Data mediation

The trend is upwards

The Data Mediation Platform (PID) is framed in compliance with article 28.2 of law 39/201 on Common Administrative Procedures, stating that citizens should not be required to submit documents that have been already issued by any Administration, regardless of whether its submission is facultative or mandatory.

For this purpose —that also entailed the interconnection of public Administrations—, an interchange format was defined in order to achieve total interoperability of services. Furthermore, the overall system was built by reusing the available basic e-services already in place at the time the project was designed and also taking into account all the elements needed for the data transmissions to comply with applicable legal considerations.

It is a sustainable and transferable system: the platform is built upon open-source software, avoiding proprietary solutions and furthermore preventing the onset of recurring and redundant solutions for different public bodies, with the resultant savings in development costs.

As a supplementary part, the range of solutions that integrate the SCSPv3 portfolio free Administration and Public Agencies from developing their own solutions and focus on their own objectives according with their respective roles. Return of investment is quickly achieved.

Citizens save time and money by avoiding waiting times, travel expenses and, in the end, whatever costs that may result from gathering and submitting papers that the Administration already has and can produce automatically on the spot. The platform can therefore deliver a normalized

service that simplifies the 'red tape' and allows for automated validation. The reduction of paperwork is huge as well as the savings in transaction costs.

The savings on the Administration's side is also evident and highly valuable, not only from an economic viewpoint but also as a means for improving the public administration's image.

DATA CONFIRM THE TREND

The amount of data verification and consultations that public agencies can engage with in an automated way, on line, keeps growing, and because of this the number of data transmissions are also on the rise.

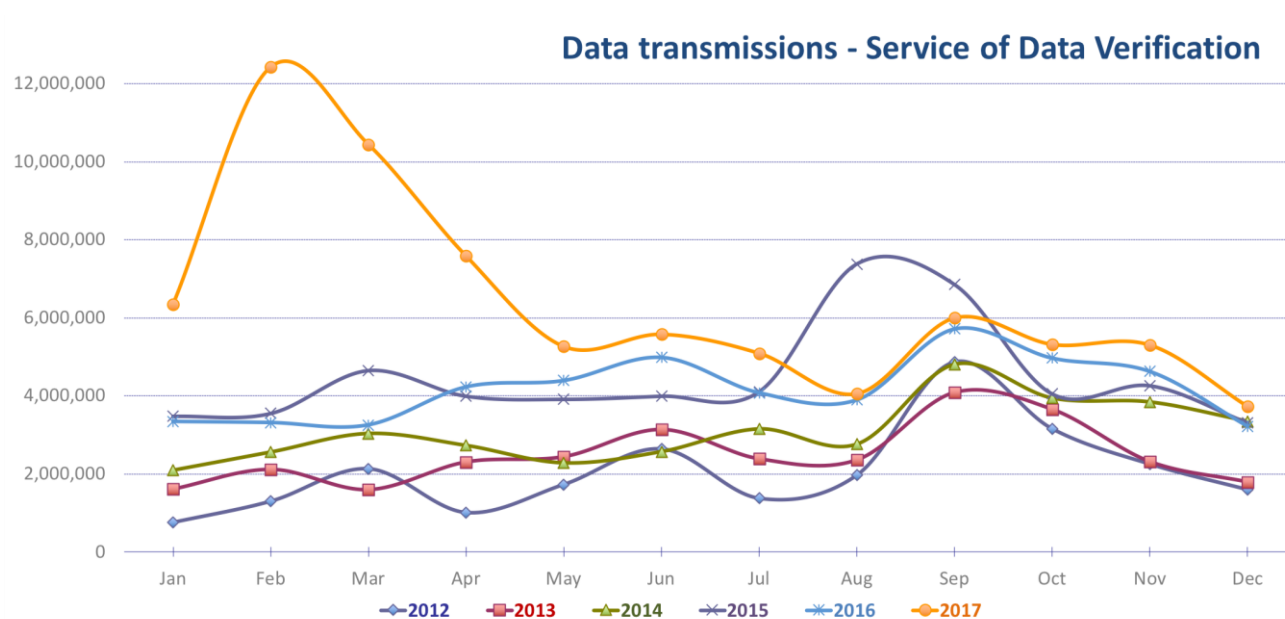**Data transmissions - Service of Data Verification**

