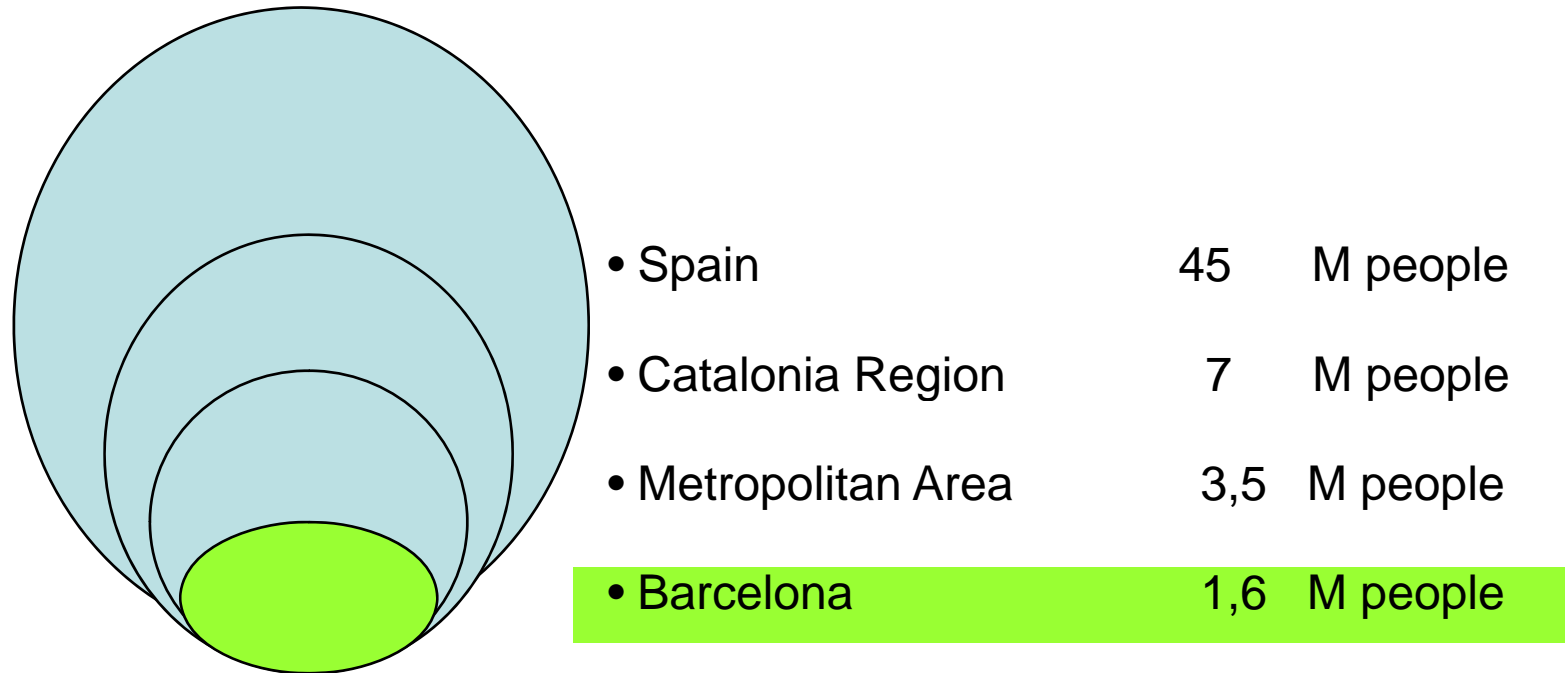


# PARIS meeting

23rd November 2007

Luis Olivella  
City of Barcelona

## Basic data for Barcelona

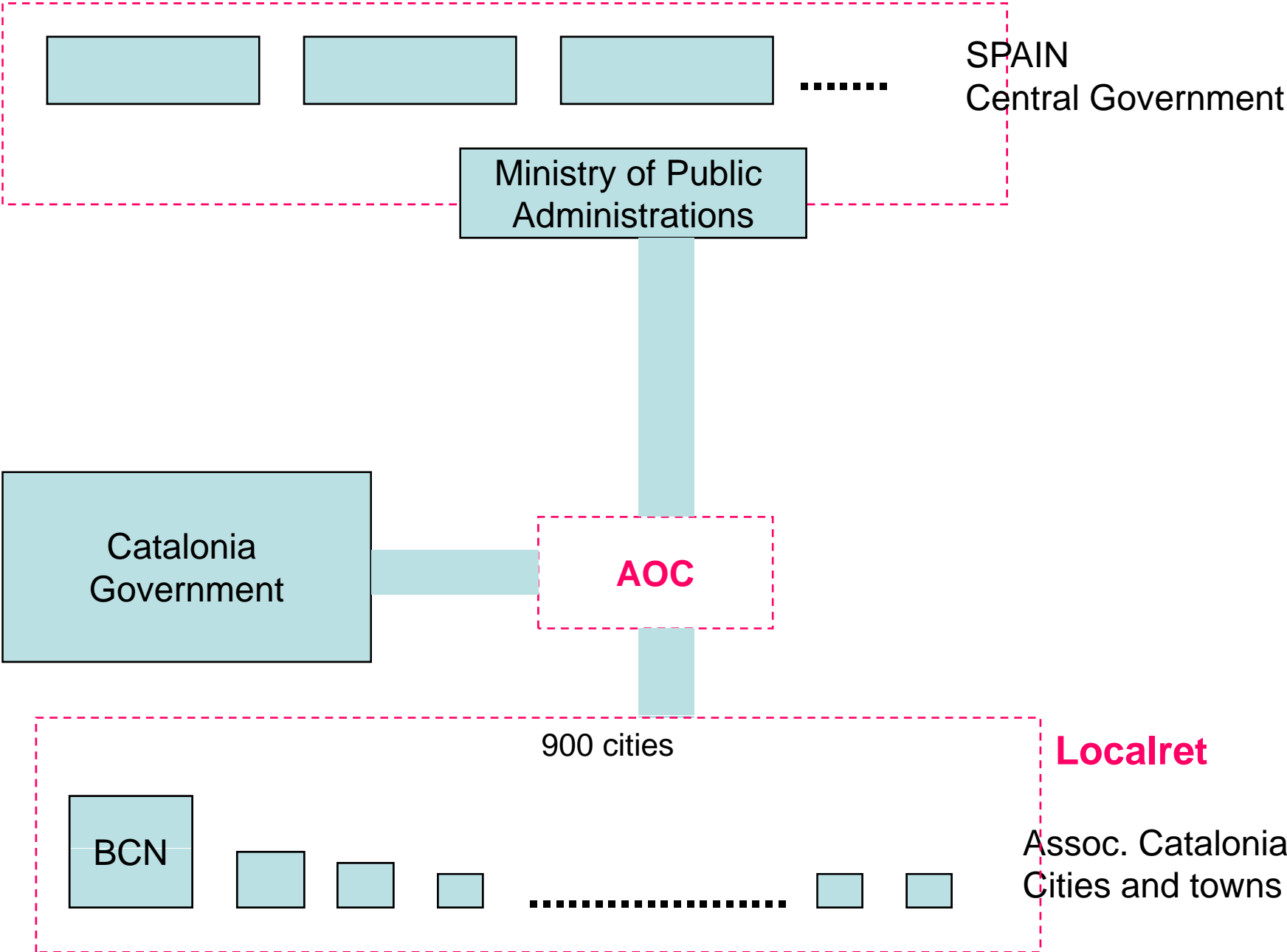


Catalonia from 6 to 7M people in 8 years

## Basic data for Barcelona City Hall

- Civil servants 6.500
- + Teachers 2.000
- + Urban Police 2.500
  
- City Budget (2007) 2.100 M€
- IT Budget (2007) 40 M€ (1,9 %)
  - 11,5 M€ IT personal
  - 13,3 M€ Running costs
  - 15,5 M€ Investments
  
- 7.000 workstations (without schools)
- 300 km of optical fibre (owned and operated by the city)

# Public administration interoperability levels



## Relevant facts

- Electronic Identity Card: 2.000.000  
(whole Spain in 10 years)
- Identity number: Robust number, used everywhere
- New law on “Citizen’s Rights to the Electronic Administration” (June 2007)
- Data protection Law

