





Enterprise portal

Ville de Liège

ICT Department

Benoit JOSEPH - CIO

Plan

- Global Organisation
- ICT Strategy
- Enterprise Portal Project
- ECM Project 2.0
- Use cases
 - “Etrang” Application

LIEGE, a connected City



**6 international
motorways**



**High-speed train
station**



**Airport: 7th European
(cargo)**



**Port : 3rd European
(river port)**

Une ville, un esprit.


Liège

www.liege.be

LIEGE in a nutshell

- ❑ A city of 195.000 inhabitants in the heart of Europe
- ❑ Third biggest conurbation in Belgium (600.000 inhabitants)
- ❑ Capital of a Province of 1 million inhabitants
- ❑ 3rd city of Belgium
- ❑ Economic capital of Wallonia
- ❑ First tourist destination in Wallonia

Administration of Liège

- about 2900 full time employees (about 3400 on payroll)
 - 1700 administrative agents
- about 100 sites to support
- about 30 missions
 - Population management, Public spaces management, education,...

DSI (Department of Information System)

- 50 agents
- 4 competence centers
 - Architecture
 - Processes and projects
 - Dev
 - Ops
- Open source and Java technology oriented

ICT Strategy @ Ville de Liège

- Strategic plan sponsored by Authority
- Main goal: Align IT on business needs
- Benefits:
 - increase efficiency
 - increase quality of service
 - update global ICT usage
 - reduce cost (synergy, ...)
- Methodology:
 - Collaborate with the business
 - IT/Business team on each project
 - Strong governance (Authority and hierarchy commitment)
 - Project management based on standard (ITILv3, Prince 2)

ICT Strategy @ City of Liège

- More than 30 projects initiated
 - Organisation-wide coverage
 - works department, civil registration, urbanism,...
- ECM is included but a part of a bigger project
 - Enterprise Portal

Enterprise Portal

What is Enterprise Portal supposed to provide:

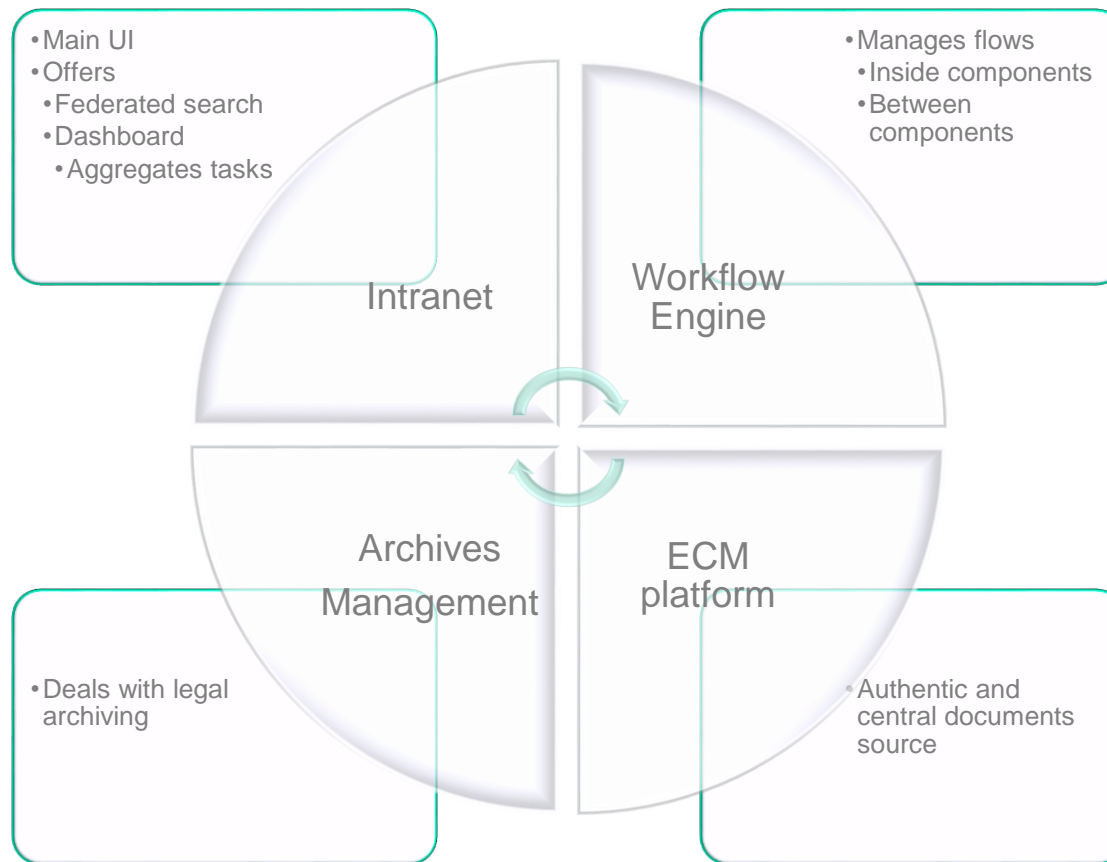
- a single point of access for information
- a federated search across information sources
- a dynamic, organized and **userfriendly** tools for
 - Intranet (news, job opportunities, RH documentation,...)
 - ECM (and Archiving)
 - Workflows
 - Dashboarding
 - An alternative to Windows Shares (at some point)
- From a technical point of view, it must support and offer
 - Interoperability with Microsoft environment
 - Standard API (WS, Rest/JSON,...)
 - Ability to interface with others applications
 - Ability to extend features
 - Integration with our SSO
 - *Use the solution as a platform for custom development*

