

Public Administration Sector

2.4

Isdefe provides technical support and specialised consulting services to the General State Administration agencies, aimed at improving their capacity, efficiency and sustainability and supporting their digital transformation and technological modernisation processes to respond to the demands of society.

In the field of public service economic management, Isdefe provides support in the management of public funds, provides technical support for the definition and implementation of contracting strategies, price estimation and analysis, and development of analytical accounting models of cost.





Consultancy for the Improvement of the Administration

Isdefe provides engineering and consulting services for the improvement and modernisation of public administrations, in areas such as strategic consulting, process re-engineering and change management.

This section brings together the activities carried out within this area, both for the Ministry of the Interior and for other Ministries.

Ministry of the Interior / General Traffic Management (DGT)

Provision of specialised services in various strategic areas of the DGT, including the development of regulatory projects, the preparation of the new national road safety strategy, the study of the transformation of mobility, or the improvement in the management of the body itself.

Ministry of the Interior / Deputy Secretariat of the Interior / General Directorate of Traffic (DGT)

Carrying out technical support and advisory activities in the analysis and regulatory adaptation of data protection.

Ministry of Finance / General Directorate of Rationalisation and Centralisation of Procurement (DGRCC)

In 2020, the DGRCC was supported by providing technical support in centralised contracting activities related to the acquisition of personal computers, servers, storage systems, system and development and application software, telecommunications equipment and programmes for voice and data transmission, and printing equipment.



2. OUR SECTORS

Ministry of Labour and Social Economy / Civil Service of State Employment (SEPE)

Within the framework of technological projects and services, according to the 2019-2020 and 2021-2022 Strategic Plans, Engineering, Quality and Safety services have been provided aimed at modernising information systems to improve the services provided by the SEPE to citizens and other public bodies:

- **Programme and Services Office:** “Support for the planning, management, control and monitoring of all SEPE programmes, services and ICT projects”.
- **Safety and Quality Office** that provides consulting support in the field of Safety and Process Engineering, as well as the quality assurance of the information systems that provide services to citizens and management units.

Through the collaboration of both offices, support is provided to guarantee the fulfilment of the interoperability and information exchange needs between the SEPE systems and those of other Public Administrations and external organisations.

Ministry of Justice / General State Advocacy-Directorate of the State Legal Service

Carrying out technical support and advisory activities in the analysis and regulatory adaptation of data protection.

Ministry of Transport, Mobility and Urban Agenda / ADIF

Technical support to the Internal Audit Department, continuing with the review and improvement activities of the processes and control procedures of the maintenance contracts and the acquisition of spare parts.

Ministry of Ecological Transition and Demographic Challenge/ Deputy Secretariat for Ecological Transition and Demographic Challenge / General Directorate of Services

Technical assistance to the Information and Communications Systems and Technologies Division, in terms of adapting regulations to the national security scheme and setting up a security office.





Ministry of Science and Innovation / Technical General Secretariat

Support and advice in the analysis and adaptation of regulations on data protection and the National Security Scheme.



State Agencies / AESA / AEMPS

More than 10 years of consulting and technical assistance services aimed at defining and establishing the requirements of the management by objectives model, the implementation of the complete planning cycle, and the optimisation of management through re-engineering and automation of processes and procedures.

Technical support to AESA in:

- Preparation of the Multi-annual Strategic Plan 2021-23.
- Design and implementation of monitoring indicators.
- Review and update of its processes and procedures. Technical support to the AEMPS in:

- Strategic Plan of the Agency and its deployment in Annual Plans.
- Specific plans for the transformation and re-engineering of its most critical processes, carrying out control and monitoring of all plans and programmes through a Balanced Scorecard using indicators designed for this purpose.
- Design and adaptation of AEMPS to the Common Assessment Framework (CAF) as a total quality management tool, developed by and for the public sector and inspired by the Excellence Model of the European Foundation for Quality Management (EFQM).



Technological Modernisation and Digital Transformation

Isdefe provides support to public administrations for their digital transformation, providing solutions that promote the improvement and innovation of their services and their technological modernisation.

This area of activity includes the activities provided in this field, both for the Ministry of Defence and other Ministries.

Ministry of Defence / Secretary of State for Defence (SEDEF) / General Directorate of Economic Affairs (DIGENECO)

Support in the identification, survey and modeling of management processes of the Deputy Secretariat of Defence, as part of the Ministry's Digital Transformation initiative.

