EUSKO JAURLARITZA · GOBIERNO VASCO

Basque Government Projects in Tecnimap 2010 (Zaragoza)

Project title	**DOKUSI**
Subject	Electronic documents and files, electronic register
Department/Regional Body	DIT / EJIE
Project manager	Antxon Larrañaga E-mail: a-larranaga@ejie.es
Project summary	Starting from the definition of a Document Management Model, and subsequently following the guidelines contained therein, the Basque Government has developed and implemented an Integral SysSubject for Document Management called dokusi (Dokumentu Kudeaketa SysSubject Integrala in Basque), integrated with its infrastructures in the technological platform for e-administration PLATEA.

dokusi is designed to provide, at all levels of administrative production, maximum process efficiency and simplicity in all document management-related activities and throughout the document life-cycle: registration, processing and filing.

Thus dokusi makes a major contribution to cost savings and administrative efficiency by facilitating, homogenizing and innovating in the management of its main tool: the document.

dokusi is an electronic document and metadata management SysSubject, filed under archive criteria, multi-technology manageable, providing a service for all Basque Government information SysSubjects that require document management functionability, whether such needs arise in processing or do not in fact arise from an administrative prodedure.

dokusi comprises:

• **Document Management Model.** Proposal for SysSubjectization of Basque Government corporate document management that describes and specifies functions, processes and roles in document management issues in aid of organizational efficiency.

• **Document management policies and methodologies.** Dpcument digitalization, standardized electronic document formats, long-term conservation mechanisms, etc.

• **Document management infrastructure.** Besides the organizational and regulatory components described, dokusi is supported by a technological infrastructure comprising:

   Digital Archive: Repository of electronic documents

designed to assure the authenticity, integrity, availability, confidentiality and conservation of the information.

Archive Management SysSubject: Automates archive processes.

Project title	**<u>Electronic Public Contract Model</u>**
Subject	Electronic contracts
Department/Regional Body	Economy & Treasury – Asset Resources and Contracts Directorate
Project manager	Ignacio Alday-Director, Asset Resources
Project summary	As part of the Basque Government' and EU electronic administration strategy and the contents of the Law on Public Sector Contracts and the Law on citizens' electronic access to public services, the Basque Government Electronic Public Contract Model is a maximum priority initiative. By means of a safe, accessible, available, clear-cut, simple and yet rigorous SysSubject, the idea is to spread the use of telematic tools for public contracts, to improve the competitiveness and efficiency of both Basque firms and the administration itself.

Project title	**Irekia: Open Government in the Basque Country**
Subject	Transparency and Citizen participation.
Department/Regional Body	President's Office
Project manager	Nagore de los Ríos; Director, Open Government & Internet Communication. n.delosrios@ej-gv.es
Project summary	A major problem for Public Administration is its remoteness from the people it serves. The citizen-administration relationship has long been relegated to the exercise of the right to vote every four years. But people have things to day to their government on the other approximately 1,400 days between elections. This explains the need for open government, a new form of relationship that establishes a series of channels for communication and direct contact between citizens and the Administration, thanks to the new uses offered by Internet.

Irekia, Open Government in the Basque Country, is based on this original idea, the idea being to close the gap between ordinary citizens and the Basque Administration by giving the former control, participation and decision-making powers in government initiatives, so that everyone feels part of the Cabinet and its policies. The ultimate goal is to bring the original idea of democracy into play: for all to govern. This means a cultural change that modifies roles and transforms citizens ifrom being exclusively passive agents absorbing messages into active players, citizens involved in the decisions that affect them, that matter them and in which they can take an active, easy, efficient and permanent part.

