



Generalitat de Catalunya

Departament de la Presidència

Secretaria de Telecomunicacions i Societat de la Informació

Strategies and results from eGovernment research in the region of Catalonia

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a. The public uses...

b. e-governance

c. Reflections



The public uses ...

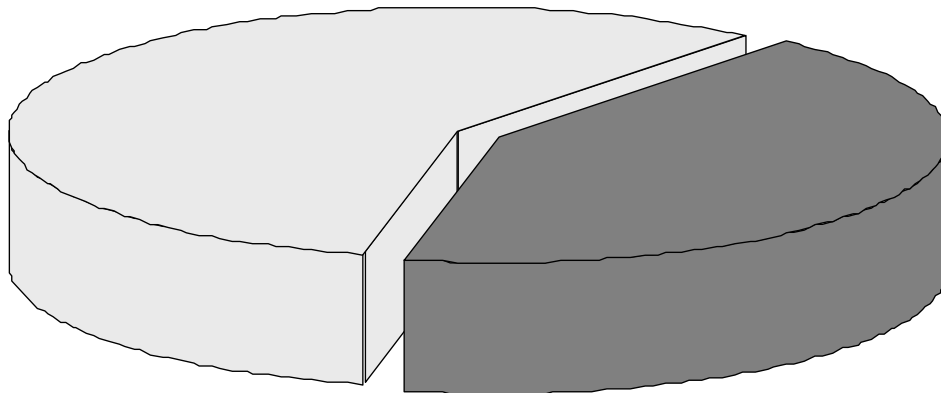




Do you use the Internet? (n=1,500)



