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BUENAS PRÁCTICAS
Operaciones Cofinanciadas

OSIRIS PROJECT

**DG for Organisation and Technology of the
Regional Ministry of Presidency and Justice**

**Programa Operativo
de Cantabria**

Fondo Europeo de Desarrollo Regional

Año 2017

OSIRIS PROJECT

OSIRIS Project consists of an Integral Service for the Operation of Computer Systems, Renewal of Infrastructures and Security, of the Autonomous Community of Cantabria.



This is an action developed by the DG for Organisation and Technology of the Regional Ministry of Presidency and Justice of the Government of Cantabria, with a total cost of EUR 32.617.970, divided into the following annuities

- ✦ 2016: EUR 4.716.755,19.
- ✦ 2017: EUR 8.080.757,50.
- ✦ 2018: EUR 8.080.757,50.
- ✦ 2019: EUR 8.080.757,50.
- ✦ 2020: EUR 3.661.922,31.

This action is likely to be co-financed up to 50% with funds from the Cantabria ERDF 2014-2020 Operational Program, within the framework of specific objective 2.3.2, which is intended to reinforce e-government, e-culture and trust in the digital realm.



The objective of the operation is to adapt the administration and the technological infrastructures and their operation in order to have updated systems that support the information and communication technology (ICT) projects of the Government of Cantabria, projects that aim to respond to the following regulations:

- + Law 11/2007 on citizens' electronic access to public services (now repealed by Laws 39 and 40 of 2015).
- + Law 39/2015, of 1 October, on the Common Administrative Procedure of Public Administrations.
- + Law 40/2015, of 1 October, Legal Regime of the Public Sector.
- + Organic Law on the Protection of Personal Data Act 15/1999 of 13 December, and Royal Decree 1720/2007, of 21 December, approving the Regulation for implementation of the Law.
- + Royal Decree 3/2010, of 8 January, regulating the National Security Scheme in the area of Electronic Administration.
- + Royal Decree 4/2010 of 8 January, regulating the National Interoperability Scheme in the area of Electronic Administration.
- + Law 18/2011, of 5 July, regulating the use of information and communication technologies in the administration of justice.
- + Implementation of ISO 27002 according to Regulation (EC) No 465/2005 of 22 March 2005 in the area of the Paying Agency.

In particular, the main objectives of this process of adjustment are:

- + Improving the effectiveness and efficiency of public administration through the incorporation of ICT solutions.
- + To improve and develop the functionalities; the percentage of citizens and business that will carry out formalities with the Administrations through the Internet, will increase.

To this end, the DG of Organization and Technology, in 2015 it launched the procurement procedure for the bidding of a contract.

As regards the standardisation of the contract, it has a mixed nature, the comprehensive service contract, which includes various subservices, and the provision of certain hardware and software elements. Specifically, this contract aims to cover the following aspects:

+ Management of systems, hardware maintenance and support to users:

- + Management services
 - Advanced support services (manufacturer).
 - Administration and operation of systems.
 - Operation of systems and services, the Data Processing Centre.
 - Infrastructure management services.
 - Mobility services.
 - On-call services.
- + Hardware maintenance services.
- + Helpdesk services (UCC) // User services

+ Projects associated with the renewal of services:

- + Adequacy of corporate microinformatic service.
- + Adequacy of the data processing centre.
- + Adequacy of the infrastructure department· technology.
- + Integration and consolidation of satellite networks.
- + Business continuity plans for critical services and alternative data centre

+ Management of the contract in general, the whole contract shall be integrated:

- + ITIL management.
- + Knowledge management.
- + Project management.
- + Safety management.
- + Integrated management of support systems: service management tools, monitoring tool, switchboards, a project management tool.

