Una manera de hacer Europa

BUENAS PRÁCTICAS
Actuaciones Cofinanciadas

Design and implementation of Digital Services in the Government of Aragon.

Government of Aragon

Programa Operativo de Aragón

Año 2022

Fondo Europeo de Desarrollo Regional

DESIGN AND IMPLEMENTATION OF DIGITAL SERVICES IN THE GOVERNMENT OF ARAGÓN

The operation "Design and implementation of Digital Services in the Government of Aragon" consists of the development of solutions for electronic administration in order to advance the transformation of Digital Services offered by the Government of Aragon.

Within the framework of modernization of the management and administrative processing of the Government of Aragon, an evolution of the tools that allow it is carried out through user-centered design techniques. The most significant actions are indicated below:

Development of the Corporate File Manager of the Government of Aragon: development of a specific tool for file management that serves all those administrative managers who do not have too complex a casuistry in their operation and who continue to need personalized solutions.

Evolution of the computer application for the management of the Integrated Physical Registry of the Government of Aragon (REGFIA): complete registry exchange system for all the registry offices of the Autonomous Community and its internal units.

Data Governance Platform of the Government of Aragon: data exchange platform for the Public Administration of the Autonomous Community of Aragon.

Information Security Technical Office Service: design of security plans and deployment of appropriate measures to safeguard digital services and information.

Application for the issuance and management of electronic certificates and employee cards of the Government of Aragon: development of an application that allows meeting the demand for cryptographic cards and electronic certificates.

Data analysis and processing tools: necessary for the design and development of digital service tools. Various data analysis and processing tools are used.

The executed amount of the operation, to date, is 1,860,001 euros, with the amount of **FEDER aid being 930,000 euros**, which has allowed the design and implementation of digital services for electronic administration by the Government of Aragon. **The number of users who have access to eGovernment applications and services amounts to 8,085 users**.

This performance is considered a Good Practice because:

1. **The action has been conveniently disseminated among the beneficiaries, potential beneficiaries and the general public.**

   The action has been disseminated through the [Gobernement of Aragon website](#) as well as through the different initiatives carried out to promote this activity among potential beneficiaries, seeking to reach the maximum number possible.
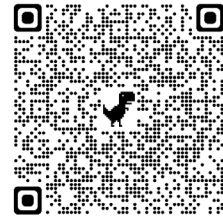
   As can be seen, the website meets the requirements of community regulations, stating that the operation is co-financed by the FEDER Aragón Operational Program 2014-2020, with the logo of the European Union and the motto "Building Europe from Aragon".

   Likewise, the regional press has reported on the progress made with the operation analyzed:
   (Click on the name of the media or scan the adjacent QR to access the full story)

   [Aragón Hoy](#).   [Heraldo de Aragón](#)   [20 minutos](#)

   Internally, a wide dissemination has been made to the personnel of the Government of Aragon, through corporate email, of advice on cybersecurity:

The dissemination of the advances made in the modernization of the digital services offered by the Government of Aragon is also carried out on different social networks, through the Servicios Digitales de Aragón (SDA) Brand:

- **Website of Digital Services of Aragon (link):**

This web address disseminates the actions that are being carried out in the modernization of the digital services offered by the Government of Aragon. In addition, other information of interest related to the design of public services is offered (articles, interviews, meetings).
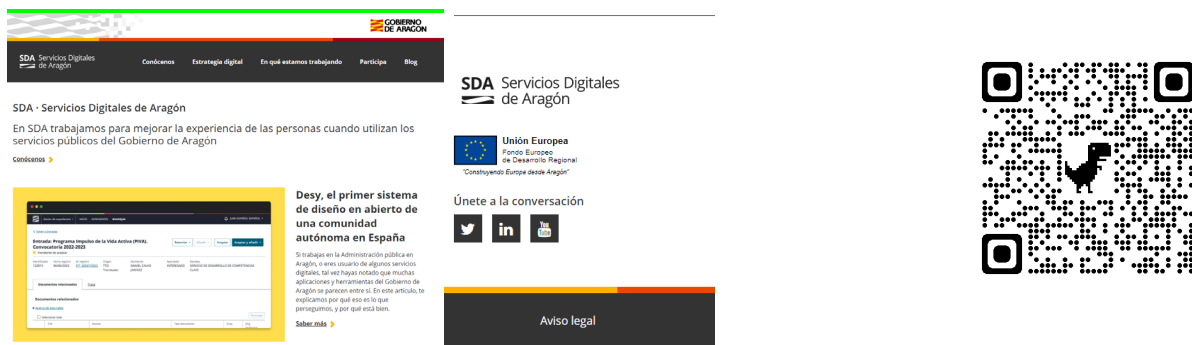
- **Youtube channel of the digital Administration of the Government of Aragon (link):**

