



**Generalitat
de Catalunya**

e-Catalunya: boosting eGov innovation by Communities of Practice

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Government of Catalonia: innovating the Administration



Inspiring principals:

Transparency

Easy access to contents that are of interest to citizens.

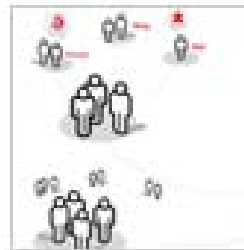


Transaction

Relationship improvement with citizens (Virtual Office for Procedures, Equipment Portal...)

Multichannel

Gencat information through various channels: *gadgets* for mobile telephones.



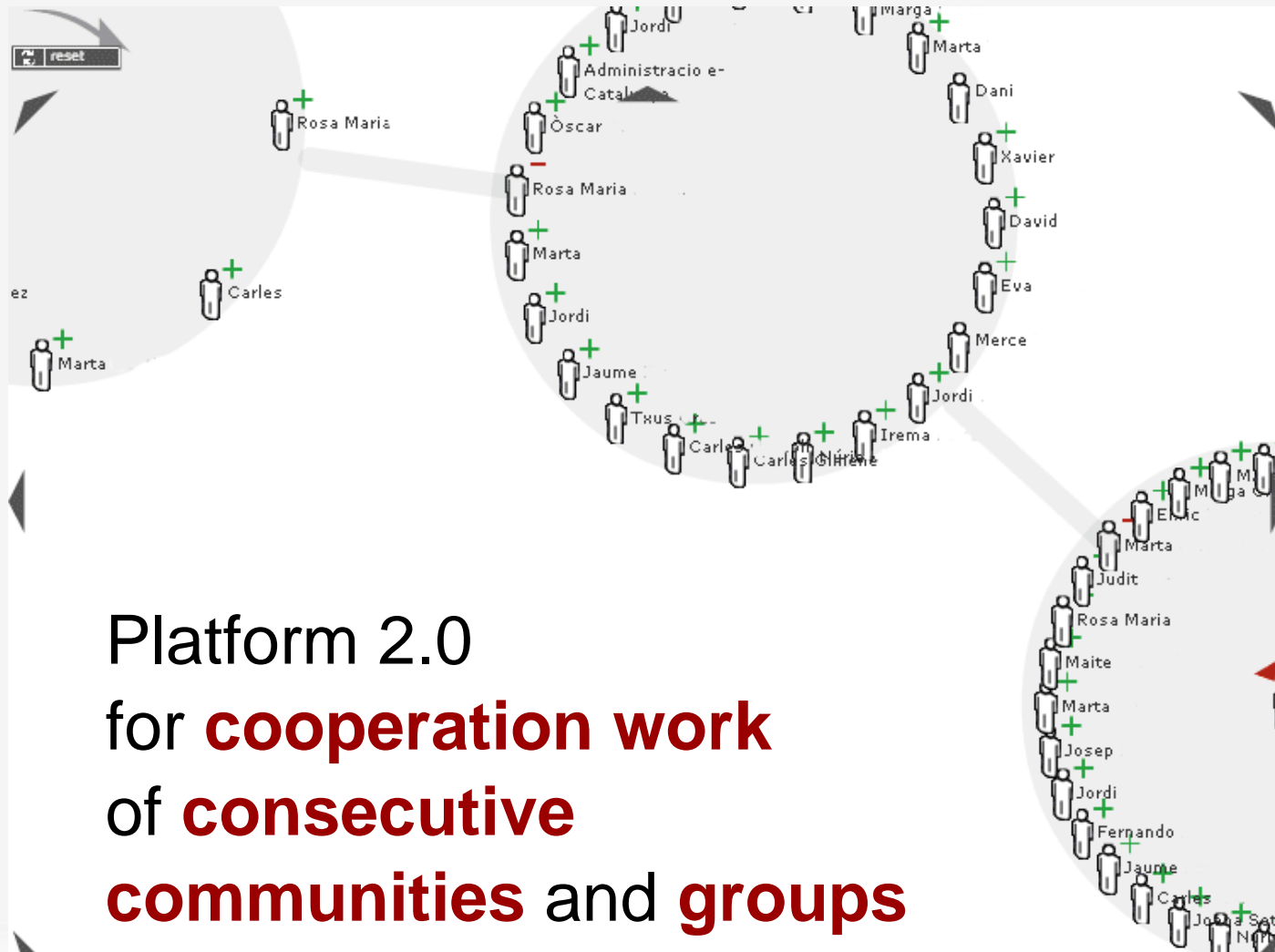
Participation

Interaction and involvement of professionals and citizens.





