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SAP AG • Germany

**Consortium partners:**

CSI-Piemonte • Italy

ERCIS • Germany

FileNet • Great Britain

IWI HSG -

University of St. Gallen • Switzerland

Planet S.A. • Greece

ZIE - University of Lodz • Poland

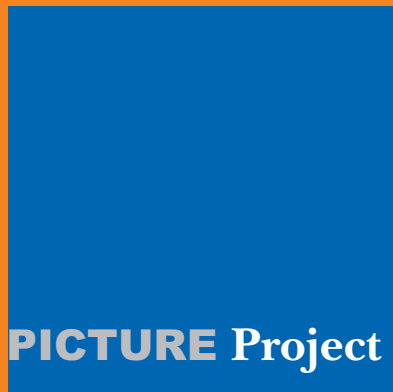
City of Amaroussion • Greece

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**PICTURE Project Consortium**

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**Contact details:**

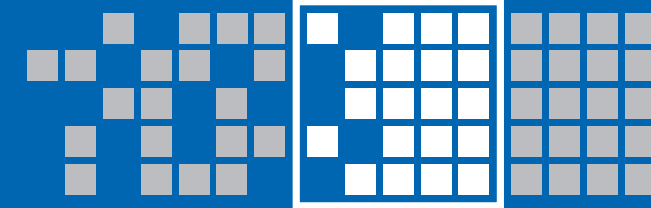
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**PICTURE**

An instrument  
to provide successful  
**ICT** investment  
strategies for  
European Public  
Administrations



SIXTH FRAMEWORK  
PROGRAMME



Information Society  
Technologies



funeriacolombia - torino



**PICTURE** is a European Commission funded Specific Targeted Research Project (STREP) aimed at exploiting the large potential for modernizing European Public Administrations (PAs) that lies in process reorganisation with information and communication technology (ICT).

Municipal administrations often find it difficult to exploit this innovation potential because decision makers hesitate to invest in process reorganisation projects and ICT infrastructure. This is largely due to the fact that the potential impact is usually unclear and hence large investments cannot be justified to the political leadership and the public. The result is that PAs focus on the optimisation of single processes without a coherent and long term ICT strategy. Without such a strategy most of the innovation and reorganisation potential remains unexploited

## goal

**PICTURE**'s goal is to develop, validate and disseminate a web based instrument to enable an efficient measurement of ICT impact, based on a consistent view of the overall process landscape of European Public Administrations. **PICTURE**'s methodology will support decision makers in European Public Administrations to develop successful and long term ICT investment strategies

## how does PICTURE work?

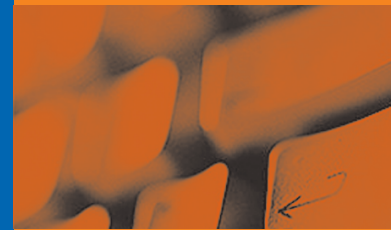
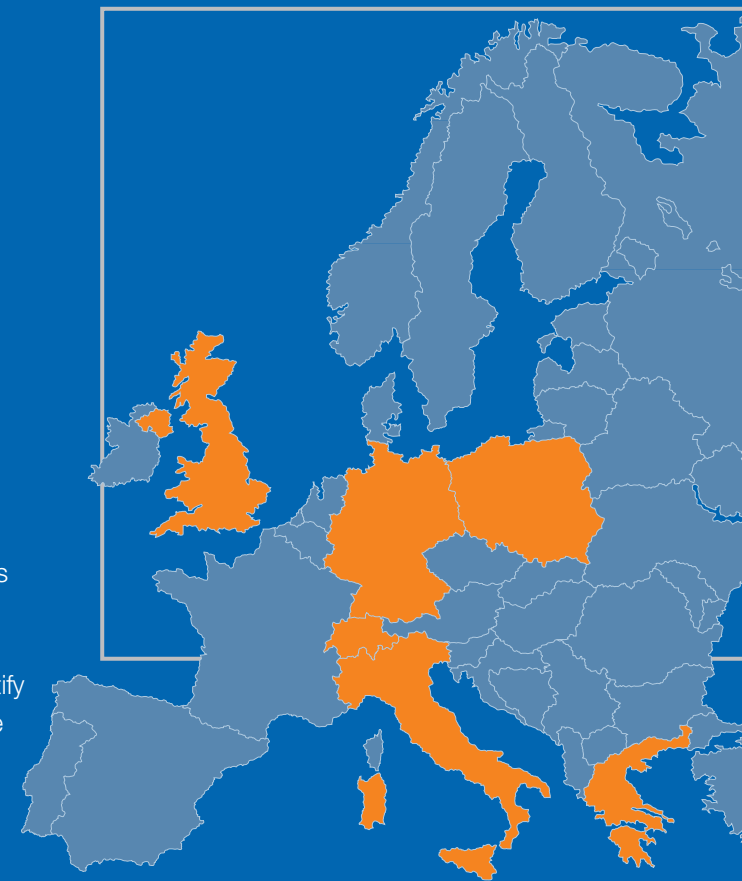
**PICTURE** consists of two core modules: the *Process Landscaping Module* and the *ICT Impact Measurement Module*.

- The *Process Landscaping Module* will be used by process owners and executors to capture the administrative processes of a Public Administration.
- The *ICT Impact Measurement Module* will identify and measure the ICT impact on administrative processes of a Public Administration in a qualitative, quantitative and monetary dimension.

Strategy development with **PICTURE** follows three steps:

1. **Model** → Use the Process Landscaping Module to capture business processes
2. **Measure** → Use the Impact Measurement Module to calculate ICT impact on business processes
3. **Analyse** → Analyse the results and develop a sound ICT strategy

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## PICTURE Project Consortium

### PICTURE

**Process Identification and Clustering for Transparency in Reorganising Public Administrations**

- 6<sup>th</sup> Framework Programme for Research and Technological Development (6FP RTD)
- Duration: February 2006 - January 2009
- 12 partners from 6 different countries
- 5 medium-sized Municipal Administrations

## target groups

- **Decision makers in European Public Administrations**  
**PICTURE** will create a transparent view on administrative process landscapes, and uncover the application areas of useful ICT components, and thus deliver the information required to develop a successful and coherent IT strategy
- **ICT Market**  
**PICTURE** will increase transparency concerning ICT value for Public Administration processes, and thus the European software and hardware ICT market will gain new business opportunities
- **European citizens and businesses**  
**PICTURE** will enhance the diffusion of useful ICT components, and thus service quality will improve in terms of time, cost and effectiveness

## results

The European public sector policy has to be transformed to cope with new challenges: back-office process optimization and infrastructure integration are necessary to guarantee innovative front-office service delivery and the diffusion of e-government. The integrated **PICTURE** model, based on process clusters with strong structural analogies, will produce significant results in terms of quality, throughput, time and costs for the processes it is applied to. As a whole, **PICTURE** will enable decision makers to develop a successful and coherent - vendor independent - ICT strategy