KOMBIT

netcompany®
IT and business consulting

Customer: KOMBIT

Project: FLIS

FLIS – A common benchmarking and analysis solution across the local governments in Denmark.

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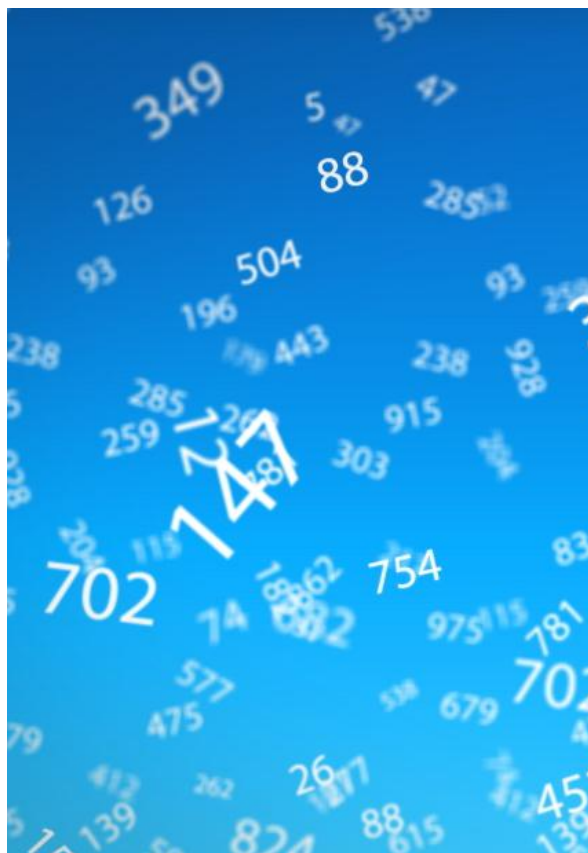   jeb@netcompany.com

Brief introduction to the project

The 98 municipalities of Denmark were looking into a number of requirements given to them by the Ministry for Economic Affairs and the Interior regarding transparency of the efforts and associated effects of the work done in the municipalities. This was a major challenge. Firstly, since data is decentralized. Secondly, because there were no common definitions of key performance indicators (KPI's) which could be used as the foundation for benchmarking and thus provide transparency between the municipalities.