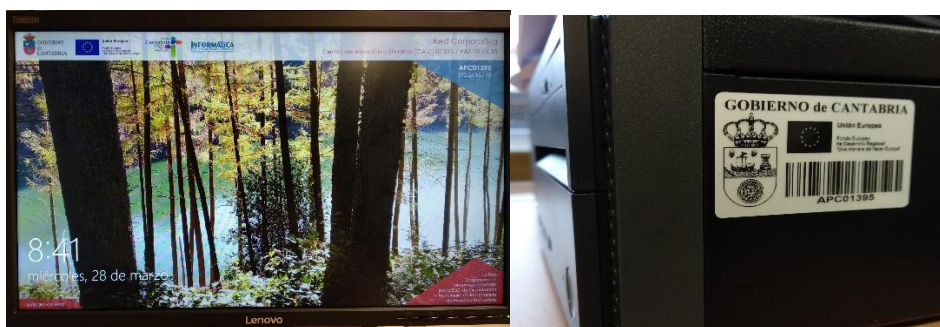
The implementation of this system is a reference in the region, highlighting the contribution of the European Regional Development Fund (ERDF) and its contribution to regional development through the commitment to a knowledge economy, by actions to reinforce the application of information and communication technologies for e-government, e-learning, e-inclusion, e-culture and e-health. It is therefore can be highlighted as good practice, according to the following criteria:

The action has been properly widespread among the beneficiaries, potential beneficiaries and the general public.

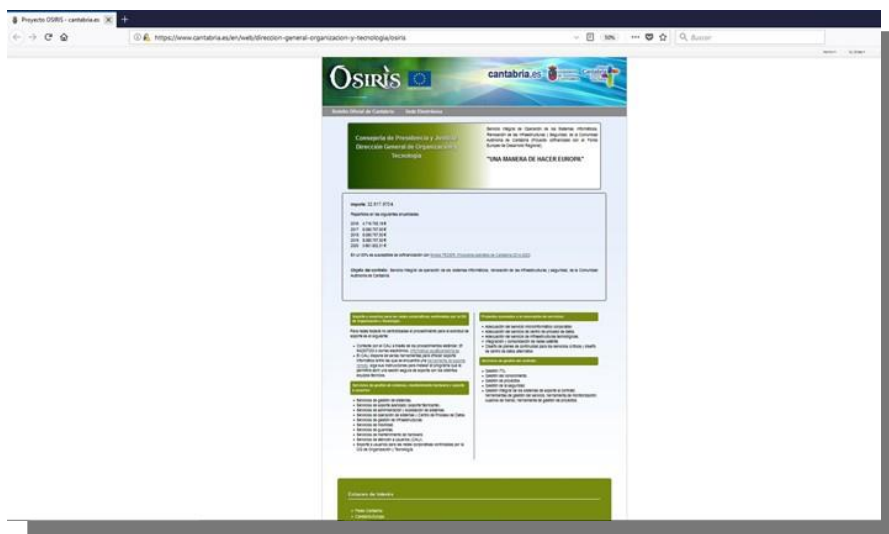
Information and communication have been a major element in the development and implementation of the OSIRIS project, in order to comply with the objectives of the communications strategy Communication Strategy of the ERDF and ESF OP Cantabria 2014-2020, guaranteeing publicity and transparency of the intervention and increasing public awareness of the added value of community co-financing through a wide variety of tools and actions.

Thus, beyond complying with the legislative requirements concerning information and communication, the following communication actions have been carried out:

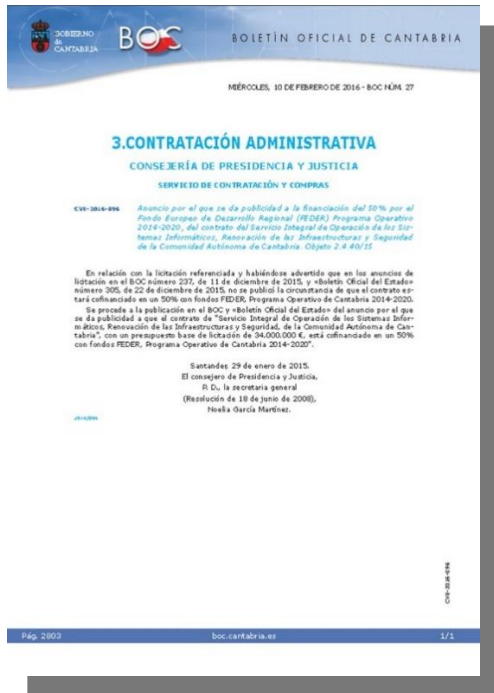
- + The Inclusion of stickers and European Union logo on all equipment, with reference to the ERDF and the emblem.



