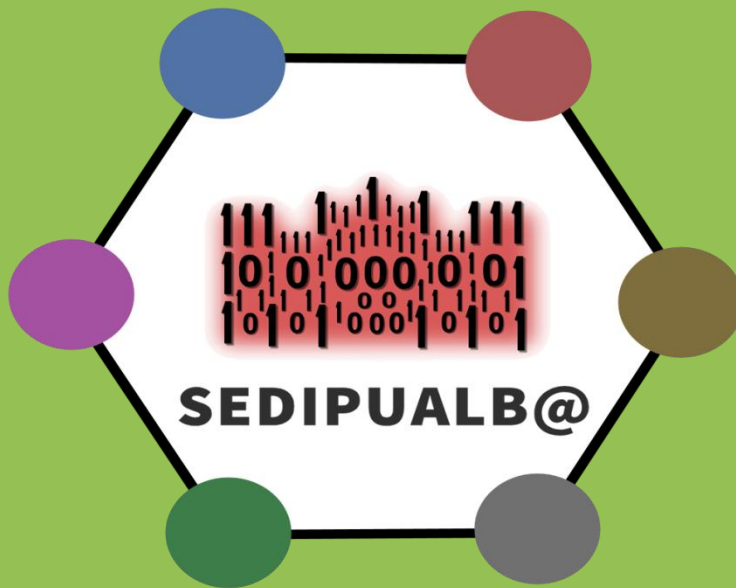


# Administrative Management Services SEDIPUALB@



*By Diputación de Albacete*





## Agenda

- Context
- State of play
- Design
- Governance
- Impact and results
- Sustainability
- Next Steps



SPAIN  
Albacete



## Context

### Owner

Diputación de Albacete

### Characteristics

- Set of administrative management services fully integrated with the state administration for complete administrative management.
- Software as a Service (SaaS)
- **Not only technology, also training, support and “how to do”**
- Development, training and support made entirely by public employees

### Budget

- Support & Development cost around 200.000€ per year
- Total cost around 1.200.000€ (Personnel costs for 5 years & infrastructures)

### Target Audience

- Municipalities
- Citizens



## State of play

### Numbers

- **98% of our citizens are covered by our services**
- Internal Users (public employees) > 2500
- Potentially Public Users (Citizens) > 300.000
- More than 20 services full integrated

### Usage

- **More than 120 local governments using our services (free of any charge)**
- More than 100.000 electronic signed documents
- More than 15.000 electronic notifications
- More than 200.000 seats in the administrative electronic register
- More than 40.000 invoices managed
- **The use of our services is intensive since it manages most of the functions performed by a public employee in his daily work**



## Design

### Technology

- Hardware
  - Fault tolerant blade system
  - Multiple virtualized web farm servers
- Software – Server Side
  - ASP.Net + IIS
  - PostgreSQL DBMS
- Software – Client Side
  - jQuery
  - Small & normal screens
  - responsive web design
  - SSL User certificate identification
  - Cliente @Firma + Enhanced signing with FirmaDipualba
  - Biometric signing in register offices

### Solutions, services and standards

- @FIRMA DSS (signing)
- TS@ (timestamping)
- Notific@ (notification)
- CL@VE (STORK)
- Plataforma de Intermediación (administrations data interchange)
- INSIDE (expedient interchange)
- Archive (long-term expedient storage)
- Public Contracting Service
- FACE (billing platform)
- SEDIPUALBA Web Services
- Biometric signature ISO/IEC 19794-7:200
- Digital signature XAdES & PAdES
- ENI documents & expedients
- Accesible HTML5 WCAG web UI



## Governance

### Governance body

- Coordination, development, support and training made by Diputación de Albacete
- **More than 30 municipalities have collaborated by providing information and management knowledge**
- **Direct collaboration with other administrations, especially the Spanish state**

### Involvement

- **Actually the 98% of municipalities are involved in the project**
- In addition, more than 20 public entities from other areas are using our services



## Impact and results

### Benefits

- It is estimated that the saving when submitting an electronic request versus manual request is € 75 (for citizens) (based in APLICA Application for measurement of administrative costs)
- Around 10 million euros of savings
- Innovation and Savings in training -> Youtube channel