No:41.9

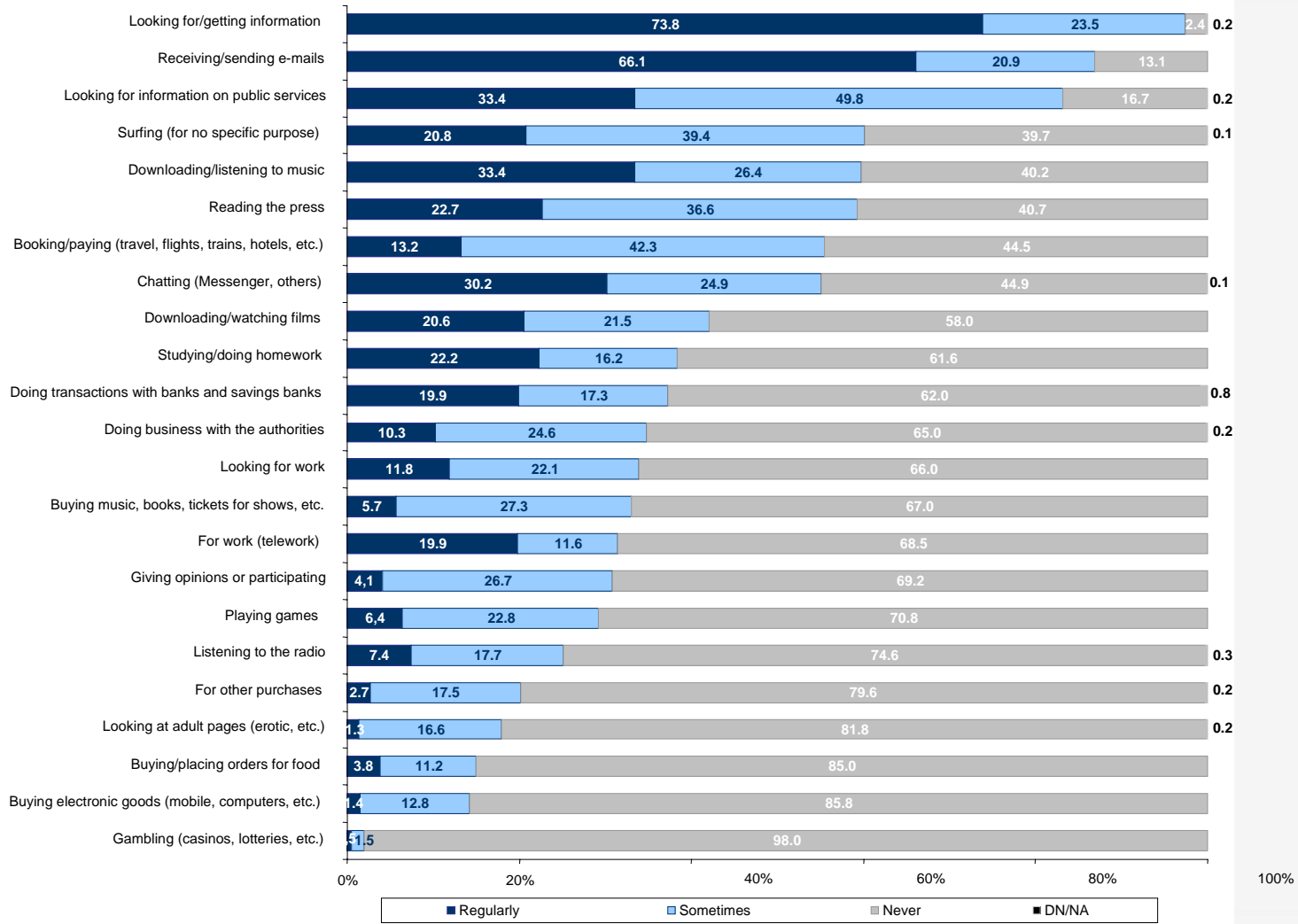


Yes: 58.1



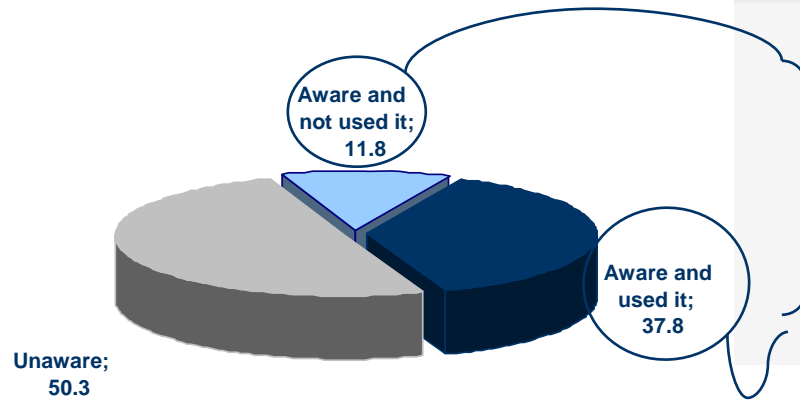


Which of the following Internet options do you use regularly, sometimes or never? n=1,500)

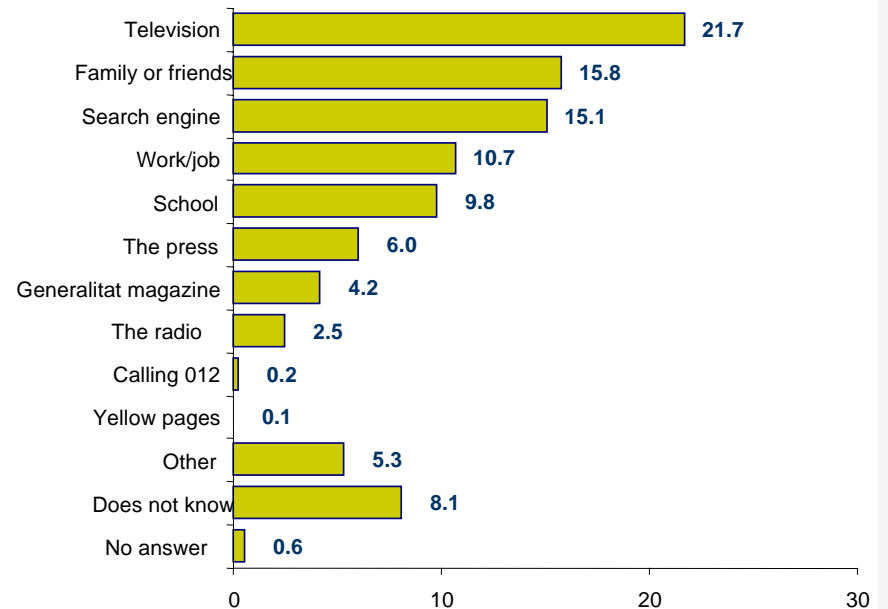




Use and awareness of Gencat.net* (n=1,500)



How did you find out about it? (n=737)



* 33.8% of those surveyed spontaneously mentioned Gencat.net when asked about the Government of Catalonia's website for obtaining information and doing business.

