



WORLDWIDE GOVERNMENT  
SOLUTIONS FORUM 2012

# Beatriz de Munck Loyola

*Deputy Major, Tres Cantos*



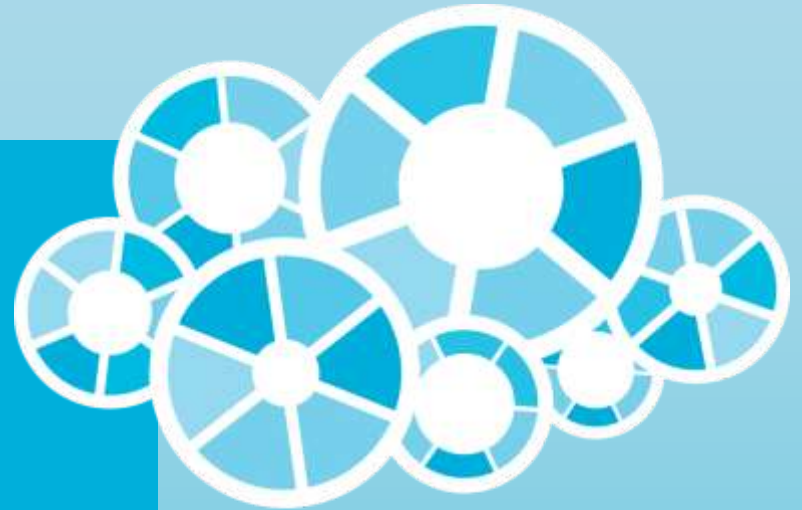
**Tres Cantos City Hall**

**Our experience with the cloud**

**Beatriz de Munck Loyola**

**Deputy Major**

**Council of Organization, Quality and Society  
Information**



**Cloud Power**



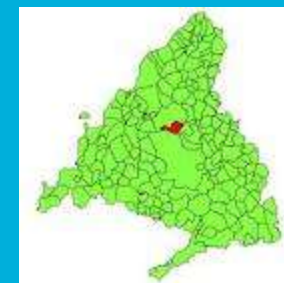
## Complaints and suggestions

### TRES CANTOS

**179<sup>th</sup> Municipality of Community of Madrid**  
**Established: 21<sup>st</sup> of March 1991**

**42.000 inhabitants**  
**50% under the age of 30**  
**90% with home Internet access**

**City of Science and Innovation**



Ciudad de la Ciencia  
y la Innovación

## Complaints and suggestions

Why do we choose the cloud?

Technological forefront



Simplicity and quickness of integration



Zero investment



No maintenance or backups



365 x 24 x 7



Efficient use of energy

# Citizen Service

## Complaints and suggestions

**Propose objectives**

**Substitute imagination for investment**

**Improve channels of communication with citizens**

**Unified control and administration of Citizen Service**

**Provide a quality service**

# Citizen Service

## Complaints and suggestions



# Citizen Service

## Complaints and suggestions




### QUEJAS Y SUGERENCIAS

Estamos a la **ESCUCHA** y **RESPONDEMOS**. Danos pistas sobre tus inquietudes o manifiesta tus quejas. Te contestaremos por correo electrónico

68%

### PREGÚNTALE A

Si quieres saber algo de primera mano de nosotros puedes formular una pregunta. Te contestaremos directamente, por medio del correo electrónico. Queremos **INTERACTUAR** contigo.

32%

## Complaints and suggestions



Presence and integration  
in Social Networking

Listen, answer, share

Greater efficiency in  
responses

Be more transparent

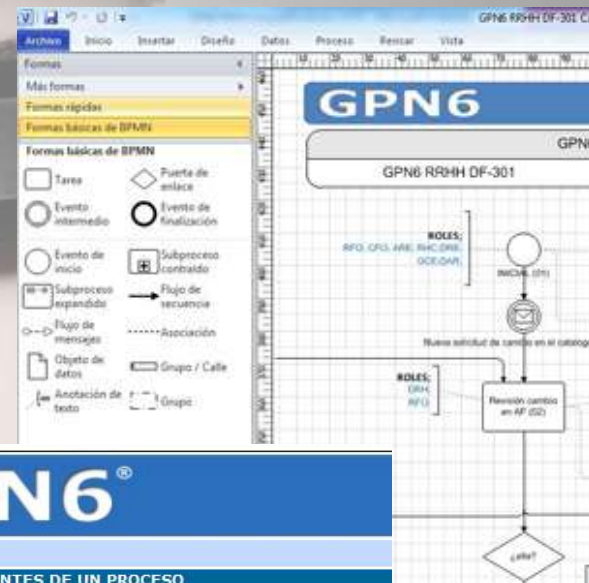
## Complaints and suggestions

### Workflow of process

It organizes and controls tasks, resources and rules needed to complete the files.

### Means to be efficient

Saving time and improving productivity and efficiency.  
Immediate responses.



GPN6®	
LISTA DE EXPEDIENTES DE UN PROCESO	
EXPEDIENTES:	
Community Manager (5)	
Catalogación de la pregunta (05)	
Respuesta (10) (1)	
Respuesta personal (20) (1)	
PROCESO SELECCIONADO	
Proceso:	60
FILTRO DE EXPEDIENTES	
Expediente:	
LISTA DE EXPEDIENTES RO	
ID	EXPEDIENTE
201100043	Marta Olivar - gpn6 [gpn6@hotmail.es]
201100044	Inocencio Martínez - [gpn6@hotmail.es]
201100047	Dolores Peña - GPN [gpn6ayuntamientos]

# Citizen Service

## Complaints and suggestions

Participation

Availability

Transparency

Commitment

Efficiency

Quality



# Citizen Service

## Complaints and suggestions



**Thank you for your attention**