HIGH LEVEL CONFERENCE ON EGOVERNMENT

Session 4A: New Technologies and approaches for better services
Smart Technologies in Spain's Digitalisation Plan 2021-2025

Santiago Graña

Head of Planning and Governance of the Digitalisation of the Administration

General Secretariat of Digital Administration

Secretariat of State for Digitalisation and Artificial Intelligence

Ministry of Economic Affairs and Digital Transformation

December 10th, 2021

General Secretariat of Digital Administration

Developing building blocks to enable digital services

General Secretariat for Digital Administration

(Under Ministry of Economic Affairs and Digital Transformation)

Serving

General State Administration,

Regional (17) and Local Administrations (8K+)

ICT strategy based on developing horizontal **building blocks**, to foster the development of digital services

Plan for Digitalisation of Spain's Public Admon 2021-2025

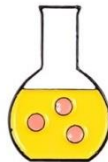## Axis 1 – Common platforms and services

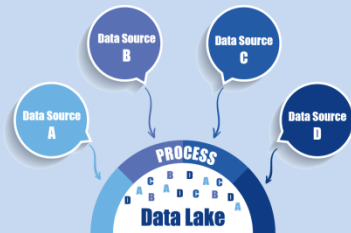**Citizen oriented administration**

App Factory

Smart UX

GovTech Lab

Digital identity

Smart process automation

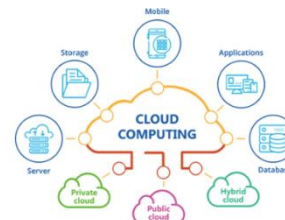RPA, iBPM

Transparency and data driven policies

Management and transparent interchange of information

Liquid digital environments

Smart workspace

Cloud infrastructure service

Cibersecurity

Cibersecurity Operations Center

Robotic Process Automation

Scope

Established pool of **400 digital workers**

Automation of manual and repetitive tasks

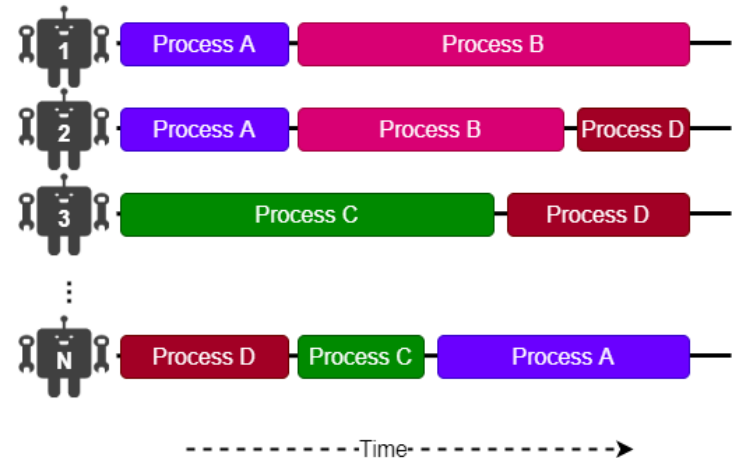**Virtual robots that interact with existing software**

User actions are replicated

Driven by rules and business logic

Centralized administration

- Digital workers are **not client-bound**
- Each **process** is **related to** a single **client**
- **SGAD orchestrates** the **digital workers**
- Global **resource optimization**
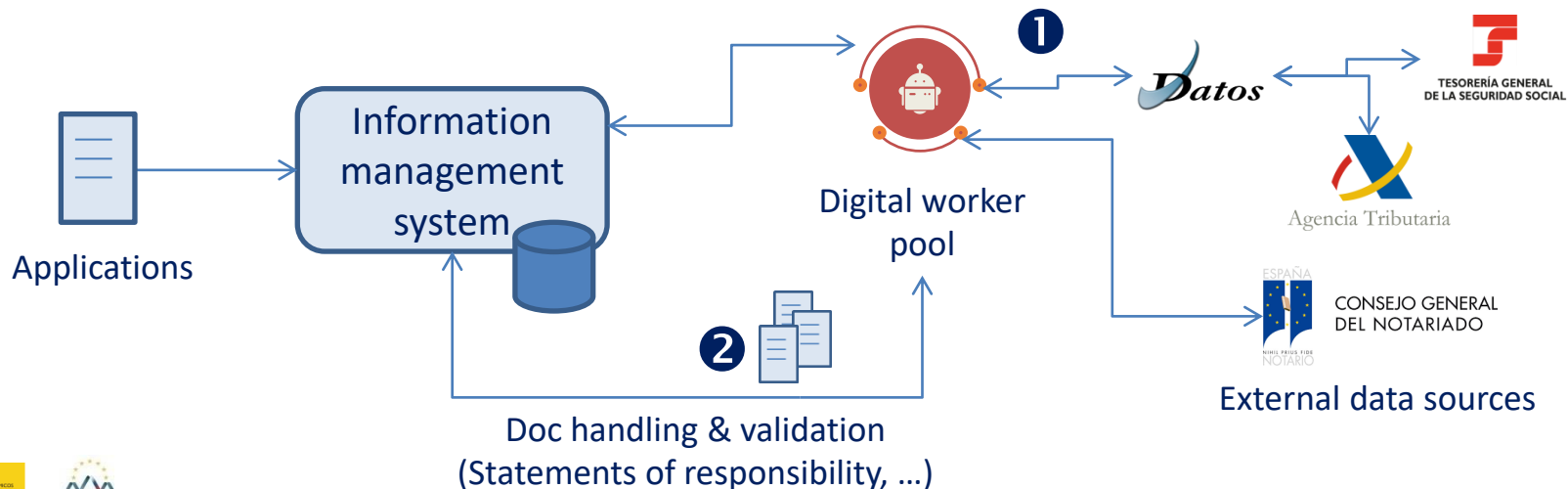- **Service Level Agreements**