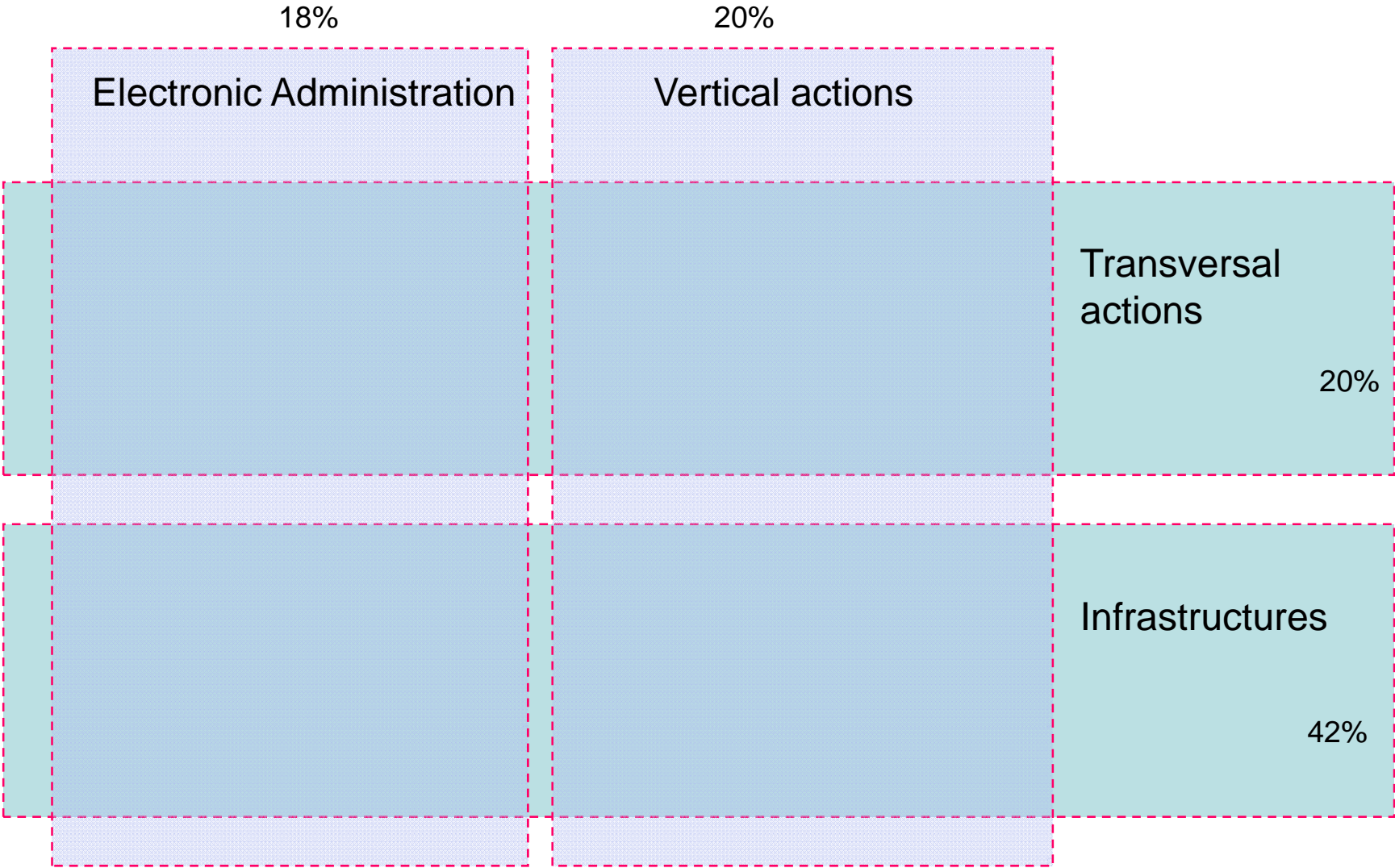
## City ITC priorities

2003-2007    2008-2011 (\*)

City ITC priorities	2003-2007	2008-2011 (*)
• Quality of IT services	↑ ↑	↑ ↑
• Security and data protection	↑	↗
• Municipal services transformation	↗	↑ ↑
• Increase capacity for project development	↑	↗
• Electronic administration promotion	↑ ↑	↑
• City economic promotion	↗	↗
• Information Society development	↗	↗
• ITC cost reduction	→	→

(\*) Still in process of discussion: New City Action Plan

# Strategic main axes



(2004-2007)

**% total investment**

39 M€ (2004-2007)

## Strategic main axes

### Electronic Administration

- Municipal transactions via the Internet
- Contents and services on the Internet
- Common tools of electronic administ.
- Incidents, complaints and suggestions
- Technological support for participation
- Barcelona. A mobile city
- Improvements of the telephone channel