- + The inclusion on the Project website of the reference to co-financing received through the incorporation of a logo, reference to the Fund, aid intensity and motto.



- Reference in the internal documentation (official gazettes, etc.) of the co-financing received within the framework of the Cantabria ERDF 2014-20 OP.



- Publication of press releases highlighting the collaboration of the ERDF in the implementation of the project that have been reflected in the news appeared in different media, mainly digital.

- ✈ The Government of Cantabria participate in the Sectoral Conference of Telecommunications and the Information Society.

https://www.cantabria.es/web/comunicados/detalle/-/journal_content/56_INSTANCE_DETALLE/16413/2534441



✦ EL DIARIO MONTAÑÉS The new ‘brain’ that protects the government.

<http://www.eldiariomontanes.es/cantabria/nuevo-cerebro-protege-20171231182202-nt.html>

This diversity has allowed a wide dissemination of the message and the contribution to regional development of the European Union through actions carried out.

The action includes innovative elements.

Information and Communication Technologies and cyberspace have covered all areas of government activity and have caused profound, necessary and irreversible changes in the traditional functioning of the Administration, allowing a comprehensive coverage of the tasks (current and emerging) assigned to it. In this way, it involves replacing the traditional models of face-to-face contact citizens by telematics information and interaction with users.

The development of innovative policies on open access to data (open data) and the standardisation of formats and tools for handling of official information contributing to improve access of citizens and businesses/regional information to the public.

The OSIRIS project involves the development of innovative products and services with high added value for companies and the population of Cantabria.

The approach of this action is based on three principles: centralisation and harmonisation of infrastructures and computer services, both physically and technologically, in order to achieve a single model, more sustainable, efficient and efficient; the renovation and technological transformation, and the technological support to a series of Required Compliance Norms.

In any event, the services included in this operation, as well as the various adaptation projects, the management of the contract and the supplies constitute a whole, that is, a comprehensive service.

In addition, this comprehensive service has a specific character for the Administration of the Autonomous Community of Cantabria. The state of maturity in the field of information and communication technologies that most of the units have integrated into this operation does not allow the establishment of a management model for industrialised products and technologies. The specificity of the transformation model that is to be achieved requires a personalized configuration and adaptation of all the services associated with this operation.

And also this specificity is what makes the comprehensive service, since this is the only way to ensure a transition from the current computer services to the new model IT service that is to be implemented.

Contribute to a regional problem or weak.

Until the implementation of this Project, the Government of Cantabria had developed e-government services in the field of taxation, being essential for the development of the region, its implementation in all areas of government in line with the objectives of the Europe 2020 strategy.

With the implementation of this project, we invest in a single management model, both in the provision of services and in security policies, which will integrate and consolidate existing satellite networks. (Justice, Education, ICASS, etc.).

As stated in the Operational Programme, the percentage of people using e-government in Cantabria was low (53.3 % in 2012), lower than the national average (59.4 %). The same thing happened in the case of companies.

In a context of crisis and budget cuts, there is a need to increase the efficiency of the investments and optimise the functioning of the administration.

One of the main obstacles identified in the meetings of the Regional Smart Specialisation Strategy by the members of the business sector for its activity was the slowness and complexity of the administrative procedures.

The application of ICT in administrative structures will allow, for example, companies and citizens should not provide information to the Administration, and this is intended to simplify and speed up the administrative procedures.

It has a high degree of coverage of the target population addressed

One of the assumptions on which the operation is based is technological transformation. This will be carried out mainly with the launch of a new user service through the implementation of the project "Adequacy of corporate micro informatics service", which will cover approximately 5,348 users, in order to ultimately improve working tools of public employees of this Administration, the quality of the services provided to citizens and companies, and the safety of those services and of the information processed, given the risks that would have to be assumed before the obsolescence of equipment previously installed and the technological breakdown at the level of the installed technological systems.

Through the OSIRIS Project, the computer equipment will be personalized and adapted to the specific needs of the different units that will be serviced, as well as to the technological peculiarities of the services currently provided within the public Administration.

Account has been taken of the horizontal criteria of equal opportunities and environmental sustainability.

The OSIRIS project's commitment to the principle of equal opportunities between men and women and non-discrimination is clear from its design.