Figure 1. Monthly evolution of data transmissions over the last six years

Up until the 31st of December, last year, already 88 services were being offered through the PID. And the trend is upwards.
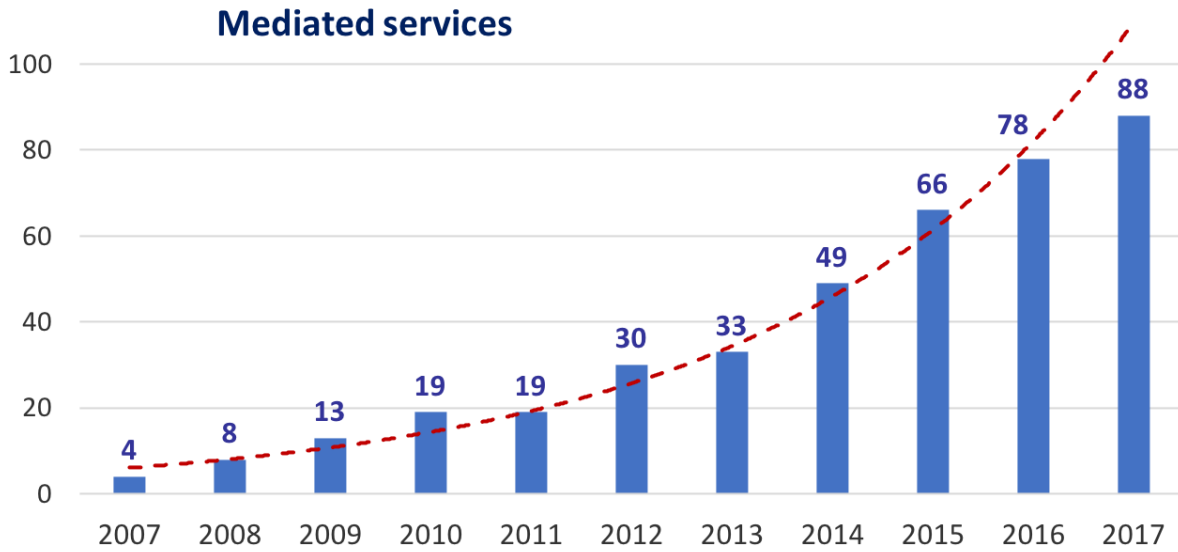
Mediated services

Figure 2. Mediated services. Annual Evolution

Another indication of the positive trend in the use of the platform is the increase in the service reutilization ratio, as shown in the graph below.

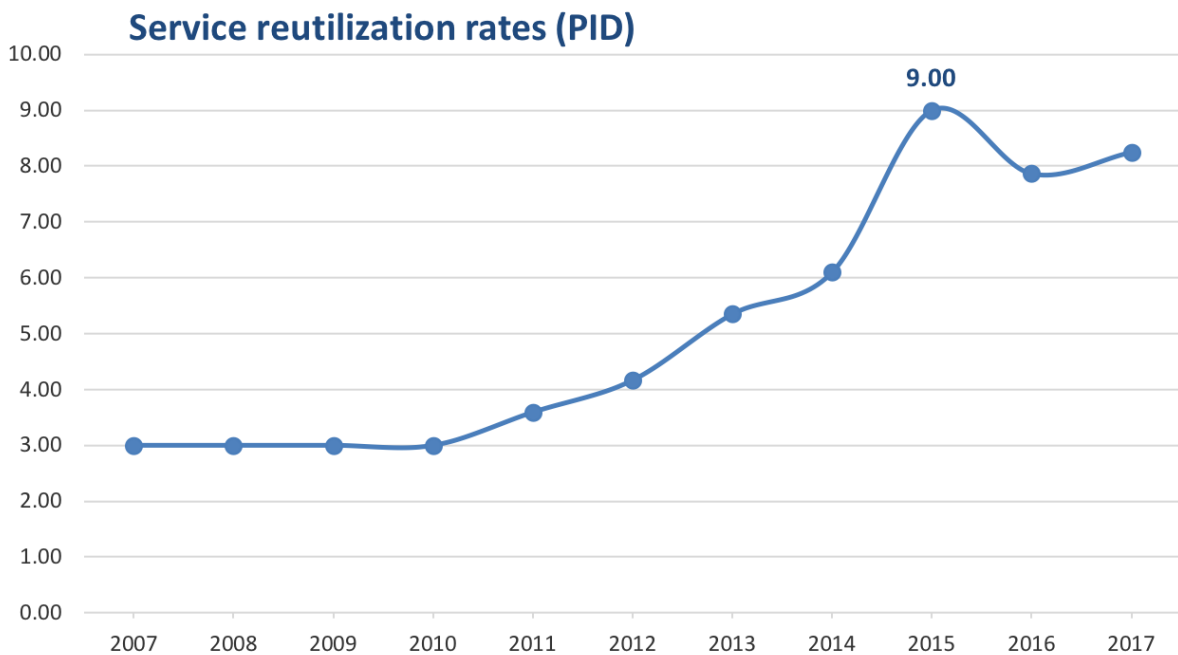## Service reutilization rates (PID)

Figure 3. Service reutilization rates. Annual evolution.

The growing number of public agencies that make use of the different platform services can be seen in the following graph. The rates of increase are quite significant compared to recent years, because those public administrations that already consume a service do usually want to get more and the cost of doing so decreases with any new addition.

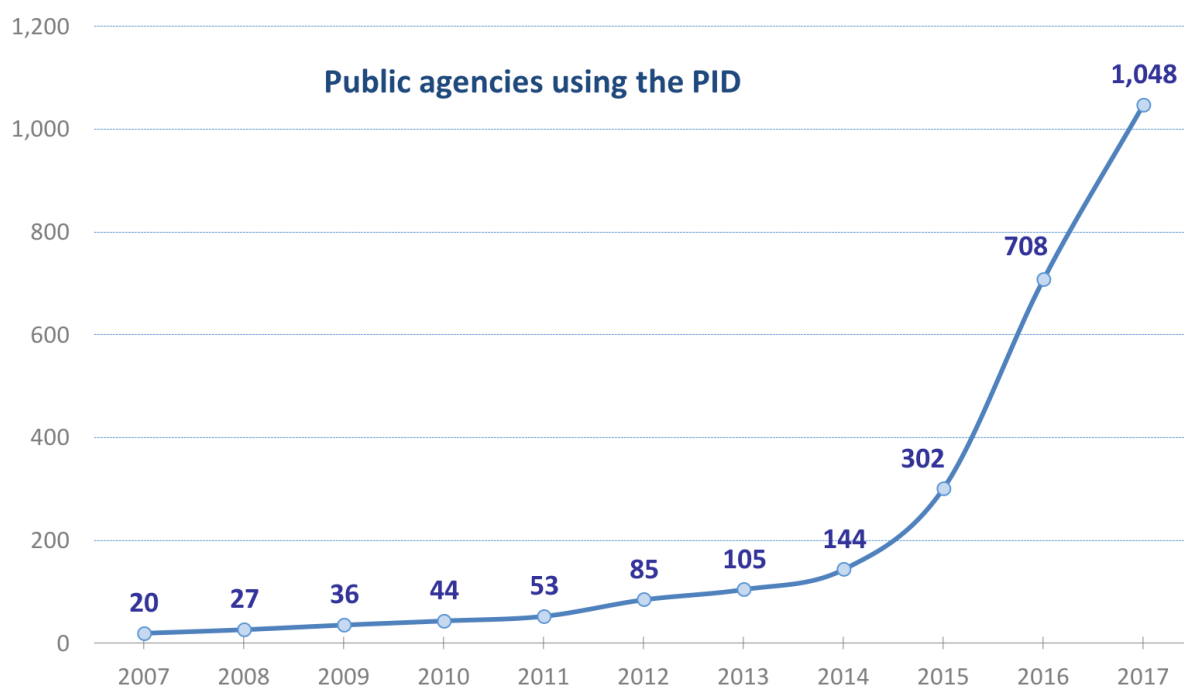**Public agencies using the PID**

Figure 4. Public agencies using the PID. Annual evolution

The number of public agencies using the PID has risen to more than a thousand, exactly 1048, which means an increase of over 48% compared to the previous year. Once again, the trend, as shown in the graph, looks outstanding.

The queries that a public body makes during the first two years after connecting to a service are almost doubled depending on the service; afterwards they become stable, according to the specific procedures involved.

Moreover, as the following graph shows, the number of public agencies that made use of the platform over the last year has been steadily growing.

Organismos activos

Month	Value
Jan	422
Feb	538
Mar	618
Apr	676
May	773
Jun	881
Jul	913
Aug	939
Sep	970
Oct	1,002
Nov	1,023
Dec	1,048

Figure 5. Active public administrations using the PID. Last year's monthly evolution

There has also been a notable growth in the data transmission rates in two particular public agencies: the 'General Social Security Treasury' and the 'General Directorate of Cadastre', with a significant rise that in both cases is a 90% higher than the previous year.
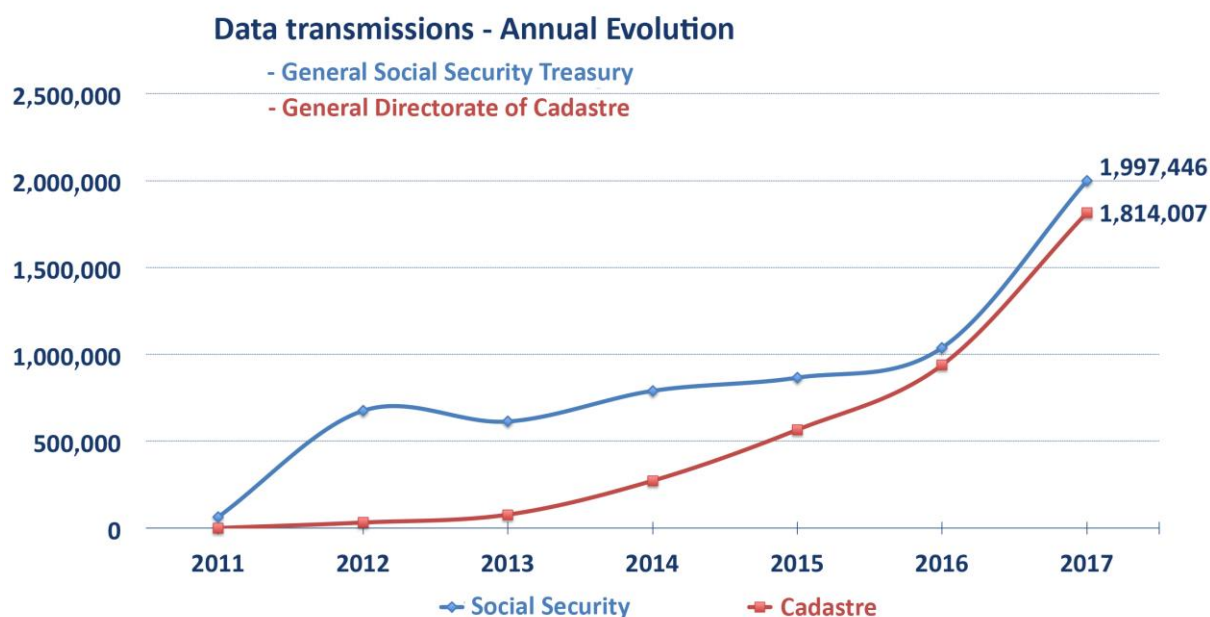

Data transmissions - Annual Evolution
- General Social Security Treasury
- General Directorate of Cadastre

1,997,446
1,814,007

Social Security   Cadastre

Figure 7. Data transmissions: Social Security and Cadastre. Annual evolution

SIZE DOES NOT MATTER

It can be argued that, irrespective of their size, any Administration can now be placed on an equal footing with bigger government agencies with respect to eGovernment services. Through its 'light client', mainly aimed at local entities with fewer than 50,000 inhabitants, SCSPv3 has become the reference in the provision of these services since they are now also available in the cloud, making them a key factor in the modernisation of the public service provided to citizens. In fact, making its *SCSPv3 light client* widely available has allowed, in some cases, small municipalities to offer even more services than larger Administrations.
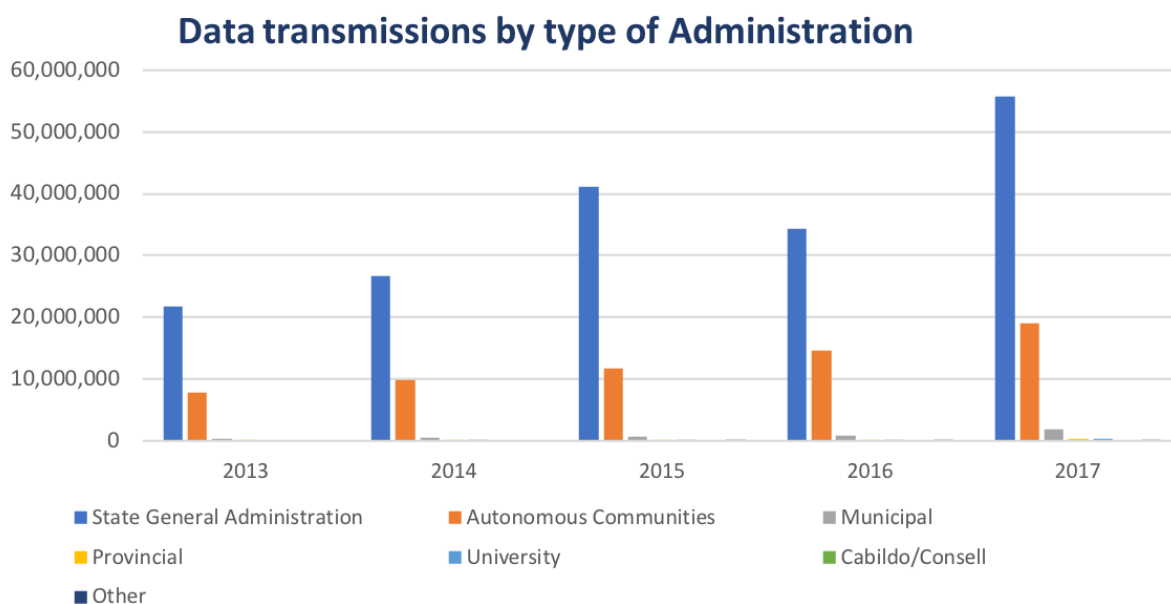
Data transmissions by type of Administration

Figure 7. Annual evolution of data transmissions by type of Administration

And zooming in on the strong increase undergone by local entities, a sharp rise can also be seen, which more than doubles previous year figures, taking into account the number of data transmissions.

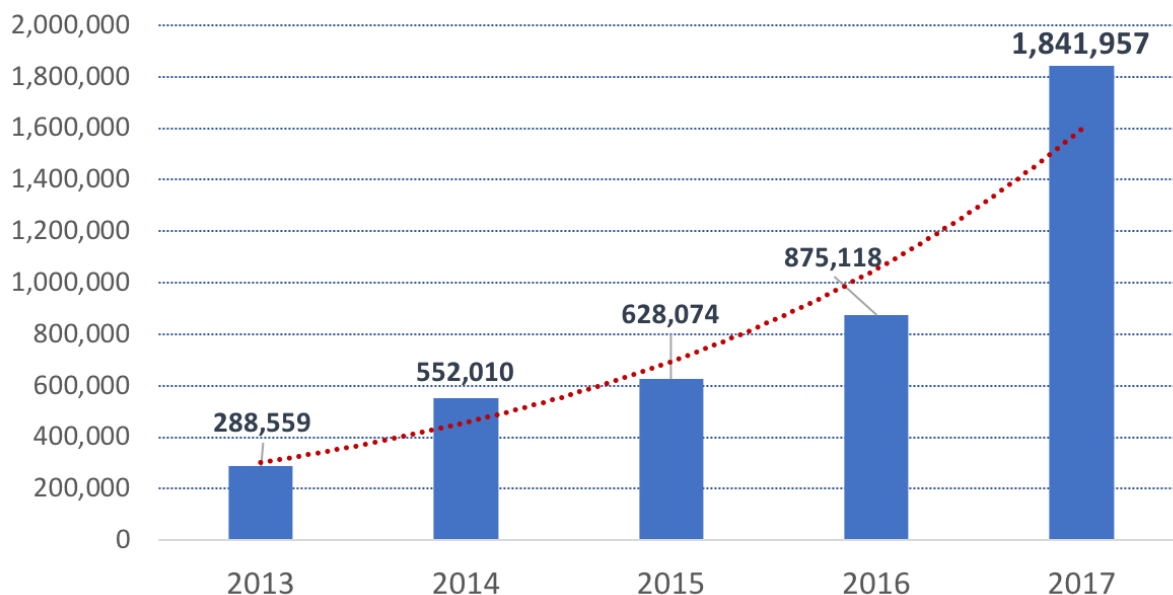## Data transmissions - Municipal level

Figure 8. Annual evolution of data transmissions. Municipal level

As can be seen in the chart below, showing the top ten city councils that consume more services of the Data Mediation Platform, the city of Gijon, one of the most active municipalities in the integration of electronic government, stays one more year in the lead by the number of authorized services —30—, followed by Malaga, Alcobendas and Madrid, the capital city of Spain, with 27 services, all of them *SCSPv3 Light Client* users. Less populated municipalities, such as Pozuelo de Alarcón, Aviles, Ontinyent, Alzira or Crevillent also enter the Top Ten list.
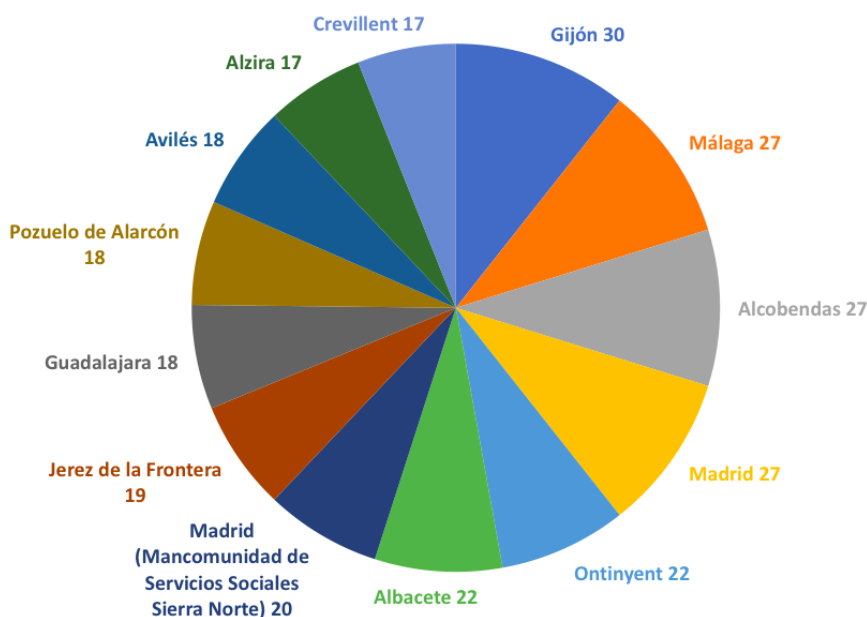
Figure 9. Top 10 City Councils by consumed services

There exists a direct relationship between the rising number of PID users and the SCSPv3 Cloud Client registrations. In the following graph a sharp increase in the number of new SCSPv3 Cloud Clients can be seen and, below that, its monthly development over the past year.
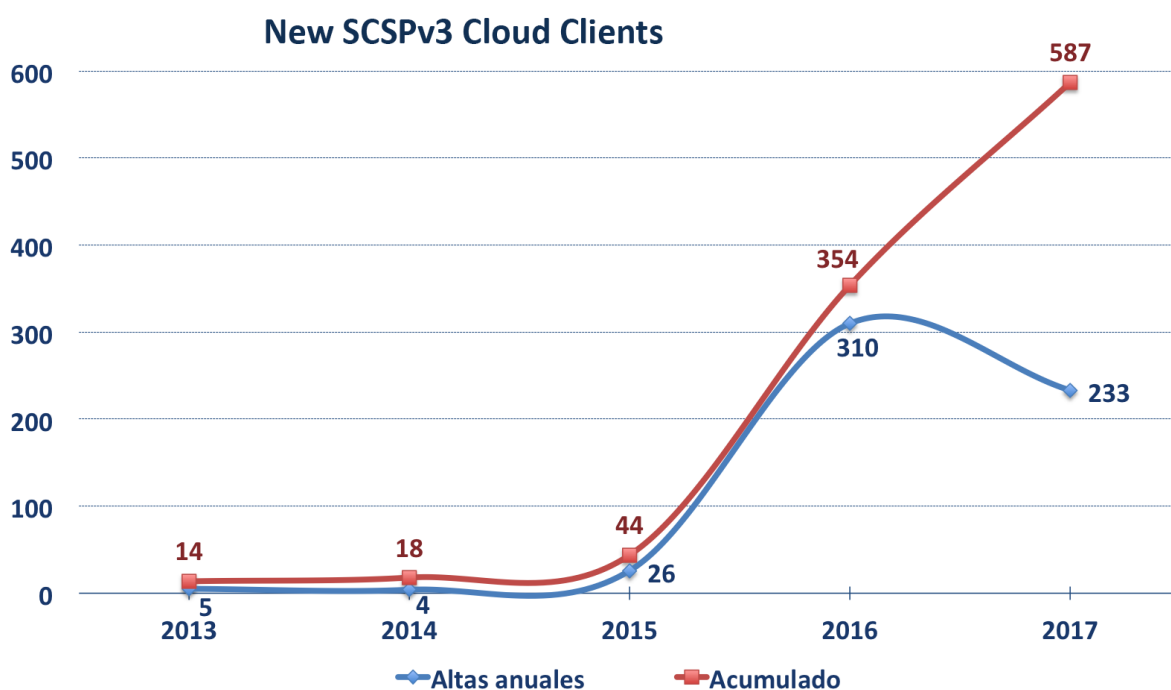

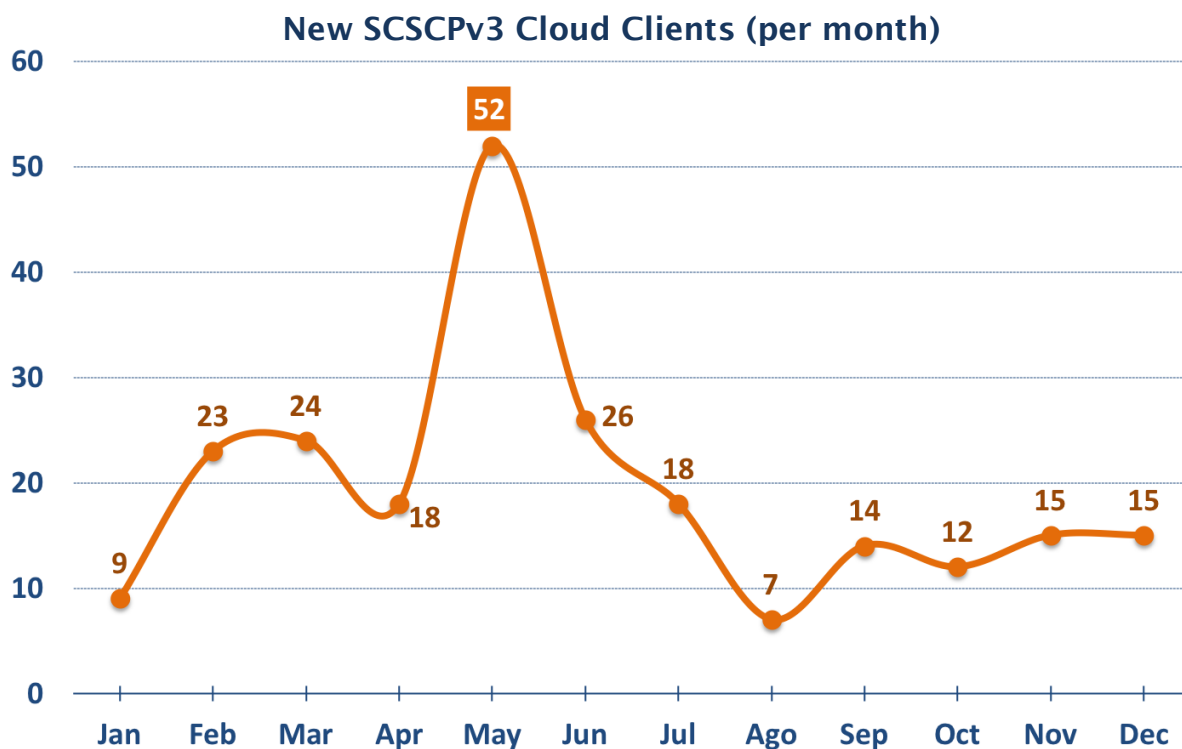Figure 11. Annual and accumulated new SCSPv3 Cloud Clients

New SCSCPv3 Cloud Clients (per month)

Figure. 12. Monthly development of new SCSPv3 Cloud Clients

As for interoperability nodes, i.e., the public agencies that provide technical, organisational and legal interconnectivity among information systems, a sharp rise has been undergone both in the number of transferees and in the data transmissions.

Interoperability nodes	Transferees
SCSPV3 CLOUD MINHAP CLIENT – CITY COUNCILS	588
APP - NODO - AOC	397
APP - NODO - G. BALEARES	22
APP - NODO EELL XUNTA - AMTEGA(XG)	8
APP - SELLO - G. VASCO	6
APLICACIONES CLOUD DTIC - AGE	4
APP - SELLO - NODO DE INTEROPERABILIDAD - XUNTA DE GALICIA	3
APP - SELLO - DIPUTACION DE SALAMANCA	3
APP - NODO AYTO ALBACETE	3
APP - SGNTJ - MJU	2
APP - NODO - RED IRIS	1
APP - NODO - DIPUTACION SEGOVIA	1
Total	**1,038**

RETURN OF INVESTMENT

Finally, a fine example of achieved ROI and time to market (TTM) is the Police Record Enquiry for Sex Crimes that was launched in March 2016, and soon had the highest number of users, with a total that it had taken other services several years to reach.
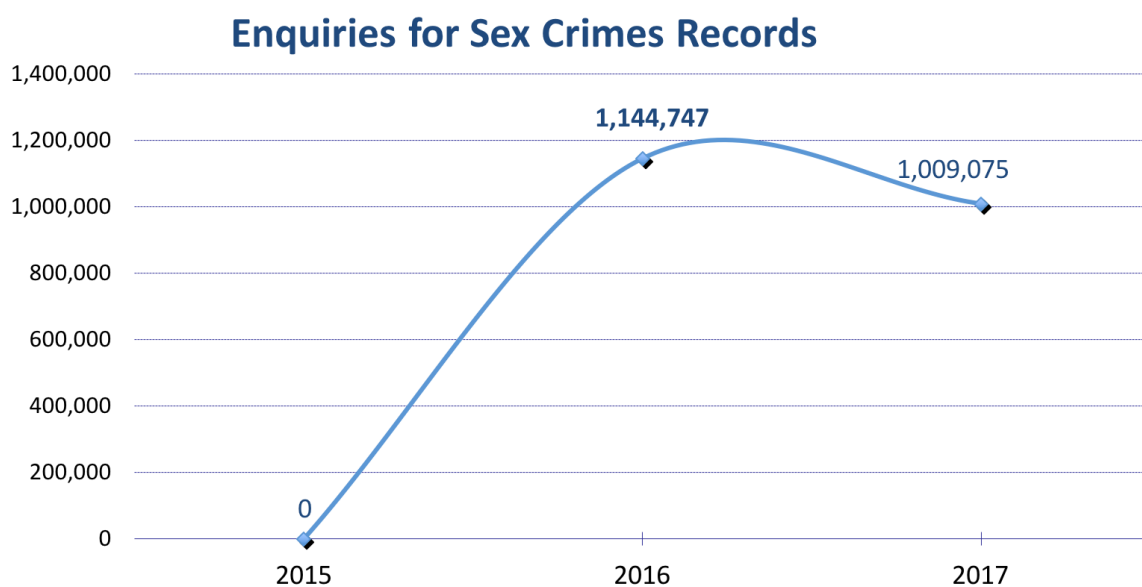
Enquiries for Sex Crimes Records

Figure 13. Annual evolution of enquiries for sexual crimes records

CONCLUSIONS

The SCSPv3 Portfolio keeps been adapted to different situations and scenarios and has become a key element in interoperability solutions, boosting the reuse of resources and the efficiency and effectiveness of public administrations as the perfect complement to the Data Mediation Platform (PID).

It is important to note that it has become a mass solution to administrative and technical interoperability issues in the public administration.

Undoubtedly, the estimated savings for both citizens and the public administration itself, as well as the potential for growth, create value and return on investment (ROI), guaranteeing the project's feasibility and success.

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