

# ICT Shared services for the electronic exchanging of citizens' applications

Sistema de Interconexión de Registros (SIR)



**Published On:** 12 June 2014

**Organisation:** Secretaría de Estado de Administraciones Públicas (SEAP)

**Country:** Spain

**Level of government:** Central government, Local government, Regional/State government

**Sector:** General public services

**Type:** Digital, Public Service

**Launched in:** 2011

**Overall development time:**

12 months

**Link to the innovation's website**

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# Description

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Spanish law introduced the citizens' right to use face-to-face as well as electronic channels for presenting documents to any level of government. As these rights would have required an investment in technological infrastructure beyond the economic means of local councils and smaller entities, a general solution was developed at the federal level. A cloud-like computing service including three different components has enabled the government to share electronic documents between different government agencies. The system SIR transfers citizen information between government entities, whereas ORVE enables agencies to transfer paper-based applications to electronic versions. ACCEDA is a generic electronic office that allows agencies across all levels of government to design an individual online platform in a standard design format. It also provides the possibility to store electronic applications by citizens according to interoperability standards. These cloud-like solutions allow for faster processing of citizens' applications, reduced costs for transferring documents, and contribute to reduce the government's carbon footprint.

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## Why the innovation was developed

The development of the innovation was a consequence of the approval of our eGovernment Act (Law 11/2007). There was a need to fulfill the citizens' right to choose the channel and method of their interaction with the government. ITC infrastructures and applications were beyond the economic means of some administrative units. Just after the approval of the law, the National Government began its investment in shared services and infrastructure. SIR, ACCEDA and ORVE are part of this effort.

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## Objectives

Improve access, Improve efficiency, Improve service quality, Improve user satisfaction

- Reduce the handling time of citizens' applications and requests.
  - Provide standard formats and ensure interoperability for data processing between agencies across all levels of government.
  - Reduce costs through faster and more effective data processing.
  - Reduce paper-based administrative procedures.
  - Inclusion of rural and remote areas to fast access to government services.
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## Main beneficiaries

Businesses, General population, Government bodies

- Spanish citizens.
  - ACCEDA and ORVE aim especially at providing online solutions to local councils who do not have the IT infrastructure.
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# Results

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## Efficiency

Estimated savings when all of the regions and local entities (approximately 8 000) in Spain use the platform: EUR 1 800 million yearly plus EUR 9 000 million reduction in administrative burdens if one interaction with central and three interactions with local entities of 80% of citizens are assumed.

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## User satisfaction

There is not an official publication in this respect, but emails from the different regions and local entities to support the initiative.

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## Other improvements

Estimated reduction of 11 million tons of CO2 emissions due to less paper used.

# Development

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## Design

The development of the innovation was a consequence of the approval of our eGovernment Act (Law 11/2007). After the approval of the law, the national government began its investment in shared services and infrastructure. SIR was developed based upon an already-existing network linking all administrative units in Spain. This approach consequentially brings the guarantee of security needed in government services without investments in further security measures, and allows for a re-usable solution across all levels of government.

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## Testing

- Pilot of SIR between the Ministry of Finances and Public Administration and the Ministry of Industry, Energy and Tourism.
  - Followed by a pilot of SIR for regional governments.
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## Implementation

### Tools used:

Adaption of SIR across the national government as an adaption of an already existing network.

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## Diffusion

Workshops, closed meetings and a webpage with information were used.

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## Challenges and solutions

- SIR did not encounter many barriers since it was viewed as an extension of an already-existing government network.
  - ACCEDA and ORVE as standard online solutions face more difficulties. Traditionally, each government entity is responsible for IT and other services and already has its own version of face-to-face and online offices.
  - Finding a cost-effective solution that also meets procurement requirements for the provision of ACCEDA and ORVE proves difficult.
  - Although the initiative continues in the diffusion phase, there are increasingly more regions and local governments interested in participating as the economic crisis situation pushes them to find efficient solutions.
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## Partnerships

### Other organisations of national and regional level

Other Public Sector

As the specification of protocol formats and standards are part of the National Interoperability Framework, other organisations at the national and regional level took part in this stage.

The customisation of the solution during the deployment phase is the responsibility of the organisation that receives the service.

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# Lessons Learned

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## Conditions for success

Political support.

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