



Service Digitization and the Implementation of the Once Only Principle – Experiences from Latin America

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AIM AND AGENDA

AIM

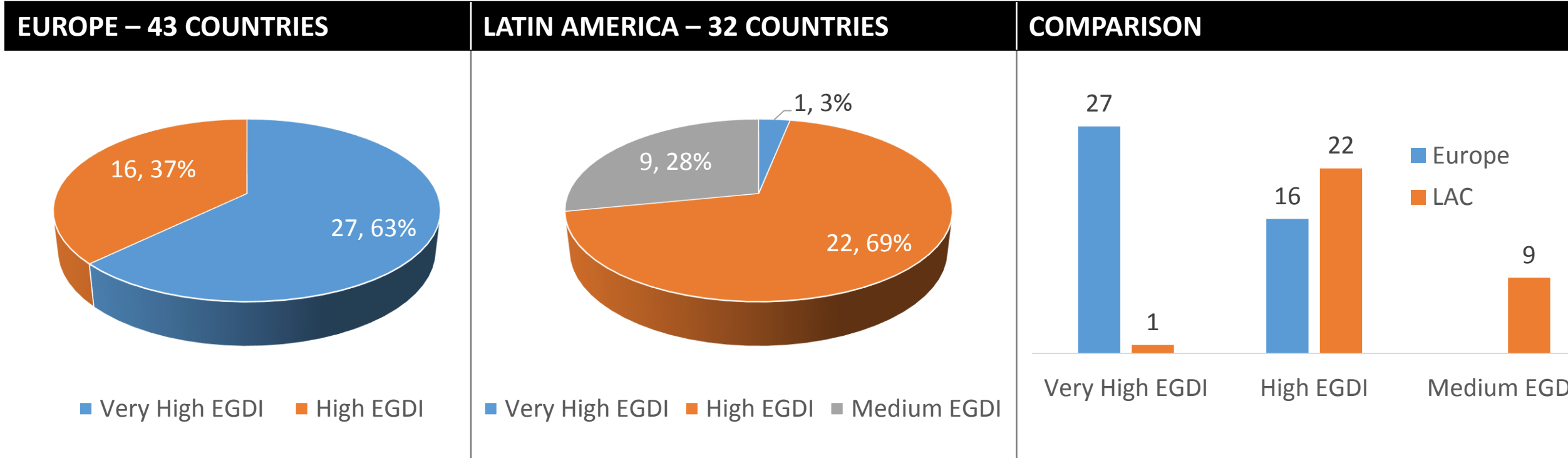
To present some background about service digitization and the implementation of the Once-Only Principle (OOP) in Latin America and the Caribbean (LAC) and a comparative analysis of the approaches followed by Uruguay, Chile and Mexico .

AGENDA

| | | |
|---|----------------------|---|
| 1 | EGOV STATUS | What is the current status of e-Government development in Latin America? |
| 2 | SERVICE DELIVERY | What is the current status of service delivery in Latin America? |
| 3 | OOP AND DIGITIZATION | What are the approaches for the implementation of the OOP and digitization? |
| 4 | LESSONS LEARNT | What are the lessons learnt? |
| 5 | CONCLUSIONS | What can we conclude? |

Results presented here are from a research project aimed at assessing organizational and governance models for administrative simplification in Latin America, financed by the Inter-American Development Bank (IDB).

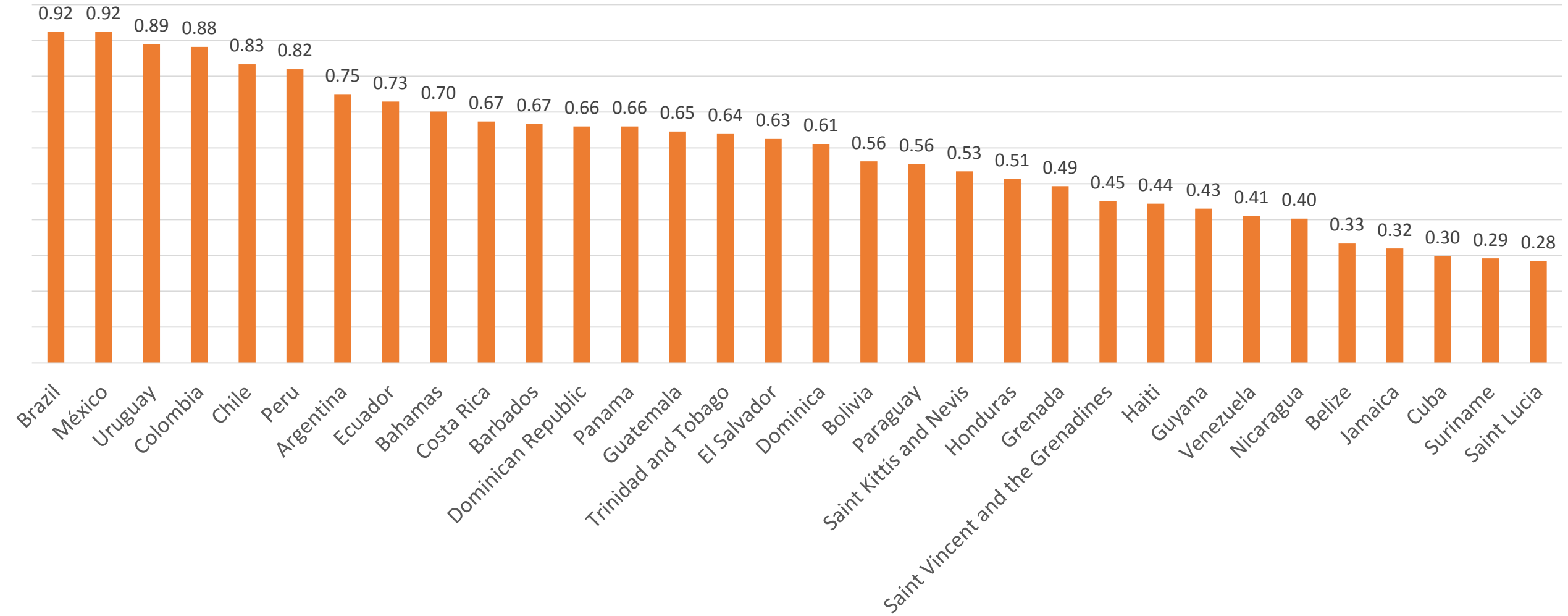
E-GOVERNMENT DEVELOPMENT IN LATIN AMERICA



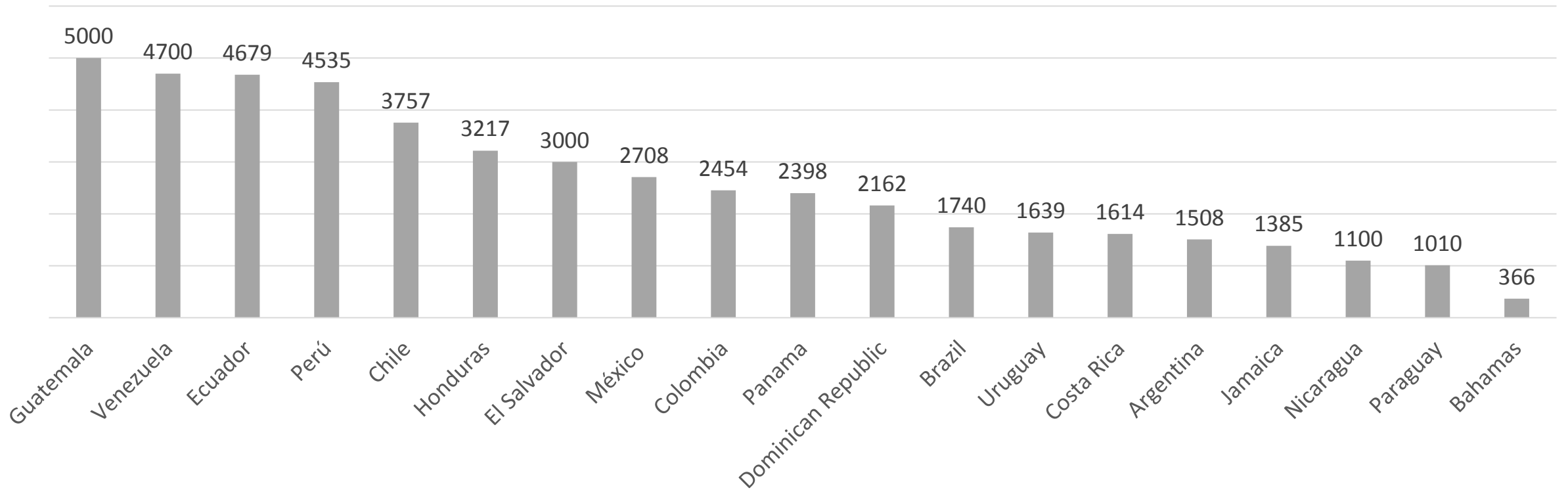
Very High EGDI - values greater than 0.75
 High EGDI – values between 0.50 and 0.75
 Medium EGDI – values between 0.25 and 0.50

