

## iSAC6+ A Unique European Citizens' Attention Service



ICT for Government  
and Public Services



**iSAC6+ aims at promoting and deploying an innovative ICT solution at European level which will enhance the capacity of existing Citizens' Information and Assessment Services (SAC) by means of a 24-hour a day x 365-days a year web service. iSAC has already been installed and tested in five Spanish local authorities of different size.**

**iSAC is an on-line specialised service for citizens' attention (SAC), designed following a citizen-centred, citizen-inclusive and community-centred approach. Its mission is to attend to citizens' demands on-line, by retrieving and managing information from existing databases.**

### At a Glance

#### Project

iSAC6+

#### Project coordinator

Universitat de Girona, ES

#### Participants

Commune de Saint Médard en Jalles, FR  
Betrieb Fur Informationstechnologiebremerhaven  
Bit Wirtschaftsbetriebder Stadt Bremerhaven, DE  
European Institute of Women's Health LTD, IR  
Comune di Prato, IT  
Associazione Centro di Formazione Studi -  
Associazione Formez, IT  
Strategic Attention Management S.L., Es  
King EClient, ES  
Consorcio Administracion Abierta Electronica de  
Cataluna, ES  
Ajuntament de Terrassa, ES

#### Funding

Information and Communication Technologies -  
ICT-PSP.2008.1.2 - Reduction of Administrative  
Burdens across the EU

#### Total Cost

€2.70m (EU Contribution: €1.35m)

#### Execution date

From 01/09/2009 to 31/08/2012

#### Project status

Running

#### Contract type

ICT Policy Support Programme PB Pilot Type B

Some EU cities already offer specialised services for citizens' attention (SAC). Studies show the benefits of these services on processes reduction and ease, better government interaction, and wider use of services. These outstanding services can be replicated in other EU cities, adapting to local culture and needs.

While current services are clearly limited, the new citizen is asking for an adequate response to his needs. This objective can be reached by using new technology solutions (intelligent, adaptable, human sensitive, learning capable, etc.). They meet both citizens' and government expectations.

Similar services will be critical for EU citizenship, contributing to a higher sense of belonging and mobility. Since the mid 90s, reducing burdens has been a major government effort. But main changes are to be made with the use of latest research findings and technology. Old technology solutions created important resistances to change. Public employees cannot trust any more promises for modernisation.

The objectives of ISAC6+ are:

- to improve the efficiency and capacity of responses from local SACs ;
- to reduce the time, money, stress, administrative burden and other resources invested by both citizens and companies, especially SMEs, in trying to find information about their local administration;
- to work towards a Single European Information Society for all, by installing a common on-line citizens' attention (SAC) and information service in a range of different scenarios and different SACs across the European Union.

### **iSAC6+ for citizens**

iSAC is a “24hours/365days” and “easy-to-use” online service to access local information which allows citizens to get information from the existing local online Citizens’ Information and Assessment Services quickly, when they need it and in their local language.

Citizens’ questions submitted through the organisation’s website can be processed by iSAC regardless of any linguistic register (i.e. colloquial, specialised etc.) used. The iSAC service is able to process either single words, a set of keywords or complex sentences. Localisms and orthographic errors are also deciphered.

Thanks to iSAC, local administrations can promote a better understanding of administrative requirements, health services or applications for benefits.

### **iSAC6+ for cities**

The experience gained from piloting iSAC in several cities, using collaborative work environments, intelligent and flexible tools, made it possible to drive government staff to higher public service feelings and better involvement, definitely building trust and confidence in a modern administration and a responsible government.

### **iSAC6+ Community**

A specific Community of Practice is now up and running on [www.epractice.eu/community/isac6](http://www.epractice.eu/community/isac6). This virtual community of practice (CoP) is a web space where iSAC6+ project partners interact with and between each other. They participate in ongoing discussions, communicate and exchange information and experiences in the field of specialized services for citizen's attention (SAC).

---

### **Further information**

iSAC6+ website: <http://isac6plus.eu/>

eGovernment: [http://ec.europa.eu/information\\_society/activities/egovernment/index\\_en.htm](http://ec.europa.eu/information_society/activities/egovernment/index_en.htm)

ICT PSP: [http://ec.europa.eu/information\\_society/activities/ict\\_psp/index\\_en.htm](http://ec.europa.eu/information_society/activities/ict_psp/index_en.htm)

Information Society thematic Portal: [http://ec.europa.eu/information\\_society/index\\_en.htm](http://ec.europa.eu/information_society/index_en.htm)

European Commission – Information Society and Media Directorate-General

ICT for Government and Public Services Unit

Office: BU31 02/71 B-1049 Brussels

Email: [info-egovernment@ec.europa.eu](mailto:info-egovernment@ec.europa.eu)

Phone: +32 2 299 93 99