FLIS, the common benchmarking and analysis solution for the Danish municipalities, is built by Netcompany based on the requirement specification from KOMBIT. FLIS is built on a SharePoint solution, and utilizes more than 15 different dashboards and 150 standard reports in the first release. The solution covers all economical, personnel and citizen data across the 98 municipalities. The solution uses a standardized ETL framework that loads more than 2TB data coming in yearly from 17 integration points, and calculating more than 1.000 KPI's using a common conceptual universe, which defines how the KPI's should be calculated across the municipalities (such as the definition on how you calculate a sick day, or define a school).
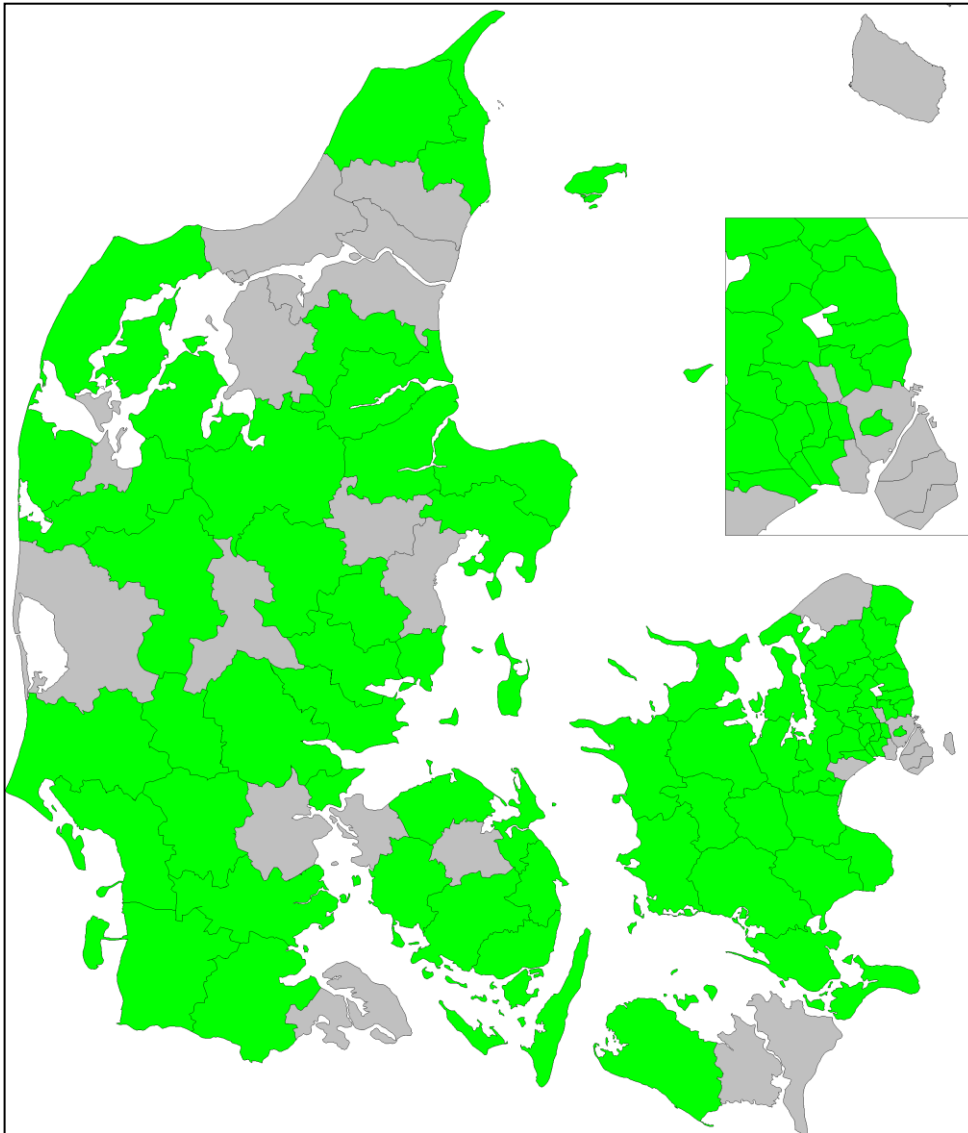
Denmark is well known for having one of the most advanced social services, and this initiative was made to ensure they kept this position. The municipalities cover the administration of the 5.5m citizens in Denmark and employ approximately 500,000 people. All employees should be able to use the platform.

The municipalities currently use more than 7 different general ledger systems, 4 different HR systems and the centralised civil register system. Some of the systems are using a centralized hosting model where many of the systems are decentralized, and hosted by each municipality. Furthermore, the data in the professional fields are even more decentralized and is based on local system platforms and /or spreadsheets.

Local Government Denmark (LGDK), the interest group and member authority of Danish municipalities, play a major role and were – on behalf of the municipalities – looking for a way to combine information regarding the economy, HR / payroll and citizens of each municipality with the overall benchmarking purpose. The goal is that each municipality can weigh their efforts against the other 97 municipalities using more than 1,000 KPI's building on common definitions. In the longer run the idea is furthermore that the platform should cover other areas such as education, welfare and health.

The 77 municipalities that are part of FLIS

Benchmarking Overview

The benchmarking overview gives the user the possibility of getting an overview through a preselected list of Key Performance Indicators, which the user can alter to fit the user's needs.

