

Una manera de hacer Europa



BUENAS PRÁCTICAS Actuaciones Cofinanciadas

Electronic Administration. ISUD STRATEGY
CAPACI[U]TAT

Sant Boi de Llobregat City Council

**Programa Operativo
Plurirregional de España**

Año 2022

Fondo Europeo de Desarrollo Regional

GOOD PRACTICE ISUD STRATEGY CAPACITAT CITY COUNCIL OF SANT BOI DE LLOBREGAT

ELECTRONIC ADMINISTRATION

This **Good Practice** has consisted on the creation of a **Comprehensive Electronic Administration Platform and new digital services** in Sant Boi de Llobregat, in order to **develop e-administration, improving the relationship between the administration and citizens** simplifying procedures and enabling formalities to be done from any electronic device, without having to go to City Hall. The operation has been named **Relationship between administration and citizenship - eADMINISTRACIÓ** and was part of the Thematic Objective 2: Improve access, use and quality of ICTs.

Many homes have an Internet connection but the use of technology to interact with the public administration was insufficient.

The development of digital procedures and services, together with the implementation of new applications through the new Comprehensive Electronic Management Platform of the Sant Boi City Council, in addition to intelligent management of the city, has provided citizens with greater ease in procedures guaranteeing transparency and access to information.

The application of the new Administrative Procedure Law and the adoption of new computer systems has provided citizens with digital access to any administrative procedure. Digital identity, payment gateways and electronic signature allow all administrative procedures to be carried out, from any electronic device.

As a result, this ease and speed in digital administrative procedures has led to a reduction in costs and greater efficiency of available resources, both for citizens and public employees.

Now we have a more interactive administration, we added new channels of communication and participation, new ways of dialogue and exchange, more decentralized and more online procedures. With the opportunity to be an administration that teaches the responsible use of technology and digital security.

The acting **It has cost a total of 806,000 € and the ERDF aid financing has been 403,000 €.** The operation Relationship between administration and citizenship - eADMINISTRACIÓ, has an **impact on the population of Sant Boi as a whole, a total of 84.584 people.**

The **criteria for identification and selection** of this Good Practice are the following:

1. THE ACTION HAS BEEN CONVENIENTLY DISSEMINATED AMONG THE BENEFICIARIES, POTENTIAL BENEFICIARIES AND THE GENERAL PUBLIC

The operation Relationship between administration and citizenship – eADMINISTRACIÓ, has led to the creation of a platform and new Electronic Administration services, and is aimed at all citizens of Sant Boi. Its execution, use and operation have been disseminated with the launch of the new service.

Regarding the **regulatory communication**, the announcements of contracting procedures and the administrative documentation of the files have been published on the Contractor Profile website of the Generalitat de Catalunya and in the DOGC website (Official Bulletin of the Generalitat de Catalunya) in relation to the fact that the file is part of the Capaci[u]tat Project and which is 50% co-financed by the ERDF..

Related to the actions of **communication to disseminate the activity**, a permanent plate has been installed at the entrance to the Town Hall, it has been explained in the Viure Sant Boi magazine of April 2019 and brochures have been distributed to publicize the electronic procedures service:

Permanent plate located at the entrance to the Town Hall

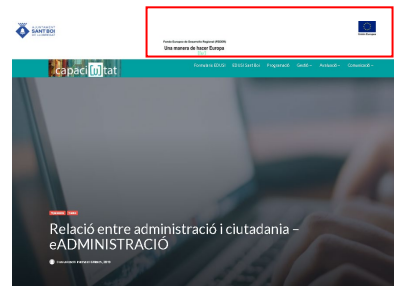


The publication of the article in Viure Sant Boi magazine has been complemented with the **brochure printing and distribution** in the equipment to make the citizens aware of the new service. It was distributed starting in April 2019.

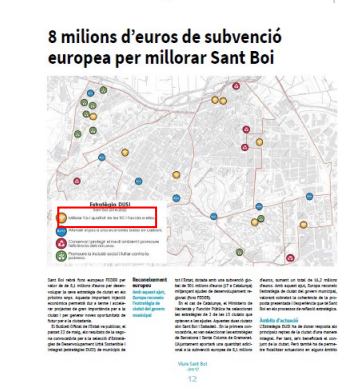


It has been disseminated in the **Viure Sant Boi municipal magazine**, published by the Sant Boi de Llobregat City Council, with a circulation of 34,000 copies, is **distributed** to all homes in the city and has its **electronic version** in the [City Hall website](#). Specifically in [Viure Sant Boi](#), April 2019.

It has been communicated through the **website EDUSI Sant Boi** next to the emblem of the European Union and the motto “A way of making Europe” <https://edusi.santboi.cat/>.



