



**GOAL 2.1
IMPROVED USER
EXPERIENCE, QUALITY AND
EFFICIENCY**

PROJECT MANAGER

Jerónimo Hurtado

TIMELINE

July 2020 to June 2022

INVESTMENT

EUR 1 527 576

STAFF INVOLVED

4.96 Full-time Equivalents (FTEs)

MOST IMPACTED CAPITAL¹

Organisational

MOST IMPACTED STAKEHOLDER

Users

¹ As part of an integrated thinking approach, in 2016 the Office adopted the five capitals value creation model (human, organisational, relational, economic & environmental).

BOARDS OF APPEAL IP TOOL

The implementation of the IP Tool system during the past SP2020 aimed to provide a simplification by integrating several systems into a new tool and brought emerging initiatives such as **quality** and enhanced **customer experience**, as well as optimising **operational efficiency** and catering for **cultural change** within the organisation.

The vision of the Boards of Appeal IP Tool project is **to implement a robust, secure and reliable IT tool** that will be based on, and further extend, the IP Tool platform, the subsequent use of which, will help the colleagues from the Boards of Appeal (BoA) deal with their daily tasks concerning the management of appeals in a more effective and efficient manner. With the objectives of **streamlining operations** with advanced digital tools; creating **new IP tools and databases**; ensuring **cost effectiveness**; and decommissioning the BoAST system.

EXPECTED BENEFITS

- Increased efficiency of the appeal proceedings
- Improved quality of the appeal proceedings and decisions
- Operational excellence of BoA staff
- Increased satisfaction of the Office's external users