Through links to the central parts of FLIS the user gets a quick access to the information the user needs, when he needs it.
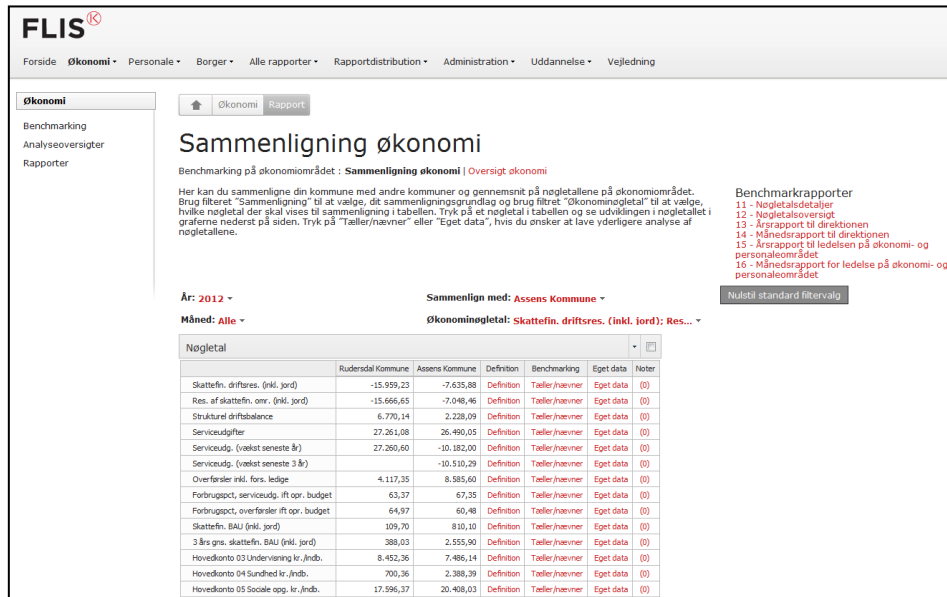

Figure 1- Benchmarking overview containing the overview of the Key Performance Indicators or the municipality as well as the comparable municipalities chosen in this case
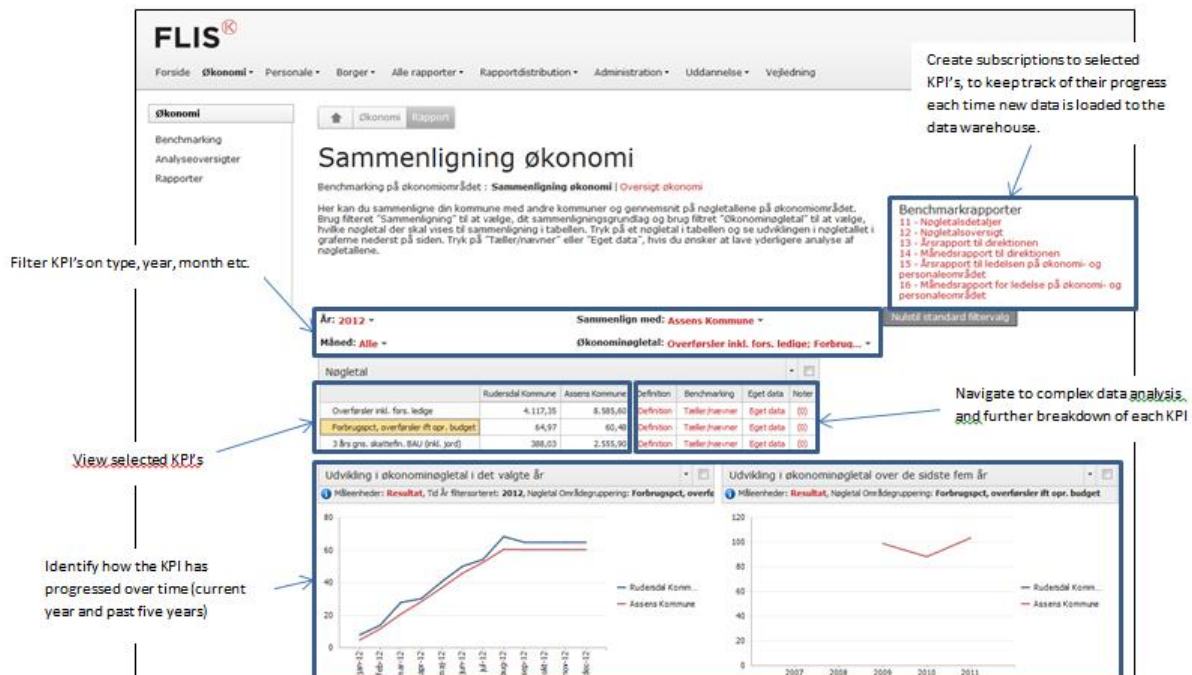