[Viure Sant Boi in June 2017](#), pages 12 and 13, dedicated to making the strategy known, exposing the projects, with the actions of OT 2.



Centerfold double page [Viure Sant Boi in June 2019](#), describes the 2018-2022 projects co-financed with ERDF. In OT 2 it includes Electronic Administration. and pointing them out on the map on page 12.



Catalunya Ràdio's Revolution 4.0 program, broadcasted on 06.25.23, [Interview with the mayor of Sant Boi, Lluïsa Moret and Carmen Lavado, Head of the Technology and Information Systems Service.](#)

Made on the occasion of having co-chaired the EU Digital Assembly of Mayors in Brussels, and to explain the challenges for doing the digital revolution a reality throughout Europe, and the commitment that Sant Boi has made to promote inclusive digitalization.

Micro videos have been made as tutorials to guide users of the City Council website in three important sections, all available with subtitles in Spanish:



About the audio of [Video of the Minutes of the municipal plenary sessions](#)

Video [subtitled in Spanish](#).



Use of the [Electronic Office](#)
Video [subtitled in Spanish](#).



About the section of [Procedures and Management](#)
Video [subtitled in Spanish](#).

2. THE ACTION INCORPORATES INNOVATIVE ELEMENTS

The new Comprehensive Electronic Management Platform of the City Council of Sant Boi de Llobregat which has been put into operation contains a series of modules considered core and allows laying the foundations for a fully electronic operation that, in addition to complying with the requirements introduced by Laws 39/2018 , 40/2015 and 9/2017, among others, will allow in the future to be the support for the integration of other modules that may be necessary.

The integrated Municipal Electronic Administration Platform is understood to be that formed by the internal processing backoffices of the City Council and municipal companies, and both internal and external Electronic Administration services. All this has been feasible because, with the new improvements, the system works in a Web environment with all its tools or functionalities, in an integrated way among them, and the modules work in multi-entities allowing the incorporation of the different information centres of municipal companies.

The new system contemplates the execution of all phases of the administrative processing (information, initiation, instruction, resolution, execution, control) and is integrated with the other corporate applications available to the City Council, improving the functionalities and internal management in its usability. It also has the capacity to interoperate with the platforms of other public administrations.

3. THE RESULTS OBTAINED ARE ADAPTED TO THE ESTABLISHED OBJECTIVES

The trajectory of the Sant Boi de Llobregat City Council, with regard to the commitment to introduce the necessary mechanisms for efficient and effective management, has always been oriented towards citizens, with Law 30/1992 at the time, and integration with laws 39/2015 and

40/2015, they have meant continuous progress in improving the management of processes, data, information, integration, transparency and interoperability.

In order to continue advancing in this line, a technological adaptation of the existing electronic administration systems has been necessary and for this reason the new Integrated Electronic Administration Platform has been implemented that allows us to respond to the needs raised and guarantees a great qualitative change in the internal management, in the relationship with citizens, and with the others public administrations. It has always been undertaken incorporating the organisational and management reality that over the last 10 years has been defining the Electronic Administration model in Sant Boi. Now, this new platform has been built on firm pillars and foundations.

The usability of the system could also be improved because, having evolved over a long time, client-server environments coexisted, with more or less easy and intuitive web environments, and there was a significant lack of homogeneity in the different tools, which made their use difficult, now with the new platform it is being optimised.

At the same time, it has allowed the interoperability of citizens with the different public administrations, guaranteeing a single window and that procedures can be carried out from the City Council to other public administrations.

In summary, there has been improvement and progress in Electronic Administration, through public services accessible from different platforms, and in the provision of ICT in the offices and buildings from which the services are provided.

4. CONTRIBUTES TO THE RESOLUTION OF A REGIONAL PROBLEM OR WEAKNESS

Taking advantage of new technologies in terms of smart city management, development of digital procedures and services, implementation of new applications, etc., despite the availability of Internet connection in many of the city's households, it was insufficient and It represented a limitation in terms of the potential for efficiency in the provision of new services, communication, interaction and co-responsibility of citizens and innovation.

The Sant Boi de Llobregat City Council has undertaken this project to improve the existing municipal electronic management system, incorporating both the City Council itself and its municipal companies. This has been done while maintaining the basic pillars of municipal

management: single data, efficiency, rationalisation, standardisation, management control, treatment of diversity.

This diversity and fragmentation of the different applications used in the City Council mentioned above was due to the incorporation of different software solutions over the years, which made it possible to provide specific responses to the specific needs of each area, but not as a whole within the City Council, as they were not integrated with each other. This, together with the fact that the Electronic Administration implemented a few years ago did not start from this necessary integration, as other aspects were prioritised.

The new Integrated Municipal Management and Electronic Administration Platform is currently located on-premise with the possibility of being offered on-cloud in the future.

