

Istituto Nazionale di Previdenza per i Dipendenti dell'Amministrazione Pubblica

Italian welfare agency automates forms management for citizens with Adobe® LiveCycle™ solutions

Istituto Nazionale di Previdenza per i Dipendenti dell'Amministrazione Pubblica
www.inpdap.it



Industry
Government

Challenges

- Reduce operating costs
- Address needs of citizens with limited or no technology skills
- Align processes with sister agencies

Solution

- Forms Transformation
 - eGovernment
 - Accessible Forms
- INPDAP is using Adobe LiveCycle solutions to enable citizens to complete common service forms online or offline using free Adobe Reader® software.

Results

- Realigned document and forms processes to match sister agencies
- Enhanced citizen services
- Reduced time and costs required to deliver, complete, and process forms
- Address needs of people with impaired vision

Systems At A Glance

- Adobe LiveCycle Reader Extensions
- Adobe LiveCycle Designer
- Adobe LiveCycle Forms

Serving citizens well

Istituto Nazionale di Previdenza per i Dipendenti dell'Amministrazione Pubblica (INPDAP) was established with a government decree in June 1994, by merging ENPAS, INADEL, ENPDEP, and other pension funds previously managed by the Ministry of Treasury.

INPDAP supplies state civil and military employees as well as employees of local authorities with the following benefits:

- Pensions
- End-of-service allowances
- Administrative services for complementary pension insurance
- Loans, including small loans, long-term loans at reduced rates, and building mortgages
- Welfare, including:
 - For the elderly: boarding-house accommodation for civil service pensioners and contributions for home assistance
 - For children and orphans of civil servants: boarding-school, scholarships, summer holiday centres and study holidays abroad, and master courses in cooperation with universities with scholarships for the children of civil servants

The Institute currently serves 3,283,000 persons, pays 2,366,211 pensions, and manages 60,506 multi-year loans and 2,061 mortgages. In 2003, the Institute spent €42.6 billion just for pensions.

INPDAP is part of a complex compulsory social security system that includes:

- The national Ministry for Welfare which is responsible for setting general administrative guidelines and drafting legislation.
- A number of social security funds responsible for managing day-by-day operations and payments of pensions, severance allowances, and other welfare benefits. The three largest institutes are:
 - INPS: provides pensions, disability payments, severance payments, unemployment benefits, child support payments, etc.; has 36,265 employees, an IT staff of 823, and a 2006-2008 US budget of €413 million
 - INAIL: monitors accidents at work, insurance of workers in risky activities, and reintegration of work accident victims; has 12,671 employees, and IT staff of 553, and a 2006-2008 IT budget of €372.1 million
 - INPDAP: provides pensions, severance payments, student grants, loans and mortgages only for public sector employees; has 8,404 employees, an IT staff of 290, and a 2006-2008 IT budget of €200 million

“The Adobe LiveCycle Reader Extension solution represents the quantum leap for us, since its combination with free Adobe Reader software enables end users to complete forms offline.”

Luciano Manunta,
Project coordinator in the
Department for the “Progetto
Ambiente Tecnologico e Sicurezza”
(Technological and Security
Environment Project) managed by
Dr. Giovanni Leonetti,
INPDAP

Reducing reliance on paper

INPDAP had to align with the other two major welfare institutes in Italy, INPS and INAIL, which had already streamlined service delivery by putting services and forms into an electronic format. INPDAP expected to draw benefits by optimizing internal processes and enhancing interactions with constituents, thus complying with national eGovernment plan requirements.

A first key step of the eGovernment strategy in Italy was taken in early 2002, when the Ministerial Committee for the Information Society approved the guidelines for the digitization of public administration and endorsed 10 strategic eGovernment objectives. These objectives encompassed the macro-areas involved in the online provision of public services, internal efficiency, human resource development, transparency, and quality.

At the beginning of 2004, the current Minister for Innovation and Technologies, Lucio Stanca, tied those eGovernment guidelines with cost effectiveness targets, by claiming that innovation can improve public accounts. Minister Stanca declared, “At present, spending on the operations of central government comes to around €75 billion, of which 15% is for the purchase of goods and services, around 75% on teachers, the police, and the armed forces, and the remaining 10% on running government ministries. It is with reference to this last area that we want to recover at least 10% of expenditures, which will generate a cost saving of €750 million per year. The initiative is one in a broad-ranging program to bring greater efficiency to the public administration through the use of tools such as eProcurement, e-mail, digital signatures, and the IT protocol and, above all, to reduce the cost of the organisational apparatus that accounts for 5% of costs in a well-run private company but for as much as 40% in the public sector, and specifically in government Ministries. It is a question of introducing a system of unified personnel management and the accessory competences, generally applying the IT protocol and digitizing all the document flows of the Public Administration; using information technology for all incoming and outgoing payments; building a Public Connectivity System.”

