

Overcoming the business support jungle: the one stop shop initiatives

Experiences from the PURE COSMOS project



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**Interreg
Europe**



European Union | European Regional Development Fund



Challenges: PUblic authorities Role Enhancing COmpetitiveness of SMEs



- Supporting SMEs.
- Reducing the weight of public administration.





COMUNE DI GENOVA



Partnership and results

- 8 Partners
- 45 GPs
- 10 Study visits
- 8 Peer reviews
- 8 Import workshop



RAPs



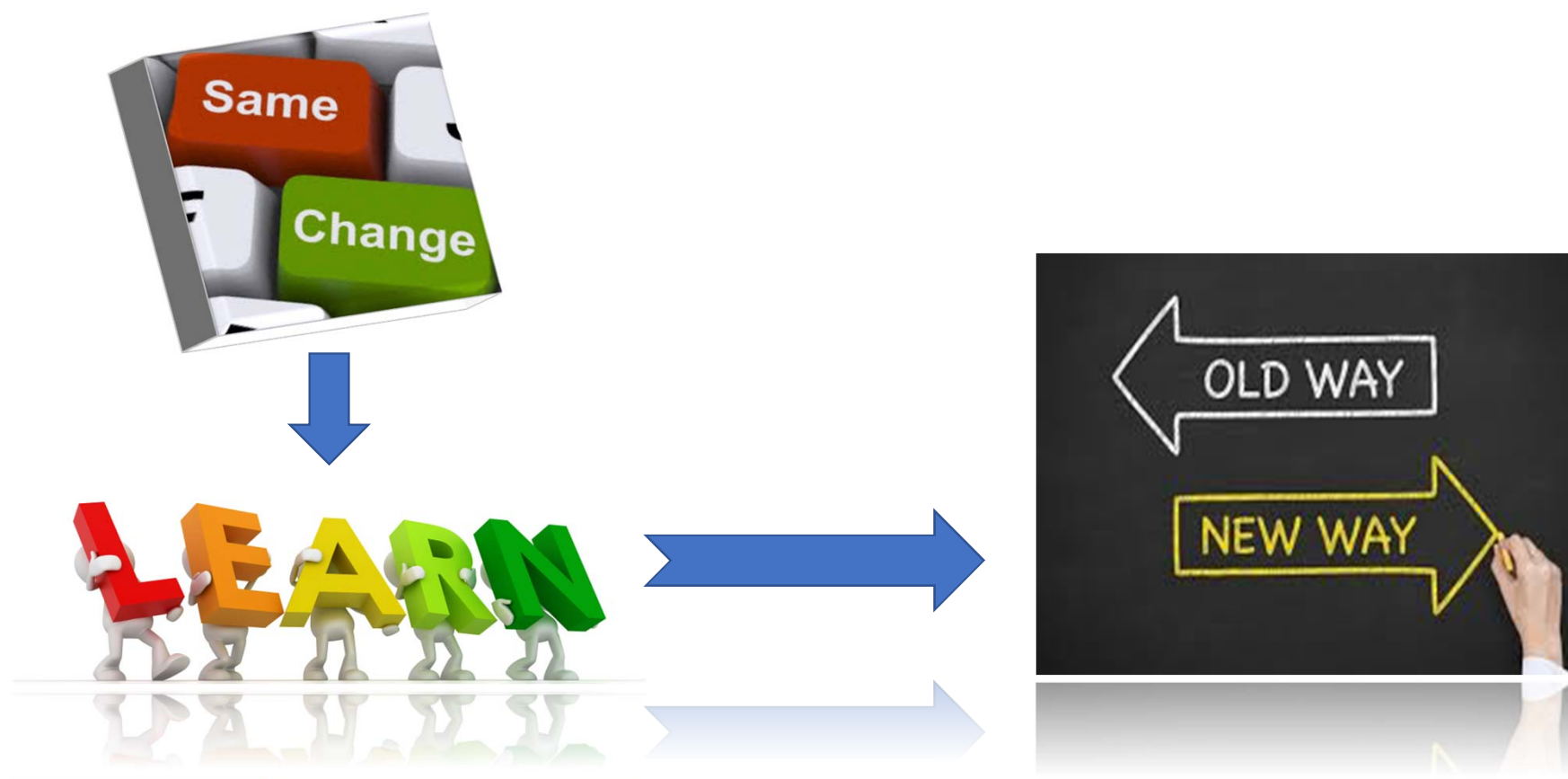
Phase 2





Regional Action Plan.