Ministry of Defence / Secretary of State for Defence (SEDEF) / General Directorate of Armament and Material (DGAM) / Management Body (ODIR)

Support in the identification, survey and modeling of management processes of the Deputy Secretariat of Defence, as part of the Ministry's Digital Transformation initiative.

Ministry of Defence / Air Force / General Headquarters / Air Staff (EMA)

Support in the identification, survey and modeling of management processes of the Deputy Secretariat of Defence, as part of the Ministry's Digital Transformation initiative.



Ministry of Defence / Deputy Secretariat of Defence / Technical General Secretariat

As part of the Ministry's Digital Transformation initiative, support has been provided in the identification, survey and modeling of management processes of the Deputy Secretariat of Defence.

Ministry of Universities / Spanish Service for the Internationalisation of Education (SEPIE)

Technical support in the definition and implementation of the electronic management system of public funds, intended for the EU programme to support education, training, youth and sport in Europe (Erasmus + 2014-2020), during 2020, work has been done on the adaptation of the system to the new Erasmus + programme 2021-2027 that is committed to diversity, ecology and digital transformation.



Ministry of Health / General Directorate of Public Health, Quality and Innovation

Provision of services in the evolution of the **Health Information System**, including the interoperability of the digital medical record and the electronic prescription between the Ministry and the Autonomous Communities. We also participate in the standardisation of the medical nomenclature of the National Health System, for the purposes of statistical consolidation and in improving the interoperability of clinical information at the European level.

Ministry of Transport, Mobility and Urban Agenda / ADIF

Technical support for the transversal transformation (processes, cultural change, operating models, etc.) of information systems, through the establishment of a **support office for management, coordination and digital transformation**, to:

- Centralise functional and financial information at the portfolio level of plans, programmes and projects.
- Minimise the number of unsuccessful projects, improving productivity and continuously increasing the delivery of value.
- Increase cost efficiency.
- Promote digital transformation and cultural change.
- Increase quality and safety in all areas of action.
- Improve information and knowledge, facilitating higher levels of understanding, communication and transparency.



2. OUR SECTORS

Ministry of Transport, Mobility and Urban Agenda / State Agency for Air Safety (AESA)

Technical support in:

- Planning and supervision cycle of the Information Systems and Technologies function, derived from the Information Systems and Technologies Strategic Plan.
- Project management related to the construction, start-up and maintenance of information systems and ICT services.
- Definition and methodological implementation of the Information Systems and Technologies function.
- Establishment of a new systems development management model applying agile methodologies (Lean, Scrum, etc.).
- Implementation of digital administration tools in administrative procedures.
- Design and maintenance of ICT infrastructures, in the implementation of software quality assurance, in the information security management system and with the General Data Protection Regulation.
- Support in the management of incident and service request processes, asset management and configuration management.

Ministry of Foreign Affairs, European Union and Cooperation / AECID

Support in its digital transformation, in the activities of identification of needs, coordination and supervision of solution providers, and improvement of the life cycle in terms of information systems and technologies.

- Action Plan for Digital Transformation of the Agency,
- Contributions in the Digital Cooperation Plan, and the Recovery, Transformation and Resilience Plan.
- Control and monitoring of the development and implementation of systems based on G-ONCE, JAVA and SAP technologies.



Ministry of Justice / Secretary of State for Justice

In the **Justice Modernisation** programme, it has been supported by:

- The planning, design, execution and automation of judicial information systems tests in accordance with ISO 29119 (Software and Systems Engineering-Software Testing).
- The life cycle and configuration management of these applications.

These services are included in the actions of development and implementation of digital services of the Secretary of State for Justice and seek to achieve **an effective, efficient, innovative administration focused on citizens and professionals.**



Ministry of Justice / SDG of Planning and Digital Transformation

Participation in the implementation of the programmes for the **Digital Transformation of Justice**, through technical and management support to the **Technological Modernisation projects of Minerva and LexNET**, and **Dashboards** for monitoring the Administration of Justice.

Support in European Union projects for the interconnection and interoperability of Justice Administrations, including eCodex, Court Database and eSENS.

Support in the functions of Secretary of the State Technical Committee of the Electronic Judicial Administration (CTEAJE).

