



WORLDWIDE GOVERNMENT
SOLUTIONS FORUM 2012

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Deputy Major, Tres Cantos



Tres Cantos City Hall

Our experience with the cloud

Beatriz de Munck Loyola

Deputy Major

**Council of Organization, Quality and Society
Information**



Cloud Power



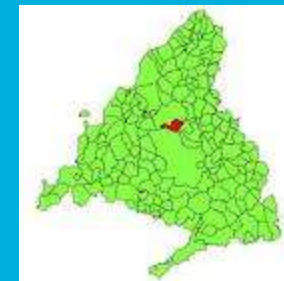
Complaints and suggestions

TRES CANTOS

179th Municipality of Community of Madrid
Established: 21st of March 1991

42.000 inhabitants
50% under the age of 30
90% with home Internet access

City of Science and Innovation



Ciudad de la Ciencia
y la Innovación

Complaints and suggestions

Why do we choose the cloud?

Technological forefront



Simplicity and quickness of integration



Zero investment



No maintenance or backups



365 x 24 x 7



Efficient use of energy

Complaints and suggestions

Propose objectives

Substitute imagination for investment

Improve channels of communication with citizens

Unified control and administration of Citizen Service

Provide a quality service

Complaints and suggestions



Complaints and suggestions



QUEJAS Y SUGERENCIAS

Estamos a la **ESCUCHA** y **RESPONDEMOS**. Danos pistas sobre tus inquietudes o manifiesta tus quejas. Te contestaremos por correo electrónico

68%



PREGÚNTALE A

Si quieres saber algo de primera mano de nosotros puedes formular una pregunta. Te contestaremos directamente, por medio del correo electrónico. Queremos **INTERACTUAR** contigo.

32%

Complaints and suggestions



The screenshot shows the Facebook page for 'Ayuntamiento de Tres Cantos - Atención Ciudadana'. The page features a navigation menu on the left with options like 'Inicio', 'Información', 'Actividad de tus amigos...', 'Estadísticas', 'Atención Ciudadana', 'Eventos', 'Flickr', 'Notas', and 'Enlaces'. The main content area includes a header with the organization's name and a 'Servicio Atención Ciudadana' button. Below this, there are two main sections: 'QUEJAS Y SUGERENCIAS' (Complaints and Suggestions) and 'PREGÚNTALE A' (Ask Us). The 'QUEJAS Y SUGERENCIAS' section states: 'Estamos a la ESCUCHA y RESPONDEMOS. Danos pistas sobre tus inquietudes o manifiesta tus quejas. Te contestaremos por correo electrónico.' The 'PREGÚNTALE A' section states: 'Si quieres saber algo de primera mano de nosotros puedes formular una pregunta. Te contestaremos directamente, por medio del correo electrónico. Queremos INTERACTUAR contigo.' At the bottom, there are social media sharing options for Twitter and Facebook, and a footer with copyright information for 2011 Ayuntamiento Tres Cantos.

Presence and integration
in Social Networking

Listen, answer, share

Greater efficiency in
responses

Be more transparent

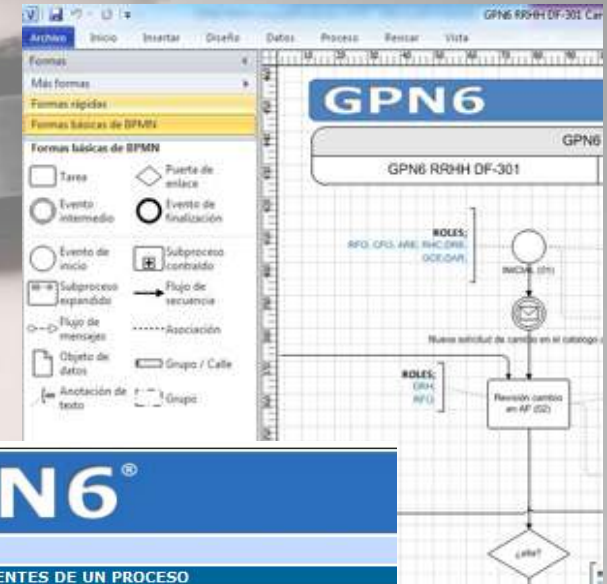
Complaints and suggestions

Workflow of process

It organizes and controls tasks, resources and rules needed to complete the files.

Means to be efficient

Saving time and improving productivity and efficiency. Immediate responses.




The screenshot shows the 'LISTA DE EXPEDIENTES DE UN PROCESO' interface. The selected process is '60'. The list of cases is as follows:

ID	EXPEDIENTE
201100043	Marta Olivar - gpn6 [gpn6@hotmail.es]
201100044	Inocencio Martínez - [gpn6@hotmail.es]
201100047	Dolores Peña - GPN6 [gpn6ayuntamientos]

Complaints and suggestions

Participation

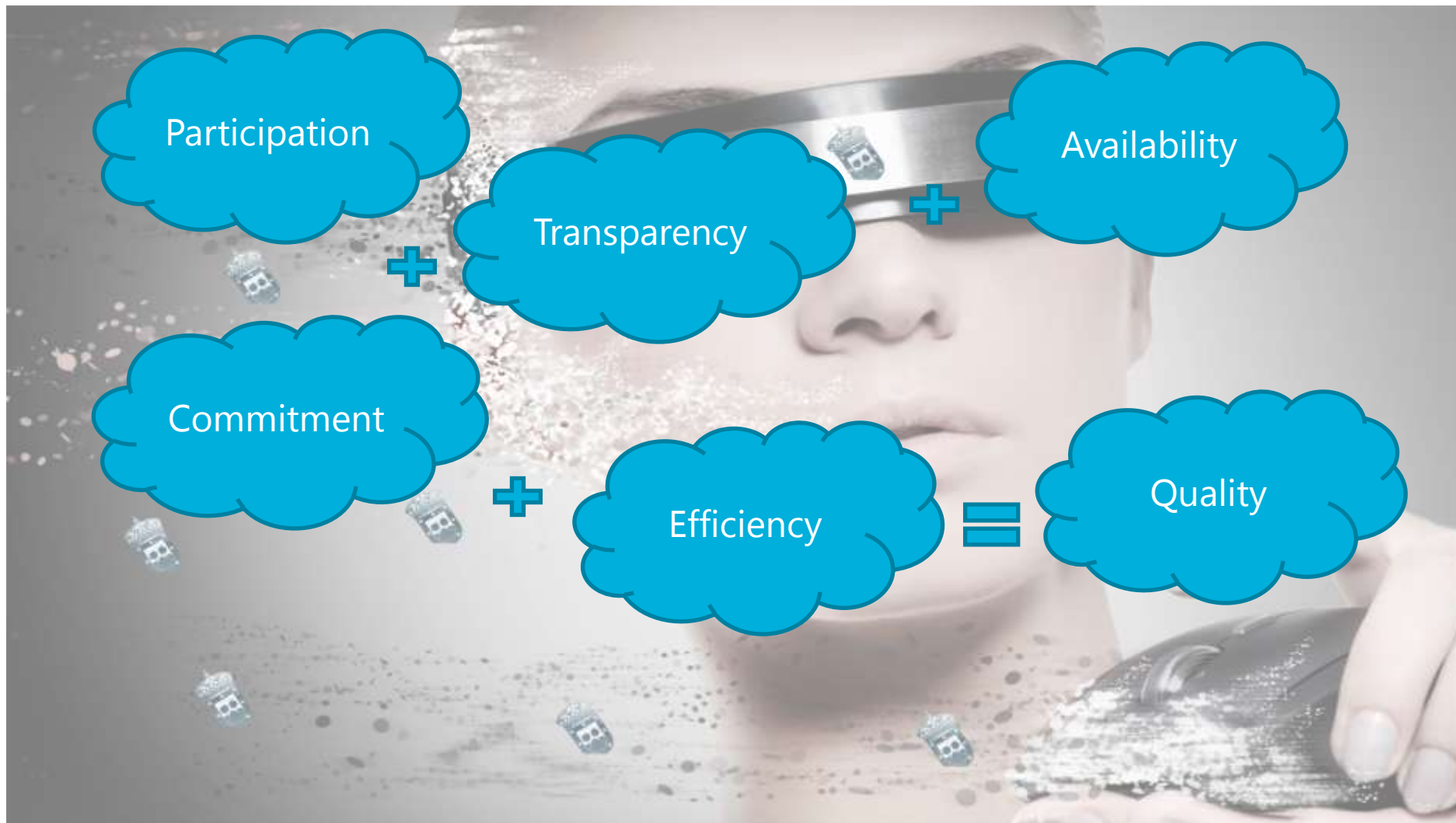
Availability

Transparency

Commitment

Efficiency

Quality



Complaints and suggestions



Thank you for your attention