

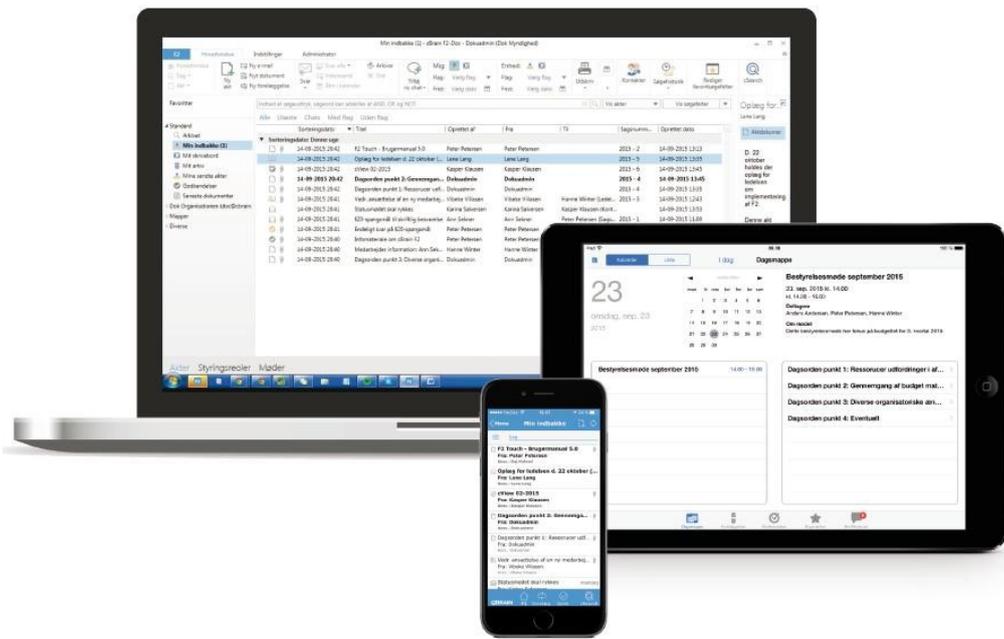
cVIEW
03 2016

Welcome to F2 Version 5.....Page 3

F2 in 4 weeks at Danish Ministry..Page 4

F2 in government.....Page 7

F2 VERSION 5



New design. Easier,
faster and a lot more fun

Welcome to F2 Version 5

The new design makes case management and knowledge production a bit easier, a bit faster and a lot more fun.

At cBrain we are continuously improving F2. And in the new version 5 we went out of our way to offer a whole new design, which makes F2 much more modern and appealing to work with.

F2 Version 5 introduces a new set of icons and a lighter colour tone, and gathers together many functions in the new ribbon menu.

When software at the digital workplace is modern, neat and easy to use, it is very likely that work would feel a bit easier because it is done faster and therefore seems a lot more fun.

F2 was designed from the ground up to meet the specific user needs and processes required for government workers. F2 helps civil servants get more done each day. It takes the pain out of managing the essential things like mail, messages, documents, meetings, approvals, submissions, and checklists. F2 goes beyond document management and archiving to provide a complete production platform for government work.

Digital government that works

Denmark has been recognised by the EU as the leading digital nation in Europe. The Danish approach has been driven by a combination of mandating digital citizen services through legislation, and encouraging user-driven collaboration.

F2 is an example of a standard platform that has emerged through rapid user adoption across organisations. There was no central mandate to use F2, but departmental leaders recognised that F2 provided a more efficient way of supporting core government needs. And because F2 can be configured by business users, it was fast and easy to implement in very different government organisations.

F2 platform and functionality

Today most government organisations use a combination of email and customised applications to manage their business. Users have to deal with specific applications for specific functions such as case and document management, record management, intranet, collaboration, work flow and knowledge sharing. In this environment, each point application presents users with an individual user interface and holds its proprietary data, leading to an environment of heavy data replication and complex data control. Unsurprisingly, email traffic becomes the way for users to navigate this complexity.

In contrast, the F2 platform offers all functionality integrated into a standard user interface. It provides organisations the ability to tailor and configure their platform without getting into programming.