### Vertical actions

- New platform for the GUB police
- Mobile technology for the GUB police
- Technological tools for social services
- Development of Human Resources
- information system
- Housing Plan
- Evolutionary projects

(2004-2007)

# Strategic main axes

(2004-2007)

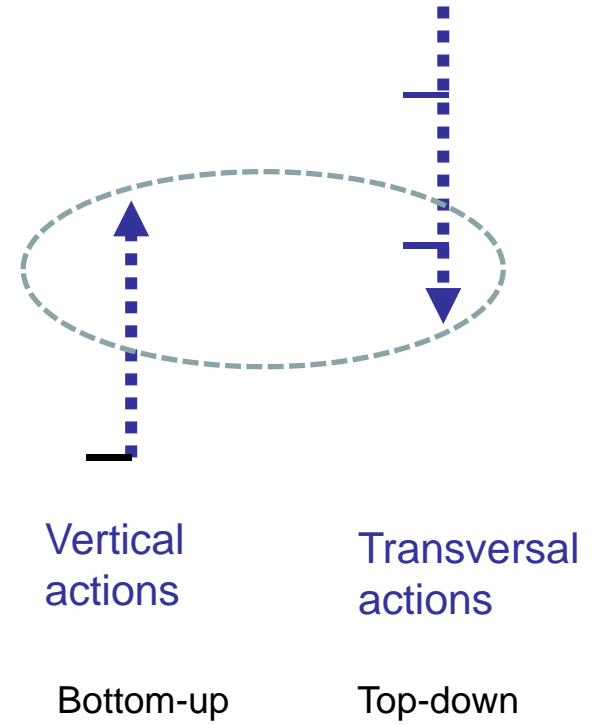
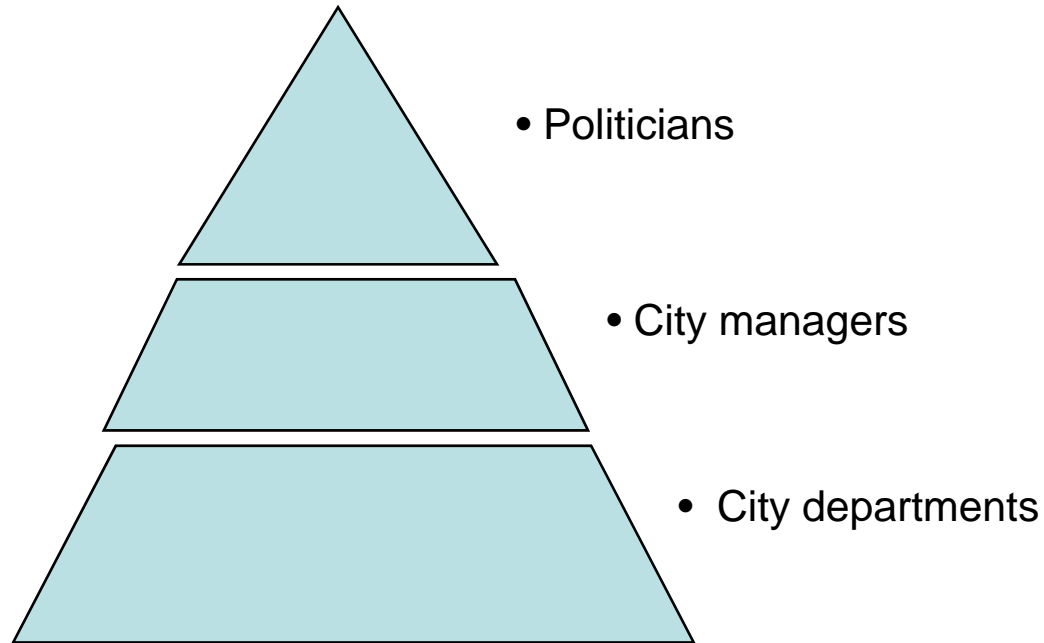
- The new Intranet
- Advanced financial management (SAP)
- Management score card (MIS)
- Integral land management (GIS)
- Protections of authority and legality
- Evolutionary projects

Transversal  
actions

- Integration platform and common information model
- Technology Plan
- Open source strategy
- Workstations, networks and the Internet
- Telecommunications Plan
- Security
- Evolutionary projects

Infrastructures

# How ITC strategy is formed



## Most relevant information systems in operation (BCN)

• Local tax & fines collection

• Information to the citizen

• 150.000 v/day

• Citizen claims and suggestions

• 300.000 year

• Population Register

• Urban police

• Permits, licenses, inspections....