| | AVG EGDI |
|---------------|----------|
| Europe | 0.77300 |
| Latin America | 0.56034 |

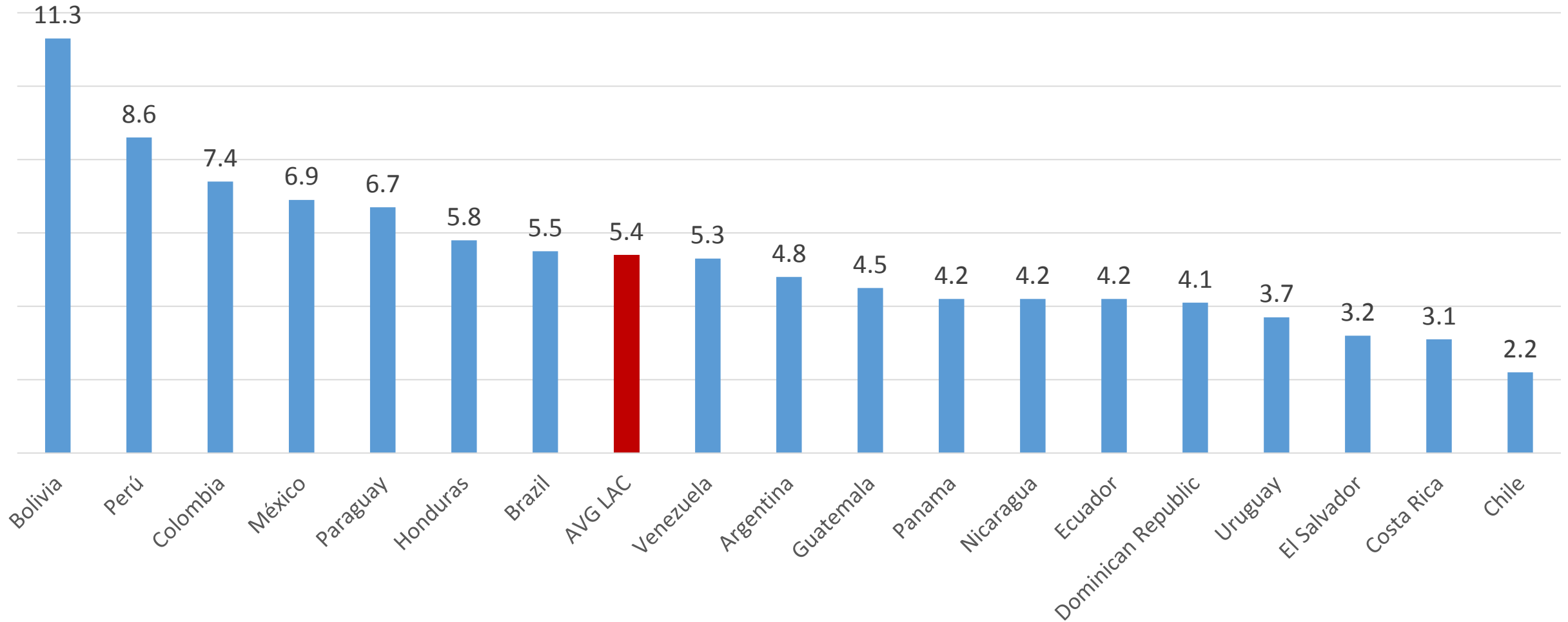
ONLINE SERVICE DELIVERY IN LATIN AMERICA



