Digital transformation in the Spanish Government

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Understanding:

1. Environment
2. Digital Transformation
3. Legal Framework
4. Cooperation & Governance
5. Services
6. Funding
7. Challenges Ahead
According to the terms of the 1978 Constitution, Spain adopted a highly decentralised system with 17 autonomous regions (Autonomous Communities) enjoying self-government rights with regard to local affairs, in addition to two ‘Autonomous Cities’. These communities elect their own parliaments, which, in turn, nominate Local Governments.

The Constitution of the Kingdom of Spain was adopted in December 1978 and last amended in 2011.

Spain became a member of the European Union on 1 January 1986.
The Public Sector in Spain

Public Sector

- General State Administration
- Autonomous Communities
- Local Entities

Institutional Public Sector

- Public Entities and Public Law Entities

Entities of Private Law (Administrative powers)

- Public Universities

Public Law Corporations

Law 40/2015

Law 39/2015
Ministerial Declaration on eGovernment - the Tallinn Declaration

ISA²
Interoperability solutions

CEF Digital

 EIF

1 conceptual model

4 levels of interoperability

12 underlying principles

47 recommendations
Understanding:

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Recommendation of the Council on Digital Government Strategies

1. Ensure greater **transparency, openness and inclusiveness** of government processes and operations.

2. **Encourage engagement and participation** of public, private and civil society stakeholders in policy making and public service design and delivery.

3. Create a **data-driven culture** in the public sector.

4. Reflect a **risk management approach** to addressing digital security and privacy issues, and adoption of effective and appropriate security measures.

5. **Secure leadership and political commitment** to the strategy.

6. Ensure **coherent use of digital technologies** across policy areas and levels of government.

7. Establish **effective organisational and governance frameworks** to co-ordinate the implementation of the digital strategy within and across levels of government.

8. Strengthen **international co-operation** with other governments.

9. **Develop clear business cases to sustain** the funding and focused implementation of digital technologies projects.

10. Reinforce institutional capacities to **manage and monitor** projects’ implementation.

11. **Procure digital technologies** based on assessment of existing assets.

12. Ensure that general and sector-specific legal and regulatory frameworks allow digital opportunities to be seized.
Analysis by OECD

Administrative reform (CORA Report) June 2013

217 measures, savings in costs and time. Elimination of duplicities

70% of the measures related to ICT

Relevance of ICT to achieve a maximum of effectiveness and optimization of resources

✓ CIO of the General State Administration
✓ New model of ICT governance
✓ Consolidation and shared services

+ New administrative laws
## OBJECTIVES

| I. Increased productivity and efficiency in the internal functioning of the Administration |
| II. Choice of the digital channel by citizens and businesses to interact with the Administration |
| III. Greater efficiency in the provision of ICT services in the Administration |
| IV. Smart corporate management of knowledge, data and information |
| V. Corporate security and usability strategy |

<table>
<thead>
<tr>
<th>LINES OF ACTION</th>
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</thead>
<tbody>
<tr>
<td>1. Making the internal management processes of administrative units digital</td>
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<tr>
<td>2. Developing digital jobs</td>
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<td>3. Providing e-services in the public sector that match the new technologies</td>
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<td>4. Improving user satisfaction with e-services in the public sector</td>
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<td>5. Promoting innovation in the provision of services</td>
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<td>6. Providing shared common services</td>
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<td>7. Publishing information for citizens and businesses and facilitating its being re-used</td>
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<tr>
<td>8. Relying on data analysis systems for decision making</td>
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<td>9. Ensuring the security of GA and PA information systems</td>
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A favourable legal framework

An opportunity to take advantage from

- Administrative Laws
- Archving & doc management
- e-Invoicing & other issues
- Reuse of Public Sector Info
- Transparence
- Personal Data Protection
- Security
- Interoperability
- e-Signature
- Accesibility
- Archiving & doc management (Non exhaustive)
Administrative acts shall be produced in writing through electronic means, unless their nature requires another more adequate form of expression and record.