Technically, F2 holds all data (cases, records and documents,

including emails and chats) in a single corporate database, which offers a highly effective role based access control system with full document versioning and a complete audit trail. All functions are presented with an easy-to-use email-like user interface for PC users, while mobile users are offered web access (HTML5) and IOS based Apps for smart phones and tablets.

With F2, users can work out of the corporate database, sharing data online and in real-time. This eliminates data replication and using email to share information. With F2 data are born and live their entire internal life cycle in the database. F2 provides specific functions for case and records management, and supports specific government processes such as correspondence management, ministerial business, and FOI responses. File plans and document retention policies can be configured directly by business administrators.

F2 supports application rationalisation efforts – fully implemented F2 can replace:

- Case and document management
- Records management and e-discovery
- Formal communication (email)
- Informal communication (chat)
- Intranet
- Collaboration
- Knowledge sharing
- Government work flows (submissions, approvals and requests)
- Meetings
- Reporting
- Time capture

In addition, F2 offers an innovative checklist-based approach which makes it possible to support mission critical processes from within the standard F2 production platform. This includes support for external processes for citizen-facing self-services as well as support for sensitive internal processes like HR.

The F2 checklist-based concept for process automation is an effective approach for case processing organisations. Users find it much simpler to work with than a traditional approach based on swim lanes and work flow engines - which often become rigid and difficult to maintain.

Trained users with appropriate access can themselves define and maintain process definitions, where a process is described using phases with tasks. Tasks within a checklist can then be automated or offered as selfservice functionality for external users (e.g. citizens).

Integrated with the F2 process and self-service functionality, F2 also offers an online dashboard which shows realtime progress of the case process. The dashboard provides a management overview, with users able to drill down to detailed case/record and employee level.



F2 implemented in a new ministry in four weeks

The Ministry of Immigration, Integration and Housing purchased F2 via SKI 02.19 framework agreement and it was up and running in four weeks. This is the first F2 customer for version 5.

Tuesday, 6. October 2015, all employees in the new Ministry of Immigration, Integration and Housing were invited to the joint meeting to mark that the Ministry's electronic document and records management system (EDRMS) was now implemented. This took place just four weeks after the new Ministry bought F2 as a cloud solution via SKI 02.19 delivered from the F2 cloud center of the Danish Agency for Governmental IT Services.

There are about 300 employees at the Ministry of Immigration, Integration and Housing and they are now F2-users.

"Of course, there are several components to a successful implementation at this speed. And two of the most important ones are experienced project people and excellent cooperation with software suppliers."

So says Jane

Murmann, project manager for the implementation of F2 at the Ministry of Immigration, Integration and Housing and day-to-day manager of the Ministry's F2 work. She herself is one of the most experienced F2-experts in the Danish central administration. Ever since her appointment in the former Ministry of Welfare in 2009 she has been working with development, implementation and operation of digital case management using F2.

F2 became part of the supporting structure

"This background means that I know F2 and the people both at the Danish Agency for Governmental IT Services and cBrain very well, so we have managed quickly and effectively to get the implementation up and running. The F2 project almost became part of the supporting structure of the new Ministry," says Jane Murmann.

When changes in the field of responsibility were announced, Jane Murmann put herself down for working with an EDRMS solution in the new ministry. Before she came to the central administration Jane Murmann had been working with both implementations of and training in other EDRMS solutions.

"I was hoping the new ministry would choose F2, among other things because intuitive use is one of its strengths. And the intuitive use is a crucial factor when you need to get a group of experienced users of the F2 software to work together with brand new users," she says.

Part of the new Ministry of Immigration, Integration and Housing consists of caseworkers from the Urban department of the former Ministry of Housing, Urban and Rural Affairs. And there are also the challenges associated with supporting widely different levels of experience and many different tasks," Jane Murmann adds.

"When you know F2 so well, it is actually exciting to start with a brand new F2-solution and get it to support the many different tasks we have here."



Quick decisions are essential

The rapid analysis and decision to purchase F2 Cloud via the SKI 02.19 framework agreement was an important ingredient in the process of getting the new Ministry of Immigration, Integration and Housing up and running to its full potential as quickly as possible.

