







Using open source Content Management Systems for the improvement of business processes in local administrations

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Structure of presentation

1. Introduction 
2. Using open source CMS for business process improvement on the local level 
3. Choosing the right open source CMS for local administrations 
4. Customizing off the box CMS solutions to reflect local needs 
5. Implementing an open source CMS 
6. Conclusion 



Strategic Goal:

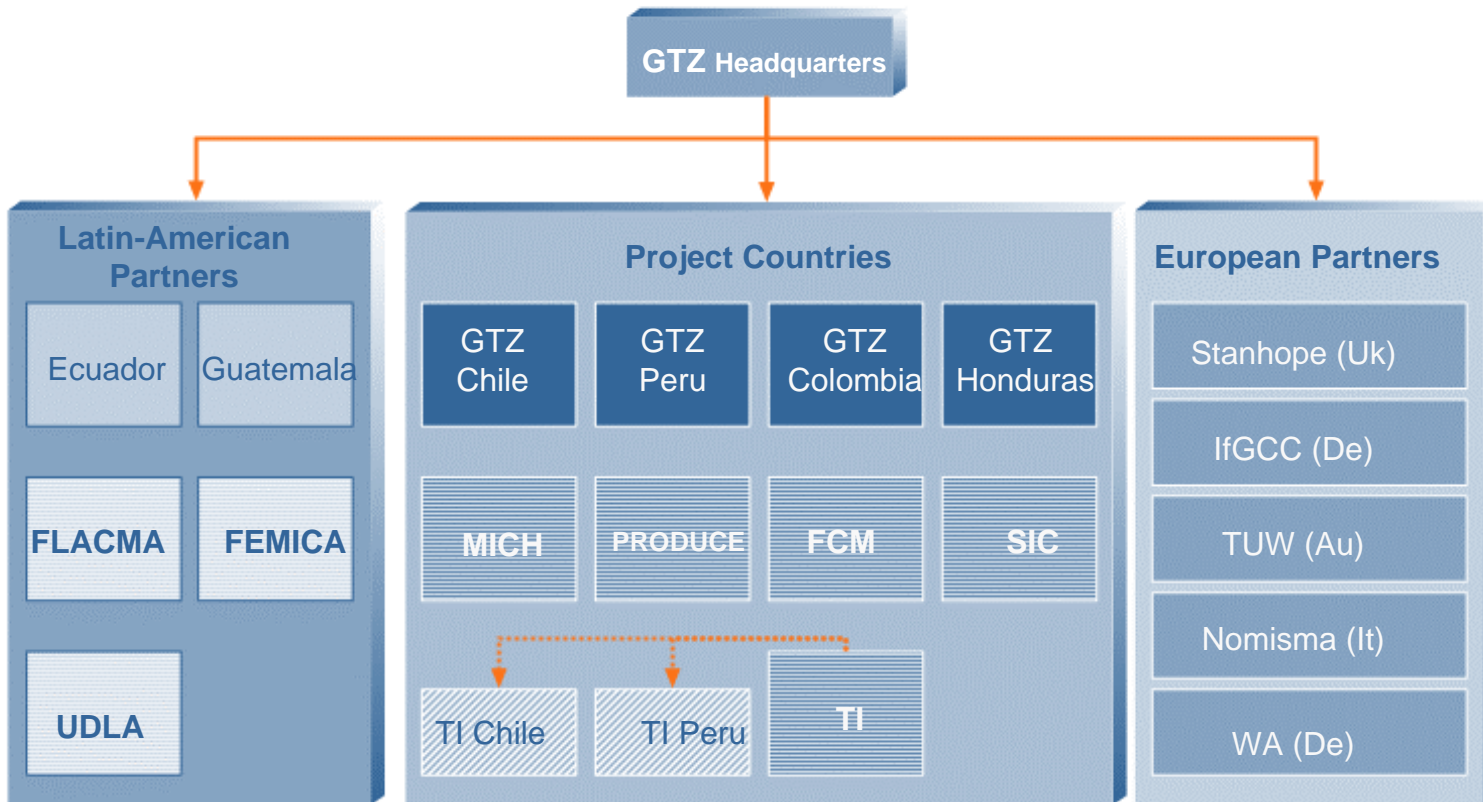
Met@logo is a project aiming at improving the business environment for small and medium enterprises (SMEs) and helping to bridge the digital divide through e-governance

