London borough of Camden open source journey

Francois Mounier
Integration and development manager
London Borough of Camden
Who are we?

• Inner London borough of 230,000
• Providing over 600 services
• Wide socio-demographic range
Where we started - Aplaws

• Started as the Pathfinder Project sponsored by ODPM in 2001 for exploring next generation e-government

• Objective was to produce a Content Management System and associated open standards that would enable Local Government to meet the objective of putting all local government services online

• Develop community to carry on development on sourceforge (http://sf.net)
Aplaws - continued

• UK, international, academic and commercial implementations in Australia, USA, China, France …

• Once UK government funding stopped evolved into a community led development

• Transition challenges: leadership, governance and etiquette
What we did next

• Revamped section of our website from externally hosted/supported ColdFusion application to internally hosted Alfresco implementations

• Providing targeted BI capabilities to teams using Pentaho BI

• Supported the merging of department providing a single view of customer using Jboss Enterprise data services (JEDS)
Why did we decide on Open source

- Expended the use of Open source solution where/when it was a best fit
- Fitted our vision of start small / think big with low entry costs
- Ability to define support/development model that fit the specific product/project leveraging the open source ecosystem
Success story example - JEDS

- 5 teams were merged as part of the Permissions, Licensing and Enforcement project.

- The overall aim was to reduce the number of contact points for customers

- Challenge - Officers will be require to learn new processes and 6 different back end systems
What is JEDS?

- Open Source System that implements data access, transformation, integration, and aggregation without programming
- It also enables data integration within SOA environments by creating data services accessible via JDBC, SOAP …
- Repository for storing data service definitions with relevant metadata.
Project Challenges

- As with many ‘change’ projects, there were other challenges
  - Short Time Scale – between appointment of key personnel and go live date.
  - Capturing multiple processes from existing staff during a restructure.

- To develop a user interface that could be understood with no training.
Outcomes

- All services integrated into the SVC within 8 weeks
- SEAM based UI created on an iterative basis utilising end user feedback to refine requirements
- SVC used within Lagan CRM, no cost.
- Total cost was 22 consultancy days.
- SVC used more than 3K times within first month of service going live
- Users rate the system as very good for both functionality and usability
Creating the right environment

- Knowledge sharing program for new technology/product starting from the POC to first/second implementation
- Decide on development model: in-house, outsourced, contractors, hybrid …
- Commitment of right resources for the full project lifecycle
What’s coming next

• Service Orientated Architecture initiative utilising Jboss SOA stack

• Challenges not only technical but cultural
Questions and Answers

francois.mounier@camden.gov.uk