Irekia is a global project of the Basque Government, which means to bring about a cultural revolution in Basque public administration to make it more transparent and to give citizens a genuinely effective voice. |

Project title	**<u>Online Surveys</u>**
Subject	Electronic opinion-gathering surveys designed with Internet technology.
Department/Regional Body	EUSTAT
Project manager	Alejandro Ortuñez aortunez@eustat.es
Project summary	Gathering statistical information on the Internet began at EUSTAT in 2002 with the Survey on the Information Society (Business) introduced as the Internet boom continued. Later, in 2003, head honchos at Eustat officially identified online information gathering as a strategic and image-related issue for the Agency. From then on, all new statistical operations were provided with Internet forms. For operations already up and running, the new online methods ran alongside the traditional gathering methods. Today, all Eustat surveys have online questionnaires, which, in percentage terms, are being used increasingly, with in some cases more than 50% of the initial sample returning information via Internet. This has a beneficial influence on the economic side of information gathering, on data quality and on citizen-oriented services.

Project title	**METAPOSTA: the online electronic safe.**
Subject	Providing Services to Citizens and Business.
Department/Regional Body	Department of Industry, Innovation, Trade & Tourism and Basque regional development agency SPRI
Project manager	Iñaki Suarez (SPRI).
Project summary	METAPOSTA is a strategic initiative included in the "Basque Country in the Information Society –2010 Plan."

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Heavily influenced by the Danish SysSubject e-Boks (www.e-boks.dk), METAPOSTA seeks to develop an "electronic online postal strongbox" to store documents of personal interest. The basic cornerstone of SysSubject is the safe, long-lasting storage of documents citizens and businesses value highly and which they wish to store in a personal electronic space.

METAPOSTA will therefore consolidate the classic postal service, taking on in the electronic world the same role as a traditional letterbox. The documents people receive through this new SysSubject are of the type received in a physical letter-box: bills, bank statements, receipts, policies, contracts, requirements to attend, notifications, pay slips, etc.

Additionally, users will be able to use METAPOSTA to upload documents from their computers into a secure digital storage space.

Producing and sending such documents is a costly business, in economic and environmental terms, so providing a clean, cheap alternative enabling electronic processing and sending will be a major advantage, particularly as regards individual and group savings.
The recipient will in turn be able to access all these documents stored in a safe place, free of charge and with unlimited space, avoiding losses and facilitating efficient storage.

Specifically, METAPOSTA:

• Is voluntary and selective: each recipient may select which document senders he or she wished to receive from.

• Is not an e-mail account, thus avoiding most of the security problems associated with traditional e-mail, including phishing

(usurpation of identity) and spam (unsolicited mass emails).

• Is accessed via a web page accessible from any point, at any time and from any device with Internet connection.

• Accepts electronic documents in messages sent or provided by users via material upload functions to the electronic strongbox.

• User storage space and duration are unlimited. It is a lifelong service.

• Design stresses user-friendliness, being simple and easy to use.

• Is for everyone and for all businesses in the Basque Country, with the possibility of extending it to other areas.

• Is free for the end user and low cost for document senders.

METAPOSTA is a project influenced by trends established by "Personal Page" projects under way in a number of countries, including:

• MyPage.no, Norway.
• e-Boks, Denmark.
• My.eCitizen, Singapore.
• eContact, Canada.
• Mon.service.public.fr, France.
• GC Register, UK.
• Netposti, Finland.
• Mycertipost, Belgium.
• ViaCTT, Portugal.
• Australian Government Online Service Point (AGOSP).
• De-mail, Deutsche-mail, Federal German Government.

METAPOSTA is seen as the first step in developing other services that might be included in the "Mi hogar en Internet" (My Home in Internet) programme, which would also include other aspects such a personal page on Internet for all citizens.

The benchmark model for this project is the successful Danish project e-Boks, from which several features have been drawn for replication in our society. Managers and developers of the model will also be cooperating closely as occasional support providers as our model develops and is implemented.

One of the conclusions drawn from our study of the Danish project is the need to focus efforts on disseminating SysSubject to the citizenship, as the secret of its successful adoption by senders is the potential client base for their communications and, logically, vice versa: the more senders there are available to the end user, the more useful it will be perceived as being.

This requires intensive dissemination to senders and sender canvassing, a process that should begin before the main players launch the initiative in the Basque region, prior to its subsequent extension elsewhere.

For project start-up and subsequent dissemination, commercialization and, naturally, management, an organization will have to be set up with sufficient human and economic resources to perform the mission with guarantees of success.

Nevertheless, the work of senders as regards disseminating SysSubject to potential clients is key to the eventual widespread use of Metaposta by citizens.
The management organization would be public to guarantee neutrality and security to people using the system and senders alike. However, for the latter, special formulas of involvement in Metaposta management and, above all, dissemination, are planned.

In the mid-term, SysSubject should become self-financing via revenues generated by tariffs on the documents senders mail out.

Technical development of the project platform is expected to take about 10 months, with a market launch involving a representative number of initial senders in terms of both quality and quantity.

In short, Metaposta is a safe, secure, unlimited and permanent document storage SysSubject for use by the citizenship. It will reduce costs, time and environmental impacts in respect of paper. It should also encourage many more people to get onto the Internet and use the digital signature, which means further progress for the Information Society, benefiting ordinary citizens and the Basque business world alike.

Project title	**Digitalization of aid and subsidies in Basque Public Administration**
Subject	Efficiency and sustainability
Department/Regional Body	DIAE/DAC/DIT/EJIE
Project manager	Cristina Pérez de San Román c-perez@ej-gv.es
Project summary	Analysis, classification, design and development of Basque Public Administration aid and subsidy process digitalization, establishing the regulatory norms and standards
Other project information	A project developed in cooperation with various players involved (several government departments: culture, transport, family, healthcare, etc., legal advisors OCE) on the processing of aids and subsidies and developing the internal and external procedure from calls for tenders to actual payment off aid or subsidy. The project is designed to be easy to extrapolate to the Basque Administration as a whole, which means nearly 50% of the services offered to the citizenship; which is why some technical components have been developed to be adaptable to the business of each government Department, with the Basic Processing Model guidelines being maintained at all times. External processing enables applicants to work through all the steps in the same way from the Administration website, independently of the Department to which they are applying for aid/subsidies. Internal processing gives the public employee-aid request processor mobility between government departments and procedures, depending on their workloads, as the project maintains the Basic Processing Model guidelines common to all Aid/Subsidy procedures.

Project title	**Basque Administrations' payment walkway: Payment on the move**
Subject	Tecnimap Awards 2010
Department/Regional Body	Department of Justice & Public Administration
Project manager	Juan Luis Ronco ronco@ej-gv.es
Project summary	The Basque regional government Department of Justice & Public Administration has developed a mobile payment SysSubject that facilitates the processing of any revenue on the move directly from the place where the need to pay is generated. This SysSubject functions by means of highly portable devices that work even in situations where hook-up capability is limited.

Project title	**<u>Evolution of electronic Dept. file processing.</u>**
Subject	User services: Administrative authorizations
Department/Regional Body	Industry, Innovation, Trade & Tourism
Project manager	Isabel Buj – Director, Services
Project summary	As part of the government's Online Administration strategy, the project is designed to enable interested parties to present online all the paperwork required for the Department's approval, without them actually having to go to the citizen attention offices.

Project title	**Integrated health care organization SysSubject**
Subject	Health centre authorizations
Department/Regional Body	Health & Consumerism
Project manager	Txomin Acha Quintana Txominacha@Ej-Gv.Es
Project summary	Includes all procedures for health centre authorizations, including advertising, special authorizations
Other project information	Covers tangential subjects such as healthcare professional register, para-healthcare centre register, waste management, installation of defibrillators and defibrillator user training.

Project title	**<u>Mortuary procedure and processes</u>**
Subject	Obtain authorizations and links to other applications and organizations
Department/Regional Body	Health & Consumerism
Project manager	Txomin Acha Quintana txominacha@ej-gv.es
Project summary	Participation by application to undertakers, which, by providing information about deceased persons they have dealt with, obtain permits and authorizations, pay fees due and provide us with data on lists of health insurance holders, clinical histories and via provincial councils of people having some aid or subsidy.

