

## ICA COUNTRY REPORT

### Spain

#### NEW PLANS FOR PROMOTING THE INFORMATION SOCIETY AND eGOVERNMENT IN SPAIN

##### 1. España.es

The Board of Ministers has approved **España.es**, a group of specific steps and projects that will represent an important impulse for the development of the Information Society in Spain. The plan will have two years (2004-2005) duration and has been following the strategic guidelines of the so called Soto Commission, a commission made up of experts created in November by the Government to analyze the problems inherent to the Information Society, both for the business fabric and the society in general.

His Commission has confirmed, among other things, the lack of interest and training the citizens have to access to electronic services: people do not know they are there and offered services are poorly attractive. In order to respond to this situation, España.es introduces specific actions having their own budgets and the participation of all the Ministries as well as the technical support given by the Red.es business body which depend on the Ministry of Science and Technology.

##### Guiding lines

1. To strengthen the offer of contents and services to favour the demand.
2. To improve the accessibility in a wide sense, by offering public access points and making an effort in training on and communicating the citizens which are the advantages of the Information Society.
3. "To connect" the small business, increasing its trade relation through Internet in order it can access to the services given by the Information Society so improving its productivity and the subsequent economic growing.

##### Action areas

These three main lines are grouped in six action areas making up the Program, classified in two blocks: a first block with three action areas having a vertical character and affecting specific segments, and a second block with three horizontal action areas aimed to people in general:

- **administración.es**: It is the first phase for implementing and promoting e-Government in the State General Administration.
- **educación.es**: An investment in technologies of the information (TIC) in Spanish public schools and colleges according to three main lines: infrastructures, equipments for teaching staffs and contents.
- **pyme.es**: It is a program for integrating the technology of information in the Spanish small and medium business in those sectors with a poorly integrated in the Information Society.
- **navega.es**: It is aimed to integrate in the Information Society those citizens not connected yet, through two action lines: by creating "telecentres" (centres

for the public access to Internet with several other facilities) and training actions channelled through a foundation.

- **contenidos.es:** It is divided into two actions: **patrimonio.es**, for giving a digital format to Spanish historical heritage and the exploitation and circulation thereof; and **seguridad.es**, including other initiatives regarding digital contents.
- **comunicación.es:** It is a communication campaign through three main efforts: to create a brand, to carry out informative campaign for outlining the advantages of the Information Society, and circulation campaigns on the actions in this program.

The initial cost of the plan will be about 1,029 million EURO, broken down as follows: 63% by the State General Administration (AGE), 26% by the Autonomous Communities, and 11% by the private sector. Of the six lines making up the program, the three vertical ones (e-Government, Education and Small Business) take 54% of the total investment, with 553 million EURO, while the three horizontal ones (accessibility and training, contents and communication) take the remaining 46%, being equivalent to 470 million EURO. The action having the highest investment in Education, with 23% of the total (241 million EURO) followed by accessibility and training and digital contents with 240 and 220 million EUROS, respectively.

## 2. Action Plan for promoting e-Government

### *The view of e-Government*

With this plan, the Spanish Government takes a firm step ahead as regards e-Government, so concentrating its strategic view of the role of the technologies of Information in rendering public services and adding to it 19 concrete steps according to an strict execution schedule.

E-Government is a way to advance towards the "best governance" in Public Administrations, where technology is mainly an instrument and not an objective at itself. Therefore, the value of e-Government does not lie in a simple transfer of the services now rendered by the Administration, but it must respond to the optimization and the reorganization of the public service's approaches, in such a way they will enable a higher efficiency and effectiveness as regards the relations between the citizens and the enterprises and the cultural change required for implementing the Information Society.

From an historical point of view, the Ministerial Departments have meet their competencies and responsibilities by implementing "ad hoc" electronic services, specifically developed to solve very concrete problems without having a general coordination and cooperation model in which any particular initiatives could be properly inserted for better achieving their objectives

Nevertheless, in this first decade of the 21st century the way of working must be replaced by a much more global approach taking advantage of the synergies derived from the joint and organized activity in the different administrative bodies and levels.

e-Government must allow a transformation in the way the State General Administration's services are offered and starting to render them without being centred in the department but in the users.