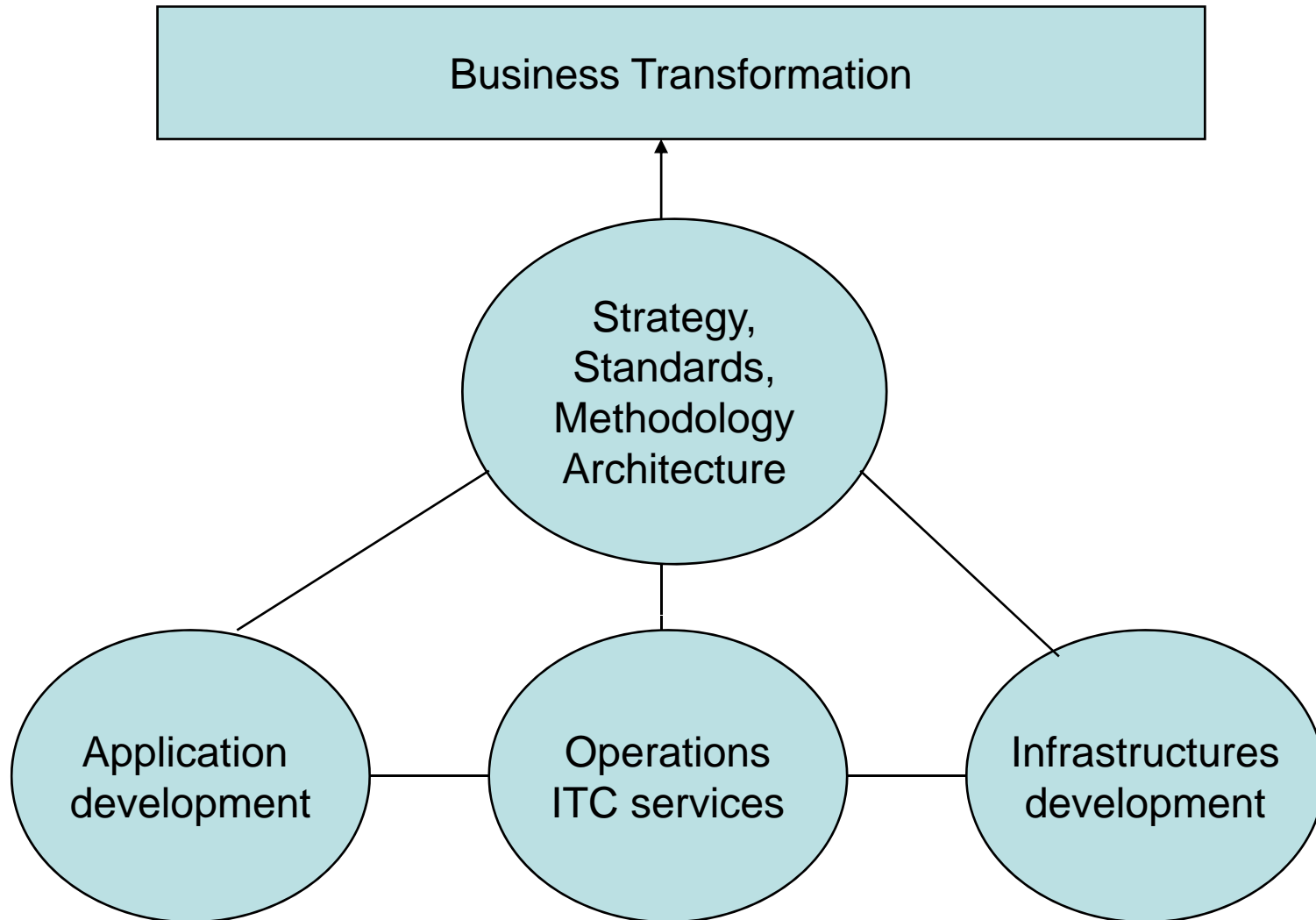
• Social Services

• Culture, schools,...