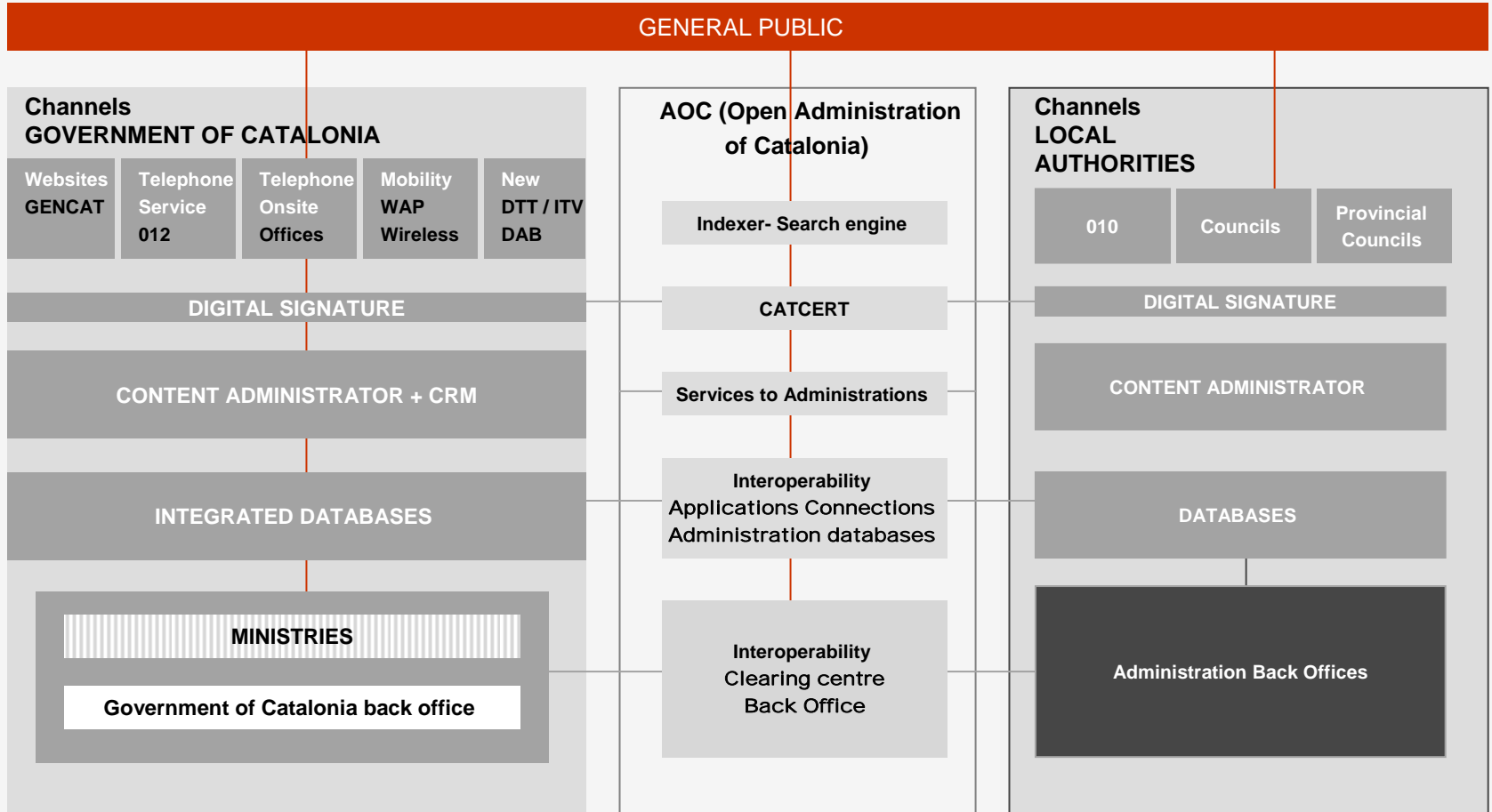


e-governance





e-governance





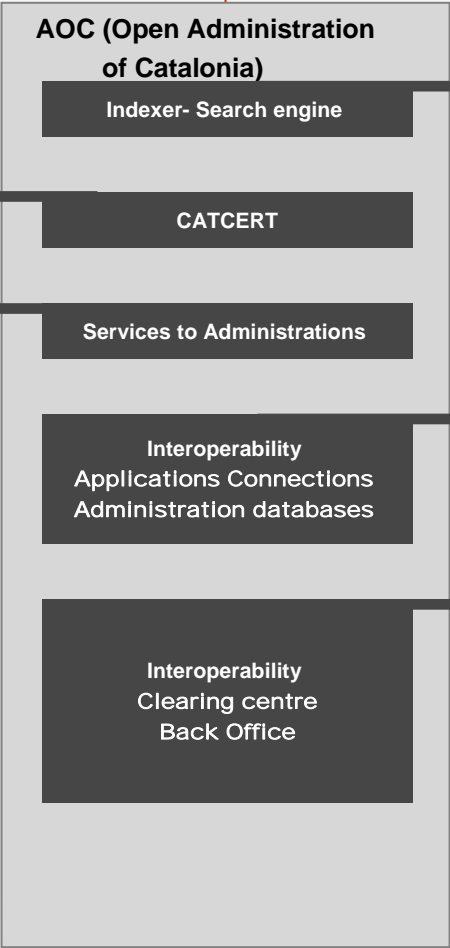
e-governance



All town, regional and provincial councils have digital signatures;
Validations: 120,000

