Mexico’s E-Gov Strategy
Mexico’s Global Strategy


Citizen Centered Strategy

Policy Instruments

General Objectives

Effective democracy

Governmental effectiveness and efficiency

Special Programme to Improve Public Management 2008 – 2012 (PMG)

1. Maximize quality services delivered to citizens
2. Increase the effectiveness of institutions
3. Minimize operation and management costs
Wide-ranging regulatory reform initiated in 2009 to:

- Make citizens’ life easier.
- Increase competitiveness.
- Facilitate economic and social development.

1. **Standardize administrative processes** and eliminate unnecessary rules (Guillotine of Administrative Regulations).

2. **Facilitate citizens’ interaction with government** by repealing unjustified procedures and requirements (Guillotine of Substantive Regulations).
System to **measure and evaluate the effectiveness** of federal public administration institutions on their **Integral Projects to Improve Public Management**.

Currently **1,371 Projects on SAPMG**

**Guillotine of Administrative Regulations**

- Nine government management handbooks:
  - Inventory of regulations and elimination of duplicated norms.

**Web based procurement tool**

- Reduction of acquisition times up to 95%
- Reduction of transaction costs
- Increased competition and transparency
- Savings of MXP 3,496 million (2T 2009 – 1T 2011)
- Mandatory use to all agencies.

**Procedures evolution**

- 1. Procurement
- 2. Auditing
- 3. Internal Control
- 4. Infrastructure
- 5. Financial Resources
- 6. Human Resources
- 7. Material Resources
- 8. ICT
- 9. Transparency

- Electronic
- Conventional
- Total

- 2001: 2%
- 2002: 2%
- 2003: 2%
- 2004: 98%
- 2005: 98%
- 2006: 76%
- 2007: 76%
- 2008: 24%
- 2009: 24%
- 2010: 24%
- 2011: 24%

- Total: 34,191
Government Resource Planning

- Implementation of a single management system in a multi-scheme organization.
- Initial implementation in 3 public agencies to automate their administrative processes.
- Improvement of human, financial and material resources management
  - Optimized: 40
  - Implemented: 27.

Public Works Electronic Logbook (BEOP) System

- Guaranteed the inalterability of the information recorded by using advanced electronic signature.
- Up to date the Public Works Electronic Logbook exceeded 1 million notes.
- Participation of 166 public agencies nation wide.
- Over 7,685 civil servants users.
We are focused on the digital public goods strategy

**e-Gov Agenda**

I. Enhance public institutions operational efficiency

II. Cut transaction costs (citizen/government)

III. Build digital public goods (Infostructure) **New!**
• **2010 Situation:** 34,500 total regulations of which 15,000 relate to administrative matters. More than 1,000 were specific to ICT.

• **Target:** Reduction of internal administrative regulations.

• **Tool:** The ICT manual was signed and released on July 13th.

• **Current Situation:** 1,243 ICT regulations were assessed, of which only 42 remain.

<table>
<thead>
<tr>
<th>#</th>
<th>The Manuals</th>
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<tbody>
<tr>
<td>1</td>
<td>Acquisitions</td>
</tr>
<tr>
<td>2</td>
<td>Public Infrastructure</td>
</tr>
<tr>
<td>3</td>
<td>Financial Resources</td>
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<tr>
<td>4</td>
<td>Human Resources</td>
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<tr>
<td>5</td>
<td>Material Resources</td>
</tr>
<tr>
<td>6</td>
<td>Information and Communications Technology</td>
</tr>
<tr>
<td>7</td>
<td>Transparency</td>
</tr>
<tr>
<td>8</td>
<td>Audit</td>
</tr>
<tr>
<td>9</td>
<td>Control</td>
</tr>
</tbody>
</table>
Open Data & Interoperability Framework

- Rule based interoperability.
- Institutional collaboration as policy.
- Designation of trust sources.
- Public digital information becomes open data.
- Mandatory to search information inside government first.
- Mandatory to all federal government agencies.
We have completely changed E-Government maturity evaluation to incorporate estimation of the transaction costs that Government services transfers to the citizens and make them public.

White Paper

The e-Government Value and Maturity Model

October 2011

Today's government rely extensively on information technology (ICT) to deliver services to the public and to support the achievement of public value and the common good. Throughout government, every agency spends resources on ICT, some spending a very large proportion of their annual budget on ICT. This White Paper describes a significant initiative in assessing and understanding the application of ICT in government.

A companion e-Government Value and Maturity Model White Paper extensively describes the model, its data, and its analysis.

1 The White Paper uses English in the naming of the value and maturity model questions and components as at September 8. These question will have had some modifications to language and content as had been. This White Paper will be updated accordingly.
Advanced Digital Signature Law

• Was passed unanimously by the Senate
• Awaits final approval at the Lower Chamber
• Allows legally valid citizen to citizen use

Federal Government Institutions which currently use ADS on online Services

- 5.6 million issued certificates.
- 3.2 million annual tax declarations filed in the first semester of 2011.
- 98.76% of tax declarations were e-filed.

Mandatory use for 284,970 public workers to file patrimonial declarations.
100% of more than 9,800 service stations across the country are incorporated into the Franchising Process.

**PEMEX electronic franchising contracts**

- Reduced customer service time from 30 to 6 days on average.
- Reduced the use of paper, at least by 1.5 million pages.
- It is the first process using **electronic signature** for commercial purposes in the Federal Government.

https://www.comercialrefinacion.pemex.com/portal/
e-Gov Strategy Implementation

Online Service Delivery
- Automation of Procedures
- New Citizen Portal
- tuempresa.gob.mx
- One-stop shop foreign trade

Environment and Sustainable Development
- Natural Disaster Fund
- Declar@gua
- Use of paper rationalization

Inclusion of Vulnerable Groups
- CONAPRED
- Digital Inclusion

Multi channel
- Banking correspondents
- Infonavit
- CETES Directo
- CFEMáticos
- Online appointments

Infrastructure
- Digital divide
- Social access to internet
- Digital Inclusion

Participation
- Open Government
- Transparency
- Integrated information source
- A new facet of digital communication

www.gob.mx
1. Automation should be benchmarked against regulatory inventories.
2. Mexico has achieved very high maturity on regulatory inventories.
3. COFEMER shows that national initiatives can achieve results fast.
4. Mexico has reached Emerging & Enhanced automation of all procedures through COFEMER.

<table>
<thead>
<tr>
<th>STAGE</th>
<th>Emerging</th>
<th>Enhanced</th>
<th>Transactional</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Partial</td>
<td>Full</td>
</tr>
<tr>
<td>High impact services</td>
<td>72</td>
<td>100%</td>
<td>72</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>43</td>
<td>60%</td>
<td>15</td>
<td>21%</td>
</tr>
<tr>
<td>Rest of services</td>
<td>3,102</td>
<td>100%</td>
<td>3,102</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>195</td>
<td>6%</td>
<td>98</td>
<td>3%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>3,174</td>
<td>100%</td>
<td>3,174</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>210</td>
<td>7%</td>
<td>111</td>
<td>3%</td>
</tr>
<tr>
<td></td>
<td>3,174</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maximum possible</td>
<td>33.33%</td>
<td>33.33%</td>
<td>11.11%</td>
<td>11.11%</td>
</tr>
<tr>
<td>Relative Progress: High Impact Services</td>
<td>33.33%</td>
<td>33.33%</td>
<td>6.64%</td>
<td>2.31%</td>
</tr>
<tr>
<td>Relative Progress: Rest of Services</td>
<td>33.33%</td>
<td>33.33%</td>
<td>0.57%</td>
<td>0.70%</td>
</tr>
<tr>
<td>Relative Automation: All Services</td>
<td>33.33%</td>
<td>33.33%</td>
<td>0.70%</td>
<td>0.74%</td>
</tr>
</tbody>
</table>

The government services & procedures inventory can be found in: www.gob.mx
Transactions completed through e5cinco electronic payment scheme. (credit card transactions are not included).
Phase I. Search engine
• Search centric across all agencies.
• Questions and answers, news headlines, sponsored ads and images.
• Citizens’ needs analysis.

