

Barcelona



Pilar Conesa
*CIO and e-Government
Director, Barcelona City
Council*



- New management model for eGovernment
- Goal-driven decision making

“The latest Barcelona e-government project is a 3D virtual model of the city’s streets, buildings and neighborhoods and will have applications in urban planning, architecture, traffic safety, fire safety and much more.”

Pilar Conesa - March 2009





Barcelona, Smarter City

Pilar Conesa
Chief Information Officer and e-Government Director
Barcelona City Council

Smarter Cities

Session III: what it takes to build a smarter city

VI. Smarter Government Services

Berlin, June 24th 2009



Towards a new City Council Management Model

Barcelona 2.0 citizen

- Improve the municipal functions and services focused on **Citizens** and **Quality**
- Reinforce **Proximity** defining a new **Territorial Model**
10 districts → 73 neighbourhoods
- **Processes innovation** applying **new technologies**
- **Mesurable Management**

Public services @simple, @dynamic, @efficient



Barcelona, smarter city

B Simple & Effective

B Closer Administration

B Innovative

B Connected



@ everybody
@ everywhere

eGovernment, driver force for transformation



Smarter services

Use of **innovative services** & robust **telecom infrastructure** at street-level



Rubbish skips with RFID sensors

Smarter services

Use of **innovative services** & robust **telecom infrastructure** at street-level



Professionals and emergency services go mobile



Smarter services

Use of **innovative services** & robust **telecom infrastructure** at street-level



3D city map development



Smarter services

Use of **innovative services** & robust **telecom infrastructure** at street-level



Mobility services

Smarter city needs Ubiquitous city

Corporate WiFi Mesh network deployment for municipal services at street-level.

- 2008 – Pilot development
 - 60 nodes
 - 18 services tested
- 2009 – 2010 Project extension
 - 750 nodes
 - 50% coverage area



Integrated multichannel vision



iPhone Application to find the nearest **Bicing stations**, to consult availability and placements

- Also available an SMS service to get information about stations

Self-service procedures **kiosks** distributed around the city

- Multiple information services and procedures automatically available through a tactile screen
- 45 during 2009



Targeted multichannel portals:
Multiple procedures accessed through the main website, segmented by:

- Citizens
- Enterprises
- Intermediaries



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ciudadanos »

Un espacio para todos los ciudadanos de Barcelona que hagan tramites con el Ayuntamiento

empresas y profesionales »

Un espacio para hacer las gestiones de las empresas y de los profesionales autónomos de Barcelona