A tool for the partner resulting from local and interregional exchange



Overcoming the business support jungle

Catalonian One Stop Shop



About Catalonia



7,5M
Inhabitants



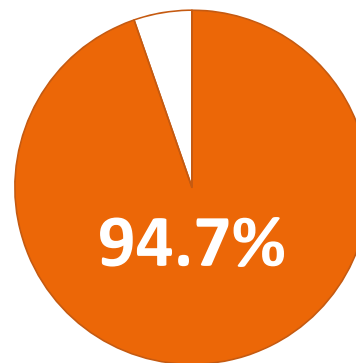
316.000
Civil servants and
employees from all
administrations



The Catalan economy



606.512 companies with workplace
(11/10/2018)



of companies with fewer
than 10 workers and
more than half have
no employees

About Catalonia



State

(Administración General del Estado)

Constitution law, taxes



Regional

(Generalitat de Catalunya)

Workplace approval



Local

(city council)

Activity approval

3 levels
of Public
administration

***Opening a
business in
Catalonia
was a long
and complicated
process***





Catalan OSS

Business is in the center

OSS:

The only reference point for entrepreneurs, business and intermediaries in their relationship with the Administration.

Integration services

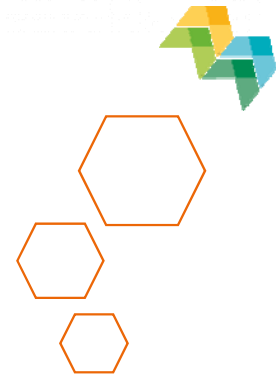
Multiadministration

Unified processing

Network

Multichannel

Speed
and
efficiency



Implementation: What have we done so far?



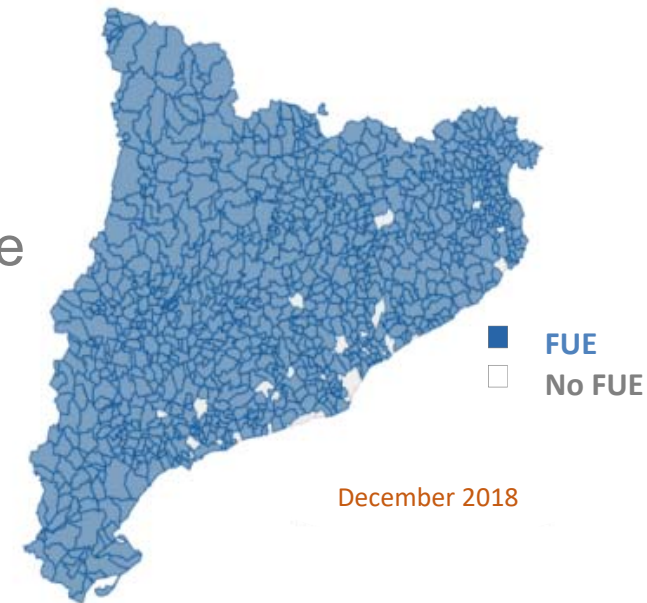
Legal scope

1 Law 16/2015 of simplification:

develops the One Stop Shop model, oriented for the entrepreneurs.

2 Implementation of the OSS in the territory

2018: 916 city councils incorporated in the OSS, this represents a 97% out of the total.

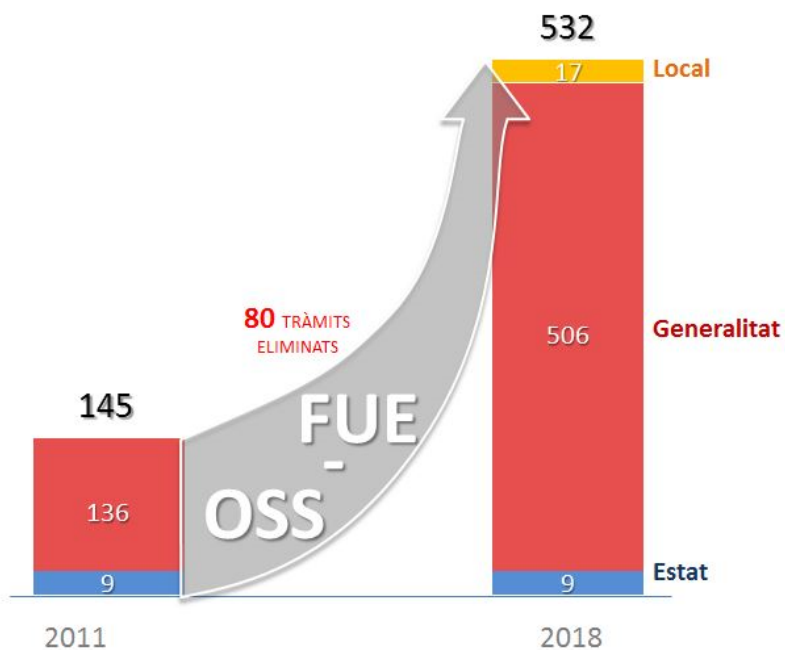


Implementation: What have we done so far?

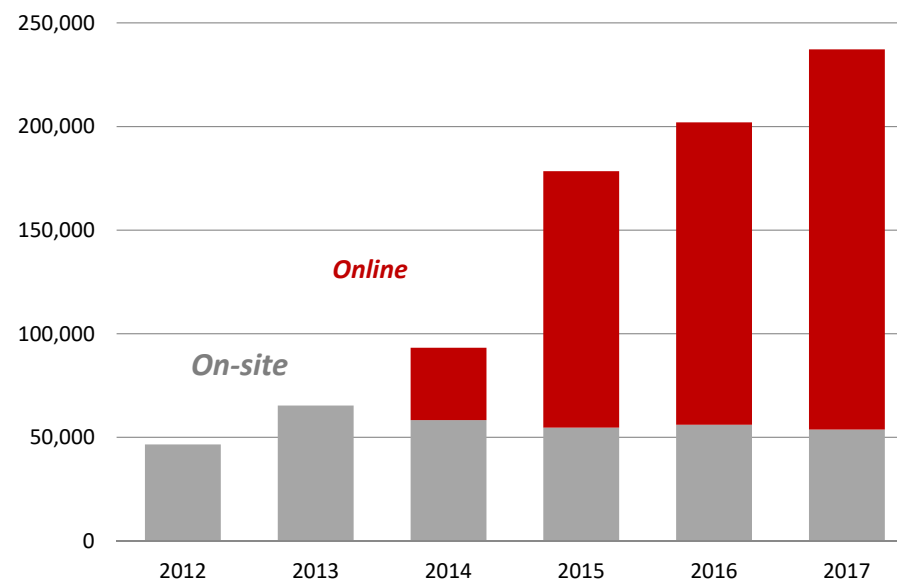


Organizational scope

- 1** Increase in the number of procedures of the catalogue



- 2** Increase in:
- the number of files
 - the online files



Implementation: What have we done so far?



TIC scope

1 **canalempresa.gencat.cat:**

Reference channel for those procedures affecting the economic activity.

784.452 Website visits

2.971.542 Web page views

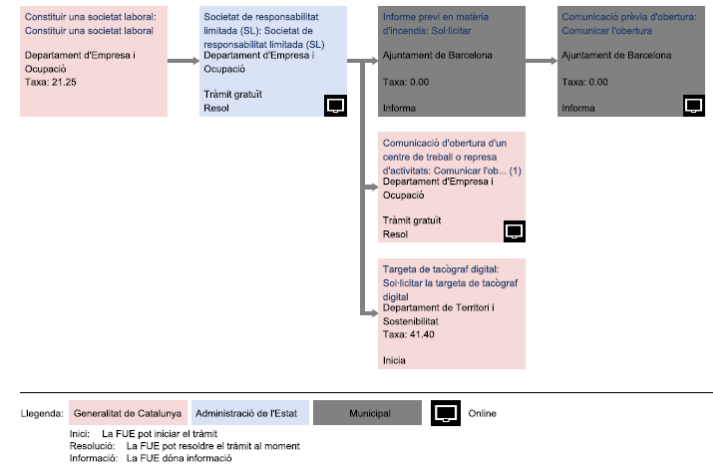


87.270

Companies with their personalized data in "My folder"

