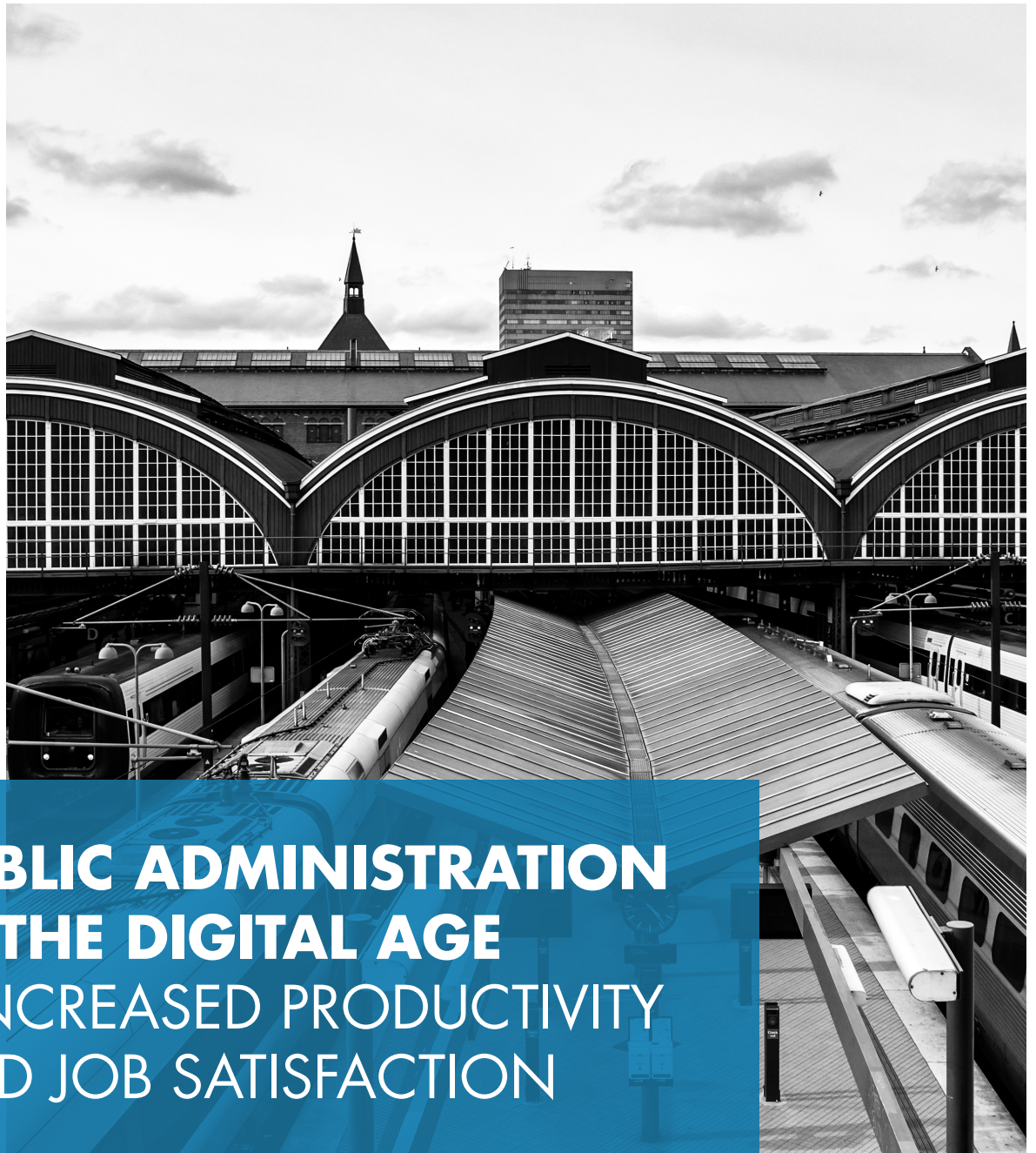


**F2**

**BUILT FOR  
GOVERNMENT**



**PUBLIC ADMINISTRATION  
IN THE DIGITAL AGE**  
– INCREASED PRODUCTIVITY  
AND JOB SATISFACTION

In cooperation with the Ministry of Transport, cBrain delivered an award-winning digital platform for public administration.

## CUSTOMER PROFILE

### Customer name

The Ministry of Transport

### Sector

Public authority

### Solution

F2 software for public administration

## THE CHALLENGE

The permanent secretary wished to modernise the department's work procedures and bring the Ministry of Transport into the digital age.

The aim was to reduce the number of emails and the consumption of paper, so the staff could cooperate on achieving the department's goals more efficiently.

Permanent Secretary Jacob Heinsen felt that the department's work was marked by information silos and a lack of transparency: "Previously, when an employee completed work on a document, such as an answer to a question from an MP, the employee would submit it to their superior. But the employee wouldn't know the status or location of the document in the overall process."

## THE SOLUTION

The Ministry of Transport, together with the Ministry of Climate and Energy, chose F2 to transform their work procedures, reduce IT costs and increase the job satisfaction of their civil servants.

Through coherent work procedures that support case processing, cooperation, knowledge sharing, and document and data management, F2 has improved the productivity of the Danish ministries. Specific processes are utilised to manage submissions and to track which cases are distributed to which units. An approval process shows which cases are heading to the permanent secretary or the minister for approval, letting employees follow the case process online rather than keeping track with spreadsheets and emails.

"With F2, we have increased our transparency", says Jacob Heinsen. "Civil servants can track the progress of documents in real-time, all the way up to the permanent secretary or the minister and back down. This means that employees can track their boss' level of productivity."

F2 has also facilitated mobile workspaces. F2 Manager, a secure app for iPad, allows the permanent secretary or minister to evaluate and approve cases on the go. "Now I can turn my waiting time or transit time into productive time", says Jacob Heinsen. "I can take out my iPad, and it's already up to date. And I can do it from my car while my wife is driving, on the train or at the airport."

## THE OUTCOME

Transparency has helped improve user satisfaction. It's rare that employees report an increase in job satisfaction two months after the implementation of a new case management system.

However, 96% think that transparency has improved. 62% report that they're satisfied with the system's capabilities to search for documents and files (for the previous system, this was 12%). 81% are satisfied with its knowledge sharing capabilities (for the previous system, this was 7%). Finally, 37% say that the new system has increased their overall job satisfaction – a rare statistic for a new IT system.

The overall case processing time has been reduced by 30%, and paper consumption is down. The Ministry of Transport won a Digitisation Award in 2011 for their implementation of F2.



### ACHIEVEMENTS:

# 96%

REPORT IMPROVED  
TRANSPARENCY

# 37%

REPORT INCREASED  
JOB SATISFACTION

# 10%

REPORT INCREASED  
PRODUCTIVITY