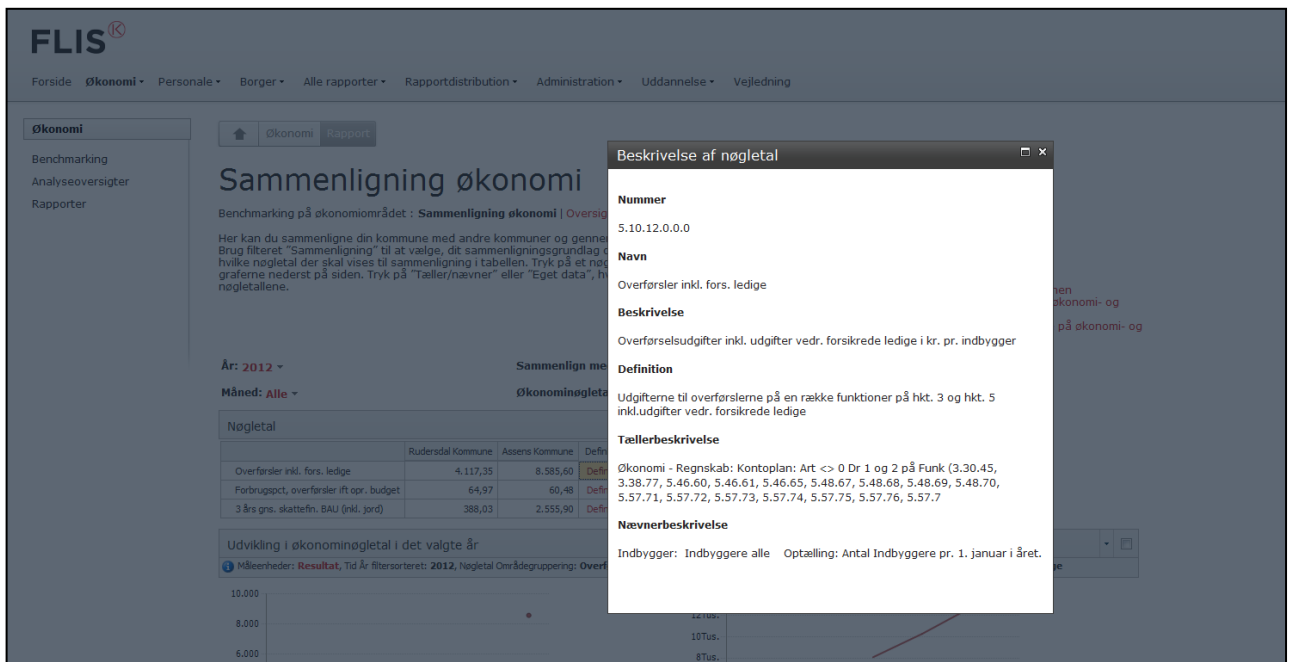**Figure 2- Annotations shows the different areas of the screen**

Figure 3- The common conceptual model is available in the solution describing how each Key Performance Indicator has been calculated, and what data has been used

