

Jyväskylä Welcomes you!

E-COOP STUDY VISIT

Citizens, e-challenges and e-solutions

Orientation to Jyväskylä



City of Jyväskylä

- 132 000 inhabitants
- 112 inhabitants/km²
- 7500 employees in the city organisation
- Taxation right: municipal tax 20 %
- City of Jyväskylä + majority-owned companies = Jyväskylä City Group: 23 Ltds, 6 foundations 2 joint municipal ventures (owned by a group of municipalities):
 - JAMK University of Applied Sciences Ltd. (90 %)
 - JYKES Regional Development Agency Ltd (80,1 %)
 - Education Facilities Ltd (100%)
 - Jyväskylä Energy: district heating, electricity (100%)
 - Jyväskylä Rental Housing) (100%)
 - etc.

What do the cities do in Finland?

- responsible for the provision of primary care, specialist care and dental care,
- provide childrens' day-care, welfare for the aged and the disabled, and a wide range of other social services,
- run the country's comprehensive and upper secondary schools, vocational institutes and universities of applied sciences,
- provide adult education, art classes, cultural and recreational services, and run libraries
- are responsible for water and energy supply, waste management, street and road maintenance and the protection of the environment,
- promote business, commerce and employment in their area,
- supervise land use and construction, and
- promote a healthy living environment.

Today morning at your service: City of Jyväskylä



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Library Services, quests speakers,

Challenge 1: Simplification

Towards comprehensive architecture of the
electronic services



Jungle of 150 or more applications...

