



The Computerworld Honors Program

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Final Copy of Case Study

LOCATION:
Madrid, Spain

ORGANIZATION:
BiscayTIK Foundation

YEAR:
2011

ORGANIZATION URL:
http://www.biscaytik.eu/in_index.asp

STATUS:
Laureate

PROJECT NAME:
BiscayTIK

CATEGORY:
Digital Access

PROJECT OVERVIEW

The Diputación Foral de Bizkaia (Biscay County Authority) wanted to improve the quality of services provided by the government to its citizens. The organization decided to use Technologies of Information and Knowledge (TIK) to help the 1.2 million citizens of the historical territory to communicate more easily with municipal agencies. The Biscay County Authority partnered with Microsoft to develop the BiscayTIK Project, a Microsoft Citizen Service Platform-based initiative that provides free-of-charge email service to the entire population of Biscay, supplies each town hall employee with modern, integrated management applications, and operates a web portal that citizens can use to complete more than 100 of the most-requested services. The goal of BiscayTIK (as the project came to be known) was to improve the quality of services provided by the local government to citizens and improve operational efficiencies across the municipalities. The County Authority envisioned this ground-breaking initiative as a way to bridge the communication gap between governmental administrators and the general population of Biscay. With these goals in mind, the organization began searching for a technology partner to help develop and implement the solution.

SOCIETAL BENEFITS

BiscayTIK has brought local government and citizens closer together, improved the quality of services provided by the government, and enhanced operational efficiencies across municipalities.

PROJECT BENEFIT EXAMPLE

All local residents can request a free 5-gigabyte mailbox that can be accessed from any browser and that they can use as a communications channel with local administration. This email service is free of charge, carries no advertising, and includes a Basque-language version. In the first year, more than 55,000 people signed up for an account, and this number is expected to reach 100,000.



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