



- ## 02.5 Administration and Services to the Citizen
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## 02.5.1. Description of the initiatives and actions

Information technologies will lead to the conception of new ways of making services and useful information available to the citizen in digital form, and therefore at minimum cost, with immediate access, 24 hours a day, making administrative procedures easier to complete and saving citizens and businesses time. In short, the quality of the service provided by the administrations will be improved. It must also be said that the use of information and communication technologies will facilitate and foster the exchange of information in ways unknown until now. These transformations mean that deep reflection is called for concerning the modernisation of working methods and their organisation. In order to achieve this change, a policy of sensitisation and training of personnel is necessary, in addition to a commitment to change on the part of the administrations.

The area ADMINISTRATION AND SERVICES FOR THE CITIZEN includes all kinds of telematic services provided by public and private entities that are important, on the one hand, for society (citizens and companies), and, on the other hand, for the exchange of data and services between the various administrations.

Catalonia on the Network will include the services of all the departments of the Generalitat (Autonomous Government of Catalonia), the services of local and supralocal entities, and all those private services that are considered to be of interest to citizens (for example, the RACC [Royal Catalan Automobile Club], electricity companies and/or other organisations).

To have easy access to public information, in addition to private information of relevance to citizens, constitutes an essential prerequisite for the exercise of civic rights, as well as for the competitiveness of Catalan industry. Therefore, the Administration must act as a dynamo of change towards a balanced Information Society, in which public sector information and services are "fundamental to the efficient operation of the domestic market and the free circulation of goods, services and people".<sup>2</sup>

2. Public sector information: a key resource for Europe. Green Book on public sector information in the Information Society COM (1998) 585, p. 1.

## Initiative 1

**Public information on the network: Access to European, national, regional and local public information and information of social interest.**

The use of the new technologies, in particular the Internet, facilitates communication between the Administration and both citizens and companies. The type of information requested by citizens is information provided by various public and private entities, and it is currently dispersed. The organisation and classification of this information with a specialised search engine will make it easier for citizens to gain access to information and will offer them a value-added service.

The information available on the network will basically be all the information of a public nature that the citizen is entitled to request or gain access to, or information in the form of advisory services, consultation of records, etc. The value and success of this search engine, which will include information about the array of initiatives undertaken by the Administration, will depend on whether it is able to compile at least 80% of the information (information that will continue to grow gradually) that 80% of citizens need (80/80 information<sup>3</sup>). Obviously, this concept includes access to fundamental databases (records, land registry, cartography, etc.), but also information that is essential for day-to-day life (such as transport, emergencies, disasters, leisure, culture, etc.). In order to achieve this dynamic provision of information and to ensure the optimum organisation of civic life, while also keeping the cost low, it will be essential that the information from the public and private entities is correctly interrelated.

Access to non-administrative information can also be extremely important to company decision-making processes. An example here is statistical, financial or geographic information, which is crucial when deciding upon business strategies or undertaking certain investments. A lack of information may considerably delay decisions concerning international operations.<sup>4</sup>

A greater transparency of public sector information can reinforce the rights conferred within the European Union by improving the practical conditions in which these are exercised.<sup>5</sup>

3. 80/80 information is defined as the information that 80% of users seek on 80% of occasions on which they access the service.

4. Green Book. Public sector information: a key resource for Europe, p. 5

5. Green Book on Public sector information COM (1998) 585, p. 3

**Actions:**

- Creation of a search engine through which local and remote users may gain easy access to public interest information. The search engine should have 80% of the content that citizens require in 80% of cases, and access will be available to:
  - The agreements, acts, bye-laws and bulletin boards of the administrations.
  - The databases of the Administration. With respect to these, the different registers will be catalogued as "public domain" or "value-added", according to their type; such classification will determine whether access to the information is free or there is an obligation to pay. (For example, land registry, cartography, property register, etc.)
  - The specific portals of the various administrations.
- Constitution of a mixed committee that will monitor and maintain the search engine, overseeing the quality of the service provided.
- Organisation and presentation of information for companies with:
  - Electronic publication of investment planning and electronic procurement (tenders, purchases).
  - Integrated electronic publication of key information for businesses: procedure for creating a business, financial and geographical statistics, etc.
  - Establishment of an electronic directory of businesses in Catalonia, along the lines of the standardised European registers (European Business Register, EBR).

