Open Government in Uruguay

Self-assessment Report
September, 2013

Plan de acción de
Gobierno Abierto

Open
Government
Partnership

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Organization of this document

This document aims at describing the progress made in relation to the country's Open Government by analyzing the degree of fulfillment of the commitments assumed in the National Action Plan for Open Government 2012.

The document is divided into 4 sections. The first one is an introduction to the initiative, describing the context in which said plan was first designed and the actions taken in this area prior to the inclusion of Uruguay in the Open Government Partnership.

The second section details the process adopted by the country for the preparation of the Plan.

Then, the third section shows the results obtained up to the moment regarding the deployment of the plan. Global numbers, such as amount of commitments 100% fulfilled, are shown first; these figures are grouped under the title "The Plan in numbers". Then, it presents the progress made in each commitment. Since there are commitments whose goals are for 2012 and others for 2015, they are presented separately under the titles: "Goals for 2012 and level of achievement" and "Goals for 2015 and level of achievement" respectively. Finally, there is a detailed summary of the main milestones reached in 2012.

The fourth and last section describes the lessons learnt during this process and some conclusions.

At the end of the document there is an Annex with complete information about the commitments as described in the Plan.

I – Introduction and Background

Introduction

The Action Plan for Open Government in Uruguay supplements the strategy established in the Digital Agenda 2011-2015. The Agenda gathers government policies and goals related to development, within the context of the Information and Knowledge Society. This third edition stresses the generation of direct and concrete benefits for citizens. The strategic lines, which are based on the priorities set by the Government for this period, are: Social equity and inclusion, citizen participation, transformation of the State, boost to education, innovation and generation of knowledge, territorial integration and international insertion.

Within the framework of the Open Government foundations (i.e. transparency, participation and citizen cooperation) and in line with those of the Digital Agenda Uruguay 2011-2015, AGESIC prepared the Action Plan for Open Government.

The Action Plan for Open Government and Uruguay's adherence to the Open Government Partnership were formalized in August, 2012 by decree of the Executive Branch. By means of this decree, the Executive Branch approves the Action Plan for Open Government Uruguay 2012, adheres to the Open Government Declaration of September, 2011 of the Open Government Society, assigns the people responsible for the commitments to be in charge of the progress in the achievement of the goals approved by the Action Plan and entrusts AGESIC with its follow up.

This way, the country continues with the efforts made as part of the public policy for the construction of an Electronic Government, an Open Government that contributes to improve people's lifestyle, information and personal data protection rights, as the base for the provision of services focused on citizens.

Backgrounds – Making our path as we walk: from the Electronic Government to the Open Government

Uruguay has made significant progress for the development of the Electronic Government and Information Society. The Electronic Government is seen as an opportunity to transform the State with an innovative approach, making intensive use of technology and aiming at the construction of a State focused on the citizen. The strategy set to foster the development of

the Electronic Government in Uruguay is supported by the following values: equity, transparency, accessibility, efficiency and efficacy, cooperation and integrity; reliability and security; values established in Decree 450/009.

Since 2008, Uruguay has focused its efforts in developing the basic infrastructure on which the Electronic Government can be built. Among the progress made, the development areas should be highlighted:

<u>Regulatory framework: Balance between transparency and privacy</u>

1. **Access to Public Information Act.** This act was unanimously passed by the Legislative Branch in 2008 (Act 18.381). The Public Information Access Unit (UAIP) was created.
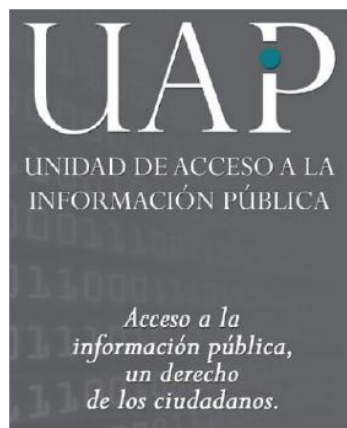
www.uaip.gub.uy

2. **Personal Data Protection and "Habeas Data" Action Act**. This act was passed by the Legislative Branch in 2008 (Act 18.331). The Unit for the Regulation and Control of Personal Data (URCDP) was created. (www.urcdp.gub.uy).

3. **Anti-Corruption Act.** Act 17.060 **(Cristal Act)** rules and creates the norms against corruption related to misuse of public power. The National Transparency Board is created and establishes the obligation to file affidavits of assets and liabilities to all public servants.

<u>Strategy for the development of Information Society</u>

4. **Digital Agenda Uruguay 2011-2015.** The following strategic lines were established: social equity and inclusion, citizen participation, transformation of the State, promoting education, innovation and generation of knowledge, integration. The final document was made available for citizens to make online consultations and give their opinion. It was approved by a Presidential Decree November 23rd, 2011.

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5. **Ceibal Plan.** A plan was developed in order to democratize the access to Information Society and Knowledge. CEIBAL Plan provided laptops to all students and teachers of the Primary Education Council all over the country and fostered training sessions for teachers to learn their educational use.

   http://www.ceibal.edu.uy

Information and service improvements through electronic media

6. **State Portal.** It is a government portal that offers a complete organized guide for procedures and information about the Uruguayan State. It works as a Gateway to every piece of information and procedure than can be found on the web pages of government offices and agencies, taking it directly from those websites, without any duplication it, and classifying it according to profile and topics of interest. Since its launch, in March, 2011, the number of visits has steadily increased, with an average of 7000 daily visits at present.

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7. **Available public data.** The site datos.gub.uy was created, a space that contains data made public by every Government agency, making them accessible to everyone.

8. **Uruguay Competes.** Only one Gateway was set out to become a public servant, democratizing the access through the web-site **www.uruguayconcursa.gub.uy,** where everyone can get all the available information about contests of the Central Administration.

9. **Consulting my payments**. Web query that allows any worker to obtain his/her statements, personal contributions, retirement plan, health provider and the distribution of his/her contributions to the AFAP (if it applies, depending on the plan), and also download his/her Employment History based on his/her monthly contributions http://www.bps.gub.uy/ServiciosEnLinea/ConsultaMisAportes.aspx

10. **Ordinary Passport Processing System at the Uruguayan Consular Offices.** This project is in its first stage of implementation (there's a pilot ongoing in Buenos Aires, Miami, New York and Washington DC) and it has been designed to optimize the service to the Uruguayan community abroad, not only solving efficiently different situations to fellow citizens living abroad but also taking into account the international standards about travel documentation and security through electronic printing.

11. **Electronic Fiscal Receipts.** The Tax Office (DGI) launched the project Electronic Fiscal Receipts in November 2011; it includes the implementation of an e-Invoice for transactions between taxpayers and an e-Ticket for those between taxpayers and the final consumer. Since November 2011 all information is available for the taxpayer at www.efactura.dgi.gub.uy .

12. **Return and Welcome Office of the Ministry of Foreign Affairs.** Its tasks: gather, systematize and disclose all relevant information for the return of Uruguayans living abroad and foreign citizens wishing to settle down in our country. It also carries an ongoing coordination with other state agencies, promoting connections of the inter- and intra-institutional kind, in order to raise awareness of migration issues while straightening ties with civil society entities that are related to the topic.

Management of public resources

13. **Uruguayan State Procurement Portal.** It's mandatory to publish on this site all intended State purchases and those already made (www.comprasestatales.gub.uy).

14. **Public Investment System.** The installation of the National Public Investment System (SNIP) is being carried out to accomplish an improvement on the quality of public investments. The implementation of this system is framed within the Reform of the State process, tends to enhance its value while it allows identifying the most profitable options from the economic point of view (incorporating social and environmental aspects).
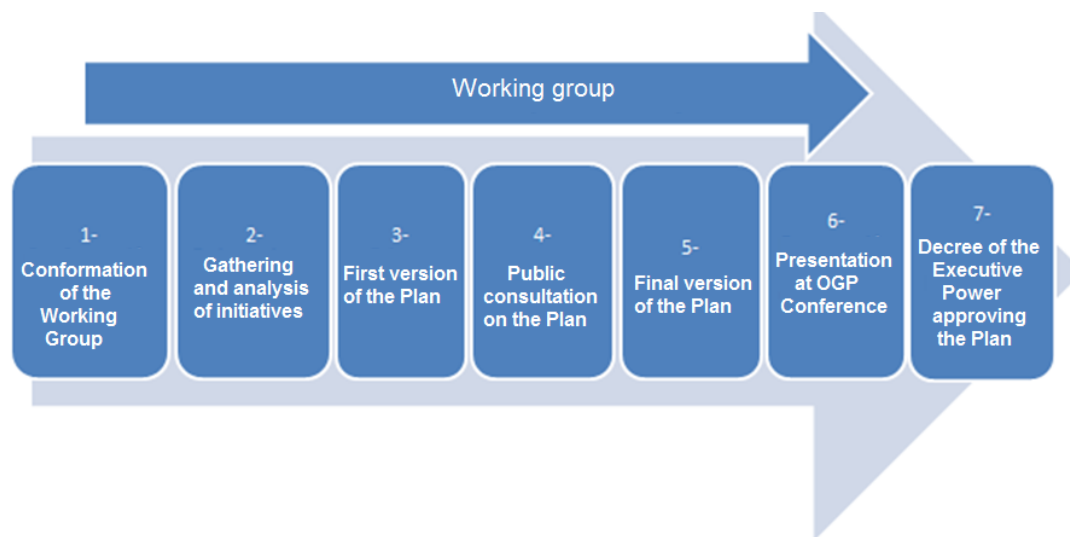
Social Representatives

15. **Social Representatives at the Government Agencies.** Representatives from related social sectors join the Boards of Directors of self-governing bodies so as to contribute to transparency of management. These representatives are elected through a citizens' vote (secret and mandatory) and it implies another instance of democratic participation. Some of them are: the *Banco de Previsión Social* (Social Security & Pension Fund System), the *Administración Nacional de Educación Pública* (Education System) and the *Administración de los Servicios de Salud del Estado* (Public Health Provider).

II. Summary of the process

The National Action Plan for Open Government 2012 (PGA) was developed by a working group constituted by resolution of the President of the Republic. Representatives of different organizations of the State and of the organized civil society participated in it. It was later subject to public consultation.

Description of the adopted process

A brief summary of the process that guided the preparation of Plan 2012 is outlined below, and it can be viewed in the following figure:

1. **Conformation of the Working Group:** in November 2011, by resolution of the President of the Republic, the working group "Open Government Society" was established; it was integrated by representatives of AGESIC, the Planning and Budgeting Office, the Public Information Access Unit, the Ministry of Economic and Financial Affairs, Ministry of Foreign Affairs and the National Statistics Bureau, to promote the preparation, in collaboration with different parties of the society, of the action plan for Open Government of Uruguay.

The same resolution entrusted AGESIC with the coordination, management and follow-up of the working group and the action plan. In this context, representatives of the civil Society CAINFO[1] are invited to become a part of the group.

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[1] *Centro de Archivos y Acceso a la Informacion Publica* (Center for Archives and Access to Public Information) (CAINFO) is a non-profit organization working in Uruguay for the validity of the Right to Information.

2. Gathering and analysis of initiatives: In a first stage, AGESIC identified the main projects that could potentially take part in the action plan establishing a general discussion frame as a basis thereof. Later on, the activities with the Working Group started. A schedule of meetings was set in order to propose and analyze the initiatives that would integrate the Plan. As mentioned above, the basis was proposed by AGESIC and then each member of the Group gathered other proposals, within its respective bodies, to be included in the Plan. Besides, the entire Government was invited to be a part of the Plan via de WEB channel (www.agesic.gub.uy and gobiernoabierto.gub.uy).

All along the premise was that all the commitments to be included in the Plan should have specific and measurable goals, and responsible parties assigned in order to achieve specific progress in the Open Government and to be able to carry out a tangible follow-up of said commitments. This requirement eventually avoided a lot of the proposed initiatives from being included in the Plan. However, 18 commitments with the desired quality were incorporated.

3. **First version of the Plan:** By the end of February 2012, the first version of the Plan was ready and it was escalated to the authorities of the agencies member of the Working Group for its approval.

The Action Plan has 18 initiatives which aim at promoting the establishment of an Open Government in Uruguay. It groups its commitments in three lines of action:

In order to increase Public integrity, the commitments assumed are:

• Developing a national campaign of public awareness to promote the institutionalization and enhance the culture of transparency in the country.

• Strengthening the culture of transparency via actions aiming at informing and training about the law.

• 1st Edition of the National Transparency Award.

• e-Participation model and platform.

• Government open data catalogue.

• Digital Literacy of the population.

In order to improve the management of public resources:

• Commissioning of the Agency of purchases and Government contracts.

• Implementation of support tools for the provision of services - GRP and e-Files.

• Implementation of new functionalities in Uruguay Competes.

• Promotion and implementation of the public Software initiative.

In order to improve the provision of public services, the following is proposed:

• Citizens are urged to propose which procedures and services should be online.

• To achieve an 80% of the most used online procedures, implementation of 5 electronic windows –security, foreign trade, housing, company and citizens.

• To strengthen the strategy for the diffusion of the Uruguayan State Portal.

• Electronic invoices and tickets.

4. **Public consultation on the Plan:** After preparing the Plan, the next activity of the Working Group was to consult the citizens in order to receive comments regarding the plan and the methodology to be used. As a result, from March 12-19, 2012, the citizens were consulted about the national plan of Open Government. 32 proposals were received dealing with the following subjects:
• Access to Public Information and Transparency
• Citizen participation
• Open Data
• Digital Literacy
• Accessibility
• Public software and free software
• Technologic neutrality and network neutrality
• Electronic file and electronic notifications
• Electronic identification
• Improvements in procedures
• Electronic Commerce

The public consultation gave positive results; a considerable percentage of the citizens' proposals was focused on the subject matter. On the other hand, many of these proposals were general and did not have a specific definition. In addition, there were a few cases of citizen proposals non-related to the subject matter.

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Some proposals were already considered in the commitments established in the action plan; others were included in the goals defined in the Digital Agenda 2011- 2015, or in planned projects of Electronic Government for the same period. Those proposals that were not taken into account as a part of the 2012 plan can be used as a basis for the next period Plan or the corresponding organizations may be asked to state their opinion regarding each one of the subjects.

5 and 6. **Final version of the Plan and launching:** Once the analysis of the contributions received by the public consultation was finished, the Plan was presented in a press conference in the framework of an Open and Transparent Government assumed by Uruguay. It was an initiative of the Presidency of the Republic, the Public Information Access Unit and AGESIC and it was presided over by Dr. Diego Canepa, deputy secretary of the Presidency of the Republic.

Later on, in the first day of the Annual Conference of Open Government Partnership, Uruguay joined the panel of Open Government in motion, where the national action plans and the way in which to promote Open Government in each country were discussed

Uruguay presentó su plan de acción de Gobierno Abierto

En la primera jornada de la Conferencia Anual de Open Government Partnership (OGP), Uruguay integró el panel "Gobierno Abierto en movimiento", donde se discutieron los planes nacionales de acción y la forma de promover el gobierno abierto en cada país.

Además de Uruguay, quien estuvo representado por el prosecretario de la república, Dr. Diego Cánepa, participaron representantes de los gobiernos de Chile, Colombia y Brasil. También estuvieron presentes activistas de la sociedad civil de cada uno de estos países; por Uruguay participó Edison Lanza de la organización Centro de Archivo y Acceso a la Información Pública (CAinfo).

Entre los esfuerzos realizados hasta la fecha en gobierno abierto, Diego Cánepa destacó que se trata de un proceso iniciado hace algunos años y que resultado de ello son el Portal del Estado, Uruguay Concursa, Comprobantes Fiscales Electrónicos, Sistema de inversión Pública y Portal de Compras del Estado. Asimismo, es el primer país en la región que tiene un portal de datos abiertos.

Por último presentó los 17 compromisos adquiridos en el Plan de Acción de Gobierno Abierto que se organizan en 3 líneas de acción: aumentar la integridad pública, gestionar de forma más eficiente de los recursos públicos y mejorar la prestación de servicios públicos. Para terminar señaló que de esta forma, el país da continuidad a múltiples esfuerzos que se han venido realizando como parte de la política pública para construir un gobierno electrónico, un gobierno abierto, que contribuya a mejorar la calidad de vida de las personas, la información y el derecho a la protección de datos personales, como cimientos para la provisión de servicios centrados en los ciudadanos.

7. Approval of the plan via Decree of the Executive Branch: The last link in the elaboration process of the **PGA** 2012 was the signing of the approval of said plan by means of a Decree of the Executive Branch in August 2012.

Although this instance represents the closure of the process, this very Decree opens the door to the equally important follow-up process of the plan whereby those responsible for the commitments are entrusted with the advance in the accomplishment of the goals approved by the Action Plan. AGESIC is entrusted with the follow-up and evaluation of the advance of the Plan.

This Decree constitutes a reaffirmation of the commitment of the country with regards to the construction of an Open Government.

III. Implementation of the Plan

The Plan in numbers

The Action plan is made up by **18** commitments divided in **3** lines of action:

• **6** commitments to Increase public integrity

• **5** commitments to Improve the management of public resources

• **7** commitments to Improve the rendering of public services
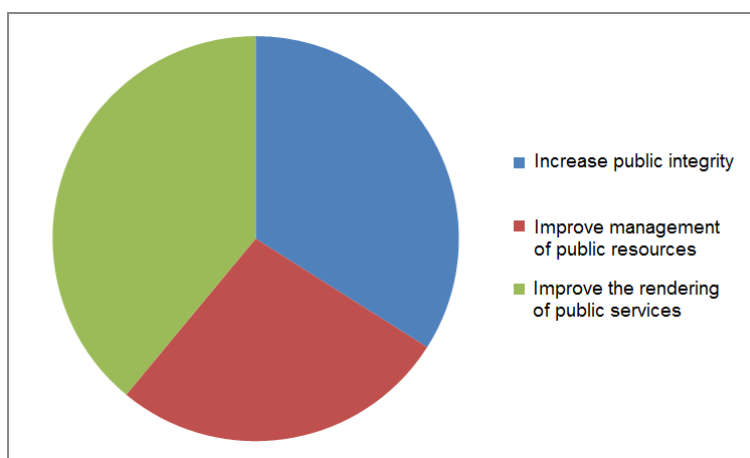
Some of these 18 commitments have goals for 2012 and others have goals for 2015, according to the following breakdown:

• Goals **2012**: **12** commitments

• Goals **2015**: **6** commitments
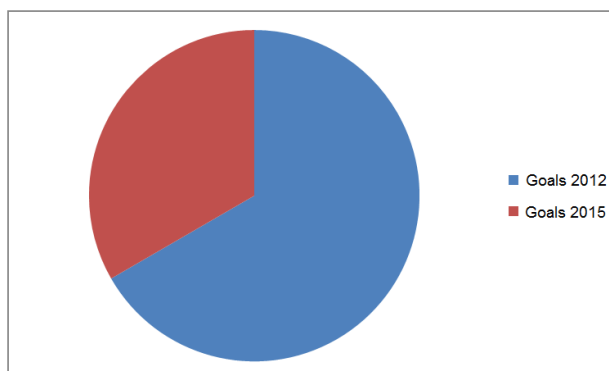
Out of the commitments with goals for **2012**:
• 9 were accomplished **100**%
• 3 advanced at least **50**%
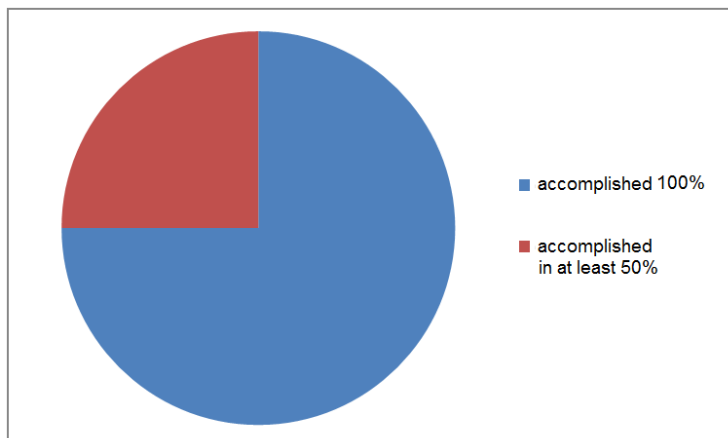
Out of the commitments with goals for **2015**:
• **1** was accomplished **100**%
• **1** is advancing **80%**
• **4** are advancing between **20 and 80**%

Goals for 2012 and level of achievement

Title	Goal for 2012	Percentage of achievement	Notes
Access to public information	To design and initiate the execution of the spreading and awareness plan. Further, to improve the UAIP and Transparency portals (transparencia.gub.uy) so as to facilitate access and participation of citizens.	80	20 % of non-achievement lies on the fact of the execution of the communication plan not having been completed
Strengthening the culture of transparency	To develop contents for e-learning and its application to compelled subjects	100	It is possible to access at http://www.uaip.gub.uy/
National Transparency Award	First edition of the Transparency Award	100	It is possible to view projects and information of the award at: http://www.uaip.gub.uy/
Citizen E-participation	To define a model of citizen participation and create a Citizen Electronic Participation Platform.	50	After carrying out an investigation it was decided not to create a Citizen Electronic Platform.

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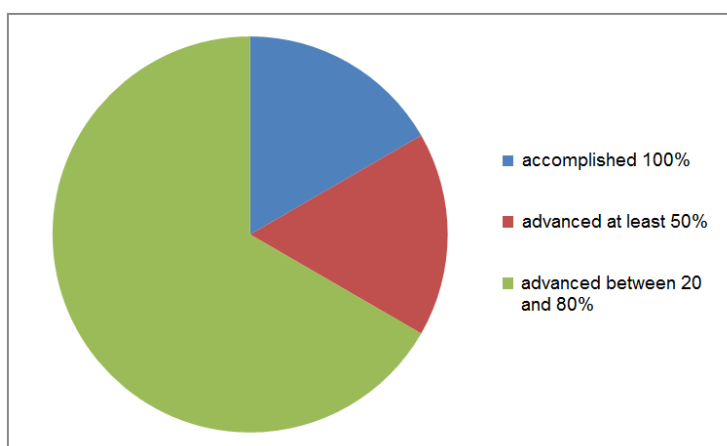Email: contacto@agesic.gub.uy

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	Further, to develop and foster policies which guide the implementation of instances for citizen participation.		
Government open data	To rely on an official data catalogue, a community of manuals and open data aimed at different sectors (civil society, developers and citizens in general).	100	It is possible to access through: http://datos.gub.uy/
Establish a System for Electronic Records	The goal for 2012 is to implement this in at least 5 State^2 organizations.	100	
Uruguay competes	In 2012, the plan is to implement the "Via Presencial" (on-site way) module which will allow people who wishes to do so, to register	100	

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^{2} **Although goals for 2012 were established in the Plan there is a goal for 2015 so the follow-up continues. See advance in section Milestones for 2012 of this document.**

	and make postulations in MEC centers and offices of the Ministries. It is planned to implement the complete process of selection in all the central administration, allowing a detailed follow-up and substantially reducing terms thereof.		
National public software	To implement the National Public Software Portal and make available the first application according to policies defined	100	Access to the catalogue at softwarepublico.gub.uy
Citizen e-funds	The 3 best proposals will be developed.	100	The first 3 selected were the ones developed. The implementation of other proposals is being further developed.
Uruguayan State portal	Diffusion campaigns were carried out for citizens in digital media, keeping the strong commitment	85	The diffusion in digital media was performed only through Google without yet spreading in the national media

	of maximizing the use of the portal and continue to increase the number of visits. The amount of information available will continue to grow adding new pages which incorporate everything relative to certain topics of interest. Tools for citizen participation will be included, fostering the interaction with citizens. The state portal will be the point of access to the catalogue of the national government open data.		www.portal.gub.uy
Procedures and services for Uruguayan people abroad (System for ordinary passports procedures at consular offices of Uruguay)	It is planned to cover 50% of the consular network by the end of 2012, and then to continue with its implementation progressively.	100	

Procedures and services for Uruguayan people abroad (Apostille convention)	By October 2012, the system will be operative in Uruguay noticeably simplifying the international exchange of documents, helping the Uruguayan citizens abroad when getting the validity of public documents abroad, as well as those coming from other nations so that they can have legal effects in Uruguay.	100	

Goals for 2015 and level of achievement

Title	Goal for 2015	Percentage o f achievement	Notes
National Plan for Digital Literacy	The expectation is to achieve 100 thousand adults in 2015.	43	By June 2013: 43,500 qualified adults
Agency of State purchases and Contracts	The expectation is to set it up through this five-year period.	100	
GRP	To have in all the Ministries a support solution for the administrative management in one of their Executing Units, for the year 2015 and using the PGE (Electronic Government Platform) as a base for the information exchange between the systems involved.	21	On June 13, 2013 the first stage of the project was finished with the initiation of GRP production in AGESIC. Works have already started on a new stage involving the implementation of this tool in the Presidency aimed at performing a trial run in 2013 for commencing operations and production in the first trimester of 2014. MEF is now in the planning stage.

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Online procedures and services	In 2012, besides identifying the most interesting procedures for the citizens, models for the simplification of procedures and indicators were designed. These models will allow the follow up of the implementation process of online procedures. By the end of the five-year period it is planned to access 80% of the most-used procedures of the Central Administration in an electronic form.	The goal for 2012: 100 The goal for 2015: 35	The expectation for the end of 2014 is to have access to 50% of the most-used procedures and complete the goal by the end of 2015.
Single windows (one stop shops	Through the five-year period it is planned to incorporate and improve the following centralized single windows (one stop shops) that will be accessible through multiple channels; web and mobile among others: citizen one stop shop, public safety one stop shop, foreign trade one stop shop, housing one stop shop and business one stop shop.	80	Detail of incorporated single windows (one stop shops): **Citizen**: procedures are still being added and created at www.tramites.gub.uy, **Housing**: www.vivienda.gub.uy, **Uruguay competes:** www.uruguayconcursa.gub.uy; **Business**: www.portaldelaempresa.gub.uy, www.empresarios.gub.uy, www.emprendedores.gub.uy y www.pymes.gub.uy
Electronic *Tax* Receipt	By 2014 it is expected to have electronic invoices and tickets available for all national business.	>20	4 businesses authorized and operating under this regime. 13 businesses in the process of certification in order to enter the regime. 331 businesses qualified in the testing stage.

Main milestones in 2012

Below there is a brief summary of the main milestones achieved during 2012.

Increase public integrity

Building a culture of transparency

Transparency is a value of the Open Government, a government responsibility and a citizen right.
It is not a natural condition of organizations, it has to be built, and with this purpose three specific initiatives have been developed:

1. Transparency Award

The ceremony of the awards for transparency was carried out, 14 projects of 10 organizations were presented.

The award in the category "Transparencia activa" (active transparency) belonged to the General Accountancy of the Nation whose project consisted in redesigning and implementing the official Web site.

The award in the category "Transparencia pasiva y sistemas de información" (passive transparency and information systems) belonged to the National Corporation for Development, whose project aims at achieving full compliance of the Act of access to public information, by means of an automated mechanism, among other actions.

The award in the category "Cultura de Transparencia" (culture of transparency) had two winner organizations:
- Ministry of Social Development (MIDES) who indicated their goal was to create rights for the population, particularly for those in need, and
- Central Bank of Uruguay (BCU), organization who pointed out that "transparency is an ingredient to democracy. The fact that there are ten institutions with good projects is an advance to democratic institutionalism. Transparency is a value and an instrument".

Nowadays the second edition of the Award is being developed; on August **3**0th the term for presenting projects was due**.**

2. To strengthen the culture of transparency

Three initiatives aimed at strengthening the capabilities of organizations were developed:

- Cycle of workshops and meetings with the referents of Access to Public Information of State organizations
- Implementation and spreading of an online training course on Access to Public Information, to which it is possible to access through the Unit's Web site www.uaip.gub.uy
- Implementation of monthly bulletins which contribute to publicity and training in the State.

3. Access to public information

The material for public awareness known as "Tu derecho" (your right) was developed for citizens and for organizations highlighting the value of collaborative construction.

The initiative of civil society was supported in the launch of the portal of access to public information "¿Qué Sabés?" (What do you know?).

From public data to open data

Uruguay, aims at developing infrastructures of Government Open Data and fostering its use through public-private participation. For these purposes, AGESIC is working on an initiative together with: Montevideo Local Government, School of Engineering, National Institute of Statistics and the Area of State Management and Assessment of the Planning and Budgeting Office.

The State gathers, manages and creates a large amount of public data. Publishing these data in open formats does not only strengthen a culture of transparency, but also enables the development of new services and facilitates interoperability.

The progress made is the following:

1. Public data portal: **datos.gub.uy**

It provides access to State public data and allows accessing the catalogue of open data.

Nowadays, it already has data from 18 organizations, thus allowing the access to information for:

- Statistics by the Ministry of Tourism
- Data on State purchases
- Customs data
- Consumer Prices System
- Information on public transport
- Data of census and household surveys

- Education observatory, among others.
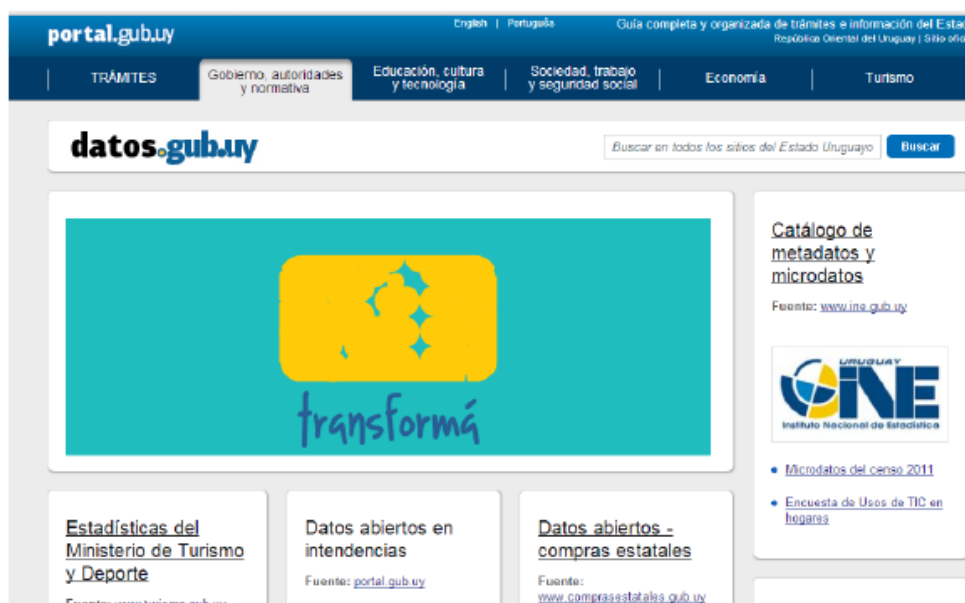
2. As from December 2012 the National Open Data catalogue has been available, where 14 organizations have published data sets. The data catalogue allows accessing, from one single point, different State web sites and resources that offer public information.

3. Guides for rapid publication to bring the issue to state organisms and a technical guide for developers were created.

4. The first open data contest "dateidea.uy" was carried out, with three categories:

- Existing applications: recognition of pioneers, those who already developed applications.
- Prototype: application prototypes using catalogue data and implementing services for citizens.
- Ideas, recognition of ideas which contribute to the development of services for citizens using data published by the state.

Fifty five proposals were presented from Uruguay, Argentina and Chile.

- Category of Prototypes of Applications using existing data: 17 proposals
- Category of Existing Applications: 20 proposals
- Category of Open ideas: 18 proposals

"Dateidea 2013"

Registration for the Second "DateIdea" is currently open.

Registration for participating in the 2nd National Contest of Open Data is open until October 15th: "Dateidea 2013".

5. The first regional conference on open data for Latin America and the Caribbean was carried out. Six hundred attendants from 24 different countries participated.

National Plan for Digital Literacy

Approximately 45,000 digitally literate people by December 2012.

Efficient management of public resources

Agency for State Purchases and Contracts

The Agency for State Purchases (ACCE) is operating. The Honorary Executive Council is composed of representatives of the Presidency, MEF, MIEM (Ministry of Industry, Energy and Mining), and AGESIC.

The executive authority of ACCE, who has already taken office, was designated by means of an open call. A Strategic and an Operative Plan were elaborated and an Organizational Design of the Agency was also prepared.

GRP. System for planning, information and management which allows to introduce efficiency and effectiveness in the use of economic and material resources.

The first stage of the project with the initiation of GRP production in AGESIC was finished in June 13th, 2013. Works have already started in a new stage that involves the implementation of this tool in the Presidency of the Republic with the objective of carrying out a trial run in 2013 to start the operative load and its initiation of production in the first quarter of 2014. The MEF is in the planning stage.

System for Electronic Records across the Central Administration.

One of the objectives set for 2015 is to have an Electronic Record across the Central Administration.

In 2012 the Ministries of Internal Affairs and Labor and Social Security, and the Court of Auditors, entered into the production stage.

In 2013, it was deployed in INE (National Statistics Institute) and AIN (National Internal Audit) and it is in the middle of implantation process in the MTOP. There are only 2 remaining Ministries to accomplish this goal: Defense and MGAP (Ministry of Livestock, Agriculture and Fisheries).

The BPS made the implementation in its own facilities (partially).

IMSJ and INAVI are being trained to make the implementation in their own facilities.

National Public Software

The Uruguayan Public Software, is a software system of state and social interest, which can be used, shared, modified and distributed.

Optimizing, rationalizing, and sharing are the pillar of this initiative, with the purpose of:

• Optimizing and rationalizing resources for the production of technology solutions of state and social interest, may they be economic, human or time resources.

• Sharing the knowledge generated in the construction and use of software. The project will promote the exchange of good practices, recommendations and standards that boost the construction of quality public software, among others.

• A common space will be launched for the creation of communities, through which the necessary synergy can be created in order to maximize the improvement in the processes of software creation and evolution, thus generating an impact on its quality improvement.

In December 2012 the initiative was launched and the first application was made available: The System of Electronic Agenda (SAE) of IMM, as well as the subhome of the state portal softwarepublico.gub.uy which allows access to all the information and the catalogue of applications. The catalogue currently has 6 applications available.

Software Público: catálogo

geoMVD
geoMVD es un framework que permite generar una aplicación JEE para la edición de entidades con una geometría asociada, a partir de cualquier base de datos geográfica, y en forma completamente declarativa.

Sistema de Inscripción a llamados y sorteos de cupos
El Sistema de Inscripción a llamados y sorteo de cupos permite la inscripción y consulta de los participantes a llamados a concursos y el posterior sorteo de los cupos, así como consultar el resultado de los sorteos.

Abredatos
Abredatos es un software para extracción, anonimización y publicación de Datos Abiertos de forma automática , conforme a la ley Nº 18.381.

Nomenclator Digital
Nomenclator Digital permite que los ciudadanos y turistas que visitan lugares históricos o sitios de interés obtengan información sobre los mismos a través de sus dispositivos móviles.

Conector PGE
El Conector PGE permite invocar de forma simple cualquier servicio Web publicado en la Plataforma de Gobierno Electrónico (PGE).

Sistema de Agenda Electrónica
El sistema de agenda electrónica fue desarrollado con el objetivo de organizar la atención al público brindando un servicio individual y personalizado.

agesic
agencia de gobierno electrónico
y sociedad de la información

PRESIDENCIA
REPÚBLICA ORIENTAL DEL URUGUAY

Improving the rendering of online services

Online procedures and services

From the study carried out it can be observed that there are 10% of online procedures in the Central Administration. During 2012 models for simplification, change management, communication and indicators were developed, and they will be used as from the next year for the implementation of online procedures in state organizations.

Decree on the simplification of procedures

The Decree 178/013 of 06/11/2013 aims at eliminating all procedures via interoperability, also facilitating it between institutions.

ADMINISTRACIÓN PÚBLICA

Mujica firmó decreto para simplificar los trámites administrativos

La medida elimina tener que presentar la partida de nacimiento o el juramento de fidelidad a la bandera para realizar algunos trámites ante organismos públicos.

mié jul 24 2013 18:20

TEMAS

trámites administrativo
decreto presidencial -
simplificar procesos

El presidente José Mujica decretó la simplificación y modernización de trámites administrativos mediante la eliminación de la necesidad de presentar la partida de nacimiento o el juramento de fidelidad a la bandera para poder concretar algunos procedimientos ante organismos públicos.

Citizen E-Funds

The convocation was completed successfully, the proposals were selected and 3 of them have already been implemented: mobile version of access to consumer prices, open data of consumer prices system and improvements in the procedures for the national passport (more precisely the requirement of the birth certificate was eliminated). It is expected to continue making progress in this line of work.

Fifty two complete proposals were received. In total 37 people participated, and the majority of them presented only one proposal although there were some cases in which one individual presented up to 6 proposals.

All the proposals fitted the convocation, most of them being about:

- o new online procedures (32%)
- o cross-checking of information between organizations (16%)
- o open data (8%)
- o e-participation (8%)

The organizations involved in these proposals are mainly those of the central administration (44%), followed by the local authorities (20%), and BPS (8%). A big part of the proposals (24%) involved the whole public sector.

Finally, the individuals had the chance to express their opinions about those aspects they believed would get improved with their proposals. From the cloud of words below, it can be concluded that the main improvement is related to information in general, as some references made to time and service appear in the second place.

Electronic Fiscal receipt

The official launch was made on August 20th, 2012.

There are currently 4 companies authorized and operating under the regime. 13 Companies in the certification process to get in the regime. 331 Companies authorized in the testing stage.

For further information see: https://www.efactura.dgi.gub.uy/

IV.- Lessons learnt, conclusions and next steps

Lessons learnt during process 2012

Today we are dedicated to the preparation of the Plan for Open Government 2013-2015. For this purpose we have previously made an analysis of strengths and weaknesses of the previous process in order to incorporate the lessons learnt in the new process.

Some strengths

One of the main strengths of the elaboration process of Plan 2012, and which we want to reaffirm in this new plan, was the incorporation of civil society in the working group and making a public consultation to receive comments about the plan. Besides that, the National Action Plan for Open Government 2012 stands out for the fact that each of the projects presented had clear information about the goals and what they intended to achieve, creating a clear commitment oriented to the results and allowing to assess the current degree of achievement of said goals.

On the other hand, the projects had a clearly identified referent as the person in charge, which shows the participants' commitment with the project presented.

Some weaknesses

The process of preparing plan 2012 had some important challenges, mostly regarding the time available for its elaboration. Given those tight deadlines and the fact that it was decided to prioritize projects with clear targets and defined referents, finally some projects close to the working group were included and the dissemination to public organizations was relatively scarce. This fact brought two different consequences: the plan incorporated projects that had great commitment and the degree of commitment of goals was high; on the other hand, the profile of the projects was closely related to Electronic Government.

With regards to the public consultation carried out, although it is considered as a positive experience, it could be observed that some aspects like making contributions more specific and directly related to some of the commitments exposed in the Plan need to be improved.

Improvements in the Process Model 2013-2015

- Greater legitimacy and possible representation: as we saw previously, by resolution of the President of the Republic, a working group was formed for the preparation of the Plan comprising representatives from the Planning and Budgeting Office (OPP), the Ministry of Economic and Financial Affairs (MEF), the Ministry of Foreign Affairs (MRREE), the National Statistics Bureau (INE), the Public Information Access Unit (UAIP) and the Agency for the Development of an E- Government and an Information Society and Knowledge (AGESIC).

The new model takes into account the expansion of said working group, so as to incorporate other actors: local governments, civil society and the academy.

For that purposes, the Honorary Executive Council of AGESIC formally convened:
•   a representative of the Degree in Political Science of the Major University of the Republic (Academy)
•   two representatives of the civil society
•   one representative of the congress of Municipal Mayors (Local Governments)
•   one representative of UNESCO

• **External auditor of the process:** the new model also takes into account the incorporation of an auditor who participates throughout the elaboration process of the plan. Considering the participative focus of the Action Plan and the purpose of creating an elaboration process model of the same, it is understood that it is very important to incorporate a neutral actor, who participates as an auditor during work meetings (that involve the State, civil society and the academy) and guarantees the citizens that his/her participation in the open consultation will be taken into account.
On September 19th, 2013 UNESCO assigned a representative to take the above mentioned role.

• **Convocation for organizations and civil society for presenting projects in the Plan:** all the public organizations affected by the National Action Plan for Open Government 2013-2015 have been formally convened to present their projects by the Board of AGESIC. The purpose of this action is to get a wider variety of projects, from many different state organizations that are not necessarily related in a direct manner to the Electronic Government. The convocation to civil society has been carried out via web.

• **Public consultation:** unlike the previous instance, where citizens could make general comments about the plan, the purpose of this instance is to get more specific comments on the projects incorporated to the Action Plan 2013-2015. Considering the complexity of the thematic, it was deemed convenient to open participation spaces associated to each project, in such a manner that all citizens are informed about the initiative and send their comments or

suggestions about it. Another difference with plan 2012 is that from the convocation on, all the organizations that present projects to the plan agree to receive and respond to the citizens' comments. In order to do this, the Working Group will have to process the citizens' questions, asses their pertinence and manage the sending to and later responding from the affected organization. The participation slogan is clear and precise: only comments and suggestions will be accepted and all of them will have a response or comment from the organization; it is not the purpose of this space to clear up doubts or particular questions or to receive general criticism about the organization or its employees. The instance is advisory (nonbinding), anonymous (optional) and the referents of each project will have the chance to integrate the possible citizens' suggestions; in case that integration is not possible the organization will have to explain in brief the reason for such negation. The citizens' comments and the organization's responses will be an input for the specific report of said instance, which will be later disclosed through the corresponding web.

This activity will begin in the first fortnight of October and will have a term of 2 weeks.

Process model 2013-2015

The following image shows the process model that has been adopted for the preparation of this second Open Government plan:

Plan 2013-2015 / Process of preparation
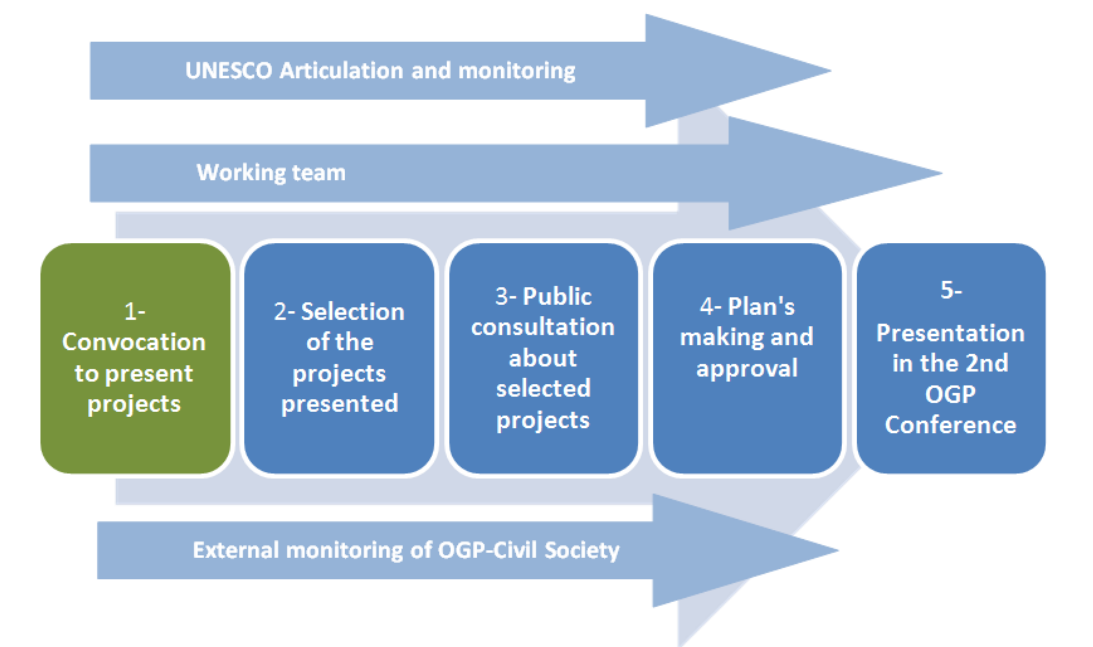
Conclusions and next steps

To build an Open Government is a long term task, the State cannot handle it as an isolated or temporary initiative, it must be part of the country's general strategy for a "Good Government". This is why Uruguay channels these initiatives through public policies searching to transcend governments.

As it is described here, the country has been working for some time in this line of work making an important progress. However there is a long way ahead to really get the benefits an Open Government offers to all the citizens. For this purposes, more than a transparent and effective governance it is essential to have an active participation and collaboration of the organized civil society and citizens in general. This last aspect implies a cultural change and it is towards where the country intends to advance. Managing changes will imply assuming new challenges such as:

•   Developing a process for dissemination, awareness, training and debate in the State, civil society and the Academy.

•   Increasing the representativeness in processes and commitments.

•   Developing a plan for approaching and training the citizens about the contributions of an Open Government.

The National Action Plan for Open Government 2013-2015 is currently under the process of elaboration. It embodies all the commitments assumed by the government regarding the thematic incorporating gradually all the contributions of the civil society, the academy and citizens in general.

ANNEX I: Commitments of the Open Government Plan 2012

Increasing the Public Integrity

- **Access to Public Information.** The Public Information Access Unit (UAIP) is setting the goal to develop a national campaign of public awareness on the subjects aimed at encouraging the construction, institutionalization and deepening of a transparency culture in the Country. **The involved agencies are:** the Public Information Access Unit (UAIP) and AGESIC. **The goals for 2012 are:** design and begin executing the plan for the national campaign of public awareness. As well as to improve the web portal for UAIP and Transparency (transparencia.gub.uy) to allow a better access and participation of the citizenship.

- **To strengthen the Transparency culture.** The Public Information Access Unit (UAIP) is establishing the goal to develop a set of actions to inform and train the involved Stakeholders on the Access to the Public Information Act, its associated obligations and the role of the UAIP in its compliance. **The involved agencies are:** the Public Information Access Unit and AGESIC. **The goals for 2012 are:** to develop e-learning content and its application on the Stakeholders.

- **National Award for Transparency.** This Award strives to be the top acknowledgement at national level for Public Institutions that stand out in achieving transparency and therefore are a role model for others to follow. **The involved agencies are:** the Presidency of the Republic, the Public Information Access Unit and Agency for the Development of an E- Government and an Information Society and Knowledge. Different editions will be held annually, the first being in 2012.

- **E-Participation by the Citizenship.** This initiative seeks to encourage the Organizations of the Central Administration to establish standards and models for participation and citizenship interaction through E-Channels. **The responsible agency is:** AGESIC. **The goals for 2012 are:** to establish a model of citizen participation and create a Platform for electronic participation by the Citizenship. Also, to develop and promote policies to guide the implementation of instances of the citizen participation.

- **Open Government data**. Encourage the disclosure of public data through the creation of a Platform for Open Government Data (datos.gub.uy) and a campaign of public awareness on the subject of Open Government Data at a national level. **The responsible agency is:** AGESIC. **In November of 2012** it is expected to have an official data catalog, an open data community and manuals addressed to the different public (civil society, developers and the citizenship in general).

- **National Plan for Digital literacy.** To establish a plan for Digital literacy. This plan is part of the macro efforts of the Country to universalize the access and use of the Information and Communication Technologies. **The involved agencies are:** National

Telecommunications Administration (ANTEL), Ministry of Education and Culture (MEC), National Bureau of Civil Service (ONSC) and AGESIC. **The expected goal is to reach 100 thousand adults** by the year 2015.

A more proficient management of public resources

- **Agency for State Purchases and Contracts.** Setting up of the Agency for State Purchases and Contracts. The purchases are a vital component of the public administration of a country which links the financial system to economic and social results. The state of public purchases determines in great measure the governability and performance of the community services and cuts across almost all areas of planning, program management and budget. **The Organization responsible is**: Presidency of the Republic. It is expected to be implemented during this 5 year term.
- **GRP.** System of planning, information and management, which allows introducing efficiency and effectiveness into the use of economic and material resources. **The involved agencies** in the trial run are: AGESIC, Presidency of the Republic and Ministry of Economy and Financial Affairs. **The Goal is** for every Ministry to have a solution that will support its administrative management in one of its Executing Units by the year 2015 and use the PGE (E-government Platform) as the base for all information exchange between the involved systems.
- **To establish a System for Electronic Records.** One of the objectives due on 2015 is to have an Electronic records across all the Central Administration. **The involved agencies are:** AGESIC and organizations involved in the implementation process. **The goal for 2012** is to implement it in at least 5 organizations of the Government.
- **Uruguay Competes.** "Uruguay Concursa", exists since 2011 and is a professional system for the recruitment and selection of the best suited candidates to work with the State (www.uruguayconcursa.gub.uy). **It is expected for 2012** to implement the module "Vía Presencial" (which will allow the person who wishes to do so, to register and make his/her postulation in the MEC centers and offices of the Ministries. It is also planned to implement a complete selection process in all the Central Administration, allowing a detailed follow-up of the process and a substantial shortening of the time frames.
- **National Public Software.** In the framework for the optimization of the resources of the State, the objective to develop a National Public Software strategy has been established. **The goal for 2012** is to implement the Portal of the National Public Software and make available the first application in accordance with the policies that will be defined. **The responsible agency** is AGESIC.

Improving the rendering of Public Services

- **Online procedures and services**. This initiative seeks to substantially increase the availability of procedures and services through electronic means, simplifying efforts by citizens and companies with the Administration and eliminating or minimizing the need of the on-site presence at the Public offices. **The responsible agencies are**: AGESIC and involved organizations. **During 2012**, besides identifying the procedures most relevant to the Citizen, it will also be necessary to design models for the simplification of the procedures and indicators that will allow the monitoring of the implementation of the procedures online. After concluding the 5 year term it is intended that 80% of the most used procedures from the Central Administration be available online.

- **Citizen E-Funds.** The e-funds are a mechanism of technical and financial support directed to organizations of the Central Administration for the development of E-Government solutions. These solutions seek to innovate in the relationship between citizens and the public administration taking advantage of the use of technology. **The responsible agencies are**: the Planning and Budgeting Office, the Ministry of Economic and Financial Affairs, AGESIC and other involved organizations. **In 2012** for the first time the citizenship will be able to participate, proposing the procedures and services which they would want online and the 3 best proposals will be developed.

- **To incorporate electronic single windows (one stop shops)**. To contribute to the improvement of the services rendered to the citizen. This initiative states the simplification and unification of processes in a way as for the State to present itself in a uniform manner and as a integrated entity before the citizenship. **The responsible agencies are:** AGESIC and other involved organizations. Along the 5 year term it is intended to incorporate and improve the following single centralized windows accessible through multiple channels, among them the web and mobile: electronic single windows (one stop shops) for **Citizen**, **Public Security**, **Foreign Trade**, **housing** and **Enterprise**.

- **Uruguayan State Portal.** Complete and organized guide of all procedures and information of the Uruguayan State. **The responsible agency is:** AGESIC. **During 2012**, several spreading campaigns are going to be conducted using digital media maintaining a strong commitment to maximizing the use of the Portal and continuing to increase the number of hits to it. The amount of available information will also continue to increase by adding new pages that will integrate everything regarding a certain topic of interest. Tools for citizen participation will also be included to encourage the interactions of the citizenship. The State Portal will be the Gateway to the official open data catalog of the government of the country.

Procedures and services for Uruguayans abroad

- **Application system for ordinary Passports at the Consular Offices of the Republic:** it is planned to cover 50% of the consular network at the end of 2012 and then continue

with its implementation in a progressive manner. **The Organizations involved are:** the Ministry of Foreign Affairs (Consular Affairs Bureau) in conjunction with the Ministry of Internal Affairs and AGESIC.