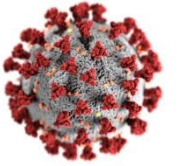# DIGITAL TRANSFORMATION AND DIGITALIZATION IN MADRID COOPERATION WITH NATIONAL LEVEL
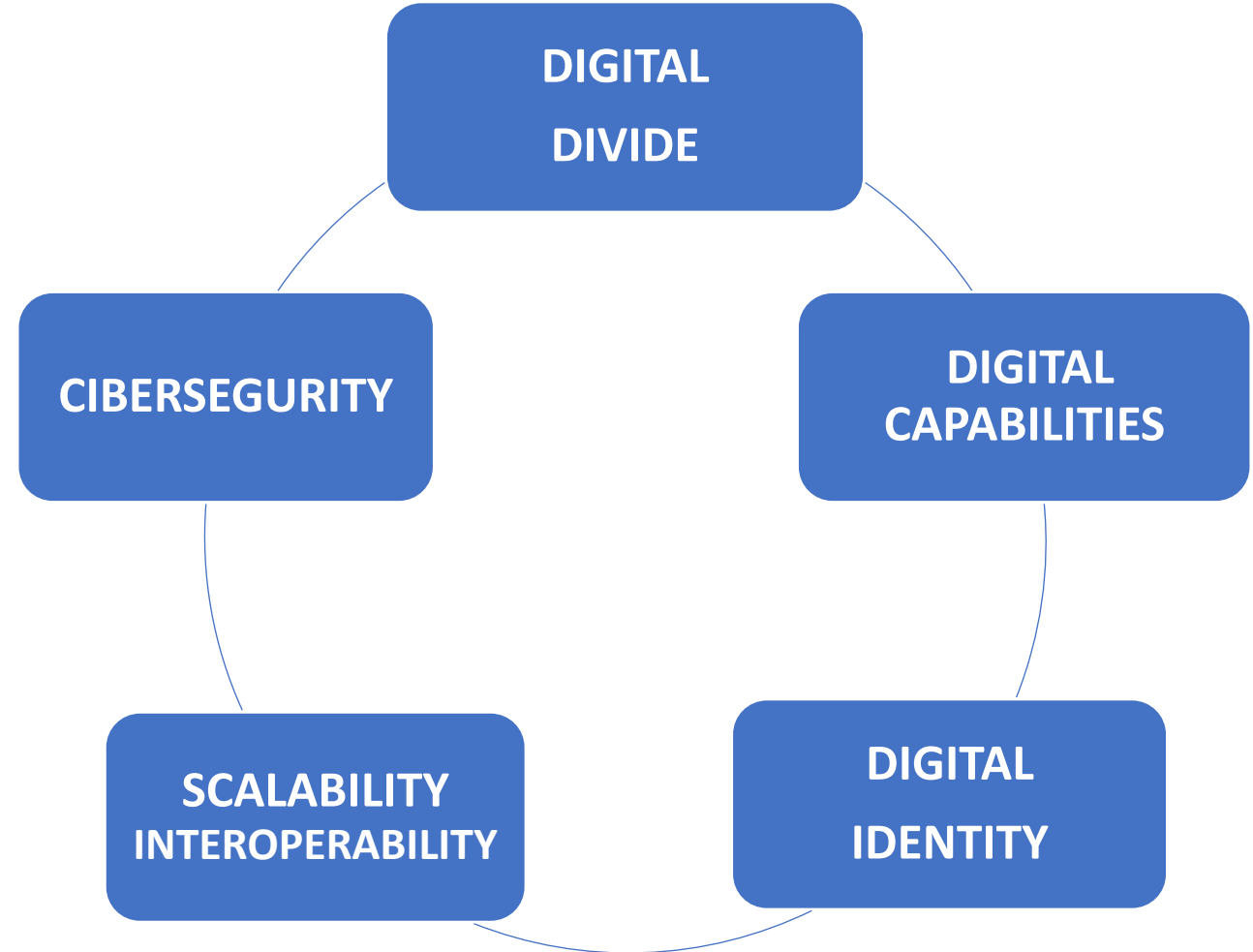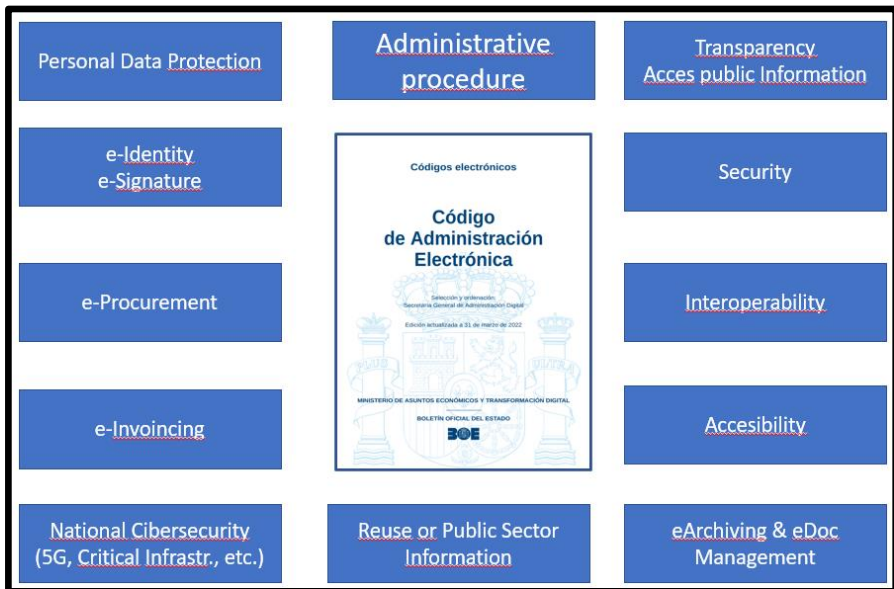
WSIS Forun – 30 May 2022
Fernando de Pablo Martín
Digital Office Director – Madrid

