1. **Spanish Context**
   - Administrative Structure

2. **Spanish e-Government Strategy**
   - Principles
   - Overview
   - Main e-Government Actors

3. **Previous policies in Spain**
   - Info XXI Action Plan
   - España.es
   - Conecta Plan
   - Moderniza Plan
Agenda

3. Avanza Plan
   - First Stage
   - Action Fields
   - Five Objectives

4. Avanza2 Plan
   - Second Stage
   - Action Fields

5. Avanza Local
   - Overview
   - Tools of Avanza Local Solution Platform

6. Summary

7. References
Spanish Context
Administrative Structure

Central Government
- 16 Ministries
- 139 Autonomous Organisms

Regional Government
- 17 Autonomous Communities
- 2 Autonomous Cities

Local Government
- 50 provinces
- 8,108 municipalities
## Spanish Context
### Administrative Structure

<table>
<thead>
<tr>
<th>Government levels</th>
<th>Total</th>
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<tbody>
<tr>
<td>Central</td>
<td>1</td>
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<tr>
<td>Autonomous Communities</td>
<td>17</td>
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<tr>
<td>Autonomous Cities</td>
<td>2</td>
</tr>
<tr>
<td>Province</td>
<td>50</td>
</tr>
<tr>
<td>Municipality</td>
<td>8108</td>
</tr>
</tbody>
</table>
Spanish e-Government Strategy

Principles

» Right of all citizens to communicate electronically with Public Administrations
» Public Administrations will offer accessible e-Services
» Administrative procedures can be completed electronically
» Compliant with European ICT goals and action lines
The current Spanish e-Government strategy:

» Aims to **improve the quality of services** provided by Central Government while bringing the Public Administration closer to citizens and businesses.

» Focuses on the **use of new technologies** reducing bureaucracy, simplifying procedures and eliminating unjustified delays.

» Results from the two policy documents:
  - the 'Avanza' Plan for the development of the Information Society
  - the Action Plan for the Implementation of the so-called 'Law on eGovernment'
## Spanish e-Government Strategy

### Overview

#### Political Support
- Plans: INFO XXI, españa.es, CONECTA, MODERNIZA, AVANZA, AVANZA2

#### Legislation and Regulations
- Law on Citizens’ Electronic Access to Public Services

#### Common Infrastructures and Services
- SARA Network
  - @firma MultiKPI Validation Platform
  - 060 Network (Local offices, Hotline Number, Web)
Spanish e-Government Strategy

Overview

- **inter-administrative coordination and cooperation**
- **Coordination with Europe**
  - Technology Transfer Centre
  - e-Government Conferences
  - Workgroups
  - ✓ Service Directive
  - ✓ Common Services: Stork, e-Health, e-DOC
- **Development of the Legal Framework**
  - ✓ National Interoperability
  - ✓ National Security Framework
  - ✓ e-Billing
  - ✓ Single electronic registry
## Spanish e-Government Strategy
### Main e-Government Actors

<table>
<thead>
<tr>
<th>Strategy/Policy</th>
<th>Coordination</th>
<th>Implementation</th>
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<td>Ministry of the Presidency</td>
<td>Higher Council for eGovernment</td>
<td>Ministry of the Presidency</td>
</tr>
<tr>
<td>Ministry of Industry, Tourism and Trade</td>
<td>Ministerial Committees for eGovernment</td>
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<tr>
<td>Higher Council for eGovernment</td>
<td>Directorate General for the Promotion of eGovernment</td>
<td>Red.es</td>
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<tr>
<td>Advisory Council of eGovernment</td>
<td>Sectoral Committee of eGovernment</td>
<td>Individual Government Ministries and Agencies</td>
</tr>
</tbody>
</table>
Previous Policies in Spain

» Launched in 2000.

» Focused on the:
  - The promotion of the Telecommunication and Information Technology sectors
  - The development of e-Government
  - The provision of access to Information Society for everyone, especially for SMEs.

