresponding warnings and notifications.

*Rainer Baalcke, E-Government Strategy Officer:*

*“In addition to the information services, basic services and links, inubit Case Management provides all of the tools for processing applications and cross-department communications electronically and without media discontinuity. The data protection requirements and the legally required traceability of communications and data exchange are completely fulfilled.”*

### Results and outlook

The holistic and integrated approach of the inubit BPM-Suite enables practice-oriented modeling of the specifications and the business processes derived from them, as well as their implementation, without media discontinuity and in compliance with all legal requirements. Managing director Norbert Ahrend from AIOS GmbH summarizes it thus: “The best way to deal with case management scenarios is with BPM software. After all, the objective is to map and automate administrative processes with workflows. inubit contributed not only powerful technology but also broad-based expertise, which was immensely valuable to the success of the project.”

inubit Case Management has already implemented the media continuity requirement (which will only become applicable in the second state of EU DLR) by integrating the relevant business procedures. It is also suitable for processing very different process types and can be used for a wide range of processes as a federal state component. After the successful implementation of the EU DLR, Mecklenburg-Western Pomerania can look to the future and plan to support additional business process with case management. Thanks to the generic and flexible approach, this will be possible with just a few adjustments.