Analysis Overview

The Analysis overview is utilized when the user chooses to drill down into detailed data belonging to the specific municipality. Here the user can choose from a vast number of possibilities to drill down into- and report upon own detailed transaction data.
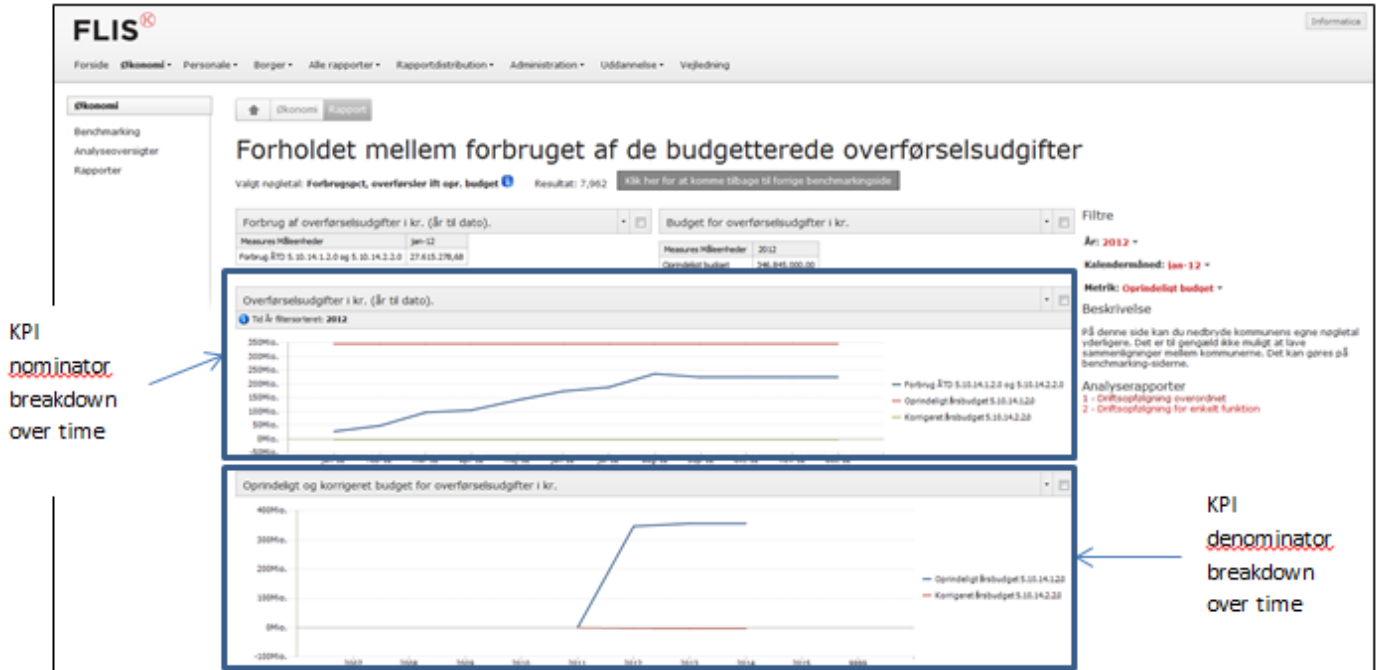

