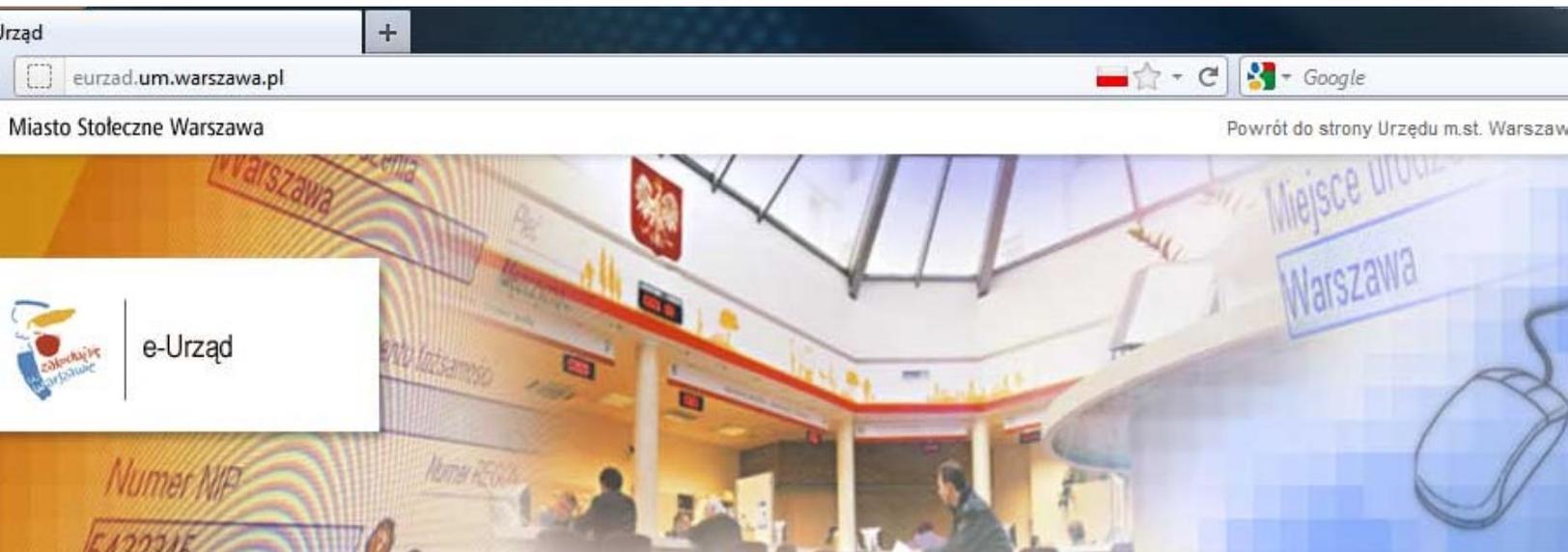


City of Warsaw Citizen-centric



City of Warsaw
Warsaw, Poland
www.um.warszawa.pl/en

The City of Warsaw improves citizen services using a solution based on Adobe® LiveCycle® ES, the Flex® development framework, and Flash® Builder® software

Residents of the City of Warsaw have access to some of the world's most comprehensive local government services. Every day, the city responds to thousands of requests from the area's approximately three million permanent and temporary residents and 70,000 small businesses. Inquiries can be as simple or as complex as changing a local voting address to applying for a taxi driver's license or registering for an allowance for a newborn.

An IT innovator, the city recognizes that delivering more responsive, efficient, and personalized citizen services requires more than just creating a new website. The City of Warsaw seeks to provide a range of options for citizens. Some citizens are accustomed to interacting with the city on its website while others want to move to fully digital forms-based processes to fulfill requests for government services. Increasingly, instead of dealing with manual, paper-based processes that can cause errors or delays, the City of Warsaw is eliminating time-intensive steps and adopting a more automated, reliable approach that leverages Adobe solutions to fulfill requests and improve service quality.

The City of Warsaw is enabling citizens to apply for licenses and other services online through intelligent PDF forms. Convenience for citizens has increased, as has service quality.

The screenshot shows a web browser window displaying an online form titled "WNIOSEK O USTALENIE PRAWA DO JEDNORAZOWEJ ZAPOMOGI Z TYTUŁU URODZENIA SIĘ DZIECKA" (Application for the establishment of the right to a one-time birth allowance). The form is for the city of Warsaw (Miejscowość: Warszawa) and is dated 22-11-2011. The form includes fields for the applicant's name, PESEL, address, and contact information. It also includes sections for the child's details and the other parent's details. The form is presented in a user-friendly, intuitive layout with clear labels and input fields.

