Generalitat de Catalunya
Departament de Treball

Department of Labor of the Catalonian Government
www.gencat.cat/temes/cat/treball.htm

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Industry
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Challenges
- Perform all department procedures electronically
- Attach documents to forms
- Simplify information management within the department
- Provide access to forms via a free application

Solution
- Benefits and services delivery

The Catalonian Government Department of Labor is using Adobe LiveCycle Enterprise Suite software to streamline processing forms for its Online Registry of Accredited Companies.

Results
- Delivered ability for forms to be completed offline anywhere and at any time
- Reduced errors and improved quality of data by automating data collection processes
- Achieved ability to validate data automatically and prepopulate previously supplied data in forms

Systems at a glance
- Adobe LiveCycle Enterprise Suite software. Modules include:
  Adobe LiveCycle Designer ES
  Adobe LiveCycle Forms ES

Department of Labor of the Catalonian Government

Government agency increases responsiveness to constituents and expedites processes using Adobe® LiveCycle® Enterprise Suite software

The Department of Labor of the Catalonian Government handles labor relations, employment, social economy, cooperatives, self-employment, and occupational and continuous training for Catalonia. In 2004, the department launched a master plan aimed at modernizing the infrastructure and direction of its information systems toward eAdministration.

Simplifying processes for citizens

In 2006, Catalonia passed a law stating that subcontractors in the construction sector had to be entered into a registry established by each autonomous community. In May 2008, to support the new law, Catalonia created the Online Registry of Accredited Companies (REA).

The goal of the REA is to simplify not only the submission process for companies but also the department's internal management. As a solution, the Labor Department elected to create a completely online registry solution.

The Department of Labor solicited technical and financial proposals for the REA project. Indra Systems was selected for several reasons, including the company's knowledge and experience with Adobe LiveCycle Enterprise Suite software, including the Designer and Forms modules.

Led by the General Director of Labor Relations, and more specifically the Security and Health at Work Branch, the project involved a large team. Department staff from the Information Technology Team (ITC) and staff from Indra collaborated on the project. The team led the development of the citizen access portal, the design of the necessary forms, and processing of data contained within the forms. It also led both the technical and logistical aspects of the creation of the department's internal management system, and the production launch of the entire project.

The participation and collaboration of the central services of CTITI, the government entity that ensures the direction, management, planning, and control of computer services and telecommunications for the Catalonian Government, was central to the project, especially during the project's initial phase. This group was responsible for coordinating and aligning communication among IT directors in each department for the project.
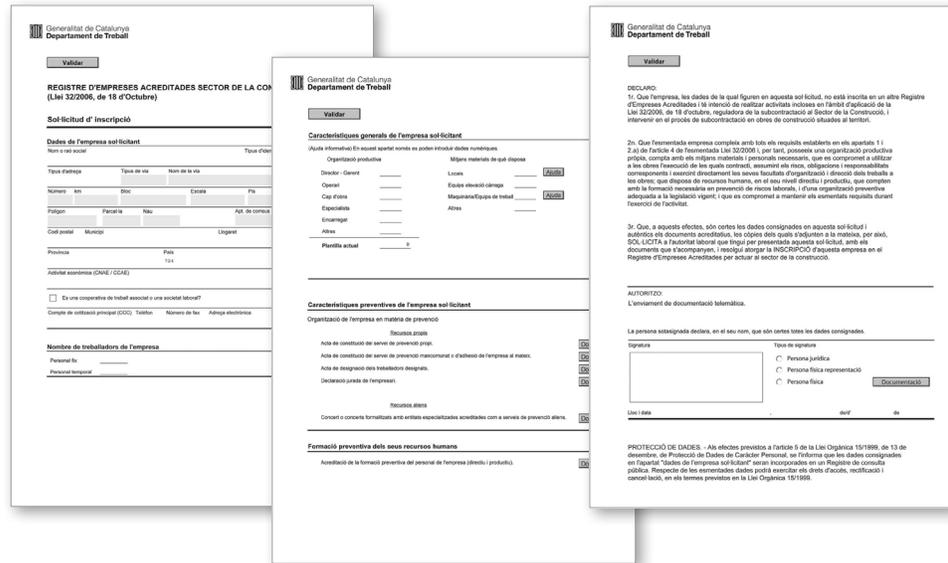
Forms that simplify work

Maite Sainz de la Rosa, project manager at the Department of Labor, says that the dynamic, electronic forms capabilities within Adobe LiveCycle ES software serve as a good gateway for the information provided by citizens and businesses. "Dynamic forms provide us with diverse opportunities for efficiency and can be sent electronically, which was our ultimate goal in this project," says de la Rosa.

According to Javier Alonso Santamaria, project leader for Indra, the best software solution for providing quality service at no cost to users was to design the forms as dynamic PDF forms using Adobe LiveCycle Designer ES, which allows users to access them with the free Adobe Reader®. Moreover, Adobe LiveCycle ES software enables the creation of complex forms, such as those needed in the REA.

The dynamic PDF forms guide users, indicating the next field that needs to be completed and blocking those that should not be completed according to the previously provided responses. As a result, when a company has already submitted an application to the Department of Labor, the new form they receive will be pre-populated with any information previously provided, so users will not have to re-enter that information.

Created and delivered with Adobe LiveCycle ES software, including Designer and Forms modules, Catalonia's Online Registry of Accredited Companies simplifies the submission and processing of forms associated with construction contractors registering with each autonomous community. Dynamic forms, delivered in PDF, help ensure the completeness and accuracy of data entered. The forms indicate the next field that needs to be completed and blocks those that should not be completed according to the previously provided responses.

"Adobe LiveCycle ES and dynamic forms are the best way for citizens and businesses to complete their processes electronically."

Maite Sainz de la Rosa
Project manager,
Department of Labor of the
Catalonian Government

Another factor that added complexity to the project, which was solved by Indra and Adobe software, was that applicants needed to attach documents to the forms. Now, when forms are received in the department, Adobe LiveCycle Forms ES extracts the information in XML and inputs it into a database, at the same time sending the attachments to a document management system.

Alonso Santamaria highlights the benefit of collaboration with Adobe throughout the project. "We needed to be able to attach files to forms that could later be digitally signed. Adobe provided an elegant solution," he says.

Ease of administration

As a key goal for the project, the department wanted businesses and citizens to view the use of electronic forms as an asset rather than a burden. Mercé Homs Obradors, IT director of the CTITI, states that it was important for users to view a smart form as if it were a paper form. "With our Adobe solution, users can download the form onto their PC, and use it without the need to be connected to the Internet all the time. They can complete it whenever and wherever they want, just as if they were working on completing a paper form," says Obradors.

Benefits for the department include the fact that the information is collected automatically, avoiding mistakes and improving information quality. Information can be validated and additional information can be retrieved from back-end systems in order to prepopulate forms with previously supplied information.

Quantifiable benefits have also been achieved. Indra's project manager states that in two consecutive days they received approximately one thousand form requests. There have also been several Monday mornings when they have found close to thirty forms that had been completed on Sunday, which shows that users now have the convenience of doing business with the department outside of set office hours.

The Department of Labor is currently using Adobe LiveCycle ES software not only in the REA project, but also for grant requests and registration of cooperatives. The department's project manager is confident that Adobe LiveCycle ES software will be the first choice for all future projects. "Adobe LiveCycle ES and dynamic forms are the best way for citizens and businesses to complete their processes electronically," de la Rosa concludes.

For more information
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