On the Youtube channel of the digital Administration of the Government of Aragon, the progress made in terms of Digital Services of Aragon is disseminated, tutorials on the use of its tools are offered for citizens and for employees of the Government of Aragon and another Related information of interest (meetings, interviews, etc. with prominent personalities in the field of digitization and service design).
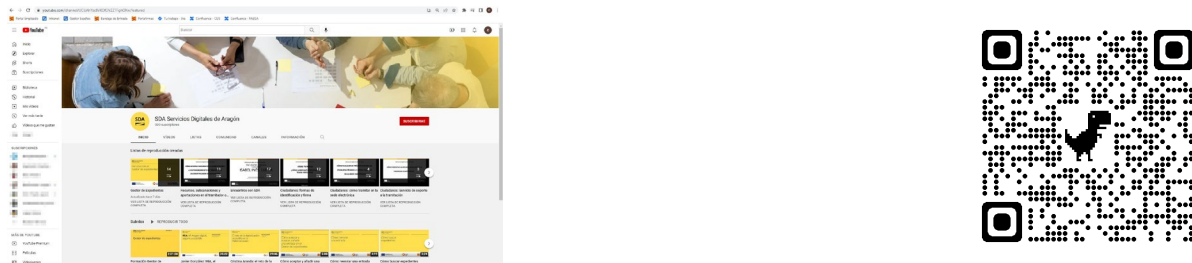
- **Twitter channel @SDA_aragon (link):**

Visibility is also given to the progress made in this matter through the twitter channel @SDA_aragon.

2. **The performance incorporates innovative elements**.

The operation includes a series of works carried out in order to develop digital services of the Administration of the Autonomous Community of Aragon adjusted to the current needs of citizens and the staff of the Government of Aragon.

In the development of these actions, work techniques have been used that can be openly considered innovative. Even more so in the case of measures promoted within an administrative environment, where change processes are not usually carried out as quickly as in other environments.

In the Strategic Plan for Digital Services of Aragon 2022-2025, published at <u>Aragon website</u>, it is highlighted that innovation must be one of the main drivers of change of the organization.
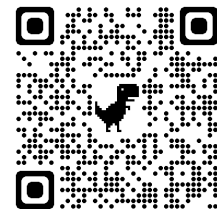
Thus, not only innovative elements appear in the new Digital Services of Aragon, but also innovative techniques are used in their development. For this reason, innovation is not simply an end, but rather a means to be able to develop digital services that are up-to-date with the needs of citizens.

The innovative nature of the development of the Digital Services of Aragon is well reflected in a series of basic principles that are included in the Strategic Plan for Digital Services of Aragon 2022-2025.

Thus, we can highlight some innovative elements in the development of the work carried out within this Operation:

- **User-focused design**

When designing the different digital services, we work in collaboration with the end users of the tools, who can be administrative staff and/or citizens and companies.

This way of working is achieved through work sessions with the managers of the procedures and with the users of the tools themselves. From an initial phase in the design, the specifications requested by the users are collected and in the development of the tools, testing tests are carried out with users.

- **Involvement of everyone in the design of solutions**

The system by which there was a need to develop a new digital service for citizens, a contract was put out to tender and many months later, the successful bidder delivered his solution unrelated to his entire environment, is not far away.

Now we work under specific criteria when designing new services, in which the involvement of all the actors involved in their creation has been achieved. For this, in each Department of the Government of Aragon, the figure of the electronic administration and data governance support unit has been created, which serves as a link between the managers of the procedures and the designers of services.

- **<u>Multidisciplinary work teams</u>**

  Another important innovative element in the elaboration of Servicios Digitales de Aragón is that it works in multidisciplinary teams, where computer scientists, lawyers, designers, communicators, etc. coexist. The insertion of profiles oriented to the usability of the product has turned out to be fundamental. These creative profiles are not always found in the Administration. For this reason, it is worth noting, as a true milestone, the creation of a new scale of Engineers in Industrial Design and Product Development, promoted by the General Directorate of Electronic Administration and Information Society.

