



## El Marco e-ASLA:

Soporte a la gestión pública del patrimonio cultural para las pequeñas poblaciones del sudoeste de Europa

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# The e-ASLA Framework: Cultural Heritage Management for small local authorities in the SUDOE space.

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# The e-ASLA Framework: Cultural Heritage Management for small local authorities in the SUDOE space.

## Summary

1. E-Administration and Digital Humanities.
2. Small local administration: The digital divide
3. The e-ASLA project
4. Future possibilities of e-ASLA
5. Conclusions and future work



# 1. E-Administration and Digital Humanities.

## What is e-Administration?

- Public Administration main objective:
  - Best serve the citizen, on time and spending the minimal amount of resources.
- e-Administration
  - *“Use of Information and Communication Technology to support the communication and information transmission in and outside the public authority”* - e-Government Glossary
- Provides great benefits to administrations and citizens.
  - Perform tasks automatically, or computer aided.
    - ◆ Less paper-work.
  - Citizens can now use Internet to interact with their administrations.
    - Access general information.
    - ◆ Access information about administrative procedures.
    - ◆ Perform administrative procedures.



# 1. E-Administration and Digital Humanities. Public Administrations and Cultural Heritage

- Public administrations are responsible for much Cultural Heritage management tasks.
  - “Tangible” cultural assets:
    - ◆ Public Museums, Public libraries, Public Monuments, etc.
  - Digitalized resources:
    - ◆ Electronic books, images, virtual visits to monuments and museums...
    - ◆ Public initiatives:
      - Digitalisation projects, provide electronic access to cultural contents to citizens.
- This is part of the competences of different administrations:
  - European Union, Countries, Regions, Local Authorities



# 1. E-Administration and Digital Humanities. Cultural Heritage Management procedures

- Apply the e-Administration concepts to Cultural Heritage Management.
- Automate the management procedures.
  - Library management.
    - ◆ Digital and “tangible” libraries.
  - Museum management.
  - Digitalization projects.
  - ...
  - (add anything you want)



# 1. E-Administration and Digital Humanities.

## How to automate administrative procedures

- Business process
  - *"Set of logical related tasks, performed to a achieve a defined business goal"* - Davenport & Short.
- Administrative procedures = Business processes
  - Consequence: Apply **business process management** to public administration
- Business process management
  - Apply information technology to the business process definition, developing, execution, and results analysis.
  - Different technologies
    - ◆ "Classical" information systems (Ad-hoc), ERP systems
    - ◆ **Workflow management systems**



