

Barcelona 2.0

Electronic document management in the city of Barcelona

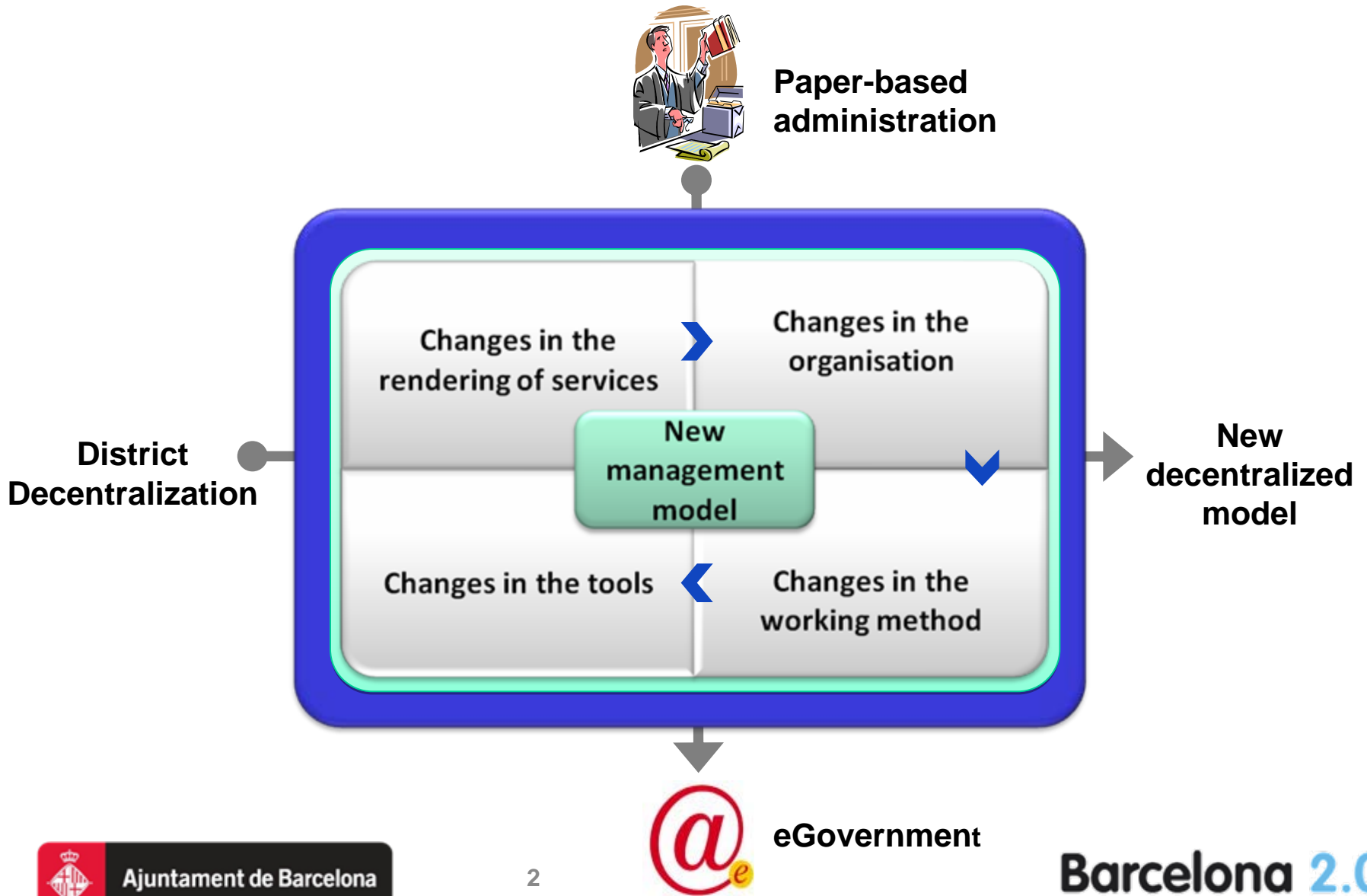


2010 European Local Government Conference –
ICT and Local Government Transformation in Europe
Berlin, June 7-9th 2010



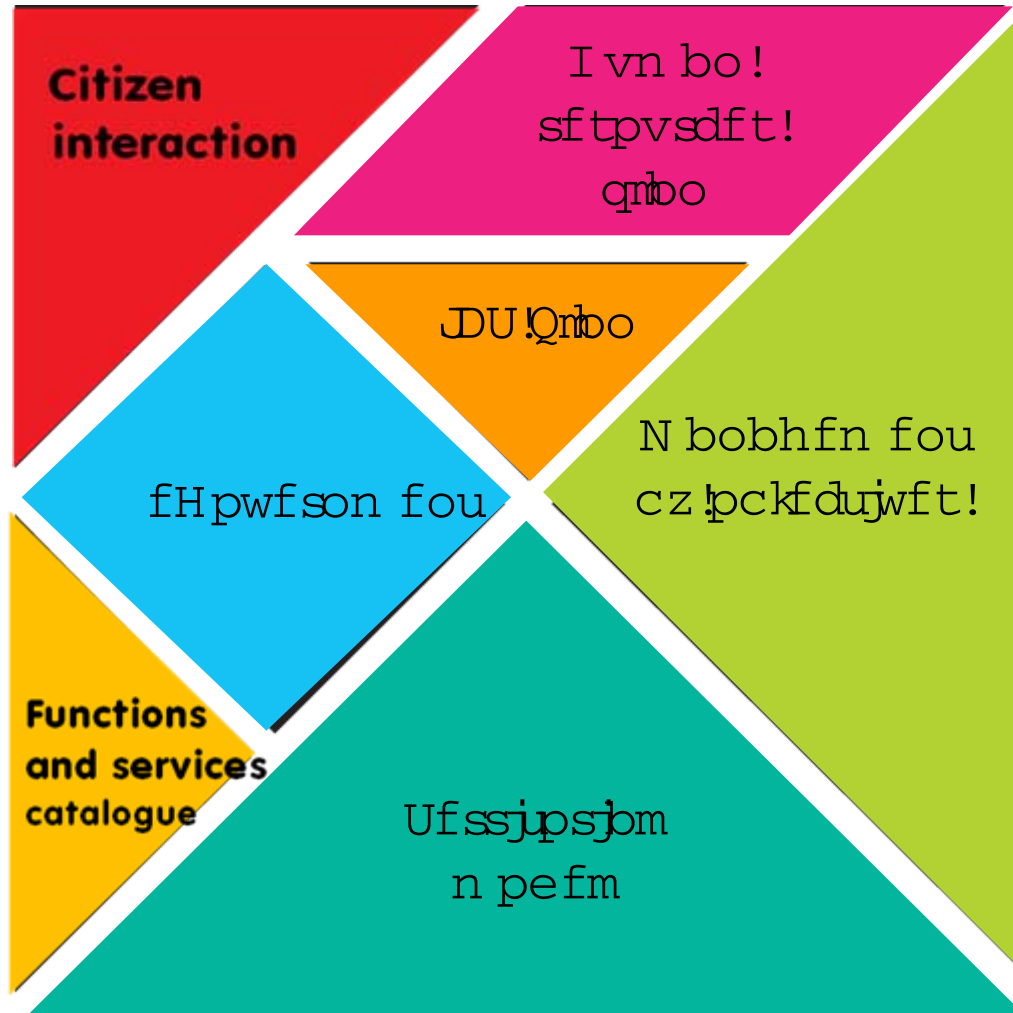
Ajuntament de Barcelona

Electronic document management



Electronic document management

Drivers of change



eServices Platform offers to citizens

Customization

Useful & simple

Multichannel
integrated services

Using

eGovernment
modules

Achieving

Citizen usage
increase

Electronic document management

Customization

Citizen Folder

Consult personal information and carry out administrative proceedings



Services available: obtaining a census form certificate or payment of

taxes and fines
It also includes a claims and complains system

Virtual assistant

Business Folder

Speed up negotiations with the City Council

Virtual assistant



Other eGovernment services

- Professional folder, apply for services on behalf of their clients
- Extranet personalized for big companies to manage on line local taxes and fines



Electronic document management

Useful & simple

1.215.442 procedures
In 2009

Citizen can perform online
60% of
processes



"I need"

eServices platform offers

Health Assistance,
Social

Aids, Taxes & Fines,
Family ...