### Involvement

[Entire list](#) of municipalities involved in the project



## Sustainability

Ensure sustainability

- We have been over 25 years managing the information model of our municipalities (using technology)
- Low external dependence
- **Development, support and training made by public employees**
- Strategic plan "dipualba 2020" aligned with European Commission Strategy 2020 *"Sustainable innovation"*

## Challenges

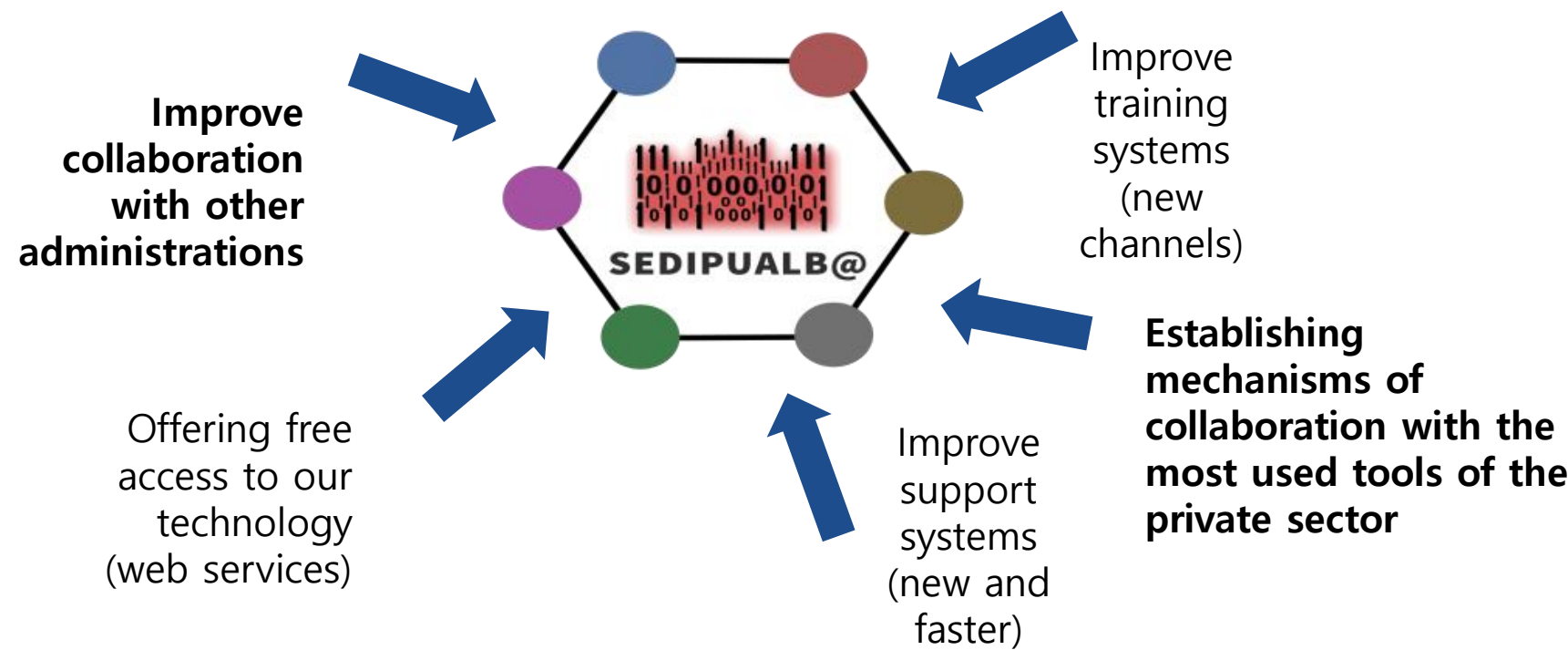
- Improve and expand the mechanisms of identification and signature
- Integration with tax collection systems
- **Improve communication with other administrations (administration of justice, regional administration)**





# Sustainability

Potential improvements





## Next Steps

To provide our services to other provinces through collaboration agreements

Create a sustainable strategy for Open government



## Contact Details

# THANK YOU

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Contact us at [sedipualba@dipualba.es](mailto:sedipualba@dipualba.es)