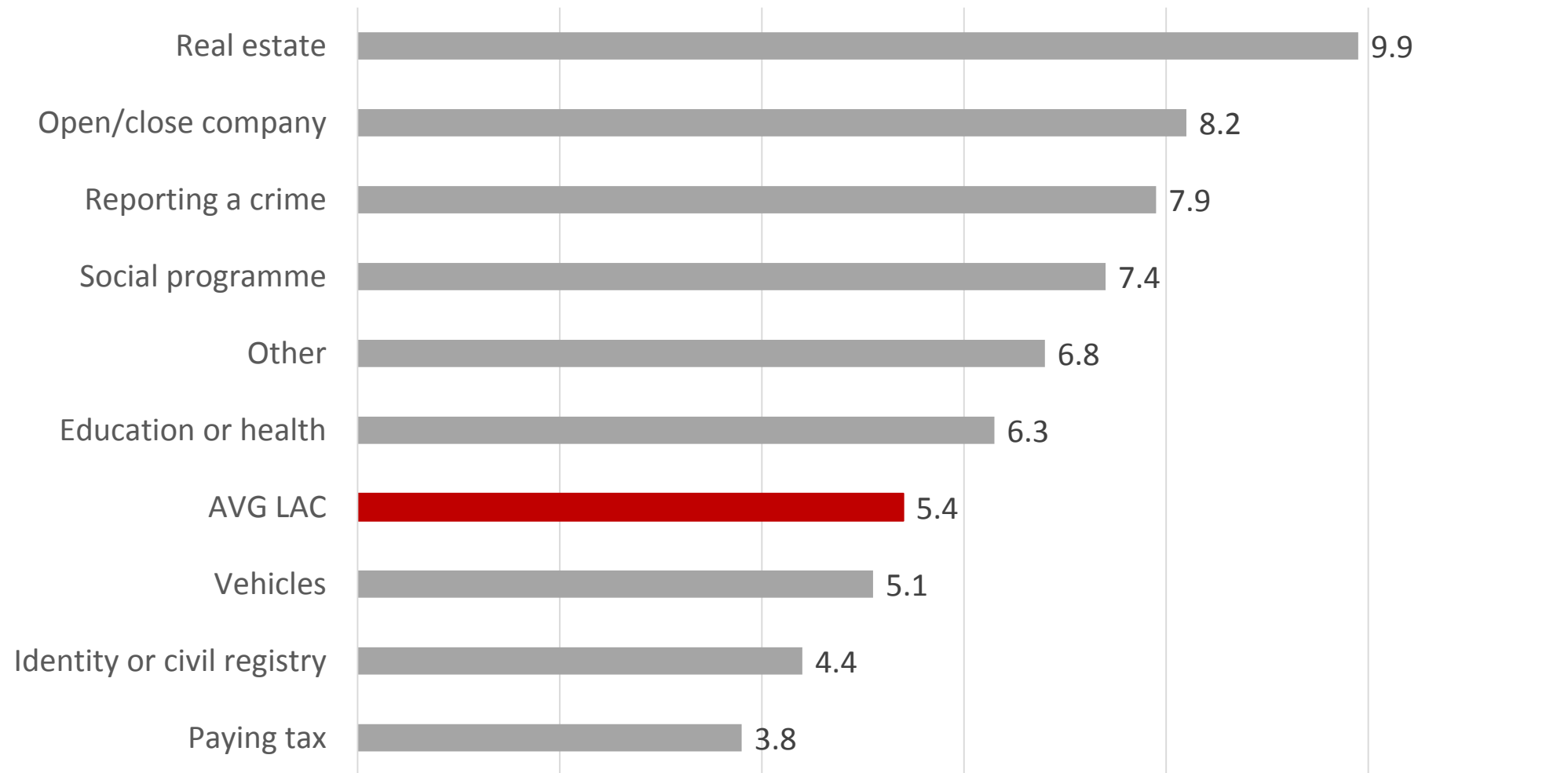
SERVICES DELIVERED BY NATIONAL GOVERNMENTS



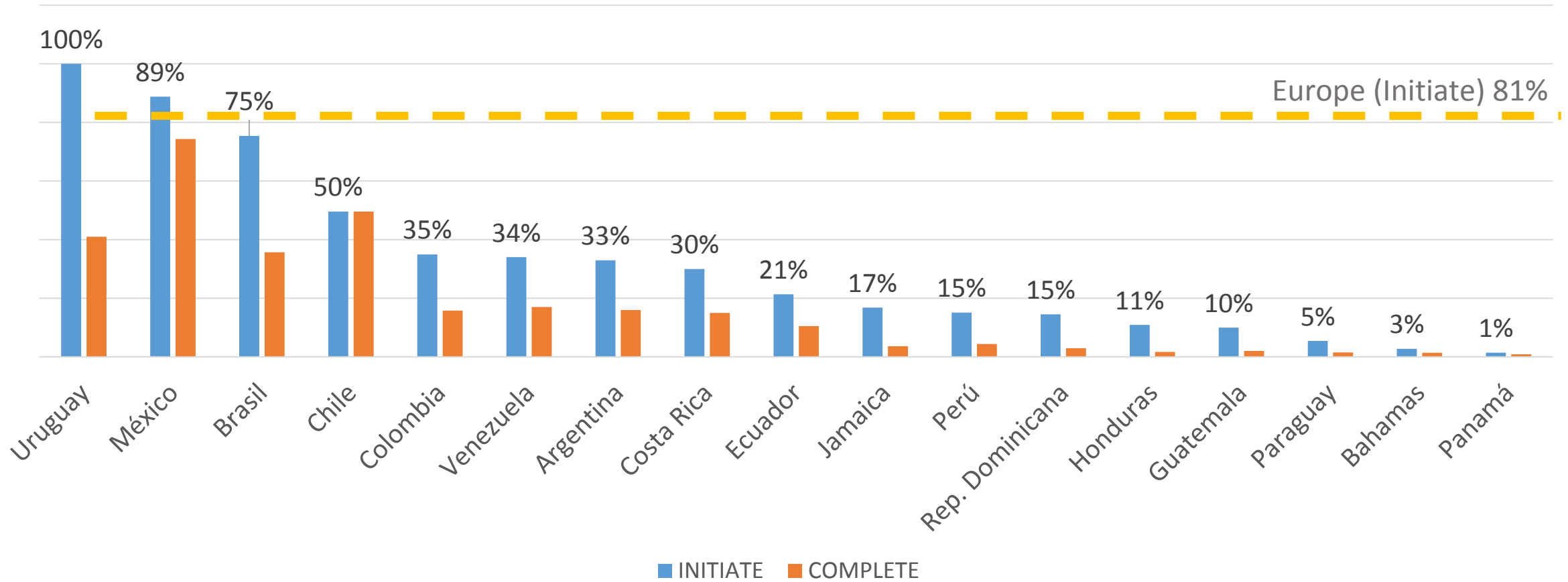
HOURS NEEDED TO COMPLETE A SERVICE – BY COUNTRY



HOURS NEEDED TO COMPLETE A SERVICE – BY TYPE OF SERVICE



SERVICES THAT CAN BE INITIATED AND COMPLETED ON LINE



AIM AND AGENDA

AIM

To present comparative analysis of the experience of Uruguay, Chile and Mexico in service digitalization and the implementation of the Once-Only Principle.

The analysis originated in a research project aimed at assessing organizational and governance models for administrative simplification in Latin America, financed by the Inter-American Development Bank (IDB).

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OOP IMPLEMENTATION

REGIONAL STATUS

In LAC, there is a strong interest in implementing the principle - 13 out of 22 countries report having initiatives (whether it is a program or a law).

4 countries reported to know the agencies that are fulfilling it – Ecuador, Mexico, Peru and Venezuela

2 informed that 100% of the entities were involved – Ecuador and Mexico.

| DO HAVE INITIATIVES | | DO NOT HAVE INITIATIVES | | STATISTICS |
|---------------------|--------------------|-------------------------|-------------------|---|
| Brazil | Nicaragua | Argentina | Honduras | <p>12, 48%</p> <p>13, 52%</p> <p>■ DO HAVE OOP INITIATIVE</p> <p>■ DO NOT HAVE OOP INITIATIVE</p> |
| Chile | Panama | Bahamas | Jamaica | |
| Colombia | Peru | Barbados | Puerto Rico | |
| Costa Rica | Dominican Republic | Belize | Trinidad y Tobago | |
| Ecuador | Uruguay | Guyana | Guatemala | |
| El Salvador | Venezuela | Haiti | Surinam | |
| Mexico | | | | |

OOP IMPLEMENTATION AND INTEROPERABILITY

REGIONAL STATUS

The implementation of the OOP is a main motivation for using interoperability platforms. However, governments in LAC are at the early stages of resolving interoperability issues.

