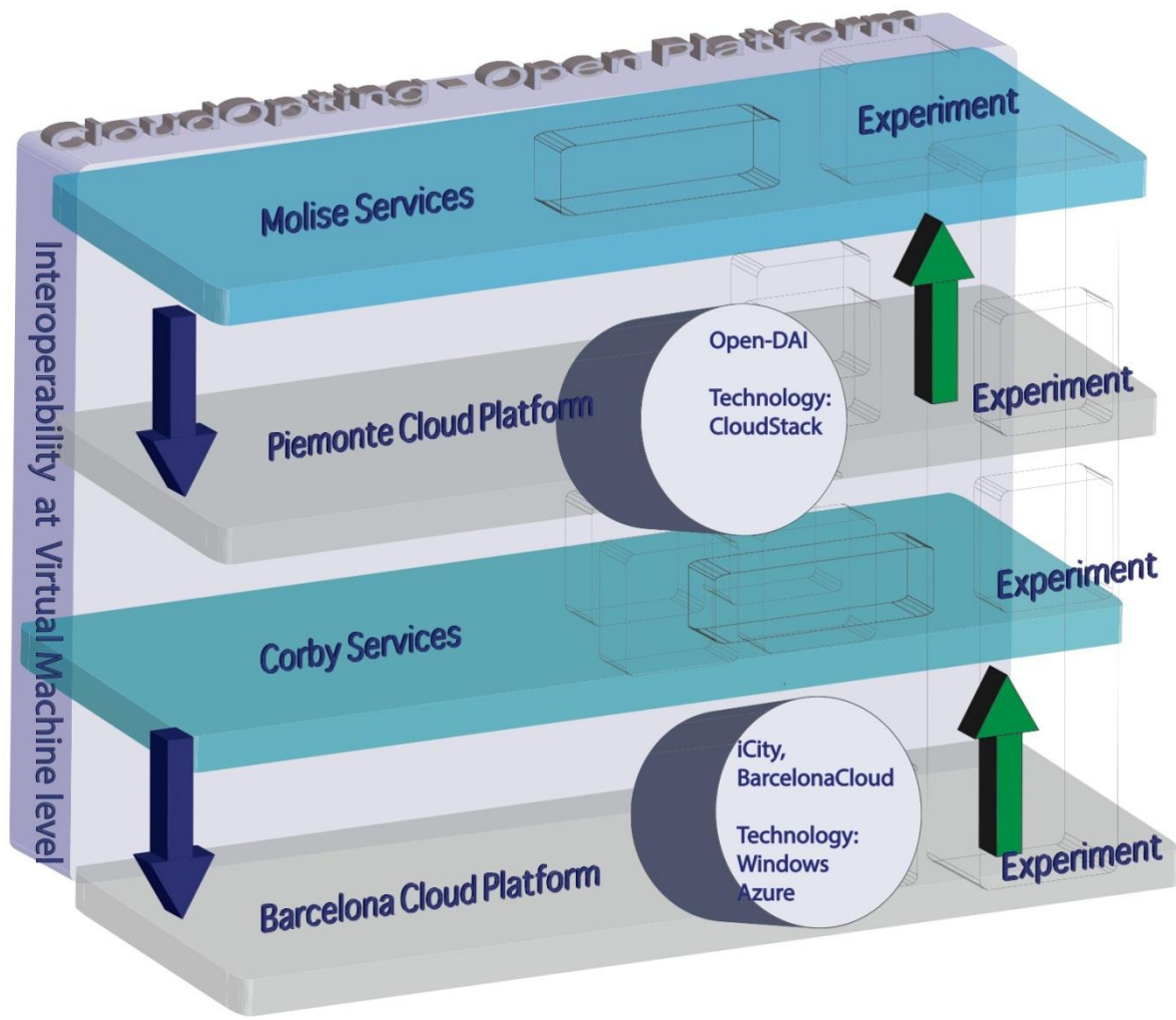# Migration of Open Public Services to the Cloud and Provision of Cloud Infrastructures

- 3-year Project co-funded by the EU ICT Policy Support Programme under the Competitiveness and Innovation Framework Programme (CIP)
  - Budget: 6.443.182€
  - EC Contribution: 3.221.591€

BRUSSELS, MARCH 2014

CLOUDOPTING ARCHITECTURE

Increase the usage of cloud computing by public administrations by providing a "plug-and-play" platform where public institutions and government bodies can:

- migrate existing IT systems in order to deliver online public services to citizens and third-parties,
- centrally manage operational data and citizen information within a controlled environment, and
- allow citizens to develop innovative new services

Cloudopting

- Support the effective and efficient delivery of public administration services.

- The platform will accelerate service delivery enabling public administration to build cloud services from in a bottom-up approach, re-use public cloud services or transform existing infrastructure.

