

## **The government is evolving towards new service models**

Over the course of this year, 2007, the Central Government has allocated some € 1.5 million for information and communication technology (ICT). This budget is being used for the implementation of new information systems and the maintenance of existing operations, together with the necessary communications networks.

It is increasingly common to see public competition in the ICT field, from Central Administration, Regional and Local, where the prevailing concept is of traditional technical assistance service or individual recruitment. The objective is to achieve financial and human resource efficiency; hiring only as needed.

This is not a new concept for public entities. Communications licitations, initially landlines and subsequently mobile and Internet, incorporated Service Level Agreements (SLA) to measure the quality of service provided in each of the paragraphs under contract to the successful bidders.

Therefore, the authorities have a path in terms of managing these contracts, like those related to infrastructure and micro IT.

The local and regional governments are moving even faster, and have gone a step further with the aim of further adapting their technical assistance contracts to a service mode. Examples are those related to maintenance and evolution of computer applications, representing a high percentage of the demand for AAPP, and a further increase in the amounts of individual contracts by means of the consolidation and alignment of several old contracts within an integrated service mode.

Other services that the government is demanding are those related to business processes (BPO), delegating responsibility for implementation to outside companies.

This adjustment affects not only the contract but also the Administration, which has to train and organize accordingly to meet the needs of a new relationship, through procedures and tools used to manage and measure the contracted service.

Several factors are driving the adoption of these new information systems development and maintenance service models. On the one hand, the continuing increase in demand, around 20% per annum, together with a shortage of technology professionals, and secondly, the need to improve quality and achieve greater efficiency in public administration.

The increase in demand is led by continued availability of new services for citizens and businesses, in order to facilitate access to information about services: e-government as a new management paradigm that has been developed with the aim of reducing time, waiting times, procedures, etc., and ultimately, providing these services to citizens and responding to new social demands, as has already happened in the private sector.

The new service models, generally provided remotely, mitigating the shortage of professionals in the ICT sector and the growth in physical space necessary for housing them. This is because

service contracts are not based on the number of personnel, but on the products that make up the service, regardless of the number of technicians providing the service and their physical location.

With the adoption of new models, based on the provision of services, as measured by SLA's, the Administration is not selectively focusing their efforts on hosting and managing human resources in external reservoirs, but rather to the relationship and monitoring of commitments under the SLA with suppliers: to get the return on investment.

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