Why do we need Enterprise Portal ?

- Users need and ask
 - more structure for their documents
 - a more powerfull way to search information across sources
 - Dashboards to manage their activities
 - Regard to the increase in the number of applications and tasks (via integration and interfaces)
 - A way to organize and « codify » their activity flows
 - Need of « macro » Workflows
 - Transversal between specific applications and specific business flows
 - Ex: issuing an urban planning permit implies
 - Mail flows
 - Decisional flows
 - ...

Enterprise Portal

Enterprise portal functional architecture



Enterprise Portal

Enterprise portal components (first try)



Enterprise Portal principle:

- Each component offers functionalities to others
- Generate more value added from the integration
- Provide a consistent and rational UX across modules and features
- Promote the reuse of content

But We can't cope with it. Why?

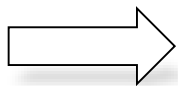
- Building of this global solution from scratch is too complex
Integration causes loss of functionalities instead of adding more, frontend product was a bad choice.
- Weak Desktop integration
Counter-intuitive behavior from a windows user point of view
- Unified search did not work as expected
No classification of the results, no way to use specific metadata,...
- Poor Web usability in the final result
No way to use content of ECM through portal, no way to deploy workflow through the solution...

But it wasn't all bad:

- City of Liège maturity on ECM project has increased
- Authority (and DSI) is still convinced of ECM added value
- Alfresco choice is confirmed
 - Moving from Community to One edition

What we did:

- Focus on ECM part of the project
- Search for other components (that integrate with Alfresco)
- Work on global content model and use cases



and finally relaunch the ECM project

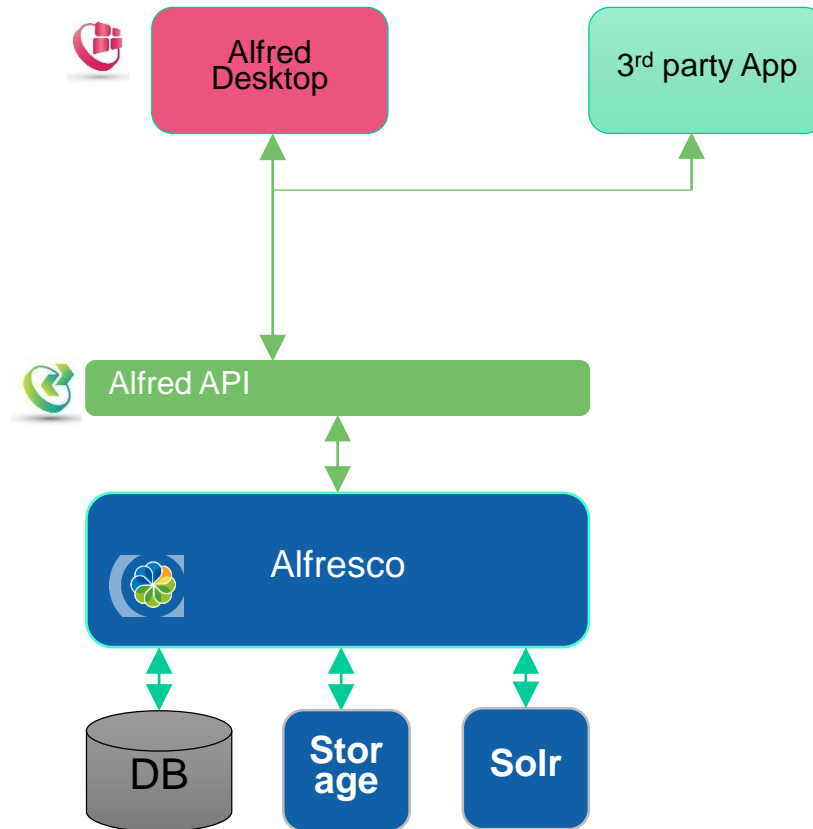
ECM Project 2.0 roadmap:

- Define a global Model
- Find a partner to help us building our content model
- Find an interface that matches our needs
 - Better user-friendliness
 - Powerfull search tools
 - Better desktop integration

And we found them !

