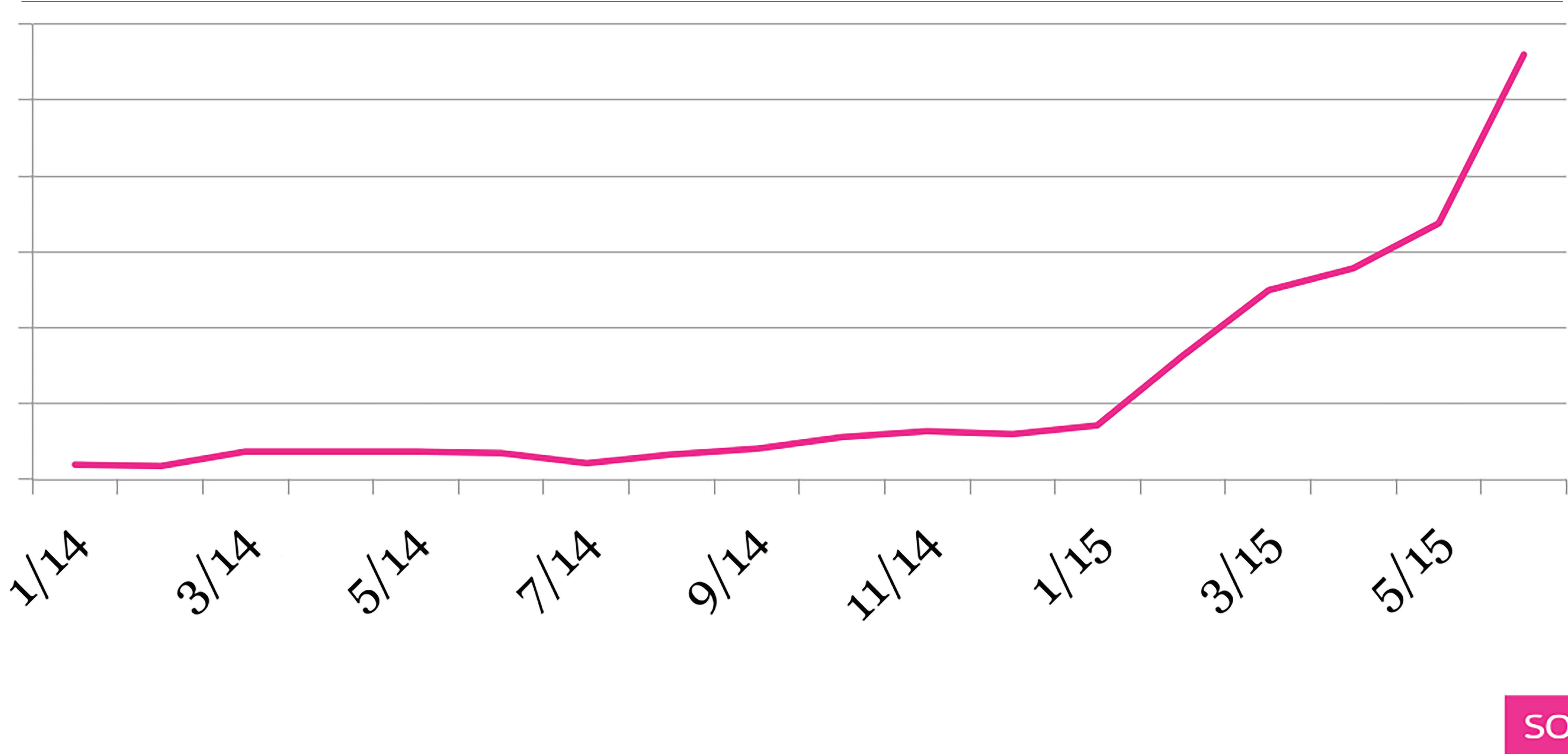


Lupapiste - desirable public online service



1. Overview

Digitalizing building permits with one national user-friendly cloud service reduced administrative costs, decreased processing times and eased applying.

