2. Modelling the Information and Processes of a Statistical Organization (Statistical Office of the Republic of Slovenia)

2.1 Statistical information model

2.2 Adoption of GSIM

2.3 Statistical business process model

SORS is one of the offices that are (was) studying processes carefully.
Looking back it now, it seems that idea was on the table already in 2002. Top management started to talk about "pillars" of official statistics; under vision of SORS. "Modern approach to total quality management, competency of the staff, up-to-date harmonization with the international environment, user-orientation, modernisation of processes and improvement of working conditions are the most important activities which enable the Slovenian statistical system to complete the mission."

The thorough process of analyzing processes in connection with future IT development started in 2006. The exhaustive study of processes in the office was done with a major commitment from top management. These discussions took more than one year (from 2006 to spring 2007). As a result, an exhaustive document was prepared. This was later sent as an input to explain what SORS wants to achieve in ISIS project.

As it looks now, the breakdown of processes (structure) presents a sound basis, which on the other hand, should be accompanied with a detailed documentation and explanation (separate documents) for every item at the detailed level to assure understanding of IT providers. Around 150 meetings and workshops from January 2007 to November 2008 helped clarify objectives of the project. On top of this figure, majority of the operational communication regarding testing and bug repair was conducted by e-mail or telephone.

There were more challenges revealed, namely the problems of updating and documenting the process on the survey level and how can the business process model be adjusted when software platforms change.

We compared SORS process model with GSPBM process model and presented the analysis in Annex 2. With comparison we found out that there are a lot of similarities between them. However,

- some sub processes in our process are the same as in GSBPM;
- some sub processes are left out;
- some sub processes are left out in our process scheme, but they are performed in our office;
- some sub processes are left out in GSBPM as well (1.6 Methodology analysis; 1.7 Incorporation in annual program of statistical surveys - legal grounds; 2.7 Agreements with other institutions regarding provision of data or joint data collection; 9.4 Analysis of process data);
- some sub processes of our process are possitioned differently than they are carried out in GSBPM. It is not marked in the scheme.

ISIS and SORS process model

As stated above, the analysis of processes was one of the inputs into the project ISIS. We will show you here only picture of the highest level - modules captured in the project. In Annex 3 is a more detailed functional scheme with sub processes covered in the ISIS.

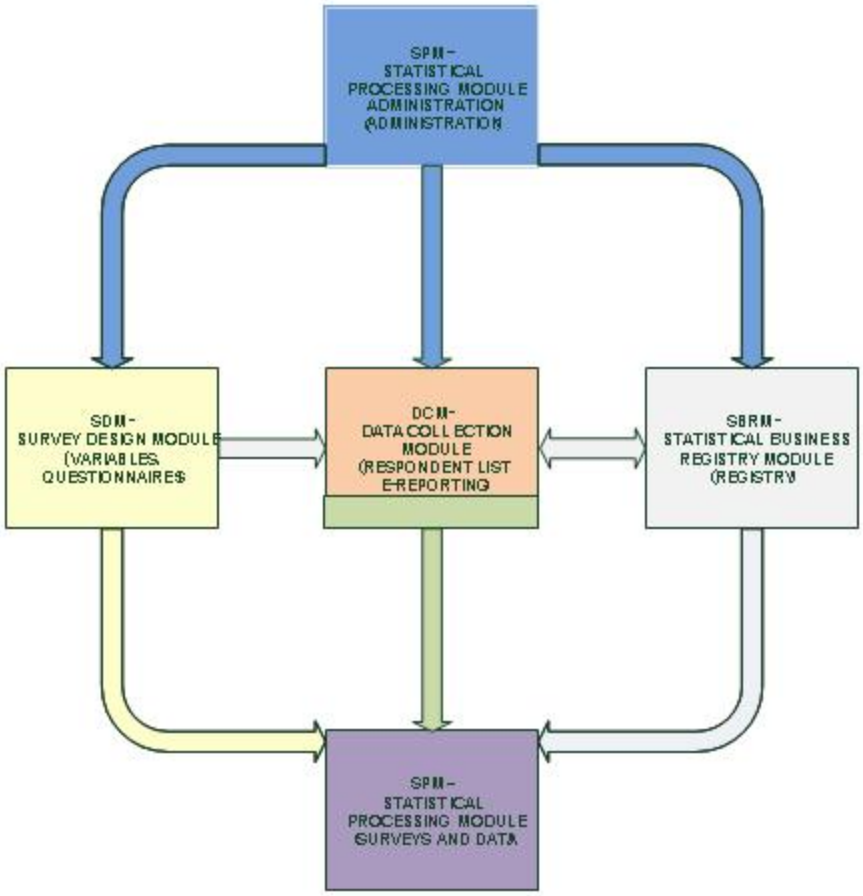

Figure 1: ISIS conceptual modules

Archiving phase in SORS process model

SORS creates a diversified documentary material that as to the content, purpose and procedures of the formation is separated in the administrative documentary material (ADM) and statistical documentary material (SDM). The renovation of the processes of storage and archiving of ADM has already been carried out in 2005 within the framework of the renovation of administrative procedures and introduction of a document management system SPIS4 to support these procedures.