Providing
universal
access to
internet



Welcome to Barcelona

for
newcomers with all
municipal services in only
one procedure



Electronic document management

Multichannel
integrated services

Online procedures
integrated

with telephone and
offices attention



Mobile services

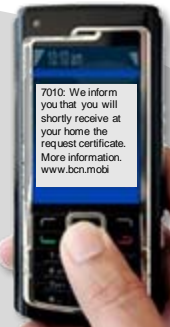
Set of steps and
procedures for mobile
related to processing online
finance appointments,
allegations of fines, ...

SMS

procedures

appointments,

allegations of fines, ...



Other eGovernment services

➤ 18 installed Self-service kiosks
and up to 45

➤ iBicing, the nearest public bicycle
station in your iPhone or sms

➤ SMS as WiFi service points,
electoral college consultation, crane
consultation...



eGovernment
modules

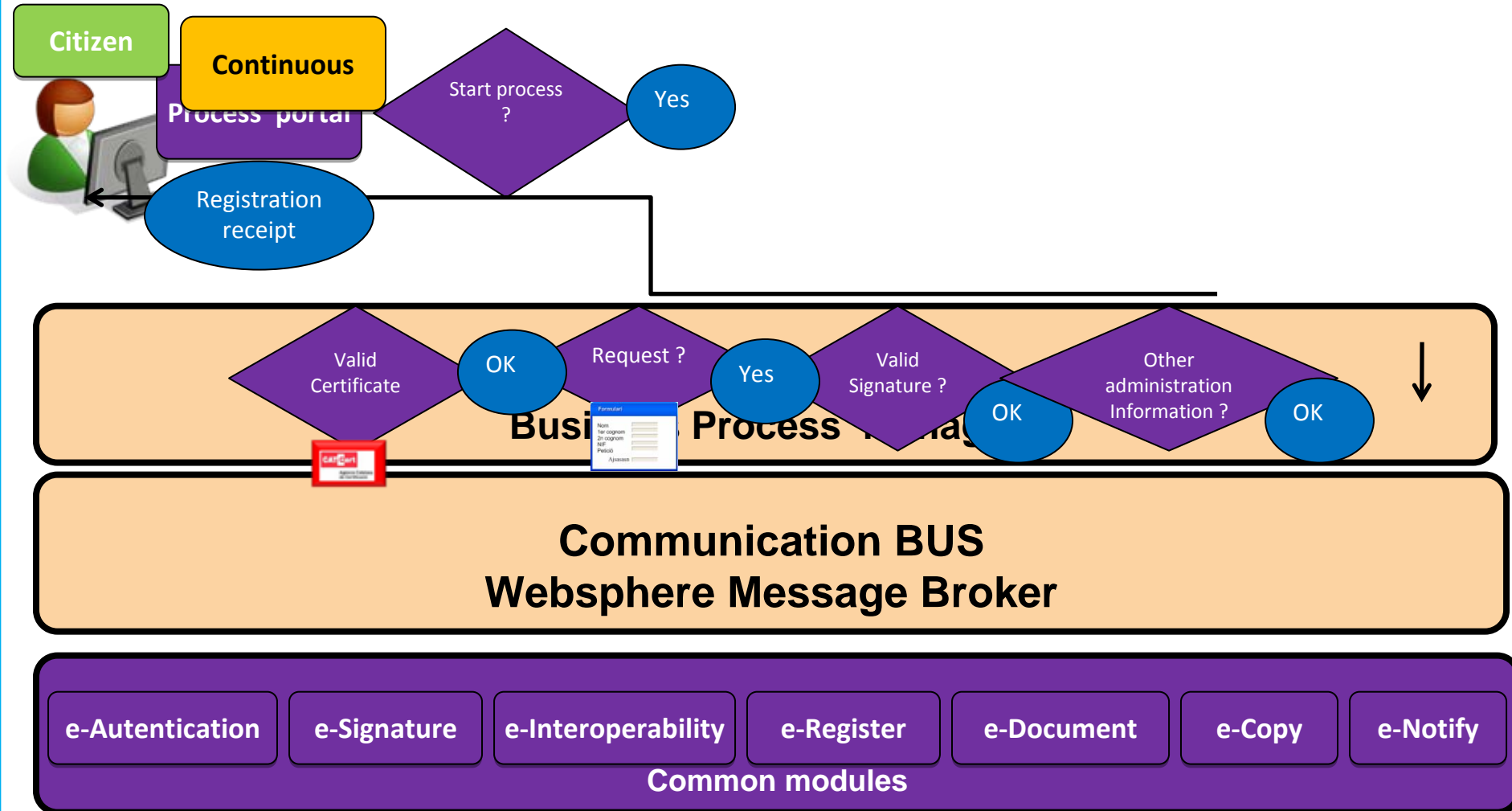
Common Modules in the eServices platform:

Common functionalities to
different municipal
processes



Electronic document management

Functional model for Common Modules



Electronic document management

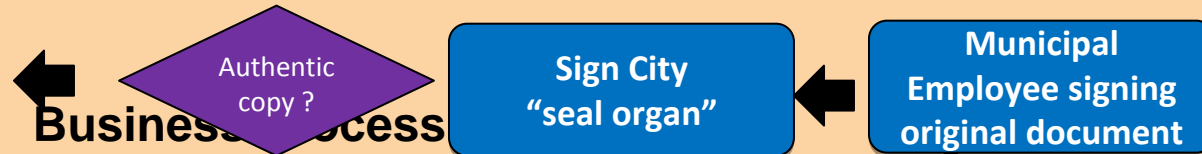
Functional model for Common Modules



Continuous

City Council
Response

Notify
Resolution



Communication BUS
Websphere Message Broker

e-Authentication

e-Signature

e-Interoperability

e-Register

e-Document

e-Copy

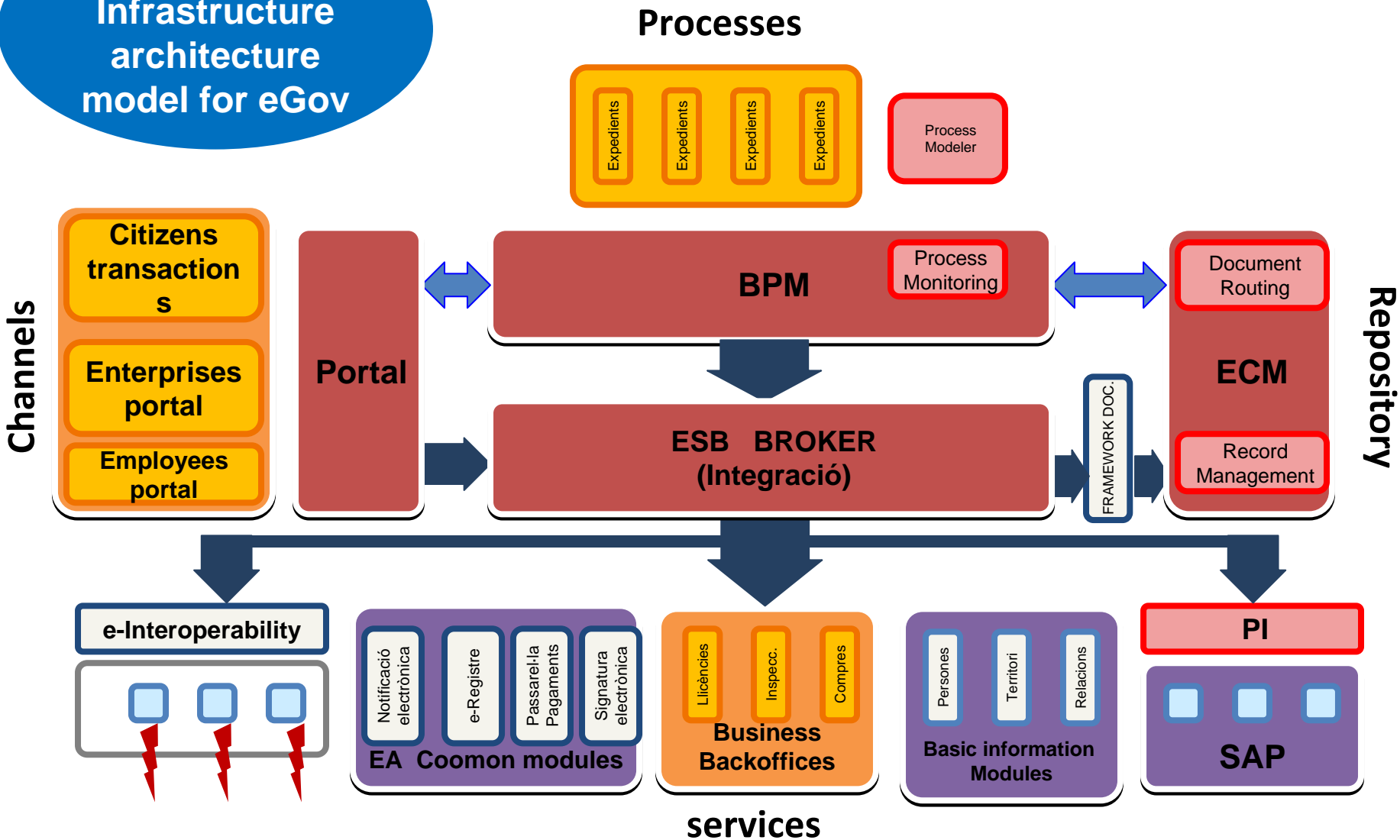
e-Notify

Common modules



Electronic document management

About
Infrastructure
architecture
model for eGov



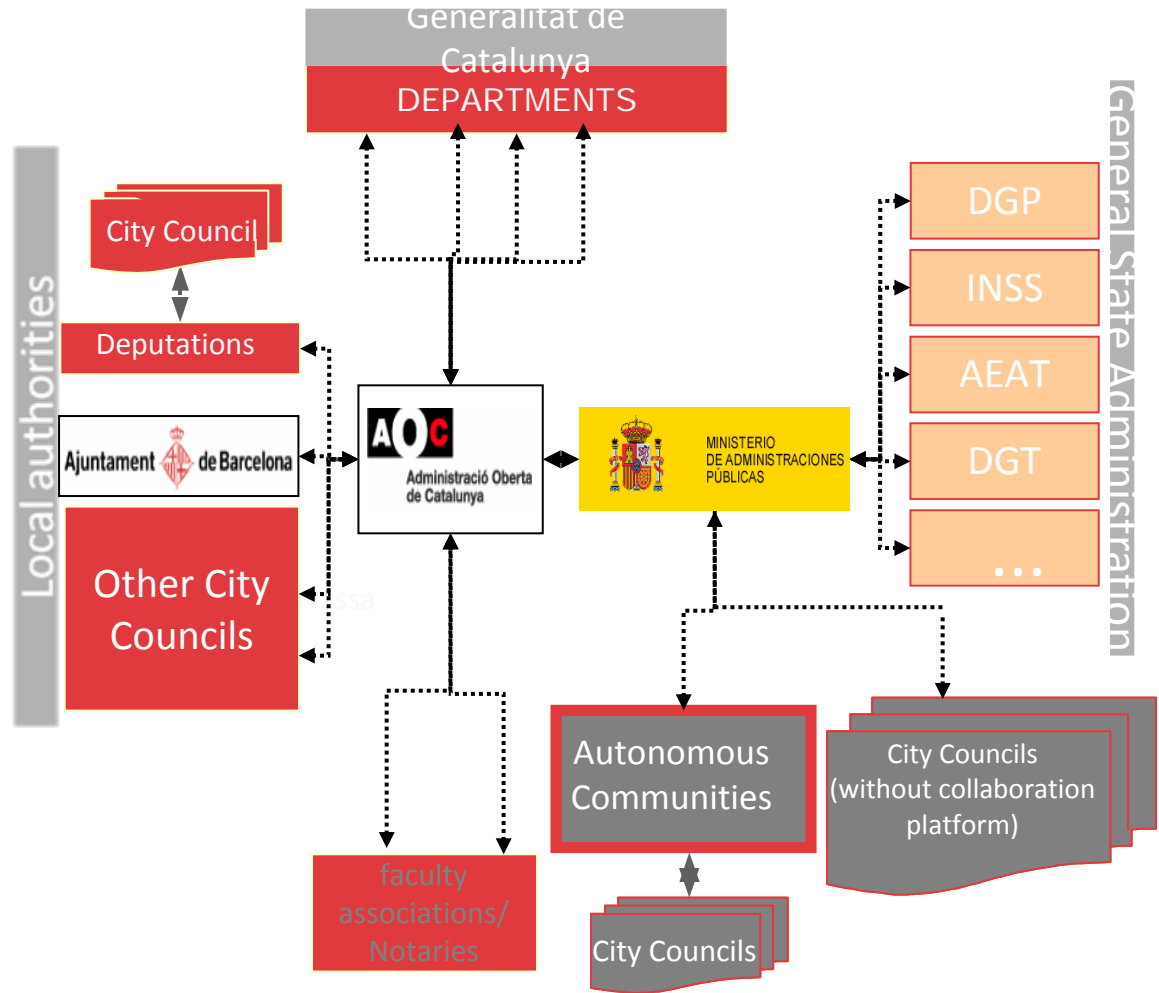
About Infrastructure architecture model for eGov