Phase II. Personalized page
• Establishes a legally valid digital identity with use of ADS.
• Single point of access to personalized portfolio of services and procedures.
• Based on social network technologies that allows simplified technical convergence to all agencies.
Phase III. National Geographic Visualizer

- Single point of access to all public geo-information.
- Open data geo-container

Expected Results

- Improve access to public goods, reducing transaction costs for citizens.
- Improve the meaning and relevance of government information.
- Improve the quality of G to C interactions.
- Multiply the value of ICT investments, by making them interoperable.
- Strengthen transparency and government accountability to citizens, enforce open government principles.
Search Platform

• Sites indexed: 398
• Records in the index: 300 million
• Query volume since June 11: 1,098,578
12 procedures in a single process.
- Time reduction from 22 days up to 2.5 hours
- Since 2009, more than 36,000 users have been registered representing over MXP $78 million savings.
- More than 3,700 companies have been registered.

Mexico advanced:
- 47 places in the Opening Companies Indicator of the Doing Business Index (World Bank)
- 33 places in the Time Indicator of the Global Competitiveness Report (World Economic Forum)

Inter-ministerial integration of 165 foreign trade processes.

- Exports in 2010: USD 298.3 billion.
- Imports in 2010: USD 301.4 billion.
- 55,000 active users.
- Over 37,000 export permits.
- Over 3,550 import permits issued daily.
- Involves 10 government agencies and 2 private institutions.
New rules of the Reconstruction Fund (FONDEN) to speed up the process of providing resources to federal entities.

- Approval of “Immediate Support” for executing actions in 24 hours.
- Reconstruction may be carried out by the Federal Government or through a third.
- Assurance of a transparent and fast response.

- Geo-referenced information
- Image uploading through GPS systems
The National Water Commission (CONAGUA) collects fees from water concessions and sewer discharges.

Since October of 2010 declarations are made through a declaration and payment system.

- Declar@gua facilitates payment.
- During 2011, Declar@gua received 7,983 declarations raising the percentage of quarterly revenues.
- Optimizes tax collection processes for taxpayers, saving up 90% of time.
Paper reduction

Actions and policies identified to downsize paper usage within 98 institutions:

- Less printers, departmental equipment for photocopy and scanning services
- Use of eco-friendly paper.
- Use of recycled paper.
- Prevention of paper use on non-official documents by email use.
The National Council to Prevent Discrimination (CONAPRED) implemented in February 2011 its website to enable information access to disabled people, meeting the specifications of the WCAG AAA.

Conapred’s website provides access to people with visual, hearing and motor impairment through:

- Images with alternative text and closed captioned videos.
- Easily readable texts, forms and tables.

The process laid the foundation for the adoption of the Content Accessibility Guidelines in the Federal Government.
Virtual spaces designed to promote gender equality, it offers online courses and a certification strategy for gender trainers.

Measures staff perception on gender equality inside the Federal Government.

Online training program designed for adults and native culture citizens aimed to basic education and improvement of quality of life.
Inclusion of Vulnerable Groups (2/2)

- **Talking computers for blind people**
  - Program for blind people to complete their education. This strategy is carried out by a screen reader and interactive typing course. Online exams.

- **Computer Training Centers**
  - The purpose is to enable older people in handling computer, specifically the Internet.

- **Conéctate**
  - An educational project which aim is to comply with the nondiscrimination right. It will become an online education fully accessible site.
Delivering government support in remote areas through banking correspondents:

- 20 BANSEFI direct offices.
- 95 banking correspondents through DICONSA stores.
- 5,651 BANSEFI terminals in 59 savings societies and loans.