"I knew well that 6 October would be the first Tuesday of

October and therefore the beginning of the parliamentary year. But I took a deep breath and sent out the invitation. On 6 October there were 120 colleagues who watched a live demonstration of how users in the future prepare central orders and submissions in F2," says Jane Murmann.

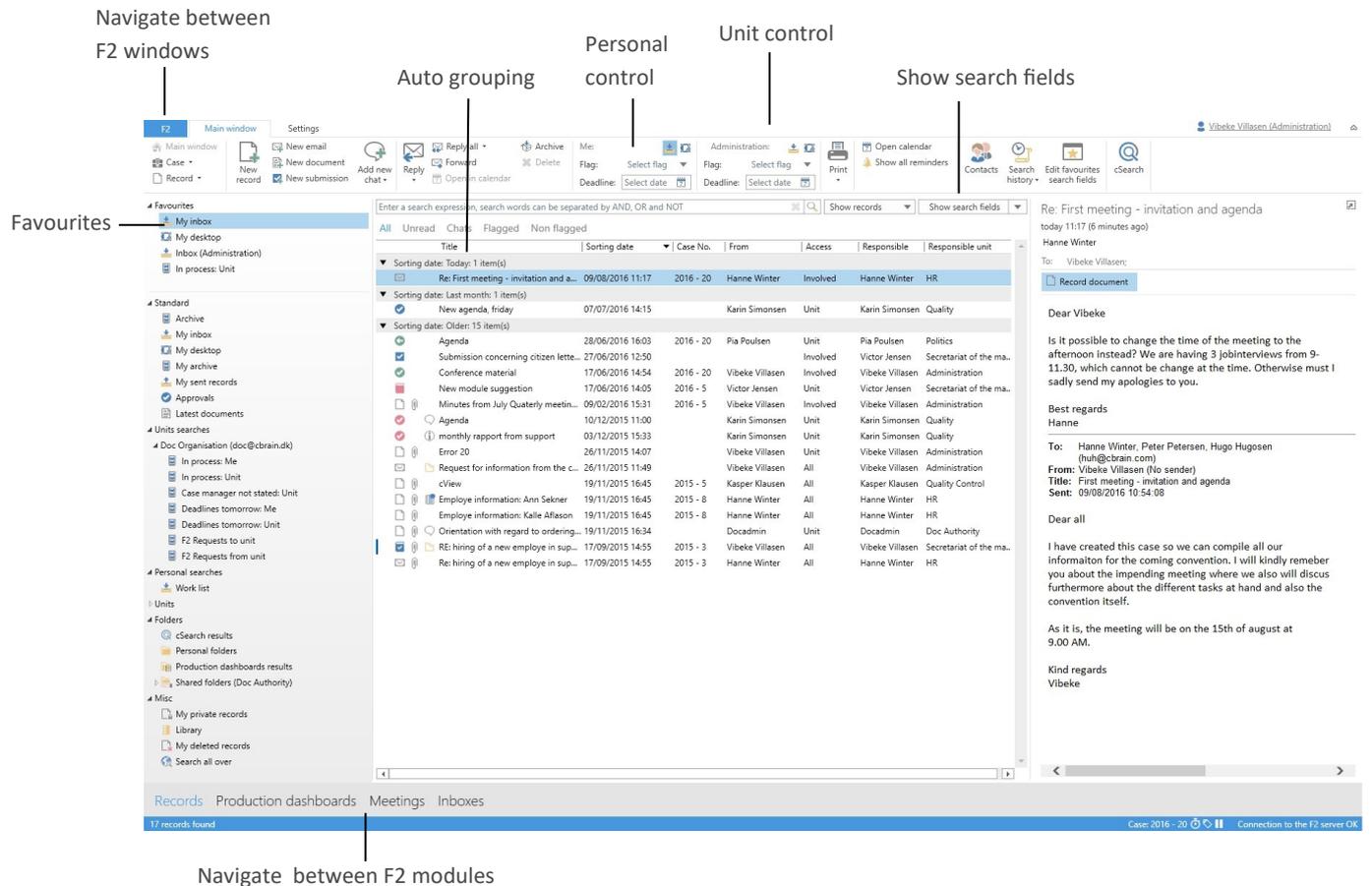
The introduction of F2 ended with the Permanent Secretary of the Ministry of Immigration, Integration and Housing's approval of the submission in F2 Manager on an iPad. He implemented it right away. The following days and weeks Jane Murmann was fully occupied with floor-walking and training together with consultants from cBrain. The reports from the floor-walkers working described unusually positive and patient users.

