

Sector_ Public Sector

Title_ e-Government Effort in the Valencian Community

everis has been actively involved in promoting the development and implementation of e-government initiatives in the Valencian Community municipal government environment thanks to its participation in the "Your City Government On-Line" project. This initiative is being led by the Community Government with assistance from the Alicante, Castellón and Valencia Provincial Commissioners Offices.

The project began in mid-2008, when the Valencian Community Government (specifically the Modernization Office of the Department of Justice and Public Administration) and three Community Provincial Commissioners' offices began to work together in order to achieve compliance with Law 11/2007 by Valencian Community municipal governments. This law, which was passed in late 2007 and took effect in 2010, meant, and continues to pose, a tremendous challenge for local governments by obliging them to implement an electronic channel as a new means of interaction with citizens that offers the same guarantees as those provided by the traditional person to person processing channels.



The Provincial Commissioners' Virtual Office

Within the Valencian Community there are over 500 municipal governments. For the vast majority of these municipal governments, eGovernment represented a goal that would be very complicated to achieve.

The remaining minority began to make significant investments - in some cases with the aide of subsidies - and undertook

individual projects which have begun to offer electronic citizen services. Despite the different types of municipal governments involved, the basic needs of the vast majority of these governments coincided .

This is the starting point for an e-Government project that has been implemented thanks to the support of both the aforementioned public sector organizations and Federation of Valencian Municipalities and Provinces member organizations.

In order to achieve the primary project objective, everis helped design an eGovernment model with assistance from technicians working for the government organizations involved. The sum of the experience of all these participants resulted in a disaggregated technological component model and a commitment to an open architecture that would reuse the results derived from other public initiatives and that could be integrated with the already existing municipal government information systems map. Furthermore, the technology infrastructure used to provide the service would be centralized , so that each provincial commissioner's office would deploy one platform level and the Community Government would not only house some portion of the components but also deploy a single central platform level (for example, payment gateway and electronic notification system). This Cloud Computing paradigm allows municipal governments to avoid the need to construct infrastructure while at the same time assuring high levels of service availability.

The project is divided into three main work areas:

1. E-Government Platform : This is a sum of the most important components: virtual office, public folder, electronic filing, electronic registry, etc. - all interacting through an SOA integration bus (essential component integration requirement identified in the modeling stage).
2. On-line Services : This is the expected result that people can use and which provides content to the technological architecture (such as registration certification, bank direct debiting, notification of incidents on public thoroughfares, etc.).
3. Certification Service : This is designed to assure the reliability, scalability and robustness of the overall solution offered by everis for the quality certification



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in the Valencian Community**

service for each one of the component and developments provided.

Late in 2009, the first municipal governments began offering electronic citizen services and the forecast is for electronic citizen services to be made available by up to 90% of Valencian Community municipal governments.

everis' participation in this project has been on both the technological level, with regard to the design of the architectural model, the development of platform components (public folder, bus integration, document repository, eGOVeris electronic services manager, citizen data system) and implementation in 15 municipalities, as well as the organizational level of the project by managing Project Office functions.

everis is a multinational company which collaborates with the principal companies in all activity sectors, developing long-term alliances, in order to assist them in achieving their business objectives, through knowledge, talent and information technologies.