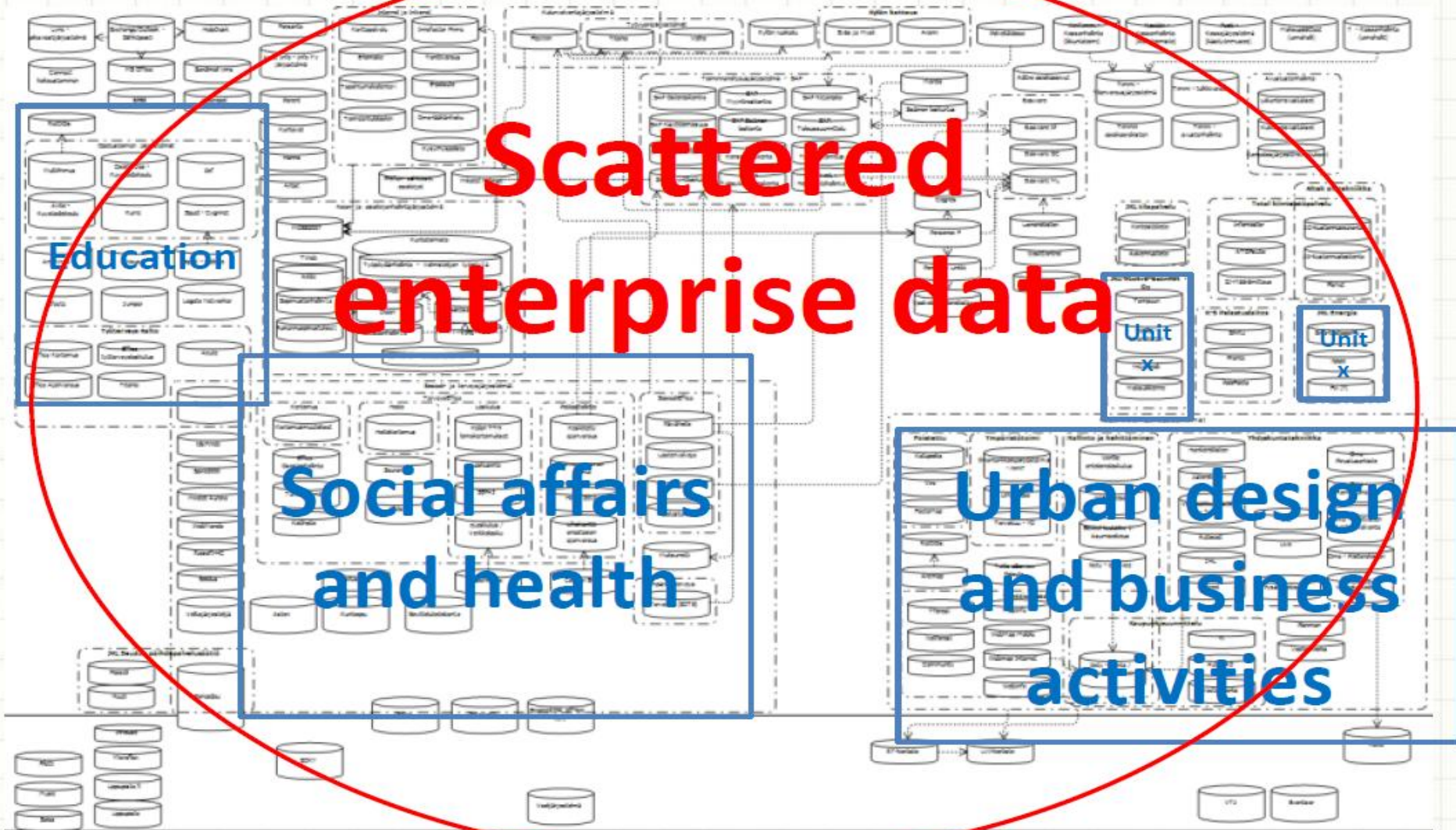


EMERGING ARCHITECTURE

(behind e-services)

- Public sector's ICT-initiatives should not be developed in silos with no regard to other parts of the government.
- EA is a tool for strategic and operational management
- It should help in unifying public administration process development and the use of ICT in the City of Jyväskylä.
- Emerging benefits:
 - Reduce costs related to IT, shorten procurement times & improve return on IT investment.

Challenges of EA e.g. "culture of silos"



ACTIONS: Finding solutions, drafting e-service models

1. Questions to ourselves:

- What e-services we need?
- Which of them can be produced together?
- Which of the present e-services can be part of the new comprehensive service model ?

2. 2011-2012

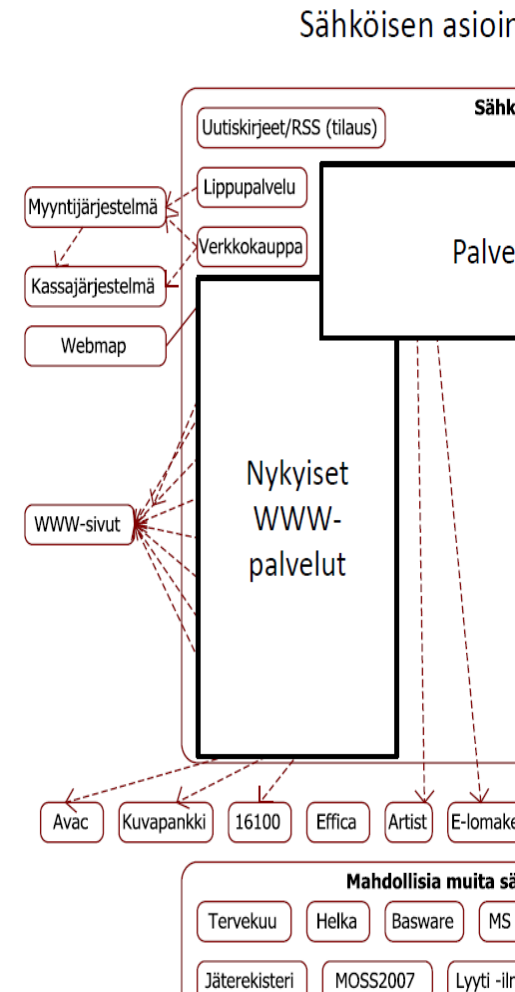
- Description of current e-service situation
- Description of the the e-services of the future