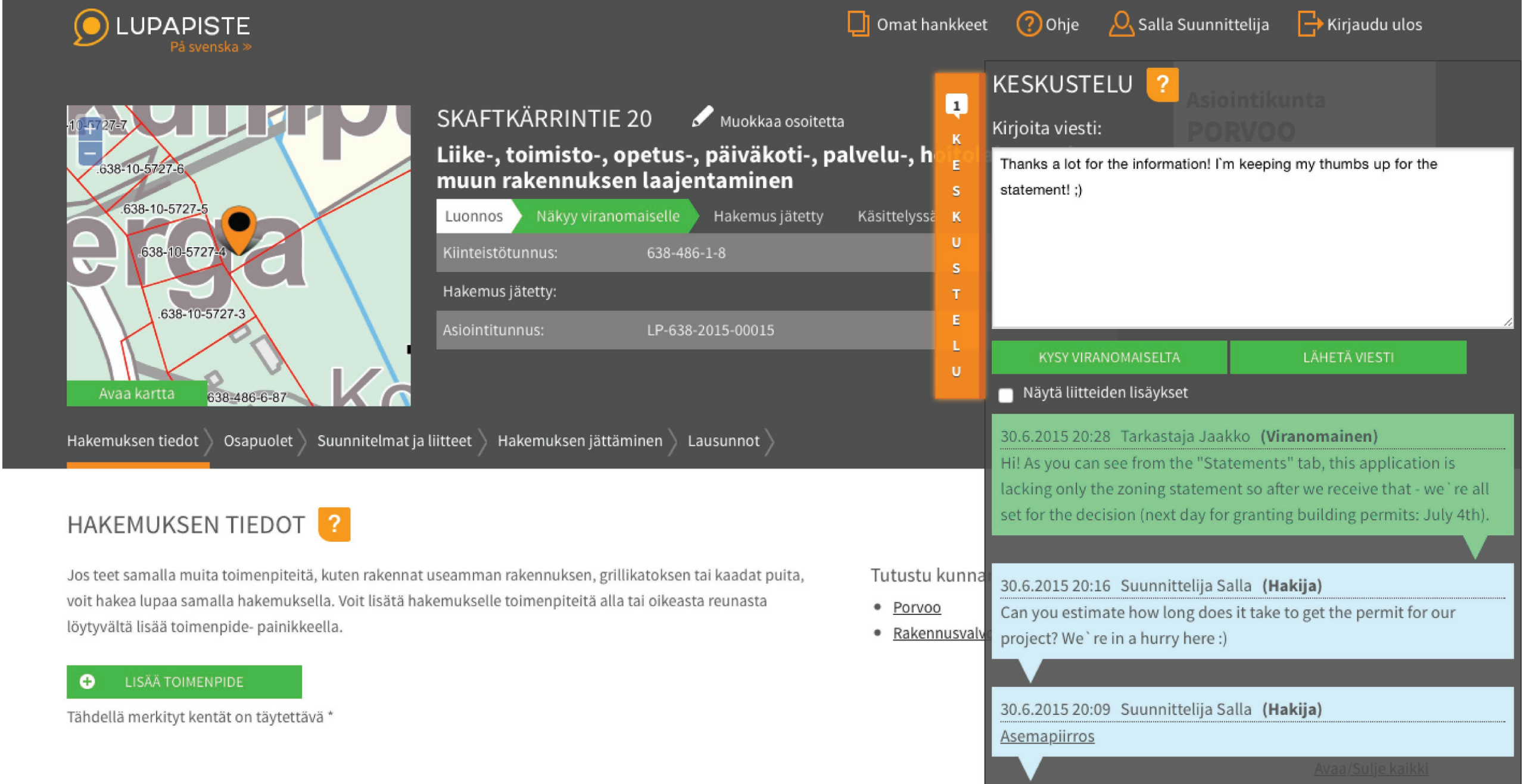
2. Process

Designed in collaboration with its users. Iterating design rapidly with the pilot authority community combined with usability testing, workshops and ethnographic research.



3. Benefits

Helps both applicants and authorities to proceed in the application process easily and understandably with transparency to the process.



4. Effects

Shortening the applying process from 3-4 months to less than a month and reducing the total costs approximately 40 million euro, which means roughly 33 percent cost decrease per permit.

Within 20 months, we succeeded to digitize a lion’s share of the building permits and raise an awareness that has had impacts even in the new Government Programme, published in May 2015 by the Prime Minister Juha Sipilä.