Current coverage in nine states: **Estado de Mexico, Morelos, Michoacán, Hidalgo, Querétaro, Guanajuato, Puebla, Jalisco, and Veracruz.**

- **Reduction of travel times and costs** for cash handling, consulting, and payment services.
- **Distributes 17% of the social subsidies** through debit cards with chip.
The Institute for Housing Fund (INFONAVIT) provides multi-channel management mortgage information through:

- Web site and mobile internet services.
- Text messages (SMS) by cell phone.
- Self-service information kiosks.
- Sending información via email.
- Call centers for remote attention.
- Integrated mobile office.
• A new savings vehicle to buy Treasury Certificates and Bonds without any intermediary and no fees charged.

• A minimum savings of $100 MXP (less than $10 USD).

• Gives the opportunity to create an investment portfolio customized to personal needs and investment horizon.

• Is an effort to encourage domestic savings, financial inclusion and future planning.
Mexico has:

- 85 million mobile phones
- 30 million bank accounts

- Central bank has established 4 new types of Ecash accounts.
- Banks have started commercial implementation
Booths for automated payment and account verification of electrical service, administered by the Federal Electricity Commission.

- 2,406 kiosks operate nationwide.
- 52 million transactions per year.
- Also operates customer complaints.
Online appointments

✓ ISSSTE, IMSS, Instituto de Perinatología: Scheduling of medical consultations in health centers.

✓ Tax Administration Service (SAT): Appointment to tax procedures

✓ Ministry of Foreign Affairs: Appointment to request passports.

✓ Federal Electoral Institute. Appointment to request voter card or modify personal data.

✓ CONDUSEF: Scheduling for conciliation procedures with financial institutions.
67.38% of Federal Web Sites have a mobile version.
Open Government Alliance

- Committee of the Alliance: Eight nations and eight NGO’s
- Content of the declaration: Foundations, assumptions, commitments and principles.
- Formal launch: September 20
- Expected membership: 46 countries in 2012.
## Mexico's Action Plan Commitments

<table>
<thead>
<tr>
<th>Challenges</th>
<th>Projects</th>
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<tbody>
<tr>
<td>Improving Public Services</td>
<td>– Citizen Website <a href="http://www.gob.mx">www.gob.mx</a> (second phase)</td>
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<tr>
<td></td>
<td>– Inter-operational and open data (integration)</td>
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<td></td>
<td>– Improvement of procedures (300 and one-stop services)</td>
</tr>
<tr>
<td>Increasing Public Integrity</td>
<td>– Targeted transparency (general, budgetary, security, telecom, oil, education)</td>
</tr>
<tr>
<td>More effectively Managing Public Resources</td>
<td>– Government procurement system</td>
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<td></td>
<td>– Accounting harmonization</td>
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<td></td>
<td>– National accountability system</td>
</tr>
<tr>
<td>Increasing Corporate Accountability</td>
<td>– Entrepreneurial Ethics Workshop (online and evaluation)</td>
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<tr>
<td></td>
<td>– Incentives for integrity in purchasing system</td>
</tr>
</tbody>
</table>
Public access to government information (1/3)

Transparency General Application Handbook (MAAGMTA)

- Information requests
- Classified information committee
- Transparency on relevant topics

Regulation on transparency, accountability, and access to public information for all federal agencies.

Public information requests

- Information requests to public entities.
- Appeals to a third party.

Indicator of responses to information requests

- 86.90% in 2009 - III
- 87.23% in 2009 - IV
- 88.83% in 2010 - I
- 89.40% in 2010 - II

Source: IFAI, 2011
Public access to government information (2/3)

Transparency on relevant topics

Brings information on relevant government products, procedures and services.

• Provide information on public servants obligations as faculties, salaries, organization chart.
• Over 46 million visits.

Classified information committee

The Information Committee coordinates and supervises actions on transparency and access to public information of each Public Agency to ensure access to information and protection of personal data under their custody.
Budgetary Transparency website

Enables citizens to assess and monitor the actions, programs and management of Federal Government spending.

Who, Where, Why, When?
Digital communication strategy (video)
Presidencia.gob.mx

“Spokesperson” of the Federal Government:

- Inform clearly on the challenges and opportunities faced by the country.
- Explain reasons behind the decisions.
- Communicate progress on issues.
- A blog designed to deal with issues on the public agenda.
Online interaction spaces, where citizens can ask and be answered by officials.

