

User case: Digital and Population Data Services Agency **Keto**[®]



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Digital and Population Data Services Agency, later referred as DVV (for Finnish abbreviation of Digi- ja Väestötietovirasto) is a Finnish public sector company, whose mission is to promote the digitalisation of society, secure the availability of information, and provides services related to customer's life events.



**DIGITAL AND
POPULATION DATA
SERVICES AGENCY**

Elsa Nyman, Senior Specialist at DVV, continues the work of the project portfolio management and development. DVV has particularly large amount of active users, over 1.800 and more than 70 main users. Large number of main users is due to the fact that the project management can be done in many ways, and different units have all their own support.



Paavo Laakso, Development Director, was responsible of developing project portfolio in DVV for the past 3 years. During his time, the migration from Keto v4 was made and the latest platform version 5 took place with new features and new development.



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Establishing a Project Portfolio Management system

Keto Platform was introduced to DVV first time in 2018, when the governance of the project portfolio was moved from the Ministry of Finance to DVV. Before the project portfolio was managed by the Ministry during 2014-2018. The original need for the system was the demand to monitor how cost-efficiently the state's projects were managed.

Set contract time was closing to an end and a new tender was made by DVV. There were 8 providers in the beginning, out of which 3 SaaS solutions made it to finals. The main criteria was, that DVV wanted a **ready-to-use software and an option to remote implementation**. Keto Platform was a clear winner of the tender. The platform was also updated from the version 4 to version 5 in the autumn of 2019.

Currently there are more than 1.600 ongoing projects in the portfolio, each of them lasting from 6 months up to 5 years. The projects are assigned from various administrations, like Ministry of Interior or Ministry of Defense. Ministry of Finance continues monitoring closely the progress of many of the projects.



Keto Platform enables more informative and visual dashboards

Mr. Laakso gives credit to the platform's **good search functionality and filtering options**. Also the **visual dashboards** are appreciated. It is also under development with Keto Software to build **more informative dashboards**, as there is no BI solution currently in place. Digging more deeply into the solution, the field specific help texts are a big plus.

The challenge within are the cross-governance projects where there are many different administrations involved – how to manage the project with more than one responsible person in charge. Now, the data management gives a good picture of what is happening in the state administration to the State Council.

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Easy to use and human-friendly interface

Ms. Nyman compliments the **configuration options** of the platform – it is **quick to customise** and does not need the involvement of the provider. This was one of the key criteria in the tender – the system had to be customer friendly and easily configurable. Also, it had to meet the constant development possibilities DVV had.

“The interface is logical once you get the hang of it, and it is easy to understand, what information is required in which field. Personally, I could investigate the dashboards bit more in the future.” Says Ms. Nyman

“Internal processes, like guidance to users have been developed and it still needs constant work and coordination of the main users as there are various options and certain freedoms on how to run the project portfolio.” She continues.

“The only minus I can think of is the customisation of the landing pages. They could be more personal, so it would look more like DVV tool, for example the backgrounds or the colors.” Adds Mr. Laakso



Keto staff gets thanks from Mr. Laakso, in his opinion, everything runs smoothly. The problematic comes mostly from the migration process, as the Keto Platform came from the Ministry of Finance, all the historical details were not equally transferred, which made the understanding of some data fields and the usage of them in some cases unclear. This has had its influence in the new development of the platform. It is now getting easier to edit as the partnership continues and the understanding of the features grow.

He also reflects on how to get better assessment of benefits from the platform. This is partly a guidance issue but also a good place to work together with Keto Software in the future.

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Future of the project portfolio

Ms. Nyman reflects on the future actions with the project portfolio management on her table. Next step is to bring the EU recovery fund reporting details into the project portfolio. The pandemic has its influence on this, as well as in how the meetings and trainings have been organised lately. There have been some video instructions made by Keto to our main users. All contacting has been done remotely and it works well. Now, as the pandemic abates, there is more time for the development again.

“Our priority number 1 right now is data maintenance and data quality improvement. After that, there are some minor development projects coming up this year, like going through and cleaning up the existing fields in the project portfolio and entering new data.” describes Ms. Nyman.