As in the rest of actions of the Cantabria ERDF Operational Programme 2014-2020, among the conditions set out in public procurement procedures, it is necessary to have companies that have not committed infringements concerning discrimination on grounds of sex or have failed to comply with the obligations required by law, comprised between the supporting documentation for the operation of an express statement to that effect by the undertaking awarded the contract, in compliance with the applicable national and Community legislation on promoting equality between women and men and non-discrimination, and to promote sustainable development with the objective of complying with the horizontal principles set out as general principles in Articles 7 and 8 of Regulation (EU) N° 1303/2013.

Moreover, with regard to the project design and implementation and particular attention has been given to the use of gender-neutral language as well as stereotypical images.

In relation to accessibility, thanks to the introduction of new applications and information systems, it will be possible, for example, to present files electronically or access online services for users and professionals.

Also the promotion of e-administration benefits for all citizens, regardless of their economic capacity or level of digital literacy, since resources are optimized, efficient public management is carried out and the two-way relationship with citizens is improved.

It is important to stress that the social effects of e-inclusion in electronic public services going beyond those made available with the knowledge or financial constraints. More inclusive public services are used by all the population, who find them more usable, becoming a vehicle for growth of the use of e-administration.

From the perspective of the principle of sustainable development, the lower volume of documents required will decrease costs and environmental footprint.

Basic services will be developed e-administration contribute to progress on the achievement of the “paperless administration”

Synergies with other policies and instruments of public intervention.

The OSIRIS Project seeks a steering effect in the business fabric of Cantabria and respond to the country-specific recommendations for Spain (2014) relating to the reform of the public administration and reducing the time, cost and number of procedures required to set up a company.

On the other hand, the use of ICTs will allow the development of ways that bring the political class closer to citizens in order to promote the public participation in decisions and increase transparency.

The creation of a virtual contact between companies, people and Administration, will lead to increasing levels of cooperation to advance to the regional economy in the same direction.

The actions foreseen in this operation are within one of the six main objectives of the Digital Agenda for Spain, in line with the Digital Agenda for Europe: "Improving the e-administration and digital solutions for efficient provision of public services".

The actions are coordinated from the Framework Agreement Coordination and monitoring of actions to be taken in the field of information and communication technologies and access to those regions in the context of the ESI Funds, between the central State and the Autonomous Community.

Impact in terms of economic development and employment.

Since the Lisbon Strategy in 2000 showed that Information and Communication Technologies (ICT) could enhance the role of government in promoting economic and social, as well as support to the public sector to provide better quality services, reduce waiting times and improve cost-effectiveness, raise productivity, and improve transparency.

The implementation of the OSIRIS project in the Government of Cantabria is an important step in the process of technological modernization in line with one of the investment priorities defined in the ERDF framework as steps towards achieving the goals set in the Europe 2020 strategy. In this regard, the action has a big impact on the economic, social and territorial development of the region as a whole.

From an economic point of view, the investment made up nearly 15 % of the ERDF assistance in Cantabria for the period 2014-2020, which reflects the importance of the Cantabrian regional strategy for achieving cost-optimal levels of modernization in e-administration.

The output indicator within this investment priority is the "Number of users that have access or covered by the applications / services and e-administration" and it is expected to reach the total of the indicator foreseen for 2023 very quickly. In 2017, the number of users covered by OSIRIS services reaches 4,000 users, which means an implementation rate of 75% of the total of 5348 users, who are expected to reach the end of the project.

From a qualitative point of view, the action stands out for its contribution to the revitalization of the economy, given that it facilitates the start-up of business or professional activities leading to the reduction of costs and time. Also, it is noteworthy the improvement of faster and more flexible administrative procedures. Thus, in the first place, it can be said that the whole of the Cantabrian companies and citizens are the main potential beneficiaries of the action because it facilitates their relations with the regional administration. However, such benefits extend to the whole of Spanish society. Furthermore, the 20,293 public employees of the regional administration, according to updated data from the statistical bulletin of staff working for the Public Administrations 2017, directly or indirectly benefit from the action.

Other positive impacts are reflected in the reduction of administrative burdens, the articulation of networks for exchanging information and the contribution to environmental sustainability objectives, which contribute to the creation and consolidation of a sustainable public administration with a more efficient use of human capital and a reduction of the environmental footprint.