

CITY OF VANTAA GOING FOR LEAN ENTERPRISE ARCHITECTURE (EA)



CHALLENGE

- RENEWING VANTAA'S OVERALL DEVELOPMENT IN ORDER TO BETTER MEET RESIDENTS' NEEDS
- DEVELOPING MODERN CUSTOMER FOCUSED DIGITAL SERVICES AND THE CONTINUITY OF SERVICE DEVELOPMENT
- CLARIFYING ENTERPRISE ARCHITECTURE BASED LEAN DEVELOPMENT MODEL



SOLUTION

- BOOSTING AND SPEEDING UP ACTIVITIES WITH MODERN TECHNOLOGY, E.G. OMA VANTAA SERVICE
- ARKKITEHTUURIPANKKI, QPR SOFTWARE'S SERVICE FOR MANAGING ENTERPRISE ARCHITECTURE WITHIN FINNISH PUBLIC SECTOR
- LEAN EA, CITY'S OWN USER INTERFACE WITHIN ARKKITEHTUURIPANKKI; EASY TO UNDERSTAND, CONTINUOUSLY DEVELOPED MODEL



BENEFIT

- OPEN AND INTELLIGENT DIGITAL SERVICES FACILITATE AND BOOST TRANSACTIONS WITH CITY'S DEPARTMENTS
- ARKKITEHTUURIPANKKI IS STREAMLINING AND ACCELERATING THE PLANNING AND IMPLEMENTATION OF SOLUTIONS
- LEAN EA USER INTERFACE ENABLES TRANSPARENCY AND AGILE INTEGRATION OF ENTERPRISE ARCHITECTURE IN THE ORGANIZATION

OPEN AND INTELLIGENT DIGITAL SERVICES

Vantaa is developing for its residents new cloud- and mobile based services enabled by modern technology. For example, software robotics, artificial intelligence and Vantaa's own Lean EA user interface are utilized in the development work. 'Oma Vantaa' service, which is the main on-line channel for residents, displays different types of municipal services side by side irrespective of whether the service provider is the city, an enterprise or an association. One of the functions the service offers is e-Service support to help residents solve their digital challenges.

A group of municipal residents, enterprises, associations and city customer guidance agents have played a major role in developing customer-oriented services in Vantaa. "Municipalities exist for the benefit of their residents," says Antti Ylä-Jarkko, CIO at City of Vantaa, and continues: "Municipal services need to be functional and easy to use, so that residents from juniors to seniors can easily make use of them. They also need continuous and lean development. Vantaa has digitalized heavily in such areas as early childhood and school education, as well as health- and social services. The city is also involved in Apotti customer and patient information system. It is a Finnish public healthcare operation transformation project enabling operational development and improving quality of healthcare.



Vantaa is a relaxed international airport city in the middle of the metropolis. It is the fourth biggest city in Finland with more than 224,000 inhabitants. Different cultures blossom freely, and more than 119 native languages are spoken in Vantaa. Vantaa is one of the top digital cities in Finland, and it aims at developing user-friendly digital services for all residents.

“Vantaa’s digital strategy is executed in a customer-oriented and user-friendly approach, where identified customer needs are in focus. By the end of 2018 we will already have 14 separate digitalization plans within different result areas. When necessary, they can easily be modified according to lean principles with the help of QPR.”

Antti Ylä-Jarkko
Chief Information Officer - City of Vantaa



STREAMLINING AND ACCELERATING SOLUTION PLANNING AND IMPLEMENTATION

In Vantaa enterprise architecture is a part of daily solution planning, multi-vocational co-operation and customer service. Arkkitehtuuripankki was introduced in 2017 in Vantaa. It is the joint EA modeling and publishing framework for public services, offered by Finnish Population Register Centre and delivered by QPR Software. Since its initiation, the solution planning and implementation has really gained momentum in Vantaa. Background solutions used by civil servants have been harmonized, improved and integrated optimizing municipal operation processes. Different result areas make their own digital plans based on EA and form a consolidated overview of digital development. The projects worth investing in are chosen as a result of this overview. Vantaa's inclusive

development model has aroused interest also in other public sector actors, even abroad.

"Arkkitehtuuripankki delivered by QPR is a good and simple platform for the public sector to carry out essential daily operations i.e. creating and publishing architecture models," says Antti Ylä-Jarkko.

City of Vantaa has implemented Arkkitehtuuripankki according to its own model and graphic design supporting Vantaa Lean EA development model 'Idea to Production'. With the use of Arkkitehtuuripankki public sector can benefit from a well-functioning modeling service, and the results can also be reused in other organizations.

"The enterprise architecture process is like laying bricks. When the bricklayer is a part of the process from beginning and he has a good idea of what he is doing, you don't need to check afterwards how the process proceeded. QPR architects act as bricklayers in Vantaa, and they play a concrete role in the daily solution process. Lean principle supports EA process and vice versa."



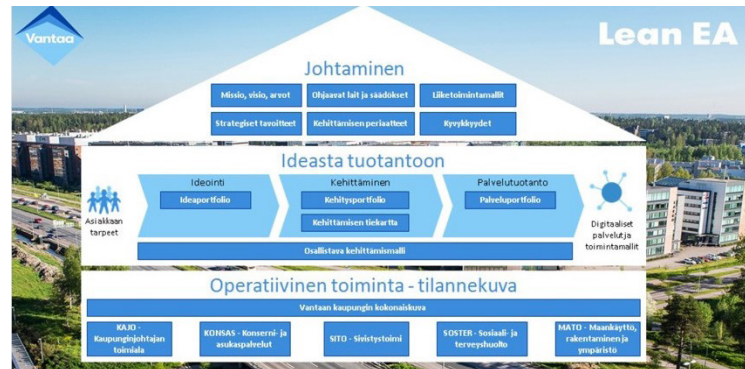
Antti Ylä-Jarkko
Chief Information Officer - City of Vantaa

VANTAA LEAN EA USER INTERFACE

Vantaa's own user interface within Arkkitehtuuripankki is called Lean EA. It describes the whole development process from idea to production, as well as EA descriptions in various stages covering all municipal result areas. Voice of residents can be heard through this customer-oriented model called Idea-Dialogue. New ideas and needs are recognized in Idea-Dialogue, Solutions Office works on the ideas and forwards them to be processed. Architects are involved in the process at an early stage, and help understand the goals, the problems and the solution models by clear and consistent modeling. This helps different actors to agree upon how to advance matters.

"Lean development is the alpha and omega in Vantaa and we use it all the time. We can modify our plans quickly and in a flexible manner according to the Lean principles, and the users themselves take part in the system development," says Antti Ylä-Jarkko.

Vantaa's Lean EA user interface and its published parts of EA model can be seen in Arkkitehtuuripankki's release portal.



Picture:
Vantaa City Lean EA is represented in a simple and easy to understand manner in Arkkitehtuuripankki. It serves as the user interface for actual models and designs. The model is very customer-oriented, and residents get also to be involved in developing new digital municipal services.

QPR SOFTWARE OYJ

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