# MAIN DIGITAL CHALLENGES IN MADRID DURING COVID LOCKDOWN – SAME CHALLENGES IN SPAIN

- 28.000 public employees
- 800 administrative offices
- 3,3 M millions in city census (5 M total)
- 10 M tourist pre-COVID
- 0,4 M companies (multinational-SME)
- Complexity - diversity
- High contribution to Spanish GDP

DIGITAL DIVIDE

DIGITAL CAPABILITIES

CIBERSEGURITY

SCALABILITY INTEROPERABILITY

DIGITAL IDENTITY
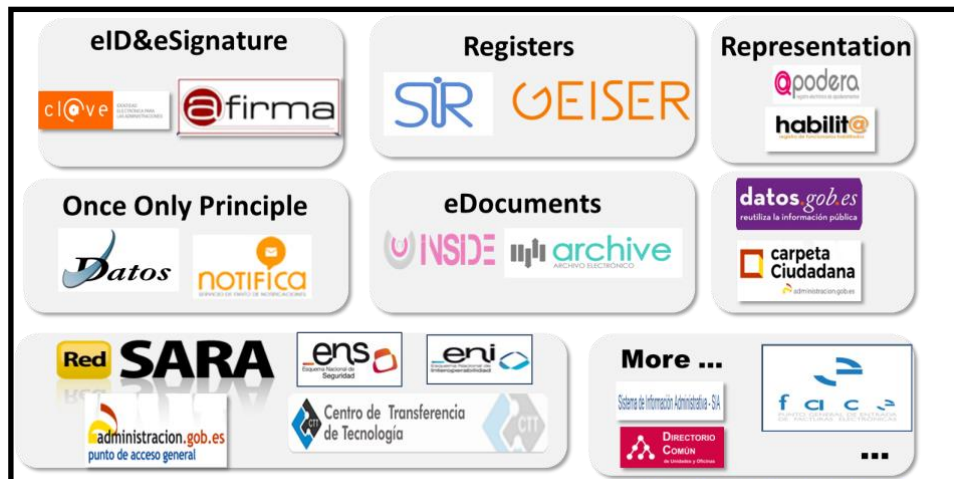
E-GOVERNMENT IN SPAIN – MADRID - PILLARS

A wide portfolio of shared e-services free platforms:
All administration
All citizens
Whole cycle of relation
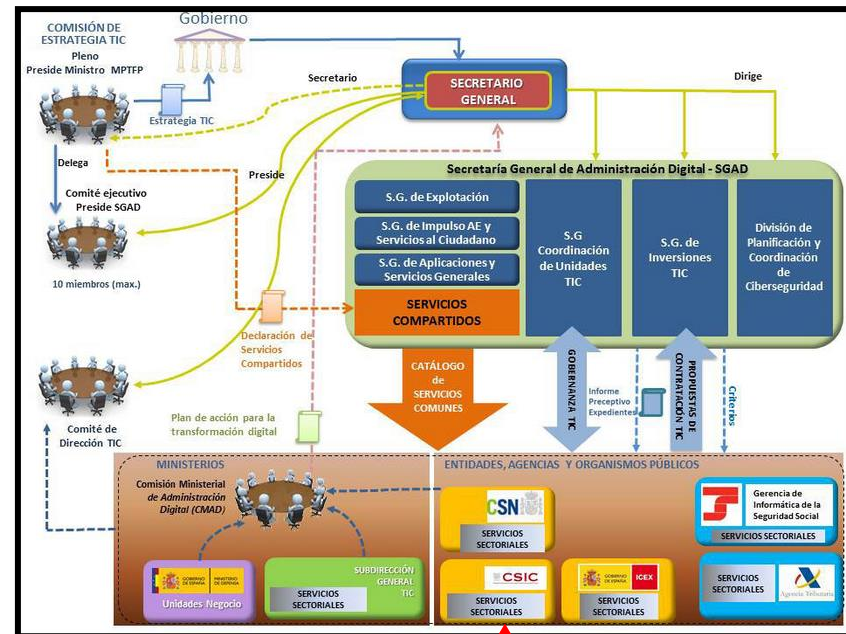
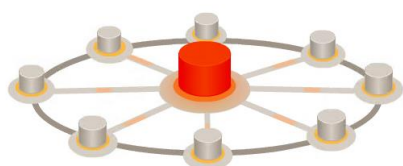A complete regulation framework for all administrations