# 1. E-Administration and Digital Humanities.

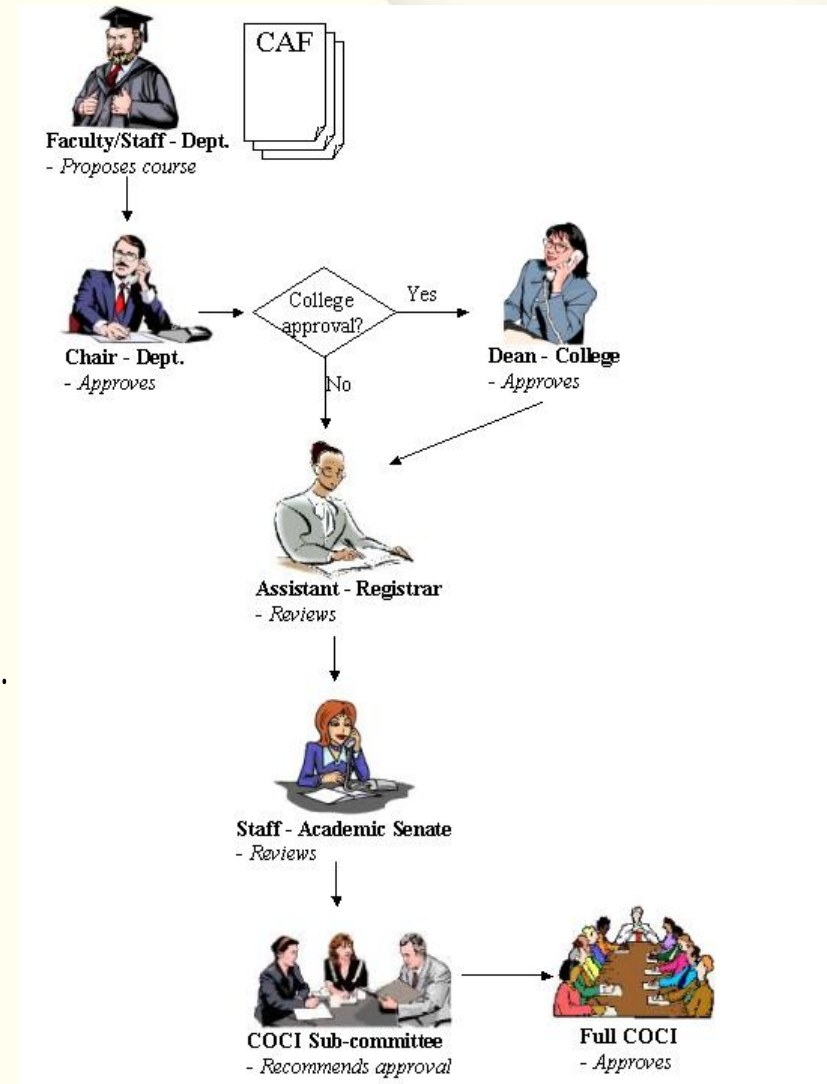
## A gentle introduction to Workflow Management

- Workflow
  - Computable representation of a business process
- Characteristics
  - Modelled by business specialist
    - ◆ Graphical modelling
    - ◆ Each task in a workflow is a computer program
      - A process is a composition of different computer programs
    - ◆ Easy to change without computers knowledge.
  - The system guides the process execution
    - ◆ Users don't need to know what application to use.
    - ◆ The web portal guides them.
  - Eases result evaluation.
    - ◆ Permits trazability and quantitative results measurement.



# 1. E-Administration and Digital Humanities. Workflow example

- Course proposal.
- Each activity is a computer program.
  - Automatic activity.
  - Human activity.
    - ◆ Web portal.
    - ◆ Chain production like.





# 1. E-Administration and Digital Humanities. Best-serve citizens with minimal cost.

- The administration should give information to their citizens.
  - Related to administration work
    - ◆ New laws, how to perform administrative procedures
  - General information
    - ◆ About the country, region, city...
    - ◆ Cultural contents
- The citizens need to understand this information.
  - Multiple languages.
- And the citizens want to participate.
  - Solve their needs: Administrative procedures.
    - ◆ Cultural heritage related administrative procedures.



# 1. E-Administration and Digital Humanities. e-Administration for citizens

- Give digital access to the citizens.
  - Web portal technology.
  - Access to cultural contents.
- Preserve the multilingualism.
  - Give access in citizens language.
    - ◆ Multi-language applications.
    - ◆ Multi-language contents.
- Citizens can take part in Cultural Heritage management, via Internet.
  - As they do for other administrative procedure.



## 2. Small local administration: The digital divide. Small local authorities

- The focus of this research is Small Local Authorities.
  - < 20000 inhabitants
- They don't have the same resources as national, regional, and big local authorities.
  - Low resources.
    - ◆ Lack of financial support.
    - ◆ Lack of personel.
    - ◆ Lack of formation in new technologies.
  - All local authorities are different.
    - ◆ Different countries, regions.
    - ◆ Do the same things, but in different manner.



## 2. Small local administration: The digital divide. e-Administration projects

- E-Administration projects for small local authorities are generally not successful.
  - Very small local authorities cannot start projects due to the lack of resources.
    - ◆ They are too small for asking for subventions.
  - Medium local authorities, can start the projects with subventions.
    - ◆ But when the external subvention ends, the project ends.
  - Local authorities diversity is not respected.
    - ◆ Projects are not customized, “one fits for all” don’t work here.
  - **They add extra work for local authority workers.**
- We need a sustainable development model.