Robotic Process Automation

Use cases

SMEs GRANT PROGRAM for digital transformation

Expected **applications > 1m**
3 bn euros to be managed

SUPPORT FOR GRANTING UNEMPLOYMENT BENEFITS

18m applications a year (2021)
27bn euros expected expenditure (2021)

Applications

Information management system

Digital worker pool

❶

Datos

TESORERÍA GENERAL DE LA SEGURIDAD SOCIAL

Agencia Tributaria

CONSEJO GENERAL DEL NOTARIADO

External data sources

❷ Doc handling & validation
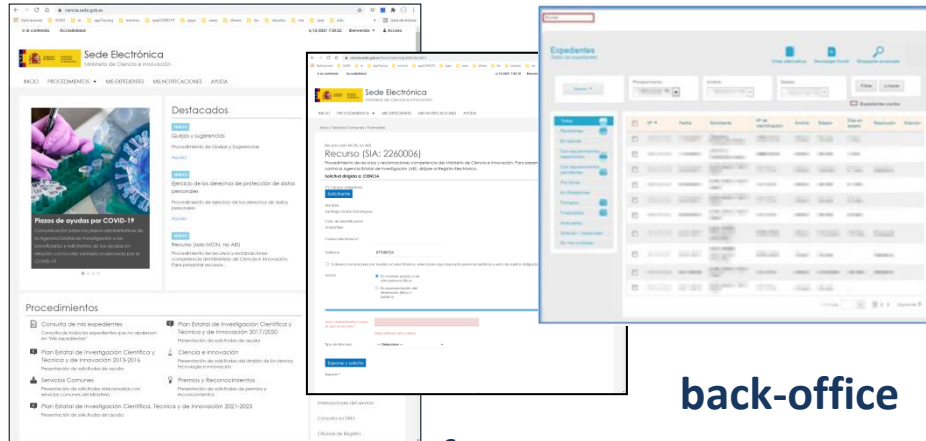(Statements of responsibility, …)

Intelligent Business Process Management

Scope

Replacement of a custom-made process management system with off-the-shelf iBPM technology