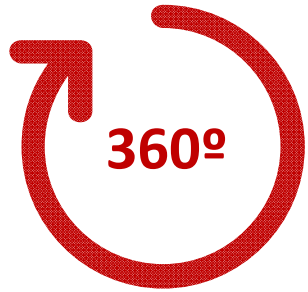
2 **Guided search of the procedures:**

A tool focused on entrepreneurs, who can quickly and easily know which procedures apply to their needs, by answering a set of questions.





Where are we going to?



1

The company MUST CONTROL his DATA:

- **Only once principle**
- Working with data instead of forms
- Achieving coherence: to standardize information and define a common language for all the players.

2

Transparency:

- Offering enterprises all data we have
- Knowing in an easy way and multi-device which formalities they have done and to know the state of them in each moment.

3

Offering new services

- **Companies:** financing and other advisory services, support and help to innovation and internationalization.
- **Intermediaries:** managing roles of professional presenters



IN COURSE:

new Law on the promotion of economic activity in the digital environment

encourage **technological change** to use a more agile and efficient data and **add value** to the services provided to companies and professionals.



Main Obstacles overcome



The
cross-departmental-administration
level nature of the project,
which affects a large number
of actors in different
government authorities





Modifications to the regulatory framework are required to ensure that this simplification has a significant impact on entrepreneurs.



The modification process is long and tedious, given the numerous regulations involved



The need
for new technological platforms
to facilitate new forms of processing based on
the change in the relationship model





Resistance to change in some of the units
responsible for the procedures.

The leadership in those cases not always have been strong enough.



Transferability



Transferability



OSS project is perfectly transferable to other European states or regions as they share the same model of intervention in economic activity:

- Different levels of government
- Similar legal framework
- Administrative difficulties that companies have to open a business are shared in most other countries

Transfer of Catalonia's OSS Good Practice to Genoa



The skyline of Genoa at the start of PURE COSMOS



CAPITALIZING on the Municipality's previous experience:
e-payment platform (p@goPA)
one stop shop for productive activities (Enterprise in one day)



ACHIEVE progressive integration
& standardization of processes



1 peer review in Genoa March 2017
2 study visits in Barcelona November 2017 and March 2018
1 Import workshop in Genoa July 2018



ISSUES

fragmentation

no procedural uniformity

resistance to change



CATALONIA OSS
GOOD PRACTICE



OPPORTUNITIES

reingeneering of processes

standardization of processes

actions of change management

Catalonia's OSS as a model:

- INCORPORATION OF ALL PROCEDURES AND SERVICES FOR SETTING UP AND RUNNING A BUSINESS
- ENCOMPASSING DIFFERENT PUBLIC LEVELS INVOLVED
- ENTERPRISE/CITIZEN AT THE CENTRE OF ADMINISTRATION ACTIVITY



GENOA's REGIONAL ACTION PLAN:
end of PURE COSMOS Phase 1

first line of intervention:
ANALYSIS OF AUTHORIZATION PROCESSES AND INTEGRATION OF SERVICES

second line of intervention consists of two sub-activities:

- CORPORATE COUNSELING
- STRENGTHENING OF ADMINISTRATIVE CAPACITY

rationalization of economic development front office

Back office integration

Objective for 2020: end-to-end system for processes & services for Construction Industry



ANALYSIS OF PROCESSES SO FAR ADDRESSED

Assessment of IT

Assessment of administrative processes

Reconnaissance of authorization processes, through interviews and technical roundtables:

- Players involved and roles
- Activities
- Fluxes of information
- Models of interaction among players (internal/external)
- Support tools (software, apps, office automation tools)

Reconnaissance and analysis of existing softwares in use for authorization procedures:

- OSS for Productive Activities (SUAP)
- OSS for Enterprise (SUIP)
- OSS for Construction Industry
- IT system for administrative management of Driveway Permits
- IT system for administrative management of occupation of public spaces, surface digging etc.