e-Catalunya Platform





Web 2.0 for the dynamism of professionals of the Government of Catalonia

Conversations silhouettes | Conversational Marketing © Brian Solis CC BY 2.0



With the e-Catalunya platform of cooperation work and social networks, the professionals participate in improving the organization by providing and managing knowledge.





What is happening with the resulting knowledge?



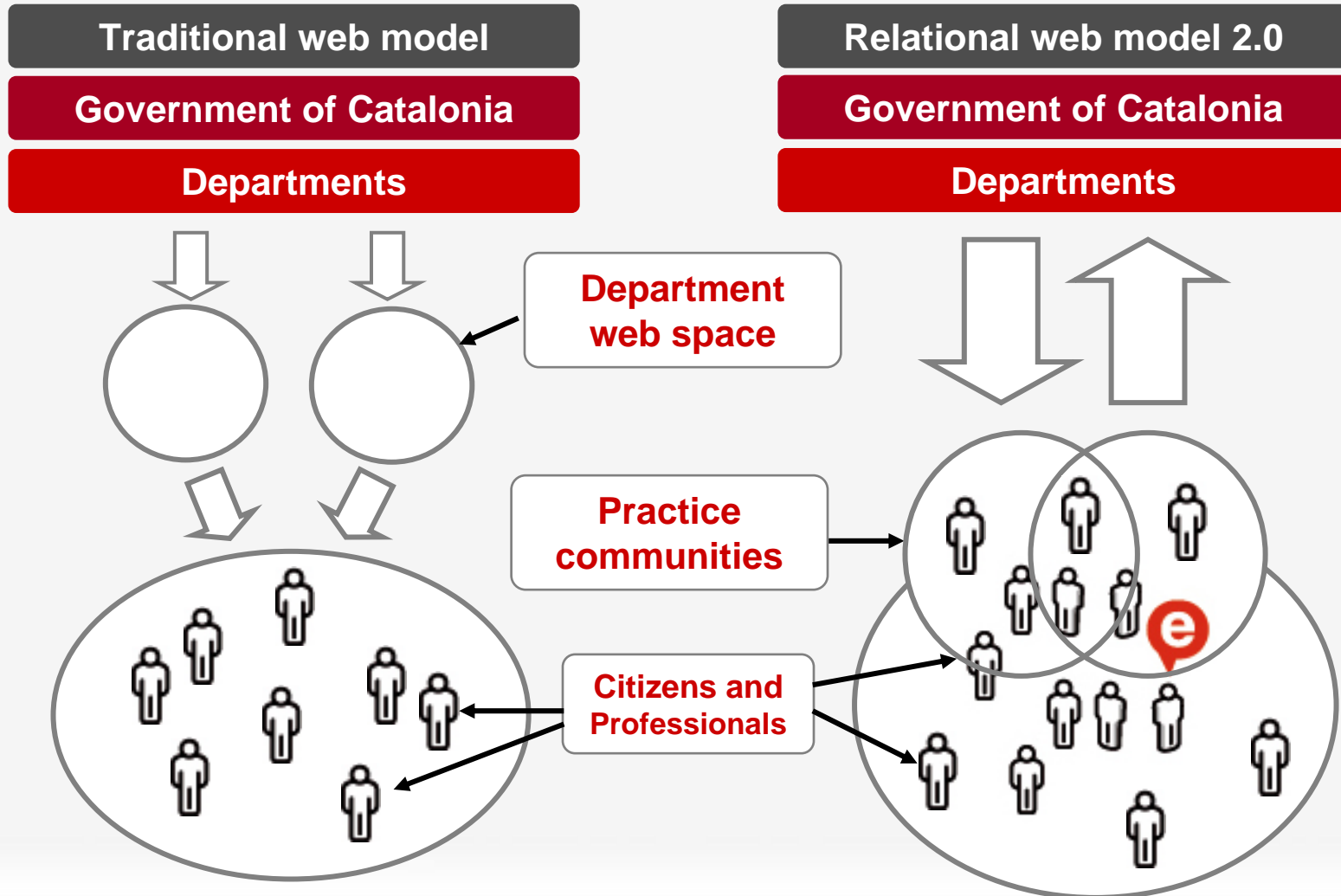
Licences (or legal notices) of open dissemination

The Administration must **change the model of generation of value**, thanks to social networks and 2.0 technology. The **resulting knowledge** must be able to be **reused by citizens**.