This transformation requires a proper coordination of all of the Departments to better perform their services, in such a way the citizens may go on getting a sole view of the service.

This requires carrying out a deep reorganization and an improvement of the internal processes. To this end, a cultural change by public servants is absolutely necessary, by insisting on their education and in those initiatives favouring the use of the technologies of information and the communications at work.

The view of e-Government for Spain must tend to an "integrating" model, centred on users:



**Table 1: E-GOVERNMENT IN SPAIN MEANS A DEEP TRANSFORMATION OF THE SERVICES RENDERED TO THE USERS**

In this model, processes between the different Ministries must go on integrating themselves by defining common and service interfaces helping to coordinate their systems (back-office) and to reorganize and automate their internal processes.

#### *Steps in the Action Plan*

Steps in this Plan have been structured around four action axes:

- To facilitate users the public access
- To promote the development of services for users
- To facilitate the information exchange in the PAs.
- To support the internal reorganization of processes in the PAs.

#### **Facilitating the users a public access**

##### **STEP 1: Electronic DNI**

**DESCRIPTION:** Availability of the new National Identity Document which, according to the provisions in the Electronic Signature Bill under procedure, will be functional as regards identification in the virtual world and the electronic signature.

**PURPOSE:** To facilitate all the Spanish citizens the possibility of having a document

allowing them to make transactions on line with Public Administrations and private organizations by its new functionalities of identification and electronic signature.

**PRINCIPAL:** Ministerio del Interior, Ministerio de Administraciones Públicas and Ministerio de Ciencia y Tecnología.

**TERM:** During 2004: Issuing of the first electronic DNIs.

**STEP 2:** **Free public points for accessing Internet at the AGE's registration and public attention offices, as well as at the Offices where there is a Business One-stop-shop and also in those Municipalities under the One-stop-shop Convention.**

**DESCRIPTION:** All of the AGE's registration and public attention offices as well as at the Offices where there is a Business One-stop-shop and also in those Municipalities under the one-stop-shop Convention will have at least one free public point for accessing Internet.

**PURPOSE:** To give all the population the number of accesses to Internet required notwithstanding their geographical and/or social location.

**PRINCIPAL:** Ministerio de Administraciones Públicas and Ministerio de Ciencia y Tecnología.

**TERM:** 2004, second semester.

**Promoting the development of electronic public services for the users**

**STEP 3:** **Promoting the development of any electronic public services under e-Europe 2005**

**DESCRIPTION:** Positioning Spain among the three first countries at an European level as regards e-Government classification by e-Europe)

**PURPOSE:** To have an Administration that is closer to the citizens, more efficient and having a higher quality through the integrated multi-administrative services.

**PRINCIPAL:** - Ministerio de Administraciones Públicas through the Consejo Superior de Informática, for promoting e-Government.

A Ministerial Department or Body will be defined for each service for promoting it, according to the following table (see the relevant table).

- Ministerial departments coordinated by the Ministerio de Administraciones Públicas.

- Autonomous Communities and Federación Española de Municipios y Provincias (FEMP) [Spanish Federation of Municipalities and Provinces).

**TERM:** Any steps under the sole responsibility of the State General Administration (AGE) will have to be approved in the third quarter of 2003.

**STEP 4: Electronic service charts**

DESCRIPTION: To publish the list of the ready electronic services on the Citizens portal every three months.

PURPOSE: To inform the citizens on any electronic services available, showing the quality commitments taken for rendering them, as well as any rights related thereto.

PRINCIPAL: Ministerio de Administraciones Públicas in cooperation with all of the Ministerial Departments.

A Ministerial Department or Body will be defined for each service for promoting it, according to the following table (see the relevant table).

ESTIMATE TERM: Every three months from October 1, 2003.

