

Awards for excellence in electronic government excelGOV2022

8th edition

Premios de excelencia en gobierno electrónico excelGOB2022

8^{va} edición



PERÚ

Presidencia
del Consejo de Ministros

"DIGITAL TRANSFORMATION FOR EQUITY
AND CROSS-BORDER DIGITAL SERVICES"

Lima, November 10th & 11th

The awards for excellence in digital government (excelGOB) are announced by Red Gealc with the support of the Inter-American Development Bank (IDB) and the Organization of American States (OAS) to recognize the best solutions in the region for a citizen-centered public management.

Each edition allows for the recognition and systematization of the most transformative initiatives in this field carried out in Latin America and the Caribbean. The awards have their eighth iteration in 2022 and the process was open to the public presentation of applications for solutions in operation, at the national level (neither provincial nor municipal), in these two categories:

1. Cross-border digital services.
2. Digital transformation.

Special mentions on (a) Open Data, (b) Gender Approach and (c) Emerging Technologies will be awarded amongst all candidates of the two categories.

Voting

Voting will take place during the VII Ministerial Meeting on Electronic Government of the Americas and the XVI Annual Meeting of Red Gealc (Lima, November 10th and 11th, 2022). The jury, as usual, are the delegations participating in the VII Ministerial Meeting, with one vote per country (the decisions of the jury are final).

The tool for the jury to vote shall be enabled at the beginning of the event, on November 10th, and closed at the end of the agenda for that afternoon, with the awards being granted at the dinner that night.

The award-winning agency in each category will receive an all-expense paid, one-person Technical Mission to South Korea, financed by the IDB. The winner of each special mention will be awarded a grant to a virtual course in the OAS Campus.

The candidates are detailed in this work material according to the information that they presented, so none of the announcing entities is responsible for the veracity or accuracy of the files provided by the candidates.

They appear in alphabetical order by country and were not necessarily presented by digital government agencies, since anyone could nominate a government solution that they considered to be outstanding.

In this edition

61 applications were submitted, and 58 of them met all the requirements to be analyzed by the Jury.

Five compete in the Cross-Border Digital Services category and 53 in the Digital Transformation category.

Regarding the special mentions, 15 applied for the mention in Open Data, 4 for Gender Approach, and 14 for Emerging Technologies.

17 countries submitted applications for this edition:

- Argentina (4)
- Bahamas (1)
- Barbados (1)
- Bolivia (3)
- Brasil (4)
- Chile (1)
- Colombia (1)
- Costa Rica (1)
- Ecuador (1)
- El Salvador (3)
- Jamaica (1)
- Panamá (1)
- Paraguay (1)
- Perú (25)
- República Dominicana (2)
- Trinidad and Tobago (1)
- Uruguay (6)

Cross-border digital services



excelGOV 2018 winners in Korea.

Argentina

1. Digital and Cross-Border Metamorphosis

Description

The Argentine Digital Signature transcended borders at different levels, from an internal positioning of the territory, as well as externally, with the technical validation of the cross-border digital signature through the memorandum of understanding with Brazil; positioning itself in the region as a new functional gear in the face of the unstoppable paradigm shift brought about by new technologies, crossing territorial borders and facilitating the exchange of documents and electronic transactions with the same legal validity as those acts signed holographically.

Impact

Under the plan of the Federal Program for Digital Public Transformation, Argentina has currently reached the creation of a total of 326 Registration Authorities for its entire territory, thus covering a wide range of organizations and jurisdictions of its 3 branches of government. Likewise, depending on the progress of said transformation, 427,351 Digital Signature certificates have been

issued, thus advancing in a cross-border recognition of digital coexistence between nations.

The implementation of the Memorandum of technical validation of digital signatures between Argentina and Brazil allows both countries to do the following: (a) The study and exchange of the Certification Policies implemented by the countries and the equivalence report of Certification Policies; (b) The Evaluation of technical requirements observed in the digital certificate life cycle; (c) The Evaluation of technical requirements for the exchange of revocation lists of digital signature certificates in order to be contemplated by the signature validation tools in the respective countries; (d) Identify the processes, products and availability terms of the actions detailed above.

Starting year: 2020.

Entity: Secretariat of Public Innovation

Url: <https://www.argentina.gob.ar/jefatura/innovacion-publica/innovacion-administrativa/firma-digital>

Argentina

2. Strategic Plan for Federal and Cross-Border Interoperability

Description

It expands the national network of decentralized nodes (which enables the exchange of information in a standardized format, with communication security protocols, encryption, and audit logs) with the ability to integrate ecosystems that use other tools (XRoad), maintaining the principle of technological neutrality and digital coexistence.

