

F2 Digital Public Administration Suite

Introduction

Developed in close collaboration with a number of Danish Ministries, the F2 suite represents a new model and software for paperless public administration.

Today ten Danish Ministries use F2 including the Prime Minister's Office, and the Danish Ministry of Foreign Affairs is currently rolling out F2 for 2,000 employees globally at 100 locations.

With F2 Ministries and Agencies can eliminate the use of paper and digitize their work flow, including case processing, ministerial submission and parliamentary correspondence, collaboration, knowledge sharing, document management, archiving and records management. Now everyone in the organisation, including the Permanent Secretary and the Minister, has instant access to all formal and as informal documents and information, with secure mobile access from iPad/ tablets and smart phones.

The F2 model runs on 100% a standard platform, which is very flexible software and can be configured to support organisations without any programming. The Danish Agency for Governmental IT Services (part of the Ministry of Finance) offers F2 as a cloud service for government organisations. The F2 cloud allows very fast and cost effective deployments with a typical implementation period of just a few months from start until all users have gone live.

In 2011 the Ministry of Transport and the Ministry of Climate & Energy received the national digitization award due to the efficiency, speed of implementation and very high user satisfaction, they achieved with their F2 projects.

About cBrain

cBrain is a Danish software company, listed at Nasdaq-OMX, and has developed the F2 software. cBrain works closely with the Danish Agency for Governmental IT Services and is a partner with Fraunhofer in Germany.

For further information about cBrain and F2, please see www.cbrain.dk

About the Danish Agency for Governmental IT Services

The Agency for Governmental IT Services is an agency of the Ministry of Finance group, which provides IT services to ten Ministries and their 11,000 users. The Agency for Governmental IT Services is responsible for operating an effective IT support service and for ensuring a high-quality and consistent IT service across the Government. The main tasks include the development and harmonization of IT in the Government and providing operational support.

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1. Services and pricing

F2 offers a complete and integrated high-performance workbench and process platform which allows knowledge workers within public governmental organisations to eliminate paper and work in fully digitized working environments.

However, not all organisations may be ready to transform themselves into fully digitized environments. The F2 cloud license is therefore offered as a core document management and records management module in combination with a number of extension modules, that each offers further digitization. The application license is offered as a per user license or as a per organisation (database) license depending on the type of software module.

The F2 cloud is based on a 100% standard software platform, and the F2 cloud services include software maintenance and upgrades to new versions of the platform.

Everything you need to implement F2 (including organisational set-up, training, data migration etc) is offered as part of the F2 cloud offering in parallel with the application licenses. Everything you need for operational running including access to support and helpdesk as well as backup are included within the application licenses.

Standard Application Services	Price (GBP excl. VAT)	Requires
F2 DRM (Document and Records Management)	9 User/Month	
F2 KWD (Knowledge Worker Desktop)	19 User/Month	F2 DRM
F2 CMMB (Correspondance management ministerial business)	19 User/Month	F2 KWD
F2 Manager (for IOS)	900 Database/Month	F2 DRM
F2 cSearch (BI module)	500 Database/Month	F2 KWD
F2 Process workflow manager	900 Database/Month	F2 KWD
F2 Self-service management	900 Database/Month	F2 KWD
F2 Advanced integration	900 Database/Month	F2 KWD

Standard Implementation Services (GBP excl. VAT)						
SFIA Standard rate card						
Daily rates	Strategy & architecture	Business change	Solution dev. & implementation	Service management	Procurement & mgt support	Client interface
1. Follow	750	750	750	750	750	750
2. Assist	950	950	950	950	950	950
3. Apply	1,200	1,200	1,200	1,200	1,200	1,200
4. Enable	1,350	1,350	1,350	1,350	1,350	1,350
5. Ensure and advise	1,550	1,550	1,550	1,550	1,550	1,550
6. Initiate and influence	1,800	1,800	1,800	1,800	1,800	1,800
7. Set strategy, inspire, and mobilise	2,100	2,100	2,100	2,100	2,100	2,100

The standard implementation services are based on the following assumptions:

- Consultant's Working Day is 8 hours including lunch.
- The rates are subject to the availability of suitably skilled resources.