Pregúnt@le al Presidente (Ask the President), in cooperation with Google, received more than 211,155 votes corresponding to more than 14,000 questions from 12,203 citizens.
Since 2011, petitions, comments and requests for information, are received through social networking services.

54.86% of the requests came through the Internet, bypassing the traditional medium.
The aspect of Mexican telecommunications markets that has hindered growth, network coverage and service quality in the past has been lack of competition and ineffective regulation.

Thus, the government is tackling this situation through two strategies:

1) Regulatory policy that favors competition:
   - Interconnection tariffs, 60% lower on average
   - Bidding of more spectrum and of the electric utility company’s fiber optics (twice as much spectrum available than 10 years ago)
   - Declaration of dominance, specific obligations and 1 billion dollar fine

2) Social coverage policy, aimed at providing basic telephony and internet access to the unserved and underserved.
Social access to the internet:

- A 20,000 km-long fiber optic backbone has been installed offering long-haul data transport to state governments and other social institutions (including Mexico’s National Research and Education Network).
- State governments deploy last-mile wireless networks which service education, health and government users (2012 goal of 100,000 sites)
- Satellite networks help connect schools, health clinics and other social infrastructure in distant rural areas. Today 7,000 centers are connected using satellite technology and in 2012 an additional 12,000 points will be added.
- Mexico’s goal in 2012 is to have 24,000 digital community centers in operation offering internet, education and health services.
Bridging the digital divide

- Digital Inclusion:
  - Our dual strategy aims to reduce the digital divide among adults, while also offering advanced tools, training and entrepreneurial support to younger generations who are already “wired”.
  - Digital Community Centers are the main tools for the deployment of both inclusion strategies.
  - A collaboration between eMexico and the Adult Education Office (INEA) incorporates over 1 million adults with no previous access to technology each year.
Conclusions

E-Gov

- Narrow inequality
- Improve access to services
- Achieve savings
- Boost infrastructure
- Promote competitiveness
- Increase economic growth
The Federal Government has made an effort to be more efficient, reducing personal services and operating expenses as a proportion of current expenditure.

Investment on infrastructure:
2006: 15.1%
2011: 24.6%
International Recognitions


- Mexico’s performance (2005 – 2012)
  
<table>
<thead>
<tr>
<th>Year</th>
<th>Position</th>
<th>Qualification</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005 - 2006</td>
<td>3.92</td>
<td>55</td>
</tr>
<tr>
<td>2006 - 2007</td>
<td>4.18</td>
<td>58</td>
</tr>
<tr>
<td>2007 - 2008</td>
<td>4.26</td>
<td>52</td>
</tr>
<tr>
<td>2008 - 2009</td>
<td>4.23</td>
<td>60</td>
</tr>
<tr>
<td>2009 - 2010</td>
<td>4.19</td>
<td>60</td>
</tr>
<tr>
<td>2010 - 2011</td>
<td>4.19</td>
<td>66</td>
</tr>
<tr>
<td>2011 - 2012</td>
<td>4.29</td>
<td>58</td>
</tr>
</tbody>
</table>

Number of countries in the sample:
- 2005 - 2006: 117
- 2006 - 2007: 125
- 2007 - 2008: 131
- 2008 - 2009: 134
- 2009 - 2010: 133
- 2010 - 2011: 139
- 2011 - 2012: 142


- Mexico’s deregulation effort is among the best cases documented by the OECD.

- In line with the practices of most advanced OECD member countries, the Mexican Government has a forward-looking approach to ... connect ICT investments in the public sector to creating social value. (OECD, 2011)

- In June 2011 Mexico was granted with two first places of the United Nations Public Service Awards.
Mexico acknowledges that the UN E-Gov Survey 2012 is a fact based methodology.

Mexico’s maturity of national initiatives go beyond surveyed websites.

Many new important projects have been rolled out recently (September, October, 2011)

This presentation is comprehensive set of links to facts and evidence that shows Mexico’s progress related to the E-Gov survey.
Gracias!