Ministry of Justice / SDG Innovation and Quality of the Judicial and Fiscal Office

Collaboration for the deployment of Judicial Offices and Fiscal Offices, according to the new model with shared services. Technical support in the definition of the objectives and plans of the Justice 2030 programme, to establish the strategies and lines of action for the **modernisation of the Justice Administration**.

Ministry of Justice / Deputy Secretariat of State for Justice / General Directorate of Legal Security and Public Faith (DGSJFP)

Consulting on security, interoperability, efficiency and systems engineering, especially in everything related to the implementation and deployment of the **New Civil Registry Model**. Advice on the application and compliance with the European Data Protection Regulation and on the adaptation of the National Security Scheme (ENS) in all the services that are the responsibility of the General Directorate.

Ministry of Economic Affairs and Digital Transformation / State Secretariat for Digitalisation and Artificial Intelligence / General Secretariat for Digital Administration (SGAD)

Execution of technical activities to support the SGAD in the field of digital administration, collaborating in the progress and monitoring of actions in the fields of security, interoperability, planning and reporting of results, both nationally and internationally.

Collaboration in advising on its adaptation to the National Security Scheme (ENS), in the evolution and improvement of the National Interoperability Scheme, as well as in the definition of a next cybersecurity operations centre.





Support for the Economic Management of the Civil Service

Isdefe provides support to the General State Administration in the management, evaluation, monitoring and continuous auditing of Public Fund Programmes, both national and European. It also carries out activities related to analytical accounting through the calculation of rates and their structuring, and the provision of consulting services for the design of strategies, policies and analysis of technical-economic information for regulatory bodies and supervisors of services in regulated markets.

This section groups the activities carried out within this area, both for the Ministry of Defence and for the rest of the Ministries.

Ministry of Defence / Secretary of State for Defence (SEDEF) / General Directorate of Economic Affairs (DIGENECO)

Subdirectorate General for Contracting, support activities in:

- Implementation of the Excellence Model in purchasing management in the Public Sector.
- Implementation of a code of ethics and an observatory for the purchasing function.
- Design of a risk management system in contracts.
- Design of the social policy applicable in contracting, as well as a practical guide to incorporate social aspects in contracts.
- Preparation and processing of regulations on contracting.
- Annual Procurement Report of the Ministry of Defence.
- Annual Contracting Plan of the Ministry of Defence (PACDEF).
- Purchasing strategies of the centralised MINISDEF categories and their monitoring.

Contracting Board, technical support in:

- Processing and execution of the files of the Contracting Board of the Ministry of Defence.



Subdirectorato General of Accounting, support in:

- The maintenance and evolution of the Analytical Accounting model in the 6 Budget Services of the Ministry of Defence (SUBDEF, EMAD, SEDEF, ET, AR and EA).

Ministry of Defence / Secretary of State for Defence (SEDEF) / General Directorate of Infrastructures (DIGENIN)

Subdirectorato General for Planning and Environment, collaboration in the following areas:

- Centralised acquisition and support in the management, monitoring and control of energy supplies (electricity, fuels and natural gas).
- Preparation of technical documentation for internal and / or external audits / controls of management processes.
- Participation in projects and international forums related to energy efficiency and the environment.
- **Subdirectorato General for National Heritage**, support in activities related to aeronautical easements.



Ministry of Defence / Secretary of State for Defence (SEDEF) / General Directorate of Economic Affairs (DIGENECO)

Support to the Cost Evaluation Group (GEC), participating in the entire acquisition process, from the estimation of the cost of the complete life cycle, acquisition, operation and retirement, of the systems and infrastructures, to the cost analysis that allows setting the price in those specific systems whose price is not regulated by the market.

Action to analyse the viability of programmes and provide valuable information to the planning authorities for decision-making.

Ministry of Defence / Institute of Housing, Infrastructure and Defence Equipment (INVIED)

Technical support to INVIED in the field of support in management areas, highlighting the use of the implemented CANOA analytical accounting model and support in public procurement processes.



2. OUR SECTORS

Ministry of Defence / Navy / Headquarters of the Navy Logistics Support (JAL)

Support to the contracting body and the procurement board through:

- Advice on public procurement.
- Support in the implementation of electronic tendering.
- Support in the processing of all types of recruitment files.
- Support to the procurement board.