EACAT:
5,000 users

GENERAL PUBLIC



Search engine
AOC (Open Administration of Catalonia)

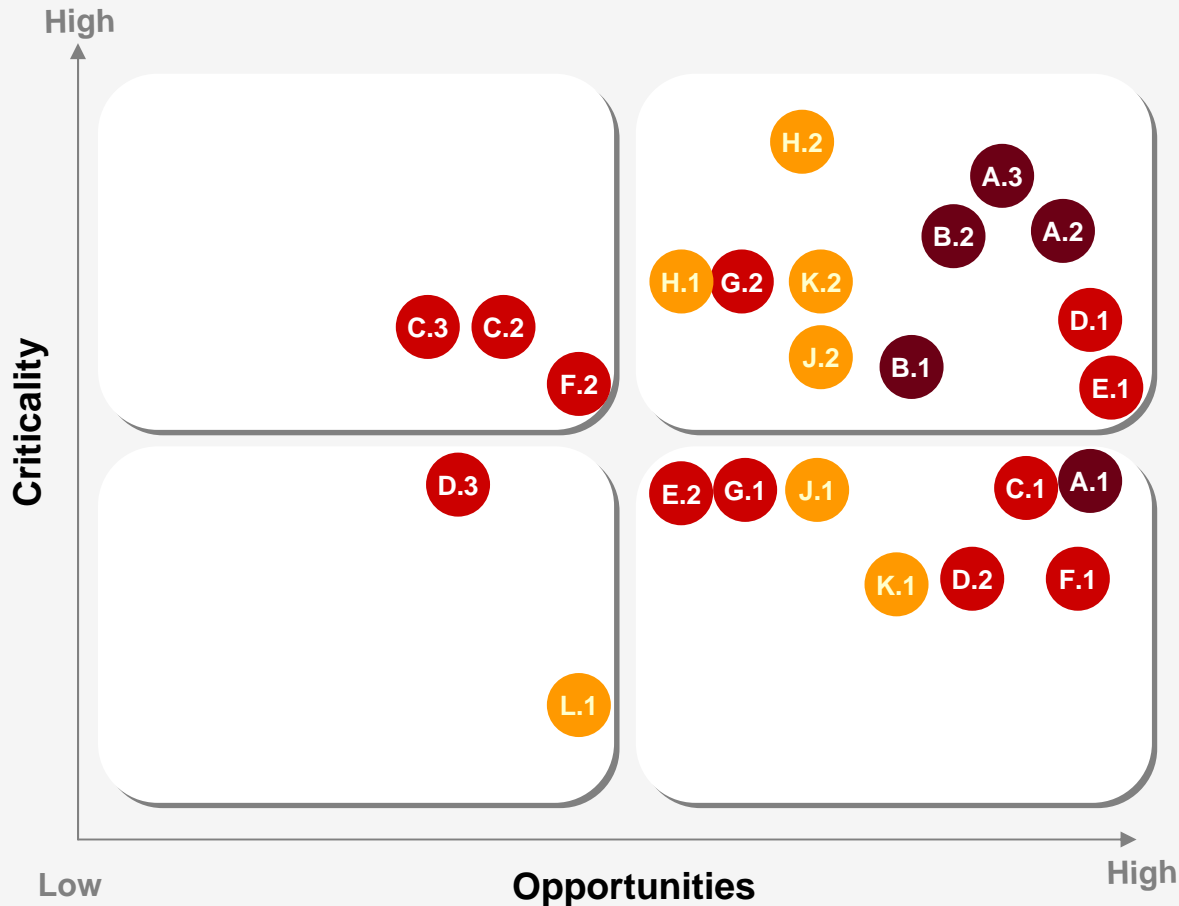
TRAM:
54 under production
196 underway

Interoperability
Census: 70% of Catalonia's inhabitants connected by the end of the year; 51.31% are already being processed





Government of Catalonia Networked databases



Regulations and standards

- A.1 Glossary of terms
- A.2 Codification criteria
- A.3 Standardisation of personal databases
- B.1 Review of new developments
- B.2 Data administrator