Project title	**Public Basque Network of KZgunea Centres**
Subject	Regional Authority Electronic Administration Services
Department/Regional Body	Basque Government Computer & Telecommunications Directorate / Autonomous Community (Region) of the Basque Country
Project manager	José María García Orois jm-gorois@ej-gv.es
Project summary	The KZgunea project has two distincr phases as regards objectives. The first, "KZgunea I Generation", has the key objective of closing the "digital gap" and the second "KZgunea II Generation" focuses on citizen-oriented e-Administration. From the connectivity angle, KZgunea centres are a unique media and citizen-oriented infrastructure. Like other international models, this is a network of free, customer service-oriented centres from which far-reaching, intensive, profitable and efficient deployment of electronic Administration in the Basque Country is possible.

Project title	**IDI (Interoperability Interface)**
Subject	Interoperable services
Department/Regional Body	Justice & Public Administration
Project manager	Arturo López Ruiz alopez-san@ej-gv.es
Project summary	Description of the platform developed by the Basque government through its computer company EJIE, for the integration of data and certificates obtained telematically, thanks to interoperability between administrations (Tax Certificates Provincial Councils and Inland Revenue Agency, National Insurance, Spanish national ID card [DNI], Residence, etc.) in the processing of procedures and files pf Basque Government Departments.

Project title	**<u>Interoperability with Notaries</u>**
Subject	Interoperability with Notaries for entries in the Basque government Register of Cooperatives.
Department/Regional Body	Justice & Public Administration
Project manager	Felipe Yarritu
Project summary	Description of project to integrate the platforms of Notaries and Basque government for entering cooperatives electronically in the Basque government Register.

Project title	**<u>Open Data Euskadi</u>**
Subject	1. User services
Department/Regional Body	Justice & Public Administration
Project manager	Alberto Ortiz de Zárate; Director, *Citizen Attention* a-ortizdezarate@ej-gv.es
Project summary	The Basque government undertakes to effectively open up data in the public realm in its possession, on the understanding that "public data" means all data not subject to restrictions for reasons of privacy, security or ownership. Setting out data sets in reusable form will be done in an orderly fashion according to priority. Data sets will be offered under open ownership licences, which permit their redistribution, reuse and use for commercial purposes.

Project title	**IT Card**
Subject	Certifying digital skills
Department/Regional Body	Industry, Innovation, Trade & Tourism and Basque regional development agency SPRI
Project manager	Ana Vitorica anavitorica@ej-gv.es
Project summary	SysSubject endorsing the digital skills of a person or user (IT card)
Other project information	Internationalized project (e.g. Bulgaria, Panama)
Technology used	
Innovative components	Dignifying the certification of digital skills in public employment selection processes improves the administration's service to citizens by ensuring public employee training levels.

Project title	**<u>Administrative File Processing Engine</u>**
Subject	Electronic documents and files, electronic register
Department/Regional Body	Industry, Innovation, Trade & Tourism
Project manager	Isabel Buj Gil (Director, Services)
Project summary	Administrative File Processing Engine for fast-track processing of files in a standardized work procedure with the following main modules and services:

*Back Office

- Personalizable Desktop

- Window for managing entries integrated in Back-Office

- File Manager

- Processing duty and procedure model
- Duty and procedure catalogue
- File viewer
- Duty and announcement inbox
- File trays

- Document manager

- Third party manager

- Revenues and payments manager

- Outgoings and notifications

- Report manager. Control panels.

- Internal messages

- Master table and catalogue manager

* SysSubject Monitor

- To control and audit own SysSubject.

