

## Spain's Data Intermediation Platform



**Published On:** 29 October 2015

**Organisation:** Spain Ministry of Finance and Public Administration

**Country:** Spain

**Level of government:** Central government

**Sector:** General public services

**Type:** Data, Digital, Public Service

**Launched in:** 2007

**Overall development time:** 2 year(s)

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# Description

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Since 1992, the Law on Common Administrative Procedures has provided for the right of citizens not to submit documents for administrative procedures already in the possession of the intervening agency. This right, reinforced by Law 11/2007, on Citizens' eAccess to Public Services, was only partially exercised. One of the measures taken by the Public Administration Reform Committee (CORA) in 2013 was aimed at the full enforcement of this right.

With the MINHAP Data Mediation Platform, there has been a spectacular growth in the number of data inquiry and verification services that can be automatically accessed online by intervening agencies. At present, they amount to more than 45.

Relying on efficiency-oriented and resource re-use policies, the project has enabled all public administrations, irrespective of their size or the means and resources they own, to enforce the law and offer the best public service to citizens, thus making a significant contribution to social equity and to adequate, sustainable efficiency and effectiveness. In June 2014, the Data Mediation Platform got the UN Public Service Award for improving service delivery.

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## Why the innovation was developed

- The citizens' right not to submit documents already in the possession of public administrations or certificates issued by public administrations was not being effectively exercised. There were multiple reasons for this, both administrative and technical.
  - In an effort to find a solution, a full interoperability model was developed taking into account both legal and technological issues.
  - It involved defining the roles and responsibilities of participants (transferors and transferees), standardising data exchange models and applying adequate audit, authorisation and control policies for a sustainable use of resources and access to personal data.
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## Objectives

Improve effectiveness, Improve efficiency, Improve service quality, Improve user satisfaction

- Design and implementation of full legal framework (2011). Full coverage legal support: Article 6.2b of Law 11/2007, of 22 June, on Citizens' eAccess to Public Services (and the Royal Decree enforcing it), National Interoperability Framework (in particular, Standard for Data Mediation Protocols) and Royal Decrees 522 and 523/2006, giving legal coverage to the replacement of e-certificates by data transmissions.
  - Establishment of adequate conditions for data exchange between public administrations by means of a full interoperability model taking into account both legal and technological issues, defining the roles and responsibilities of participants (transferors and transferees), standardising data exchange models and applying adequate audit, authorisation and control policies for a sustainable use of resources and access to personal data.
  - Establishment of technology framework: Availability of data exchange protocols like SCSPv3 (Replacement of Paper Documents), technology infrastructure and common services such as the SARA network (the electronic backbone of the Public Administration).
  - Development of a special technology platform: SCSPv3 Solution Portfolio and Data Mediation Platform for easier data enquiries by public administrations. The platform is kept in the internal systems of the Ministry of Finance and Public Administration (MINHAP), optimising hosting and maintenance costs. Both the platform and the SCSPv3 portfolio are made of open-source components to make storage, transfer and re-use by government bodies or agencies easier.
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## Main beneficiaries

Civil Society, General population

- The main beneficiaries are citizens, who see their administrative burdens reduced by not having to submit those data and/or certificates already in the possession of public administrations (usually even issued by public administrations themselves).
- Since it is citizens that make the population, the population at large benefits from this – i.e. there are about 40 million potential beneficiaries.
- Public administrations benefit in terms of improved efficiency and effectiveness. At present, the platform is used by more than 250 public administration agencies.
- Additional benefits include time and cost reduction in the processing of administrative procedures.

# Results

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## Efficiency

- 37.14 million data transmissions in 2014. Annual growth beyond 20%.
  - Savings for citizens totalling more than €189 million.
  - Savings in terms of internal efficiency for public administrations worth €20 million.
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## Effectiveness

- 45 services available for non-citizen documentation is required.
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## Service quality

### Responsiveness:

- Average response time for service

# Development

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## Design

The project stemmed from administrative procedure and e-government regulations.

The mediated model is recommended by the UN, the EU and the OECD for scalability and practicality.

Design time: 1 year(s)

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## Testing

- Real Trial with the most used/requested certificates: Identity Card photocopy and Census (residence) certificate

Testing time: 6 month(s)

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## Implementation

### Tools used:

- Mixed model combining open standards and cloud services. An FDD-like agile approach to software development was used (to the extent allowed by procurement in the public sector). The development environment is based on a continuous integration model with free software tools.

### Resources used:

- Team: 1 Manager for 3 teams (10 people) (Intermediation Platform, SCSPv3 Portfolio, And QA) , 1 Mid level Manager for Portfolio SCSPv3

Implementation time: 1 year(s)

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## Diffusion

- News published in the eGovernment Portal.
  - Talks and courses at the National Institute for Public Administration (INAP) and MINHAP staff (internal to the Office of the State Secretary for Public Administration, SEAP).
  - Announcements at the eGovernment Sector Committee or similar management bodies in the Spanish Public Administration.
  - Centre for Technology Transfer (CTT).
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## Challenges and solutions

- The first challenge was to building trust in the bodies transferring the information regarding security and personal data protection.
  - The second was to get an adequate volume of available services and a number of user agencies.
  - Another challenge was to show in practice that the model was viable.
  - Finally, all figures had to grow annually at double-digit rates.
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## Partnerships

**Alten, Fujitsu, Aeioros**

Private sector

Platform module development tenders. Functional management and project leadership by the Public Administration.

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# Lessons Learned

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## Lessons Learned

- Regarding interoperability, technical problems must be solved to avoid administrative, legal and other types of inconveniences, which are harder to solve.
- A strong legal framework must be developed to overcome the reluctance to transfer data.
- Benefits must be accounted for in strategic terms. Sometimes you depend on an agency or body that has little to gain for itself.

