



# DIGITAL TRANSFORMATION OF MUNICIPALITIES IN SPAIN

Susana Rodrigues Salgado

12.11.2019

# Internet and digital technologies are changing our lives in many aspects...



**EU eGovernment Action Plan 2016-2020: Accelerating the digital transformation of government**

**Law 39/2015, of October 1, of the Common Administration Procedure of Public Administrations**

**Law 40/2015, of October 1, about e Juridical Regime of the Public Sector**

**NEW RIGHTS FOR CITIZENS**

**NEW OBLIGATIONS FOR PUBLIC AUTHORITIES**

- Internet Technology Services Industry has become the base of all modern economic models
- An effective eGovernment can provide citizens, enterprises and organizations to carry out their business with government **more efficiently, at a lower cost and with increased transparency.**

eGovernment involves much more than just using tools! It also involves **organizational changes, training European citizens in digital skills and the involvement of public authorities.**

- The **European Commission** is taking specific actions for the development of Cross-border Digital Public Services that allow achieving the **digital single market.**
- Governments are taking on **regulatory changes** in the European Context to join the **Digital Transformation** led by the European Commission, **focused on citizens.**

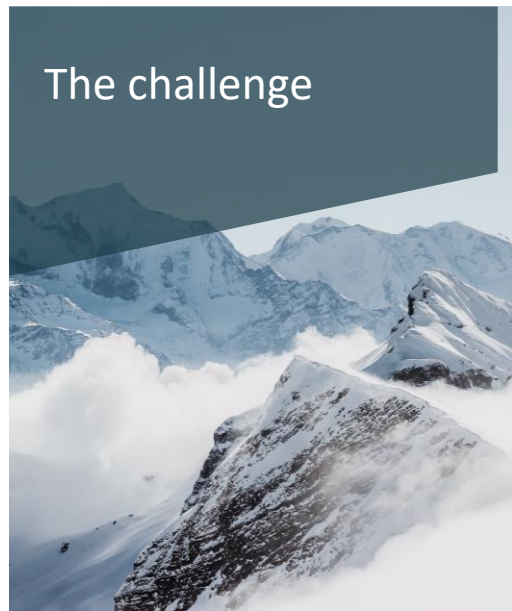
## Bringing eGovernment to a distributed population with small municipalities

- Spain is one of the most decentralized country in the world.
- We have **17 Regions**, each of the regions are **made up of one or more Provinces**, and **we have 50 Provinces!**
- At the same time, each *Province* is divided into a number of *municipalities*. A municipality is the closest government to the citizen. We have **8,131 municipalities**.
- Municipalities and Provinces form a part of the **Local Administration**.
- Provinces have their own governing body (provincial council)



### TEDeC: The eGovernment Solution for Municipalities implemented by Minsait/Indra in A Coruña (Galicia, Spain)

#### The challenge



To promote eGovernment development in **92 municipalities**, focusing on improvement of valuable services for citizens, increasing the **efficiency** and **transparency** of administrative procedures, **reducing costs in public services** by promoting **interoperability** and **cooperation** among public authorities.





# TEDeC: The complete eGovernment Solution for municipalities based on SIGEM



Provincial Council of A Coruña makes the digital transformation available by offering to all its municipalities a complete platform that provides tools for complying with eGovernment regulations.



Citizens



- Citizen's Portal/ eOffice
- Citizen Folder



Internal processing



- Electronic and In-person register
- eGovernment Business Process Management based on SIGEM (design of administrative procedures, rules engine, signature circuits, permission management, alerts)
- Complete management of Administration – Citizen relations
- Electronic Signature
- Archive and document services
- Notifications and Representatives
- Payments Gateway
- Digitalization



Interoperability and cooperation



- Open system architecture allowing interconnection with Central Government and Regional Government's tools:
  - Electronic Notifications (Notifica.gal), Register of empowerments (Apoder@), Register of Authorized Officials, (Habilit@), Registry Exchange System (SIR), Electronic Offices of Municipalities, Register of inhabitants (Accede - PMH ), Exclusive Edict Noticeboard (T.E.U.), National Grants Database (B.D.N.S.), Electronic Invoice (FACe), Contractor Profile (PLACESP), Interoperability Portal Pasaxe! to allow local entities to look up information about citizens and companies from other public entities, such as the National Institute of Social Security, Spanish Tax Agency or Executive Management of the Police

## How did we make it possible?



### 2019 IN NUMBERS

Almost 1 million electronic documents, more than 50% electronically signed

More than 200 administrative procedures  
Almost 200,000 new files initiated  
More than 2,500 users

.... And all this in 92 municipalities!