*Front Office

- Web on sectors of activity

- Collaborating Agent Web

- Authorizations manager

- Application Engine

*Applications / Sections

- Description and pilot sections

- Guide to section functional analysis

- Pooled inspection manager

Project title	**<u>BI applied to the analysis of tourist visits</u>**
Subject	Collaborative work environments
Department/Regional Body	Industry, Innovation, Trade & Tourism
Project manager	Isabel Buj Gil (Director, Services)
Project summary	A tool for gathering information about visits made to tourist information offices and the information visitors requested has been developed for the Basque government Directorate for Tourism and the Basque Tourist Office Network. To aid statistical exploitation of the information from the offices, a specific Data Mart has been developed that is used with a BI tool and enables information to be exploited at various agregation levels. It also analyses the information from several different angles. Visualizing this BI solution was decisive in persuading municipal tourist offices to enter information in a centralized SysSubject.

Project title	**JUSTIZIASIP**
Subject	Telematic access to electronic legal files for justice personnel
Department/Regional Body	Justice & Public Administration
Project manager	Miren Martinez Unanue martinez.mg@aju.ej-gv.es
Project summary	The Administration of Justice in the Basque Country has for some time had electronic processing in a bid to provide a single Electronic Legal File. However, communication until now with lawyers and solicitors was done solely on paper, documents being presented at or collected from judicial offices. Some time ago telematic communications were launched with these professionals (they could consult, with prior authentication, the files they were involved with). A further step has now been taken and now they can hand in files from their work places, i.e. they can present their texts and begin legal proceedings via telematics (with all the necessary documentation) authenticated with advanced electronic signature and time seal.

Project title	**<u>HAUTANET</u>**
Subject	Open Administration.
Department/Regional Body	IVAP – Basque Institute for Public Administration
Project manager	Iosu Uribe. Iosu-uribe@ivap.es
Project summary	**WHAT IS HAUTANET?**

WHAT IS HAUTANET?
An online SysSubject for Basque public administrations
(www.ivap.euskadi.net/hautanet), which enables us to:
• Request presence of IVAP board members on qualifying Boards.
• Request cooperation from IVAP in personnel selection processes: revision of conditions, preparation of exams, etc.
• Follow up file processing to know at all times where files are in the process.
• Share an area for cooperation with relevant information for the management of selection processes:
o Regulations.
o Models for selection conditions.
o Other

WHO CAN ACCESS HAUTANET?
• Person appointed as interlocutor for each organization, after membership request.
• Anyone appointed by IVAP as members of selection boards.
How do you access Hautanet?
• By introducing the key and password or
• Using a digital certificate (ONA Card, e-DNI-electronic national identity card, etc.)

HOW IS HAUTANET STRUCTURED?
• **My data:** Information identifying the organization or body. May be modified by the institution.
• **My processes:** Appointments and cooperation.
• **Follow up information on every file opened.**
• **New applications.**
• **Telematic notification SysSubject**. Enables user to select how he receives notifications.
• **Appoint interlocutor**: Enables parties to change their interlocutor with IVAP.
• **Cooperation area:** Gathers all kinds of information useful for managing selection processes: models of selection conditions, protocols, recommendations, best practices, regulations, etc.

SERVICE PORTOLIO

1.- Revision of conditions governing call for applications

DESCRIPTION: Revision of conditions governing call for applications before publication.

2.- Preparation of test-type exams

DESCRIPTION: Preparation of multiple answer exams on a **Subjectrio**.

3.- Preparation of development tests

DESCRIPTION: Writing proposals for open-answer, practical exams, …

4.- Photocopying exams

DESCRIPTION: Photocopying exams (only when the exam has been prepared by IVAP).

5.- Correcting test-type exams

DESCRIPTION: Mechanized correction of multiple response tests to a 24-hour deadline after receipt.

6.- Psycho-technical or skill evaluation tests

DESCRIPTION: Preparation of tests designed to evaluate candidates' suitability for the job on offer.

7.- Interviews

DESCRIPTION: Interviews to assess candidates' suitability for the job on offer.

8.- Requests for people in Employment exchanges

DESCRIPTION: Requests for people in Basque general administration employment exchanges.