Impact

A proprietary version of X-Road is being developed, to be homologated by the NIIS (Nordic Institute for Interoperability Solutions, Estonia), so that the certificate profile of the Argentine PKI (Digital Signature Infrastructure) is recognized. XRoad uses legally recognized certificates (Federal impact), and will be able to validate its communications with other countries through the mutual recognition of Certification Authorities (Cross-Border impact). At the national level, it strengthens efficiency in the public sector, speeds up citizen procedures be-

fore the State, minimizes bureaucracy and reduces the amount of information that citizens provide to carry out their procedures, avoiding repeated document verifications and duplication of records.

It prevents the generation of data replicas, keeps the original source in a safe manner and makes the required data available for public agencies for the fulfillment of their tasks.

The current deployment consists of 16 nodes, used by 27 entities, exposing 67 data exchange services, with 165 systems using them.

The plan contemplates another 42 new nodes to be installed, 2 of them in a pre-production stage.

Starting year: 2018.

Entity: Secretariat of Public Innovation

Url: <https://www.argentina.gob.ar/jefatura/innovacion-publica/innovacion-administrativa/interoperar>

3. PANA VAC 19

Description

The AIG developed an information ecosystem of three modules: vaccine registration, logistics traceability, and citizen procedures. To provide operation and support, a continuous process of human capital recruitment and training was held for more than 1,500 traceability officers throughout the national territory. The integration with the civil registry identity validation service allowed a personalized and prioritized management of vaccination appointments. In addition, integration into the national laboratory information system empowers citizens with their immunization information and digital products for safe local and cross-border mobility (EU DCC). Then, it spread to other countries in the region through webinars within the framework of Red Gealc.

Impact

Panama's ecosystem was the first in Latin America and the Caribbean to achieve European Union (EU) equivalence and interoperate across borders with the EU Digital Covid Gateway Certificate (EU DCC). It also achieved: Institutional strengthening by reinforcing the public health system by transferring this information system to the

Ministry of Health to continue the digital transformation of health services provided to citizens. Strengthening digital literacy for citizens, leading them to carry out digital procedures in the single citizen portal where they can access all their vaccination information, COVID laboratory results, manage citizen support services (vaccine registration abroad), obtain local and international digital certifications of vaccination. Around 1.5 million citizens have registered in the single citizen portal (<https://www.panamadigital.gob.pa>). Digital traceability of the logistics and cold chain of vaccines since their entry into the territory of Panama until administration in patients. A traceability tree is maintained with a total of 7,543,968 administered doses, and a public geostatistical map through the open vaccination data portal called "vacunómetro" (<https://vacunas.panamasolidario.gob.pa/vacunometro/>).

Starting year: 2021.

Entity: AIG.

Url: <https://www.panamasolidario.gob.pa/pag/vacunas>

4. COVID 19 Vaccination Card application according to European Union standards

Description

The computer app of the COVID-19 Virtual Vaccination Certificate, has a mobile and web version, allows people who have been vaccinated in the Peruvian territory, to obtain their Vaccination QR Code and/or Vaccination Certificate for COVID 19 issued by the Ministry of Health of Peru, valid nationally and internationally, under European Union (EU) standards. In case the person has been vaccinated abroad, either in EU countries or countries that are part of the Integration with the EU system, it allows the quick validation of their QR code.

Impact

People who were vaccinated against COVID-19 in Peru can now obtain their international certificate (Passport COVID 19), according to EU standards, allowing them to validate their vaccination by reading a QR code. In this

way, it will be possible to enter and circulate freely in the EU countries, and other countries integrated into the system such as Colombia, El Salvador, South Korea, New Zealand, Taiwan, United Kingdom, among others. It was shown that more than 25 million people who accessed their information on vaccination against COVID 19, allowing them to enter public and/or closed spaces, minimizing the risk of serious infections and/or deaths due to the aforementioned disease. Likewise, it is shown that there are more than 60 million QR Codes generated through the COVID Vaccination Card computer app.

Starting year: 2021.

Entity: Ministry of Health of Peru

Url: carnetvacunacion.minsa.gob.pe

5. firma.gub.uy

Description

It is the new solution of the Uruguayan state to facilitate the use of the advanced electronic signature with any of the 5 methods currently regulated in the country. It allows you to digitally sign with all the guarantees and validate signatures from Uruguay, Argentina and Brazil. At the moment, Uruguay and Argentina are the only countries in the region with mutual signature recognition, Brazil is very close.

It has a web interface designed so that people can easily sign or validate signatures and an interface (API) for digital solutions to integrate and solve the signature and its validation in an embedded form.

Impact

It was enabled in September 2022 and its expected impact foresees a wide use in the industry, population and regional governments, since it allows, in a single step, to validate signatures from three countries in a document.

We plan to join the trusted list promoted by Red Gealc to extend validation to the entire region.

