

# The e-Governance in the Catalan Public Universities: a Common Path

Jordi Masias  
ACUP  
jmasias@agtic.com

Prague, May 25th 2012



## Contents

1. Introduction
  1. Legal Framework
  2. What is the ACUP
  3. The Universities' needs
2. The Commission for e-Governance.
  1. Composition and structure
  2. Financing and public resources
  3. Projects
3. Benefits and Conclusions.



# Introduction



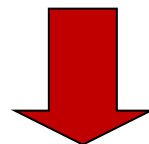
## Legal Framework

- June 2007: Law for Citizens Electronic Access to Public Services (Spanish Parliament).
- June 2008: White Book for the Catalan University (ACUP)
- October 2007 - Adaptation to the European Space of Superior Education (Bologna Process) – Royal Decree 1293/2007, officially ruling University teaching.
- Other legislation regarding e-Governance, such as the Law on Contracts in the Public Sector.
- All these laws require a change in the way the University approaches IT and the way it communicates with citizens, both internally (students) and externally.
- Previous regulations allowed for the use of electronic means. Current ones **enforce** it.



## Legal Framework

- Laws are enforcing the use of IT. Public Administrations are developing and offering tools to promote it. Citizens and students will request it (even sooner than in other administrations).



- The change needs to be undertaken. The opportunity exists to do it in such a way that we are not only fulfilling legal requirements, but using all available tools to establish a really modern approach to the use of communication technology.



## What is ACUP?

The “*Associació Catalana d'Universitats Públiques*” (ACUP) is an association formed by the eight public universities in Catalonia.

The goal of the association is to promote new projects in these universities and to bring together efforts on information sharing and best practices on all levels of the University management.

ACUP focuses as well on developing cooperation between the Universities and other institutions, nationally and internationally, as well as with other public administrations, through the means of information exchange and the production of reports, recommendations and books.

Collaboration between the Catalan public universities responds, therefore, to the will of pursuing common goals in the benefit of the country.



**Students: 212.867**

**Teaching, Research, Administrative and service staff members : 20.942**

**Specialties: 2.485**

**Research groups: 1.273**

**Budget: 912.920.000 €**

## The Universities' needs

**What do the Universities need to achieve through this process?**

The law requires that we:

- Grant citizens (students, teachers, employees and business) the right to interact with the University through the net.
- Grant them the right to automatically access information on their relationship with the University, providing means for secure identification.
- Grant them the right not to provide any document that can be obtained from another public administration.
- Are able to process and archive electronic documents
- To do all this with the minimum cost and time.



## The Universities' needs

### What do the Universities want?

The main goal of the Universities was, is and will continue to be, providing a better service to the University community, at a lower cost.

This goal, together with the current economical situation, have reoriented the e-Government project. Now, more important than a legal requirement, it is a strategy to improve the university. It is for this reason that questions like:

- Remote Communication.
- Automathization of the administrative procedure.
- Electronic document.

**The main goal for the e-Government project is to make the Universities more efficient, changing the way they have been working until now, using IT with legal validity, with e-documents, automatic process, etc. And to achieve this together, taking advantage of synergies, saving resources and developing this model faster.**





# The Commission for e-Governance



## Role of the Commission

The ACUP decided, during the first quarter of 2008, to create a commission of experts on e-Governance with the following goals:

1. Coordinating common initiatives for the introduction of e-Governance in the Catalan Universities. This is the first occasion in which all the institutions gathered together in ACUP have reached such a high level of cooperation.
2. Establishing relationships with the organisms that currently offer tools and services to ease the introduction of e-Governance, especially the AOC Consortium and the Catalan Agency for Digital Certification.
3. Coordinating the negotiations with other administrations that can offer public funding for the project of e-Governance in the University.
4. Coordinating the relation with the e-Governance CRUE group.



## Members of the Commission

### WHO INTEGRATES THE COMMISSION FOR E-GOVERNANCE

The different universities decided to appoint the several members of the commission ensuring a varied background and expertise. The profiles involved include:

- General Secretaries and **Legal Department**.
- **Business Organization** Directors.
- **Information Technology** Directors.
- Head of **Archive and Documentation**.
- Head of **Change Management**.

The general Director of CESCA are also a part of the Commission. CESCA stands for “Catalan Center for Scientific and Academic Services”, and will become the main communication hub for all common projects.

The Commission has been meeting roughly monthly since May 15, 2008.



## Obtaining public funding and tools

The first problem that the commission faced was the need for specific funding for the e-Governance projects. This led to negotiations with several institutions, in order to:

- Obtain agreements allowing to reuse tools and developments from other public administrations. This include:
  - The electronic registry tool developed by the AOC consortium
  - The electronic archive solution developed by CATCert.
  - Agreement with CATCet for issuing several types of digital certificates.
  - The electronic notification tool developed by the AOC consortium.
- Obtain from the Catalan Government a specific allocation of funding for these projects, granting continuity for the following years. The project has obtained near 9 million euro since 2009.