Project title	**Biodiversity in the Basque Country information SysSubject**
Subject	User services, efficiency and sustainability, dissemination
Department/Regional Body	Environment, Land Planning, Agriculture & Fishing
Project manager	Marta Iturribarria hari-berdea@ej-gv.es
Project summary	The Biodiversity in the Basque Country information SysSubject is a bilingual computer application (Basque, Spanish) that can be consulted online and which centralizes information on biodiversity (alphanumerical and geographical data) in the *Comunidad Autónoma* (Spanish region) of the Basque Country. It has a cooperative environment (via an Extranet, cooperating bodies can enter information) and an information exchange section (by means of which personalized information may be requested or new information sent to be added to the SysSubject). Project developed. This is Biodiversity year.

Project title	**<u>New management possibilities for identifying and assessing farms</u>**
Subject	User services, efficiency and sustainability, Legal and technological initiatives
Department/Regional Body	Department of the Environment, Land Planning, Agriculture & Fishing
Project manager	Gregorio Manrique Martin gmanrique@ikt.es
Project summary	Procedure for processing aids based on agro-environmental measures included in the Basque Country's Sustainable Rural Development Plan. Administrative processing for the issue and renewal of high-sea and elver fishing licences.
Other project information	Computer tool that integrates alphanumerical and GIS features, for cooperation between agricultural operators (farms, cooperatives, producers' associations, commercial agents, etc.) on different levels and the authorities directly involved with them.

Project title	**New digital certificates: Electronic head office with EV, stamp and public employee.**
Subject	Digital certification, in application of Law 11/2007 and requirements established by MPA.
Department/Regional Body	IZENPE
Project manager	Raquel Garay r-garay@izenpe.net
Project summary	In the scenario of the evolution and application of Law 11/2007 on citizen access to public services, besides offering the minimum necessary to ensure the Basque administration and other bodies and related public companies comply with the regulations, Izenpe has also gone a step further by offering products that go beyond the actual profile defined by the MPA and which extend their potential and security. Electronic head office certificate: Electronic address available to all citizens giving them secure hook-up to official web pages, authenticating a website, etc. Izenpe adds the extended EV validation it already offers in its safe server certificates to improve the visibility of site security for the citizen end user, and extends the website's layer of anti-phishing protection. Stamp: Complements the tree of certificates issued to date by Izenpe by offering the opportunity to have certificates for electronic signature-using SysSubjects needed for the smooth operation of automated administration. Public Employee certificate: Issued by Izenpe for some years, this has now been widely distributed in many areas of local and provincial Basque administration, and is currently being deployed to employees of General Basque Administration, thus closing the circle of telematic communications between the citizen, who can use ONA or CIUDADANO to present and process documents, and businesses – recognized corporate and organizational certificates, and the civil servant who will have a complete technological work tool.

Project title	**ETIKOMIN: an online community for professional practice in bioethics**
Subject	3. Efficiency and sustainability	cooperative work environments
Department/Regional Body	Osakidetza – Basque Health Service	Interior District
Project manager	Agurtzane Ortego Fernández de Retana
Project summary	ETIKOMIN is an online community for professional practice supported on a platform for cooperation between members of the Ethical Aid Committee in the internal area (Vizcaya) of Basque health service Osakidetza. It is also open to other professionals interested and involved in bioethics from outside the region. **Objectives:** • Provide the interior district Ethical Aid Committee with a work and communication platform. • Build member-to-member asynchronic cooperation routines. • Disseminate results of EAC work to interested professionals. • Consolidate cooperation relations with the EAC at Galdacano Hospital. • Begin cooperation with other EACs and interested parties. • Stimulate innovation in EAC assessment and internal management. • Facilitate bilingual interchange (Basque/Spanish) between members.

Project title	**Electronic environmental teleprocessing (IKS-eeM)**
Subject	Interoperability
Department/Regional Body	Environment, Land Planning, Agriculture & Fishing
Project manager	Mikel Ballesteros
Project summary	SysSubject facilitating management of information in waste management.
Other project information	