Public administrations will issue the administrative documents in writing, through electronic means, unless their nature requires another more appropriate form ...

The administrative files will have an electronic format ...

Each Administration must maintain a unique electronic archive of electronic documents corresponding to finalized procedures ...

[Ley 39/2015, de 1 de octubre, del Procedimiento Administrativo Común de las Administraciones Públicas]
“The public administrations will relate to each other ... through electronic means, ensuring the interoperability and security of the systems ..., ensure the protection of personal data, and will preferably facilitate joint provision of services to stakeholders.”

[Ley 40/2015, de 1 de octubre, de Régimen Jurídico del Sector Público, art. 3]
National Interoperability Framework of Spain


Objective: to contribute to build and improve interoperability; clear and direct statements.

Scope: all Public Administrations.

Developed with the participation of all Public Administrations (General State, Regional, Local, Justice, Universities, + input from Industry).

Aligned with the EIF.

The National Security Framework

It is a legal text (Royal Decree 3/2010).

It establishes the security policy for the use of ICT by Government. It consists of the basic principles and minimum requirements to enable adequate protection of information.

To be followed by the Public Sector in Spain.

It is a key element of the Spanish Security Strategy.
Understanding:

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**Coordination** the process of organizing people or groups so that they work together properly and well.

**Cooperation** an act or instance of working or acting together for a common purpose or benefit; joint action.

**Collaboration** the situation of two or more people working together to create or achieve the same thing.
Governance and Cooperation

General State Administration

- ICT Strategy Committee
- Permanent Commission
- Ministerial Commissions
- Digital Admin.
- ICT Steering Committee

Secretariat

CIO

Presides

Link

Sectorial Commission of eGovernment

- CIO
- Reg. Govs
- Local Ent.
- Pub. Univ.

Working Groups

- Ensure compatibility and interoperability of systems used by PAs.
- Promote development of eGov in Spain.
- Ensure cooperation between PAs to provide clear, up-to-date and unambiguous administrative information.

Forums with stakeholders: e-Invoice, e-Document, others coming
The CIO

**Development of the **strategy **on Digital Administration**

**Monitor the implementation of the Strategy in the Departments**

**Promotion of common and shared services**

**Cooperation with other administrations.**
Presides the Committee which joins P.A.s

**PoC** before European and international bodies.

Promote the incorporation of **ICT into administrative procedures**

**Establishment of criteria and guidelines for data sharing**

**Definition of criteria, guidelines and ICT governance**

(Non exhaustive)
Understanding:

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Services for Digital Administration

- **A catalog of services** for Digital Administration.
- These services are offered to all AA_PP.
- The cloud services approach facilitates implementation especially in Local Entities.
- It also offers the option of interoperability

**Declaration of shared services (Scope State Administration):**
1. Unified telecommunications service
2. Managed Security Service
3. Hosting service for ICT infrastructure
4. Service of hybrid cloud (cloud SARA)
5. Unified email service
6. Multichannel Citizen Service
7. Management of the Registry Service
8. Management of notifications
9. Payroll Management
10. Integrated service for the management of human resources
11. Service for economic-financial management
12. Service for the generation and validation of electronic signatures
13. Service for the management of electronic documents and electronic files
14. Service for electronic archiving
Sharing Services at a Large Scale

Legal
- Main services identified and supported in legal framework.
- Promotion of reuse through the legal framework.
- Adhesion of P.A.s to the platforms provided by the Central Government.

Organizational
- Agreements signed with regional govs on the use of the basic services for eGov.
- Local entities adhere to the agreement signed by their corresponding regional gov.
- Also with Public Universities (through their coordination body).
- Mainly provided for free to public bodies.
- Separate agreements for payment when storage is needed.

Semantic
- Coding of administrative units and services; Metadata Schema for eDocuments.
- Specification for the data intermediation platform (for OOP).

Technical
- Portfolio of services, available many of them as cloud services.
- Choices offered: as cloud service, as web services, local installation, light client.