» Based on the iEurope 2002 Action Plan, it sets a number of objectives, actions and projects for the period 2001-2003.

» E-governments is a key aspect of the plan, with key actions including the creation of a single administrative portal and the launch of an electronic ID card.

» It did not deliver the expected results
Previous Policies in Spain

» Successor to the ‘Info XXI’ Programme

» Partly based on the recommendations of the Study Commission on the Information Society, unveiled in April 2003

» The main objective of the new programme is twofold:
  ▪ To stimulate the demand of information society services in the population
  ▪ To improve the supply side in terms of infrastructure, contents and services.

» The programme comprises six areas of action divided in two categories:
  ▪ vertical actions targeting specific segments of society (the public sector, Education or SMEs)
  ▪ horizontal actions covering the whole population (accessibility and inclusion, contents, and communication and marketing).

» In the field of e-government ('administración.es'), the new programme incorporates the ‘Shock Plan for the development of e-government in Spain’

España.es
Programa de Actuaciones para el Desarrollo de la SI en España
Previous Policies in Spain
Conecta Plan (2004-2007)

The Public Administration Technological Modernisation Plan:

» Aims to help modernize Public Administration on the basis of:
  ▪ e-Government
  ▪ process redesign
  ▪ inter-administrative coordination and cooperation
  ▪ multi-channel service delivery to citizens
  ▪ training of civil servants.

» 43 meta-projects were launched in five key areas:
  ▪ Electronic interactions between Public Administrations and citizens (e-Certificates)
  ▪ eID card
  ▪ citizen portal to provide access to interactive and transactional services
  ▪ A set of new services for communicating with Public Administrations
  ▪ The improvement of the IT Infrastructure of the State Administration
Previous Policies in Spain
Moderniza Plan (2006-2008)

» A definite step towards the implementation of eServices and means of e-government.

» Aimed at improving, modernising and simplifying the Administration with a view to better accommodate the needs of citizens.

» The goal was to render the Administration more flexible and effective while enhancing the quality of public services

» 16 objectives framed in three areas:
  ▪ Better organization (quality observer, ...)
  ▪ Better public administration (Integra Plan, Concilia Plan...)
  ▪ Better relationship with citizens (24*7 services, simpler procedures...)

MODERNIZA
La administración ciudadana
Avanza Plan
First Stage (2006-2008)

» Plan for the ‘Development of the Information Society and for Convergence with Europe, and among Autonomous Communities and Cities - 2006-2010’

» Compliant with the i2010 Initiative

» Forms part of the broader programme ‘Ingenio 2010’, within the framework of the National Reforms Programme

» Aimed to reach a fully developed e-Government through a joint effort from the private sector, the civil society and the various administrations..

» Oriented towards the adequate use of ICTs

» Opt for a user-centric e-Government

» Consisted of five main action fields
Avanza Plan (2006-2008)
Actions Fields

» **Households and Citizen Inclusion**
  Measures to ensure a wider use of ICTs among households while increasing citizens’ opportunities to participate in public life (‘Avanza Citizenship’)

» **Competitiveness and Innovation**
  Measures to encourage the development of the ICT sector in Spain and to adopt technologically advanced solutions in favour of Spanish SMEs

» **Education within the Digital Era**
  Incorporating ICTs in the education and training process in general, involving all agents taking part in this project.
Avanza Plan (2006-2008)
Actions Fields

» **Public eServices**
  Measures to enable the delivery of new, user-friendly and better public services, as well as the improvement of citizens’ quality of life and a greater efficiency for Spanish businesses.

» **The New Digital Context**
  Deploying a broadband infrastructure, so as to connect the entire country, generate citizens and businesses’ confidence in the use of new technologies, provide advanced security mechanisms and promote the creation of new digital content
Avanza Plan (2006-2008)
Five Objectives

» Guarantee the right for citizens and businesses to be electronically connected with Public Administrations
  ▪ All public eServices should be available on the Internet by 2010
  ▪ Among these services, at least 80 % should be fully transactional i.e. the entire case handling will occur online (payment included).

