



Process-oriented
content management.
Child's play.

imperia

imperia in use at the Federal IT and Tele- communications Office



High-powered use in government circles.

THE COMPANY

The Federal IT and Telecommunications office in Bern is the IT service provider of the Federal Department of Finance and the Federal Chancellor's Office, as well as the provider of general services to the entire federal government. The BIT customers are the departments and offices of the Swiss federal government. The Internet Competence Centre (CC Internet) carries out projects in the Web environment of the entire federal government. It also provides infrastructures that allow for the rapid and cost-effective implementation of Internet and intranet projects.

THE TASK

Each year, two dozen new websites are created by the BIT Internet Competence Centre. This number often includes complex projects that meet a large range of customer requirements. One office may therefore want a dynamically generated organisational chart while another will require a password protected section and yet another will want an integrated online shop. The majority of BIT customers have similar needs, however, and many requirements overlap. This requires a standard solution that would allow for the quicker and cheaper implementation of projects to an even higher quality standard. BIT has recognised this need and has had a turnkey solution developed by SEITEN-BAU, an imperia partner, known as the 'imperia standard client BIT' project.

THE IMPERIA SOLUTION

Some 80 percent of all Internet and intranet projects carried out by BIT are implemented by using imperia. Advantages such as decentralised management, lower costs and easy work processes come to the fore here. A standardised solution continues to build on these advantages. This solution makes provision for the most common functions to be bundled in the form of a basic package. Recurring elements from previous projects were combined for this purpose and then improved and supplemented on the basis of experiences from practice. The 'Contact Form' function, for example, is such an element which is being routinely implemented and can be independently compiled and used by the customer. At the same time, the structure, navigation, design and functional scope can be freely defined by the customer, i.e. individual websites are created on a joint technical basis.

In addition to the basic package, which is calculated at a fixed rate, the customer can choose among optional add-on modules. These include a simple shop solution (suitable for orders without electronic payment facilities), an events calendar and a password-protected section. Changes or other individual additions that neither form part of the basic package nor are covered by the add-on modules can be additionally developed and integrated at the customer's request. The legal conditions governing unrestricted

access, which can be more efficiently and consistently implemented by using imperia, are also important. A Swiss law that requires websites to be suitable for handicapped persons has been in force in Switzerland since the beginning of 2004. The imperia standard solution makes it possible to adhere to or promote these specifications in a targeted way. At the same time, the results of the 'Federal Internet Strategy' (German: 'Internetstrategie Bund') have been taken into account or are constantly being implemented into the standard multi-client system. A so-called 'demo client' has been developed to offer prospective customers an attractive tool before beginning a project. A fictitious office called the 'Federal Time Office' (German: 'Bundesamt für Zeit') is intended to give BIT customers the option of familiarising themselves with the imperia user interface by using a sample website. As customers click their way through the demo client, they can see how clearly arranged and user-friendly the system is and what functions it offers. After a successful test phase, the first current customer project is the realisation of the website of the General Secretariat of the EDI using this standard solution. The 'imperia standard client BIT' is to be extended further. Thus the BIT will assess after each completed project whether and in which form new functions are to be incorporated. The decision is based on criteria such as 'potential user group' and 'innovation character'. This ensures that the solution always takes into account the latest requirements.

'The financial and time savings made by the customers and the BIT are of crucial importance. Thus these standard clients can result in average cost savings amounting to at least 20 percent. The savings also affect the total costs and thus the project duration. Internet projects managed by BIT can now be completed within a much shorter time. The Internet Competence Centre has calculated the savings at an average of 15 percent of the usual project duration.'
Jean-Claude Krüttli, Project Manager at the Swiss Federal IT and Telecommunications Office

Web address	Up to now more than 20 Inter- and Intranet presences of offices of the Swiss federal administration (e.g. www.weko.admin.ch), others will follow
imperia licence	imperia 6
Shop system	Shop system
Data base	MySQL
Others	PHP, Word module 3 of Seitenbau
Hardware: productions/target system	Linux-Server
Number of authors	Individually depending on each client
Realised by	