3. Process modeling of the services, including e-services

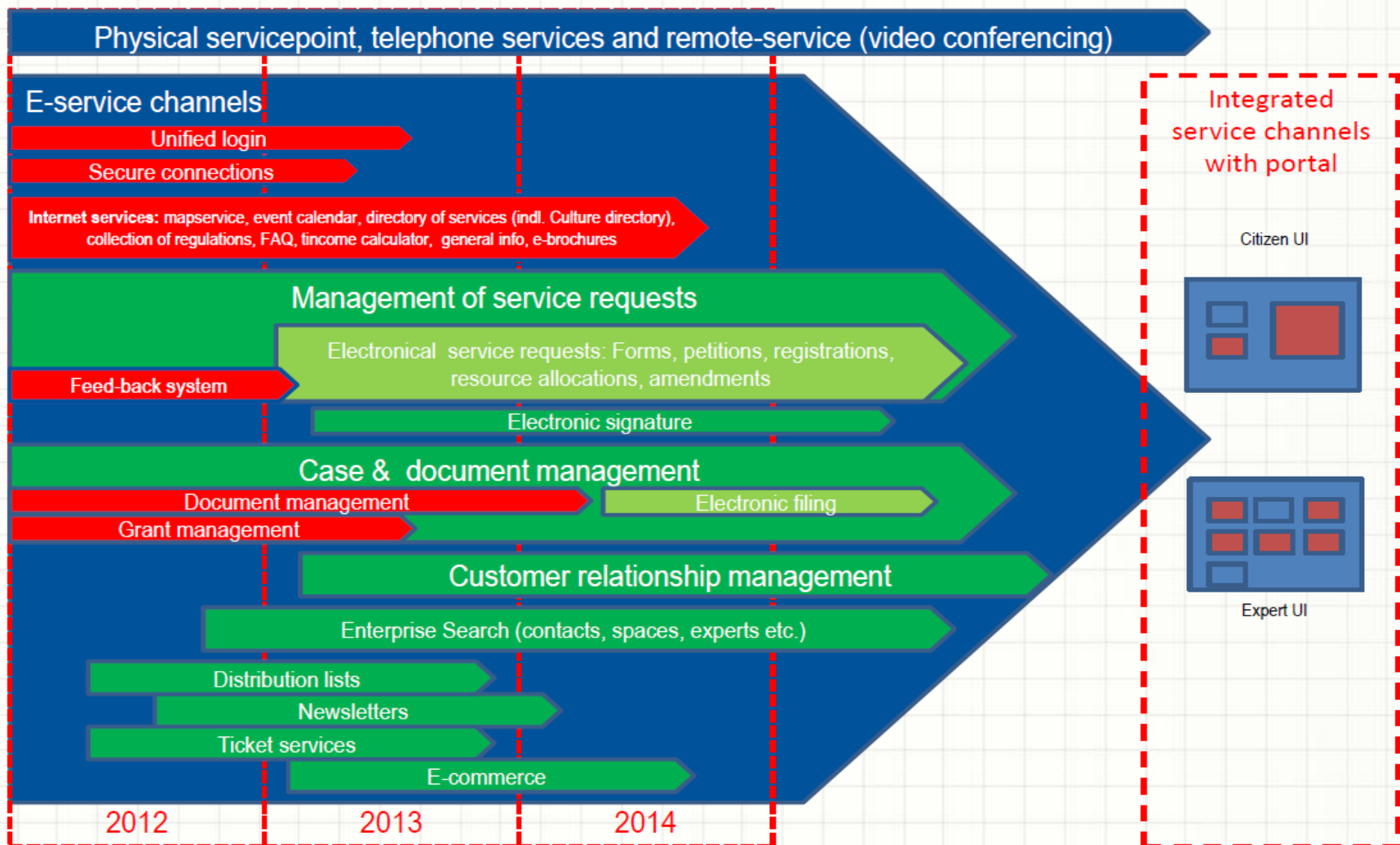
4. Drafting an e-service roadmap

5. First action in e-service roadmap: e-Feedback system 2012

- One sectoral good practice to the use of the whole city



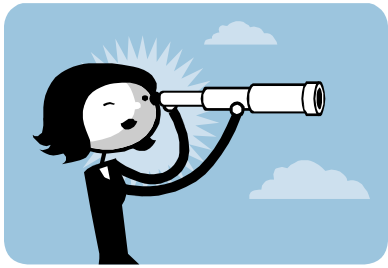
Preliminary roadmap for e-services



Challenge 2: User-centric approach



Photo: Juhana Kontinen



Current needs for development

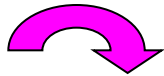
- User-centric services, including e-services nationally significant and popular development themes
- Needs for improvement in Jyväskylä
 - improvement of the e-platforms (e-document management, e-citizens service platform, better integration of various platforms and services...)
 - e-communication tools with the citizens
 - more interactive website
 - improvement of the mobile services
 - improvements to the electronic invoicing
 - e-customer service system
 - etc.