Direct goal:

Improve administrative processes in order to offer better services to local SME, using eGovernment as a tool

Total budget: 3,012,000€ = approx. 58 500 000 000 Vietnamese Dong
80% co-funded by the European Union ALIS Programme
Project start 01.01.2004 – 31.06.2006







January 2004

Needs Assessment SME, Best practice Model,
Analysis of framework conditions

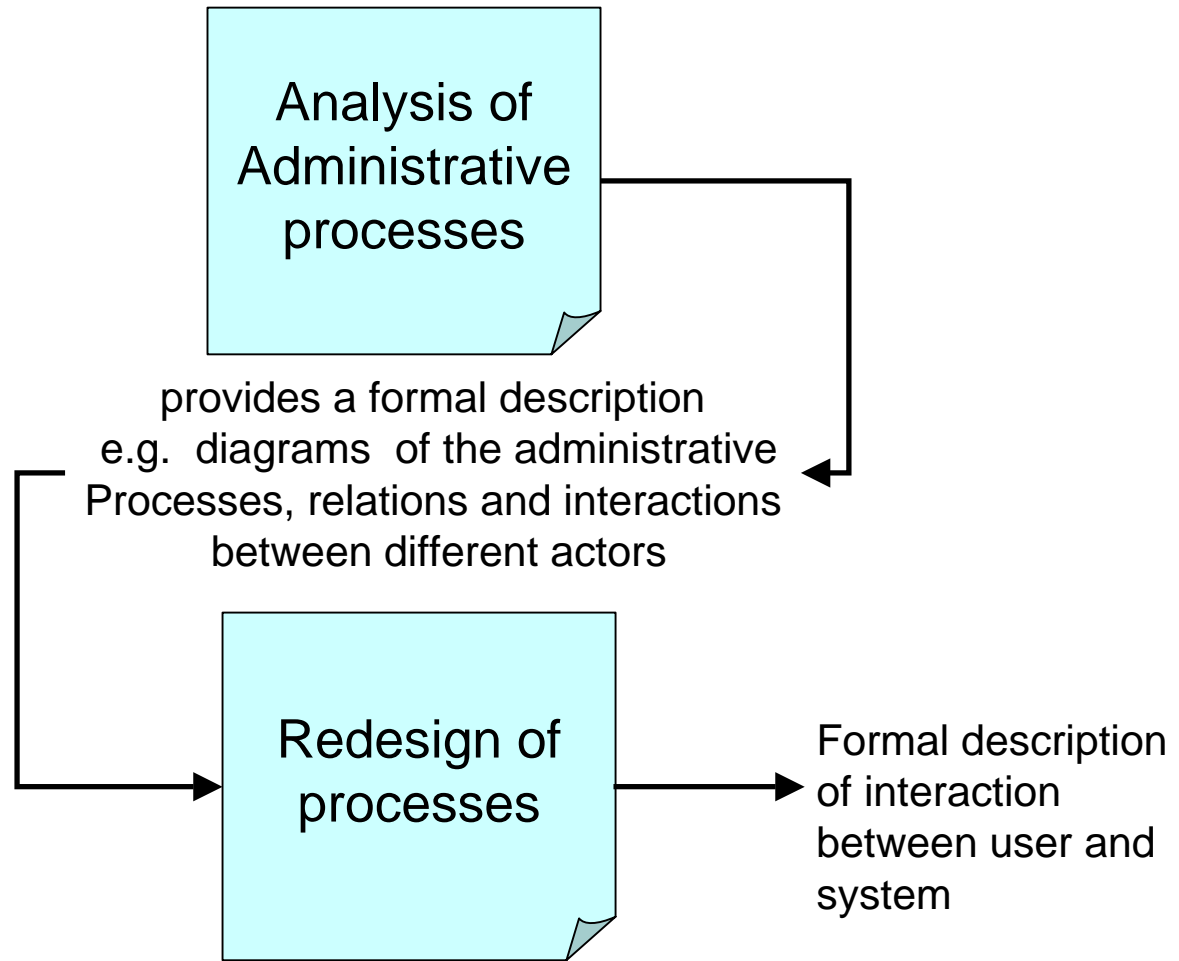
Analysis of processes

Redesign of processes