- **<u>Facilitate the practice of citizenship rights</u>**

  With the development of certain digital services, it is intended that citizens can exercise, in a simple and transparent way, rights that we all have recognized but that are sometimes not easy to exercise. Thus, tools are developed so that citizens can know what data is in the possession of the Administration and what it is used for, so that they can manage that data themselves, so that they can know at all times the status of the processing of a file that affects them.

  The true innovation in this matter is that these rights can be exercised quickly and immediately.

  These are just a few examples of the use of innovative elements within the Operation. As reflected in the Strategic Plan for Digital Services of Aragon 2022-2025, "we use innovation, not out of fashion, but out of necessity".

3. **Adequacy of the results obtained to the established objectives.**

   In the Operational Program of the European Regional Development Fund of Aragon 2014-2020, it is shown that among the results that are intended to be achieved with the help of the European Union is the development of electronic administration in the Administration of the Autonomous Community of Aragon , since at the beginning of the aforementioned Operative Program it was in a situation that could be improved.

   In addition to all the technical work necessary for its development, creating a design culture centered on users has been considered a fundamental pillar of the project.

   Thus, the number of internal users that have access to or are covered by the Electronic Administration applications/services amounts to 8,085, exceeding the initial user forecasts.

   However, said parameter, which is extraordinarily useful to know the evolution of the development of Electronic Administration within the organization, in this particular Operation is not enough to be aware of the real impact that the deployment of new digital services is having in Aragon. . For this reason, to analyze the use of the different services and the incidents generated, different monitoring and analysis tools are used, such as Google Analytics, Power BI, Confluence, OTRS, etc.

   For this reason, in addition to parameterizing the number of internal users of the new Digital Services solutions of the Government of Aragon, the change that is taking place in them and the way in which it is being achieved is even more significant, designing services for the user people.

4. **Contribution to the resolution of a problem or weakness detected in the territorial scope of execution.**

   As stated in the European Regional Development Fund Operational Program for Aragon 2014-2020, "the percentage of people who interact with the regional or local Public Administration in Aragon is lower than that with the Central Administration, as well as lower than the national average, both in terms of obtaining information, as well as downloading and returning forms or tax returns. This reveals the existence of a margin for improvement that leads the Government of

Aragon to consider the development of electronic administration and, ultimately, the digital growth of Aragon as the objective of the planned actions."

As reflected in the previous points, the effort being made to include new digital services in the catalog of those offered by the Government of Aragon to the public is evident. The objective is not simply to increase the number of them, but to design them in such a way that they are more accessible and usable by the public and by the managers themselves.

Likewise, it is considered essential to carry out important dissemination work, inside and outside the organization, to promote its use.

5. **High degree of coverage of the target population.**

With all the aforementioned information, it is evident that the actions included in this Operation reach the entire population of the territory. In addition, it should be noted that these are not only jobs aimed at citizens, but it is considered essential that these new digital services include the needs of public personnel, given that their correct use by managers will result in the success of the use of the Services. Digital of the Government of Aragon.

For this reason, it can be considered that the entire population of the Autonomous Community of Aragon may become the beneficiary population of the Operation, given that most of us at some point have to interact with the Administration of the Autonomous Community.

6. **Consideration of horizontal criteria of equal opportunities and non-discrimination, as well as social responsibility and environmental sustainability.**

In the documentation that accompanies each file, the neutral use of language is monitored, as well as in all the applications and tools that are developed within the digital services of the Government of Aragon.

On the other hand, the development of digital administrative services contributes to a great extent to the accessibility of the services offered by the Administration for people with disabilities (it increases the possibility of carrying out procedures without the need to travel, the need to repeatedly provide the same information is eliminated). documentation that is already in the possession of the Administration).

Likewise, the development of Electronic Administration in the Government of Aragon is closely linked to environmental sustainability criteria, such as: saving material resources such as paper; reduction of trips to the physical offices of the Administration; possibility of teleworking; reduction of energy consumption by sharing services.

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

The ultimate goal of the actions is to enable the use of the digital services of the Government of Aragon. Within these, most are common to all managers of the Administration of the Autonomous Community. Therefore, most of the managing bodies of the Government of Aragon benefit from the work carried out.

