



Decree 110/2021, of 31-3-2021, which approves the Regulation of the organizational structure, operation, missions and powers of the Office of Processes of the General Administration.

Government

Regulations

Decree 110/2021, of March 31, 2021

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Statement of reasons

Law 10/2019, of February 15, amending the Administration Code, of March 29, 1989, aims to regulate the use of new technologies that, under the generic name of electronic administration, include a followed by regulatory measures that promote the modernization of public services, and under the legal system of a new regulatory framework to order the use of these means, both in the internal sphere and in that of the relations of citizens with the Public administration.

The implementation of this new operating system, which must also seek to advance the interoperability and interconnection systems of the Public Administration and other private bodies and companies, requires a governance model to launch the services digital tools that allow the General Administration its relationship with society.

Likewise, Law 31/2008, of 18 December, on economic recovery measures adopted a whole package of measures aimed at the economic recovery of Andorra, and also at easing administrative procedures. Thus, in article 22 the Government is empowered to gradually incorporate the simplified procedure and other procedures susceptible to this simplification, including, among other aspects, the use of new technologies in the aforementioned procedures.

On the other hand, and as a reference for this rule, Law 35/2014, of November 27, on electronic trust services and the Decree of 1-7-2015 approving the Regulation of electronic administration in the area of the General Administration of the Principality of Andorra, which have created the Office of Electronic Trust Services of the Principality of Andorra in order to enshrine, among other more specific circumstances, the right to communicate with the Administration by electronic means. This measure, similar to other comparative law experiences, has demonstrated the numerous benefits that this type of structure brings for users and for the Administration itself.

The health crisis situation caused by the SARS-CoV-2 coronavirus has also highlighted and accelerated the need to develop the use of telematics tools in the relationship between the Administration and the administered, as well as the need to simplify, digitize and automate the internal processes of the Administration and procedures with citizens and companies.

Given the existence of several projects to implement technological tools and systems in the General Administration, such as the organization's management and planning systems, the document management system, the electronic signature system or the electronic file , among others, a transversal vision is necessary that puts these tools in perspective and coordinates the operation of workflows through all these tools in an efficient and coordinated manner.

Under the protection of this regulation and these facts, the Government creates the Office of Processes of the General Administration with the objectives of improving the efficiency of the General Administration through the implementation of management by processes and achieving more orientation from the General Administration to the administrators, citizens and companies.

The Office of Processes of the General Administration makes available to the General Administration a framework to implement, manage and improve its processes in a coordinated, transversal and homogeneous way, and bring together interministerial synergies to establish common procedures for different processes , to homogenize technological platforms and to rationalize human and material resources.

Process management represents a change towards a less bureaucratic, more transversal management model aimed at meeting the needs of the final recipient of the Administration's services, focused on the simplification, standardization, digitization and automation of processes that are used in the General Administration and in its relationship with the administrations, bodies, entities, bodies, sectoral organizations and any public or private entity, always in accordance with the approaches and technical framework of the information services, and any other strategy or internal policy of the General or National Administration on digital transformation.

To this end, this Decree determines the functions, missions, powers and composition of the Office of Processes of the General Administration, guarantees the participation of all departments of the Administration in a transversal and integrated manner, in a context of relational administration and multilevel government, and emphasizes the figure of the Office of General Administration Processes as that of a public manager, a fundamental piece for the change towards electronic administration so that it becomes the engine of technological, organizational change and organizational culture of the General Administration.

Considering the Constitution of the Principality of Andorra, of April 28, 1993;

In view of the Government Law of December 15, 2000;

Given what has been stated, the Government, at the proposal of the Minister of Civil Service and Simplification of Administration, in the session of March 31, 2021,

Decree:

Single item

The Regulation on the organizational structure, operation, missions and powers of the Office of Processes of the General Administration is approved, which enters into force the day after it is published in the Official Gazette of the Principality of Andorra .

Regulation of the organizational structure, operation, missions and powers of the Office of Processes of the General Administration

Article 1. Office of Processes of the General Administration

The Office of Processes of the General Administration is created (from now on, “the Office of Processes” or “the Office”), as a service attached to the ministry in charge of information systems, to develop the simplification , the standardization and continuous improvement of the Administration's processes, in accordance with the approaches and the technical framework of the information services, and any other national strategy or policy on digital transformation.

Article 2. Missions of the Office of Processes

1. The main mission of the Office is the implementation of process management in the General Administration, understanding processes as the set of activities and related tasks that transform input elements into results, products or services, and understanding process management as a structured, analytical and systematic management that identifies, designs, implements, reviews and improves processes in a transversal and result-oriented manner.
2. The Office of Processes makes available to the General Administration a framework to implement, manage and improve its processes in a coordinated, transversal and homogeneous way, and to bring together interministerial synergies to establish common procedures, to homogenize technological platforms and to rationalize human and material resources.
3. It is the mission of the Processes Office to favor the alignment and integration of the processes of the General Administration with those of the rest of the Public Administration, and with any other entity in the public or private sector.