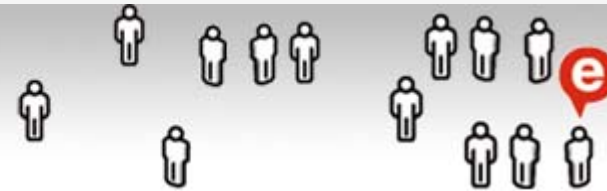




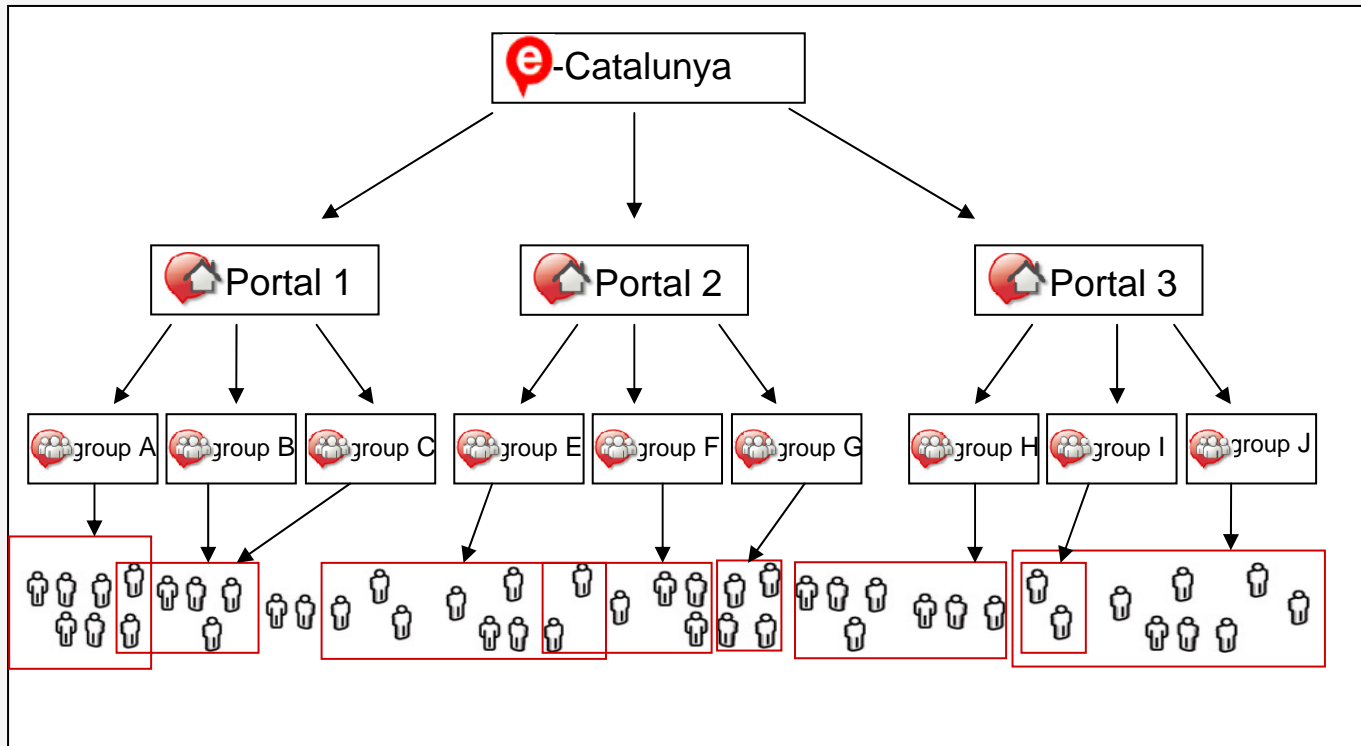
e-Catalunya: collaborative work



e-Catalunya: estructura



Web tool assignment for portals and groups





Practice communities and groups

The department portals collaborate on relevant topics –*hot topics*– to obtain results or knowledge products that improve their work and are more satisfactory.



[iStockphoto](#)





Justice

Knowledge management according to practice community (CoP):

- Family mediators
- Social educators
- Psychologists
- Open environment Juvenile Justice
- Criminal judges
- Social work
- Registrars



Lacasetts-KM © Departament de Justícia, CC BY-NC-ND 2.0

<http://ecatalunya.gencat.net/portal/faces/public/justicia>

- ...



E-community for development cooperation

Virtual work and participation space for NGO and Catalan Government staff to prepare the cooperation strategy for the country.
Example: Nicaragua.



[Wikipedia](#)

<http://ecatalunya.gencat.net/portal/faces/public/cooperacio>

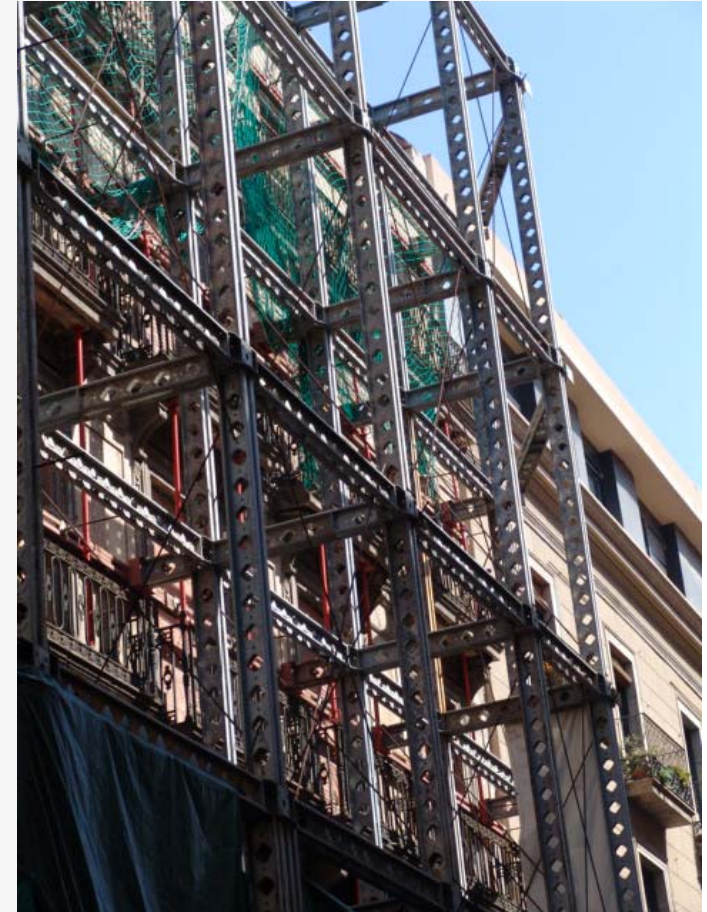




Neighbourhoods with projects

Integral improvement programme for neighbourhoods. Professionals of:

- property renovation
- infrastructure
- coexistence
- sustainable mobility
- suppression of architectural barriers



iStockphoto

<http://ecatalunya.gencat.net/portal/faces/public/barris>



Health Participation

Participation space for professionals:

- medicine
- nursery
- pharmacy
- research
- ...

Debate on protocols, prescriptions, prevention...



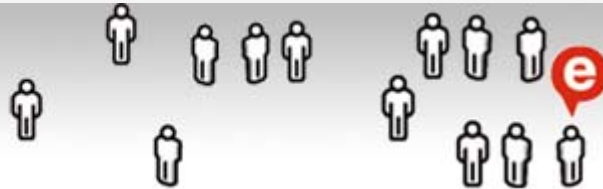
Loretahur, per al bloc Administraciones en red 'Ideas para la sanidad pública'



e-Catalunya: figures (April 2006 – March 2009)



-Catalunya



In June 2009

- **53 portals** (communities)
- Organized into **1,100 groups**
- More than **15,000** registered **users**

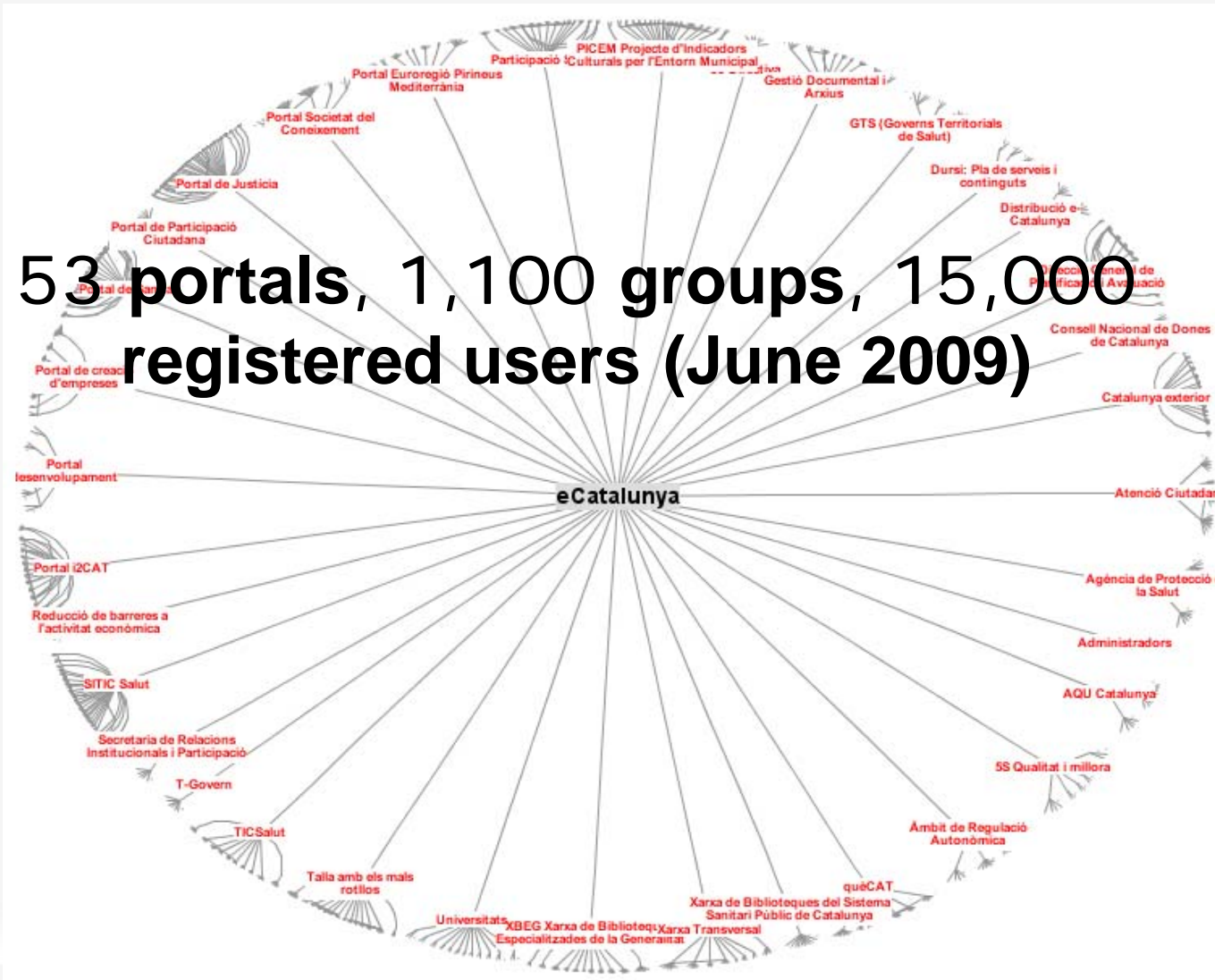




e-Catalunya: figures and map



53 portals, 1,100 groups, 15,000 registered users (June 2009)





e-Catalunya: the team



Project management:



Functional and technological development:



Consulting, training and support (*help desk*):