Many of these services are developed together with other administrations or organizations, such as the General State Administration, the Fábrica Nacional de Moneda y Timbre, Aragonesa de Servicios Telemáticos. Therefore, as a result of this collaboration, the principles of association and multilevel governance required by community regulations are guaranteed and represents a clear example of administrative collaboration that should influence the improvement of efficiency in the application of resources.

Clear examples of this are the development of the Data Governance Platform, where different administrations share citizen data, avoiding the recurring submission of documentation that is already in the hands of the administrations, or the Integrated Physical Registry of the Government of Aragon (REGFIA) and the Registry Interconnection System (SIR) that allow the exchange of electronic registry entries between Public Administrations.

Therefore, synergies with other Administrations and organizations in the development of administrative digital services are essential, and it is considered that this Operation establishes high synergies with different administrations and public policies, as established in the **Strategic Plan for Digital Services of Aragon 2022-2025**, published in <u>Aragon website</u>.

LÍNEA ESTRATÉGICA 8

GOBIERNO.

Nuestro esfuerzo se centra en:

1. **Regular** de manera clara **cómo ha de ser un servicio dentro de la administración**, estableciendo los criterios que se deben seguir para que se adecúen a las necesidades de la ciudadanía y las obligaciones de los Departamentos para su adecuada provisión.

2. **Devolverle a la ciudadanía el gobierno de sus datos** y la soberanía para que pueda decidir qué se hace con ellos. Desarrollar internamente la estructura de responsabilidad por la custodia de los datos de las personas.

3. Realizar las **auditorías y controles** necesarios para asegurar que los servicios públicos funcionan con calidad, seguridad y respeto por la protección de datos personales.

4. Mejorar las **estructuras de Gobierno internas** y crear **canales de coordinación con otras administraciones** y grupos de interés, que ayuden a la mejora de los servicios públicos.

Objetivos específicos.

E12. Regular los servicios digitales del Gobierno de Aragón (Transformación)

E13. Integrar los datos de las personas en un único punto, la Plataforma de Gobernanza de Datos del Gobierno de Aragón (Experiencia, Transformación).

E20. Estudiar si SDA se pueda convertir en una plataforma de integración (Digitalización)

E24. Realizar alianzas estratégicas con otras organizaciones (Reputación)

E25. Auditar, controlar, supervisar y financiar servicios digitales (Experiencia, Seguridad)

E26. Formar al personal de la administración sobre servicios digitales (Seguridad)

E28. Aumentar el capital humano de SDA y comprometerlo con su cultura organizativa (Transformación)

E29. Gestionar adecuadamente la seguridad de la información y la protección de datos personales (Seguridad)
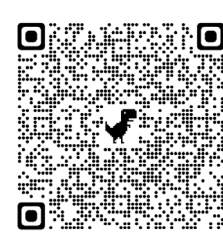
aragon.es/tramites/estrategiaSDA

GOBIERNO.

OBJETIVO ESTRATÉGICO - 6. Ganar reputación como organización dedicada a la tecnología y el diseño.

OBJETIVO ESPECÍFICO	ACTUACIONES Y OBJETIVOS DE DESARROLLO SOSTENIBLE RELACIONADOS	PLAZO	PPTO. 2022-2023	PPTO. 2024-2025
OE24. Realizar alianzas estratégicas con otras organizaciones	**Impulsar los procesos de transformación digital dentro del Gobierno de Aragón:** Impulsar y liderar los principales procesos de transformación del Gobierno de Aragón. Liderar el grupo de trabajo de transformación digital creado por la Comisión de Simplificación del Gobierno de Aragón e incorporar al mismo la visión del ciudadano como centro de la toma de decisiones. Crear puntos de conexión y proyectos con otros organismos del Gobierno de Aragón relacionados con la transformación.	2022-2025		
	Crear alianzas con otras administraciones de Aragón y de fuera: Crear alianzas en temas relacionados con el diseño de servicios y con la transformación digital con otras administraciones tanto de dentro como de fuera de la Comunidad Autónoma de Aragón. (ODS 17*)	2023-2025		
	Crear alianzas con organizaciones relacionadas con el diseño y la tecnología: Crear alianzas con organizaciones, que no sean administraciones, relacionadas con el diseño y la tecnología. Crear redes con organizaciones tipo clusters, W3C, Universidad, etc. que permitan mejorar el conocimiento de SDA sobre diseño y tecnología. (ODS 17*)	2023-2025	50.000 €	100.000 €

ODS 17* Alianzas para lograr objetivos

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