A framework of cooperative Governance Central/Regional/Local

EGOVERNMENT STRATEGY INFORMATION WEBSITE - http://administracionelectronica.gob.es

E-GOV SHARED SERVICES IN SPAIN (building blocks)

Common infrastructures and services in Spain.
Portfolio with 30 common infrastructures free to use
to all public administration levels. **GOV CLOUD**,
Interoperable with EU projects and standars.
Madrid provider and consumer of e-services.

INFRASTRUCTURAS Y SERVICIOS COMUNES

RED COMUNICACIONES COMÚN

ADMINISTRACIONES PUBLICAS

MADRID
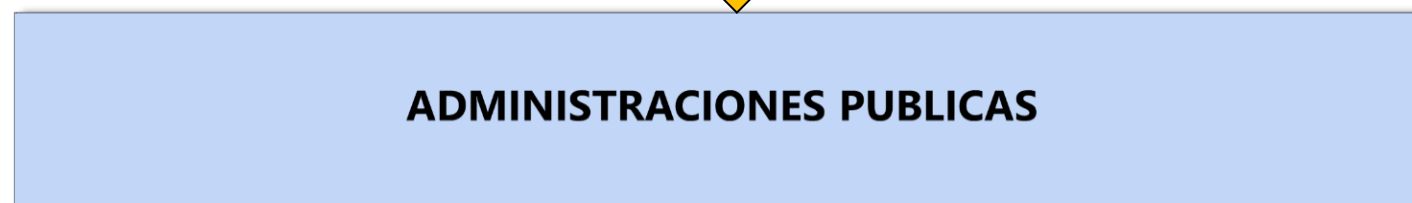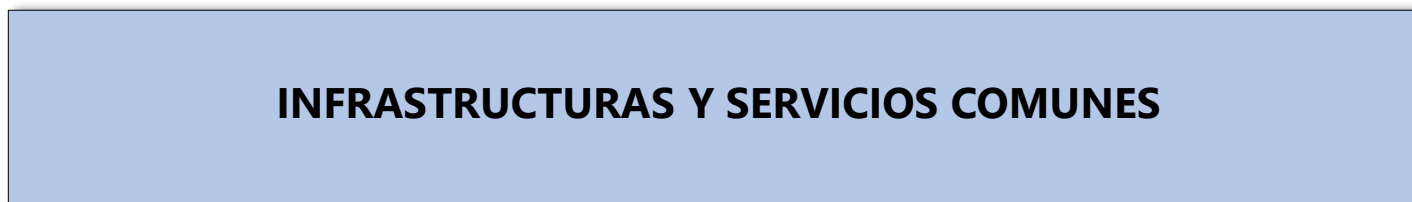
FOSTER E-GOVERNMENT: DIGITAL IDENTITY&SIGNATURE, DIGITAL FOLDER, NOTIFICATIONS, INTERCHANGE OF DATA BETWEEN ADMINISTRATIONS (ONCE ONLY), INVOICES, PROCUREMENT, CODING, ETC.