Economic Development

OSS for Construction Industry

Occupation of public spaces, Driveway permits etc.

OUTPUT

- ✓ Synthesis document of assesment
- ✓ Map of authorization processes
- ✓ Responsibility, matrix

OUTPUT

- ✓ Applicative map of authorization processes

Transfer of Catalonia's OSS Good Practice to Florence







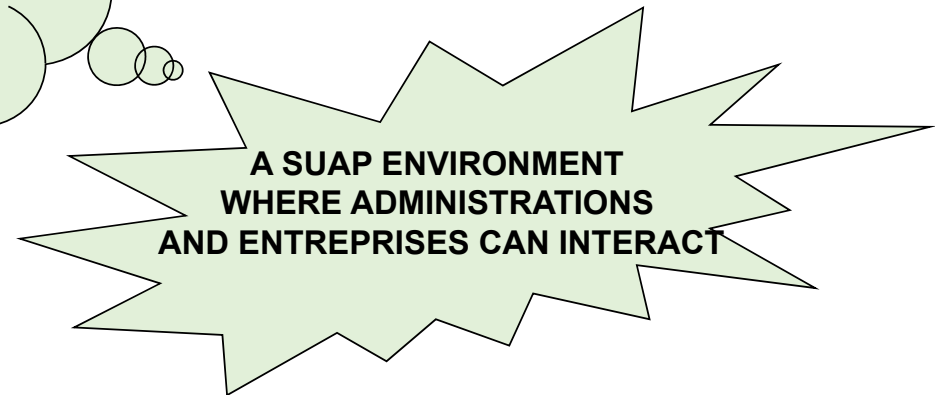
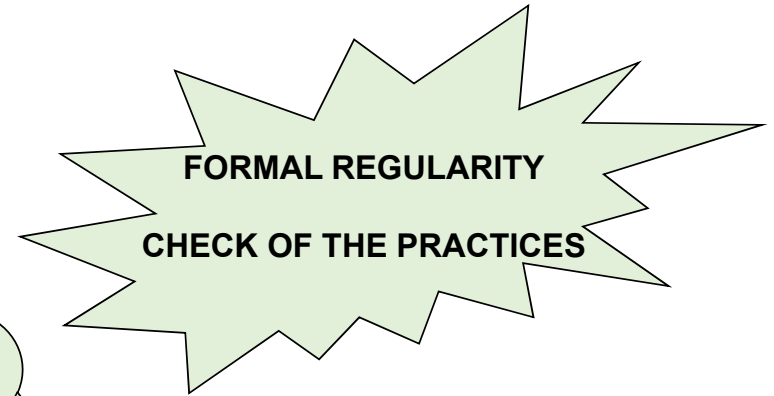
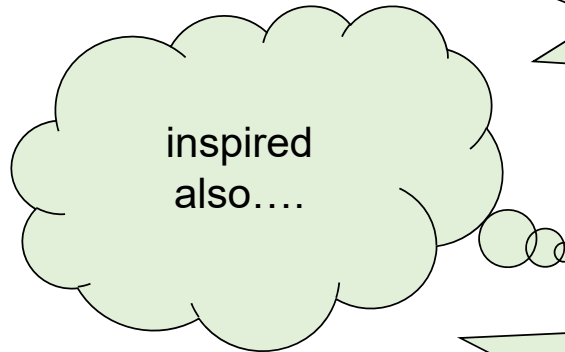
YEAR	PEC (certified electronic mail) MUNICIPALITY OF FLORENCE	ON LINE MUNICIPALITY OF FLORENCE	STAR TUSCANY REGION
2014	63%	37%	—
2015	43%	57%	—
2016	24%	76%	—
2017	22%	69%	9%
2018	19%	55%	26%



From the Catalan experience... and beyond ...?



NETWORK OF
ADMINISTRATIONS
and
UNIFIED
PROCESSING





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