First experiences with F2 Version 5

"We have been operating for a month now. And even though I am an experienced F2 user, I still need to remind myself that there are functions in version 5 that have changed. But for new users, this strengthens F2's intuitive use."

"I'm also very pleased with the approval module which has replaced the old submission module. Among other things, because it creates overview of which authorisations are in progress and perhaps close to reaching the deadline. The approval module also provides the flexibility of being able to choose how many steps an approval has approval needs to have, who is to participate etc. This is a great plus."

F2 VERSION 5



Brand new design for F2

Good software is intuitive and easy to switch to. That is precisely why F2 users will recognise both the functions and the logic of other modern software products, including, among other things, drag-and-drop options and right-click functions.

In version 5 a ribbon of icons and menus is introduced at the top of the F2 windows. The ribbon gathers together and gives access to the many functions F2 incorporates and can be built on with.

The work on the design of new icons in version 5 has been very challenging. The design of the icons is crucial for ensuring optimal user-friendliness and recognition.

As usual, work is done in F2's three standard windows: Main window; Case; Record. With the same simple menu on the far left of the ribbon in all work windows, it is easy to navigate between the windows. In the main window, click on record or case to view all open windows. From the case window it is possible to access all the files on a case, as well as F2 Manager, case history, location and meetings. From the records window it is also possible to access the approval flow.

With the integrated chat, F2 makes it possible to quickly and

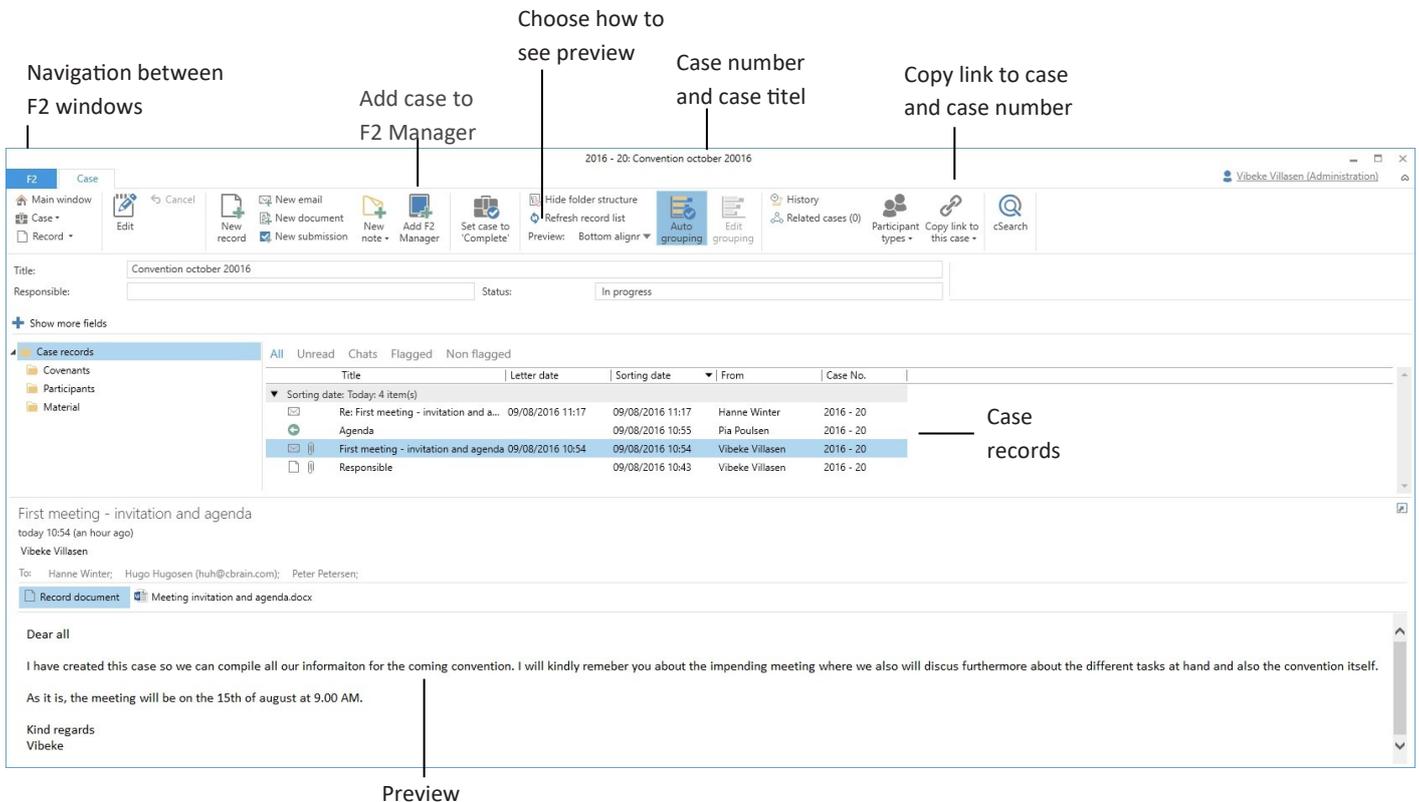
easily establish a collaboration on documents. A new feature is that it is now possible to add a chat directly from the ribbon, rather than having to open the record first.