### Digital Transformation Process

- ✓ Citizen focused
- ✓ Municipal leaders are the main drivers

### Main Success Factors

- ✓ Re-engineering and simplification of administrative procedures
- ✓ Suitable **change management process**
- ✓ Appropriate high level support

### Contract Performance

#### Stage 1

Duration: 1 year  
Completed in 2016

- 39 deployments (basic management tool)
- 8 deployments (advanced management tool)
- 21 electronic procedures of Decrees.
- 13 electronic procedures of Collegiate Bodies
- Use of electronic signature folder
- Electronic Notification Pilot
- Integration with Registry Exchange System (SIR) in the Provincial Council
- Multi-entity pilot

#### Stage 2

Duration: 2 years  
Completed in 2018

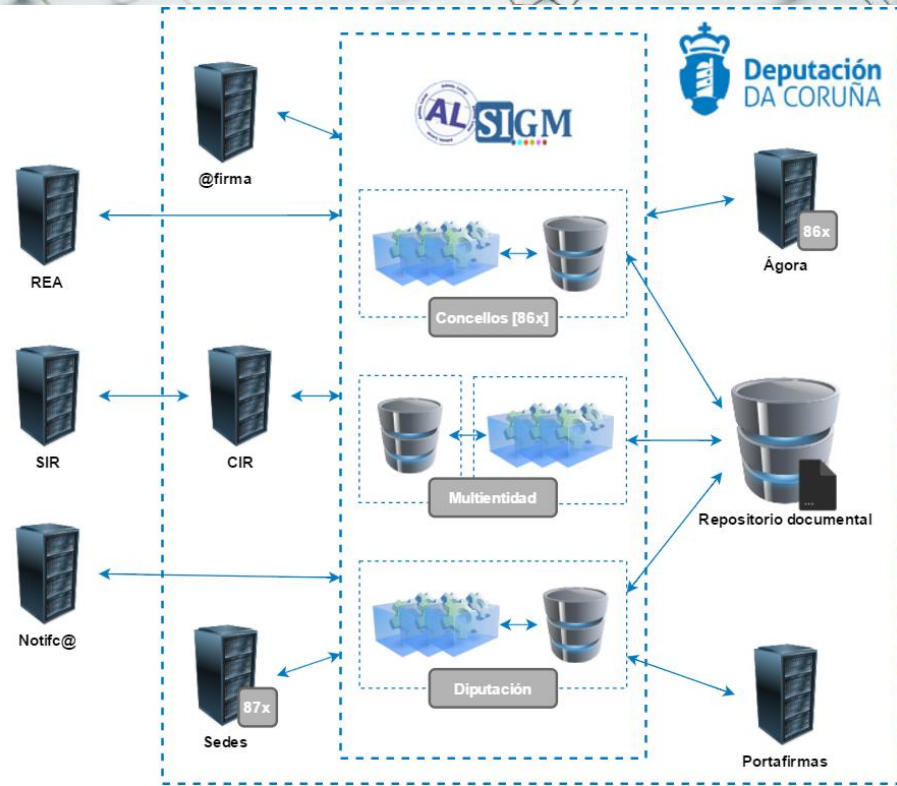
- 84 implementations (registry and processing)
- 84 electronic processing's of Decrees and Collegiate Bodies
- 84 implementations of electronic signature folder and electronic notifications
- 84 integrations with Registry Exchange System (SIR)
- Modules of Planning and Urban Discipline / Contracting / Secretariat and Grants
- Expand Procedures Catalog
- Multi-entity
- Electronic File Pilot
- Control panel



