

WEPULSE: TOWARDS A DIGITAL TRANSFORMATION OF THE MUNICIPALITIES AND CPAS OF THE BRUSSELS-CAPITAL REGION

In direct contact with citizens, municipalities and CPAS are the very symbol of the proximity of public services.

Online procedures, easier and faster management of files, efficiency of IT costs, a lower administrative burden... the digitisation of public services offers many advantages. The WePulse programme, which will run for 5 years, supports local authorities in their digital transformation. The Region is keen to support this initiative, setting aside €61 million. To date, 18 municipalities and 17 CPAS have joined the programme.

A common software base

Launched in early March, the WePulse programme covers financial management (accounting, revenue/taxes), human resources management and social issues. But also the management of the relationship between users (citizens, companies and partners) and local administrations in order to develop a modern and efficient relationship, and improve the quality of service through a personalised follow-up. In practice, WePulse will provide municipalities and CPAS with a common software base, in the form of a "unified application suite", hosted on a centralised platform within the regional data centre, as well as a shared tool for transversal management of the relationship with users.

An ambitious programme

The Brussels Regional Informatics Centre (BRIC), in partnership with Bruxelles Pouvoirs Locaux, has been mandated by the Region to conduct this ambitious programme. Among the objectives pursued:

- modernising the IT tools of local authorities;
- lowering the administrative burden of managing these tools; •digitising the relationship with users (citizens, companies and partners);
- improving and facilitating access to information for users; •valorising a more service-oriented image of local authorities;
- in the long run, reducing the complexity of IT systems;
- limiting costs by achieving economies of scale.

An inclusive and collaborative dynamic

The digitisation of processes and the improvement of data management, quality and interoperability are just some of the sine qua non conditions for achieving the desired objectives. The working method is based on a collective dynamic. Inclusive and collaborative governance involves every Local Authority in the decisions taken. The partners in the project are actively involved in the workshops and working groups.

Cost

The cost of the WePulse programme is estimated at €70 million. The Region is keen to finance the programme, and is setting aside €61 million.

Until 2025

To date, 18 municipalities and 17 CPAS have joined the WePulse programme. The full programme will run from 2021 to 2025. But the first concrete results are expected much sooner. In particular, accelerating the digitisation of the management process when changing address, digitising business processes for human resources management, etc.

For Nicolas LOCOGE, Director General of the BRIC: "WePulse is emblematic of the BRIC's remit. The aim is to pool investments, skills, infrastructures, feedback and contractual frameworks in an inclusive, integrated and global approach for the benefit of all. In addition to economies of scale, the WePulse programme restores a balanced relationship with suppliers, through an obligation of results and improved standards of service."

"Contrary to popular belief, IT is not just about computers on desks. It is also software, networks, peripheral devices... each of which works with specific languages, exchanging data to meet the needs of users. By setting aside more than €60 million, the Region is continuing to digitise local public services for the benefit of the people of Brussels", explains Bernard CLERFAYT, Minister for Local Authorities, Digital Transition and Administrative Simplification.

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