In version 5, personal management and unit management are always visible and displayed in menu groups in the ribbon in all windows. It helps speed up the personal management of the work.

Each user can now also create his or her own list of favourites by dragging and dropping lists and searches to the "Favourites" list. This way, all users have quick access to the lists they use most often in their daily work.

A new feature is the search fields grouping, which relate to the more than 70 different types of searchable metadata and which are divided into subject-related groups. This creates a better overview of the numerous search options and makes it easier to prepare precise searches.

Favourite search boxes are also a novelty in F2. They give quick and intuitive access to the search fields the user uses the most. A large number of the features found in the new ribbon can also be accessed by right-clicking when the user has selected the relevant case files in the main window. By right-clicking the user can perform mass operations on records and cases.



Casework has been optimized in version 5

In version 5 the opportunity for the user to work with cases from the case window has been optimized. In general, the option of using right-click functions are the same as in the main window. This enables the user to carry out various tasks directly on a single case or as mass operations on multiple cases simultaneously.

In the case window in version 5, the user can preview all the records and documents of the case opened in the case window. From the menu ribbon the user can choose the location of the preview and thus optimise the display of his/her own task cases. This way it is possible to use the case window more intuitively and provide a complete overview of a case and its contents quickly.

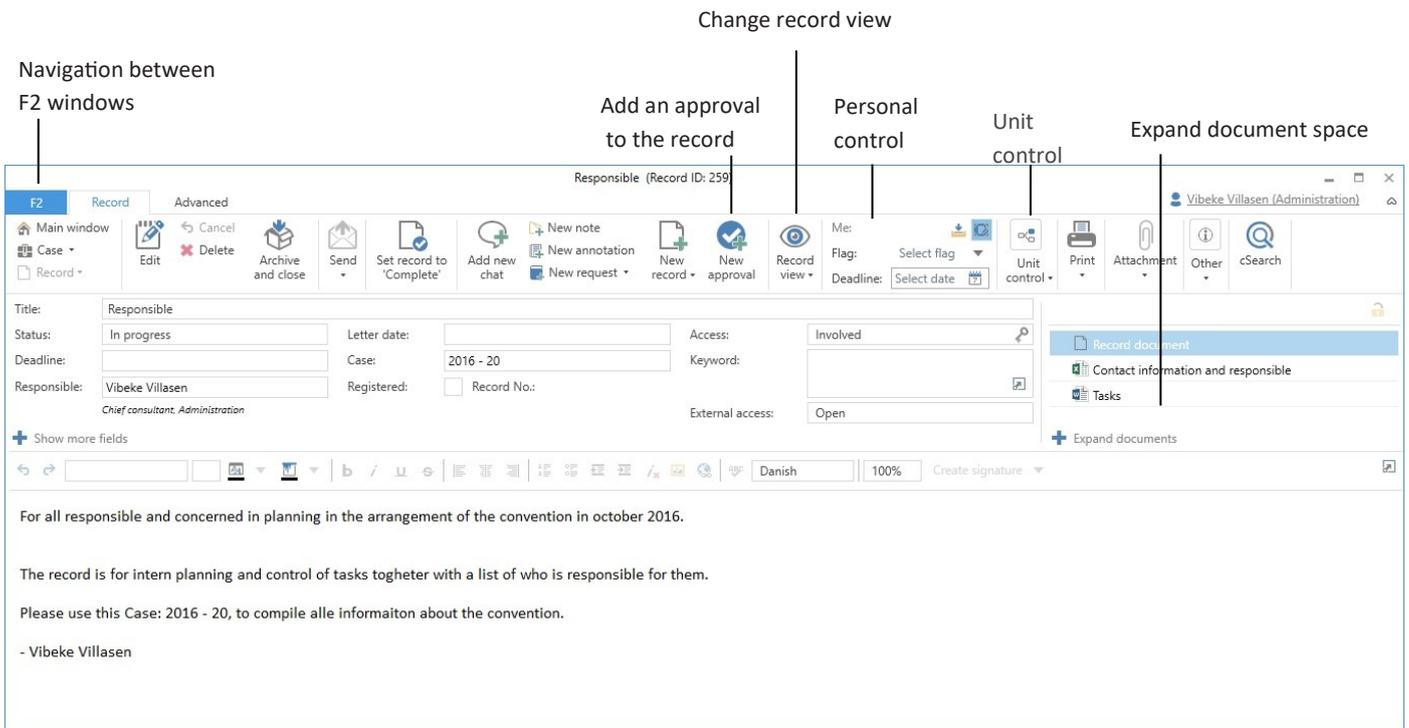
In version 5, F2 has tabs at the top so the user can easily access the settings, which are not used as often but which have great effect on user experience. The main window, for example, contains the preview location of case files and documents, column settings, signature, languages, templates and general layout settings for F2.