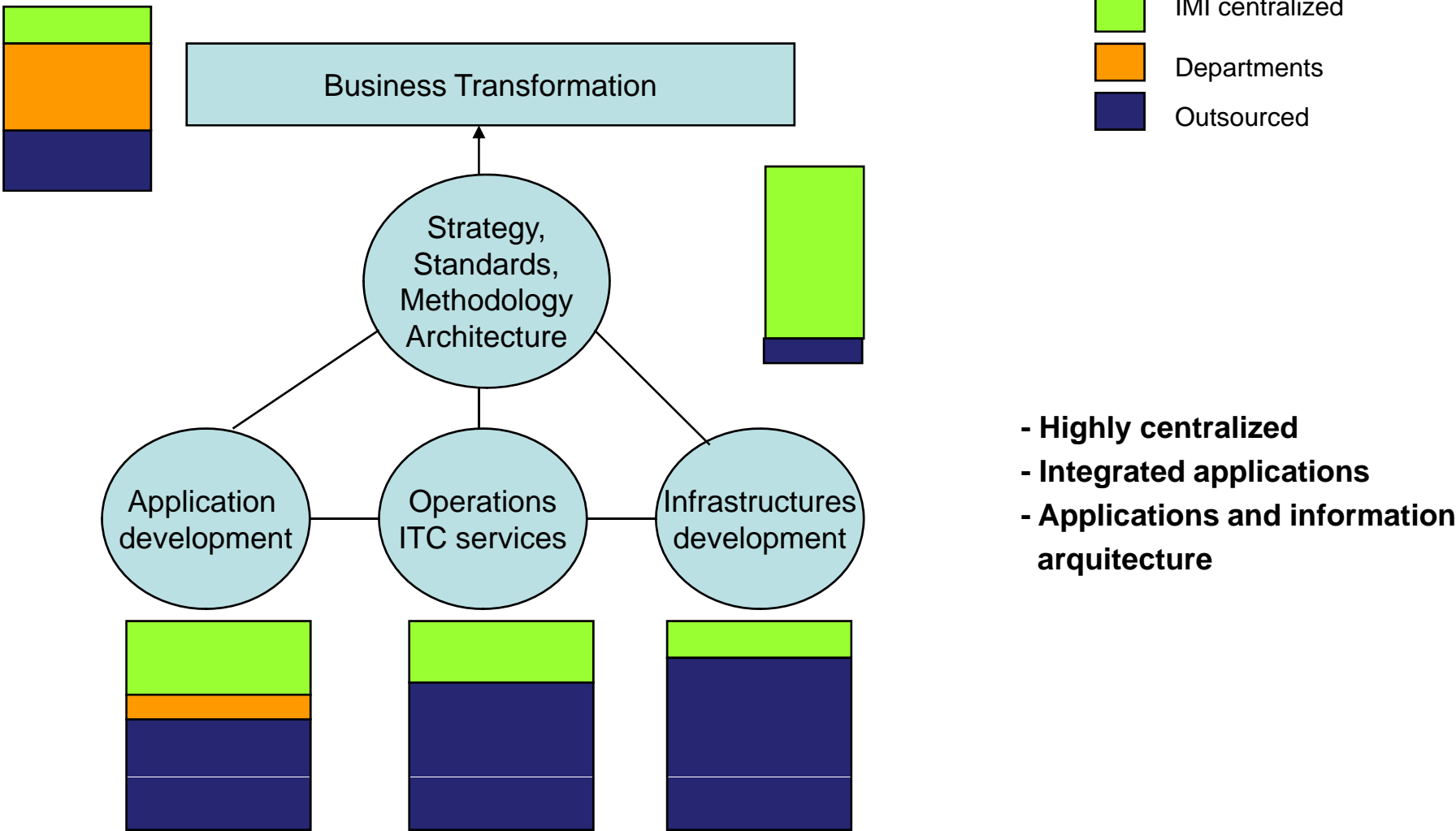
• SAP Finance

(2004-2007)

## ITC Management. Main blocks



# ITC centralization, decentralization, outsourcing (central managed) levels BCN city case



(-2007)

## Main issues (1/2)

### APPLICATIONS

1. Centralization – decentralization of applications development
2. Outsourcing. Knowledge retention
3. Applications architecture
4. Information architecture. CRM
  
5. SAP world
  
6. New channels: phone, PDA
7. Transferring applications to mobile devices
  
8. Electronic document. Digital signature. Evidence preservation
9. Electronic or easy administration?
10. E-gov promotion. Digital certificates?
11. Citizens or enterprises?