Implementation

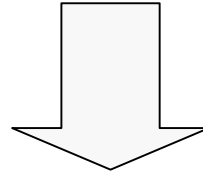
Development

June 2006



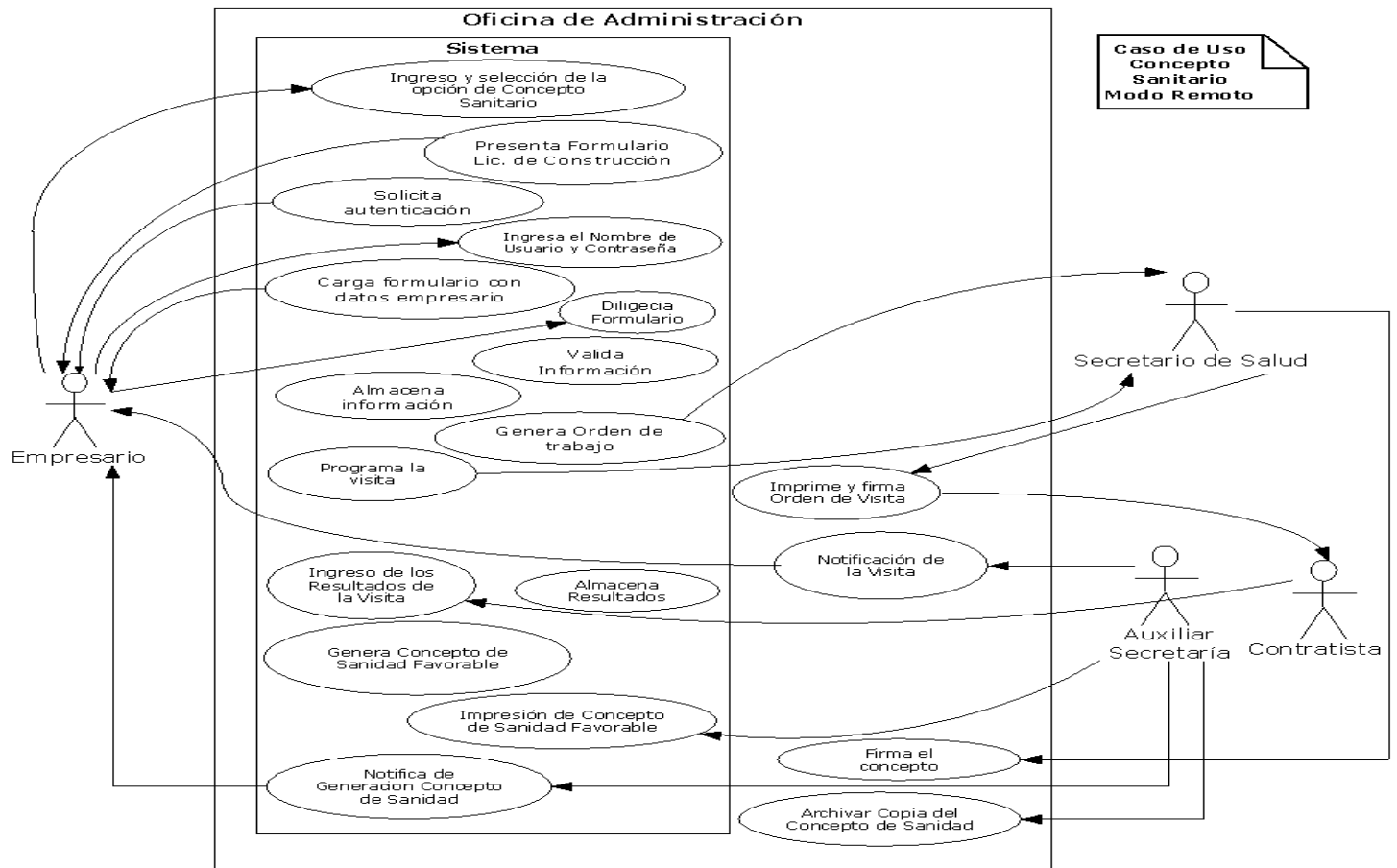


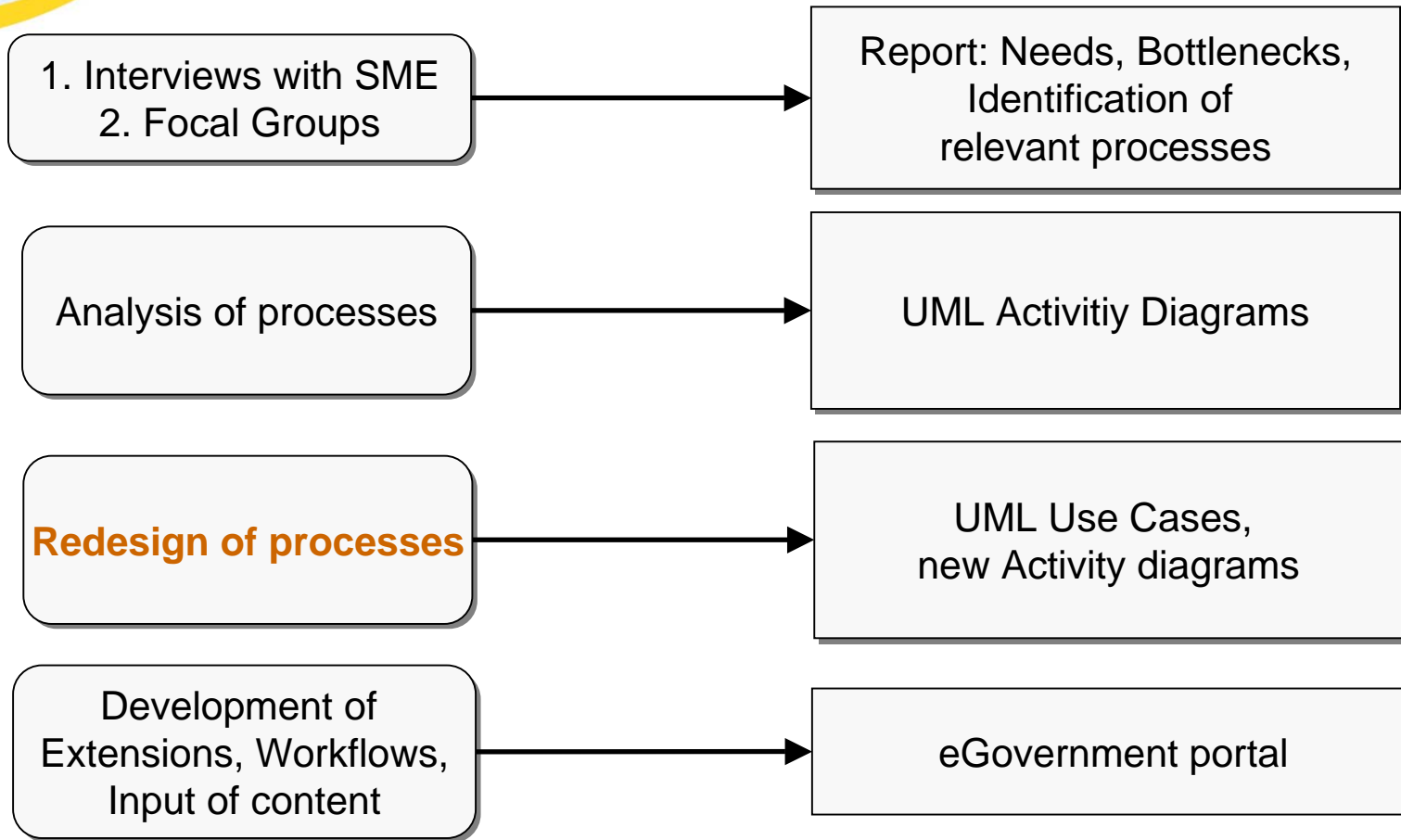
Analysis of various approaches and techniques



Unified Modelling Language

- Widely accepted standard to denote business processes
- Easy-to-understand notation
- Capable of portraying business information system
- ...at the same time incorporating other important features such as functions, data, organizational structure and information resources







- SME's needs assessment: Information
- From static html websites to CMS
- Modules extend the functionality of the CMS
- Exchange of modules, covering most common needs
- Sufficient for the needs of municipalities (considering the ICT literacy, resources)



- Test of existing open source CMS
- Analysis of three OS CMS: 68 criteria in total, 15 priority criteria