As for public bodies, the following are currently being integrated through API: UTU (technical university), Civil Service Office, Cerro Largo Mayor's Office, OSE (drinking water supply throughout the country), General Tax Directorate (tax administration), Cadastre and Social Security Bank. In the Public Administration, today there are no embedded systems that enable all signature methods, so through integration it is expected to enable all signature methods, facilitating use and avoiding developments for each computer system. For the population and companies, it is a multiplatform solution, very simple to use that allows you to sign with any method, sign several documents in batches and has no costs.

Starting year: 2022.

Entity: Agesic.

Url: <https://firma.gub.uy/>



Trinidad & Tobago, excelGOV 2016 winner.

Digital Transformation



excelGOV 2018 winners in MOIS offices (Korea).

Argentina

6. Argentine Citizen Authentication

Description

PAEC/AUTENTICAR provides National State agencies and other jurisdictions with authentication services with official identity providers in a single standardized integration. Autenticación Ciudadana Argentina creates a new digital identity for users, based on blockchain. It makes it possible for documents or identifiers to be issued in their name, and self-managed by the citizen himself, who can store them in a “document holder” application and present them to whomever he decides.

Integrating this authentication model as a new identity provider makes it possible to explore solutions where the person has full control over their information and complete autonomy regarding their digital identity.

Impact

The creation of a new form of authentication will have a high quantitative impact due to the universe of users and applications reached, creating an exceptional ex-

perience in the implementation of new authentication technologies based on blockchain.

The Central Electronic Authentication Platform -PAEC/AUTENTICAR- has 153 (one hundred and fifty-three) integrated client applications that obtain the standardized authentication service.

Around 300,000 effective authentications are carried out per day, reaching in the month of May 2022 a total of 13,164,216 interactions, totaling more than 200,000,000 (two hundred million) accumulated authentications, since its implementation.

Starting year: 2016.

Entity: Secretariat of Public Innovation

Url: autenticar.gob.ar

Argentina

7. Mi Argentina

Description

It is the digital identity of Argentine citizenship. Through the application, users can manage procedures, make appointments, access credentials and receive information. *Mi Argentina* allows the biometric validation of people to offer personal and sensitive documentation with the highest security standards. It also enables access to documents offered by the State in a single place, in a simple and accessible way for all citizens with several critical procedures for people with disabilities. In addition, the digital identity allows entry to different State systems to carry out procedures with a single session.

Impact

There are more than 17,600,000 users of *Mi Argentina* that are distributed throughout the national territory. More than 11,500,000 have their identity validated to be able to access personal documentation. There are more than 35 credentials and services offered in the application.

Starting year: 2016.

Entity: Secretariat of Public Innovation

Url: <https://www.argentina.gob.ar/miargentina/app>

Bahamas

8. MyGateway

Description

The portal mygateway.gov.bs was launched in May 2021 to request and pay for government services. Individuals can now request certified copies of birth, death and marriage certificates, request police character certificates, obtain traffic records, and renew e- passports and driver licenses; and business can apply for duty exemptions, among other services.

Impact

The aim is to put 200 services online in five years. The expansion of the portal is ongoing and 40 new services go live in December 2021. More than 6,000 Bahamians are registered on the webpage. This initiative not only

reduces monetary and time costs to both the government and users, but it also increases transparency. *MyGateway* is part of the Government of The Bahamas' digital transformation initiative to provide more efficient and effective government services and create a path of sustainable economic development for Bahamians.

Starting year: 2021.

Entity: Office of the Prime Minister.

Url: <https://mygateway.gov.bs/>

Barbados

9. Trident ID card

Description

The new *Trident ID* card replaces the existing document with a more secure, durable and attractive one, designed with extensive security measures.

The *Trident ID* card also allows citizens to create their digital identity, which is an electronic representation of identity just as the traditional identity document is a physical representation of identity. Digital identity is pleasing in that it allows citizens to prove that they are who they say they are, without the need to be physically present.

Those under 16 years of age do not have their photograph printed, but rather the country's coat of arms. Data protection is in line with international recommendations, taking General Data Protection Regulation (GDPR) of the European Union as one of the references.

Impact

Although the *Trident ID* card is used in exactly the same way as the previous laminated document that had been in use since the 1970s, it allows several additional features, since it identifies the citizen to access public services in an easier, faster and safer way. The *Trident ID* card puts the citizen in complete control of their information, since they can, of course, use it as identification, but also as a means of sharing additional information using the personal PIN. This makes it easy to interact with service providers without the need to show additional documents.

People with disabilities can have the word "Disability" printed on their *Trident ID* Card, making it easier for that group of citizens to access specific services.

Starting year: 2022.

Entity: Ministry of Industry, Innovation, Science and Technology.