Data crossing

- C.1 Review of LOPD declaration criteria
- C.2 Access to ceded information
- C.3 Format requirements
- D.1 Facility pilot project
- D.2 Crossing systems with removals from registers
- D.3 Collaborating with other institutions
- E.1 Crossing Companies-Gaudi
- E.2 Promoting REIC and REAT
- F.1 Census access and administration
- F.2 Coordinating census with local authorities
- G.1 Standardising transactional formats
- G.2 Central register of subsidies

Organisational changes

- H.1 Integrating personal information
- H.2 Personal information database audits
- J.1 Levels integrating systems
- J.2 Cross-disciplinary process reengineering
- K.1 Coordination Work-TRONCO
- K.2 Coordination Health-SCS
- L.1 Management of activities





Gencat 2.0: New Vision of Online Public Services



- **General public:** From “Passive Consumer” of Procedures and services to “Active Citizen” both in flexible contribution to and appropriation of the online service.
- **Citizens Attention Model:** From all services for all channels to a specific innovation process that makes use of the Internet’s special features.
- **Structural Role of Online Services:** From services as a virtual and neutral appendix to specific innovation processes focused on the essential challenges of each social sector or department.
- **Sphere of change:** From BackOffice problems to analysis and use of society’s potential to innovate.





Other Projects 2.0

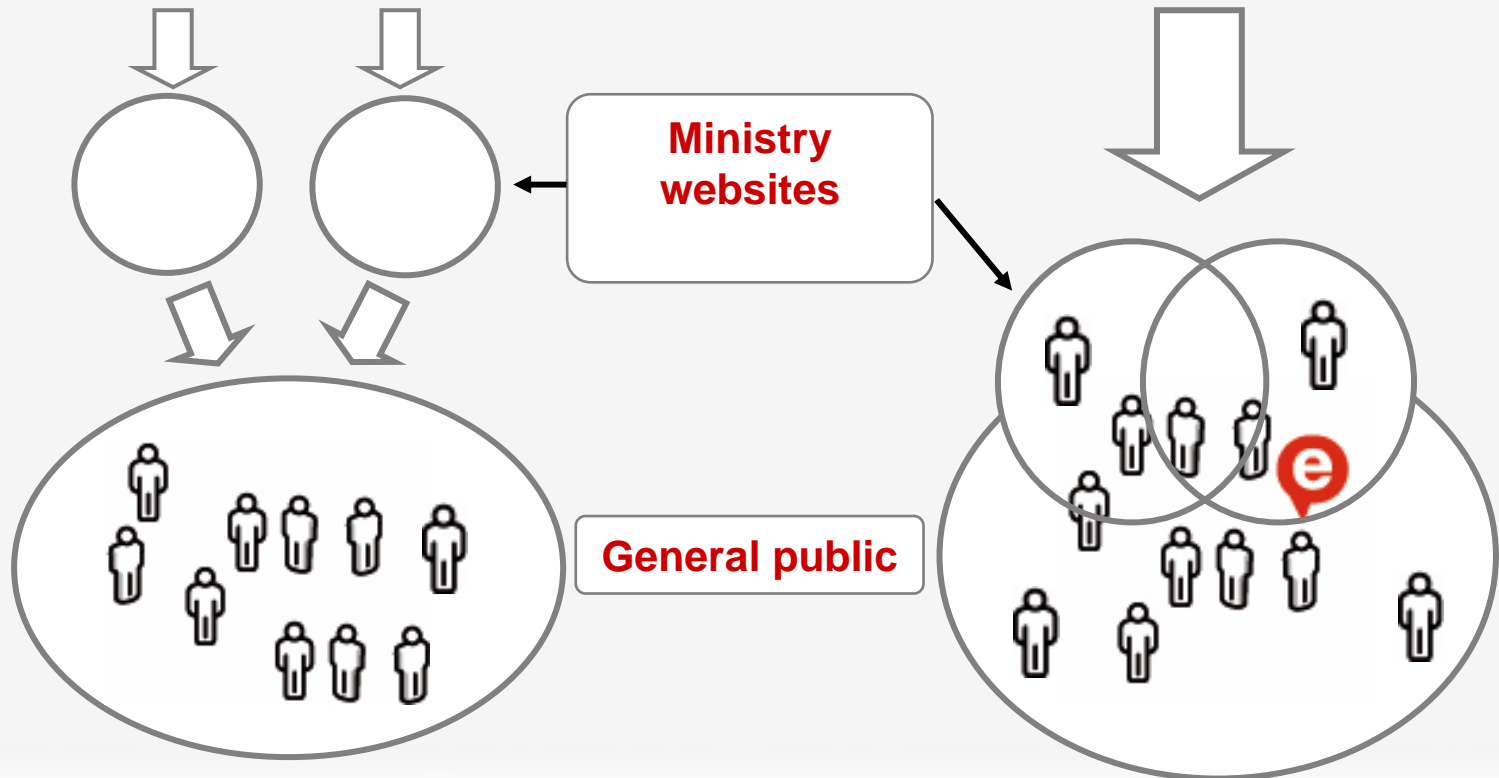


- **Specific Ministry Services** (Georeference Systems + Public Content, etc.)
- **eCatalunya Phase II**
- **Open Content: Gencat Labs.** All content in xml available to the general public. (BBC Backstage Model)
- **Dynamic integration of Google, also project 2.0**
- **Information self-service: RSS**





eCatalunya: Relational webpage model based on social networks



Active portals:

Health: Coordination group for multiple trauma patient emergencies.

Citizens Attention: Internet Group for the coordination and application of a gencat-style book. Under development, DGAC strategy group.

Talla amb els mals rotllos (Put a stop to heavy situations): Group of education centres, and youth and professional centres that work to prevent gender violence.

Citizen participation: e-participation debate group 2.0. (Closed)

Justice: Family mediation group.

Portals being activated: Euroregion, Intradepartmental Office for Project Management (Health), Entrepreneurship (Employment and Industry), social centres in Catalonia (Governance).

Portals under study: Catalonia section of gencat (explanation of the country), territorial governments for health.





eCatalunya: Relational webpage model based on social networks



Generalitat de Catalunya
e-Catalunya Sobre e-Catalunya

Portal d'Atenció Ciutadana Cerca [Índex d'eines](#) [Índex de portals](#) [Ajuda ?](#)

[Inici](#) [Espai personal](#) [Grups](#) [Xarxa social](#) [Membres](#) [Administració](#) Benvingut, Oriol Lloret
Tancar sessió X

Inici 7 / juny / 2006

- ▣ Espai personal
- ▣ Grups
- ▣ Xarxa social
- ▣ Membres
- ▣ Administració

Grups

hola Oriol
Oriol, et trobes al portal "Portal d'Atenció Ciutadana".

inici ?

El Portal d'Atenció Ciutadana ha estat concebut com un espai virtual de difusió i participació en els projectes que actualment estan en marxa per millorar la prestació de serveis a la ciutadania en qualsevol dels canals que utilitza la Generalitat de Catalunya (presencial, telefònic, Internet, dispositius mòbils...).

grups

El portal es divideix en diversos grups, cadascun amb uns objectius i unes eines de treball diferents. Els usuaris del portal poden pertànyer a un o més grups, en funció dels seus interessos.

grup Internet

novetats

aportacions

- Bloc**
Nou web del Departament de Justícia
Jordi Graells Costa - 02/06/2006
- Bloc**
Novetat: àlbum de fotografies
Marta Fernández Gaspar - 30/05/2006
- Bloc**
Document de referència per desenvolupar webs accessibles
Carles Corcoll López - 29/05/2006
- Bloc**
I seguim...
Cristina Ribas - 26/05/2006
- Fòrum de debat**
Guia d'iniciatives d'Internet de la Generalitat
David Ayala - 26/05/2006

grups





eCatalunya: Relational webpage model based on social networks



Fòrum de debat
Wiki. Guia d'Internet gencat
Àlbum de fotografies

Administració del grup

Administració del grup
Estadístiques



Nou web del Departament de Justícia

Creat per Jordi Graells Costa

Bon dia a tothom!

[... llegir més](#)

Modificat per Jordi Graells Costa 2/06/2006 13:45

[Comentaris \(2\)](#)

24/05/2006 18:22



I seguim...

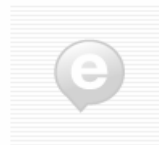
Creat per Cristina Ribas

Com ja deveu sabeu ahir es van produir dos nomenaments que ens afecten. Marta Continente és des d'avui la nova secretària de Telecomunicacions i Societat de la informació i jo ocupo el lloc de la Marta a la Direcció General d'Atenció Ciutadana. Ens fa molta il·lusió haver acceptat aquests reptes. No cal dir que comptem amb tots ... [llegir més](#)

Modificat per Cristina Ribas 26/05/2006 08:05

[Comentaris \(4\)](#)

18/05/2006 18:01



Document de referencia per desenvolupar webs accessibles

Creat per Carles Corcoll López

Posem a disposició de tothom que hagi de fer desenvolupaments de webs, una sèrie de recomanacions i tècniques a tenir en compte per que el web contempli els aspectes d'accessibilitat.

Llegiu-lo amb deteniment i si teniu dubtes al respecte, ens podeu preguntar o demanar consell.

