

# Spain's Technology Transfer Centre (CTT)

 Innovation image

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**Organisation:** ICT Directorate Ministry for Finances and Public Administrations

**Country:** Spain

**Level of government:** Central government

**Sector:** General public services

**Type:** Digital, Public Service

**Launched in:** 2008

**Overall development time:** 1 year(s)

**Link to the innovation's website**

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# Description

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The Technology Transfer Centre (CTT) publishes a general directory of information technology solutions interesting in the area of e-government. Its main objectives are to boost the provision and use of e-government services and to increase interoperability between them by promoting the reuse of solutions by all public administrations.

This repository provides information about applications, common services, semantic assets, policies, agreements, methodologies, experiences, etc. in the area of e-government. The CTT also allows the collaborative development of information technology programs for e-government in a distinct technological environment named "CTT-Forge".

The CTT is available to any public administration and its employees of different profiles working in e-government. The Centre for Technology Transfer is the answer to the legal mandate established by Article 46 of the 11/2007 Law. June 22. Citizens Electronic Access to Public Services and article 17 of the Royal Decree 4/2010 January 8th Regulating the National Interoperability Framework for E- Government.

One of the measures taken by the Public Administration Reform Committee (CORA) was the re-use of technology solutions, integrating or federating the CTT with its counterparts in other administrations. The CTT is federated with 5 regional governments and the European repository. The remaining regional governments (12) have decided to use the CTT repository.

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## Why the innovation was developed

- The CTT was developed to boost the provision of e-government services trying to reduce the efforts (both economical and of resources) needed to provide these services.

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## Objectives

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

- Produce a common knowledge database about different ICT solutions, policies, services, semantic assets and ICT infrastructures.
- Create a software repository for information communication technologies (ICT) solutions to be reused by public administrations.
- Produce a catalogue of common services (cloud services for public administrations) that can be easily reused and used by public administrations.
- Offer solutions from all the interoperability views (semantic, technical, organizational and legal) needed to provide interoperable e-government services.
- Establish a common space to share experiences and allow cooperation in e-government,

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## Main beneficiaries

General population, Government bodies, Government staff

- Public administrations of all levels (state, regional and local). It's available to their employees of different profiles working in e-government.
- More than 4500 registered users from public administrations. The portal can also be used as an anonymous user.

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## Existing similar practices

**Repositorio de la Junta de Andalucía, Generalitat Catalana - La Farga, Islas Baleares - Programari Lliure, Galicia - Mancomun, Euskadi - Openapps Euskadi**

In public administration of my country

European Level, Junta de Andalucía, Generalitat Catalana, Islas Baleares, Galicia, Euskadi

In the case of regional governments, all of them try answer to the legal mandate established by Article 46 of the 11/2007 Law Citizens Electronic Access to Public Services. The regional governments could create their own repositories for applications although only 5 of them have done it. The rest is using directly the CTT.

<http://www.juntadeandalucia.es/repositorio/>, <https://projectes.lafarga.cat>, <http://programarillure.caib.es>, <https://forxa.mancomun.org>, <http://opendata.euskadi.net/catalogo-aplicaciones/>, <https://joinup.ec.europa.eu/>

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# Results

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## Efficiency

- The Spanish Platform for e-signatures, which is one of the solutions available in the repository, has become almost standard in the Spanish public administrations

## Service quality

### Other:

- Reusing solutions from the CTT created savings for the Spanish public administration.

# Development

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## Design

It was considered by the policy planning staff since the beginning of the designing process of the Spanish law 11/2007 Citizens Electronic Access to Public Services. It was a core piece to promote the reuse in public administrations and simplify the process of providing new services. This policy was endorsed by the Public Administration Reform Committee (CORA), integrating or federating the multiple platforms existing in Spain.

## Diffusion

- The diffusion has been made in the context of Spanish public administrations, specially using the means provided by the official committees of cooperation in the general administration of the state and the regional governments.
- To increase the visibility of reusable solutions we have developed a newsletter that we send weekly including the main news of the different solutions. We have also created an official twitter account @obsae
- News is also published in the eGovernment Portal and in the periodic reports of the Public Administration Reform Committee (CORA).

## Challenges and solutions

- The main challenge was to increase the reuse of solutions between public administrations.
- Although in the beginning everybody was only thinking about including opensource applications, we decided that common services, which could be used and shared between public administrations, was a key to success. They have proved it since they are the most accessed solutions in the repository.
- We also have kept always in mind that we were providing solutions for many kind of administrations so we try to offer different ways of using the solutions (installing the product in your headquarters, integrating the service in the development, offering a cloud service that can be directly used with no development, etc.

## Partnerships

**European Level, Junta de Andalucía, Generalitat Catalana, Islas Baleares, Galicia, Euskadi**

Other Public Sector

The innovation has partnered with the other regional governments' repositories. The main difference between CTT and the other repositories is that CTT is providing more kinds of solutions (common services, semantic assets, legal etc.) which have proved to be reusable in an easier way. In the European level, the platform joinup was created in the context of the program ISA

# Lessons Learned

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## Lessons Learned

- The reuse of full systems of e-government is very complex. It's nearly impossible to find a solution that fix all your requirements.
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## Conditions for success

- Include in the directory many kinds of solutions.
  - It's important to offer solutions for each inter-operability dimension.
  - Common services and infrastructures are a key to success.
  - Offer different ways of usage for the same solutions.
  - The reuse of smaller “pieces” well defined is easier.
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## Other information

To have a legal context and have the cooperation of all the actors involved.

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