Ministry of the Interior / General Directorate of Traffic (DGT) / National Road Safety Observatory (ONSV)

Specialised consulting for the treatment of technical information, monitoring and control of the documentation of the annual calls for research grants in Road Safety and in support programmes for Victims of Traffic Accidents.

Support for the identification of research and innovation needs in the 2021-2024 environment.

Ministry of the Interior / General Directorate of the Civil Guard / Headquarters of Technical Services of the Support Command

Technical assistance services to provide support in the management of different projects promoted both through **Innovative Public Procurement, CPI**, and the different innovation programmes, as well as in the development of procedures and technological activities that must be carried out in each one of them.



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Ministry of Foreign Affairs, European Union and Cooperation / General Directorate of Sustainable Development Policies (DGPOLDES)

Technical consulting services for the calculation and review of the evaluation of Official Development Assistance (ODA), in the analysis and statistical evaluation, with Big Data techniques, for the preparation of technical information to be presented at the meetings of the organisations and multilateral development initiatives, mainly the OECD Development Assistance Committee and the United Nations.

Ministry of Finance / General Directorate of European Funds (DGFE)

Technical support to the DGFE, as the National Managing Authority for ERDF funds, both in the Multi-regional Programme and in the regional programmes:

- Choice of Electronic Administration operations and technical assistance in the public sector.
- Corresponding management verification.
- Designation of Intermediate Organisations.

Support to the ERDF axis regarding the strengthening of the response capacity to the health crisis caused by COVID-19, which has allowed the DGFE to achieve the compliance objectives for the period, and has materialized a significant return of ERDF funds to Spain for recovery of health expenses caused by the pandemic.

Ministry of Economic Affairs and Digital Transformation / Secretary of State for Energy and Business Support

Collaboration as a Technical Engineering Unit in Debt-to-Investment Conversion Programmes in different African countries such as Senegal and Mauritania. This mechanism for recovering part of the External Debt serves to promote the participation of Spanish companies in technology and capital goods export projects.

Isdefe supports renewable energy projects throughout the entire development cycle, especially rural electrification projects.

During 2020, Jordan has collaborated with the Spanish and Jordanian authorities as the Programme Office in the construction of a Solar Plant in the Azraq region.

Ministry of Industry, Commerce and Tourism (MINCOTUR) / Secretary of State for Commerce

During 2020, of particular note is the technical support for:

- Supervision and monitoring of the construction of a 120 MW wind farm in Egypt.
- Company Internationalisation Funds (FIEM), evaluating projects and carrying out ex post verifications.



Ministry of Territorial Policy and Public Function / General Directorate of Regional and Local Cooperation

Technical support in the management of various operational programmes within the European Regional Development Fund (ERDF) and the European Social Fund (ESF), in the field of territorial policy.

Technical support in the control of projects co-financed through these programmes.

Ministry of Universities / Spanish Service for the Internationalisation of Education (SEPIE)

Support to SEPIE in the management of the Erasmus+ Programme and in the procedures associated with the grants awarded through this programme.



Ministry of Science, Innovation and Universities / SE Universities and RD&I / General Directorate of RD&I / SDG Innovation Promotion

Carrying out the improvement of the processes and tools of the Reasoned Reporting system for tax deductions for business investment in RD&I, in such a way that the response time for requests from the national industry has been substantially improved.

State Agencies / AESA / AEMPS / AEMET

Isdefe has been providing consulting and technical assistance services for more than 10 years aimed at complying with the regulatory requirements established in terms of economic information, both budgetary, analytical and management, making proposals for improvement and development of systems that facilitate analysis and provision of information on economic management of the activity of Public Bodies that allows correct and efficient decision-making.

In particular, it has supported:

- **AESA:**

In the operation and continuous evolution of the Accounting Information System, providing economic information that shows a true and fair view of the equity, the financial situation, the results and the execution of the budget; as well as the operation and continuous evolution of the management and income control systems.

- **AEMPS:**

In the integration and consolidation of the accounting and management systems, as well as the revenue management system, proposing new financing plans for the Agency through the design and establishment of the amount of fees.

- **AEMET:**

Support was provided in calculating AEMET's real costs by providing financial information to the European Commission and the National Supervisory Authority in their function of reviewing the Agency's performance plan.



National Commission of Markets and Competition (CNMC)

Specialised analysis activities that facilitate decision-making in the CNMC, by allowing the assessment of potential **price regulation** scenarios of the supervised sectors, in terms of compliance with regulatory objectives and their impact on the market.