How Jyväskylä has invested in user-centric approach in e-service development?

Citizens' Jyry on services

Citizens' Jury is a method of participation of local citizens. It also offers decision makers an opportunity to hear a thoughtful citizens' input. A political organ gives a formal response on the recommendations of the Citizens' Jury.

Jury's recommendations to the decision makers: **more e-services needed.**



- Customer surveys in all service sectors include e-services
- City of Jyväskylä website usability surveys

How does the City of Jyväskylä invest in user-centric e-services?

- We are constantly exploring new ways of improving our e-services and making them more user-friendly and interactive, in good co-operation with the users
- Benefits of e-services
 - 24/7
 - Accessibility
 - Cost savings
 - Ease of use
 - Work efficiency ...
- Coming: Common e-service platform on the website.

CHALLENGE 3:

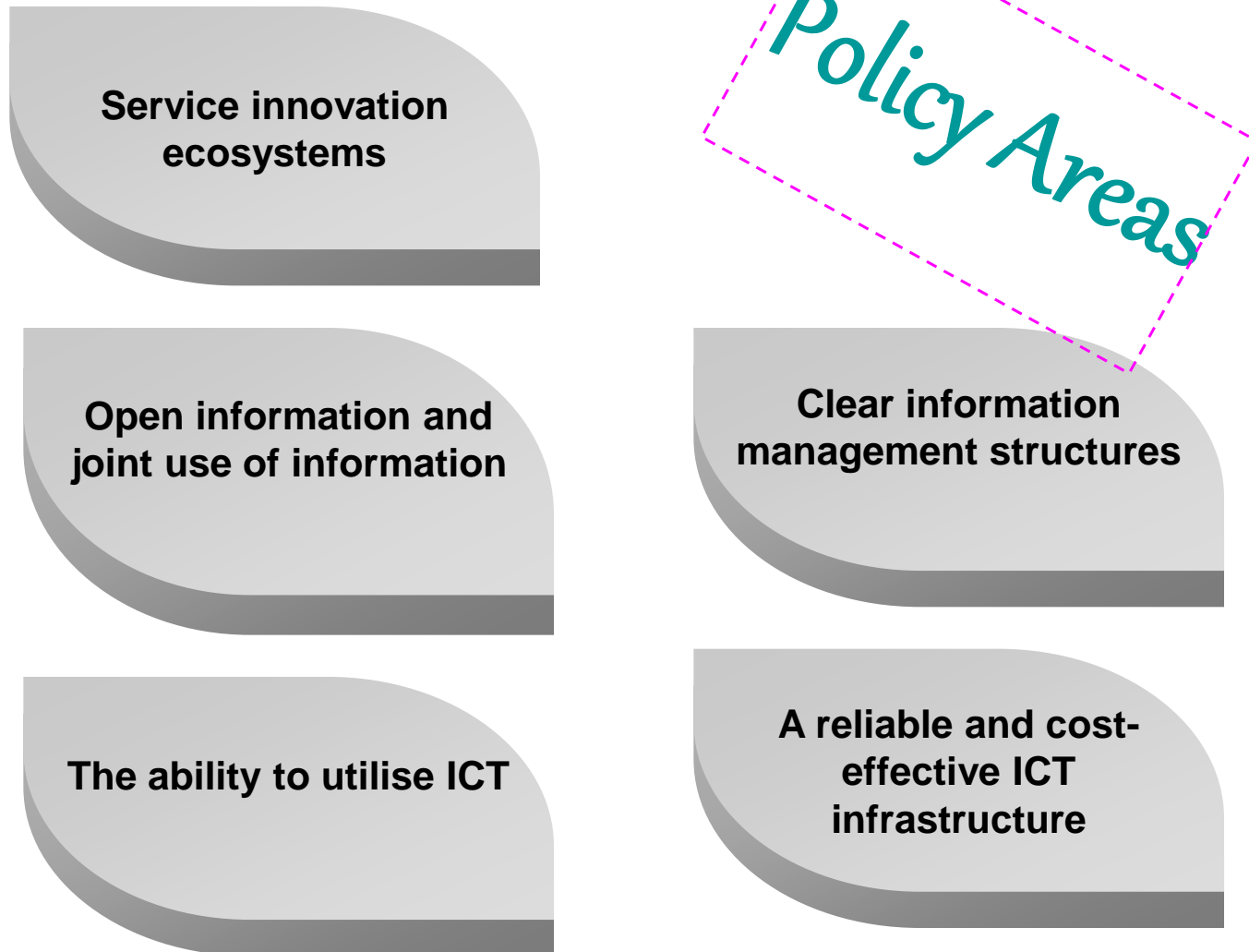
national wind of changes



”Finland has fallen from its e-government and e-society goals” ?