In parallel with the standard application licenses and services, the F2 cloud offers a number of specialized package offerings which combine a selected set of Application Services and Implementation Services.

F2 Manager promotion package	Price (GBP excl. VAT)
Cloud set-up and getting started services	6,000
Package 1: • F2 DRM users: 5 • F2 KWD users: 5 • F2 CMMB users: 5 • Up to 50 mobile users	4,000 Database/year
Package 2: • F2 DRM users: 15 • F2 KWD users: 15 • F2 CMMB users: 15 • Up to 200 mobile users	10,000 Database/year

F2 Suite test and pilot project	Price (GBP excl. VAT)
Package 1: • Up to 30 full use back-office users (DRM, KWD and CMMB) • cSearch • F2 Manager • Unlimited number of internal organisation mobile users • System set-up, configuration and training services • 6 months trial period	Total: 40,000
Package 1: • Up to 100 full use back-office users (DRM, KWD and CMMB) • cSearch • F2 Manager • Unlimited number of internal organisation mobile users • System set-up, configuration and training services • 6 months trial period	Total: 60,000

Organisations who have deployed a special package offering can re-use their setup and data if they convert to the Standard Application services.

2. Application description

The F2 Digital Public Administration suite is a fully integrated software platform that supports all governmental working routines and knowledge production, informal as well as formal work, collaboration and communication.

F2 functionality includes:

- Digital archive with advanced search
- Role and access management
- Records management/regulatory compliance
- Management reporting and business intelligence
- Social media (eGov2.0 e.g. Chat)
- eGov workflow and processing
- Collaboration
- Communication including Email
- Routing with input/output management
- Case and document processing
- Open interfaces (APIs)
- Single sign on via Active Directory
- Mobile access via smart phones & tablets



The F2 Digital Public Administration Suite is delivered as a cloud service with a core DRM module and a set of extension modules. The scheme below highlights selected F2 features, along with the modules they are in.

Functional area	Module	Selected Features
Role and access management	DRM	<ul style="list-style-type: none"> • Possible to define multiple user role types with individual functional rights. • Possible to define full organisation chart and assign roles and users. • Possible to import of users from active directory. • All system setup including organisational chart, roles and users are managed online as a end user through the user interface.
Digital Archive	DRM	<ul style="list-style-type: none"> • The F2 archive stores both formal documents (public records) and informal documents, including mails and social media exchanges like Chat. • One document can be stored in 0, 1 or many folders. The F2 archive supports a folder structure both at corporate level and at private level. But in contrast to a desktop (where documents a physically stored in folders), folders are just pointers to documents, and a document can therefore be "stored" in many folders (for example for personal follow-up or project rooms). • Data deduplication.
List manager	DRM	<ul style="list-style-type: none"> • Predefined searches, called lists, can be defined at corporate level, unit level or personal level. • Users can the change layout of lists by changing columns (metadata), the order of columns, grouping, and sorting order. • F2 holds the individual list definition as part of the user profile, which means that list definition are kept also when F2 is upgraded or when the user switches to another PC. • F2 automatically maintains a special list for each user called "my archive" which links to all the documents the user has seen and worked on. This significantly eases search for information as more than 95% of all searches are for documents that users have seen before.
Unified Search	DRM	<ul style="list-style-type: none"> • As the F2 database contains all data, the F2 search offers instant access to all data with a single query including access to formal as well as informal documents, mails, chats, notes etc. This makes responding to FOIs and parliamentary questions a very simple task. • When users search for a document, F2 automatically only shows the newest version of the document (unless the users specifically search all versions) which significantly eases search for information.

