

Good Practice #1 – ARNO

- Optional fields are shown in orange. All other fields are compulsory.

Location of the organisation in charge:	Country	Estonia
	Region	Tartu County
	City	Tartu
Main institution in charge:	Tartu City Government	

Good practice general information		
Geographical scope of the practice:	Local	
Location of the practice	Country	Estonia
	Region	Tartu County
	City	Tartu

Practice image:	
Title of practice:	<p>[63/100 characters] ARNO – Management system of educational services in Tartu Municipality</p>

Good practice detailed information	
Short summary of the practice:	<p>[146/160 characters] The information system includes numerous local educational public services. Today it is used in almost the third of the municipalities in Estonia.</p>

<p>Detailed information on the practice:</p>	<p><i>[1136/1000-1500 characters]</i></p> <p>Costs for educational services are almost half of the budget in Tartu. The management of the area is decentralised – most of the decisions are delegated to the local schools and kindergartens. Still, there are several services the municipality has to cover, and numerous activities are cost-effective to be organised centrally.</p> <p>In 2013 the City of Tartu launched an information system – ARNO – to allocate school places for children going to first grade. The system has expanded remarkably since then and basically all services of primary and basic education are managed through it now. ARNO allows to submit and process different applications, manage the vacancies in schools and kindergartens, show the information in real time, communicate with the parents, predict the demand for educational services in the future, etc.</p> <p>As the system is developed by a local small company of Tartu, it is constantly evolving, and changes can be launched quickly. Today the same company which developed the first application by the order of Tartu provides ARNO as a standardised educational service platform in 26 municipalities (out of 79) in Estonia.</p>
<p>Resources needed:</p>	<p><i>[241/200-300 characters]</i></p> <p>The development of the platform between 2013-2015 was about 25 000 €, yearly maintenance is about 10 000 € (taxes included). All additional functionalities that have been purchased by other municipalities are available for all service users.</p>
<p>Timescale (start/end date):</p>	<p>2013-ongoing</p>
<p>Evidence of success (results achieved):</p>	<p><i>[497/300-500 characters]</i></p> <p>26 cities of Estonia use the platform.</p> <p>ARNO has 50 781 users in Tartu (15 903 from the 2020/2021 academic year alone): 50 163 regular users, 531 representatives of educational institutions, 40 administrators and/or municipality officials, 28 caterers and 19 accountants.</p> <p>The practice is a great example of the emergence of local innovation chains – a need/problem of the local municipality gives the opportunity for a small company to become a significant player in the market of public IT-services.</p>
<p>Challenges encountered:</p>	<p><i>[208/300 characters]</i></p> <p>All new functionalities were developed within the platform. Therefore, there are several shortcomings in the UX, and significant resources need to be involved to make the system more attractive and intuitive.</p>
<p>Potential for learning or transfer:</p>	<p><i>[272/500-1000 characters]</i></p> <p>Although regulations are remarkably different in countries, this is a great model of how one public organisation can change the market by a single procurement to solve a small issue with the help of IT.</p> <p>Benefit: Integration of different e-services in the field of education</p>
<p>Further information:</p>	<p><i>Link to where further information on the good practice can be found</i> https://arno.ee/, https://arno.ee/omadused/</p>
<p>Keywords:</p>	<p><i>Select from existing keywords</i> (something similar to <i>information system, online platform, public e-administration, public e-service, education, service development</i>)</p>