Figure 4- Analysis overview showing the nominator and denominator over time for a given KPI, with an interactive possibility to break down each graph even further
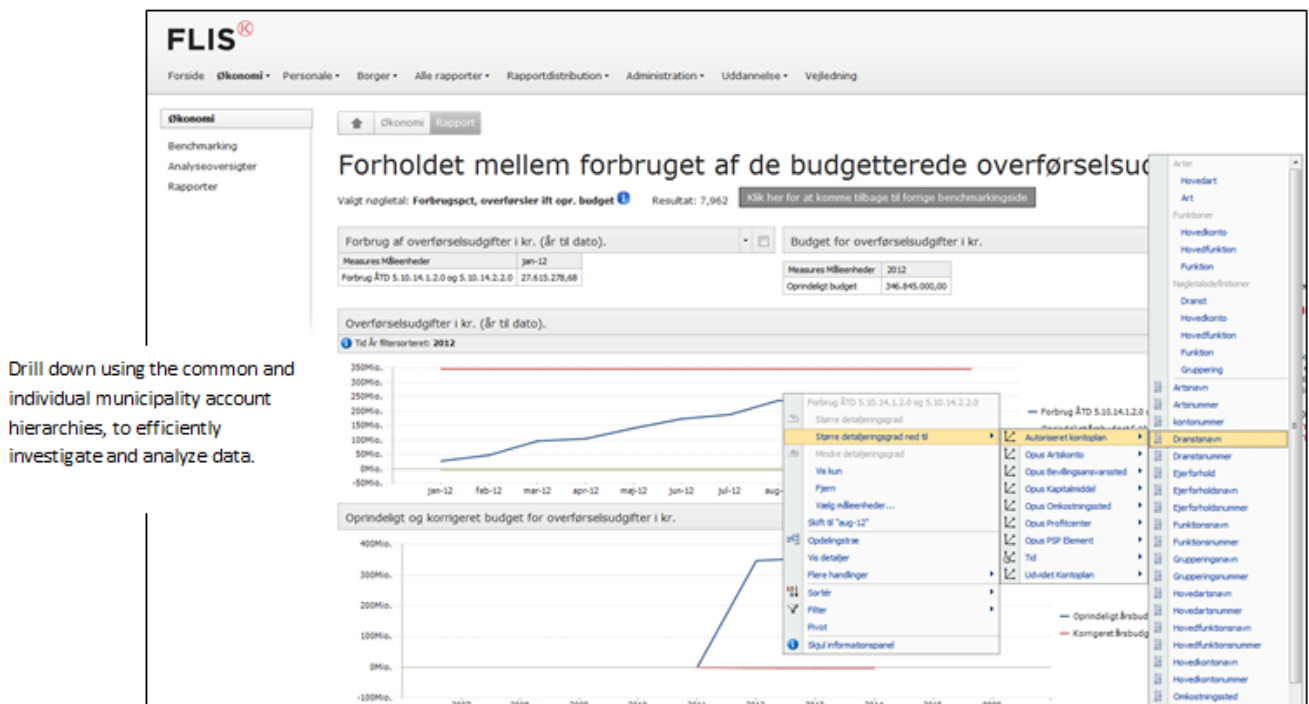

Figure 5- The user can choose to drill down into the individual hierarchies or the common state defined hierarchies.

Reporting

Add KPI's to the report. Create subscriptions on the report, to automatically be alerted as the KPI 'schange, as more data is added to the data warehouse.

View detailed reports on each selected KPI, as sub reports within the subscription.