ECM Project 2.0

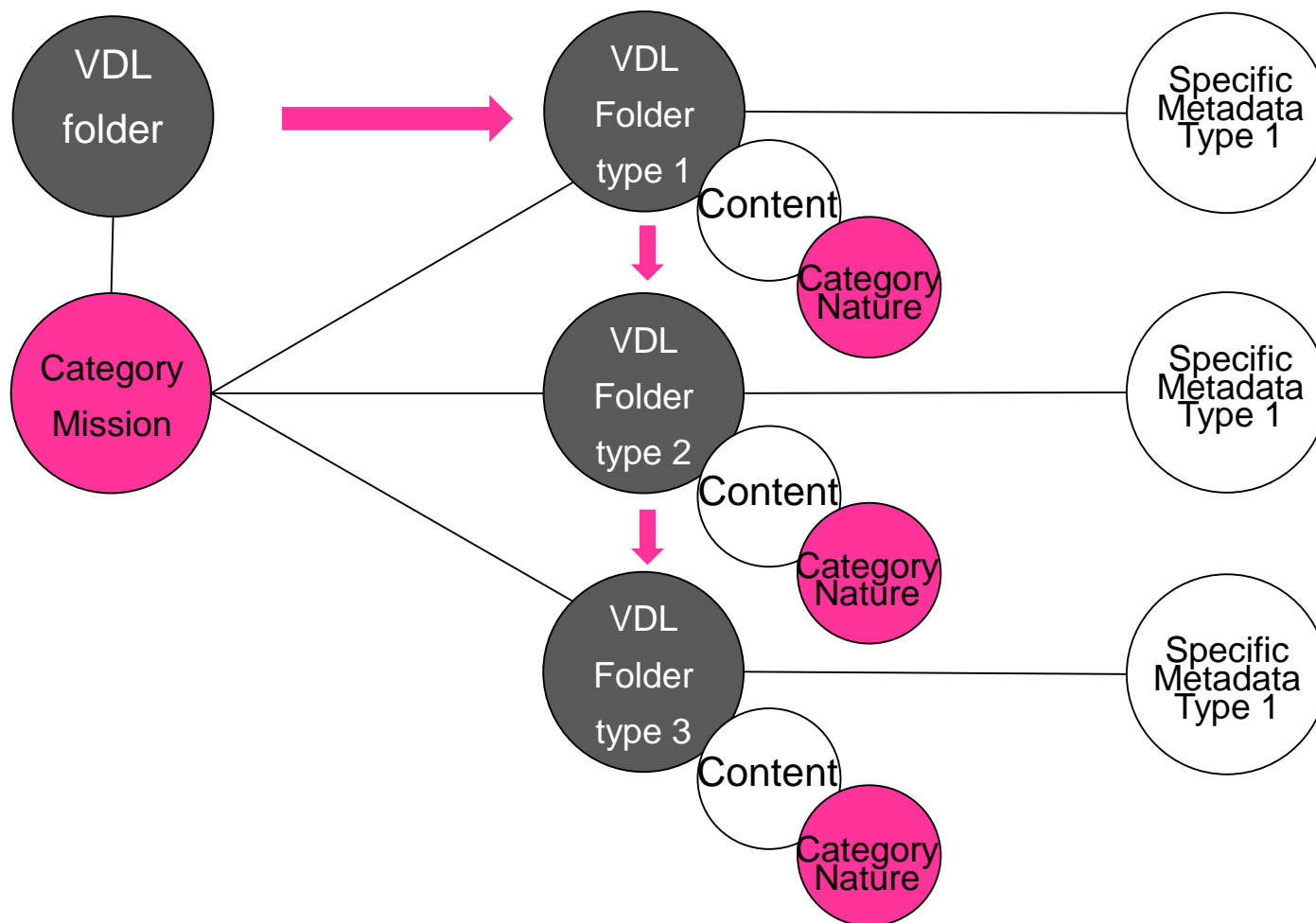
ECM Project 2.0 Architecture:



ECM : Project global approach and strategy

- Build a Global model VDL
 - Hierarchical
 - Metadata inheritance
 - Automated as far as possible
 - Should be generic to allow reuse for specific business cases
 - Includes all status of the document lifecycle
 - Allows automatic archiving

