Policies for Innovation in Public Administration: Design for results

Vice Minister Uriel Marquez Carrazco

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External factors

- Global financial crisis
- Natural disasters
- Health threats and a greater service demand
- Security issues
- Population aging

Inside government

- An organization culture based on compliance of law
- Over regulation
- Isolated efforts and lack of cross linkage
- Variant degrees of management and technological maturity
9,639 citizens’ recommendations to improve public services

Most useless procedure contest

• To identify the most useless procedure in public administration

• To propose solutions to improve 2,603 public services delivery in 79 Federal Agencies
Citizens demand more and better public information

Public information petitions

- 800,000 petitions via web (2007-2012).
- The response rate improves every year.
- We need to provide accessible and quality information to citizens.

Source: IFAI, 2011
Whole government approach

Administrative development for good governance

- Innovation
- Skills and capabilities
- Agile, transparent and focused on citizens
- Better procurement
- Professional civil service
- Evaluation
- Project portfolios
- Open Government
Integrate the government processes around the citizens’ demands

**Inputs**
- Budget
- Human Resources
- Material Resources

**Processes**
1. Culture
2. Streamline regulation
3. Analysis
4. Projects
5. Information Technologies

**Outputs**
- Satisfaction
- Effectiveness
- Costs reduction
- Efficiency

**Outcomes**
- Health
- Education
- Culture
- Security
- Economic development

**Whole government approach**
Generate value for the customer at the lowest possible cost

Discovery (innovation) + delivery (management) skills

Mandatory Management Improvement Program for all agencies

- Focus on:
- High Impact Processes (management)
- High Impact Projects (innovation)
- Regulatory Reform
- Further e-Government
- Develop Human Resources

- 1,540 diagnoses on processes, procedures and critical services
- 1,905 improvement projects
- Transfer of knowledge and online integration of public entities experiences on improving their processes, procedures and services
### Results improving public services

**1,905 Improvement Projects**

1. **199 Inter institutional**

2. **36 Reengineering**

3. **62 100% online Processes**

4. **60 Processes and services integration**

5. **612 Use of technological tools**

6. **122 Standards and best practices incorporation**

7. **450 Processes and regulations improvement**

8. **364 Guillotine of Administrative Regulation**

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One stop-shop for foreign trade

Nation-wide project to improve service quality of the Post

Website for conflict resolution between consumers and suppliers of goods and services

Mexico is culture. Integral multi-channel content distribution

Public Works Electronic Journal

Remote publication request procedure

National Equality Program

Zero Base Regulatory Reform

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**LESS COMPLEX**
Results improving public services

Web site with information of 2,908 federal public services or procedures

- Frequency and response time
- Requirements
- Complaints
- Suggestions
Web site to evaluate federal procedures *On progress*

Open government tool with a search engine to find procedures on:

- Simplification
- Best practices
- Citizen surveys
- Citizen opinion
Web page: www.gob.mx optimizes queries based on citizen's searches

- Search engine for 193 portals.
- Fewer clicks to reach what you are looking for.
- 350,000 searches per day.
- Appointments for the Tax Administration Service (SAT) account for 40% of the search results.
Users customize their profile according to their needs

- Selects governmental gadgets:
  - Housing loan balances
  - Professional license
  - Gas prices
  - Weather forecast
- Uses electronic signature to log in.
- No additional information request for procedures.
Results opening public information

Public information on a map: “Your government on maps”

• Single access site to geospatial governmental information.

• Access data from 600 layers on:
  • Infrastructure
  • Governmental programs
  • Culture
  • Natural resources
  • Public services

• Export tool of information of cross referenced layers.
Online interaction spaces for citizens with top level officials

Federal Cabinet and 19 main agencies on Twitter and Facebook

- Over 450,000 Cabinet followers
- 750,000 main agencies followers
- Average of 5.2 daily tweets
- Average of 15 daily tweets

- 398,000 Likes
- Real reach: 40,785,831 users
- Over 90,000 interactions between citizens and Ministries Facebook pages
Main success factors for strategy implementation

1. Strong leadership of President Felipe Calderon
2. Balance between Innovation and Management
3. Whole government approach, integrate high impact projects into transversal policies
4. Integrate citizen’s opinion on open government information
5. Public servants participation on projects and quarterly training programs
6. Evaluation of projects on outcomes: health, safety, economy, education, development

Conclusions
• New Control and Auditing Model in Public Service
  First place – Preventing and Combating Corruption in the Public Service

• National System of Public Contracting
  Second place - Preventing and Combating Corruption in the Public Service

umarquez@funcionpublica.gob.mx
www.funcionpublica.gob.mx