



REGIONAL COUNCIL OF
North Karelia

North Karelia region and
City of Joensuu, Finland

www.pohjois-karjala.fi
www.joensuu.fi

Industry:
Public Sector

Population:
169,000

**Oracle Products &
Services:**

Oracle BPEL Process Manager

Oracle Partner:

Logica
www.logica.fi

“This project, which leverages Oracle’s scalable and reliable technology, shows that genuinely innovative daily operations and well utilized IT solutions can only be achieved by setting up concrete process development goals, and combining them with simple, yet effective system integration.”

– Vesa Vestala, Administrative
Director, Social and Health Board,
City of Joensuu

**North Karelia Region Implements Flexible and
Transparent eGovernment Services for Citizens**

The Regional Council of North Karelia and the City of Joensuu, which is the center of the North Karelia region, have participated in the Finnish Information Society Policy Programme’s development project coordinated by the Ministry of Finance. The pilot project focused on a daycare application process with eGovernment based services for citizens and civil servants of the entire region. The pilot started in autumn 2007 in three municipalities: Joensuu, Kontiolahti and Lieksa. Its goal was to obtain first-hand experience in developing customer oriented services and innovative processes, and in building reusable and interoperable interfaces for nationwide use.

Challenges

- Provide flexible and cost efficient services that enable modern, interactive and role based web services for the citizens and civil servants of the entire region
- Increase productivity within the public sector
- Cover a large geographical area of 21,585 square kilometers involving five cities and 16 municipalities, which already had independent information systems of their own
- Develop innovative and standardized processes, as well as service components and interfaces, for use also in other locations nationwide

Solution

- Worked with Logica as the project integrator responsible for developing the reusable process and open interface definitions
- Used existing technology based on the BPEL (Business Process Execution Language) standard for the creation of flexible services and for enabling the interoperability of existing applications
- Achieved a significant daily productivity increase due to system interoperability based on various standards
- Enabled a more flexible and transparent daycare application process for all major interest groups, shortening handling times
- Leveraged the modern service oriented architecture (SOA) principles and the scalability and reliability inherent in Oracle BPEL Process Manager to enable continuous organizational development