**STEP 5: Constant development of the Citizens Portal**

DESCRIPTION: To introduce a new version of the citizen portal according to the following principles:

- The mostly demanded services will be transactional, with a wide use of the electronic signature.
- Advanced design.
- User-tailored services (my portal).

To assure the accessibility to all citizens, mainly disabled ones.

PURPOSE: To transform on an informative basis a portal centred on services and consequently on citizens and enterprises as the target.

PRINCIPAL: Ministerio de Administraciones Públicas and Red.es.

ESTIMATE TERM: Last quarter of 2003.

**STEP 6: Use of co-official languages and other languages in the AGE's web pages.**

DESCRIPTION: Basic contents of the AGE's web pages will have to give version in the co-official languages and for some contents in the main foreign languages too.

PURPOSE: To facilitate all Spanish and foreign people the access to basic contents of Spanish public information in their own language.

PRINCIPAL: All of the Ministerial Departments.

ESTIMATE TERM: The Consejo Superior de Informática, for promoting e-Government, will have to propose some guidelines on the following aim:

December 31, 2003 for co-official languages and December 31, 2004 for the main foreign languages.

**STEP 7: Accessibility to the State General administration's web ages.**

DESCRIPTION: According to the LSSI and the EC, all the AGE's web pages will meet any WAI recommendations for accessing web pages for disabled people.

PURPOSE: An access to all public information with no barriers because of physical and/or psychical disability.

PRINCIPAL: All of the Ministerial Departments.

TERM: The Consejo Superior de Informática, for promoting e-Government, will have to propose some guidelines based on the W3C's WAI recommendations:

July 1, 2005.

**STEP 8: Forms at Internet and creating telematic registrations.**

DESCRIPTION: All of the forms, models and application forms by the State General Administration will have to be available in Internet. Telematic registrations in all Departments will be created.

PURPOSE: To facilitate the citizen to start any administrative procedures.

Citizens will be able to print them and file them at any traditional registration offices or, is so wanted, they will be entitled to fill them in and to send them through Internet, having a full juridical guarantee and notwithstanding the Ministry or Authority is using either the manual or the telematic way.

PRINCIPAL: All of the Ministerial Departments and the Red.es.

ESTIMATE TERM: December 31, 2003.

**STEP 9: Safe telematic notifications.**

DESCRIPTION: To give the citizens a safe address for notification purposes.

PURPOSE: To facilitate the citizen their relations with the Administration.

PRINCIPAL: Ministerio de Administraciones Públicas.  
ESTIMATE TERM: Within the first semester of 2003: The Order by the Ministerio de Presidencia developing the Royal decree 209/2003 is to be published.

**STEP 10: Payments by Internet.**

DESCRIPTION: Among basic services to be developed in order to make the telematic relation between Public Administrations and citizens/enterprises possible, it is necessary to facilitate payment on-line through telematic means.

PURPOSE: To put a telematic payment system to the disposal of any Authorities and Ministries.

PRINCIPAL: Red-es in cooperation with the Ministerio de Administraciones Públicas and the AET.

ESTIMATE TERM: First semester of 2004.

**Facilitating the exchange of information between the different Public Administrations**

**STEP 11: Certificates on a paper support to be replaced by telematic certificates and data transmissions.**

DESCRIPTION: Publication of any Ministerial orders and Resolutions by the Authorities in which any information is given on certificates that may be electronically exchanged, according to the provisions of Royal Decree 209/2003.

PURPOSE: Do not ask the citizens any documents already existing in the Administration files.

PRINCIPAL: Ministerio de Administraciones Públicas in cooperation with all the Departments.

ESTIMATE TERM: As of March 1, 2004, the Ministerial Orders or Resolutions identifying those certificates that may be replaced by telematic certificates and having to be at least all those issued at the request of another Department or body belonging to the same State General Administration, has to be already passed.

**STEP 12: Service portal by the State General Administration for the authorities being a part of the Local Administration.**

DESCRIPTION: Telematically perform any transactions and exchanges of information presently made before the local Authorities and the AGE.

