

The City of Barcelona



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FIGURE 9.3: The City of Barcelona—Citizen Services Are “One Tap Away”

The City of Barcelona is the second largest city in Spain, with over a million and a half inhabitants. Fulfilling its vision of transformation into a smart city, the municipal government is relying on mobile and cloud-based e-government solutions to facilitate citizen engagement with administrative processes and city services.

The goals of implementing an e-government system have been clear: to make data and services available to all citizens from any device and any location as a means to improve the quality of life for all citizens. A first step toward achieving this was making City Council and other data available in digital format, while promoting the reuse of this information to stimulate economic growth through opportunities for innovation. This approach is called open government, and it is explained in more detail in Chapter 12.

To standardize its information, the City needed to consolidate its infrastructure based on interoperable and open standards and decommission its legacy systems. The City opted to migrate its solutions to the cloud. A web content management system hosted in the cloud provides an alternative that is reliable, flexible, and produces economic gains in the long run. The result was the first Barcelona Open Data site with 510 datasets. The solution, based on the principles of mobility, smart cities and administration, information systems and innovation, supports 150 portals with over 4 million user visits and more than 65 million pages generated each month.

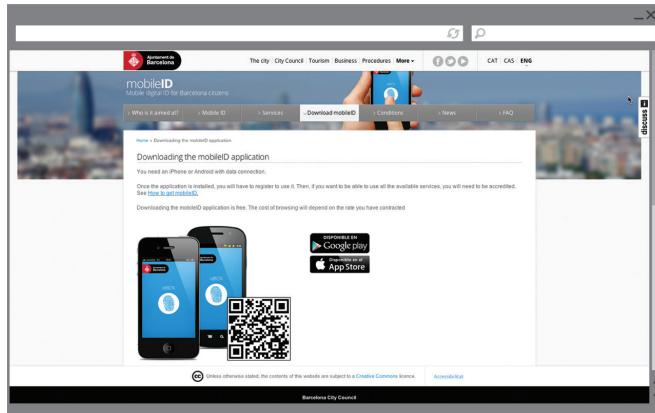


FIGURE 9.4: MobileID: an Innovative Mobile ID System

The City of Barcelona is an example of a smart city. It is using e-government solutions to transform itself into a connected hub for all city stakeholders to deliver quality services, improve its performance, and stimulate opportunities for economic development. The City markets itself as the mobile world capital, with 100 percent mobile access to services that bring the citizen closer to the city. Services are “one tap away” and include the innovative web-based mobile identification system, mobileID, supported by a secure mobile registry of users. This system enables citizens to log in to access government services using their mobile device. With their e-government system, the City of Barcelona has been able to increase citizen satisfaction and improve efficiency and productivity through the digitization and automation of internal processes.

The City of Barcelona's e-government approach is a comprehensive one that combines mobile government with e-services, e-procurement, and e-administration. Because governments around the world encounter similar administrative issues, the City is working to white-label brand its solutions. These can be replicated in a private cloud and exported for use in other implementations around the world to stimulate economic growth for the City of Barcelona. All these projects and services are included in the Barcelona Smart City strategy with the objective of facilitating citizens' needs and improving their quality of life.

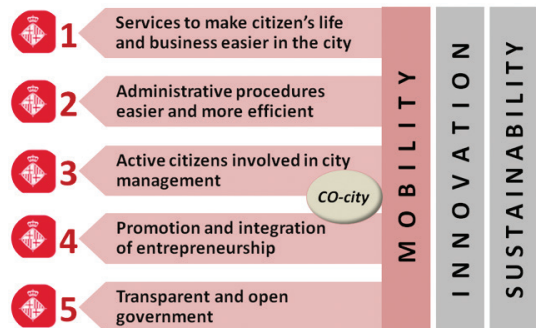


FIGURE 9.5: Barcelona's e-Government Agenda