eID&eSignature
cl@ve
@firma

Registers
SIR
GEISER

Representation
@podera
habilit@

Once Only Principle
Datos
notifica

eDocuments
INSIDE
archive
ARCHIVO ELECTRÓNICO

datos.gob.es
reutiliza la información pública
carpeta Ciudadana
administracion.gob.es

Red SARA
ens Esquema Nacional de Seguridad
eni Esquema Nacional de Interoperabilidad
administracion.gob.es punto de acceso general
Centro de Transferencia de Tecnología CTT

More ...
Sistema de Información Administrativa - SIA
DIRECTORIO COMÚN de Unidades y Oficinas
f a c e PUNTO GENERAL DE ENTRADA DE FACTURAS ELECTRÓNICAS

EGOVERNMENT STRATEGY INFORMATION WEBSITE - http://administracionelectronica.gob.es

EX1 - SHARED E-IDENTITY AND E-SIGNATURE SYSTEM CENTRAL GOV – REGIONAL GOVs - LOCAL GOVs

EX2 - DATA INTERCHANGE HUB (PID)

MADRID
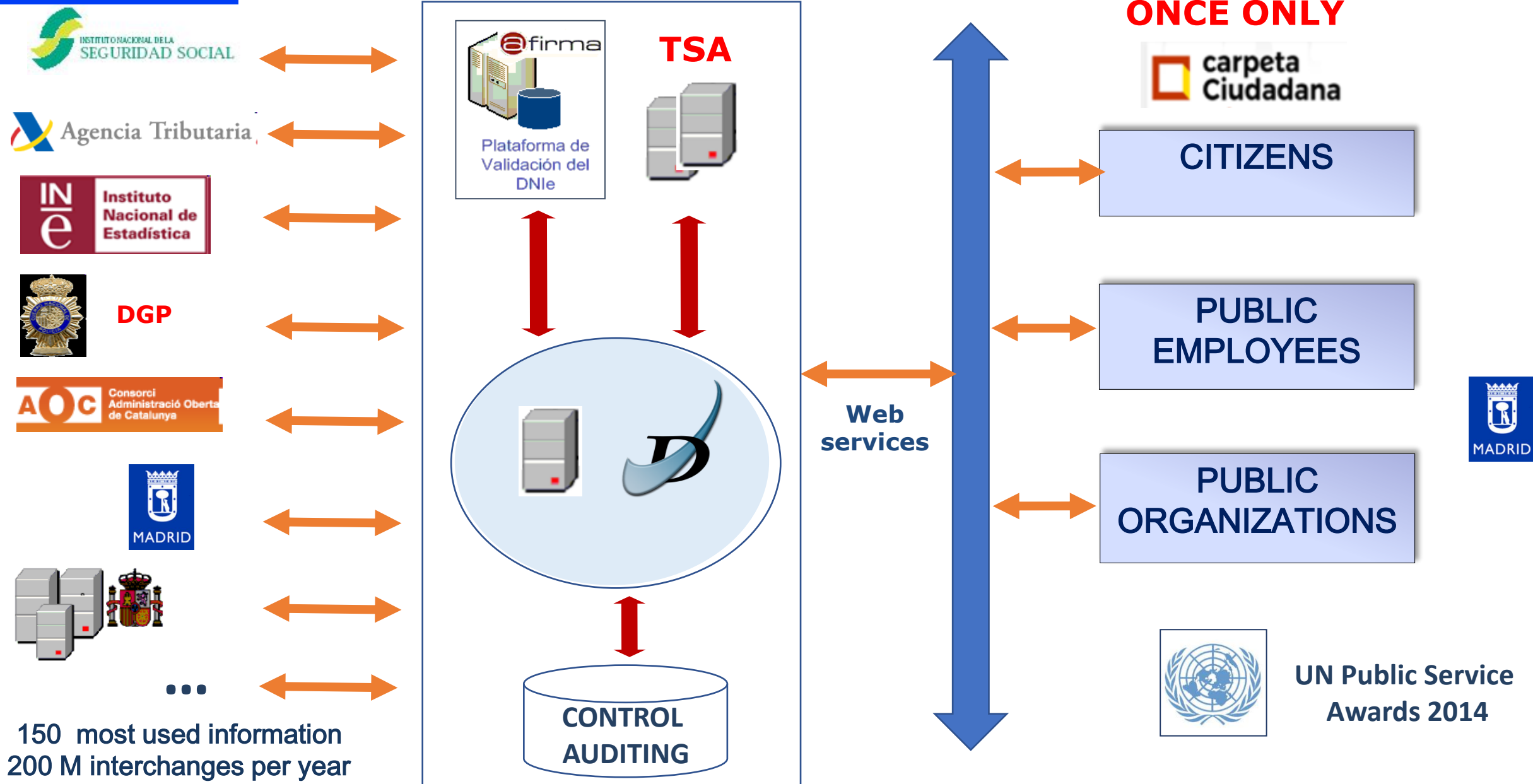
United Nations — E-Government Survey 2020