DO HAVE INTEROPERABILITY STANDARDS

Argentina
 Brazil
 Chile
 Costa Rica
 Ecuador
 México
 Nicaragua
 Panama

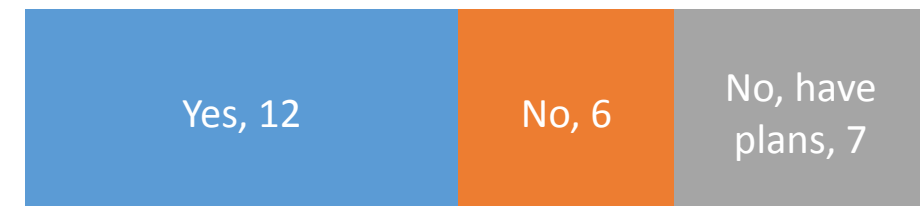
Puerto Rico
 Peru
 Dominican Rep
 Uruguay
 Venezuela
 Trinidad y Tobago
 Guyana



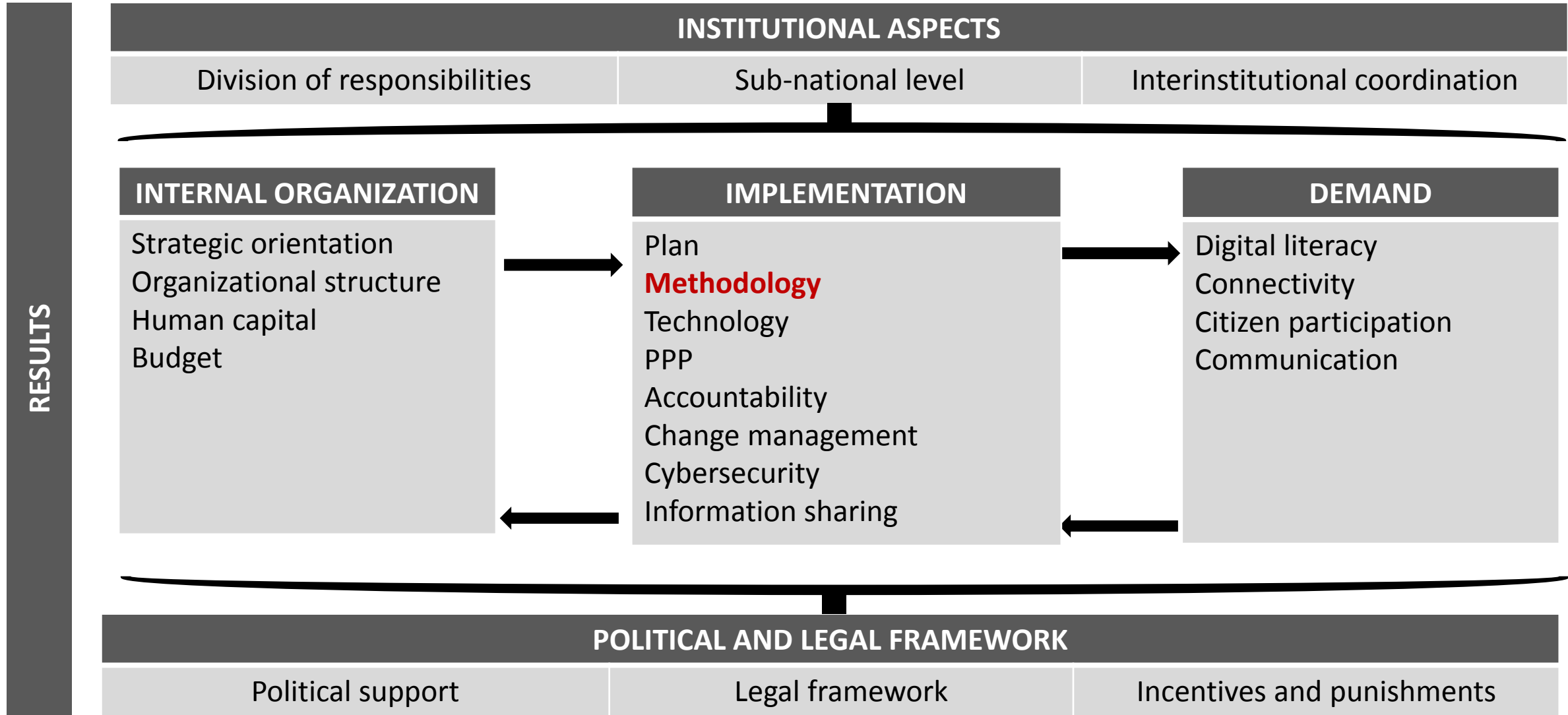
DO HAVE INTEROPERABILITY PLATFORMS

Argentina
 Belize
 Chile
 Costa Rica
 Ecuador
 El Salvador

Mexico
 Panama
 Puerto Rico
 Peru
 Uruguay
 Venezuela



RESEARCH PROJECT – CONCEPTUAL FRAMEWORK



APPROACHES FOR DIGITIZATION – CHILE

METHODOLOGY

The methodology includes 4 steps: 1) diagnosis; 2) change definition; 3) development; and 4) evaluation.

Reusable components are centrally provided:

- ✓ digital single key (Civil Registry Service),
- ✓ digital signature
- ✓ PISEE interoperability platform
- ✓ SIMPLE (BPM)

The Government Laboratory seeks to redefine the relationship between the State and citizens through public innovation to improve services using a methodology based on design thinking.

APPROACHES FOR DIGITIZATION – MEXICO

METHODOLOGY

The methodological approach comprises 9 dimensions: 1) standards, 2) mobile government applications, 3) payment gateway, 4) advanced electronic signature, 5) interoperability, 6) digital identity, 7) “stamp of excellence”, 8) assistance to local governments, and 9) innovation.

The process designed for the standardization of procedures involves 6 stages: 1) plan, 2) standardize, 3) test, 4) publish, 5) evaluate, 6) improve, and 7) certify.

The Digital Services Standard includes 4 stages and mobile applications. For each stage, there are standards, recommendations, and guidelines.



APPROACHES FOR DIGITIZATION – URUGUAY

METHODOLOGY

Based on a service catalogue, they created an "*implementation factory*" comprising a classification of business processes (11 categories were identified), the provision of "building blocks" (front-end and back-end), and they hired private companies configure and implement the business processes in each organization.

AGESIC defined a process for identifying, classifying and hiring the private companies.

With 8 Ministries, they worked with the Laboratory of Social and Public Innovation (LIS), defining a multidisciplinary team that worked on the "*as is*" and "*to be*" scenarios for selected business processes (adopting the MindLab Methodology of Denmark).