For all of the above reasons, it has been necessary to evolve towards a new model based on this Integrated Municipal Electronic Administration Platform for the Sant Boi de Llobregat City Council and its municipal companies, which allows the integrated treatment of municipal databases, the improvement of the different applications, the modernization of management with the implementation of the Electronic File and an Electronic Office that offers citizens and companies access to information and processing by electronic means, in compliance with the legal requirements mentioned in the previous criterion and in line with the solutions that the different administrations, both state and regional, have promoted.

The implementation of this electronic administration and management platform has resolved the City Council's need to respond to current and future needs by facilitating, streamlining and optimising internal management and processing with citizens, in an easy, agile and modern way. in accordance with the current demands of the 21st century.

5. IT HAS A HIGH DEGREE OF COVERAGE OF THE POPULATION TO WHICH IT IS DIRECTED

This action is part of the operation Relationship between administration and citizens - eADMINISTRACIÓ, and has aimed to reach all the citizens of Sant Boi, a total of 84,584 people.

At the time of starting the DUSI Capaci[u]tat Strategy of Sant Boi de Llobregat, the population of Sant Boi over 16 years of age was 50,446 people, a segment to which the action is especially directed because they are the users of digital procedures and services offered by the City Council.

With the implementation of the Platform and the new services incorporated, it is expected to increase use to 57,000 users, an increase of 10%, at the end of this year 2023, thanks to the new system that facilitates existing functionalities, usability in management internally, and expands the multichannel relationship with citizens.

6. THE HORIZONTAL CRITERIA OF EQUAL OPPORTUNITIES AND ENVIRONMENTAL SUSTAINABILITY HAVE BEEN TAKEN INTO ACCOUNT

Following the Cohesion Policy 2014-2020 and EU Regulation 1303/2013, the main social, economic and territorial actors of our city have been involved. Thus, it has had extensive citizen participation during the planning process of the strategy itself. It has had an active participation of citizens, municipal technicians, companies and businesses of the municipality during the diagnosis, design and creation of the participatory Master Plan of the Knowledge Society, and in the definition of the technological and digital needs of the city during Planning of the Government Plan.

The general principle of equality between men and women has been observed at all times, applying it in all areas, especially goods and services. A real gender perspective has been adopted to establish equal treatment between people regardless of whether they are men or women and promote the consideration of the existing gender gap. The communication strategy has also followed this principle, adopting a gender approach and using non-sexist language and images.

Non-discrimination has been guaranteed between people regardless of nationality, sex, race or ethnic origin, religion or beliefs, disability, age or sexual orientation. The specific analysis done at the level of social inclusion identified the main scenarios of vulnerability and detected the demands of the most disadvantaged groups. Criteria have been established that favour the participation and therefore non-discrimination of people who could be excluded and vulnerable, creating new channels of communication, information and facilitated participation and digital access to any administrative procedure.

In terms of sustainable development, the implementation of the actions of this operation favours efficiency in the use of resources, that is, energy savings and minimization of the consumption of natural resources, by having digital procedures and services without the need for travel. It is also efficient for the human resources of the administration itself due to the optimization and integration of the different applications used.

7. SYNERGIES WITH OTHER POLICIES OR PUBLIC INTERVENTION INSTRUMENTS

This Good Practice is aligned with the Digital Information Systems Strategy that has been developed by the Sant Boi de Llobregat City Council, by its IT Department of the General Services Area, with the support of several municipal areas, involved in the deployment of Electronic Administration.

It is linked to the priorities of the Participatory Master Plan of the Knowledge Society, the 2016-2019 Government Plan of the Sant Boi de Llobregat City Council and the commitments acquired to maintain the distinction of City of Science and Innovation (Innpulso).

This action is also aligned with the [City Pact](#), which was approved in the Plenary Session on July 30, 2020 for a social and economic boost in Sant Boi. The City Pact has 4 Transformation Levers as transversal axes in the policies of the coming years, the first being: digitalization to guarantee universal and equal access of citizens to technology.

Also with the [Government plan 2019-2023 \(City Strategy 2030\)](#), in the field of Administration Transformation, the first of its objectives is Technological Transformation to transform Local Administration from the technological aspect, guaranteeing equity in citizen access.



Finally, it is aligned also with the [Urban Agenda Action Plan](#), a roadmap that will strategically guide municipal policies in the coming years towards the United Nations SDGs. The document is linked to the Sant Boi 2030 City Strategy and in line with the objectives of the 2030 Agenda and the urban agendas of Catalonia and Spain.

It has 3 dimensions, the third is digitalization and governance. This contains several axes, 9 - Lead and promote digital innovation and with its action 34 - Sant Boi connects with the digital transformation, which has 3 specific actions: Information Systems Plan (2020-2024) (2025-2029), Digital Transformation Plan and Smart City Plan.

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