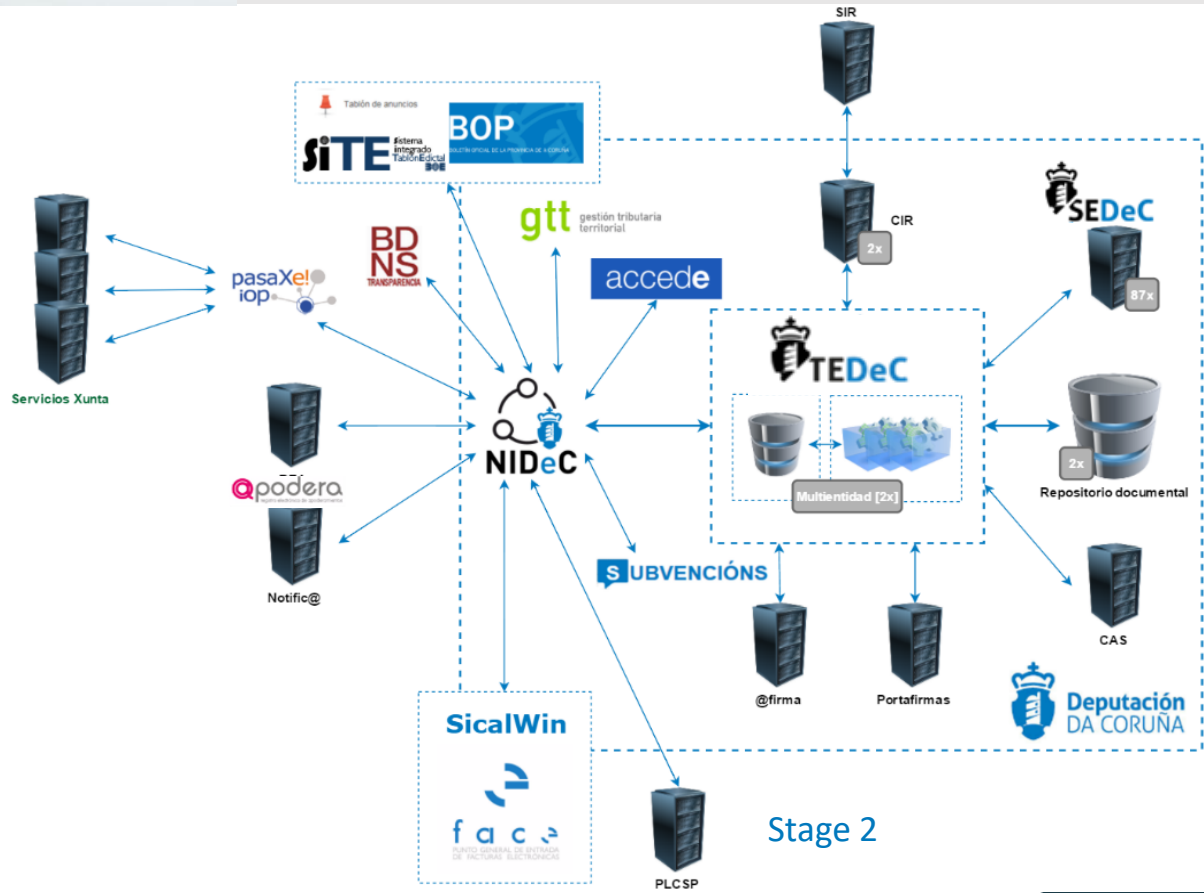


# An architecture that promotes cooperation and interoperability amongst public administrations

- Reuse of **data** for offering new public services, guaranteeing the right to information and transparency, implementing the **once-only principle**.
- Use of **ICT systems** for **secure information exchange and data protection** (interconnection of networks, interoperability nodes).
- Adapting **processes** to the current digital reality (**streamlining, simplification**). Training and involving all **participants** (not only ICT).
- Deployments in **common infrastructure**, significant **savings** in implementation and maintenance.