# Projects



## Workgroups and project distribution

Workgroup	Project
Legal aspects	Common legal e-Government framework: internal rules and statutes, e-signature policies, e-digitalization policies, ....
Organizational aspects	Common services catalog
	Interoperability framework
	Common formation and information strategy
Communication with citizens	e-Registry
	e-Notification
Electronic file and procedure	Electronic Content Management and Workflow (BPM)
	Common Archival policies
	Common tools for digitalization, e-printing and electronic archive
	Electronic document long term archive
Electronic contracting	Electronic Invoice
	Electronic Contracting
Technical and legal security tools	e-Identity and e-signature tools
	Common platform for Digital Certificates management
	e-logs and electronic evidence
Electronic Vote	Electronic Vote platform
University community services	Students
	Teaching, Research, Administrative and service staff members
	Companies



## How are these projects being executed

**University leading:** Several of these projects have been identified as an opportunity to execute the project once and have the results benefit all participating Universities. One University is appointed as leader, but the results are shared.

**Shared platforms:** In some cases, a tool or platform needs to be implemented that will be used by all Universities (such as the electronic archive, the electronic voting, digital signatures,...). These projects are being led by CESCA as the common University hub and services provider.

**Individual projects:** Some projects are linked to each Universities strategies in such a way that they can't be centralized. In this cases, the commission still helps to centralize information, contact with providers, share experiences, documentation, software, etc.

The **Technical Project Office** gives support to all projects and centralizes all information.



## Common Projects

**Common legal framework: E-Government rules and guidelines:** A common project produced a common *corpus* of statutes and internal rules, adapted to all this technological changes.

**University Services catalogue:** A study was commissioned to identify the several administrative services offered by the Universities, highlighting those that are shared and defining a common vocabulary for them. After this we are working in defining priorities to implement electronically.

**Interoperability framework:** A study that defined which documents are currently exchanged between Universities and between Universities and other public administrations, in order to create an Interoperability platform that facilitates the exchange of this documents through automatic and electronic platforms.





## Common Projects

**Formation and Information Strategy:** A program has been defined to prepare all University workers and students to properly adapt to the technological changes being introduced. This includes:

- Online courses on each of the aspects of electronic administration.
- Presence courses focused on the main aspects that affect each collective.
- Online forums and wiki platforms to share knowledge.
- Information and publicity strategy.

**E-Document Registry:** A system was installed in CESCO to receive digital documents for the Universities, acknowledging reception with the date and registry number.

The tool used is the one that was developed by the AOC consortium to be freely distributed to other public administrations.



## Common Projects

**E-Notification:** A platform to guarantee the electronic notification. It is an integral process in the new management system, as Law 11/2007 recognizes the right of citizens to receive notifications through this medium and describes the requirements that must be met.

The tool used is the one that was developed by the AOC consortium to be freely distributed to other public administrations.

**Common Archival policies:** An analysis was performed on the type of documents being managed by the Universities, focusing on:

- Structure of metadata
- Common Classification Table
- Common Archival and preservation policies

**E-Document long term Archive:** Another common system was installed in CESCO, for the long-term preservation of digital documents. This is a secondary instance of the *i-Arxiu* platform, developed by CATCert.



## Common Projects

**Electronic Voting:** A common platform has been installed in CESCA to allow for the centralized management of electronic electoral processes. After less than two years, over 50 electoral processes have been carried out using this platform.

**Other common platforms:** Other projects that are currently being implemented include:

- A shared system to manage and preserve electronic logs and evidences.
- A shared platform for the management of digital certificates.



## Benefits and Conclusions



## Benefits

1. **Economic benefits.** We have obtained more than 50% savings. In some projects we do one time the work instead of eight times. In others projects, we contract some products, services, etc. together and hold a stronger position to negotiate prices. This has mean **important savings** for the Universities.
2. **Strategic benefits.** The e-Government project has enabled a new form of collaboration. This means that ,currently, in some aspects the Catalan Universities are managed more **efficiently and with lower costs**.
3. **Time benefits.** This collaborative project has allowed the Catalan Universities to save time in the implementation process. We have estimated that most parties are **2 years ahead** in regard to what would have been achieved individually.
4. **User benefits.** Teaching, Research, Administrative and service staff members will have a better service, 24 hours round, easily and from everywhere.



## Conclusions

1. We had been working together for more than four years. We have created a network of knowledge and of people that are involved in this change. This networks is interdisciplinary: legal, technical, organizational, ...
2. This project has introduced a new knowledge inside the University community: e-Government, implementation of IT with legal validity, electronic document, etc.
3. We have created **Common Platforms** for the e-Government services.
4. We have **developed together** a group of tools and products that are now requested from other universities: EMC tools, legal framework, Formation and Information Strategy, ...
5. We have relation, as one body, with other Public Administrations, that previously have developed e-Government services. We could reach agreements with them thanks to this.
6. This project has been promoted, defined and implemented by and for the Universities.
7. **Now it is time to continue working together in providing more and better electronic services to the University community.**



## Collaboration

We are collaborating with:

### Catalan Universities and entities:



### Catalan Government:



### Spanish University institutions:



Thanks for your  
attention.

For comments and further questions:

Jordi Masias

<http://www.acup.cat/en/e-administracio>

[jmasias@agtic.com](mailto:jmasias@agtic.com)