Functional area	Module	Selected Features
eGov workflow and business processes	CMMB	<ul style="list-style-type: none"> • Support for full digital Ministerial Submissions <ul style="list-style-type: none"> • In F2 preparation and communication of submissions is fully integrated, which e.g. means that a submission can be supported without using email. • F2 Submission functionality is extensive and supports changing workflows for special situations, individual deadlines for urgent responses and it offers real-time visibility of where submissions are in the process. • In governmental departments that have deployed F2, the benefits from being able to manage the submissions process have been highlighted as a "killer" functionality that significantly improves both staff productivity and quality of content. • Support for "star hearings" <ul style="list-style-type: none"> • Support for "no email" policies as a formal document can be shared with other users or departments for comments.
eGov workflow and business processes	Process	<ul style="list-style-type: none"> • Defining individual processes without programming <ul style="list-style-type: none"> • In F2 individual processes can be defined by use of a graphical process editor by internal users without programming. • Processes are defined as checklists with tasks. F2 provides built-in quality management as each task can be documented and verified. F2 also supports progress monitoring, as deadlines and progress related to tasks can be reported for management. • Tasks can be automated to reduce user work and increasing quality.
eGov workflow and business processes	Self-service	<ul style="list-style-type: none"> • Selfservice <ul style="list-style-type: none"> • In F2 certain steps of individual processes can be setup as a (Web or mobile) selfservice frontend, which allow e.g. Citizens or Companies to initiate a new case.
Collaboration	KWD	<ul style="list-style-type: none"> • Collaboration forums <ul style="list-style-type: none"> • The F2 built-in Chat allows groups of users to have informal collaboration forums within the context of a specific document. • Documents can have "chat". This is a very effective method to discuss the content of documents and much faster than traditional email discussions. • Individual folders (with documents) can be used for project rooms, as folders in F2 just hold pointers to documents. • Instant Messaging.
Communication and routing	KWD	<ul style="list-style-type: none"> • Built-in email frontend <ul style="list-style-type: none"> • F2 offers a built-in email-like communication for inhouse use. With F2, an internal mail is "just a pointer" to a document. • This saves a lot of disk space as email documents are no longer copied for every outbox). • It offers transparency as users can see when mails are opened, forwarded etc. • F2 offers a complete built-in contact and mail register covering both internal and external contacts <ul style="list-style-type: none"> • The contact register supports visibility at corporate, unit and personal level. • The F2 contact register recognizes addressee domains and looks for "similar" contacts to minimize duplicate contacts. • Support inboxes for both employees, organisational functions and units. • Automatic PDF conversion for publishing and archiving <ul style="list-style-type: none"> • When a user send documents for external users, the user can select if enclosed documents should be attached using the original format (e.g. Word format) or as a PDF document. This saves time and increases quality as F2 can ensure that PDF is used as the default sending-format. • Metadata remover <ul style="list-style-type: none"> • As a special feature F2 offers a metadata remover function which automatically removes all hidden metadata when documents are sent to external parties. This ensures that internal information is not shared externally by mistake.
Communication and routing	KWD	<ul style="list-style-type: none"> • Personal and shared inboxes <ul style="list-style-type: none"> • This means that documents can be placed, mailed or included in chat at an individual or group level. This supports effective routing and transparency of internal document routing and flows. • Output management <ul style="list-style-type: none"> • F2 supports multiple channels of communication based on the recipient profile. • Responsibility control at document level <ul style="list-style-type: none"> • A document in F2 can have both a "responsible person" and a "responsible unit". F2 controls that all documents as a minimum have been attached to a responsible organisational unit (are "placed" at an organisational unit). This ensures that documents can not get lost.