Synthetic view of the Content Model



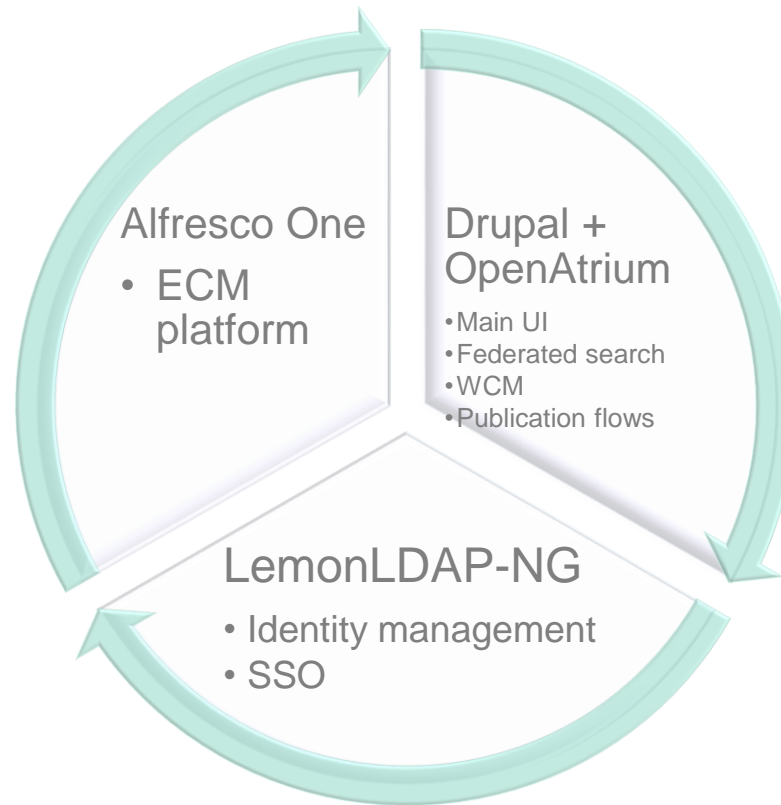
ECM Use Cases

Use cases (release candidate)

- Intranet Integration (welcome back Enterprise Portal!)
- Foreigners reception service

ECM Use Cases : Intranet

Intranet



ECM Use Cases : Intranet

Implemented so far

- SSO
- Drupal/Alfresco Integration
 - Based on CMIS
- Drupal functionalities (obviously...)
- Federated Search on both Alfresco and Drupal
 - Mechanism
 - Is extensible (Drupal side)
 - Ability to add more sources in future
 - Takes into account access rights on both side
- Ability to reuse documents and metadata from Alfresco in Drupal content (links, directory listing,...)
 - Ability to expose in Drupal documents managed (in terms of flow) in Alfresco (or Activiti)

ECM Use Cases : Etrang

Etrang (Foreign reception service application)

- Virtually 80 users
- Specific content model based on global model
- About 2.000.000 documents to migrate
- About 200.000 documents / year

Etrang : Requirements

- Strong integration with business application
- Accessing and searching information
 - by case number
 - by name
 - by document type
 - ...
- Access rights management
- Metadata management

ECM Use Cases : Etrang

Etrang (Foreign reception service application) : Architecture



ECM Use Cases : Etrang

Etrang (Foreign reception service application) : Architecture

- **Alfred Desktop**
 - Provides an explorer-like interface to the user
 - with more powerful features
 - Allows userfriendly file operation
 - Offers easy metadata management
 - Provides easy way for folder structure templating
- **Alfresco**
 - Allows to reuse Global model
 - Acts as a platform offering rich services you can rely on
 - Provides accountability and traceability on documents produced
 - From application
 - From scanning
- **Business Application**
 - Handles the business tasks (obviously)
 - Produces all required documents

Alfred Desktop: an familiar working environment

Fred - @ Serveur de test

Fichier Fenêtre Aide

Company Home > VDL > Test > testimport > [redacted]

813120-01 Résultats de la recherche

Nom	Info	Descriptif	Description
Annexes_1.pdf	Document Etranger		
Annexes_2.pdf	Document Etranger		
Enquetes_1.pdf	Document Etranger		
Enquetes_2.pdf	Document Etranger		
Etat_Civil_1.pdf	Document Etranger		
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Métadonnées

Nom: Enquetes_1.pdf
Type: Document Etranger

Créateur: iris
Date de création: 22/11/2007 16:34:28
Modificateur: iris
Date de Modification: 22/11/2007 16:34:28

Etranger

N° dossier: [redacted]
Nom et prénom: [redacted]
Sexe: F
Date de naissance: [redacted]
Lieu de naissance: Tanger
Nationalité: Maroc
Numéro National: [redacted]
Date de mise à jour:

Permissions

Document Permission: private

Mission aspect

Mission: Population

Nature aspect

Nature: Enquêtes

Prévisualiser

1 sur 1

2. IDENTITE COMPLETE !

DATE DE L'ENQUETE 27

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ET AVOIR CONSTATE QUE

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MOTIVATION

REMARQUES EVENTUELLES

LOI DU 03/01/1933 - 61

VISA DU COMMISSAIRE DE

Automation: inherit AND propagate properties from folder to subfolders and files

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Specific properties on files

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Video demonstration

Alfresco integration with the application « Etrang »



THANK YOU