Url: <https://trident.gov.bb/>

10. Consume lo Nuestro

Description

Its purpose is to reactivate the Bolivian economy and promote the consumption of products and services made in Bolivia. Bolivian public officials receive an economic benefit corresponding to refreshments, which they use to acquire national products through this Mobile Application, corresponding to productive units that have registered as suppliers for this benefit. The mobile application generates a secure code that is informed to the seller at the time of purchase. Disbursements from completed sales are deposited directly into the suppliers' bank accounts using interoperability.

Impact

In the year since its launch, it has already benefited 812 Production Units, in 1,891 points of sale throughout the national territory, which have been able to strengthen their economy thanks to this project. To date, 303 public sector entities are generating monthly refreshment

spreadsheets, making payments directly to the producers' accounts through the interoperability between Consume lo Nuestro and the Public Management System - SIGEP.

On average, monthly, 30,754 employees receive their refreshments on the platform; to date 187:731,562 Bs. have been inserted in their personal accounts, to make purchases of the products of the registered Productive Units.

At the national level, 1,056,503 sales have been made in Consume lo Nuestro, for a total of 141,040,503 Bs., sales that have not required an exchange of cash; the seller receives a code generated by Consume lo Nuestro in a secure way to confirm the sale.

Starting year: 2021

Entity: AGETIC.

Url: <https://consumelonuestro.gob.bo/>

11. Program for the reduction in digital gender gaps

Description

Within the framework of the depatriarchalization policy, the program to reduce the digital gender gap has been created, which has the objective of contributing to the reduction of digital gender gaps in Bolivia, through innovative, scientific-technological teaching-learning processes focused on girls and teenage women, as well as identifying structural causes of digital gender gaps in Bolivian society for the construction of public policies in this area. It has two components: (1) Projects to generate digital and scientific-technological skills for teenage females and female entrepreneurs; (2) Generation of knowledge and research on digital gender gaps.

Impact

In component 1, RobóTICas offers free courses in a multidisciplinary area that involves STEM areas that socially exclude the female gender. Initially, they are online and then face-to-face, where prototypes with social bene-

fit are made. In 2021, 800 girls and adolescent women have been trained virtually and 100 girls in person. In the 2022, 1,650 girls are being trained virtually and will reach 207 face-to-face beneficiaries.

Training has also been carried out in digital marketing for women entrepreneurs: 60 women were trained in 2021 and 50 so far in 2022.

In the second component, the study of: "Digital gender gap in female adolescents in the last year of secondary school in the plurinational educational system and the first two years of university" is underway, which will be completed in December of this period.

Starting year: 2022.

Entity: AGETIC.

Url: https://fb.watch/g0iu_jTheE3/

12. Plurinational Notarial Information System- SINPLU

Description

It is a notarial management system developed within the framework of Law 483 whose purpose is to manage information and issue notarial documents in digital format, through technical and operational mechanisms that allow the verification of authenticity and temporality of digital notarial documents and their comparison through interoperability for the verification of the matters contained therein.

Impact

The *Plurinational Notarial Information System*, gradually implemented as of June this year, has more than 450,000 notarial documents at the national level prepared and issued from the platform.

The documents that are made in the country's public notary offices were set up in 61 forms of notarial actions, eliminating the issuance of notarial testimonies

in physical form (paper with security measures), which were replaced by digital versions with the use of a digital signature by the notary. Setting up legal procedures will allow the DIRNOPLU to provide SINPLU web services, so that the other entities in the territory that have a notarial document as a requirement can carry out the process automatically with the integration of web services.

The platform guarantees security for notaries and notaries of public faith, allowing the population to consult the notarial document on a transparent platform.

Starting year: 2022.

Entity: AGETIC.

Url: <https://sinplu.dirnoplubgob.bo/login>

13. GOV.BR Advanced Electronic Signature

Description

The *GOV.BR advanced electronic signature* allows citizens to electronically sign documents and carry out transactions with public entities, with legal validity, quickly, safely and free of charge. Its generation process guarantees the identity of the issuer, the integrity of the message and its confidentiality, using cryptographic processes. It is completely digital and based on a cloud solution, which eliminates the need for tokens or cards and allows access from any computing device. It is available to citizens with registration on the GOV.BR platform validated by facial recognition or authenticated through accredited banks.

Impact

Before the *GOV.BR advanced electronic signature*, citizens would lose time and money copying or printing documents, going to the notaries, attending public offices in person, and losing hours of work, which generated costs

for Brazilian society. The *GOV.BR advanced electronic signature* allows you to request services at any time and from anywhere, which saves time and resources, in addition to eliminating the need to acquire a digital certificate. When signing for the first time, the citizen is linked to his GOV.BR account, free of charge, with a GOV.BR digital certificate that is stored in a cloud infrastructure.