Article 3. Objective of the Office of Processes

The aim of the Process Office is to improve the efficiency of the Administration, optimizing its human and material resources, and the services that the Administration provides to citizens and companies through process management.

Article 4. Powers of the Office of Processes

The powers of the Office of Processes are the following:

- a) Participate in the digital transformation projects of the General Administration.
- b) Direct, manage and directly control the projects that are under their jurisdiction, or the direction on behalf of a department of transversal monitoring of the portfolio of projects that are under their jurisdiction in a centralized and coordinated manner.
- c) Prepare and maintain the process map and catalog of procedures of the General Administration.
- d) Prioritize the processes and procedures that must be implemented and make proposals.

- e) Carry out functional analyzes of existing internal and external procedures or define new ones, which includes defining or coordinating the definition of workflows, information and documentation, through the different information systems.
- f) Make proposals, to the responsible functional units, to manage the change caused by the implementation of process management and new procedures: proposals for regulatory and organizational changes, training and information actions, or others.
- g) Collaborate with the Department of Information Systems in the automation and digitization of procedures.
- h) Collaborate with the Department of Information Systems in the definition of the workflows of the procedures of the General Administration and parameterize the objectives and indicators of the processes to monitor them. The definition and parameterization must be done with the organization's process management tool or with any other tool dedicated to this purpose.
- i) Propose to the directors of the Government departments the management model of the processes and procedures implemented, which includes the establishment of metrics and indicators of the procedures, the setting of objectives, the monitoring of the objectives, the identification of opportunities for improvement and the development of the improvement plan for each applied process.
- j) Measure satisfaction with the service received from administrators and public workers, and establish and manage continuous improvement procedures.
- k) Provide the Administration with methodologies, tools and techniques oriented towards process management.
- l) Support public policies and contribute knowledge to develop projects according to the methodologies of the Process Office.
- m) Propose rules or regulations associated with the development of new processes and procedures.
- n) Review the current legislation and its proposed amendments regarding processes, procedures and digital transformation of the General Administration.
- o) Ask the departments and their dependent or linked organizations and entities for all the information that is necessary for the exercise of the functions of the Process Office.
- p) Establish and coordinate transversal work teams to develop process management.
- q) Convene and chair the meetings, with the departments and with their dependent or linked bodies and entities, that are necessary for the fulfillment of their functions.
- r) Receive the initiatives related to the exercise of their functions formulated by the organs, entities, bodies, sectoral organizations, citizens and any public or private entity.
- s) Any other competence expressly entrusted to him by the Government in matters of process management and digital transformation of the General Administration.

Article 5. Structure of the Office of Processes

The Office of Processes is made up of a manager who coordinates a permanent team of the Office and a transversal team of civil servants, public workers of an indefinite nature and temporary public workers assigned to the simplification and process projects of all the departments of the 'Administration.

The permanent multidisciplinary team of the Process Office must be made up of three technicians with profiles that incorporate, at least, skills in the areas of process management, technology, procedure management, human resources management, political science, law, organization and communication.

Article 6. Operation of the Process Office

1. The Processes Office is assisted, for the exercise of its functions, by the necessary administrative and material support of the departments. Each ministry, body and entity linked to or dependent on a ministry must appoint one or more people in charge, who will be the interlocutors with the Process Office.

2. The Processes Office has sufficient personal, technical and financial means to carry out its functions.

3. The Process Office carries out its activity with resources from the Office itself or in collaboration with specialized third-party companies.

4. The Process Office must implement its own processes to manage the demand for services, to establish the quality model - which includes the monitoring of service quality and customer satisfaction -, to launch the necessary tools, to set the methodological model to develop management by processes, and to manage and administer the Office and its resources.

Article 7. Report and reports of the Office of Processes

1. The Office must prepare a report that, at least, must contain a summary of the level of execution of the projects carried out by the Office, and must submit it annually to the minister in charge of the systems of the information

2. The Office, in case of disagreements or differences of opinion with the services regarding the improvement proposals made by the Office itself, must issue a report that must be sent to the head of the ministry of affiliation of the Office, with a copy to the head of the ministry in charge of the service or services, so that it can be raised to the Government and the appropriate solution or proposed solution can be taken. Reports on proposals must be motivated by both parties.

Additional provision

The Ministry of Finance and the Ministry of Public Function and Simplification of Administration are authorized to make the necessary budget adjustments to comply with the provisions of this Decree.

Derogatory provision

Any provision of equal or lower rank that opposes or contradicts this Decree is repealed.

Which is made public for general knowledge.

Andorra la Vella, March 31, 2021

Xavier Espot Zamora
Head of Government