PURPOSE: To improve the efficiency and effectiveness in inter-ministerial relations with the local world by creating added value services.

Ministerio de Administraciones Públicas and the Federación Española de Municipios y Provincias..

December 31, 2004.

**STEP 13: Migration of internal communications from collegiate bodies as regards TIC towards telematic channels.**

DESCRIPTION: Conducting cases from collegiate bodies related to TIC will be performed by telematic means.

PURPOSE: To facilitate communications, mainly within any organs of coordination at a departmental level by a more agile operation and reducing costs.

PRINCIPAL: Ministerio de Administraciones Públicas and Ministerial Commissions of Computer Science..

ESTIMATE TERM: December 31, 2003.

**Supporting the Public Administrations' internal reorganization**

**STEP 14: Promoting the Public Servant Portal.**

DESCRIPTION: It is necessary to include new contents and functions in the Public Servant Portal by promoting the use of the electronic signature, as well as creating a methodological guide and an standard portal for the AGE as a whole.

PURPOSE: To give the public servants their own virtual space for relations, cooperation and management of knowledge.

PRINCIPAL: Ministerio de Administraciones Públicas.

ESTIMATE TERM: During the last quarter of 2003 and the first quarter of 2004.

**STEP 15: Reforming the High Board of Computer Science and promoting e-Government**

DESCRIPTION: To establish a coordination body for fixing objectives and reaching an efficient management when implementing any promoting steps from e-

Government at the State General administration.

PURPOSE: To achieve an organization scheme being the appropriate one for promoting e-Government.

PRINCIPAL: Ministerio de Administraciones Públicas.

ESTIMATE TERM: Second semester of 2003..

**STEP 16: Coordination of Territorial Administrations for promoting e-Government**

DESCRIPTION: Creating a Sector conference related to e-Government.

PURPOSE: To establish an on-going institutional framework for cooperating with territorial administrations to go on implementing more and more basic electronic inter-ministerial services.

PRINCIPAL: Ministerio de Administraciones Públicas.

ESTIMATE TERM: First semester of 2003..

**STEP 17: Revision and analysis of any administrative procedures in the AGE for allowing them to be given under a telematic way.**

DESCRIPTION: Creating a work group to make proposals aimed to simplifying procedures.

PURPOSE: Simplification of present administrative procedures.

PRINCIPAL: Ministerio de Administraciones Públicas and Ministerial Departments and Public Authorities performing such procedures. .

ESTIMATE TERM: December 31, 2003.

**STEP 18: A technical support service to the Ministerial Departments.**

DESCRIPTION: E-Government needs the Ministerial Departments and Public Authorities to modernize back-office.

PURPOSE: To facilitate any technical support and advice – through a technical office – to any Ministerial departments and Public Authorities that may ask for it.

PRINCIPAL: Ministerio de Administraciones Públicas and Red-e.

ESTIMATE TERM: Last quarter of 2003.

**STEP 19: Filing service for electronic documents**

DESCRIPTION: Ministries and Public Authorities need a filing service of documents for

efficiently operating, so that they safely store – on a long term basis – any electronic documents to safeguard any possible losses of information and allowing a more than 10 year time storage.

- PURPOSE: To develop a common service for storing electronic documents to be at the disposal of the Ministerial Departments and Public Authorities.
- PRINCIPAL: Red.es together with the Ministerio de Administraciones Públicas and Ministerial Departments.. .
- ESTIMATE TERM: Second semester of 2004.

Abbreviations

AA.PP., Administraciones públicas  
AEAT, Agencia Estatal de Administración Tributaria  
AGE, Administración General del Estado  
DNI, Documento Nacional de Identidad  
FEMP, Federación Española de Municipios y Provincias  
LSSI-CE, Ley de Servicios de la Sociedad de la Información y de Comercio Electrónico  
MAP, Ministerio de Administraciones Públicas  
TIC, Tecnologías de la Información y las Comunicaciones  
WAI, Web Accessibility Initiative  
W3C, World Wide Web Consortium