Digital and Population Data Services Agency

The agency launched on 1st January 2020 with the merging of the Population Register Centre, the Local Register Offices and the Steering and Development Unit for the Local Register Offices, which operates at the Regional State Administrative Agency of Eastern Finland. This did not affect the project portfolio; the only visible change was the augmentation of the personnel from 250 up to 850 people.

The Digital and Population Data Services Agency promotes the digitalisation of society, secures the availability of data, and provides services for the life events of its customers.

The Digital and Population Data Services Agency leads the way, reforms society and supports citizens in their interaction with public administration. Their aim is to further promote the smooth functioning of Finnish society. Digitalisation is one important way to achieve this.

More information: <https://dvv.fi/en/digital-and-population-data-services-agency>

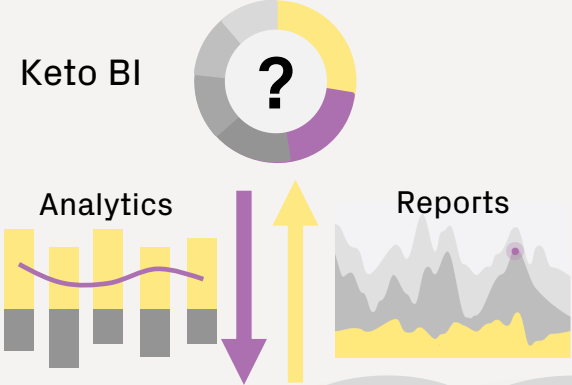


Full Transparency to Innovation and Development

Challenges

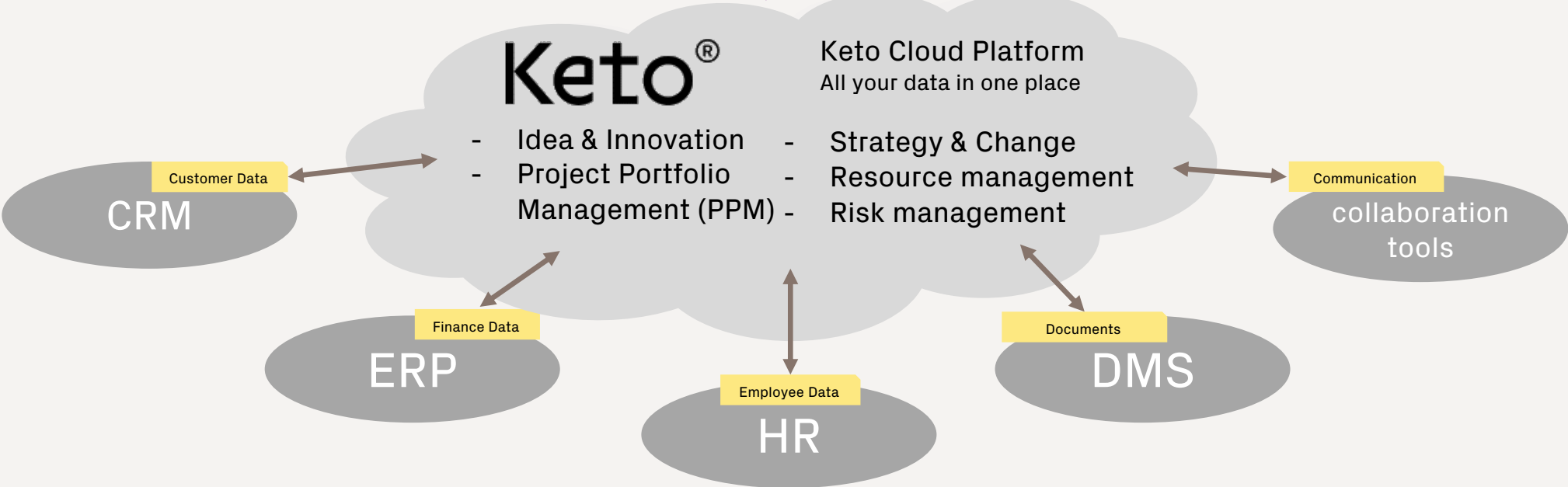
- Lack of financial transparency
- Poor project predictability
- Inefficient reporting
- Critical business decisions hidden in spreadsheets and meeting minutes

Top Management Insights



Solutions

- Offer full transparency to innovation investments for the first time!
- Optimize your resources on innovation
- Measure innovation profitability
- Increase Return On Innovation



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