Digital Transformation:

Towards Paperless Parliament

Office of the Secretary General – Senate of Spain
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WHAT IS THE CHALLENGE?

- Electronic Procedures: Administrative and Parliamentary *Procedures Without Papers*

- Cover the *entire lifecycle of the Electronic Records*, from Registry to Archiving

- Give the *Citizen* the possibility of interacting with the Chamber *Electronically*

- Take advantage of this *opportunity* to optimize our internal procedures and *re-think the way we do things*
WHAT IS THE CHALLENGE?

We can improve that process

We cannot talk now

We are very busy
WHAT IS THE CHALLENGE?

But we've always done it this way!
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WHY THIS CHALLENGE?

- Because we want to carry out a **Digital Transformation** of the Parliament (and we have a Plan to do it)

- Because we want to **save effort and money** to Citizens and make the **work easier** for Officials

- Because we want to be **greener** and reduce the use of paper

- Because we **must by Law**

  - Law 39/2015: imposes on Public Administrations the obligation to have an **electronic registry**, as well as an **electronic archive** of documents that correspond to completed procedures
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HOW DO WE PLAN TO DO IT?

Key Points to perform this Digital Transformation:

1) First Prepare **Tools** and Technical infrastructure

2) Then make an **Incremental Transition**, gradually migrating procedures from the Paper to the Digital and **Training Staff** in using new Tools

3) Begin with **Administrative** Procedures (mandatory by Law), then Address Parliamentary Ones

4) Migrate the procedures **completely**, to conform the whole electronic file. If this is not possible, consider **certified scanning (digitalization)** before archiving
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- WHAT IS THE CHALLENGE?
- WHY THIS CHALLENGE?
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- WHAT HAVE WE ALREADY DONE?
  - Prepare Tools and Technical Infrastructure
  - Migration of some Administrative Procedures
  - Training Staff
- WHAT ARE OUR NEXT STEPS?
- WHAT HAVE WE LEARNED ALONG THE WAY?
WHAT HAVE WE ALREADY DONE?

PREPARE **TOOLS** AND TECHNICAL INFRASTRUCTURE
TOOLS AND TECHNICAL INFRASTRUCTURE

SENATE WEB PAGE

Web: Citizen information requests

G-ONCE SUITE

G-Portafirmas: Customer signature
G-scan: Certified Digitalization
G-eDe: Electronic document and record
G-OCS: Manage Board Meetings

G-TM: Record processor

Procedure Manager

Approver / Signer

Citizen

Administrator

COMMUNICATIONS

SMS Sending
eMails Sending

SIGNATURE

Signature on Server and Time Stamping

DOCUMENT MANAGEMENT

Document Management System
Microsoft Word Templates
Secure Verification Code

IDENTITY MANAGEMENT

General Administrative Register
Organisational Hierarchy and Role Mgmt
Login (Single Sign On)

OTHER SYSTEMS

SMS
CSV
CV

Administrative Tools

G-FORMS: Forms Manager
PUA: Single Management Point
TOOLS AND TECHNICAL INFRASTRUCTURE
TOOLS AND TECHNICAL INFRASTRUCTURE

Portafirmas v.3.1.9.8 (03/05/2018)
WHAT HAVE WE ALREADY DONE?

MIGRATION OF SOME ADMINISTRATIVE PROCEDURES AND TRAINING STAFF
WHAT HAVE WE ALREADY DONE?

Internal:

✓ Unification of General Administrative Registry (February 2016):
  ✓ All the input/output documents from/to the chamber are digitalized (certified digitalization)

✓ Electronic Management of Senate’s Board Meetings (May 2018)

✓ Digitalization of Records for Information Security Commission meetings (December 2017), Certificate Emissions (July 2018), …

Citizens:

✓ Manage Selective Processes for Job Offers (June 2016)

✓ Manage citizen Information Requests (September 2017)

✓ Manage requests for Visits by Citizens to the Senate (November 2017)

Providers:

✓ Electronic Billing for suppliers (March 2017)

✓ Electronic Supplier Offers Selection and Contracts (April 2018)
WHAT HAVE WE ALREADY DONE?
WHAT HAVE WE ALREADY DONE?

Evolution of number of documentos on Document Management System (Alfresco)
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WHAT ARE OUR NEXT STEPS?

- Migrate more Administrative Procedures to the new platform
- Re-think Parliamentary Procedures, migrate to the new platform
- Manage all the Archive Electronically: Define Metadata, Manage Loans, Documents and Records expurged, …
- Explore the possibilities offered by Alfresco (Document Management System): integrate with Senates’s Web Page, …
- Integration with some technologies of the Executive to facilitate citizens access to electronic procedures of the Senate (Cl@ve: global authentication platform for citizens)
- Meassure: More analytics
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## LESSONS LEARNED

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<th>THIS IS NOT</th>
<th>THIS IS</th>
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<tr>
<td>AN URGENT PROJECT</td>
<td>AN IMPORTANT PROJECT</td>
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<tr>
<td>A TECHNICAL PROJECT</td>
<td>AN ORGANIZATIONAL CHANGE PROJECT (DIGITAL TRANSFORMATION)</td>
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<td>A BIG BANG PROJECT</td>
<td>AN INCREMENTAL PROJECT</td>
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<tr>
<td>AN ICT PROJECT</td>
<td>A PROJECT THAT NEEDS SUPPORT FROM ABOVE (BOARD AND SECRETARY GENERAL)</td>
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<tr>
<td>A DO IT YOURSELF PROJECT</td>
<td>YOU HAVE TO BUILD ON TOP SOLID TOOLS: DIGITAL SIGNATURE, DOCUMENT MANAGEMENT SYSTEM, …</td>
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<td>AN ARCHIVE-INDEPENDENT PROJECT</td>
<td>ARCHIVERS MUST BE INVOLVED IN THE PROJECT FROM THE BEGINNING</td>
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QUESTIONS