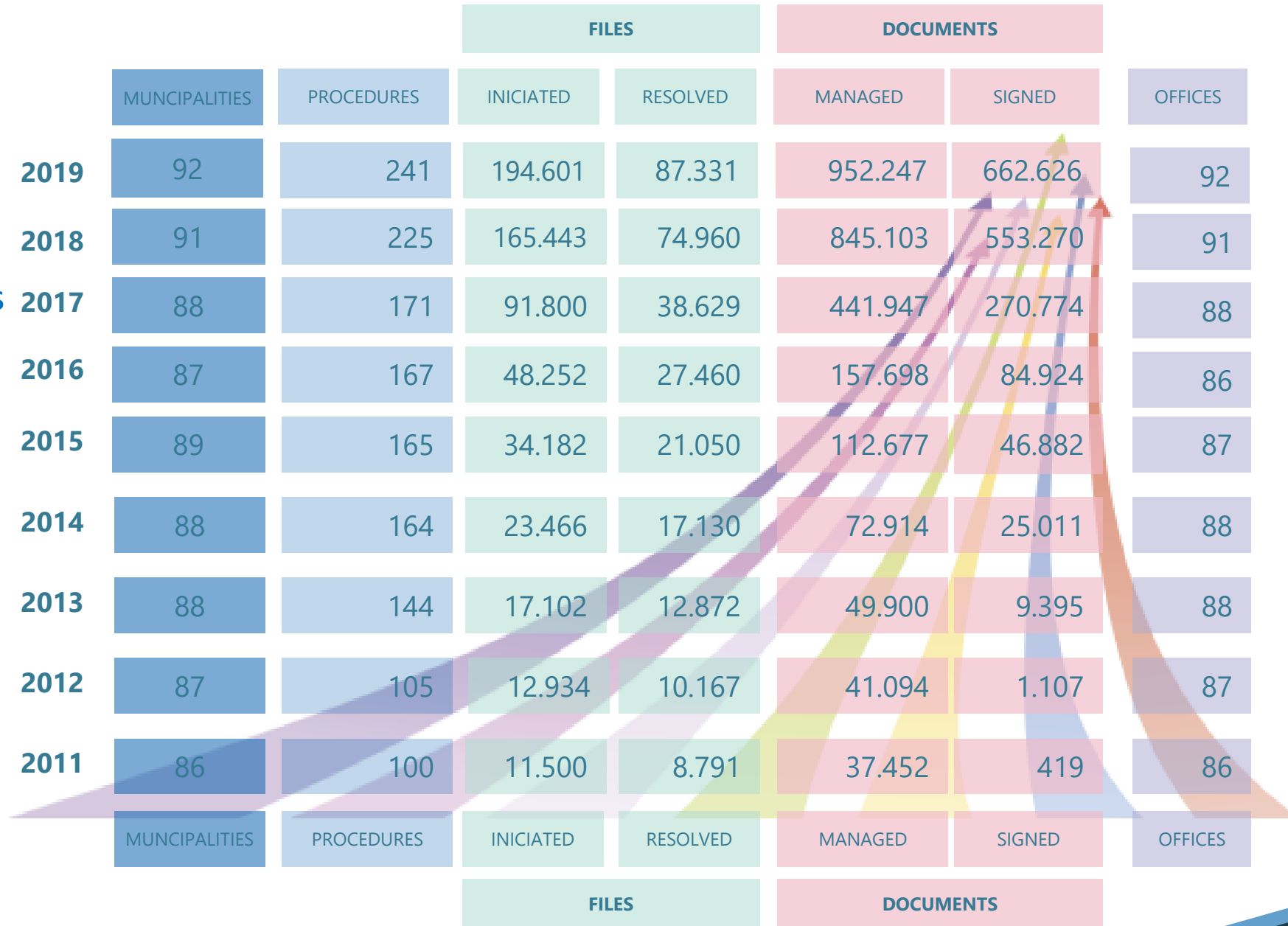
Stage 1



Stage 2

# Main Goal achieved! eGovernment for all of us!

- Complete eGovernment development in municipalities in A Coruña Province.
- Comply with the new obligations of public and the rights of citizens established in eGovernment regulations.
- Modernization of Local Administration increasing transparency, efficiency and savings.



# And the local government continues to trust Indra/Minsait!



## These are our goals for Stage 3...

ADDING TO AND CONSOLIDATING TEdEC SERVICES AND INSTALATIONS in the province. 100% implementation and consolidation. Duration: 2 years To be completed in 2020

- Migrate to SIGEM-3 systems and server centralization (65) (\*)
- Deployment of electronic offices (25)
- Start using the Processor (10)
- Implementation of the Secretariat module (10)
- Update the Works and Activities modules (86)
- Add +10 procedures to the Procedures Catalog
- Study and Implementation of Representative Management
- Study, improvement and debugging of the Third Party module.
- Implementation and integration of electronic signature folder (port@firmas).
- Study and implementation of Electronic Notifications Management
- Study and implementation of Registry Exchange System (SIR)
- Adaptation and implementation of the Minutes module in the Provincial Council (1)
- Modeling and implementation of Work Management in the Provincial Printing Office (1)
- Specific training (20)
- Other particular and personalized tasks (5)
- Preparation of full report of registration data (86)
- Integration of proposals with decree management (Secretariat) (86)

(\*) The number indicates implementations - city halls/consortiums



### BENEFITS FOR GOVERNMENTS

COST SAVING

GREATER EFFICIENCY: SHORTER DEADLINES

OPTIMIZATION OF PROCESSES: EFFICIENCY

INTEROPERABILITY

ADAPTABLE TO THE NEEDS OF MUNICIPALITIES

COMPLIANCE WITH REGULATION

GREATER EFFICIENCY: SHORTER DEADLINES



### BENEFITS FOR CITIZENS

NEW COMMUNICATION CHANNEL

PROMOTES PARTICIPACION

QUICKLY AND EASILY RELATION WITH GOVERNMENT

ALLOWS SAVING MONEY AND EFFORTS

MORE EFFICIENT AND TRANSPARENT PUBLIC SERVICES



# iThank you!

Lecture:

Susana Rodrigues Salgado

srodrigues@minsait.com

Carretera de Baños de Arteijo, 47

15008 A Coruña,

España

T +34 981 183 430

M +34 630 594 229

[www.minsait.com](http://www.minsait.com)

**indra**



minsait