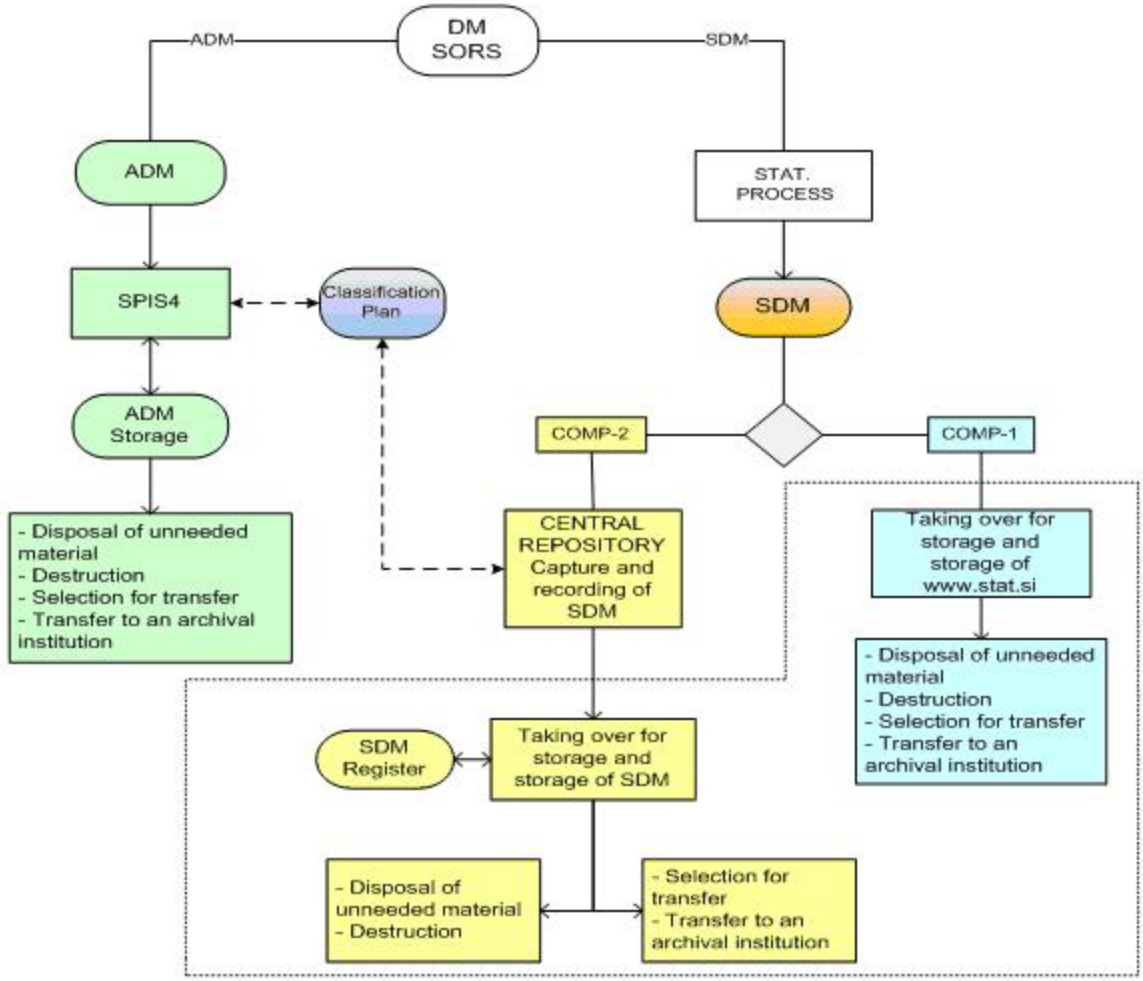

Figure 2: Archiving phase in SORS process model

In 2006 SORS started with the project of renovation of the processes of storage and preservation of SDM. The project aims to address the shortcomings in the field of preservation and storage of SDM, and achieve greater efficiency and reliability of business processes on the level of total SORS with the transition to electronic storage and electronic archiving. This transition is enabled by the adoption of new legislation on protection of documents and archives in 2006 and, consequently, the increased supply of suitable equipment and services in the market.
The main objective of the project is to establish electronic archiving and storage of SDM, and to link these processes with the ongoing statistical process. The objective will be achieved through the realization of the three sub-objectives as follows:

- establishment of the processes of electronic archiving of SORS web site (COMP - 1);
- establishment of procedures to retain the other statistical data and materials (COMP - 2);
- preparation and the adoption of internal rules on the retention of documents and archiving in SORS.

Given the fact that the SORS web site is the primary dissemination channel for the SDM, we addressed the first sub-goal with the highest priority and it was successfully realized. The site content is stored by the outsourced digital storage services provider, which also provides for the establishment of the state of the site on a given day.
The second sub-goal has been realized in part. Types of SDM, which are the subject of storage, have been identified in all phases of the statistical process and also metadata that define each type of SDM. The architecture of the solution have been defined, which is based on a single recording of SDM and disposal in a central repository where SDM will be taken over by the digital storage services provider.

For the time being the project is stopped because we are waiting for the Archive of the Republic of Slovenia to publish technical requirements for digital storage of the documentary material that is during the business process primarily located in large databases or registers, which is typical for the SDM. The second problem is unclear governmental security policy, or more precisely, the policy regarding the submission of confidential and classified information in the retention of an outside contractor. Guidelines for the retention of such documentary material of the public authorities should be given on the basis of studies carried out by the Archive of the Republic of Slovenia. Guidelines should be published before the end of 2009.

SORS will continue with development and the introduction of internal solutions, call for the selection of external storage service provider will be carried out when the Archive of the Republic of Slovenia's requests are clear.

2.4 Relation to other models