APPROACHES FOR DIGITIZATION – COMPARISON

| CHILE | MEXICO | URUGUAY |
|---|--|---|
| <p>Digitization is driven from the "reuse of existing resources" to simplify citizen service (front-office).</p> <p>Centralized policies and tools and decentralized implementation</p> | <p>Regulatory simplification and digitization is driven by the implementation of the "single window".</p> <p>Centralized coordination and decentralized implementation</p> | <p>Digitization is driven by standard reference solutions for the front- and back-office applications.</p> <p>Centralized coordination and semi-centralized implementation.</p> |

LESSONS LEARNT

SYNTHESIS

The OOP is a mechanism for simplification; however, in LAC digitization is still the main driver to service simplification.

Chile and Uruguay pursue digitization-driven simplification, following the Estonian model.

In Mexico, regulatory simplification is a requirement for digitization.

The establishment of a government entity only responsible for administrative simplification working as filter for digitization appears as a good practice. Such entity could also be responsible for the implementation of the OOP.



CONCLUSIONS

LAC is far behind Europe in service digitization and the implementation of the OOP.

Governments in LAC are investing significant efforts in service digitization.

The OOP implementation still appears at a very early stage. Previously, solving interoperability issues remains as a key challenge.

Europe has been always a reference model and a source of good practices for LAC, so we are looking forward to know the lessons learnt from the OOP implementation in the European countries.

ACKNOWLEDGEMENTS

This presentation has been prepared based on:

“El fin del trámite eterno - ciudadanos, burocracia y gobierno digital”

“Wait no more - citizens, red tape and digital government”

by Benjamin Roseth, Angela Reyes, Carlos Santiso

See more at: [#sthash.mqR8fW0S.dpuf](https://publications.iadb.org/handle/11319/8930?locale-attribute=es&locale-attribute=pt)



Many Thanks!

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