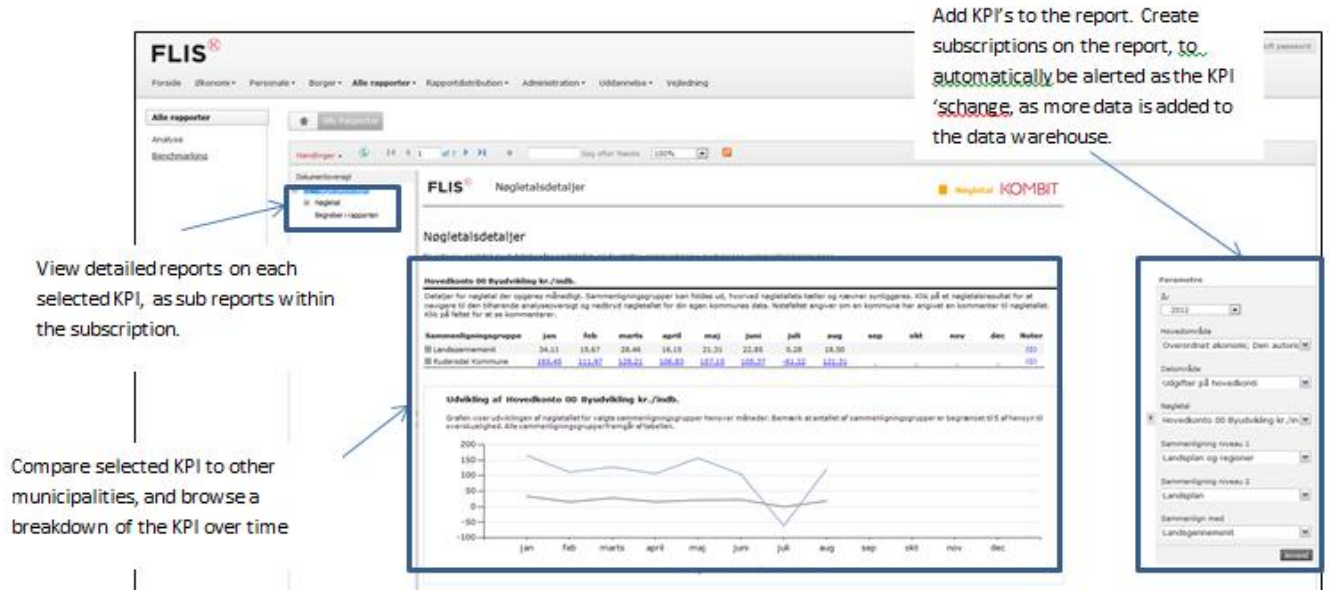Compare selected KPI to other municipalities, and browse a breakdown of the KPI over time

Figure 6- Standard reporting functionality is embedded giving the user a large number of possibilities to use Standard Reports directly from the FLIS portal

Figure 7- The user can choose to drill down into the individual hierarchies or the common state defined hierarchies.