The tabs in the case window are also adapted based on the modules purchased for F2. Thanks to the tabs and the menu item in the ribbon, users get an easy and intuitive opportunity to navigate between the main window, the case window and the records window, as well as between functions such as manager and case guide, if these modules have been purchased.

The case guide button gives the user access to F2's unique process support which is based on checklists. A checklist consists of several different tasks, which may vary depending on the processes in which the case is included.

Users can also choose to add a case to F2 Manager directly from the case window in version 5. F2 Manager is an add-on module which makes it possible to synchronise the case with an iPad app of the same name.

F2 Manager makes it possible for a user to have both online and offline access to cases, meeting materials and approvals. This way, an organisation can share documents via iPad and work even when they are on the move. It is possible to work with approvals and document annotation in offline mode. When the iPad goes online, the updates are synchronised.



Many new options in the records window

The new menu in the records window gathers together all functions for processing records. Among other things, functions such as edit, archive, add new chat, send, open a new record etc.

It is also possible to create a request or a new approval process from the menu ribbon in version 5.

One of the new functions in F2 is the add on module external requests. The module makes it possible to send requests to another authority, which also uses F2.

Requests are used both to describe and delegate tasks to an authority. External request is a tool for doing the same across organisations in a fast and flexible manner with a good overview.

In addition to sending the request to another authority which uses F2, it is also possible to follow the progress of the work on the order at the authority, to which the order is sent.

The user can also create a new approval procedure from the records window. The approval module is purchased separately. The idea of an approval procedure is, as its name suggests,

to send a record with documents for approval to one or more interested parties in your organisation. An approval procedure can be permanently defined, thus the formal purpose of the organisation to ensure approvals take place according to a permanently defined procedure.