Information about Mambo and Typo3 extracted from the www.cmsmatrix.org site.
Information about APC extracted from several sources like www.apc.org/actionapps; the APC user's manual and others,
Report by Met@logo partner TU Vienna



Mambo 4.5.1

TYPO3 3.7

APC

Security

Audit Trail

NO

YES

NO

Support

Content Approval

LIMITED

YES

LIMITED

**Developer
Community**

YES

YES

YES

**Spanish
Documentation**

POOR

POOR

POOR

Online Help

YES

YES

NO

Ease of Use

**Template
Language**

YES

YES

NO



Mambo 4.5.1

TYPO3 3.7

APC

Performance

Page Caching

YES

YES

NO

Management

Inline Administration

YES

YES

NO

Online Administration

YES

YES

NO

Themes / Skins

YES

YES

NO

Template Management

YES

YES

NO

Wbased Translation Management

YES

YES

NO

Workflow engine

NO

LIMITED

NO



Mambo 4.5.1

TYPO3 3.7

APC

Flexibility

**Multi-lingual
Content Integration**

FREE ADD ON

YES

NO

**Multi-Site
Deployment**

FREE ADD ON

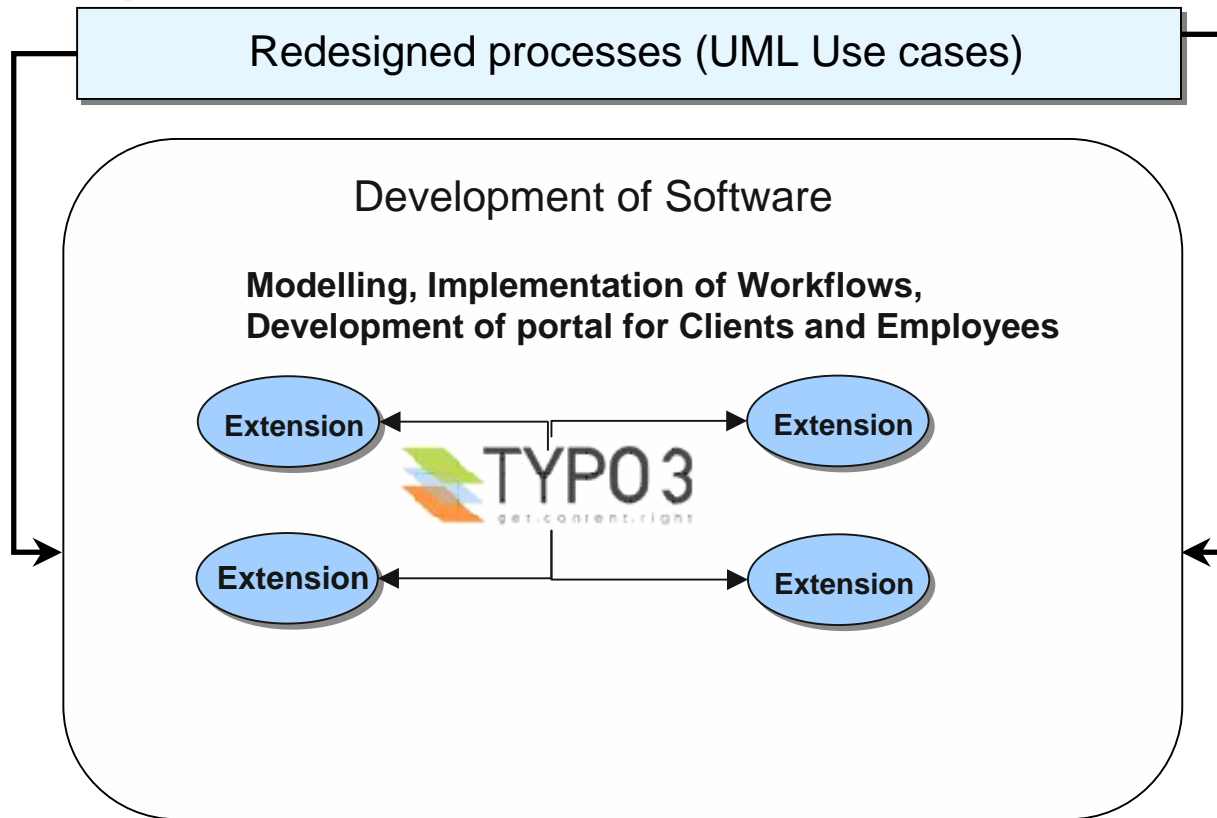
YES

NO

Met@logo uses



Customizing off the box CMS solutions to reflect local needs



Functionalities of the local Met@logo solutions



Customer Relationship Management

- Multiple Access Channels
 - eForms
- Customer Database
- Customer Request Tracking
- Identifying and Linking relationships
- ...

