The OECD Council adopted on 15 July 2014 the Recommendation on Digital Government Strategies. The Recommendation provides a set of 12 principles structured around 3 pillars. The OECD Secretariat is developing a Digital Government Policy Toolkit to support OECD member countries and non-member adhering countries with the implementation of the Recommendation. This practice was submitted by the government of Spain to be considered as a good practice in the implementation of one or more of the principles contained in the Recommendation.

**Description of the practice:**

**Organisation:** ICT Directorate, Ministry of Finance and Public Administration

**Name of the practice:** Plataforma de Intermediación de datos – Data Intermediation Platform

**Principles implemented:** Principle 3 – Create a data-driven culture in the public sector

**Description:** 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 enquiry 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.
Results


Improved effectiveness: 45 available services for which citizens require no documentation.

Improved responsiveness: Average time response per service < 1 second (depending on the service)

Development

Overall development time: > 2 years

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.

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

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

Diffusion and scaling:

- 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).

Challenges:

- 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.
Partnerships: Public Sector Organisations

Partners: ALTEN, FUJITSU, AEIOROS and others.

Nature of the partnership: Platform module development tenders. Functional management and project leadership by the Public Administration.

Lessons learned

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

Conditions required:

Additional information: