



Public Administrations and the re-use of public sector information

Iniciativa **aporta**

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reutiliza la información pública

 GOBIERNO DE ESPAÑA
VICEPRESIDENCIA TERCERA DEL GOBIERNO
MINISTERIO DE ASUNTOS ECONÓMICOS Y TRANSFORMACIÓN DIGITAL

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Objectives of the study

Analyse the role of public administrations as customer of the infomediary sector and driver of its activity.

Research areas:

- Needs and factors for which the Public Administrations purchase infomediary services
- Types of infomediary services purchased
- Impacts, benefits and improvement processes obtained thanks to the infomediary services purchased
- Obstacles and problems encountered in the process

Methodology

In-depth interviews to representatives of public agencies:

- General State Administration (all Ministries)
- Autonomous Communities (6)
- City Councils (10)

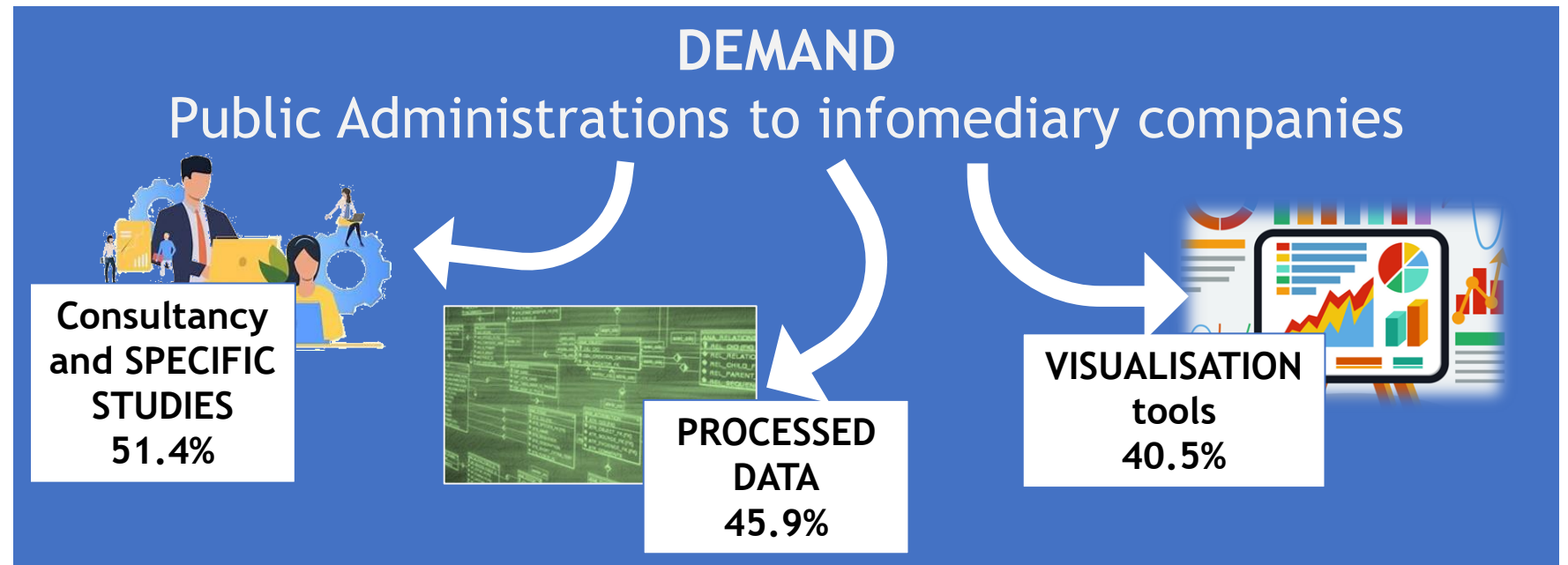


The public administration as client of infomediary sector in figures

Key data

Infomediary companies with clients from public sector
47.5%

- In 2018, almost 50% of infomediary companies have public administration as clients.
- Autonomous Regions (81.6%) and local entities (78.9%) were the main target of their activity.
- Sales to public administrations accounted for more than 50% of their total incomes for more than 32% of infomediary companies.



Public administrations as information PROVIDERS...

Public administrations are...

- Primary sources
- Aggregated sources of information

Public data characteristics...

- Free access
- Search ↑ Data quality
- Boosting information integration

Tools for accessibility and use of data...

- APIs development
- Massive files downloads



Arised questions...

Who are the users?  How useful are these data to the users?

**It implies ... among other things:
Not being able to make
decisions about the data!**



CURRENT SITUATION

Unstructured data are still used

Vs

- Open formats
- Normalised standards that help re-using



Public Administrations as consumers of information, and customer/partner of the infomediary sector...

Objectives

- To improve information and data publication
- To develop **INTERNAL SYSTEMS**:
Information + resources allocation + added value services =
to break up information silos
- To improve agency's **POSITIONING** on the Internet
- To develop **ADDED VALUE SERVICES** by integrating information from other administrations
- to **PROVIDE** information that private sector cannot generate
- to improve **DECISION-MAKING** process
- to improve public **TRANSPARENCY**
- to increase **KNOWLEDGE AND EXCHANGE** of experiences
- To promote the recognition of the **POTENTIAL** of public data: data value, its usefulness and the capacity to solve problems as a result of its use
- To reinforce **INTERNAL TRAINING** in the use of data



RESULTS

Boosting

VALUE CREATION
+
DATA OPENING
+
**MEETING NEW
NEEDS**



Public Administrations as consumers of information, and customer/partner of the infomediary sector...



PUBLIC PRIVATE COLLABORATION

DEVELOPMENT AREAS for collaboration



- **PREPARATION** of information
- Development and maintenance of **APIs**
- **VISUALISATION** tools
- **MASSIVE** information **ANALYSIS**
- Development of **DASHBOARDS** and **BI**
- **DEMAND** forecasting and modelling
- **ADVICE** and **TRAINING** for responsible agents
- Development of **NEW SERVICES**

MORE RELEVANT INFORMATION AREAS

PRIVATE SECTOR

- Services distribution **NETWORKS**(transport, telecommunications, electricity, water...)
- **BUSINESS** information
- **MOBILITY** (mobile networks and users' movements)
- **CONSUMPTION** (economic transactions by electronic payment systems)

PUBLIC SECTOR

- **MOBILITY**
- **GEOGRAPHIC AND CARTOGRAPHIC** information
- **HEALTH** information
- **LEGAL AND JUDICIAL** information
- **FINANCIAL AND ECONOMIC** information
- **ENVIRONMENT**
- **TURISTIC** information



Public Administrations as consumers of information, and customer/partner of the infomediary sector...

SERVICES DEVELOPMENT BASED ON RE-USED INFORMATION

INTEGRATION
of information
from diverse
administrations



Most important and useful services: the integration of information from different own sources and from other administrations to complete the service to be generated.



Attention to
DIFFICULTIES

- *Difficulties on MANAGEMENT*
 - *To find USEFULNESS*
 - *To manage COMPETENCE on data*
 - *BUREAUCRACY*
- *TECHNICAL difficulties*
 - *UPDATING information*
 - *Process AUTOMATISATION*
 - *Multiple FORMATS*

DEVELOPMENT
OF SOLUTIONS



- ❑ Free SW tools → it is used to: data publication - re-using systems
- ❑ Proprietary SW tools → it is used to develop specific functionalities
- ❑ **Critical aspect for Administrations** → Data storage: Physical storage on-premises vs. Cloud stored (this last one, so far, scarcely used)



Public Administrations as consumers of information,
and customer/partner of the infomediary sector...

RELATIONSHIP WITH INFOMEDIARY AGENTS

RELATIONSHIP WITH INFOMEDIARY AGENTS



The interviewees
have highlighted
the necessity of
increasing
**COMMUNICATION
CHANNELS**



- **FORA AND SEMINARIES**
(Difussion)
- **ADMINISTRATIVE PROCESS AND AGREEMENTS** (Legal changes)
- **PILOT PROJECTS**(Enabling such projects, with legal support, and faster launching and execution mechanisms)
- **CREATION OF RESEARCH CENTRES** (BBDD)
- **TECHNOLOGICAL CHALLENGES** (BBDD)

Attention!
Legal &
Administrative
elements



Public Administrations as consumers of information, and customer/partner of the infomediary sector...



IMPACT OF PUBLIC PRIVATE COLLABORATION

BOOSTING AND INCENTIVISING RE-USING

- Fulfilment of a public service vocation
- Boosting economic activity
- Meeting society's increased demand for data from the public sector

IMPACTO REUTILIZACIÓN PÚBLICO - PRIVADO

END USERS' IMPACT

- More quality and adequacy to the users' needs
- Greater knowledge of public activity
- Improvement of the Administration's image
- Development of new business models

POLITICAL IMPACT

- Improvement of political decision-making process

INTERNAL IMPACT

- Improved management
- Greater accuracy in public activity's execution
- Improvement of administrative processes
- Cost savings
- Improvement of the public workers' training
- Public data value recognition
- Promotion of multi-departmental and multidisciplinary work





Current barriers

- Lack of qualified profiles within public administrations and companies
- Fast advance of technology, which is not automatically incorporated
- Complementary activity to the current workload

Challenges

- “Data ownership” vs “Data sharing”
- “Evangelisation” to enable the change of internal culture. Promote multi-departmental and multidisciplinary activity.
- Internal receptivity and changes in the relationship and communication with stakeholders.
- Re-using / publication vs. data protection rights
- New policies / real needs / problems to be addressed based on data vs. real development of services and identification of data and solutions.
- To acknowledge the value of public data.



Recommendations...

- ❑ Increasing dissemination and awareness activities among public employees
- ❑ Increasing training actions on data re-using among public employees
- ❑ Promoting the exchange of data re-using experiences between administrations
- ❑ Aligning political leadership with technical expertise and motivation
- ❑ Developing more agile collaboration mechanisms
- ❑ Fostering dialogue between public administrations and the infomediary sector
- ❑ Encouraging collaboration between public administrations, universities and research centres
- ❑ Centralising management of information opening and re-using services in specific units ("data offices"), with multidisciplinary teams and sufficient resources



Best practices...

Information
actualisation:
statistics schedule

INē

Instituto Nacional de Estadística

Intelligent system
for managing
public aids



SECRETARÍA DE ESTADO DE DIGITALIZACIÓN E INTELIGENCIA ARTIFICIAL | SECRETARÍA DE ESTADO DE TELECOMUNICACIONES E INFRAESTRUCTURAS DIGITALES

Public Private
Collaboration for
developing digital
resources about the
Way of St James



Interoperable
and open
platforms:
mobility labs
Madrid



Automatic updating
of information
between notaries and
the Cadastre



Best practices...

Energy datahub of Castilla y León



University-Administration collaboration



Evaluation campaign for anonymisation of medical information



Turistic chatbot “Victoria la Malagueña”



Optimisation of public resources when publishing information



Women poverty and precarity index



Thank you very much!

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