» Set up of mechanisms aimed at adjusting the offer of eServices to the existing demand by creating a clear catalogue of eServices
  ▪ Explicitly indicating their respective development schedule and functionalities, as well as the authorities responsible for their launch
  ▪ Additionally, necessary actions will be taken in order to have multiplied by two the use of these services by the end of 2010.
Avanza Plan (2006-2008)

Five Objectives

» Guarantee the existence of appropriate channels
  ▪ In order to allow all citizens and businesses to access public services

» Modernise Spanish Public Administrations
  ▪ To adapt to the new paradigm of user-centric delivery of public services: Better quality and performance, costs reduction, user satisfaction, interdepartmental integration and administrative simplification.
  ▪ Several actions were promoted within the administration, including: the intensive use of ICTs, the necessary organisational and procedural changes, as well as the development of new abilities among public agents.
Avanza Plan (2006-2008)

Five Objectives

» Create cooperation structures between the various levels of Government (the Central Government, the Autonomous Communities and the local entities).
  - Development of joint solutions, as well as the integration of solutions developed by each one of them, so that citizens may use new services independently of the administration providing them.
Avanza2 Plan
Second Stage (2009-2012)

- Aims to consolidate the milestones achieved during the first phase of the Plan
- Contributes to foster the demand for ICT and to fortify the ICT industry.
- Structured around five action fields
Avanza2 Plan (2006-2008)

Actions Fields

» Development of the ICT sector
  ▪ To support companies, in particular SMEs, in developing new ICT products, processes, applications, contents and services, and participating in the establishment of the Future Internet and of digital content
  ▪ To encourage competitiveness in the ICT sector
  ▪ R+D+i

» ICT training
  ▪ To massively include citizens in the Information Society, in particular persons with disabilities and the elderly
  ▪ To massively include companies in the ICT, in particular SMEs and their employees
Avanza2 Plan (2006-2008)

Actions Fields

» Public eServices
  ▪ To improve the quality of public services delivered by the ‘networked Public Administration’
  ▪ To support Local Governments
  ▪ To develop the functionalities of the national eID card (DNIe).
  ▪ To stimulate the creation of new health and education platforms and content
  ▪ Open source software

» Infrastructure and Trust
  ▪ To establish the Information Society at local level
  ▪ Transaction to Digital TV
  ▪ Broadband
  ▪ ...
Avanza2 Plan (2006-2008)

Actions Fields

» Security and Accessibility
  - Privacy and data protection
  - Protection against fraud
  - To foster citizens’ and businesses’ trust in ICT
  - To improve the accessibility of e-Services
Avanza Local
Overview

» Municipal arm” of the ‘Avanza’ Plan

» Intended to promote e-Government at local level

» Areas covered:
  ▪ Diffusion and implantation of the dedicated ‘Avanza Local Solutions Platform’
  ▪ Development and implantation of technical solutions of particular use to Local Government
  ▪ Release of studies leading to a good practice catalogue for the content and use of municipal applications
The tools included in the ‘Avanza Local Solutions Platform’ include:

- SIGEM (for managing the back office of the municipalities)
- LOCALWEB (for building and managing portals)
- LocalGIS (a powerful Geo-information system)
- Avanza Local Padrón (an integrated system to manage census and enrolment list for polls)
- ‘e-fácil’ application
- eInvoicing with the CIRCE local module
Summary
Spanish Policies

- January 2001
- January 2003
- January 2004
- January 2005
- January 2006
- January 2009

- España.es
  Programa de Actuaciones para el Desarrollo de la SI en España

- MODERNIZA
  La administración ciudadana

- plan CONECT
  tu administración en red

- plan AVANZA

- plan AVANZA2

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