In the year the service was made available to citizens, 2020, only 60,000 signatures were made under the pilot project. In 2021 this figure jumps to 4,472,260, and in 2022, before August 15th, to 8,413,276, with a growth forecast of more than 250% by the end of this year, compared to 2021.

Starting year: 2020.

Entity: Ministry of Economy

Url: <https://www.gov.br/governodigital/pt-br/assinatura-eletronica>

14. Awareness Conferences and the impact of personalization for the citizen

Description

The implemented innovation consisted of the use of data intelligence and a messaging system to interact with the citizen, in a personalized way, in the most used channels, especially (1) by email, (2) through push notifications in the gov.br application and (3) by SMS. It should be noted that these are not generic messages sent on a large scale and in a decontextualized manner. All messages were directed at actual users of specific public policies, rather than potential users. Behavioral insights were also used in the development of the strategy, seeking to achieve the greatest possible effectiveness, in addition to A/B tests.

Impact

More than 5.7 million messages were sent: 4.9 million emails, 820 thousand notifications through the gov.br application and 3.6 thousand SMS. Among the main results, we highlight: (1) the renegotiation of debts in a student financing program (FIES). There were two presentations.

In the first one, for 900,000 students, there was a 73% increase in renegotiations among the notified group, compared to the control group. The second presentation reached 790 thousand students and generated 65% more renegotiations in the group. Added together, the messages generated an additional renegotiated volume of R\$ 1.21 billion. (2) 3.7 million messages were sent to encourage adherence to the Debt Payment Rescheduling Program within the scope of Simples Nacional (Relp). An additional 167% of renegotiations were achieved in the notified group.

Starting year: 2022.

Entity: Ministry of Economy

Url: <https://notificacao.servicos.gov.br/>

15. Momentos de Vida

Description

User Profiles, also called *Momentos de Vida* (Moments of Life), are a new way of presenting federal public services to citizens. Until 2021, the nearly 5,000 federal public services were presented only by categories according to the structure of government. That model did not really recognize the needs of the users and did not help them to identify possible services related to their current moment, whatever it may be. In this context, the project aims to improve the user experience when accessing public services, articulating the offer of services from the moments of life to simplify access.

Impact

Momentos de Vida has had a positive impact on the lives of citizens and have been accessed more than 2.2 million times on the gov.br portal since February 2022. In addition, the conversion rate, i.e., the percentage of people who start a service after it is accessed through user profiles is 52%, compared to only 34.6% of those who use categories organized according to the governance structure. There are already 5 moments of life implemented in the portal (Entrepreneur, Driver, Worker, Student, Retired) and the intention is to increase this range of profiles by the end of the year.

Starting year: 2022.

Entity: Ministry of Economy

Url: www.gov.br

Brazil

16. Recommendation of services through artificial intelligence

Description:

The innovation consists of using artificial intelligence to offer a public service recommendation system as an additional way to interact with citizens. This interaction is carried out on the www.gov.br portal and in a personalized way, since each user receives a suggestion of the services based on their navigation.

Impact:

The recommendation system based on artificial intelligence provides citizens with services that perhaps they did not even know existed, which represents important progress in their relationship with the government and in the full exercise of citizenship. Since its launch, the rate of use of public services on the www.gov.br portal

has gone from less than 3% to more than 8%. In addition, more than 20% of the services requested on the portal are performed by users who have seen and clicked on a service recommended for them. Currently, service recommendations are viewed more than 50 million times each month and are available in three areas of the portal: on the home page (first column next to the most visited services), on the home pages of government agencies (as an intrusive dropdown menu) and on all service pages.

Starting year: 2021.

Entity: Ministry of Economy

Url: www.gov.br

Chile

17. ClaveÚnica Service

Description

It is a service that allows public institutions to electronically validate the identity of natural persons on their platforms.

It is provided as a centralized service, preventing institutions from having to implement security infrastructure, software, processes and protocols, which are implemented in *ClaveÚnica*.

The use by people begins with an enrollment process in the SRCel, where the identity of the person is verified, so that later and through the *ClaveÚnica* portal, the person defines their password, that is, their *ClaveÚnica (Single-Key)*, which they can continue using on all integrated platforms.

Impact

It is a solution developed in collaboration between the Digital Government Division of the Ministry, the General Secretariat of the Presidency and the Civil Registry and

Identification Service and which currently has 14,337,186 users, and according to the information delivered by the National Registry of Procedures (<https://tramites.gob.cl/>), allows access to 1,673 procedures, which corresponds to 85% of the total number of procedures that require some authentication mechanism to be carried out. It has 1,812 integrated platforms corresponding to 302 institutions of the Chilean State.

The adoption of *ClaveÚnica* has progressed significantly, reaching close to 70% coverage of the people who can obtain it (citizens and foreigners residing in Chile over 14 years of age). This adoption is reflected in the transactions registered during 2021, reaching 651 million authentications.

