

## District Administration with Intrexx

# Northern Friesland relies on a web-based employee portal as a central tool

### The District of Northern Friesland

As one of 69 "option districts" in Germany, the district of Northern Friesland [Nordfriesland] both supports the long-term unemployed and serves as an employment agency for those seeking work. The 25 former social service departments have been merged into seven social service centres.

### Requirement

The highly decentralized structure of the Northern Friesland district aroused the desire for a central tool that would better network and support the entire district administration. The objective was that all employees, independent of their location, should have access to all necessary information and functions in order to manage their work in the best way possible.

### Solution

A web-based employee portal was created in 2004 using the Intrexx portal software from United Planet. The flexible expandability of the software and the miscellaneous options for customising the portal made this product especially appealing. With the new solution it is now significantly easier to coordinate several hundred long-term unemployment benefit cases (ALG-II) that are processed at the seven social service centres. The district administration's staff unit uses the Intrexx portal to calculate all administrative costs exactly and to settle them with the German Federal Ministry of Labour and Social Affairs.

To do this, the district worked with an independent consulting agency for eGovernment solutions, City & Bits, to develop an application that is used decentrally to record the costs of the individual administrative processes and calculate them directly in the portal. The staff of the individual social service centres enters information on the monthly labour costs, material costs, and amortisations themselves and then start the settlement run. As documentation, the employee who makes these postings receives an e-mail that contains the posted data. Controlling is also informed via e-mail and can open the data record directly, making changes as needed. Finally, the settlement run data is stored in an archive with the completed statements.

This results in improved evaluation methods, which make future budget planning considerably easier. Reports, which are chiefly provided for the district's central controlling centre, assist the district as it prepares its annual report for the federal government. With the web-based employee portal, Northern Friesland found the tool it was looking for to optimise its administrative processes. The district met the objective it sought to achieve: to greatly improve efficiency while assisting the unemployed.

### Benefits

- Optimal management of data and information
- Increased simplification of processes
- Data collection from all locations
- Improved evaluation methods



**Institution:** German District of Northern Friesland  
www.nordfriesland.de

**Location:** Headquarters of the district administration, located in Husum, Germany

**Sector:** Public administration

**Employees:** Over 700

**ERP system:** Not specified

**Partner:** City & Bits,  
www.cityandbits.de

**Products and services:**  
Intrexx  
United Planet consulting  
United Planet Academy  
United Planet reference books

*All data and information are managed most efficiently and made available to all employees on the portal. In this way, the district can provide support for the unemployed efficiently and interconnect the various administrative office locations more closely.*