The Digital Economy and Society Index (DESI)

Technology		Content provision		Services provision		Participation and engagement	
City	Rank	City	Rank	City	Rank	City	Rank
Tokyo	1	Madrid	1	Madrid	1	Madrid	1
Madrid	2	New York	1	New York	2	Paris	1
New York	2	Paris	1	Tallinn	2	Helsinki	1
Seoul	2	Seoul	1	Stockholm	4	Bogota	4
Shanghai	2	London	1	Buenos Aires	5	Moscow	4
London	2	Stockholm	6	Dubai	6	Berlin	4
Toronto	2	Buenos Aires	6	Bogota	7	Warsaw	4
Kuala Lumpur	2	Berlin	6	Paris	8	Toronto	4
Kabul	2	São Paulo	6	Moscow	8	Lisbon	4
Tallinn	10	Tallinn	10	Shanghai	10	Rome	10
Paris	10	Moscow	10	Rome	10	Istanbul	10
Moscow	10	Bogota	12	Brussels	10	Mexico City	10
Istanbul	10	Shanghai	12	Berlin	13	Seoul	10
Rome	10	Istanbul	12	Istanbul	13	São Paulo	10
São Paulo	10	Toronto	12	Mexico City	15	New York	15
Brussels	10	Rome	16	Warsaw	15	Stockholm	15
Dubai	10	Brussels	16	Helsinki	17	Shanghai	15
Amsterdam	10	Dubai	16	Riyadh	17	Brussels	15
Lisbon	10	Helsinki	16	Seoul	19	London	15
Almaty	10	Prague	16	London	19	Sydney	15
Riyadh	10	Johannesburg	16	Amsterdam	19	Kiev	15
Bangkok	10	Tokyo	16	Athens	19	Tallinn	22
Belgrade	10	Sydney	16	Guayaquil	19		
				Santo Domingo	19		

SOME CONCLUSSIONS

- Spain a highly decentralized country. Three levels with administrative responsibilities.

- Cooperation/collaboration/coordination is crucial. Also, in strategy definition and interoperability.

- We are different, there are no standard models for countries/cities

- Madrid participates in regulation/strategy/infrastructures with central government

- Madrid provides services to citizens towards other administrations (identity, documents, etc.)

- Common systems, where possible, or interoperable systems

- Identity – Interoperability – Cybersecurity, three key points

- Mobile first, Simplicity, Proactivity (with data)

- Reports - Not just qualitative indicators, but quantitative indicators (usage rate).

- More than strategy. The real impact comes with the use of electronic services, not just the availability.

- Whole cycle of e-relations must be considered in assessment (from presentation to notification)

- WSIS - Guidelines and Exchange of Best Practices

THANK YOU
Questions?

Fernando de Pablo Martín
pablomf@madrid.es
www.linkedin.com/in/fernandodepablomartin/
@fdepablom

https://www.astic.es/sites/default/files/boletic_completos/boletic_90_web_0.pdf