Starting year: 2011.

Entity: Digital Government Division.

Url: claveunica.gob.cl

Colombia

18. Digital Citizenship Folder

Description

The *Digital Citizen Folder* is part of the Digital Citizen Services initiative. It is a fundamental project for the Digital Transformation of the Colombian State because it has a notable impact on the way citizens relate to State entities. The *Digital Citizen Folder* allows the user to consult and download, for example, Driver's License History, Tax Responsibility Background Certificate, Registration Certificate and Professional Card Registration, Medical history information. This project also has an impact at the regional level, as it develops axes for the generation of knowledge on Digital Transformation in Latin American Governments. As governments of the region achieve synergies in the application of these projects, local knowledge can be generated on how to adapt these initiatives to the realities of our region.

Impact

It saves time and money, since the citizen finds all the procedures and services of the Colombian State in a single place, without spending money on photocopies or standing in line. With this solution, the status of the procedures can be consulted more quickly, at the time that each person requires it. In addition, the Digital Authenticator service offers security and confidence for the protection of personal information.

Starting year: 2022.

Entity: Ministry of ICTs- Ministry of Information and Communications Technologies

Url: carpetaciudadana.and.gov.co

Costa Rica

19. Community Innovation Labs (LINC)

Description

The *LINCs* are aimed at boys, girls, teenagers, young people who do not work or study, small and medium-sized enterprises (SMEs), entrepreneurs with innovative projects, agricultural producers, and organized women's groups. A typical lab is equipped with two 3D printers, a laser cutter and 24 computers. To give an example, with these tools, a businessman or entrepreneur will be able to manufacture molds, objects and even 3D prostheses on a smaller scale, since it allows them to design and use materials with great freedom and obtain simulated results instantly. They are a complementary evolution of the National Program of Intelligent Community Centers (CECI) whose main objective is to support the reduction of the digital divide by generating skills in Science and Technology in the general population, with an emphasis on vulnerable populations. The first LINC was inaugurated in 2022 in the province of Limón.

Impact

The population's access to technological and innovation spaces is facilitated for the development of abilities, knowledge and skills related to industry 4.0, in such a way that the productive and significant use of digital technologies is promoted for greater sustainable economic and social development. The *LINCs* allow to get knowledge, skills and digital competencies that improve the employability profile.

Starting year: 2021.

Entity: Micitt.

Url: <https://www.micitt.go.cr/centros-comunitarios-inteligentes-ceci/>

Ecuador

20. Gob.ec

Description

It allows people to make queries and carry out procedures quickly and efficiently, from the computer, mobile phone or tablet without the need to stand in lines. In addition to being the official Guide of Procedures and Services of Ecuador, it seeks to improve the quality of life of citizens, promote competitiveness, entrepreneurship, promote efficiency in the economy and guarantee legal certainty. It was developed by the Ministry of Telecommunications and the Information Society (Mintel) built solely with the talent and effort of the team of the Undersecretary of Electronic Government and Civil Registry, using free software, based on international best practices. The source code can be accessed through the MINKA public software repository. It is also available on Android and iOS with more digital services.

Impact

Some of its milestones were experienced in 2020, the year when Mintel assumes the stewardship as the institution responsible for simplifying State procedures. In March of that year, the Safe-conduct procedure for COVID-19 circulation was enabled, attending to more than 15 million requests. In April, 50 percent of the procedures had been placed online. and in September 2020, the available procedures were in excess of 70% (more than 100,000 procedures attended with 73% of online procedures). Today (September 2022) it has 6,836 online procedures, corresponding to 379 institutions, and accumulates 67.9 million visits.

Starting year: 2018.

Entity: Mintel.

Url: Gob.ec

El Salvador

21. Citizen Consultation Platform

Description:

Digital solution that promotes citizen participation in the definition of public policies under the principles of open government. It seeks to encourage citizen involvement in the evaluation of emerging regulations and laws that are under review. It has been designed to receive comments and observations from citizens in an easy and intuitive way. The fidelity of the data entered is guaranteed through a verified record that allows the process to be tracked. It was developed promoting the use of open source resources (the CONSUL app was used as a basis).

Impact:

The systematization of citizen contributions for specific blocks and articles is simplified, being their inclusion in the public consultation a basic requirement of the Legislative Assembly to assess the projects that are formulated. A reduction in logistical costs and time is obtained

by delivering the bill to the interested persons or groups in a timely fashion, it also allows interaction with the opinions of the persons in order to clarify any doubts. In a classic consultation process through events, it is impossible to reach all the sectors or people interested in contributing. With this method, all Salvadorans residing in the country are invited to participate, but an opportunity is also opened for the more than 3 million Salvadorans abroad. All of this will give legislators more input to pass laws, in accordance with the law and the true needs of the population.

