

Una manera de hacer Europa



BUENAS PRÁCTICAS Actuaciones Cofinanciadas

ELECTRONIC ADMINISTRATION SERVICE OF THE GOVERN DE LES ILLES BALEARS

Directorate General for Modernisation and Digital

Programa Operativo de Illes Balears

Año 2020

Fondo Europeo de Desarrollo Regional

ELECTRONIC ADMINISTRATION SERVICE OF THE GOVERN DE LES ILLES BALEARS

Basic project description

The Directorate General for Modernisation and Digital Administration of the Govern de les Illes Balears, as part of the exercise of the functions entrusted to it for the planning and regulation of the communications and new information technologies sectors, promotes the development and implementation of corporate information systems at the disposal of public administration staff and public access with information available to all citizens or restricted to authorised users.

The co-financed action consists of the implementation of a **new documentary management model and the provision of new e-administration services at the Govern de les Illes Balears**. Thanks to this action, the implementation and configuration of all the platforms of “software” base has been carried out to support a new model of document management and services for the development and integration of the systems, **as well** as improvements in the corporate website of the Govern, in the electronic headquarters, in the management of content and departmental websites, in the platform of electronic registration and notification, in the corporate record manager, in the repository of files and in the platform of Interoperability.

All these actions have made it possible to provide the services of the Balearic Islands with all the necessary infrastructure to lay the foundations of a new system that guarantees the correct management of the electronic documentation generated during the administrative activity throughout its life cycle. The objective is to make the Balearic Islands a technologically advanced community thanks to the incorporation of the latest technologies.

Thus, the Govern de les Illes Balears reinforces its commitment to the implementation of the digital administration, launching a process that contributes to the elimination of the role in the administrations. To this end, the aim is to take a step forward in the implementation of new technologies and to promote digital administration at the service of all, in order to make life easier, more comfortable and safer in all areas of society: education, health, leisure and administrative arrangements.

The implementation of this action has made it possible to increase public efficiency and reduce bureaucracy by integrating all administrative procedures, reducing the deadlines for the execution of administrative procedures, enhancing digital training for public employees and promoting electronic archiving as a way towards a simpler, more intuitive and transparent relationship with the Administration.

The cost of the action is **EUR 2,952,224** with a total aid of EUR 1,502,335 from the European Regional Development Fund (ERDF).

The number of users who have access or are covered by e-government applications or services is **32,852 users**.



As of September 30, 2019, the number of procedures visible at the electronic headquarters of the Govern de les Illes Balears is 1,288. The use of electronic headquarters in the period from 1/1/19 to 30/9/19 is 1,705,739 consultations with 744,272 different users.

Visits to the corporate website in the period from 1/1/19 to 30/9/19 have been 5,507,138 corresponding to 2,938,870 different users.

Below are the arguments that make this project considered good practice, in accordance with the criteria defined for this purpose.

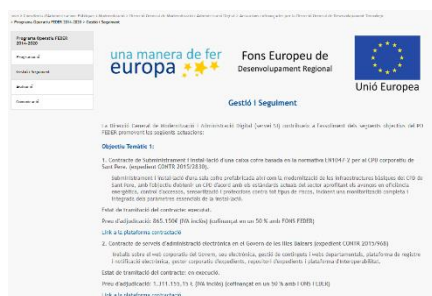
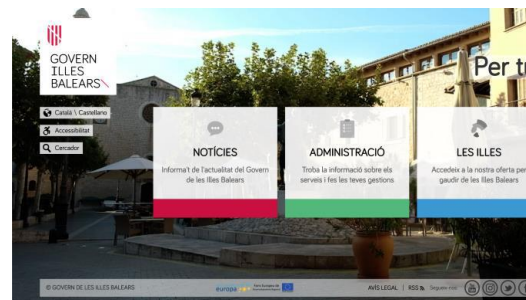
Criterion 1. High dissemination among beneficiaries and the general public.

The project has a high dissemination of the contribution of European funds to economic and social development both to potential beneficiaries and to the general public, and has been widely disseminated through the various information and publicity measures developed.

The **mandatory measures** that have been implemented have been implemented in accordance with Community legislation. Among others, the following should be noted:

During the **tendering and award process**, the EU’s contribution to the co-financing of the action was highlighted through the publication of information on the website of the Govern de les Illes Balears, as well as in the notice of tender for this action and has also been published in the Public Sector Recruitment Platform of the Ministry of Finance, which mentions the ERDF’s co-financing of the action.

When the **corporate website of the Govern de les Illes Balears** (<http://www.caib.es>) is deployed, both in the **standard computer equipment** and in the adaptations for mobile devices, to carry out formalities and consultations available to the public, the logos, slogans and the ERDF fund have been incorporated in order to inform all users about the participation of the EU in its financing.



Information on the project and its financing by the ERDF is available on the website of the Directorate-General for Modernisation and Digital Administration, in the section for the European Funds.

http://www.caib.es/sites/actuacionsdesenvolupame nt/es/actuacions_cofinanciades-86474/



Once the action has been completed and to comply with the regulations on information and communication measures, a permanent plaque has been placed at the entrance of the General Directorate of Modernisation and Digital Administration, a place visible to the public.

In addition, **other actions and measures** have been carried out in the field of communication and information, in order to strengthen and give greater visibility to co-financing by the European Union for action, including the following:

On 11 November 2019, the Directorate-General for Modernisation and Digital Administration organised a **Digital Administration Day 2019** at the Parc Bit Business Centre, aimed at staff responsible for information technology, organisation, quality, processes and innovation of the Balearic Islands' Autonomous Public Administration and people interested in promoting e-administration actions within the scope of their organisation. The aim of the workshop was to provide information on the status of eGovernment projects, the experiences of the different administrations and the future lines of work, where ERDF funding for these services was found.