Challenge

- Increasing citizen convenience and service quality
- Streamlining service delivery
- Boosting efficiency in processing requests
- Leveraging existing electronic platforms and processes

Solution

- Use Adobe LiveCycle ES solutions to enable citizens to interact with the city electronically versus in person
- Employ the Flex framework and Flash Builder technology to create an intuitive solution
- Leverage electronic platform from Ministry of Internal and Administration Services

Benefits

- Empowered citizens to apply for and receive services online
- Enhanced citizen services
- Increased efficiencies by reducing or eliminating manual paperwork
- Did more with less by cutting administrative overhead
- Worked in concert with existing electronic government platform to reduce costs and provide more cohesive user experience

"As the largest local government in Poland, we realize the need to provide superb services, as efficiently as possible," says Tadeusz Osowski, deputy director of IT for the City of Warsaw. "Warsaw is always looking for ways to work smarter and more efficiently to address the high volume of citizen requests we receive. In concert with the Polish Ministry of Internal and Administration Services, we are working toward building a model for how to implement an electronic platform for government administration to improve service quality and convenience for citizens."

Improved convenience and efficiency

To streamline service administration and delivery, the City of Warsaw relies on a solution developed using Adobe LiveCycle ES, the Flex development framework, and Flash Builder software. Using Adobe LiveCycle Forms ES, LiveCycle Barcode Forms ES, LiveCycle Digital Signatures ES, LiveCycle Process Management ES, and LiveCycle Reader® Extensions ES, the city has created an electronic forms and business process automation solution that citizens can rely on to interact with city government more efficiently. The application interface, developed using the Flex development framework and Flash Builder, is highly intuitive, enabling citizens to focus on applying for services online and interacting with the city versus dealing with technology challenges.

Using the new solution, citizens have up-to-date forms and information, no matter where they are. They can fill in intelligent PDF forms using free Adobe Reader software, with updated information automatically put into back-end databases and made available to city employees for processing. If citizens want to print and mail forms instead of submitting them electronically, barcodes on printed forms make it fast and easy for city employees to automatically capture data on printed forms into back-end systems simply by scanning the barcode. As a result, whether forms are submitted electronically or received by mail, city managers do not need to have staff spend valuable time rekeying data from forms into systems.

In addition, the city is implementing LiveCycle Process Management ES and LiveCycle Digital Signatures ES to reduce manual processing and enhance service delivery. Using LiveCycle Digital Signatures ES, the city plans to verify incoming correspondence and financial transactions electronically, versus requiring citizens to supply hard-copy documents with signatures. The capabilities in LiveCycle Process Management ES will make it faster and easier to route forms for final approval and sign off.

"We were among the first to distribute intelligent PDF forms through E-PUAP. Whether we are serving new mothers, taxi drivers, or entrepreneurs, we can offer a higher level of service and increase our own efficiencies."

Tadeusz Osowski
Deputy director of IT, City of Warsaw

In the spirit of increasing convenience for residents, each of 18 city districts features a free wireless access point so that citizens can avail themselves of interactive PDF forms and online information to access city services, from booking an in-person appointment to filling out applications in PDF. Alternatively, citizens can access services and intelligent PDF forms online using their own computers. The city is also working toward adding mobile capabilities to the solution to further augment citizen convenience and enable on-the-go access to services and electronic forms.

