



Digital Government Strategies: Good Practices



Spain: Technology Transfer Centre - CTT

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:	Technology Transfer Centre - CTT
Principles implemented:	<u>Principle 6</u> – Ensure coherent use of digital technologies across policy areas and levels of government
Description:	Launched in 2008, reinforced in 2014

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.

Motives:

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.

Objectives:

- 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

<http://administracionelectronica.gob.es/ctt>

Results

Improved efficiency: For example, the Spanish Platform for e-signatures which is one of the solutions available in the repository, is nearly a standard in the Spanish public administrations. Derived from the reuse of solutions in the CTT, the Spanish public administrations have achieved great savings.

Development

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.



Testing:

Implementation:

Resources:

Diffusion and scaling: 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).

Partnerships: Public Sector Organisations

Partners:

Repositorio de la Junta de Andalucía

Generalitat Catalana - La Farga

Islas Baleares - Programari Lliure

Galicia - Mancomun

Euskadi - Openapps Euskadi

European Level - JOINUP

Nature of the partnership:

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.

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

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 different types of administrations, so we tried 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.

Success:

- Include in the directory many kinds of solutions.
- It's important to offer solutions for each interoperability 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.

Worked less well:

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

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

Additional information: