



OPEN GOVERNMENT PARTNERSHIP
ARGENTINA

ARGENTINE ACTION PLAN
APRIL 2013



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Open Government Partnership

-April 2013-

I. Introduction.

Democracy in Argentina and the region transits a process of systemic deepening. Optimizing the use of available technological part of the question but they also need specific directions by means of active policies that help to achieve substantial improvements in state- citizens relationship, with special consideration of vulnerable population. It is necessary, for this, the involvement of an appropriately informed and organized citizenship where to reflect its complex configuration. It is at this point, precisely, where networking takes special value both within state institutions and community ones, in the context of a “gained decade” due to socioeconomic progress and expanded rights.


The matter is to openly manage complex scenarios where citizenship shows crossed by specific interests, social and cultural issues that merit differential treatment, where active policies are essential.

The technological framework implemented by the government inward and toward society is progressing satisfactorily. Such are the cases of plans: *Argentina Conectada* (Argentina Connected), *Conectar Igualdad* (Connecting Equality), Open Digital Television, Argentina’s Digital Agenda and developments achieved in e-government, among others. These advances, although necessary, are not sufficient.

It is essential to strengthen will and capacity in public institutions and civil society to achieve an involved, equitable and inclusive society. In turn, management of complexities in open and transparent contexts must be part of public administration’s management culture and citizen participation, which requires understanding, conviction and training. Both aspects are identified as political challenges whose resolution may give impetus to the realization of Open Government, in line with the objectives and commitments expressed in this document.

These goals go far beyond the known as Open Data. They point to a more integrated and egalitarian Open Government, where underlies the challenge to achieve greater levels of social inclusion within an expanding rights framework, respect for diversity and strengthening of regional integration underlies.

From this point of view, a government is considered "open" every time it is focused on the needs of citizens and promotes interactions with and among citizens, public officials, politicians, public bodies of the various branches and levels of government, civil society associations and interests groups, among others. These interactions and services must be framed in policies and actions of citizen and institutional strengthening, in order to facilitate access to public information, promoting transparency and accountability, providing



excellence services, generating opportunities for collaboration, advocating pluralism, expressing of opinions and citizen participation in the cycles of public policies management; all that with the purpose of improving democratic governance as a means to optimize members of society's quality of life.

These and other definitions show that Open Government is not just a technological application made possible by developments Web 2.0, nor a legal issue that guarantees access to public information or the existence of sites or portals to query , claims or transactions. It is, above all, a government that -based on evidence of integrity, reliability and credibility-opens to an interactive process with citizens through a two-way relationship in which they can express their opinions or policy or government projects proposals, share the making of public goods and services and / or get actively involved in monitoring, control and evaluation of state management.

To carry out this idea of Open Government a series of transformations motorized by all those actors involved in public policy is necessary. To this end, changes are required: to definitely place citizens in the management focus; to transform administrative processes into aimed at obtaining measurable and assessable outcomes; to promote joint and net working; to improve ways of linking and communicating with citizenship; to empower citizens so that they can exercise their individual and collective rights and participate in the design, implementation and evaluation of state policies.

Since October 2012, National Government jointly with multisectoral actors is working on the development of the proposal of the Open Government Action Plan in Argentina. Through a process of consultation meetings, conducted collaboratively and horizontally in line with the principles of Open Government, the above mentioned Action Plan was developed.

The task was carried out in the framework of Argentina's Digital Agenda Open Government Working Group, which comprehends various multisectoral actors, state agencies, universities, NGOs and stakeholders involved in the issue. For the making of the Action Plan, a virtual forum was also launched to allow an open and federal participation. There were experiences exchanges and drawings of work lines and plans so that they could be considered in the production of specific actions and public policies to be reflected in the Plan.

Through this proposal, in line with the conceptions of Open Government above mentioned, Argentine State is committed to strengthening its role in articulating public policies and promoting social organization and collective action.

I. Efforts made to date by Argentina's National Government

The proposed Action Plan is framed in the policies implemented so far in Argentina's Digital Agenda. This plan involves interoperability between the different programs, fostering joint work and promoting new solutions for citizenship.

1. Policies for Information Society's development.

- **Agenda Digital Argentina (Argentina's Digital Agenda)**

Argentina's Digital Agenda (ADA) is a tool created by Presidential Decree No. 512/2009 which promotes the formation of a Multisectoral Cabinet oriented to exploit the possibilities offered by the Information and Knowledge Society. It is the national plan for the government, institutions and people's inclusion and appropriation of the benefits of Knowledge Society through the use of intensive and strategic Information and Communication Technologies (TIC). Increasing access as a development and social inclusion factor and favoring local production of TIC goods and services are primary goals of ADA.

Argentina's Digital Agenda is formed from projects related to Information and Communications Technologies in National State's scope. E-government initiatives, infrastructure deployment, digital inclusion, accessibility and technological development, are part of a comprehensive policy undertaken by Argentine government since 2003 to date. The National State has in recent years made the largest investment in technology in the whole history of our country. Projects like *Argentina Conectada* (Argentina Connected), *Conectar Igualdad* (Connecting Equality) and Argentina's Digital Agenda itself have favored innovation and digital inclusion across the country.

Starting from the Base Document –part of the Decree-, working regulations for the Digital Agenda were began to be produced. The document describes how projects and strategies enter the Agenda and are processed. It specifies how to create interinstitutional spaces that guarantee knowledge management and basic consensus for the development of the different issues involved in the Digital Agenda. A key part of this process is the Digital Agenda Forum (FAD).

The FAD is the way to achieve consensus on projects and policies framed in Digital Agenda's Strategy issues so they can be presented as proposals to policy makers, who can use them as input for their government's actions.

Agencies: Chief of the Cabinet Office. Presidency of the Nation.

Implementation date: May 2009.

Website: <https://www.agendadigital.gob.ar/>

- **Plan Conectar Igualdad (Connecting Equality)**

Plan Conectar Igualdad is an initiative seeking to recover and valorize public school in order to reduce digital, educational and social gaps throughout the whole extent of our country. It is a policy 1:1 (one computer per student).

Conectar Igualdad, as a federal scope digital inclusion policy, distributes 3 million netbooks to every student and teacher at secondary public schools, special education and teacher training institutes. Parallely, digital contents are developed to be used in educational proposals and work will be done regarding teacher training processes in order to transform education paradigms, models and processes.

The plan includes the use of netbooks at school as well as at home so as to achieve an impact on the daily lives of the diverse Argentina's families and communities.

Agencies: Chief of the Cabinet Office, Ministry of Education, National Administration of Social Security (ANSES), Ministry of Federal Planning ,Public Investment and Services. Presidency of the Nation.

Implementation date: April 2010.

Website: <http://www.conectarigualdad.gob.ar/>

- **Televisión Digital Abierta (TDA) (Open Digital Television)**

TDA seeks the planning of the transition from analogue to digital television in order to ensure a progressive and free adherence to all users; optimizing the use of radio spectrum; contributing to technological convergence; improving quality of audio, video and services; encouraging local industry in the production of digital tools and services; and promoting job creation and workers training in technological industry.

The *TV Digital Abierta* is a policy through which Argentine State implements new technologies enabling the deployment of Digital Terrestrial Television (DTT) and Digital Satellite Television (DST) throughout the country, generating a quantum leap in communication matters.

Anchored in DTT's global and regional technological development, TDA seeks to improve quality of life of all argentines. This will be done through TV's change of objectives and priorities, going from simple entertainment to civic, educational and cultural participation.

TDA , whose execution is framed in Decrees 1148/2009, 364/2010 and 835/2011, provides an open service. This means that it can be seen throughout national territory without profit from new services and benefits offered. Gratuitousness of TDA is guaranteed through the Plan *Mi TV Digital* (My Digital TV).

GINGA

Ginga is a standard open software created to enable the execution of interactive applications in any receiver or digital tuner TV, regardless brand or model. Those applications extend and complement the information on the topic the program being watched is dealing with. They also allow access –whenever the user wants to- to additional information such as team members in a soccer game, related statistics and even last-minute news as other matches'

scores. All that without interrupting TV viewing and only using the remote control. Additionally, access to Internet sites dealing with each particular issue is provided through a return channel. The applications also enable users to establish communications with other users or entities by telephone, SMS or chat. Some examples of the above mentioned are: any time access to weather report, contact with the advertiser of a product, or simply downloading a game.

From a social standpoint, interactivity presents to users a quite useful facilities scenario. Information and education campaigns on diseases prevention exploit interactivity complementing television clips information, allowing surveys on population behaviors in typical situations, or checking how effectively the message was understood by trivia about the topic.

Argentine Universal Contents Audiovisual Bank (BACUA)

It is an easily accessible digital network formed by material contributed by the different actors in local and regional audiovisual ground. BACUA proposes itself to supply universal scope audiovisual contents to both new broadcasting spaces and existing ones.

Independent producers, governmental and non-governmental organizations, universities, social groups and signals counting with own productions, may grant their content for free to Banco Audiovisual de *Contenidos Universales Argentino* to be the same way distributed to TV channels nationwide. BACUA is a federal audiovisual exchange space, whose *raison d'être* is to search, organize, digitize and socialize audiovisual contents that reflect cultural diversity of our country.

Agencies: Ministry of Federal Planning, Public Investment and Services. Presidency of the Nation.

Implementation date: August 2009.

Website: <http://www.tda.gob.ar>

- **National Telecommunications Plan Argentina Conectada (Argentina Connected)**

The National Telecommunications *Plan Argentina Conectada* (Argentina Connected), created since Decree No. 1.552/2010 publication, is a five-year strategic plan that defines the infrastructure and telecommunications services for the entire country. Conceived as a comprehensive connectivity strategy whose main lines of action are related to public investment in infrastructure, equipment and services deployment, among its main objectives are: to reduce the cost of broadband Internet, Television and Video services and, fundamentally, expand them on an equal basis to all inhabitants of the country.

It is a National State's bet so technological development will be available to all argentines in equality of opportunities. Through federalization of communications services in all subjects beyond urban centers, it is destined to households, public institutions, civil society and the productive sector, empowering and multiplying contents, extending coverage, improving prices and ensuring their quality.

Through the development of a Federal Optical Fiber Network -future backbone of the services- and the deployment of the Terrestrial and Satellite Open Digital Television, there is a promotion of the multiplication of expressions while generating new quality content granting access to digital media to the new voices legitimized in the Audiovisual Services democratic legislation.

- Reduction of geographical and social inequalities in access and use of TIC, is one of the main axes of digital inclusion public policy.
- That is why Argentina Connected works in the implementation of spaces of access to new technologies enabling the development of skills and tools which empower communities' development.
- In this direction, The *Núcleos de Acceso al Conocimiento* (NAC) (Access to Knowledge Cores) were designed as new connectivity spaces intended to learn, communicate, get informed and have fun. The NAC have different modules: a Wi-Fi Room to connect to personal computers and mobile devices; a Training Room for courses, workshops and presentations; a TDA Microcine where the Open Digital TV signal is transmitted; and a Game Room with last generation consoles so that the youngest can explore access to technology through play and leisure tools.
- The *Puntos de Acceso Digital* (PAD) (Digital Access Points) are public spaces offering free wireless Internet connectivity. They are identified with signage and available to all devices in the coverage area through *Argentina Conectada* (Argentina Connected) network.

Agencies: Ministry of Federal Planning, Public Investment and Services. Presidency of the Nation.

Implementation period: Octubre de 2010

Website: <http://www.argentinaconectada.gob.ar>

• **Plan *Mi PC* (My PC)**

The strategic objective of Plan *Mi PC* is bridging the digital gap in Argentina, understanding it as the differences that exist between individuals, households, companies or geographic areas regarding the access possibilities to Information and Communication Technologies and the level of use made of them.

The Plan has two complementary lines of action: on one hand, it sponsors the generation of quality computer equipment at a reduced cost, favoring increased connectivity and the renovation of the existing stock; on the other hand, it generates and implements a policy intended to the creation of CEAs (Teaching and Computer Access Centers) which are public and free or with a social tariff, and that are proposed and managed by Social Organizations, mostly related to social and cooperative economy projects.

Agency: Ministry of Industry. Presidency of the Nation.

Implementation date: Year 2005.

Website: <http://www.programamipc.gov.ar/>

2. E-Government and public services

Since 2003 to date, National Government is growing in institutional capacity to carry out public policies that improve citizens' quality of life. E-government lines of action are accompanying this process.

The use of new information and communication technologies seeks an improvement in the efficiency and effectiveness of internal processes and links with society, focusing on the inclusion of citizens in a participatory manner while facilitating and making available information and helping to administration transparency.

- **Ministry of Social Development of the Nation Web Portal**

<http://www.desarrollosocial.gob.ar>

Digital communication of this agency proposes to initiate an interactive relationship with citizenship and provide access to public information from multiple channels of consultation (online form, social networks and free "0800" call center); information and public data (procurement and contracting, audiences and organizations records) and services (interactive map georeferencing over 1600 centers and organizations, procedures guide for access to public policies and a virtual library with reference material on information and training).

The ministry's portal meets the principles of usability and web accessibility for people with disabilities and uses a broad, non-technical language in order to provide the necessary information for access to public policies.

It includes a contact form that allowed to manage more than 50.000 inquiries from citizens around the country, an interactive map georeferencing over 1600 centers and organizations with their corresponding contact details and exact location -bringing social policies closer to recipients nationwide-, a procedural guide that provides detailed information on the steps to access the different ministry's policies, and a virtual library counting with more than 70 publications, including material on information, consultation and training, distributed in books, catalogs, booklets and magazines.

The ministry also incorporated the region's most used social networks. The agency has profiles on Facebook, Twitter, Google +, Pinterest, YouTube and Blaving. Currently, a platform is being developed in order to unify the queries received by the various ways of contact: free call center, contact form and social networks, with the aim of optimizing criteria and response to citizenship times and monitoring of referrals made. This incorporation represents an important step towards e-government and Open Government, due to its approximation to the implementation of the so-called "single window".

- **National Administration of Social Security (ANSES) Portal.** <http://www.anses.gob.ar/>

ANSES' official website is one of the main tools used for direct communication with all citizens. It's presents information related to benefits, procedures indications and the Online Procedures section intended to facilitate and expedite actions.

The website is designed to have access to the 15 most requested topics in not more than three clicks. Currently, the entire homepage unfolds in just 4 seconds, so that it can be accessed quickly from any computer.

The site has accessibility for the blind. The Web meets in almost every page the minimum required A and AA standards established by the W3C, an international body which -among other things- defines the requirements for accessibility of sites.

ANSES' website also offers direct access to main social networks where the agency is present: Facebook, Twitter, Flickr and YouTube. In addition, the Executive Director's Blog can be visited.

- **Guía del Estado (State's Guide)** <http://www.argentina.gob.ar/>

Argentine Republic's Government Portal. State guide with all the official information on Argentina, procedures, online transactions, services and information. Directory of public agencies across the country.

- **Argentina Comparte (Argentina Shares)** <http://www.argentinacomparte.gob.ar/>

National Government's portal which integrates, organizes and casts different ministries' public policies aimed at youth. *Argentina Comparte* website, developed by the Headship of Ministers Cabinet, is a new communication channel to reach citizens - mainly young people- more direct and fluently. The aim is to bring them closer to scholarships, plans and incentives the State offers as tools to build their future.

- **Precios en su sitio (Prices at their site)** <http://www.preciosensusitio.gov.ar/>

Website for consulting the values of the products offered by retail chains. Citizens can compare prices offered in hypermarkets, department stores, chinese supermarkets and even the Central Market Retail Fair.

- **Programa Nacional Mapa Educativo (National Plan Educational Map)** <http://www.mapaeducativo.edu.ar/>

The National Educational Map is a geo-referenced information system for the management and monitoring of education generated and agreed from the development and integration of provincial or jurisdictional educational maps.

- **Con vos en la web (With you on the web)** <http://www.convosenlaweb.gob.ar/>

"With you on the web" arises from the need to create a space for communication, advice and participation of children and young people on issues related to new technologies and protection of personal data. This initiative, originated in the National Directorate for Personal Data Protection, has the mission of identifying and reducing risk factors related to the use of new technologies, giving society a set of tools useful to analyze, interpret and evaluate those hazards that can affect childhood and youth in the use of such technologies.

- **Internet Sano (Healthy Internet)** <http://www.internetsano.gob.ar/>

Healthy Internet is a promotion field of social values and behaviors that contribute to a comprehensive, innovative and secure use of new technologies by children, adolescents and adults - especially parents and teachers-. The site aims to inform and warn about sexual exploitation of minors on the Internet and, at the same time, to bring tranquility through prevention and education.

- **Trenes en vivo(Trains Live)**<http://trenes.mininterior.gov.ar/apps/web/#Lineas>

Trains Live is an application for mobile phones that allows users to view live arrival times of trains at different stations. The application is updated as amending waiting times for next train and the following two. After choosing the corresponding railway branch, the application displays the list of stations along the way. By choosing the one to be consulted, a screen with information on arrival times of next three trains in both directions opens.

- **Sitio del ciudadano (Citizen's Site)**
<http://sitiodelciudadano.mecon.gov.ar/sici/home.html>

Finance Secretariat's Citizen's Site intends to increase the transparency level of public administration and to expose public accounts to citizens. On the site it can be found all kind of information related to the execution of National Budget, exposed in a simple and clear language. It is also possible to get budget data more sophisticated and complex in charts, graphs and tables. This information allow National Budget analysis for both expenses and revenue and the comparison with previous periods.

- **Public Transport Portal** <http://www.mininterior.gov.ar/web/transporte>

Through the Ministry of Interior and Transport's Public Transport Portal, citizens can access quick and easily to all information on National State contributions to public transport system, namely buses, trains and subways, and to each one of the participating companies in particular.

- **Argentina Compra (Argentina Buys) Portal** <http://www.argentinacompra.gob.ar>

Through this portal, national government agencies can hire people, cooperatives and social economy projects registered in the National Register of Local Development and Social Economy Effectors.

- **SIET - Tourist Information and Statistics System**
<http://www.siet.desarrolloturistico.gov.ar/>

A policy of the Undersecretary of Tourism Development of the Ministry of Tourism of the Nation, the SIET is intended to be a tool that can consolidate a process of interaction between technical-political teams of tourism sector. In this, order to achieve an adequate management and interpretation of information in pursuit of tourism knowledge generation that allows proper planning and decision making. Among its main objectives, the SIET seeks to improve the availability, reliability and updating of information and its on time delivery within the scope of tourism sector.

- **Gobierno Local (Local Government) Portal** <http://www.gobiernolocal.gob.ar>

Local government is a portal made in the framework of the Plan of Municipal Management Improvement (IDB Loan 1855/OC-AR) of the Executive Unit of the Ministry of Interior of the Argentine Republic. Its goal is to provide to authorities, officials and employees from the more than two thousand nationwide municipalities: updated information, training, statistics and case studies to accompany government tasks, provide inputs for decision-making and support the professionalization of municipal management. The information in the portal is organized for the general public and for local government representatives who have access to areas reserved for the community of practice and can receive data and publish their own information. Local government is based on a collaborative approach to the knowledge building.

- **National Plan of Information Critical Infrastructures and Cybersecurity (ICIC)**

The ICIC aims to promote the creation and adoption of a specific regulatory framework that encourages the identification and protection of strategic and critical infrastructures of National Public Sector, interjurisdictional agencies and civil society and private sector organizations that require it, and the collaboration of these sectors looking forward to develop appropriate strategies and structures for coordinated action towards the implementation of pertinent technologies, among other actions.

- **National Survey on Access and Use of Information and Communication Technologies (ENTIC) in Households and Persons**

It presents information from the perspective of uses and access of households and people to these technologies in Argentina. The ENTIC was administered to all households and persons aged 10 years and over interviewed for the Annual Survey of Urban Households (EAHU), whose estimation extends to the total population living in private urban households in 2.000 and more inhabitants localities.

3. Citizen Participation, Transparency and Access to Public Information

- **Digital Agenda Forum (FAD)**

The FAD is a pre-decisional horizontal and participatory space of knowledge management involving the State, civil society organizations and referents in various areas. Actors considered relevant in the subjects covered by the Digital Agenda set, by consensus, the most important issues in their fields of action, share experiences around their difficulties and trace lines of action and work plans with the purpose of taking them in the production of specific public policies and actions. It is an open and voluntary participation ground intended to manage knowledge and basic technical and conceptual consensus.

Plenary sessions are convened regularly, with convergence of all the Working Groups (GT) as well as of new added players and special guests related to some of the topics treated. These plenaries main aim is to share progresses, doubts and proposals generated in the various clusters. It is the meeting place of all stakeholders in the FAD, where each group can know in depth what the others are working in, find common ground and discuss the need for opening new GT.

In addition to the meetings, the FAD has a virtual space in which each GT has an assigned place where to share files, write documents collaboratively and exchange ideas in discussion forums. Summaries of each meeting are also stored there so that new members can find out what was worked in previous encounters. The knowledge management platform of FAD is entirely based on free software, works on a Moodle environment and fosters documentation sharing preferably in open and standard formats.

- **Participatory Budgeting Argentine Network** <http://www.rapp.gov.ar/>

The Participatory Budgeting Argentine Network's primary mission is to become a public tool of support, promotion, strengthening and expansion of the participatory budget. It is composed of the Secretariat of Parliamentary Relations of The Chief of The Cabinet Office, the Secretariat of Municipal Affairs of the Ministry of Interior, and every municipality implementing or planning to implement participatory budgeting. The country has, currently, 47 participatory budgeting experiences.

- **Community Integration Centers (CIC)**

It is a Ministry of Social Development of the Nation's territorial approach policy. Community Integration Centres (CIC) are public spaces of community integration built throughout the country for the meeting and participation of different actors working in an intersectoral and participatory manner in order to promote local development towards social inclusion and communities' quality of life improvement.

The CIC constitute an articulation instance between national, provincial and municipal governments, social and political organizations and civil society, which also involves national ministries that make up the National Council for the Coordination of Social Policies.

Within these spaces, there is a Local Management Board where local stakeholders boost and develop, collectively, the following actions:

- Coordination of social development and primary health care policies (prevention, promotion and sociosanitary assistance).
- Care and support to the most vulnerable.
- Integration of community institutions and organizations that promote networking.
- Promotion of cultural, recreational and popular education activities.

The CIC, located in the most vulnerable areas of the country, are built by cooperatives especially formed by families and community residents. This strategy represents a model of governance that involves the integration and coordination of primary health care and social development policies in a municipal common ground.

- **Plan Carta Compromiso con el Ciudadano (Commitment Letter to Citizen) (PCCC)**

Institutionalized by Decree 229/2000, its main objective is to improve the relationship Public Administration-citizens, especially through the provision of quality services. The program contributes to administrative simplification, e-government development, sustainability, innovation, citizen participation, evaluation, employees involvement, improved management systems, transparency and accountability. Throughout its more than twelve years of existence the program has strengthened confidence in the Administration, improved perception of officials and state workers and made public agencies management transparent and legitimate. It has also established a higher level of engagement of citizens with respect to their obligations and social responsibility.

There are currently fifty-five (55) Public Administration bodies adherents to the PCCC: thirty-five (35) from national level, ten (10) provincial and ten (10) belonging to municipalities.

- **Law 26.653 of Web Accessibility**

Determines that National State's websites design must respect accessibility standards and requirements facilitating entry to contents to all persons with disabilities in order to guarantee real equality of opportunities and relationships, avoiding so all forms of discrimination. This will enable understanding and access to people with disabilities and users with different equipment or programs configurations.

- **INFOJUS - Argentine System of Legal Information** <http://www.infojus.gov.ar>

Its implementation has allowed open, unrestricted and free access to a large legal database previously only accessed by paying. Thus, Argentine State has made available to any citizen a wide variety of legal documents (laws, decrees, jurisprudence, doctrine, dictums, etc.), giving the possibility to legal professionals or common citizens to access information without necessarily having to subscribe to a paid digital platform.

- **INFOLEG - Legislative Information** <http://www.infoleg.gov.ar/>

INFOLEG is a legal database that emerges from the actions set out in the legislation that establishes the current Legislative and Documentary Information Area of the Documentation and Information Center (CDI) of the Ministry of Economy (MECON). It coordinates the collection and updating of national legislation, its interpretative rules and background.

- **Decree 1172/2003**

Decree 1172/2003 (BO 12/04/2003) "Improving the Quality of Democracy and its Institutions" applies throughout the National Executive Power bodies and by means of five diverse regulations rules the following tools of participation:

- **Access to Public Information**

- Regulates everyone's right to require, inquire and obtain information from the National Executive Power with the premises of preparing a solid foundation, simplic-

ity and conceptual clarity, and respect for international standards in the field. Through these regulations, any citizen may request -free of charge and without any formality rather than identification-, public information which is held by the State.

- **Public Hearing**

The Public Hearing enables citizen participation in the decision making process through an institutional space where all those who may be affected, express their knowledge or experience and present their individual, group or collective perspective regarding the decision to be made.

- **Interests Management**

Set to officials the obligation to publish the hearings held with subjects whose purpose is to influence the performance of their duties and / or decisions- usually known as lobbyists- allowing an effective control over government. A long list of officials, from the President of the Republic to those who hold a position of National Director or equivalent, are required to register those hearings.

- **Participatory Development of Rules**

This procedure, through non-binding consultations, involves stakeholders and the general public in the development of administrative rules and bills to be raised by the National Executive to the Congress of the Nation, every time the case characteristics -regarding its feasibility and opportunity- so dictate.

- **Open meetings of Service Regulators**

Citizens can be present at the Board meetings of these bodies, so that they can learn how decisions that affect them as users are made. Moreover, through Decree 1172/03, any person can know the content of the acts of government, consulting for free on the Internet the day's edition of the Official Gazette of the Republic of Argentina (all its sections and attachments).

- **Law 26.134**

Requested by current government it revoked from August 16, 2006 secrecy or restriction of any law that has been enacted with such condition and, in turn, banned the issuance of new laws of the same character in the future. It also ordered the release of all secret laws in the Official Gazette, enabling a massive knowledge of them.

- **Decree 4/2010**

Signed by Argentina's President, removed the security classification of all documents and information related to the actions of the armed forces in the period between 1976 and 1983, allowing public access to key information that can help solve crimes carried out during the dictatorship.

- **Decree 200/2012**

Also signed by the President of the Nation, removed the security classification of the final report prepared by the committee for analysis and evaluation of strategic-military and political responsibilities in the South Atlantic conflict (Report Rattenbach), while the Decree 431/2012 ordered the release of its digitized version.

- **Decree 2103/2012**

Also signed by the President, rescinded the secrecy or reserved character of administrative decrees and decisions issued by the National Executive and the Chief of the Cabinet Office prior to the effectiveness of this measure, ordering the release of all of them in the Official Gazette.

- **Federated Latin American Network of Scientific Documentation Repositories**

In November 2012 a regional agreement between National Executive Powers from Argentina, Brazil, Colombia, Mexico, Chile, Ecuador, Peru, Venezuela and El Salvador was signed. It gave rise to the "Federated Latin American Network of Scientific Documentation Repositories" which implements free access to all information and scientific research produced by professionals who obtain funding of their states. The website that serves as a basis of this project is: <http://lareferencia.redclara.net/rfr/category/tags/repositorios>

- **Access to Information Notebooks**

Headship of Ministers Cabinet of the Nation is working on a series of publications intended to provide citizenship with general public interest information, which often was intentionally barred in the past. Labor and delivery to public libraries across the country are articulated with the aim of ensuring a massive access. The first publication was the Mosconi Report (prepared by the technical team in charge of the intervention operation of the company YPF). And currently, the "Report Rattenbach" and the book "Malvinas. Opening of armed forces files in the South Atlantic conflict" are being produced.

- **National Contracting Office (ONC)**

Public contracts' publicity requirement is based on Article 1st of Argentine Republic National Constitution stating that the country adopts the republican, representative and federal form of government.

Through the scheme approved by Decree 1023/01 and its regulation Decree No. 893/2012, it is established that public contracting will take place at all stages in a context of transparency based on: publicity and diffusion of actions; the use of computer technologies that increase efficiency of processes and facilitate social access to information related to State management of contracts; real and effective community participation which will enable social control over the transactions.

Procedures are currently published in the official organ of publication of government acts, invitations are sent to suppliers and their grouping chambers and the internet is used to cast: calls, sealed documents projects submitted to public consideration, terms and

conditions sealed documents, opening acts, adjudications, purchase orders, and any other data determined by regulation.

Summarizing, current legislation places particular emphasis on the publicity of actions related to contracting procedures, consecrating transparency as a principle to be followed in every process. It must be respected from the outset of the proceedings to the complete execution of the contract, and an according tool is the establishment that all instances, including direct contracting ones, must be diffused by a mass medium (and the free of access and unrestricted to any citizen internet is a very good example).

II. Commitments

As mentioned in the Introduction, a government is "open" every time it evidences focusing on citizenship and fosters interactions between citizens, public employees, officials, civil society organizations, among others. In order to facilitate access to public information, to promote an active transparency of government and to provide excellence services, national government intends to develop the following initiatives:

1. E-Government and public services

- **Digital Signature**
 - Promotion actions will be held regarding the adoption of Digital Signature usefulness in the Ministries of National Public Administration still not having adopted it.
 - A new regulatory framework will be created to make flexible the implementation and use of Digital Signature, allowing a reduction of time and complexity.

Responsible Agency: Undersecretariat of Management Technologies. Chief of the Cabinet Office.

Deadline: December 2013.

- **Argentine Public Software**
 - Promoting the use of the Repository of Argentine Public Software within National State's bodies, and providing technical assistance to national, provincial and municipal agencies as required.
 - Creation of an online platform for sharing applications and projects.
 - Application for knowledge management by technical Public Software communities.
 - Regulating Public Software License.

Responsible Agency: Undersecretariat of Management Technologies. Chief of the Cabinet Office.

Deadline: December 2013.

- **National Plan of Information Critical Infrastructures and Cybersecurity (ICIC) and Healthy Internet**

Promoting awareness of the protection of information critical infrastructure and cybersecurity within National Public Sector agencies, providing technical assistance to national, provincial and municipal levels as required.

- Update of ICIC's National Strategy.
- Creation of cybersecurity workshops and technical presentations.
- Incident response exercises.
- Creation of the Information Security Policy.
- Generation of citizenship awareness contents.
- Awareness exhibitions and conferences.
- Public-private partnerships for contents creation and distribution.

Responsible Agency: Undersecretariat of Management Technologies. Chief of the Cabinet Office.

Deadline: December 2013.

- **Electronic Public Contracting System**

Decree No. 1023/2001 and its Regulation Decree 893/12 disposes:

- Contracts included in the scheme can be digitally signed using the corresponding selection procedures and modalities.
- Agencies are required to accept the submission of offers and the presentation of reports, documents, communications, impugnments and resources related to contracting procedures, in digital – considered valid- format.
- It also establishes that digitally signed documents will have the same legal value as the hand-signed ones, and they will be considered as evidence of the information contained in them.
- Availability of all information on the internet for consultation, which guarantees the generation of business opportunities to new potential offerers and the direct social control over government purchases.
- Launching of statistics useful for the decision making such as: studies on suppliers profiles, offerers development, consolidated purchasing policies, kind of goods to be acquired, purchases planning.
- Improvement of portal Argentina Buys (www.argentinacompra.gov.ar). An electronic public contracting system- which will apply to all selection procedures of state contractors- is under development.
- Designation of responsible-links in each Ministry, providing all of the information on purchases and contracting to Argentina Buys database.

Responsible Agencies: National Contracting Office. Undersecretariat of Management Technologies. Chief of the Cabinet Office.

Deadline: December 2013.

- **Depaperization**

Making of a handbook of digitalization and electronic documents management for National State Agencies.

Responsible Agency: Undersecretariat of Management Technologies. Chief of the Cabinet Office.

Deadline: March 2014.

- **Expansion of TIC Survey (Entic)**

In the framework of Argentine Digital Agenda's Working Group, a work team subject to the delimitation of measurement priorities on access and use of TIC in sectors considered priorities will be created.

- Discussion and delimitation of conceptual definitions supporting the construction of indicators.
- Generation of interinstitutional collaboration processes and mechanisms in TIC information systems construction.

Responsible Agencies: INDEC (National Institute of Statistics and Censuses) and Undersecretariat of Management Technologies.

Deadline: June 2013.

2. Transparency and Access to Public Information

- **Making of a Public Data portal**

The Public Data portal will comprehend information about budget, public tenders and hiring, public employees' salaries, and general information of the National State. Data will be available interactive and dynamically -to facilitate their understanding and use by citizens- as well as in an open and reusable format.

Responsible Agency: Undersecretariat of Management Technologies. Chief of the Cabinet Office.

Deadline: December 2013.

- **Manual of Open Government Right Procedures**

A Manual of Open Government Right Procedures will be developed, containing basic standards every government should take to be open, transparent and accountable to citizens. The making will involve the three branches of government at national, provincial and local levels and the resulting document will be distributed and promoted among every state agency in the mentioned areas.

Responsible Agency: Open Government Workgroup for Argentina's Digital Agenda, Undersecretariat of Management Technologies. Chief of the Cabinet Office.

Deadline: December 2013.

- **New Procedures Portal**

Argentine State will launch a new procedures portal seeking to provide citizens -in a simple and accessible manner-information related to the management of those procedures performed in National Public Administration. This portal is a single virtual platform that includes textual information, videos, pictures, links to websites, social networks communication, greater accessibility and social inclusion with video-procedures presentations in Argentine Sign Language (LSA), online procedures management, georeferenced agencies, among others. Argentine government is committed to provide a broad unified procedures guide, listing all of them in the orbit of National State. Citizens can consult there the appropriate agency for the action to be performed.

Responsible Agency: National Office of Management Innovation. Undersecretariat of Management and Public Employment. Chief of the Cabinet Office.

Deadline: December 2013.

- **State Map**

This site will enable knowledge and access to organization charts of centralized and decentralized public administration bodies. It will also provide information on regulations related to structures, providing (if applicable) articulated versions of them, designations, among others.

Responsible Agency: National Office of Management Innovation. Undersecretariat of Management and Public Employment. Chief of the Cabinet Office.

Deadline: December 2013.

- **Plan for training of representatives and responsables of access to public information**

Responsible Agency: Undersecretariat for Institutional Reform and Democracy Strengthening. Chief of the Cabinet Office.

Deadline: quarterly meetings from July 2013 on.

- **Data processing matrix of Decree 1172/2003**

Creation of a new data processing matrix allowing the production of immediate statistics much more rapid than the currently existing. It will be an internal platform with access for all jurisdictions covered by Decree 1172/2003 which will streamline the production, distribution and diffusion of the obtained information.

Responsible Agency: Undersecretariat for Institutional Reform and Democracy Strengthening, Chief of the Cabinet Office
Deadline: March 2014

- **Bill to reform the Judiciary**

The National Executive is committed to submit a bill to National Congress for the reform of the Judiciary, with the aim of achieving a legitimate, democratic and agile justice. This, to generate higher levels of publicity, transparency and access to public information regarding Judiciary acts, affidavits of officials of the three branches of government and cases in nationwide courts.

Responsible Agency: Ministry of Justice and Human Rights.
Deadline: December 2013.

3. Citizen Participation

- **Federalization of Digital Agenda's Working Groups**

Developing mechanisms and initiatives to summon provincial and local governments which want to implement participatory and transversal groups that make up today's national Digital Agenda (Interoperability, Open Government, Geoinformation, Documents Management, Public Software, among others), aimed at modernizing its administration and encouraging social organizations and citizenship participation.

Responsible Agency: Undersecretariat of Management Technologies, Chief of the Cabinet Office.
Deadline: Incorporate at least three provinces within first year of implementation of present Action Plan.

- **Open Government National Event**

National Government is committed to foster the implementation of policies of transparency and open data in the whole National Public Administration agencies as well as in provincial and municipal governments. To do this, an Open Government National Event will take place with presences of national, provincial and local representatives. Those localities having implemented successful Open Government initiatives will share their experiences, and the creation of new initiatives and projects in more provinces and municipalities will be encouraged.

Responsible Agency: Undersecretariat of Management Technologies, Chief of the Cabinet Office.
Deadline: March 2014.

- **Public Data Hackaton**

There will be a meeting of developers, web programmers and designers where national government will provide public data so that they can be exploited and reused.

Responsible Agency: Undersecretariat of Management Technologies. Chief of the Cabinet Office.

Deadline: two months after the launch of the Public Data portal.

- **Fostering of participation mechanisms under Decree 1172/03**

Besides the access mechanism to public information, Decree 1172/03 contains other several useful procedures for citizen participation (public hearings, the record of interests hearings and participatory rules creation).

- Officials from each Ministry will be trained on how public hearings can be performed before deciding on vital aspects of public interest.
- Broad diffusion mechanisms will be implemented - both State internally and externally-, in mass media, social networks and by sending e-mails.
- A Handbook of Participatory Rules Making will be created, intended to train the different agents of Public Administration (national, provincial and municipal) in its promotion, to show cases where it has been used, to remove any related doubt, etc. The Handbook will be distributed to all kind of public bodies and will be accompanied by information and advice meetings.

Responsible Agency: Undersecretariat for Institutional Reform and Democracy Strengthening. Chief of the Cabinet Office.

Deadline: March 2014.

- **Regulation of Law 26.653 (Web Accessibility)**

- Establishment of the enforcement authority.
- Role of the enforcement authority.
- Accessibility standards and requirements for the development of software or hardware purchased by the National State, must be approved –according to its own established technical requirements- by the ONTI.

Responsible Agency: Undersecretariat of Management Technologies. Chief of the Cabinet Office.

Deadline: April 2013.

- **Improvement of Plan Commitment Letter with Citizens (PCCC)**

Based on knowledge acquired during the twelve years of the Plan development, the following commitments for improvement are established:

- **Restatement of PCCC original conceptual framework**

The purpose of this change is to provide conceptual bases to help actions destined to increase quality of management, improve processes and attention to citizens, the opening of public data, citizen participation, transparency and accountability.

- **New Commitments for Open Government and Citizen Participation**

Consistent with the new conceptual framework to be developed, implementations of the program in 2013 will include commitments (quality standards) for Open Government. These will be focused on improving commitments to citizen participation (more challenging, assessed as part of the annual PCCC evaluation) and in commitments to open public data proposing to the agencies a larger effort in the systematic diffusion of analyzed data (in its Quality Committee), on their level of compliance with the taken commitments, their management reports and, in general, on dissemination of information of primary data generated by organism in formats accessible, understandable, usable and reusable by citizens.

- **Development of a publication to support Tools for Citizen Participation.**

A handbook on query tools to citizens will be developed. It is expected that this work results an updated support for training activities in the field of Citizen Participation.

- **Generalization of diffusion of Quality Commitments (standards) of PCCC in the Procedures Guide**


It is expected that all agencies adherents to PCCC whose products / services are listed on the Procedures Guide website will be casted by this meaningful arrival channel to citizenship (Procedures Guide Total visits in the Year 2012: 1.183.670).

- **Generalization of diffusion of Quality Commitments (standards) of PCCC in the website of the Chief of the Cabinet Office**

According to the new conceptual framework, all quality commitments agencies take in the letters to be signed in 2013 will be published as current Letter commitments already signed.

- **Redesign of Monitoring PCCC board**

In line with the conceptual framework renewal, commitments monitoring and measurement board will be redesigned. Monitoring aims to obtain permanent information for political and operative responsible of the plan, for agencies authorities and for citizens regarding its execution extent, use of available resources and achievement of results and early detection of deviations. The PCCC contributes with this device to a regular follow-up in order to find correspondence between the planned and the performed, to correct or confirm the directions established. In doing so, it can be determined -by monitoring indicators- the extent to which assumed commitments, improvements to be developed, the work



schedule and the results, are met as planned. The new board will consider measuring commitments for reformulated components in the new framework.

- **Design and launch of Diffusion Commitment Letter**

With a new format, it will be implemented, in parallel with the Commitment Letter (matrix), a Diffusion Commitment Letter to ensure rapid and efficient arrival to citizens of the quality commitments made by the agencies. Diffusion CCC must be available at presence and virtual contact channels of the agencies.

- **Development of a tool to assess the Attention to the Citizen Quality component**

A tool for data collection will be designed and implemented to provide information about the agency's ability to provide quality attention to citizens both personally and remote/virtually. It is expected that this tool will be a starting point to systemic and comparable information for monitoring the evolution of the new component Attention to Citizen.

Responsible Agency: National Office of Management Innovation. Undersecretariat of Management and Public Employment. Chief of the Cabinet Office.

Deadline: December 2013.

The Action Plan above developed comprehends an implementation period of two years (April 2013-April 2015). While the commitments made in the plan have a fixed term of implementation, these are estimates and may be changed.