Jornada d'Administració Digital 2019

Palma de Mallorca
Divendres, 8 de novembre de 2019
Centre Empresarial Son Espanyol al Parc BIT
Ctra. Valldemossa, KM 7,400 C/Laura Bassi

Ens complau convidar-lo a la "Jornada d'Administració Digital 2019" organitzada per la Direcció General de Modernització o Administració Digital, amb la col·laboració i el patrocini d'AIX Consulting.

PROGRAMA



In issue 8 of the **Newsletter on European Funds in the Balearic Islands** published by the Directorate-General for European Funds in its April 2020 edition, information on the project and the ERDF contribution to its implementation is included, paying particular attention to the results achieved as a result of this investment.



Finally, publications have been published which include information on the project carried out and specific mention is made of the co-financing of the ERDF, highlighting the *report of the Electronic Administration Services project (2017-2019)* of the Govern de les Illes Balears, in which the corresponding logos also appear on the cover of the document.

Criterion 2. Incorporation of innovative elements.

The main innovative element of this action is that it is a comprehensive project. It contemplates both the strategic direction of the project and the tasks of the technical office, observatory of electronic administration, communication and dissemination and the tasks of strategic innovation, with those services that will promote access to electronic public services to the citizens, such as the corporate website of the Govern de les Illes Balears, the electronic headquarters and management tools.



It also incorporates a new electronic file processing service that allows public employees to update, improve, monitor and evaluate through modules: corporate Records Manager (HELIUM), Electronic Records Repository (RIPEA) and Interoperability Platform (PINBAL).

From now on citizens can process electronic procedures such as, for example, the application and payment of evidence for obtaining the Catalan Certificate, fishing licences, handicap certificates, submission of low-voltage facility projects, as well as sending complaints, complaints and suggestions.

Criterion 3. Adequacy of the results obtained to the objectives set.



With the implementation of this action, public efficiency will be significantly increased and bureaucracy will be reduced, as all formalities will be integrated, in addition to reducing the deadlines for the implementation of administrative procedures and enhancing digital training for public employees.

Digital transformation makes it possible to increase productivity, make more efficient arrangements, facilitate the day-to-day life of public employees, as well as manage electronic documentation efficiently with cost savings.

Thanks to this action, the quality of relationships has been increased and the service improved, allowing the citizen to offer greater availability of hours and proximity of the service, since it can be accessed at any time of day and day of the week, in addition to have an Internet connection from anywhere. The citizen, in addition, can make the online payment of the fees associated with the procedure, avoiding unnecessary trips to the bank.

Another notable fact is that the information provided is presented in electronic format and allows the possibility of responding through the same channel.

Criterion 4. Contribution to the resolution of a regional problem or weakness.

Prior to the launch of this action, the Govern de les Illes Balears launched a series of initiatives for e-government. In a first phase, the new CAIB Portal, Multichannel Access and Mobility and Electronic Democracy was incorporated. This was not enough to address the possibility of citizens electronic access to public services. Dealing with public administrations by electronic means and regulating the basic aspects of the use of information technologies in administrative activities means improving relations between the public administrations themselves, as well as the relations of citizens with them; all this with the aim of guaranteeing their rights, a common law before the public administrations and the validity and effectiveness of administrative activity under conditions of legal certainty.

The use of these new technologies in organisations, businesses and citizens will contribute to the promotion and development of the Information Society and contribute to bridging the effects of the digital divide.

Criterio 5. Alto grado de cobertura sobre la población a la que va dirigido.

With the implementation of these web solutions, the Govern de les Illes Balears will improve the relationship between the Administration and the citizen by allowing them to carry out their efforts at the moment they choose by simply having an Internet connection



The promotion, development and implementation of a series of corporate information systems at the disposal of public administration management and public access staff will also make it possible to incorporate digital training for staff at the service of the administration and ensure digital access to administration for all people and thus improve the productivity of services and citizen participation through the use of information technologies

In order to facilitate citizens' access to the new services incorporated into the digital administration, the list of services that do not require the provision of paper documentation is published at the electronic headquarters.

As 30 September 2019 the number of procedures visible at the electronic headquarters of the Govern de les Illes Balears is 1,288. The use of electronic headquarters in the period from 1/1/19 to 30/9/19 is 1,705,739 consultations with 744,272 different users.

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Criterio 6. Consideración de los criterios horizontales de igualdad de oportunidades y sostenibilidad ambiental.



Today, the contribution of new technologies to the environmental sustainability of the plan is undeniable. Optimisation in the use of resources in this case translates into a significant decrease in paper consumption. The Balearic public administration is moving towards paperless administration and completely available online.

From the point of view of equal opportunities between women and men, the project promotes equality in electronic access to regional administration services.

Criterion 7. Synergies with other policies or instruments of public intervention.



This action is part of the Action Plan for the Implementation of Electronic Administration in the Balearic Islands (Plan Anibal) in accordance with Law 11/2007 on citizens electronic access to public services.

Current regulations promote the digitization of public administrations and establish obligations around Electronic Administration to facilitate the streamlining of procedures with full electronic operation and zero paper.

This law is developed to the maximum that electronic processing does not have to be a special form of management of procedures, but must be the usual form of action of administrations

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