Security
- There is a National Security Framework applicable to the whole Public Sector.
- Cert services provided by CCN-CERT and associated services.
Services, some examples

Cl@ve

Cl@ve is a common platform for identification, authentication and electronic signature, a horizontal and interoperable system that avoids Public Administrations having to implement and manage their own systems for authentication and signature, and citizens having to use different methods of identification when interacting electronically with the Administration.

eIDAS node

Spain has deployed the first version of the national eIDAS node, integrated with the National eID card (DNIe). The node has been validated by DIGIT, being the first country in having an eIDAS node available.

The Data Intermediation Platform

The Data Intermediation Platform service is a type of horizontal service intended to simplify administrative procedures, so that citizens or businesses do not have to deliver data or documents already held by public authorities, and to reduce fraud in applications and related procedures.

Citizen’s folder

The Citizen’s folder is a one-stop service where a user can access and browse all the information the administration possesses about him or her, including open proceedings and registry entries, across all public organisations. A user can, for example, check the state of their tax returns or find out whether they have any pending traffic fines.
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Something about the funding

Human Resources – Expenses - Investments
Understanding:

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7. **Challenges Ahead**
Challenges ahead

Address the digital transformation
- Opportunities-challenges-risks
- People-Processes-Technology
- Understand citizen`s expectations
- Technology trends

Keep the dynamics: legal framework – cooperation - services
- Corresponsability
- Interaction – Evolution
- Multidisciplinar approach

Listen to the user of the services
- Think about citizen -> vital events
- Think about the 'internal users'

Extend common & shared services
- Models that facilitate service to C&B
- Engage local entities
- Integration in EU building blocks
- Cooperation with the private sector
- Production logic. Automation
Challenges ahead

Harnessing the potential of internal re-use of information
✓ Learn from the RISP experience to share information and also from transparency

Improve security
✓ Full implementation of the Security Framework
✓ CCN-CERT tools for the protection of the Public Sector in a scenario of increasing cyber threats

Win the battle on the use of digital services
✓ Digital by default
✓ Other channels for exceptional cases
More information

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5) Digital Public Services: Spain performs solidly above EU average in the delivery of online public services and leads the rankings in Open Data.

### 5 Digital Public Services

<table>
<thead>
<tr>
<th></th>
<th>DESI 2017</th>
<th>Spain</th>
<th>DESI 2016</th>
<th>Spain</th>
<th>EU DESI 2017</th>
<th>Country</th>
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<td>rank</td>
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<tr>
<td>% internet users (last year)</td>
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<td>11</td>
<td>39%</td>
<td>11</td>
<td>34%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2015</td>
<td></td>
<td>2015</td>
<td></td>
<td>2016</td>
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<td>P2 Prefilled Forms 5a2</td>
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<tr>
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<td>10</td>
<td>63</td>
<td>9</td>
<td>49</td>
<td></td>
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<tr>
<td></td>
<td>2015</td>
<td></td>
<td>2015</td>
<td></td>
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<tr>
<td>Online Service Completion 5a3</td>
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<tr>
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<td>11</td>
<td>91</td>
<td>7</td>
<td>82</td>
<td></td>
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<tr>
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<td>2016</td>
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<td>2015</td>
<td></td>
<td>2016</td>
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<td>Open Data 5a4</td>
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<td>rank</td>
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<tr>
<td>% of maximum score</td>
<td>91%</td>
<td>1</td>
<td>82%</td>
<td>1</td>
<td>59%</td>
<td></td>
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<tr>
<td></td>
<td>2015</td>
<td></td>
<td>2015</td>
<td></td>
<td>2016</td>
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5 Digital Public Services - evolution over time

- **ES**
- **EU**

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<th>DESI</th>
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<tbody>
<tr>
<td>6</td>
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<td>5</td>
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<tr>
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<td>0.72</td>
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<td>0.71</td>
<td>0.56</td>
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Many thanks for your attention

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