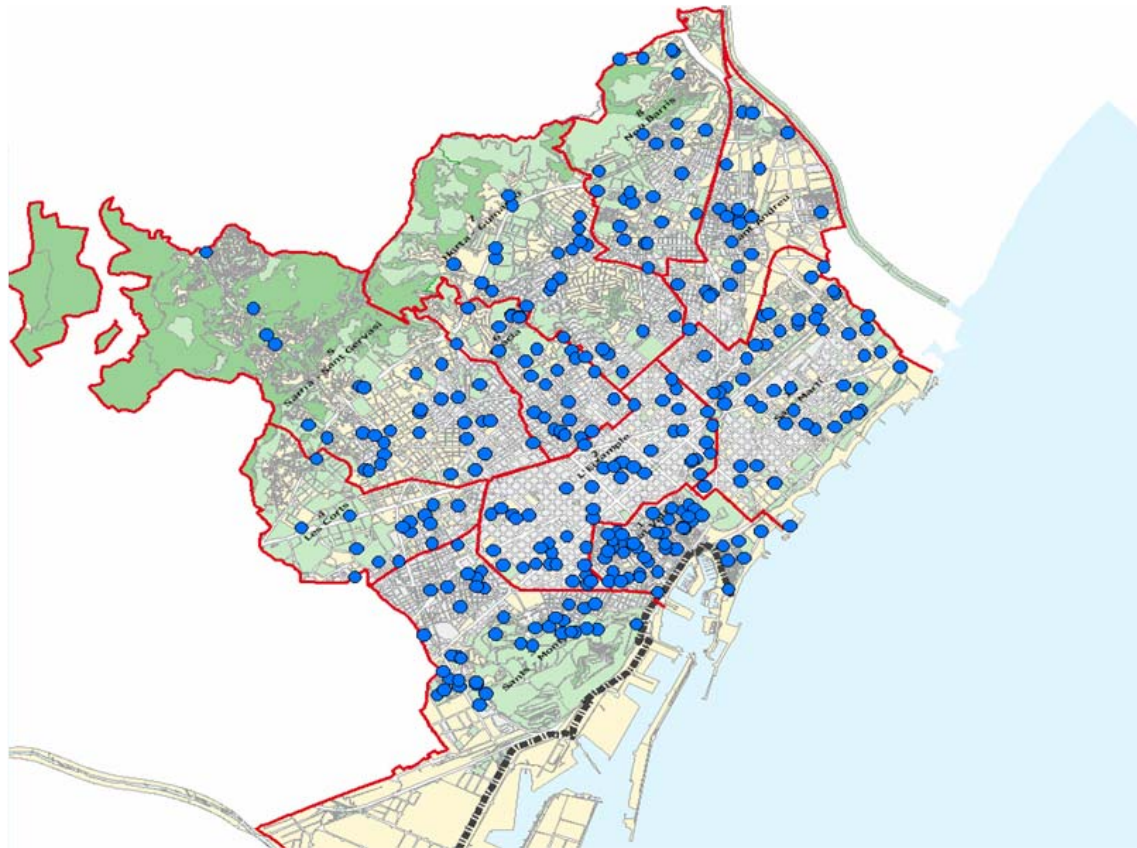
Ajuntament de Barcelona

www.bcn.cat

Connected citizens

WiFi access points for citizens, in municipal venues in all neighborhoods

✓ 2010 500 hotspots



Citizens' participation

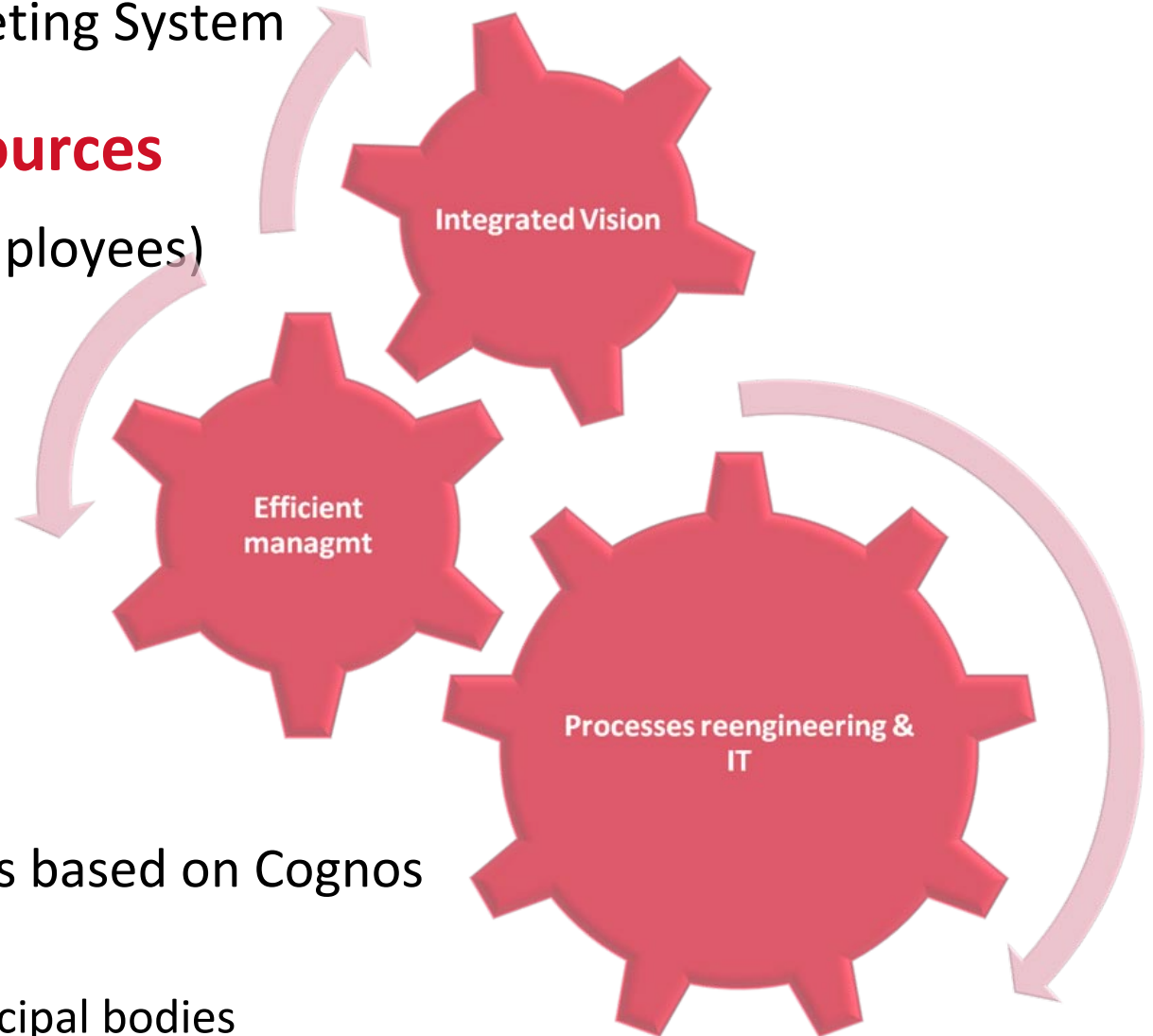
Citizen's electronic query on the transformation of the city's main street:

- 2-project consultation
 - All citizens over 16 => 1,4M people
- April 2010



Municipal management

- SAP system for **Economics & Finances**
 - ✓ Planning-Programming-Budgeting System
- SAP system for **Human Resources**
 - ✓ 2010 - City Council (8,000 employees)
- **Electronic Dossier**
 - ✓ Inspections
 - ✓ Permits
 - ✓ Contracts
- **Goal-driven management**
 - ✓ Development of Strategic Maps based on Cognos
 - Linked with the Budgeting System
 - 2010 - Headquarters and 20 municipal bodies



Barcelona: platform for testing new smarter services

Our city goals:

Telecommunications Infrastructure

Entrepreneurial network

Innovative attitude



Thank you for your attention

Pilar Conesa

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SmarterCities
Berlin

Smarter Government Services

