

# Carpeta Ciudadana.

## A single point of access to public administration services



### Client profile

The State Agency for Digital Administration (AEAD), under the Ministry for Digital Transformation and the Civil Service.

The Ministry for Digital Transformation and the Civil Service offers Mi Carpeta Ciudadana in collaboration with all participating public administrations. It gives citizens a personal online space that simplifies how they interact with public administrations and complete a wide range of government-related tasks, such as downloading proof of an academic qualification, checking employment history or accessing proof of large-family status. The service includes the Mi Carpeta Ciudadana web portal, iOS and Android mobile apps and a conversational assistant powered by AI and machine learning to expand citizen access to public services. NTT DATA is one of the developers that made it possible.

The new Carpeta Ciudadana helps simplify and modernize a complex, bureaucratic process. The State Agency for Digital Administration has expressed its satisfaction with an initiative *"creates value for citizens at scale."* It also notes that *"user reviews show a very positive assessment of the mobile app, highlighting above all its usefulness, functionality and design."* It also notes that *"user reviews show a very positive assessment of the mobile app, highlighting above all its usefulness, functionality and design."*

**8+ million**  
app downloads

**85+ million**  
total access sessions

**140,000+**  
assistant conversations  
per month

## Business need

One of the main challenges for public agencies is ensuring that modernization and digital transformation truly improve how they engage with citizens. This goal led to the first early version of Carpeta Ciudadana, launched in 2016.

In 2021, NTT DATA fully redesigned the web portal to strengthen the service and make it more accessible to all citizens. A mobile app for iOS and Android was also developed and became the main driver of transformation. A conversational assistant using artificial intelligence technologies complements the service and makes it easier to use in different contexts. NTT DATA developed these initiatives for the State Agency for Digital Administration.

Carpeta Ciudadana allows any user to quickly consult selected personal data and appointments managed by public agencies in one place. It also provides access to pending notifications from the State Administration, numerous autonomous communities and local entities, and allows users to check the status of administrative matters in progress. The service is built around five criteria:

- **Centralize information.** Users can view and manage their personal information and government-related tasks in one place.
- **Make it easier to meet obligations.** The app provides alerts for pending matters and simplifies appointment scheduling with different public agencies.
- **Transparency.** Citizens can consult personal data held by different state, regional and local administrations. This improves transparency and enables better tracking of services and administrative matters.
- **Security and authentication.** Users can authenticate with any electronic certificate accepted by the Administration or through Cl@ve. This helps protect the privacy and security of their information.
- **Interoperability.** Carpeta Ciudadana can interact with other systems or channels, including third-party systems if needed. This makes it easier to integrate and expand services.

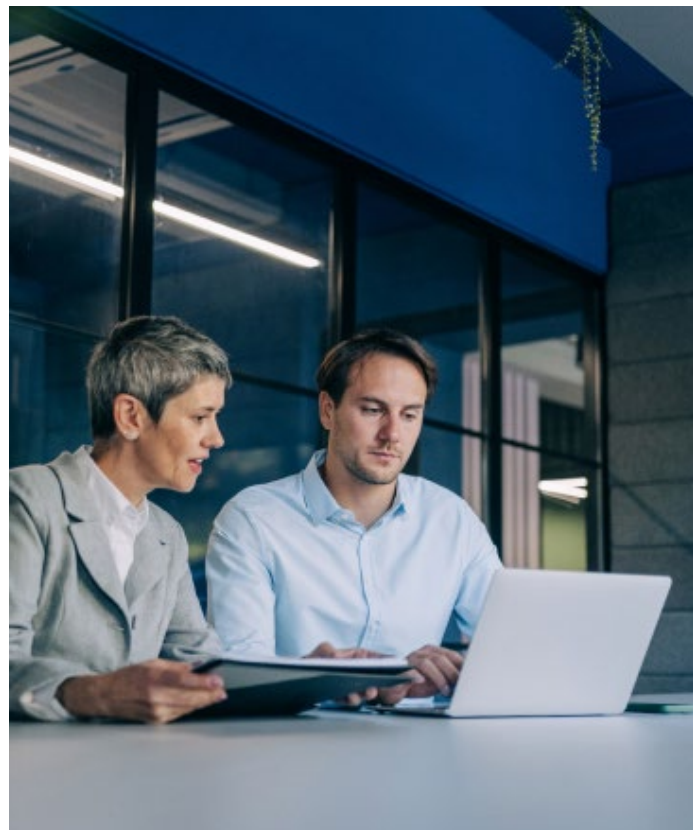
The main goal of Carpeta Ciudadana is to give citizens a single access point for information and services. It improves transparency and accessibility while supporting greater digital autonomy in citizens' relationship with public administration. The solution is continuously updated with new features and improvements over time.

## Solution

NTT DATA developed a multichannel solution based on several technologies: a web portal, a mobile app and a conversational channel.

For the conversational assistant, the team implemented natural language understanding capabilities to support the design of a conversational user interface and integration with mobile devices, web applications, connected devices, bots, interactive voice response systems and more.

For the web solution, the team used a Java-based framework with REST APIs, together with Angular for the web front end. The development followed market standards and the technology stack agreed with AEAD. For the mobile app, the team adopted a Flutter-based solution to standardize development and optimize the delivery of new functionality, using a single technology base for iOS and Android.



## Outcomes

Carpeta Ciudadana delivered these measurable results after the new version launched at the end of 2022:

- More than **8 million unique users**.
- More than **8 million downloads** of the mobile app on iOS and Android.
- Around **85 million total access sessions**.
- An average of **140,000 conversations with the assistant** per month.
- Reviews on the App Store and Google Play show strong adoption of the app, with users highlighting its usefulness, functionality and design.
- More than **20 ministries of the General State Administration** and their main e-government portals have been integrated into Carpeta Ciudadana, enabling consultation of files associated with each citizen and/or company.
- More than **6,000 municipalities and 12 autonomous communities** have joined the platform to support file consultation.
- Around **140 cross-government services have been integrated**, including the Single Authorized Electronic Address, the General Electronic Registry, the Electronic Registry of Powers of Attorney and services from the Data Intermediation Platform.

Carpeta Ciudadana continues to evolve while maintaining these core platform characteristics:

- **Accessibility and usability.** The service applies web accessibility principles and inclusive design techniques.
- **Broad audience.** The service reaches all citizens – a demographically diverse population with a wide range of needs and technology skills.
- **Multilingual conversational assistant.** The assistant supports effective communication in six languages, providing real-time information and support that is accessible and convenient for all users.
- **Security.** The solution complies with the National Security Framework and information security best practices, including sensitive data encryption, authentication and appropriate access controls.
- **Integration of multiple services.** Each system must operate with different protocols and data formats. This requires an integration strategy that can manage this heterogeneity by normalizing data into a common format.

Carpeta Ciudadana simplifies online interactions and gives citizens accessible, proactive and personalized access to public services from any device.



## Next steps

The Carpeta Ciudadana initiative continues to evolve as public agencies are progressively integrated into the platform. New functionality is also added based on citizen feedback, which the team analyzes, prioritizes and incorporates into the roadmap for future releases.

## Why NTT DATA

NTT DATA, part of the NTT Group, is an innovative global IT and business services company headquartered in Tokyo. With more than 200,000 professionals, the company helps clients advance their transformation through consulting, industry solutions, business process services, digital and IT modernization and managed services.

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The solution has modernized and expanded the channels that give all users access to Carpeta Ciudadana, regardless of their technology skills or potential disabilities. This is a major project because it required the involvement of multiple technologies.”

**Julio César Arvelo Flores**

Public Sector Director, NTT DATA