**Agents:**

**Generalitat (Autonomous Government of Catalonia), local entities,** public and private collaboration throughout Catalonia, Spain and Europe.

**Initiative 2**

**The intranets of the Administration: interchange of data between the administrations and progressive implantation of standards concerning inter-administrative interchange.**

A key objective when seeking to improve the quality of service provided by the Administration to citizens and businesses is the improvement of the Administration's interaction with these citizens and businesses. The latter should be offered electronic access,



from any place and at any time, to public information and services, and given the opportunity to complete, by means of electronic transactions, all the possible administrative procedures in the exercise of their rights or in compliance with their obligations.

The requirements for this objective to be attained are, firstly, the gradual automation of processes, beginning with the most frequent procedures and those that affect the greatest number of citizens; secondly, a progressive agreement with regard to the use of agreed formats/standards, and thirdly, standard use of telematics within the administrations. The entire group of telematic services for the citizen constitutes the framework that will consolidate the Open Administration of Catalonia of the future.

**Actions:**

- Creation of an office for the standardisation of electronic procedures in the public sector, and definition of the standards and minimum conditions of access to be offered to citizens.
- The permanent mixed committee constituted in Initiative 1 will oversee the proposals for the future and the continuous modernisation of the Administration.
- Use of e-mail for circulars and introduction of a standard notification service.
- Prioritisation of electronic procedures (census and residence, payment of contributions and taxes, etc.) and progressive implementation of these procedures.
- Co-ordination of the use of databases belonging to different administrations. The commission created in Initiative 1 will ensure that their interoperability is accepted as a key directive by the various administrations. This action includes the interrelation of data involved in emergency plans.
- Electronic public procurement: Electronic interaction with suppliers.
- Electronic procedures for the creation of businesses to be available at all the administrations.
- Progressive automation of processes (advanced procedures) between administrations (progressive computerisation of administrative forms (30% 1st phase, 70% 2nd phase).

**Agents:**

**Generalitat (Autonomous Government of Catalonia), regional councils**, local entities, private public interest organisations (RACC [Royal Automobile Club of Catalonia], electricity companies and other public utilities), EC / Catalan Pro-Europe Organisation (*Patronat Català ProEuropa*), Ministry of Public Administrations.

### Initiative 3

Access for citizens to electronic procedures: authentication of the citizen's electronic signature.

The possibility of using the communication networks, and especially Internet, to complete on-line procedures on the one hand, and the plans to validate communications and transactions by electronic mail, consultation of registers, etc., on the other hand, determine the basic needs of legal entities with respect to having electronic identification mechanisms at their disposal.

An electronic identification system has been proposed that will include the progressive implementation of an electronic card for possible multifunctional use (to gain access to procedures with the Administration, the Health Service, etc.) and the creation of bodies that will certify or authorise individuals or entities. Electronic identification and authorisation is the legal framework that the future Open Administration of Catalonia will have to provide, and this is planned as one of the initiatives in the area entitled THE FRAMEWORK OF THE INFORMATION SOCIETY.

This initiative must also include the legal definition for administrative purposes of what information the citizen is entitled to find on the network, information that the Administration must therefore provide. It is important to use the considerable resources held in the databases to which only the Administration has access, and a progressive policy of opening up these databases must be fostered. "The Charter of Citizens' Rights in the Information Society" must outline the rights of the citizen concerning access to information.

Identification via Internet - electronic signature - and the authentication procedure will adhere to the corresponding European standards.

#### Actions:

- Creation of a Commission responsible for defining and extending the "The Charter of Citizens' Rights in the Information Society".
- Launch of a project that will facilitate the establishment of the Open Administration of Catalonia (authentication and legal framework), integrate authentication, encryption and, in short, safe procedures, guaranteeing the privacy of communication between the citizen or the company and the Administration.
- The electronic signature will be supported by electronic card technologies. Vertical and horizontal pilot tests will be scheduled.