Starting year: 2021.

Entity: Secretariat of Innovation of the Presidency

Url: <https://consulta.innovacion.gob.sv>

22. REVFA - Registry of Vital Status and Family

Description:

The main focus of the project is to integrate, standardize, optimize and digitize vital and family records. The platform has been designed to improve the quality of data collection through inter-institutional communication with a single and comprehensive record. This information is centralized in a database that allows quick access and reuse of resources with other institutions to streamline related procedures. It helps to implement the provisions of the new Grow Together Law, which seeks to guarantee the right to identity recognized by the State to all children since birth.

Impact:

Previously, registration was done in isolation. Now, the system is connected with the country's maternity wards, which facilitates the identification of the more than 80,000 births by the registry offices.

The connections that *REVFA* has with other public institutions allow the registration of initial data for the issuance of identity from birth (previously only for people over 18 years of age). It was implemented in more than 140 civil registry offices out of the 262 in the country. The centralization of registries has also made it possible to create by-products such as consignment certificates, which are issued with a digital signature mainly to Salvadorans abroad without the need for logistical intermediaries. The under-registration of items is avoided, among other bad registration practices, as all processes are standardized according to law; this guarantees better control in all lifetime changes for people and access to the rights of their relatives.

Starting year: 2020.

Entity: Secretariat of Innovation of the Presidency

Url: <https://alcaldia.egob.sv/>

23. Simple - Single Counter for Procedures

Description

Digital solution that allows citizens or business entities to access government procedures easily, quickly, safely and in one place. It has a single digital identity access linked to the DUI. Within the platform, detailed information on more than a thousand government services is available, with 32 of the most used already completely digitized to be carried out virtually. All government institutions are part of this initiative that allows modeling, designing, optimizing and publishing their procedures online, under the principles of simplification.

Impact

It is a massive digital transformation project in government institutions. Our public services were slow, repetitive, confusing processes, with physical documentation and in person. This project comes to change the way we serve citizens. The change is progressive but accelerated. It achieves a reduction in waiting times, access from

any location, reduction in logistics or intermediation costs, mainly with Salvadorans abroad. In its first month since launch, more than 200,000 procedures had already been carried out online, more than 150,000 citizens had registered, and more than 1 million visits had been received. It provides the citizen with a centralized history of the procedures carried out and a citizen folder where the documents issued by the platform are housed. In the most used procedure, an average daily consumption of 1,200 procedures is carried out. Face-to-face consumption of the service has been reduced by 70%.

Starting year: 2022.

Entity: Secretariat of Innovation of the Presidency

Url: <https://simple.sv/>

24. Smart Check E-Ticketing System

Description

The Traffic Ticket Management System (TTMS) is a centralized, web-based system that was introduced in September 2010 to improve the management of traffic tickets throughout the various stages from the point of being issued to an alleged offender, to either being paid at the tax office or adjudicated in court.

The handheld ticketing software is part of the JCF's continued transformation and modernization thrust. The e-ticketing system was developed to eliminate 25 potential points of failure in the manual paper-based ticketing process. The new system is expected to also guarantee that tickets and related information (warrants, demerit points, etc.) in the TTMS will be accurate and readily available to support the efficient enforcement of fines and penalties to improve public order and safety. The app

also allows an officer to ascertain if a person is wanted or whether a vehicle that is stopped has been reported stolen.

Impact

More than 20,000 electronic traffic tickets have been issued so far to motorists under the police's traffic ticket management system. The pilot initiative was launched on December 30, 2021, with 100 handheld devices. Between then and April 22, 2022, the police issued 20,392 electronic tickets, Chang disclosed. Of the amount, 7,678 tickets were paid, generating revenues of over \$26 million.

Starting year: 2021.

Entity: Jamaica Constabulary Force (JCF).

Url: <https://www.egovja.com/11621-2/>

25. Añua rekavo - Looking for shelter

Description

This tool was designed to make protection processes for children and teenagers in alternative care situations more efficient. It allows to get information on the availability and care capacity of shelters at the national level, accurately, online and in real time. Developed jointly between the Ministry of Information and Communication Technologies (MITIC) and the Ministry of Children and Adolescents (MINNA). It constitutes a new step taken within the framework of the Digital Transformation process.

Impact

The implementation of this new digital tool seeks to ensure that the rights of children and teenagers are fully protected, and allows Paraguay to optimize the management of alternative care processes, as well as benefit the actors involved in the national care sys-

tem, obtain the status of the shelters in real time, have the information permanently updated and easily accessible to the actors involved. Make information available to jurisdictional actors, such as the Ministry of Public Defense and the Judiciary, and advance compliance with Law No. 6486. Since July 2022, a total of 848 profiles of Girls, Boys and teenagers and 73 Shelters throughout Paraguay have been incorporated. Finally, it is crucial to highlight that the tool uses information from the Information Exchange System, which is an interoperability platform that acts as a channel between State institutions and organizations to share information securely.