- Will provide consumer-oriented front-end interfaces and tools, which are quite intuitive to operate, resulting in an increased expectation and demand for complex services in ever-reducing timescales.

- The project will allow public administrations and private companies to create new services capable of interacting and sharing information among them.

Cloudopting

1. **USER PA-C: A Public Administration with the necessary cloud infrastructure**
   - To provide services to the citizenship and to other municipalities in the region

2. **USER PA-NC: A Public Administration with no cloud infrastructure**
   - To receive services from other municipalities in the region or cross-border

3. **Town and city citizens**
   - To receive services no matter where they come from

4. **Private companies**
   - To use the public services to develop their business as well as new market applications

1. BARCELONA CITY: will provide services to their citizenship and to the borough of Corby

2. CSI PIEMONTE: will provide services to the Piedmont Region citizenship and to the Molise Region

3. CORBY borough: with no cloud infrastructure, will receive services from Barcelona City

4. MOLISE:

Application: IRIS (incidents, complaints and suggestions)

Activity field: Requests Management
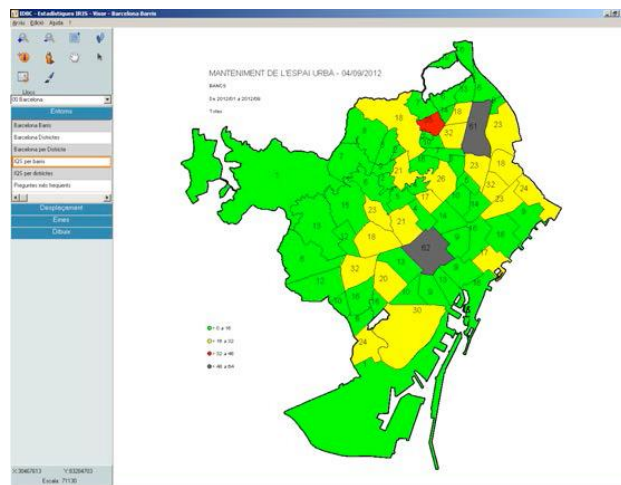
Location: Barcelona

Total number of users: 1200 (municipal employees)

Migration of the current request management system (IRIS) to the Cloud: within this experiment, Barcelona will migrate its current requests management system, deployed in 2005, to the Cloud by means of the CloudOpting platform.

IRIS manages the whole life-cycle of incidents, complaints, service requests, acknowledgements, queries and complaints made by citizens who interact with the system directly through a web and a mobile application, or going to a citizen service office. IRIS includes a back office where the municipal employees analyse and solve the request and communicate with the citizens. It also includes a visual plugin to geolocalize the request.

IRIS manages around 200,000 requests per year, and it is one of the systems best valued by both citizens and municipal employees. However, it was developed under the standard J2EE Barcelona framework and its evolution and maintenance are complicated. Barcelona wants to seize the opportunity to not only renovate the system, but to migrate it to the cloud and share it with other municipalities.

Thank you for your attention.

For further information, please contact:

Ignacio Soler

T. +34 600 580 080

Ignacio.soler@smartpartners.eu

Cloudopting

WP	Timing	WP Leader
WP 1 Coordination and Management		IMI
Task 1.1 Project coordination	M1-M36	IMI
Task 1.2. Project technical management	M1-M36	ATOS
WP2 Open Cloud Shared Platform Architecture		ATOS
T2.1 Requirements Analysis	M1-M6	ATOS
T2.2 Design and deployment of the Open Cloud Infrastructure	M4-M24	IMI
T2.3 Linkage of Cloud Platforms through open interfaces	M13-M18	WELL
WP3 Deployment and shifting existing and new innovative cloud services		TEAMNET
T 3.1 Requirements definition	M4-M9	SP
T 3.2 Mobility Services	M8-M20	WORLDLINE
T 3.3 Environmental & social Services	M8-M20	CSI
T 3.4 Open Data Services	M8-M20	SDG
T 3.5 Internet of Things Services	M8-M20	TEAMNET

WP4 City Pilots Deployment and Validation		WELL
T4.1 Specification of pilot scenarios	M18-M21	WELL
T4.1 Development of pilot scenarios	M20-M35	IMI
T4.1 Reproduction and validation plans	M29-M35	ATOS
WP 5 Business Models and sustainability of the solution		SDG
T5.1 Business models	M1-M17	SDG
T5.2 Develop a full business case	M10-M25	SDG
T5.3 Generic and common approach models	M10-M19	SDG
T5.4 Local action plan / Models	M20-M36	SDG
WP 6 Dissemination and Impact		SP
T6.1 Dissemination Plan	M1-M36	SP
T6.2 Online Dissemination	M1-M36	SP
T6.3 Offline Dissemination	M9-M36	SP