The electronic card will be phased in for use by the citizen in stages: the first stage will take the form of a pilot phase in circles within the Administration; the second stage will extend to larger groups; finally, during a third stage, the card will be distributed to the entire population.

**Agentes:**

**CSI, LOCALRET**, administrations.

**Initiative 4**

**Inclusion of legal procedures in the group of electronic services provided by the Administration.**

The new information and communication technologies not only make it possible to automatically complete routine tasks and reports, but also to phase out the paper medium in favour of the digital medium, leading to quick and efficient enquiries and searches. The general implantation of these tools and applications for use with legal procedures will result in the improved efficiency of the service.

**Actions:**

- Improvement of the infrastructures in operation.
- Interaction with standards in order to progress towards a flexible interchange of data in a Web environment.
- Automation of all the legal services.
- Study of the possible introduction of electronic authentication of legal documents and practices, and proposal of a standard notification service for the purpose of "notification" and "summons" to trial. The ultimate aim is to reach the point where the Internet is used as an additional tool of communication between the judicial system and the citizen. Telematic communication between the judicial system and both citizens and the judiciary would save considerable time in procedures and would optimise judicial procedures and internal tasks.

**Agents:**

**Department of Justice, Courts**, Police, administrations.



## Initiative 5

### Mobility issues and management of thematic, territorial and emergency information.

The Corfu report drawn up by the Bangeman Commission identified traffic information systems and the applications derived from these as one of the areas of application for the construction of the Information Society. The generation of efficient information relating to the dynamic conditions of mobility within a territorial area and the spread of this information by means of all kinds of multimedia technologies can help to improve the conditions in which the transport networks are used, with the resultant saving of time and social costs. This information will make it possible to introduce more efficient management of various economic activities (such as those associated with fleet management, the handling of emergencies, environmental co-ordination, the property market, public and private transport, etc). It will also generate new business opportunities associated with transport information and instigate changes in the behaviour of users, since use of the road network may be rationalised, as a result of changes in travelling habits and modes of transport.

Geographic information systems represent a strategic resource that must be further developed. Their application to mobility systems, co-ordination of emergencies, territorial management and co-ordination and many other areas make them extremely powerful tools. Data normally held by the various agents (concerning traffic, accidents, emergency points, etc.) will be accumulated in a virtual location that is accessible to all. All the agents that provide information will have equal access to the use of any part of it.

#### Actions:

- Access of citizens to an integrated mobility and civil defence service.
- Progressive implantation of intelligent management of the information provided by the various private agents and the administrations, which will include the following:
  - Establishment of institutional agreements for the integration of databases.
  - Organisation of an integrated management system among the various agents.
  - Creation, on the one hand, of an integrated cartographic system of Catalonia for the use of the administrations, and, on the other hand, of geographic information systems for the citizen by means of GIS (Geographic Information System), GSM (digital cellular telephony), SMS (message system). This action also includes cartography relating to operational plans in the event of emergency.

In addition to this, there is a need to employ Intranets to co-ordinate the joint use of the data



held by public and private entities concerned with emergency action, an aspect that is considered in Initiative 2.

**Agents:**

**Department of Territorial Policy**, Catalan Institute of Cartography, Department of Industry, Trade and Tourism, infrastructure and transport services supply companies, local entities.

### Initiative 6

**Training and refresher courses for Administration personnel and citizen support services.**

The use of Information Technologies not only improves the internal operations of an administration, but also boosts communication between the various agents within administrations and their interaction with citizens and businesses. This initiative basically entails the modernisation of the various Catalan administrations. It should be noted that the restructuring of public services may require sizeable investments from administrative bodies at all levels, in addition to a cultural change.

The transformation that the Information Society will bring about in the field of public services demands protracted reflection on the modernisation of working methods and on the organisation of these. In order to instigate this change, a policy of sensitisation and training of personnel is required, in addition to a commitment to change on the part of political leaders.