Content

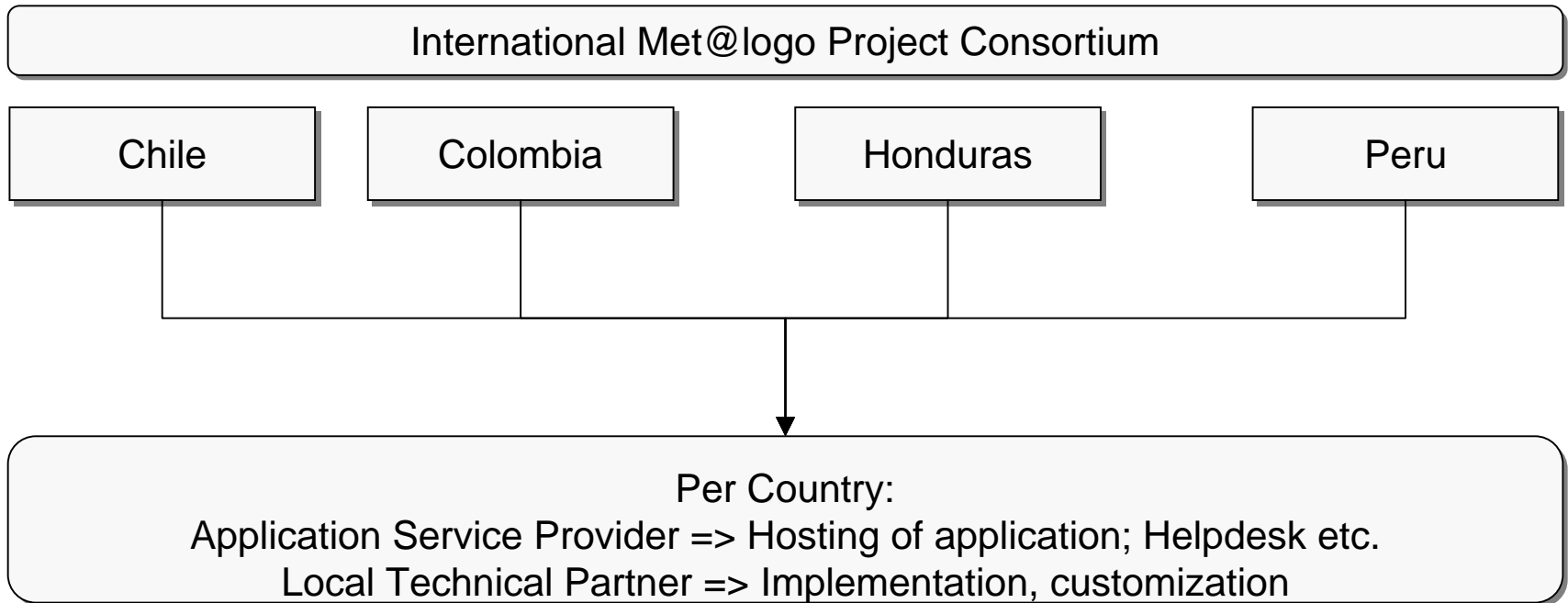
- Information
- Knowledge Base
- Online Access to Web Files
- Frequently asked questions (FAQ)
- Online Contact Directory
- ...

eProcurement


- Complaints Handling Procedure
 - Audit trail
 - Reporting
 - ...

Workflow Management

- Workflows



Implementing an open source CMS on the local level



- Process implementation
- Integration in existing systems
- Migration of Content
- User trainings
- Change management
- Local Technical Partners



Reasons why local administrations should use OS CMS:

- Typical pros of OS (no licence costs etc.)
- Adaptable to local needs at low costs
- Existing eGovernment modules (Met@logo, OSIRIS) for Typo3
- Local actors (Technical Universities, Consultancies, Administrative staff) can easily develop the system



Thank you for your attention!



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www.metalogo.org