An approval procedure can also be defined by the user and thus constitute an informal but structured way of working in a team or department. The approval procedure makes it possible to send the case file and accompanying documents one or several steps back.

Another new feature is that it is also possible to "send securely" without having to put a checkmark in the box. The user can choose "to send securely" by default in the menu found in the menu ribbon when the user chooses tab Settings in the main window. It is also possible to select "send securely" when the case file is to be sent and the user presses send via email, eBoks or remote print.

Version 5 also gives better overview of the attached documents. The document space in the records window can be easily expanded so that the user is no longer forced to scroll in a small window in order to find an attached document.

In the menu ribbon it is possible to switch between a records view only and a view containing both records and email fields.

Finally, the F2 editor has got new features. This means that it is now possible to insert and fix hyperlinks when the user writes and edit in the record.

F2 Touch: Mobile case management



F2 Touch has also received a significant facelift in version 5, so the app appears in the same design style as F2 on the desktop.

F2 is an add-on module that gives access to F2 across desktops and mobile devices via a browser or iPhone and Android device apps. With F2 Touch, case management becomes mobile and can be performed online and in real time.

It has also become possible to create new ad-hoc meetings directly in F2 Touch in an existing case. This means that the user can transfer cases to F2 Manager from, for example, his/her mobile telephone. In F2 Touch it is possible, among other things, to process e-mails, chats, assign responsibilities, authorise, write notes etc.

F2 at work in Danish organizations

Central Government	Agencies & Local Government/Municipalities
 Prime Ministers Office	 Agency for Digitisation
 Ministry of Employment	 Danish Business Authority
 Ministry of Energy, Utilities and Climate	 Danish Energy Agency
 Ministry of Environment and Food	 Danish Meteorological Institute
 Ministry of Foreign Affairs	 Gentofte Municipality
 Ministry of Immigration, Integration and Housing	 Roskilde University
 Ministry of Social Affairs and the Interior	 Rudersdal Kommune
 Ministry of Transport and Building	 The State Administration
 The State of Greenland	 Vestforsyning Water and Heating

Originally designed and built in close collaboration with Danish ministries, more than 50 government organisations, from ministerial departments to agencies and municipalities have now successfully implemented standard F2. This is only possible because standard F2 is very flexible and easy to configure to support individual requirements and business routines.

With F2 they can eliminate the use of paper and digitise work flow, including case processing, ministerial approvals and parliamentary correspondence, collaboration, knowledge sharing, meetings, document management, archiving and records management. And all employees as well as politicians, including the Permanent Secretary and the Minister, have instant access to all formal and as informal documents and information, with secure mobile access from iPad/tablets and smartphones.



Greg Godbout, Presidential Innovation Fellow and Director of 18F, joins cBrain

Greg Godbout, who joined the international team at cBrain on May 1, adds strong insight into US government digital transformation. He wrote this post on LinkedIn:

Three years ago I joined the Federal government in an effort to transform government IT. I wanted my government to work well, and found many others with the same desire.

After three incredibly rewarding years working as a Federal employee as a Presidential Innovation Fellow, Co Founder & Executive Director of 18, and CTO & US Digital Service Lead of EPA - I have decided to leave government service. I will deeply miss EPA, especially the people, but will continue the mission as a private citizen.

Joining cBrain

I am so excited to join cBrain as part of an exciting international team of government innovators and help build cBrain North America. The success of cBrain's F2 software in Denmark is evidence that a platform built from the ground up specifically for the

public sector, using modern practices - can and does release organizations from the burden of legacy systems and processes. Allowing agencies, organizations, and vendors to transform from a classic IT department focus to a mission digital services focus.

Government Service

With my time at 18F/GSA, the White House, and agency transformation at EPA - it has been proven that real government transformation can be achieved. And that real change is only possible by addressing culture change. No organization, agency, or vendor is immune from this mega trend. It is enormous in scope... yet also inevitable.

We have to let go of the hierarchical, territorial, predictive, and stakeholder culture, and embrace a more horizontal, mission, learning, and user centered culture. When organizations make the change together, the difficult agency functions become easier. And focus returns to mission - where it belongs.



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