The active participation and involvement of the civil servants will be secured by means of a plan for continuous training in ICT for all those working in public and private entities who offer a service to the citizen. Besides the actions conceived to promote the widespread internal use of Information Technologies specified in Initiative 2 (mandatory use of e-mail, electronic procurement, etc.), the essential actions that seek a commitment to change on the part of the Administration are as follows:

**Actions:**

- Training and refresher courses in ICT for Administration staff.
- Information and direct support for users concerning the use of the Administration's public information and services terminals/kiosks.

This direct support will offer an array of possibilities, ranging from an extensive, high-quality telephone information service for citizens (such as the 010 or 012 services, in order to reach all those groups of people who are still without access to Internet) to a direct support service that will perform the tasks of individual guidance in the use of the electronic information points.

**Agents:**

Each administrative body or department, and private entities that offer the citizen services.



## 02.5.2. Chart summarising the initiatives and actions

INITIATIVES	ACTIONS	AGENTS
<b>Initiative 1</b> Public information on the network: Access to European, national, regional and local public information and information of social interest	<ul style="list-style-type: none"> <li>• Creation of a search engine through which local and remote users may gain easy access to public interest information. The search engine should have 80% of the content that citizens require in 80% of cases, and access will be available to:               <ul style="list-style-type: none"> <li>- The agreements, acts, bye-laws and bulletin boards of the administrations.</li> <li>- The databases of the Administration. With respect to these, the different registers will be catalogued as "public domain" or "value-added", according to their type; such classification will determine whether the information is free or there is an obligation to pay (for example, land registry, cartography, property register, etc.).</li> <li>- The specific portals of the various administrations.</li> </ul> </li> <li>• Constitution of a mixed committee that will monitor and maintain the search engine.</li> <li>• Organisation and presentation of information for companies with:               <ul style="list-style-type: none"> <li>- Electronic publication of investment planning and electronic procurement (tenders, purchases).</li> <li>- Integrated electronic publication of key information for businesses: procedure for creating a business, financial and geographical statistics, etc.</li> <li>- Establishment of an electronic directory of businesses in Catalonia, along the lines of the standardised European registers (European Business Register, EBR).</li> </ul> </li> </ul>	<b>Generalitat</b> <b>Local entities</b> Public and private collaboration throughout Catalonia, Spain and Europe
<b>Initiative 2</b> The intranets of the Administration: interchange of data between the administrations and progressive implantation of standards concerning inter-administrative interchange	<ul style="list-style-type: none"> <li>• Creation of an office for the standardisation of electronic procedures in the public sector, and definition of the standards and minimum conditions of access to be offered to citizens.</li> <li>• Constitution of a permanent mixed committee to monitor proposals for the future and to oversee the continuous modernisation of the Administration.</li> <li>• Use of e-mail for circulars and introduction of a standard notification service.</li> <li>• Prioritisation of electronic procedures (census and residence, payment of contributions and taxes, etc.) and their progressive implantation.</li> <li>• Co-ordination of the use of databases belonging to different administrations.</li> <li>• Electronic public procurement: Electronic interaction with suppliers.</li> <li>• Electronic procedures for the creation of businesses to be available at all the administrations.</li> <li>• Progressive automation of processes (advanced procedures) between administrations (progressive computerisation of administrative forms (30% 1st phase, 70% 2nd phase).</li> </ul>	<b>Generalitat</b> <b>Regional Councils</b> Local entities Private public interest organisations (RACC, electricity companies and other public utilities) EC/Catalan Pro-Europe Organisation Ministry of Public Administrations