Measures to reduce paper:

- Original electronic document
- Reports and documents reduction
- Signatures reduction & replacement for validation reduction
- Internet data-entry fostering
- Postpone documentary requirements (i.e. Subsidies)
- Interoperability and intraoperability

Electronic document management

Interoperability platform. AOC model.

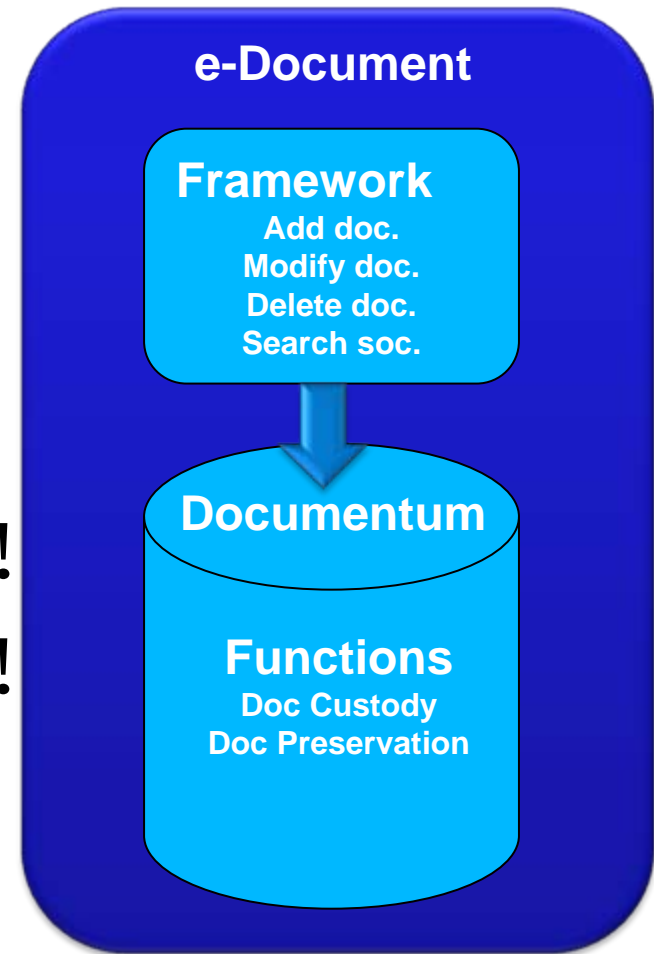




About e-Document

Gson fx psl !Tfswjdf t

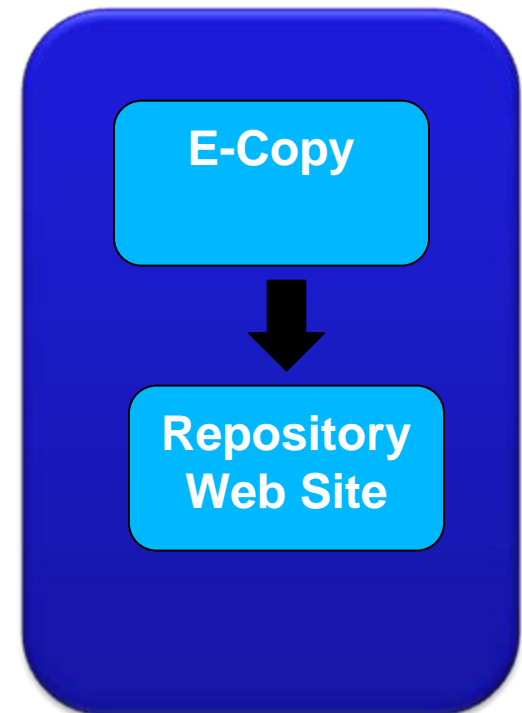
,
Epdvn fou!
N bobhfn fou!





About e-Copy

- ✓ Authentic printable electronic copy with blast
 - Secure verification code
- ✓ Searchable Web Site
- ✓ Ensures integrity and authenticity



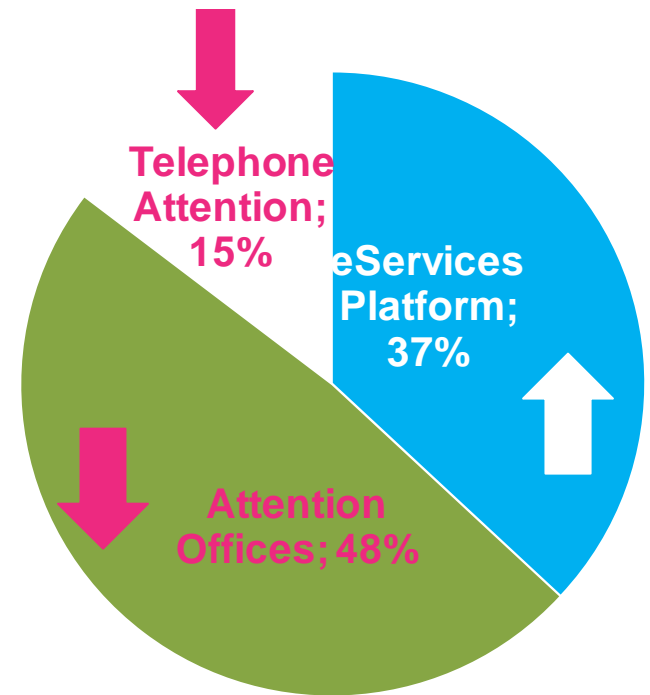
Electronic document management

Citizen usage
increase



Use has grown
during the last 2009

Increasing share up to
30,65% (eServices
platform)



Lessons learnt

- Involve the Department of Archiving at the beginning of the project
- Data entry of native electronic documents should be boosted. Scanning should be minimised
- e-government is a good excuse to reduce the number of procedures and the number of documents
- Our document management tool should not have been used as a development environment

An aerial photograph of Barcelona, Spain, showing the characteristic grid pattern of the city's streets and the winding Llobregat river. The image is overlaid with a grid of thin black lines. A large, rounded pink rectangle is centered in the upper half of the image, containing white text. Another smaller, rounded pink rectangle is located in the lower right quadrant, containing white text. A solid pink bar runs along the bottom edge of the image.

Thank you for your attention
www.bcn.cat

Sergi Jerez
eGovernment Director
Barcelona City Council