First common national strategy to address challenges in public sector ICT utilisation 2013



Better use of nationally available tools...

National eServices
and a Democracy
Acceleration
Programme
(SADe programme)

Promising tools for
local use?



Good tools, not enough users?

- For example: Initiative channel for the youth – an online democracy tool for the young people

aloitekanava.fi IDEAT KUNTA KYSYY KÄYTTÄJÄT OPAS vapaa tekstihaku Hae


Jyväskylä 5 käyttäjää online Suomeksi Pää






JYVÄSKYLÄN nuorten Aloitekanava


Aloitekanavan prosessi muuttaa maailmaa tai ainakin tekee kotikunnasta hiukan paremman paikan elää.

Päaset vaikuttamaan ja osallistumaan, kun rekisteröidyt kotikuntasi Aloitekanavalle. Rekisteröitymisen jälkeen voit heti ideoida, kommentoida, äänestää ja allekirjoittaa – vaikuttaa kotikuntasi asioihin. Jos siis Jyväskylä on kotikuntasi, rekisteröidy palveluun ja anna mennä!

Pysähdy hetkeksi – ja käy tarkistamassa, mitä kotikunnassasi tapahtuu ja mistä puhutaan. Selaile muiden ideoita ja aloitteita, osallistu keskustelemalla ja kommentoimalla. Koko maan toimintaan voit tutustua Aloitekanava.fi-palvelun etusivulla, mutta vaikuttaminen rajoittuu kotikuntaasi. [Lisää](#)


 Aloitteellisuus kannattaa

79 %	aktiivisuus
	käyttäjää 357
	vierailuja 6907
	ideoita katsottu 37326
	ideoita 179
	kommentteja 446

 **Jyväskylä kysyy**

Kerro oma mielipiteesi ajankohtaisista asioista [Jyväskylä kysyy](#) -osiossa. Seuraa, mitä mieltä muut ovat kotikuntasi asioista. Kommentoi ja anna oman äänesi kuulua!

Ota kantaa lasten ja nuorten

 **Menestystarinat**

Muutoksia aikaansaaneet aloitteet esitellään palvelun Menestystarinat-osiossa. Tutustu oman kotikuntasi menestystarinoihin ja käy selailemassa myös muiden Aloitekanavien menestystarinoita!

Laillisia graffitipaikkoja

käyttäjätunnus

Sisään [Rekisteröidy](#) [Unohditko salasanasasi?](#)

LISÄÄ IDEA

Uutta Aloitekanavassa

Ehdota demokratiapalkinnon saajan Aloitekanava.fi (10.10.2012 16:46)

Ehdokaspankki.fi kokoaa Suomen nuoret kuntavaaliehdokkaat Aloitekanava.fi (1.10.2012 15:02)

Rahaa nuorten hankkeisiin Youth Action -ohjelmasta Aloitekanava.fi (27.6.2012 14:44)

Tuoreimmat ideat

Jyväskylän bussilippujen korkeat Jyväskylä (2 kommenttia)

Mc Donalds Jyväskylä (3.4.2012 9:21)

Luetuimmat ideat

Laillisia graffitipaikkoja Jyväskylä (Päivitetty 18.11.2010)

Nuorille suunnattu Rock-kuoro Jyväskylä (Päivitetty 28.1.2010)

Prospects of internet, SOME and behaviour of citizens...

- **Savings** can push forward e-services and e-government of the city?
- **Crises of democracy** promote e-democracy in the future?
- "SOME is in the centre of the e-democracy. Next big step is the transformation of light activism to push democratic processes forward online"
- National trends create local pressure (legislation, recommendations -> action)

Snapshots of Practices



PRACTICE 1

Testing new participative ways of engaging citizens better in city planning

Challenges

Process needs a lots of resources. How to include participative methods in every process?