Image: www.cnmc.es / Press room images

Support in the **analysis of the systems that contain the economic information** and the degree of automation thereof and the preparation and presentation of the annual accounts and in the accounting and issuance of economic and financial reports.

Support for the use of a **Regulatory Cost Information Model (IRC Model)**, for the supervision of the regulated activities of electricity and natural gas transportation.

Support services in defining the remuneration of electricity and natural gas transportation activities.

Consulting services to support the design of strategies, policies or plans and the analysis of technical-economic information, in the transport, postal and telecommunications sectors.

Consulting services to the Directorate of Telecommunications and the Audiovisual Sector (DTSA) to carry out analysis and studies in the field of electronic communications:

- Periodic analysis of the evolution of broadband infrastructures at the national level, results that make it possible to continuously evaluate the conditions of competition in the telecommunications market.
- Verification of the results of the accounting models for determining the costs of regulated electronic communications services.



2. OUR SECTORS

Prado National Museum (MNP)

Technical support services in the operation, review and continuous evolution of the analytical accounting system in order to comply with the requirements set forth in the General Public Accounting Plan, as well as in the integration of applications and optimisation of procedures and management tools of the Museum.

Support in the preparation of studies and reports on the costs, rates and public prices associated with the finalist activities of the Museum and in the identification, prioritisation, and proposal of actions for the improvement of processes associated with the economic management and the control system of management.

Reina Sofía National Art Centre Museum (MNCARS)

Support in the areas of economic-financial management, highlighting the use of the implemented CANOA analytical accounting model.

Spanish Radio Television Corporation (CRTVE)

Technical support services in the control and monitoring of the centralised electricity supply contract:

- Preparation of monthly estimates.
- Preparation of monthly audit.
- Monthly monitoring of the execution of the contract.

Provision of consulting services for the definition of the strategy and preparation of the specifications for the new centralised contract for the period 2021-2023.

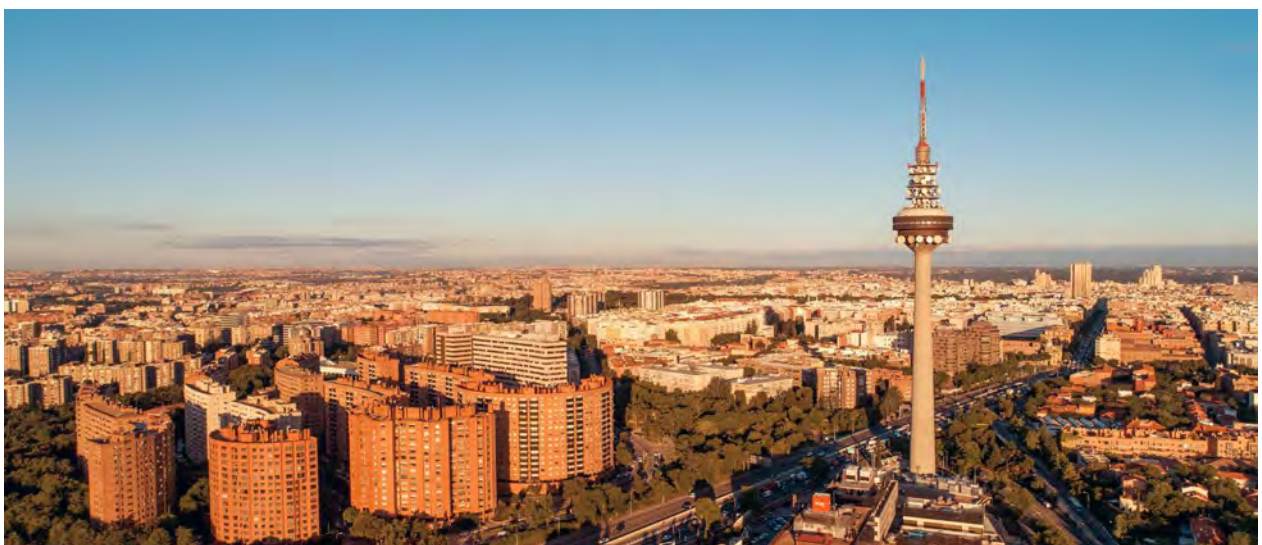


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