In line with those general government objectives, INPDAP wanted to reduce both paperwork and manual data entry, as well as integrate disparate IT systems. The organization’s goal was to reduce mistakes, delays, frauds, and significantly reduce operating costs, while empowering staff to focus on value-added services.

The challenge was that most activities still required manual entry, which often results in errors and problems. In addition, forms completed by hand can be misrouted or sit for weeks in an employee’s inbox and mistakes missed in improperly completed forms could lead to payment errors.

An additional challenge was an issue faced by many large welfare agencies: personnel shortages. The retirement of baby-boomers and restrictions on hiring new people have put many organisations in a difficult position, especially when it comes to staffing front-office positions that deal directly with citizens. More efficient back-office operations will enable the reallocation of precious resources to the front-office.

Making life easier for citizens

Where existing forms were already digitized, each department had developed and implemented its own solution, typically using Adobe Portable Document Format (PDF) in combination with the free Adobe Reader. However, several groups used less open technologies for designing and managing forms. INPDAP needed to set up one central, easy to access, up-to-date repository of forms, with a common file format. In essence INPDAP aimed to establish easily managed document standards across all groups.

The Communication Office, responsible for forms management and citizen interface, wanted to ensure that customers could easily find all the forms they were accustomed to submitting manually. A large proportion of INPDAP’s users are pensioners who are less familiar with new technologies. Adopting intuitive, easily managed electronic documents was therefore critical to facilitate the transition to a modern self-service, any-time, anywhere delivery framework. A major advantage to the citizen was that the solution significantly reduced the need to make frequent and lengthy visits to INPDAP offices.

- Adobe LiveCycle Reader Extensions on the AIX Websphere platform.
- Adobe LiveCycle Forms
 - 4 CPUs for production on AIX Websphere platform.
 - 1 CPU for test on Microsoft® Windows® 2003 and Websphere platform.
 - 1 CPU for development on Windows 2003 and Websphere platform.
- Adobe LiveCycle Designer

Server components are installed in the INPDAP data center in Rome. The Adobe LiveCycle Designer software is on ten desktops at the communication office, where forms are designed and deployed.

Implementation is made easy by previous experiences with INPS and INAIL. “Adobe immediately showed a good understanding of INPDAP requirements,” says Luciano Manunta, project coordinator in the Department for the “Progetto Ambiente Tecnologico e Sicurezza” (Technological and Security Environment Project) managed by Dr. Giovanni Leonetti, INPDAP.

For More Information

www.adobe.com/products/livecycle/

Real returns

A full ROI study will be initiated after forms processes are automated. The measurement of return will span three years. Based on the experience of INPDAP’s sister agencies—INPS and INAIL—the Adobe solutions deliver considerable benefits:

- INPS: now experiencing 800,000 electronic downloads per month and anticipates a 33% reduction in the use of paper forms within two years
- INAIL: now registering 30% of requests from women at home with children using welfare applications submitted online
- Automatic update of existing customer data from the Oracle repositories helps the organisations avoid duplication and mistakes

“The automatic link to Oracle repositories means a lot in terms of avoiding non-secure access to data and duplication of data entry,” says Manunta.

Much attention is also being paid to the benefits that the new solution will produce for end-users:

- Digitised forms will have the same look and feel as paper forms, thereby reducing learning curves for INPDAP users.
- Free Adobe Reader software enables users to download forms, fill them in offline, and submit them when back on-line. The agency can automatically process and extract data. As a result, connectivity costs to end-users are reduced significantly when compared to full online transactions.

“The Adobe LiveCycle Reader Extension solution represents the quantum leap for us, since its combination with free Adobe Reader software enables end-users to complete forms offline,” says Manunta.

- Government regulations impose strict requirements for electronically accessible documents. New forms in Adobe PDF format are fully and immediately compliant with eAccessibility rules, which require digital documents to be accessible to people with disabilities.
- Forms are redesigned to be as simple as possible. For instance, there used to be ten forms to request child participation in summer camps; now only one digital form is needed to perform the same task. Currently, the organization manages approximately 200 forms—including tax declaration, payslips, and benefit applications—and aims to re-engineer the designs to simplify them and reduce the overall number of forms used by 20-30%.



Adobe

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

Adobe, the Adobe logo, Adobe LiveCycle, and Reader are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries. Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks are the property of their respective owners.

© 2007 Adobe Systems Incorporated. All rights reserved. Printed in the USA.
95006966 07/07 R