Create subscriptions, export to a wide selection of open formats (.pdf, .html, .doc, .xml etc.) or print report to a physical copy.
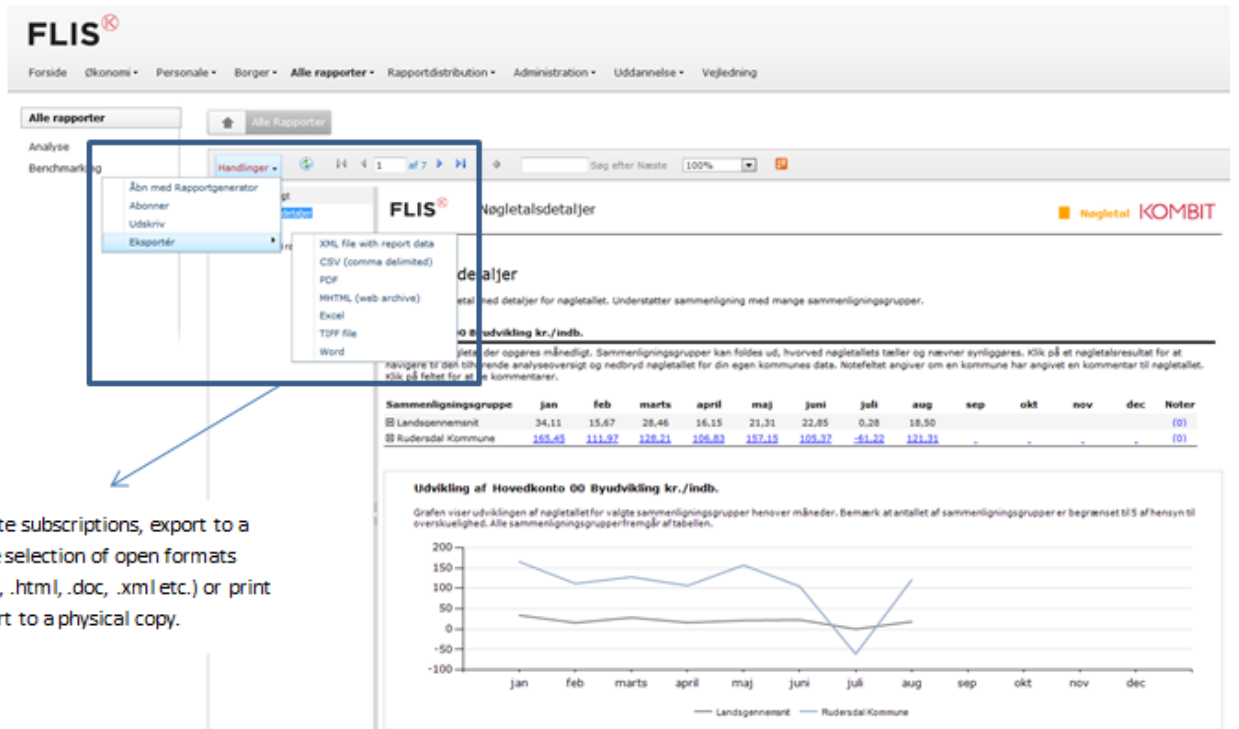
Figure 8- For each report there are a number of ways to export and distribute, as well as contribute! The user can choose to create a new report on the basis of an existing to enhance FLIS functionality.
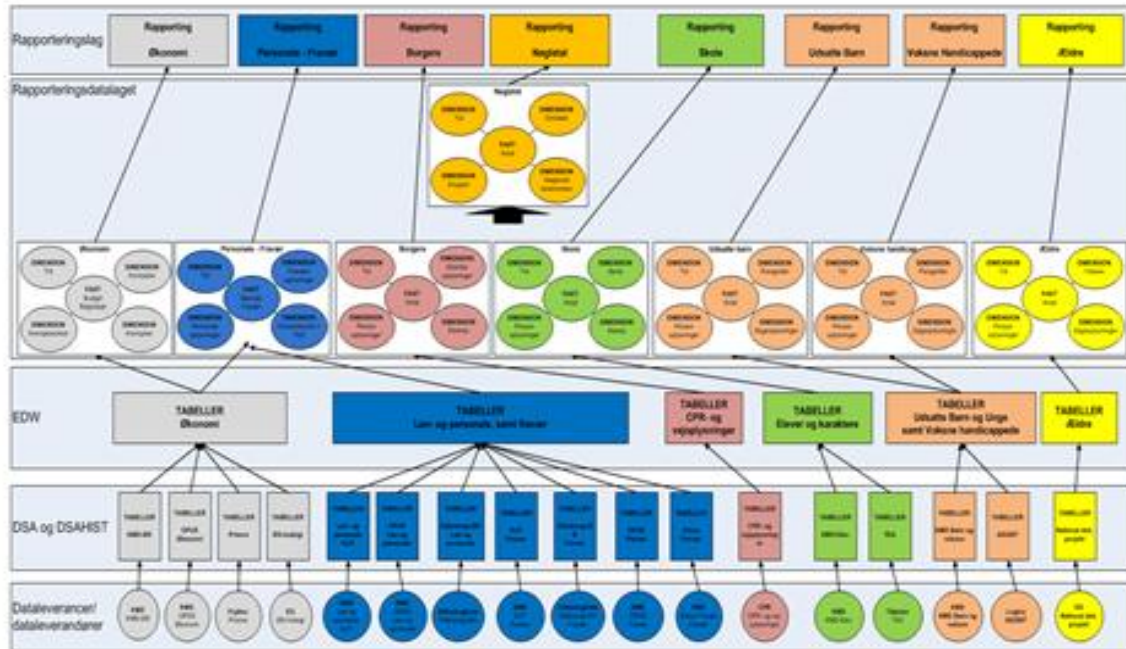
ETL overview

Figure 9- Overview of the ETL process, it is the transactional systems in the bottom and the different ETL layers. Lines show transformations between each model.