

Technical Standards and Common Services to Facilitate Interoperability in Public Administration

A Joint Effort by Public Administration Agencies for Cooperation in Development and the Implementation of E-Government Services

With the publication in the Official State Gazette (BOE) of the [Technical Interoperability Standard for Standard Catalogues](#) on 31 October 2012, the series of the 11 [Technical Interoperability Standards](#) envisaged in [National Interoperability Framework](#), came to completion, a result of the joint efforts and cooperation of all Public Administration agencies at all levels of Government (General Administration, Autonomous Communities, Local Governments-FEMP, Universities-CRUE, the Judiciary-EJIS), under the leadership of the Ministry of Finance and Public Administration (MINHAP). The Standards have application guidelines and other complementary materials, available on the [E-Government Portal](#).

The [National Interoperability Framework](#) (ENI), established by Law 11/2007 and regulated by [Royal Decree 4/2010](#), set forth the conditions to ensure an adequate level of interoperability between systems in the Public Administration, while encouraging **more rational exchanges of information, with the concomitant cost savings and elimination of redundancies.**

Interoperability facilitates cooperation between Public Administration agencies in the provision of services to citizens, guaranteeing their right to relate to the Public Administration by electronic means. These regulatory **efforts are supplemented by other courses of action** aimed at enhancing interoperability in the Public Administration and between Agencies and citizens, from **cooperation agreements** for the mutual provision of E-Government services signed by MINHAP with the Autonomous Communities, CRUE and the Constitutional Court, or a protocol signed

with the Royal House, to the series of common services and infrastructure that came into operation.

The Technical Interoperability Standards (NTIs) specify certain practical and operational aspects regarding such issues as [standard catalogues](#), [e-documents](#), [document digitisation](#), [e-files](#), [e-signature and certificate policies](#), [data mediation protocols](#), [data model relationships](#), [e-document management policies](#), [Public Administration communication network connection requirements](#), [authentic copy and conversion procedures](#) and [data models for registry entry exchanges](#).

Work is currently being done in the drafting of the **Technical Interoperability Standard for the Reuse of Information Resources**, added to ENI by [Royal Decree 1495/2011](#), implementing Law 37/2007, on the reuse of public sector information.

The National Interoperability Framework and the Technical Interoperability Standards were developed considering the state of the art and the main EU references in the field of interoperability, national and international standards and similar actions in other countries. In fact, the ENI is **in line with the [European Interoperability Strategy](#) and the [European Interoperability Framework](#)**. Moreover, both the ENI and the [NTIs](#) are systematically **linked to equivalent tools at the European level** (the [SARA Network](#) to the [sTESTA Trans-European Network](#) for communication with EU institutions and other member states, [@Firma](#) to [STORK for mutual cross-border recognition of e-ID](#), the Technology Transfer Centre-[CTT](#) to [JOINUP](#) for sharing, reuse and cooperation, and so on).

The NTIs back or rely for practical realisation on a series of common services and infrastructures.

The **legally supported common services and infrastructure** simplify the complex aspects of interoperability, facilitating exchanges between the Public Administration and citizens, and between Public Administration agencies. Some of them have been selected in the EU as best practices to be shared by other Public Administrations; for

instance, [@Firma](#), an e-signature service platform. Below there are a few other particularly relevant developments.

The [Common Directory of Administrative Units and Offices – Encoding Manual and Handbook of Information Attributes](#) is the cornerstone of e-register integration and a key element for e-document and e-file management.

Regarding communications in the Public Administration, **the [SARA Network connects](#)** all ministry departments in the General Administration, all the Autonomous Communities, 11 constitutional or functionally independent entities (Chamber of Deputies, Senate, Royal House, National Audit Office, Bank of Spain, AEPD, FNMT-RCM, etc.), business offices and Local Governments (3,708 so far, covering 90.35% population). Linked to the [sTESTA Trans-European Network](#), [SARA](#) connects the Spanish Administration to agencies and institutions in other European member states. In addition, the [IP Addressing Plan for the Public Administration](#) has been updated and implemented, and work is being done on the [Migration to IPv6 Strategy](#).

The **e-signature service platform [@Firma](#)**, providing services in connection with e-signature, e-certificates and timestamps, handles over 200 types of certifications from more than 20 Spanish and international suppliers, used by more than 500 Public Administration agencies in the automation of over 1,100 procedures. [@Firma](#) works with [STORK for the mutual cross-border recognition of e-ID](#).

Progress is being made in the **elimination of paper certificates** thanks to the [MINHAP Mediation Platform](#). Through the [SARA Network](#), the platform has provided mediation services to 9 data providers for 21 certificates and to 120 consumer agencies, with 17,496 million enquiries from January to October 2012.

E-register services and their integration are handled by the [Register Interconnection System \(SIR\)](#), the [Virtual Registry Office \(ORVE\)](#) and the

Common E-Register (REC), to which we should add the **Portal of Local Governments**.

We should also mention the **INSIDE services available** to all Public Administration agencies **for e-file and document management**. Among them, **G-InSide** (InSiDe Generator), available to Public Administration agencies via the **SARA Network** at <https://g-inside.seap.minhap.es>, generates e-files and e-documents in compliance with the **ENI**, using a form including the minimum required metadata. This results in XML files.

Finally, we should include the services in the **Shared Solution Portfolio** and the **E-Government Portal**, like the **Technology Transfer Centre (CTT)**, the **e-notifications**, the **payment gateway**, and others. All of them are meant to enhance interoperability between citizens and the Public Administration.