In concert with the Ministry of Interior

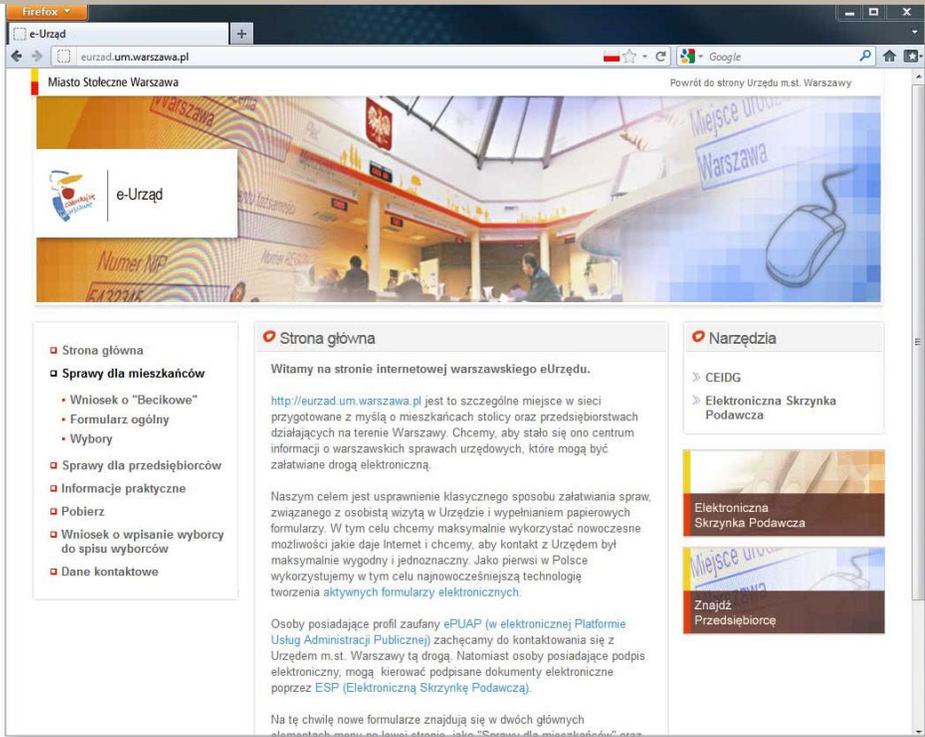
The City of Warsaw's solution leverages E-PUAP, the Electronic Platform of Public Administration, built by the Polish Ministry of Internal and Administration Services—a leader in implementing Adobe solutions to create efficient, electronic service platforms for government. By leveraging links to E-PUAP, Warsaw city managers can make it more convenient for citizens to apply for and receive services. Citizens can also access and apply for a comprehensive set of additional services provided by the Polish government—all from a single, integrated web portal.

Several key processes have now been automated using the solution based on Adobe LiveCycle ES solutions. They include enabling taxi drivers to apply for permits, new mothers to receive "welcome" allotments, and voters to change polling addresses. Many other initiatives are in the works. Soon, citizens will be able to pay taxes and permit fees online, receive certificates of payment, and conduct other city business with ease and convenience.

Citizens are benefitting tremendously from the new electronic solutions. Previously, a taxi driver might need to visit a local office multiple times before finalizing the paperwork required to obtain a license. Now, the process can be accomplished online in minutes. Many new mothers may not be fit to visit a city office in person to fill out the paperwork required to obtain a welcome allowance for a newborn. Today, all of the required forms can be completed online without a visit to City Hall or a district office.

"We were among the first to distribute intelligent PDF forms through E-PUAP," says Osowski. "Whether we are serving new mothers, taxi drivers, or entrepreneurs, we can offer a higher level of service and increase our own efficiencies."

Using Adobe solutions, the City of Warsaw has automated many citizen-facing processes. In collaboration with the Polish Ministry of Internal and Administration Services, Warsaw is working toward building a model for how to implement an electronic platform for government administration that improves service quality.



"Our goal is to 'do more with less' and become friendlier to citizens and small businesses. Adobe is helping us achieve that aim."

Tadeusz Osowski
Deputy director of IT,
City of Warsaw

Toolkit

Adobe LiveCycle Barcoded Forms ES
Adobe LiveCycle Digital Signatures ES
Adobe LiveCycle Forms ES
Adobe LiveCycle Process Management ES
Adobe LiveCycle Reader Extensions ES
Adobe Flash Builder
Flex development framework

Citizens embrace automated processes

Each new service has resulted in a flurry of activity. For instance, in just the first week of a new application enabling citizens to notify the city of a change in work venue, 300 people used the electronic PDF form, sparing each of them an in-person visit. Across Warsaw, the establishment of an electronic, forms-based platform for delivery of citizen services is spurring a renaissance in the way government services can be consumed and delivered and benefiting the city and constituents alike.

"Almost any service we deliver can be provided using our electronic platform. We envision having hundreds of intelligent, automated PDF forms online for different processes and services," says Osowski. "Our goal is to 'do more with less' and become friendlier to citizens and small businesses. Adobe is helping us achieve that aim."

For more information

www.adobe.com/products/lifecycle



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Adobe Systems Incorporated
345 Park Avenue
San Jose, CA 95110-2704
USA
www.adobe.com

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