Possibilities

E-tools are useful as **tools**: userviceice, twitter, facebook, online feedback forms

Best results are achieved by mixing e-tools with other participation methods: digital storytelling, graphic facilitation, personal reports etc.



Better feedback with location data and better administration of feedback by analyzing it

The city does have online feedback forums, blogs, facebook etc.

- > This particular e-feedback system has been used in the city planning and since beginning of December in all sectors.

JYVÄSKYLÄ
Palautepalvelu > Tervetuloa palautepalveluun! Anna palautetta tai kysy teknisistä palveluista. Jätähuolto

1. Anna palaute

Valitse aihe, jotta palautteesi ohjautuu oikealle henkilölle. Keltaiset kentät ovat pakollisia. Kirjoita palautteesi Palautetexti-kenttään tai palautteen sijaintimerkinään Sijainnin selitys -kenttään. HUOM! Palautetextiin ei tule kirjoittaa omaa nimeä eikä alkunimiä, kuten henkilötunnuksia, pankkitilin numeroita, tietoja terveydestä tms.

Aihe

Palautek teksti

Palauteen luonne

Lisä tiedot

2. Anna palautteen sijainti

Piirrä palautteesi sijainti kartalle piirroskuvakkeilla. Voit ensin hakeutua oikealle alueelle osoitehaun avulla.

Kirjoita osoite Kaikki kunnat Alue

☐ Näytä aiheen mukaisia palautteita
☐ Näytä aiheen mukaisia karttakohteita

Palautteen sijaintimerkinnyt

Lisää palautteille sijainti kartan
Näytä paikkakunta. Voit suurentaa kartan

New Possibilities:

- Better awareness of problems, when the citizens can use location functions
- Better allocation of resources to the matters and locations which have received feedback and caused questions.
- Easier to analyze staff time and feedback response times

Challenges:

All feedback needs are not similar (for example some don't need map, some sector needs individual feedback outlook....).

<https://s-asiointi.jkl.fi/eFeedback/>

Testing the City of Jyväskylä app "Mobile Municipality"

Slimmer version of www-pages and services of the city

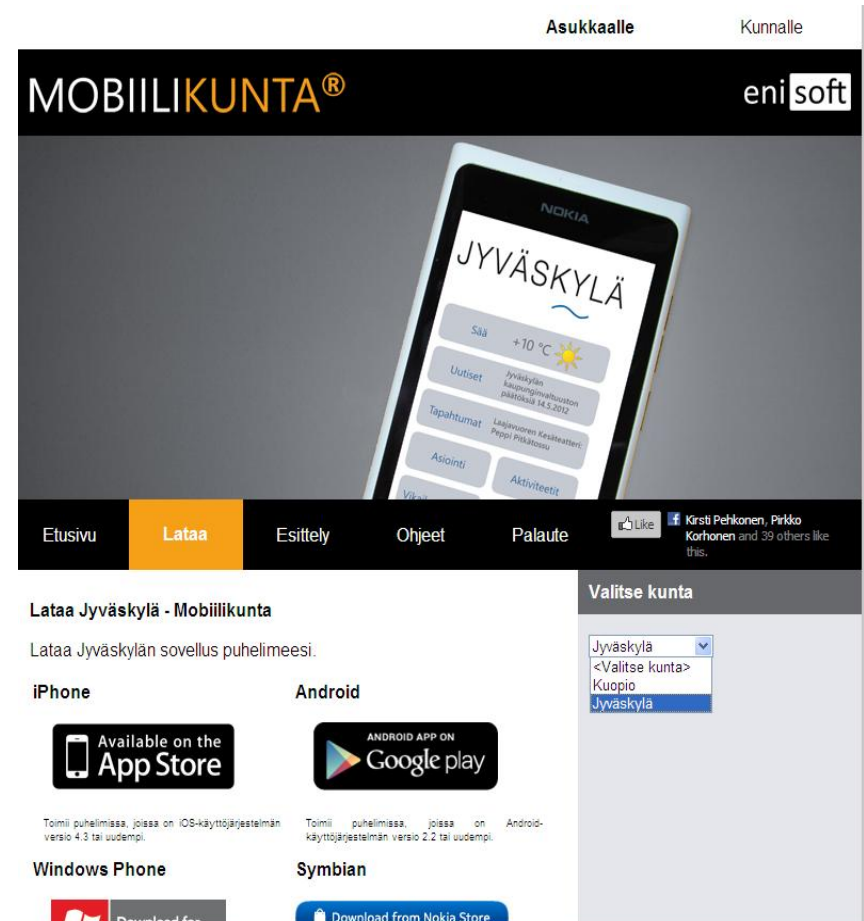
Possibilities:

Good feedback from the first year, testing continues

Mobility of the feedback: picture of broken street lights etc...

Challenges:

More marketing of the app needed ...coming soon.



Further information: Mike

Daisy: e-tool for daycare and their customers in 2013

POSSIBILITIES

- No more papers to fill in by the parents. All information electronically.
 - Timecard system for kids: changes in care times, holidays...
 - To follow daycare programmes, photo databank etc.
- Two-way communication tool for homes & daycare
- Staff time record information from the mobile phone directly to the payroll and staff time planning e-systems

CHALLENGES

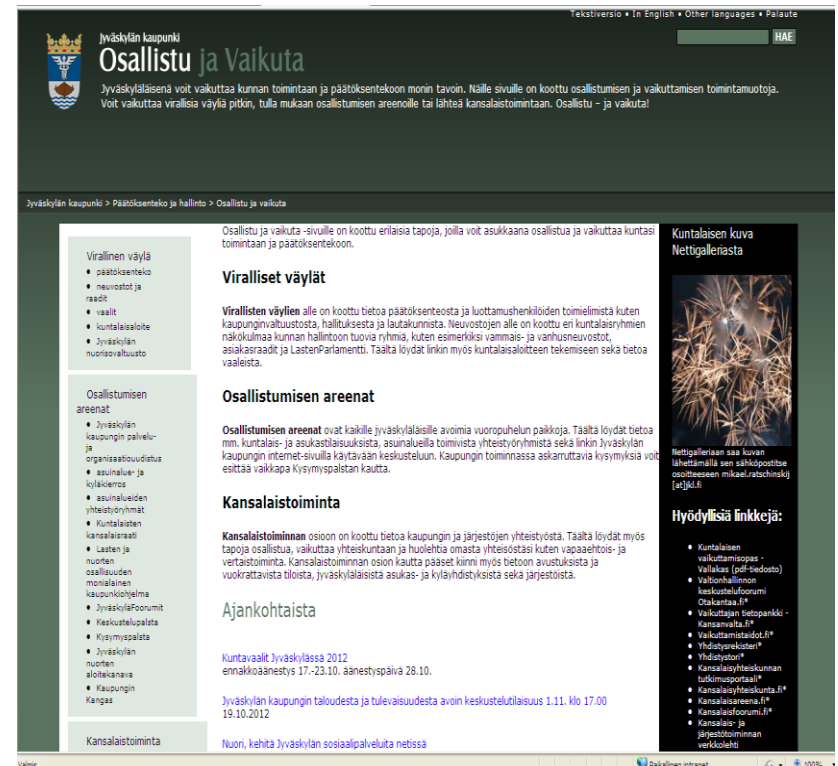
- Similar systems in schools are common. Jyväskylä is the first municipality in Finland to use comprehensive e-tool both in family daycare and day nurseries
- Technical challenges: to combine the tool with the other e-services of the city

Reform of the citizen participation website ...



*ECOOP
Platform
development
work*

1. Co-creation workshop with citizens
2. New outlook and functionalities needed!
3. Lack of actual participation tools
 - Analyses of national participation tools: opportunities
 - Possible piloting of some other citizen participation tools



Further information: Laura H.

Open Data of the City

*Coming
soon!*



*ECOOP
Platform
development
work*

Starting point:

- Basic website, already open data of the city in one place
- Ask from the users what they need!

Possibilities:

- Active Open Data Jyväskylä group of different stakeholders
- Most wanted data at the moment:
 - Location data, financial data, current events and news data.

Challenges:

- How to open more data (legal issues, responsibilities, openness of the formats, costs, technical issues)?
- Structured approach? Strategy for the opening of the data resources.