website | forms | back-office

29 clients | 5K users | 300K records

back-office

forms

website

Go **off the shelf**

Low code

Reusable components

Client **autonomy**

Central administration

Time to market

Central data platform
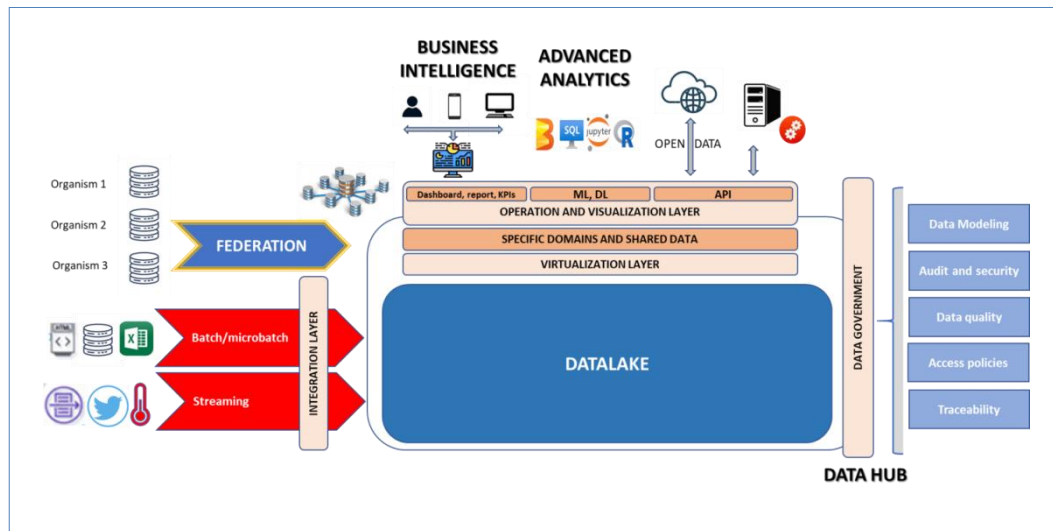
Scope

Data Lake for the General
State Administration

Business Intelligence
Big data
Machine learning | AI

Current limitations

Multiple DWH instances
Silo approach
Cost of maintenance

Goals

Improved data sharing
Advanced analytics
Open data
Privacy preserving
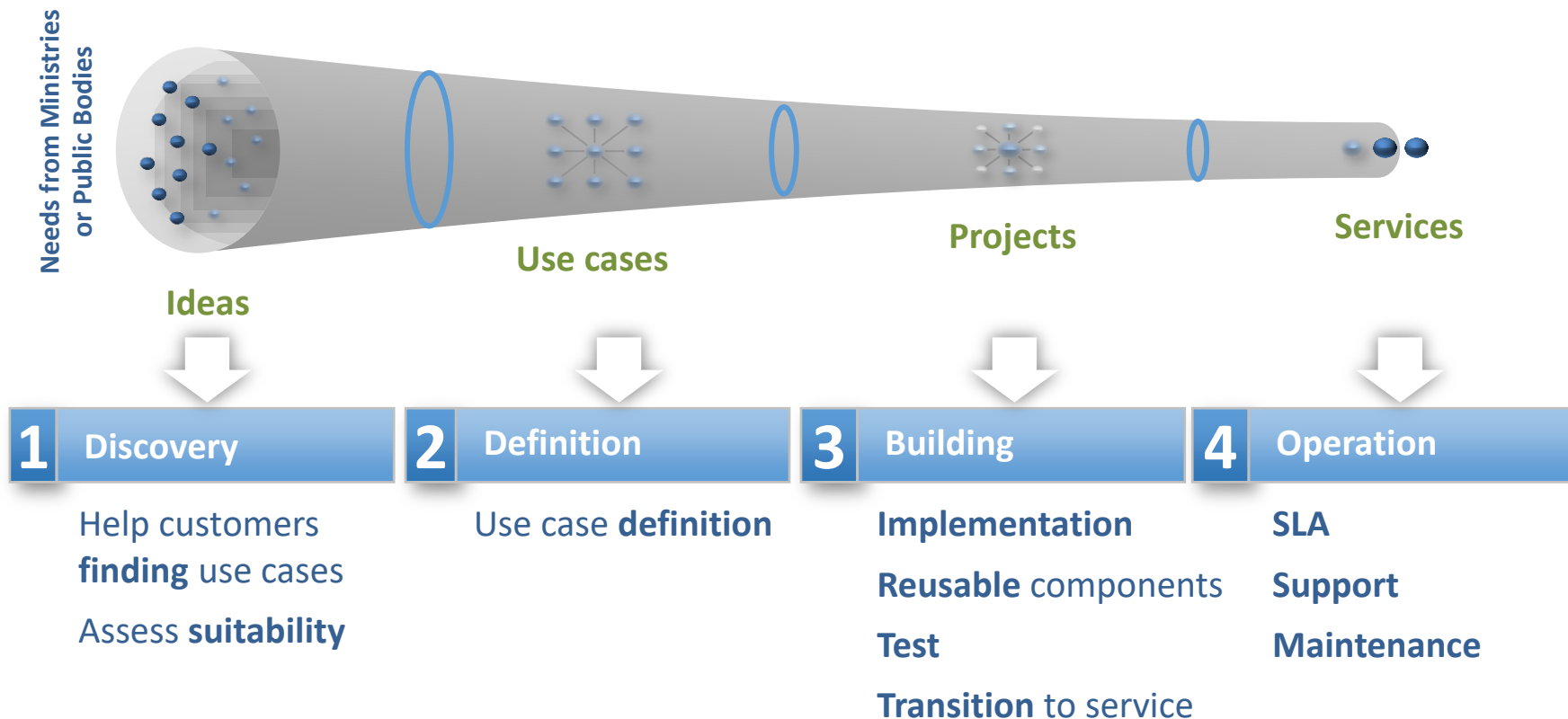Secure | Scalable
G2G | G2B | B2G

Use case example

Joint collaboration for a **data repository
for scientific research of public interest**

Project funnel around Centres of Excellence

Needs from Ministries or Public Bodies

Ideas

Use cases

Projects

Services

1 Discovery	**2** Definition	**3** Building	**4** Operation
Help customers **finding** use cases	Use case **definition**	**Implementation**	**SLA**
Assess **suitability**		**Reusable** components	**Support**
		Test	**Maintenance**
		Transition to service	

Final remarks

common platforms

time to market

democratize technology

know-how and **expertise**

scalability | **security** | **reusability**

minimize TCO

*Many thanks for
your attention!*

http://administracionelectronica.gob.es/

santiago.grana@economia.gob.es
secretaria.sgpgad@economia.gob.es

GOBIERNO
DE ESPAÑA

MINISTERIO
DE ASUNTOS ECONÓMICOS
Y TRANSFORMACIÓN DIGITAL

si2021.eu