## Main issues (2/2)

### OPERATIONS & ITC SERVICES

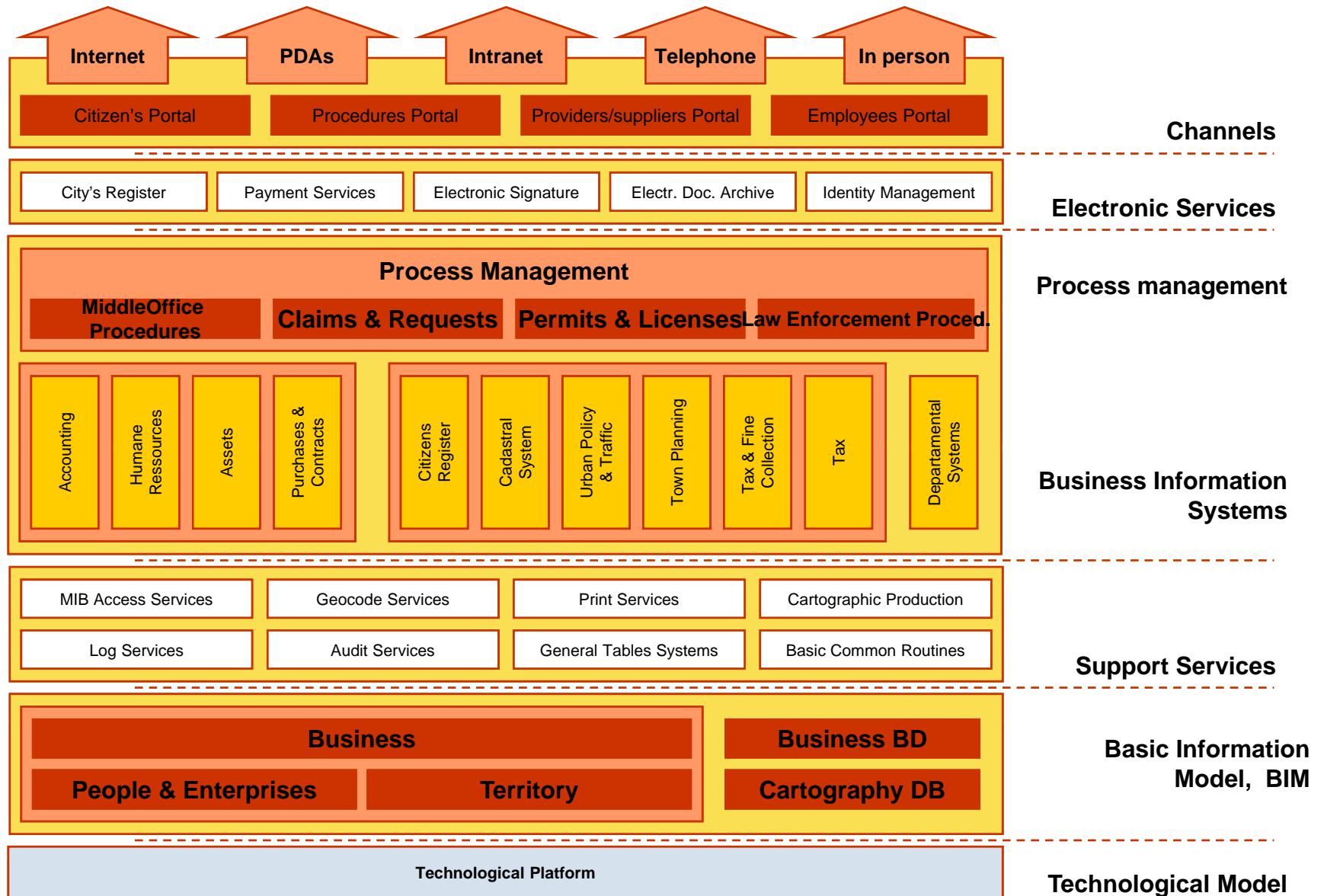
1. Quality of service. Availability : SLA's
2. Business continuity. Contingency operations
3. ITIL methodology
4. Open Source (in desktops?)
5. Mobility management

### TELECOM

1. WiFi for internal services
2. WiFi for citizens
3. City as a neutral operator

- annexe

# Applications Map in BCN



# Basic Information Model

- Integration of people, business and territory
- Uniqueness of the Basic Information Model
- Solid identification of people: National Identity Document
- Identification of enterprises Fiscal Id Code
- Identification of territory: Cadastral ref. Number. Property number. (RFL)
- “Places” in public way

