

Uruguay

THE EVOLUTION OF E-SERVICES

Global e-Government Forum 2014

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CAPITAL MONTEVIDEO
AREA (km²) 176,215
POPULATION (millions) 3.4



Uruguay

ICT Development



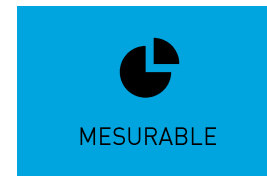
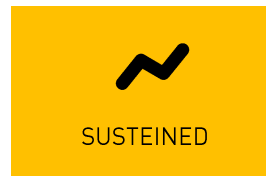
✓ No. 1 LATAM, ITU

✓ 65% household with Internet

✓ 1:1 computers-to-student

✓ Universal access plan & fiber to every home (FTTH)

Uruguay's digital policy



A country commitment

Continuous, systematic and evolutionary work, with multi-stakeholder consensus to achieve clear, specific and measurable goals, focusing on social inclusion and strengthening of national capabilities through ICT

e-Services on ADU 2011-2015

3rd Strategic Guideline

Government Transformation

Develop and enhance technological infrastructure, interoperability platform usage, regulatory framework and organizational and processes issues, in order to improve quality of services provided for citizens



Objective 8:

Modernizing public management

A modern public management simplifies formalities and services provided. Through delivery of online formalities and services, citizens can get results in a faster and cheaper way, without regional inequalities and limitations imposed by office hours

menu

STARTER

INSTITUTIONAL DESIGN
LEGAL FRAMEWORK
BASE INFRASTRUCTURE
CAPACITY BUILDING

FIRST COURSE

GOOD USE OF ICT
INTEROPERABILITY
CROSS-SECTORAL SYSTEMS

SECOND COURSE

UNIFIED INFORMATION OF FORMALITIES
ON-LINE FORMALITIES

DESSERT

CONSISTENCY AND QUALITY OF SERVICE DELIVERY
IMPROVEMENT OF USER EXPERIENCE

Is there a recipe for success?

The menu is the same in all countries
and evolves over time

The difference is on how the courses are
cooked and the order they are served

OUR DISTINGUISHING FEATURES

INSTITUTIONAL DESIGN
Stable and
Cross-sectoral

LEGAL FRAMEWORK
Complete, holistic
and integral



CAPACITY BUILDING
Trained and highly
committed teams

BASE INFRASTRUCTURE
High ICT penetration
for easy access

OUR DISTINGUISHING FEATURES

GOOD USE OF ICT

Infrastructure
consolidation

Red UY 146 nodes,
Cloud +800 virtual machines



INTEROPERABILITY

Highly demanded
platform

+90 exchange services
38.000 daily transactions

CROSS-SECTORAL SYSTEMS

Management efficiency

+600.000 dossiers electronically managed
Model with +300 procedures GRP

OUR DISTINGUISHING FEATURES

UNIFIED INFORMATION OF FORMALITIES

Less moves and
misinformation

Information of 100% of formalities



ON-LINE FORMALITIES
Conditions given
to reach 100%

70% can be initiated electronically
300 can be done entirely online
e-Funds: 69 high-impact solutions
One-stop-shop on priority sectors

OUR DISTINGUISHING FEATURES

CONSISTENCY AND QUALITY OF
SERVICE DELIVERY

All formalities
in any counter

86 points running under the
model for citizen service



IMPROVEMENT OF USER EXPERIENCE

Citizen-centric

Accessible certified Portal
Observatory + citizen feedback
Reuse of data for
value-added services



THE “MACRO RECIPE”

- 1 CLEAR AGENDA WITH MEDIUM-TERM AND LONG-TERM GOALS
- 2 SUPPORT, INSTITUTIONALISM AND CONTINUITY TO EXECUTE IT
- 3 ALL STAKEHOLDER INVOLVED
- 4 ALWAYS HAVE A CITIZEN-CENTRIC APPROACH

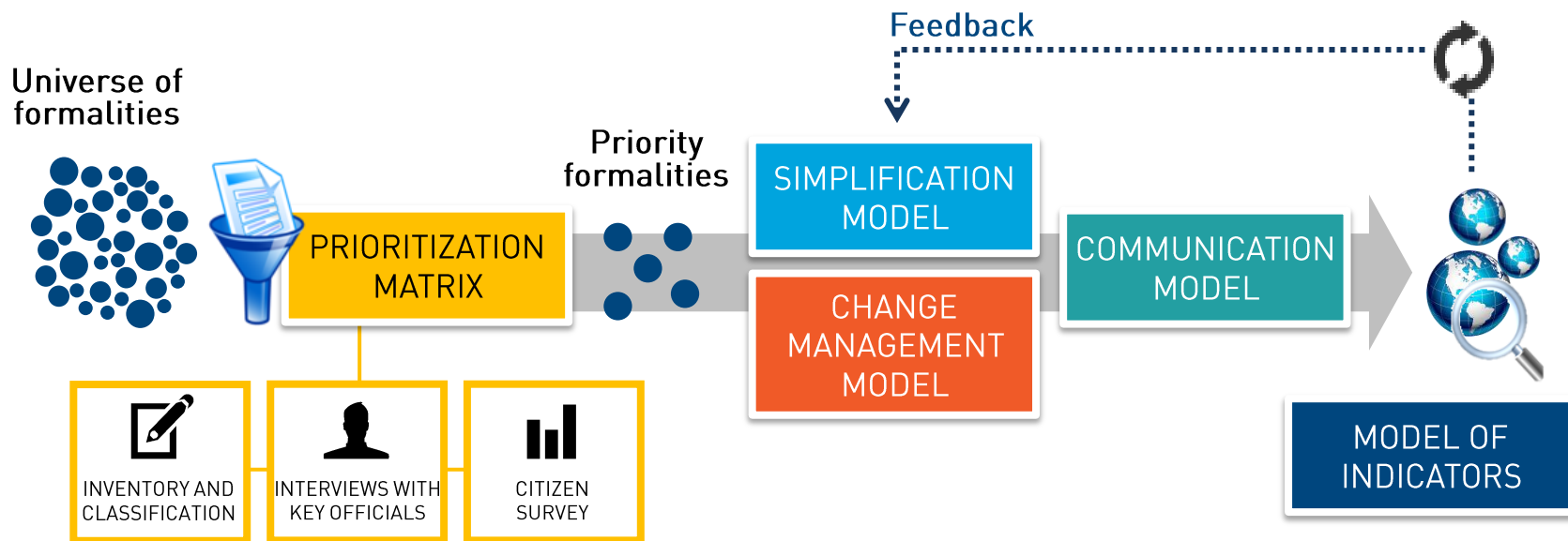
INGREDIENTS, STAKEHOLDERS



officials, civil society, academia, IT industry, developers...



From an artisanal to an industrial cooking





Strategy of shared ingredients



e-FORMS



e-NOTIFICATION



e-PAYMENT



e-SCHEDULE



e-SIGN



e-STAMP



e-CERTIFICATE



e-SHIPPING

e-Government Platform

Good recipes and quality ingredients are not enough to impress clients



✓ Plating

✓ Marketing

✓ Mouth-to-mouth



**REGARDLESS THE RECIPE,
PEOPLE ARE THE ONES WHO
MAKE THE DIFFERENCE**



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