Functional area	Module	Selected Features
Case and document processing	KWD	<ul style="list-style-type: none"> • Integrated document processing <ul style="list-style-type: none"> • Documents can be opened directly for editing in F2, as F2 automatically selects the relevant editing tool (like Word), and after editing (with "Save document") F2 stores the document with relevant metadata. • F2 supports most types of office productivity tools including Microsoft Office and open source tools such as Open office and LibreOffice. Users can use the productivity tools they prefer and F2 can be upgraded independently of productivity tools. • F2 supports common document standards such as ODF and OOXML. • Support for logical documents <ul style="list-style-type: none"> • F2 directly supports a 3-level structure with case/logical document/physical document (attachment), where metadata are attached at all 3 levels. • Each logical document in F2 can have both formal and informal content and metadata attached, supporting formal and informal work without switching between systems. • Formal and informal annotations <ul style="list-style-type: none"> • F2 offers a set of different document annotations such as personal comments, formal comments, endorsements and instructions. • Preview <ul style="list-style-type: none"> • All documents within the archive are stored as both the original document type and as a PDF. Users can therefore view documents almost instantly without having to open the document by use of a built-in PDF viewer in F2. This saves time. • Convert document to mail by one click • Share case and documents on iPad <ul style="list-style-type: none"> • Documents can be selected and organised for automatic replication on iPad. • Distribution lists allow for limited replication. • Activation period defines replication period.
Records management and regulatory compliance	DRM	<ul style="list-style-type: none"> • E-discovery reporting <ul style="list-style-type: none"> • F2 offers a built-in specialized report writer which supports E-discovery. • Based on a user query F2 presents a report as a list of documents, with or without related documents. The user can edit the resulting list and store the final report as a formal answer, which can then directly be mailed, stored and/or printed with an automated registration. This can make answering an FOI request as simple as performing a search. The results can be saved and re-used across frequently re-occurring questions.
Social media	KWD	<ul style="list-style-type: none"> • Informal communication based on context driven chat <ul style="list-style-type: none"> • F2 offers chat which operates within the context of a document. Users can have informal communication and discussion rooms in parallel with the formal work processes. • Presence <ul style="list-style-type: none"> • In connection with the chat, F2 offers a presence function which shows the status of other users (online/offline) as green or red lights.
Management reporting and business intelligence	cSearch	<ul style="list-style-type: none"> • Google-like search <ul style="list-style-type: none"> • F2 offers a google-like search which shows relevant documents with "type-ahead" enabled. • Searches can be filtered to only show certain types of documents (mails, chats, registered documents etc), filtered by metadata e.g. Author or Mail-address.
Management reporting and business intelligence	KWD	<ul style="list-style-type: none"> • Query based report writer <ul style="list-style-type: none"> • F2 offers a built-in SQL-based report writer which offers access to all documents and metadata, with the ability to extract and format directly into other formats like Excel for further formatting. • Queries can be named and stored for later use.
Smart client and mobile	CMMB	<ul style="list-style-type: none"> • Mobile access <ul style="list-style-type: none"> • Mobile users have access to a comprehensive set of F2 functionality through smart phones. • Mobile access includes e.g. access to search lists, folder lists as well as the cSearch BI module. • Ministerial submissions. • Case processing and list management.

Functional area	Module	Selected Features
Smart client and mobile	Manager	<ul style="list-style-type: none"> • Management meetings on iPad <ul style="list-style-type: none"> • Secure App (F2 Manager, Apple AppStore). • Automatic replication of documents without use of 3rd party software. • Offline secure access to documents within the app. • Offline annotations without use of a 3rd party app. • Voting functionality with comments. • Submissions on iPad <ul style="list-style-type: none"> • Managing submissions, including personal annotations, all within a "containerised" app. • Chat in the context of document meetings and submissions.
Web services/ xml, active directory and Office	DRM, KWD, Advanced Integration	<ul style="list-style-type: none"> • Rest <ul style="list-style-type: none"> • REST interfaces are offered for a comprehensive set of data exchange, covering content and an extensive metadata set, including REST interfaces for documents. • Open data <ul style="list-style-type: none"> • Support for data access for citizens (online e-discovery). • Integration to email systems like MS Outlook, Gmail etc.