[... llegir més](#)

Modificat per Carles Corcoll López 29/05/2006 12:00

[Comentaris \(1\)](#)



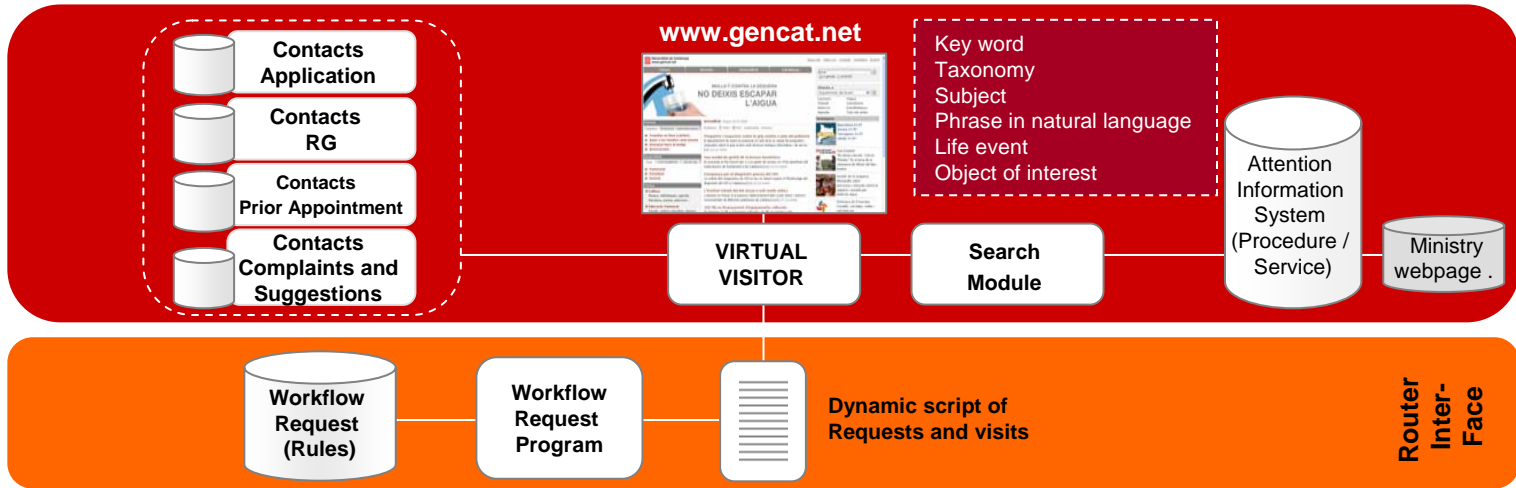


Online citizens attention office

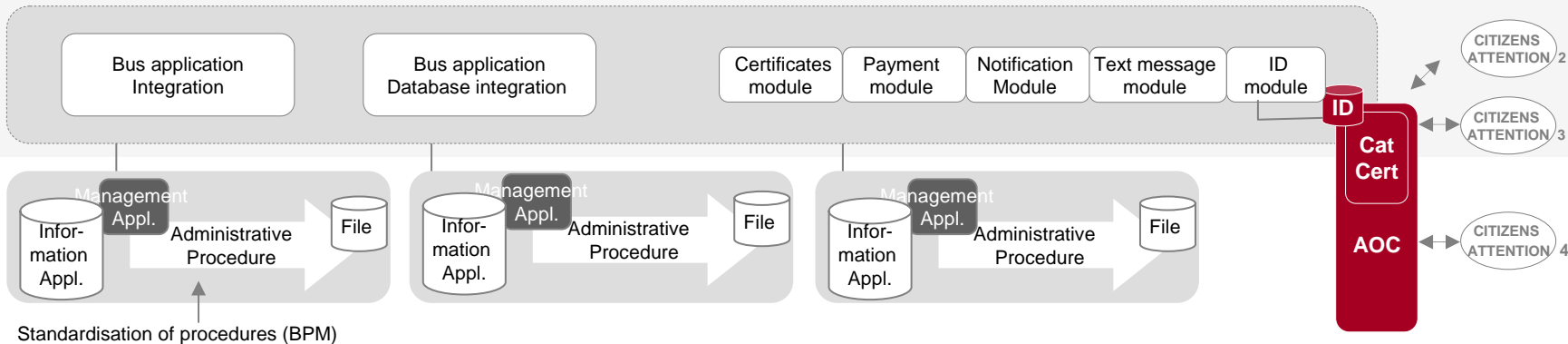
Conceptual model



FRONT OFFICE
Attention Logic



Middle Ware
Interoperability

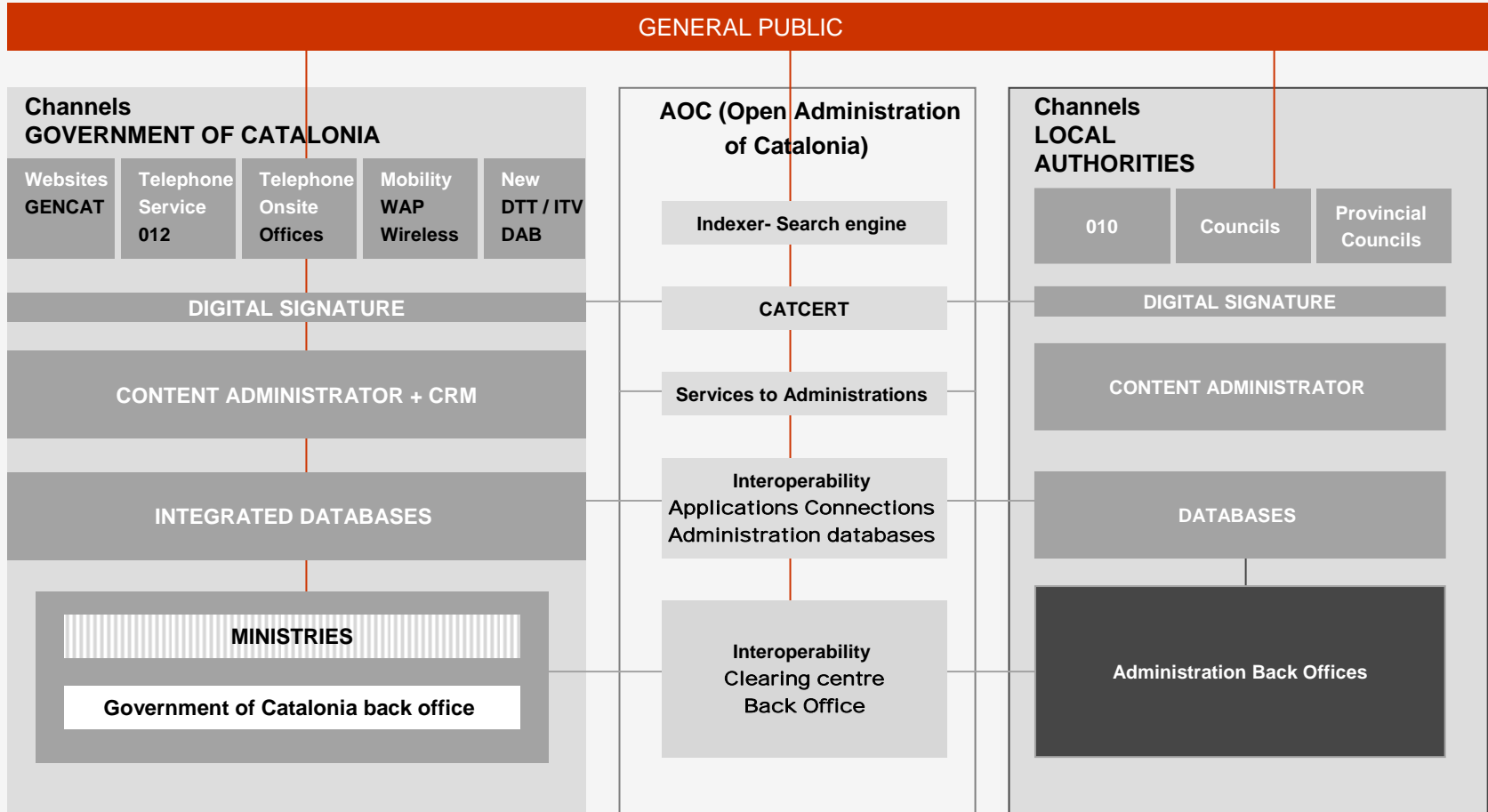


Backoffice
Management Logic





e-governance





e-governance



Search engine:
1,001,479
indexed docs

**Pilot
T-government**

**E-Lens Mobile
portal: Traffic
cameras**

**Channels
GOVERNMENT OF CATALONIA**

Websites GENCAT	Telephone Service 012	Telephone Onsite Offices	Mobility WAP Wireless	New DTV / ITV DAB
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E-Catalunya:
11 communities

S@rcat:
3,000 users

**IT system: 11,289
bodies 2,053
services 859
procedures**

DIGITAL SIGNATURE

CONTENT ADMINISTRATOR + CRM

INTEGRATED DATABASES

MINISTRIES

Government of Catalonia back office

**Networked
databases:
Citizens and
facilities**



Reflections