<b>Initiative 3</b> Access for citizens to electronic transactions: authentication of the citizen's electronic signature	<ul style="list-style-type: none"> <li>• The Charter of Citizens' Rights in the Information Society.</li> <li>• Project to facilitate the establishment of the Open Administration of Catalonia.</li> <li>• Scheduling of vertical and horizontal pilot tests to gradually introduce the electronic signature and electronic card to the citizen in stages: the first stage will take the form of a pilot phase in circles within the Administration; the second stage will extend to larger groups; finally, during a third stage, the card will be distributed to the entire population.</li> </ul>	<b>CSI</b> <b>LOCALRET</b> Administrations
<b>Initiative 4</b> Inclusion of legal procedures in the group of electronic services provided by the Administration	<ul style="list-style-type: none"> <li>• Improvement of the infrastructures in operation.</li> <li>• Interaction with electronic data interchange standards.</li> <li>• Automation of all the legal services.</li> <li>• Study of the possible telematic recognition of legal documents and practices, in order to create a standard service for the notification of citizens and agents in judicial procedures.</li> </ul>	<b>Department of Justice</b> <b>Courts</b> Police Administrations
<b>Initiative 5</b> Mobility and management of thematic and territorial information and information relating to emergencies	<ul style="list-style-type: none"> <li>• Access of citizens to an integrated mobility service.</li> <li>• Progressive implantation of intelligent management of the information provided by the various private agents and the administrations, which will include the following:             <ul style="list-style-type: none"> <li>- Institutional agreements for the integration of databases.</li> <li>- An integrated management system among the various agents.</li> <li>- An integrated cartographic system of Catalonia for the use of the administrations, and geographic information systems for the citizen by means of GIS-GSM-SMS.</li> </ul> </li> </ul>	<b>Department of Territorial Policy</b> Catalan Institute of Cartography Department of Industry, Trade and Tourism Infrastructure and transport services supply companies Local entities
<b>Initiative 6</b> Training and refresher courses for Administration personnel and citizen support services	<ul style="list-style-type: none"> <li>• Training and refresher courses in ICT for civil servants and Administration staff.</li> <li>• Information and direct support for users concerning the use of the Administration's public information and services terminals/kiosks.</li> </ul>	Each administrative body or department, and private entities that offer the citizen services.



## 02.5.3. Co-ordinator, moderators and members

### Co-ordinator

Mr. Ernest Maragall Mira

Barcelona City Council

### Moderator

Mr. Joan Serra Roca

Commissioner's Office for the Information Society (CSI)

Mr. Amador Álvarez González	Royal Automobile Club of Catalonia (RACC)
Mr. Jaume Barceló Bugada	Dept. of Statistics and Operational Research (UPC)
Mr. Josep Bosch	Girona Regional Council
Mr. Isidre Canals Cabiró	Barcelona City Council
Mr. Martí Cebollero Horna	Department of Social Welfare
Mr. Jesús Eugenio Corbal Fernández	Judicial School
Mr. Manel del Forn Soxa	GFE Associats
Mr. Rafael Escudero Royo	Administration of Justice Relations Office
Mr. Ramon Fons Vilardell	Callús Municipal Council
Mr. Ignasi Genovés Avellana	Citizens' Services Office
Mr. Francesc Xavier Giménez Jordà	Tarragona Regional Council
Mr. Albert Guilana Foix	Law Courts of Lleida
Ms. Elisenda Malaret García	University of Barcelona (UB)
Mr. Fernando Méndez González	Association of Property Registrars
Mr. Oriol Miralbell Izard	Department of Industry, Consumption and Tourism (DICT)
Ms. Ana M <sup>a</sup> Miró Sabater	Barcelona Regional Council
Mr. Josep Molas Bertrán	Computer Services Office (DGSi)
Mr. Albert Muratet Casadevall	Sant Cugat Municipal Council
Mr. José Juan Novás Alemany	Autonomous Government of the Balearic Islands
Mr. Joan Olivares Obis	Local Administration Office
Mr. Lluís Olivella Cunill	Municipal Institute of Computing
Mr. Américo Ologaray Orti	Municipal Government of Terrassa
Mr. Ramon Oro Badia	Computer Services Office (DGSi)
Mr. Josep Pont Sans	Municipal Government of Bell-puig
Mr. Jaime Rodríguez Blanco	Office of the Public Prosecutor in Barcelona
Mr. Miquel Salazar Canalda	Barcelona Regional Council
Mr. Jordi Sans Pinyol	Emergency and Civil Protection Office
Ms. Teresa Serra Majem	Barcelona City Council
Mr. Ramon Siuraneta Alba	Lleida Regional Council
Mr. Ignasi Soto Valle	Association of Secretaries
Mr. Juan Antonio Tamayo Fernández	Sant Boi Municipal Council
Mr. Julio Vázquez Magan	Regional Computing Office of the Catalan Fiscal Agency