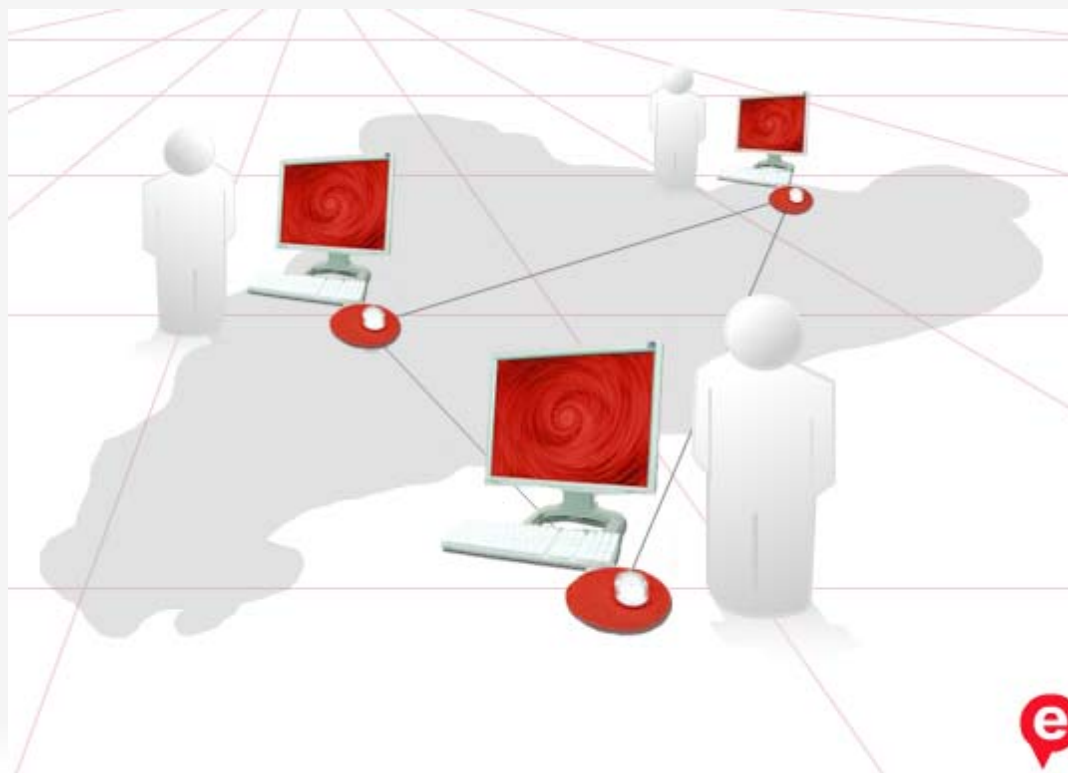




Lessons learnt: with regard to technology



Technology itself does **not** create the dynamism necessary in a community.
It is not the barrier for professionals either.





Lesson learnt: with regard to leadership

The **leadership** (it is necessary to identify the natural leaders) and the **method** are very important.

The role of the administrators and moderators is essential:

- People want to participate; it is necessary to know how to motivate them:
 - Involve the participants, make them feel involved.
 - Provide incentives (recognition, awards).
- Define and inform the common aims to the participants.
- Combine virtual and presential activities that help to create interpersonal connections.
- Manage the emotions. Initial fear, due to lack of information, to be professionally linked with tools 2.0. Insecurity with written communication to blogs, forums...





Errors to be avoided: in cooperation work



1. Have rigid organization structures that are not very versatile.
2. Comply with the learning character of the community – group and guide them clearly only to productive improvement.
3. Do regular metrics that show the return (ROI) to the organization.



Day 26--The pen(cil) is mightier than the sword © dieselbug2007 CC-BY-NC-2.0





How can we continue?



- Bringing together the human and intellectual capital of the people who work for the Administration.
- Sharing and contrasting ideas, good practices and experiences.
- Providing innovative solutions to recurring problems and situations.
- Working and enriching the debate.
- Employing techniques of group revitalization.
- Making efficient and intelligent use of technology.
- Counting on the advice of experts and with the external knowledge of persons and organizations in analogical situations.
- Learning through work about the errors and successes of everyone.





**Generalitat
de Catalunya**

Thank you very much!

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