### 3. The e-ASLA project

#### e-Administration for Small Local Authorities

- The e-ASLA project pretends to solve this problems.
  - <http://www.e-asla.org/>
- e-Administration for Small Local Authorities
  - < 20000 inhabitants
  - In SUDOE space: Spain, Portugal and France
  - Funded by the European Interreg IIIB SUDOE Program
- Partners:
  - Technical
    - ◆ UCLM, UPM, INESC Porto, FEVAL
  - Users
    - ◆ AEC, ADI Mancha-Jucar, AMNA, Camaras municipales etc.
    - ◆ 20+ Local authorities reached, and more interested



### 3. The e-ASLA project

#### Proposed solutions

- Develop a technology platform for e-Administration.
  - Reduce the technological complexity.
    - ◆ Use of standard technologies, **open source software** and easy to use developer frameworks.
      - Increase technology reutilization.
    - ◆ Business – process oriented.
- Increase the ease of use
  - Process – oriented portal
    - ◆ Guides workers and citizens.
    - ◆ Administrative procedure – oriented vs data-oriented.
- Maintain the particularities of each local authority.
  - Easy to use business process modeller.
    - ◆ Permits adapting the electronic procedures to each local administration, and by administration workers.



### 3. The e-ASLA project Benefits

- 20 municipalities will have an internet public portal.
  - General information.
    - ◆ Some cultural information.
  - Electronic tramitation.
- 20 municipalities will have its information digitalized.
  - Includes basic cultural information.
- 12 e-Administration processes will be developed:
  - Urban management, water management, taxes...
- Creation of an open source development framework
  - Permits easy development of more processes.
    - ◆ Cultural Heritage management processes





### 3. The e-ASLA project

#### Multilingualism support

- Internet public portal, authority intranet and all the applications have multilingualism support.
  - Applications interface will be translated to:
    - ◆ Spanish, French, Portuguese and English.
    - ◆ More languages may be added.
- Contents may be multilingual.
  - Creation of multilingual contents is supported.
  - But contents depend on the local authorities workers.



### 3. The e-ASLA project

#### Diversity support

- Graphical business process modeller.
  - Tool for administration workers, not for programmers.
  - Possibilities:
    - ◆ Adapt the processes to each local administration.
    - ◆ Easy creation of totally new processes.
      - **Note:** New activities need to be implemented.
- Activity bank.
  - Offers implemented programs.
  - Can be used as activities in a process.
  - Parametrizable activities.
- Business process bank.
  - Offers working business processes.
  - A local administration only have to do minor changes.



## 4. Future possibilities for e-ASLA

### e-ASLA framework future possibilities.

- Cultural Heritage management processes can be implemented easily.
  - As other administrative processes could be.
    - ◆ And adapted to each administration.
  - Activities from other administrative processes can be reused.
- Process oriented – portal permits the citizens to interact in these processes.
- Increased access to digital contents.
  - Multilingual portals.
  - Contents digitalization.



## 5. Conclusions and future work

### Final Remarks

- E-Administration reduces the digital gap for small municipalities.
- Also, helps the citizens in accessing multilingual contents
- And opens possibilities for better Cultural Heritage Management, automating the related administrative procedures
- The e-ASLA project provides the basic technological platform to achieve this.



## 5. Conclusions and future work

### Future work

- Use the e-ASLA framework to define cultural assets management processes.
  - Libraries, museums, monuments, digital contents management...
  - Digital humanists can model the processes.
- Create multilingual general contents.
  - Educate the authority workers on the importance of multilingualism.
- Create multilingual cultural contents.
  - Digital humanists needed.



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# e-ASLA Project Partners



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# Thanks for your attention

- You can ask anything you want.
  - Languages supported: Spanish & English
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