Starting year: 2022.

Entity: MINNA.

Url: <https://abrigo.minna.gov.py/#/login>

26. Access to the Technology Adoption Incentive

Description

Provides digital access to the non-reimbursable economic incentive program, where the acquisition of agricultural technology (machinery, infrastructure, vehicles and tools) is co-financed for an agrarian organization in order to reduce costs, improve production systems and agricultural productivity.

Impact

Before the implementation, all inquiries and/or requests were face-to-face. With this change, the goal is to serve more users or organizations at the national level and simplify processes.

Starting year: 2021.

Entity: Compensation Program for Competitiveness.

Url: <https://www.gob.pe/11091-acceder-al-incentivo-de-adopcion-de-tecnologia>

27. CONTACTCOVID App

Description

The *CONTACTCOVID* application aims to enable citizens who have had contact with a person sick with Covid-19 to register and self-assess their symptoms and warning signs of COVID-19 during the quarantine period. Likewise, it has a Patient Monitoring Dashboard with filters: Active, new, abandoned and suspicious with different access roles used by the health personnel in charge of monitoring reported cases.

Impact

Citizens who have had contact with a person sick with COVID-19 can register and self-assess their symptoms and warning signs of COVID-19 during the quarantine period, according to Health Directive No. 140-MINSA/DGIESP -2021.

It allows everyone who enters the country (international traveler) as well as the population living in Peruvian territory, to provide a daily report of their health status (Symptoms and warning signs) and that of their contacts (family circle) during the quarantine period, as part of the protocol established by the Ministry of Health.

Starting year: 2021.

Entity: Ministry of Health of Peru

Url: <https://play.google.com/store/apps/details?id=pe.gob.minsa.seguimiento>

28. QATIPAY App

Description

Mobile application for tracking and monitoring suspected contacts of Monkeypox for subsequent health care.

QATIPAY aims to enable citizens who have had contact with a person sick with Monkeypox to self-assess their symptoms and warning signs during the quarantine period.

Impact

It allows the population living in Peruvian territory to report their health status (symptoms and warning signs) and that of their contacts on a daily basis for a period of 21 days as part of the protocol established by the Ministry of Health.

The main benefits offered by this mobile application for citizens are:

- * Tracking and monitoring of symptoms and warning signs regarding Monkeypox for subsequent health care.
- * The citizens can have a computer tool at hand from their mobile devices to be able to report the symptoms and warning signs.

Starting year: 2022.

Entity: Ministry of Health of Peru

Url: https://play.google.com/store/apps/details?id=pe.gob.minsa.qatipay&hl=en_US&gl=US

29. Know the availability of beds in care and isolation centers for COVID-19 patients

Description

Solution developed for people diagnosed with COVID-19, or their partners, and who need to know the availability of hospital beds in the Temporary Care and Isolation Centers (CAAT) installed by Pronis.

Impact

On this platform, users will also find statistical information based on their geographic location and the average occupancy of CAATs per day. Likewise, the daily availability

of hospital beds for mild or moderate patients affected by COVID-19 in the 19 Temporary Care and Isolation Centers (CAAT) installed by Pronis in 12 regions of the country.

Starting year: 2020.

Entity: National Health Investment Program.

Url: <https://www.gob.pe/14629-conocer-la-disponibilidad-de-camas-en-centros-de-atencion-y-aislamiento-para-pacientes-covid-19>

30. Consult the Midis Contigo Platform

Description

Through this solution, the citizens can find out if they are users of the Contigo program platform of the Ministry of Development and Social Inclusion (Midis), which provides a non-contributory pension to people with severe disabilities, and in poverty.

Impact

Before implementation, all consultations were face-to-face. With this change, the goal is to render service to more users nationwide. Created in 2015, in its first three years, Contigo was already present in 21 regions and had 19,822 beneficiaries. Coverage was extended to the regions of Arequipa, Callao, Cusco, Junín, Lima, Moquegua and San Martín. In September 2019, through Supreme De-

crec No. 303-2019-EF, the transfer of budget resources was approved, which allowed the number of users to double to 39,890 by the end of the year. This also allowed coverage of the program throughout the country, reaching the regions of Madre de Dios, Ucayali, Ica and Tacna. Contigo expanded its coverage and grew by 85%. It closed the year 2020 with 74,105 users nationwide, people with severe disabilities in poverty and extreme poverty who are beneficiaries of the program's non-contributory pension.

Starting year: 2021.

Entity: National Program for Delivery of the Non-Contributory Pension to Persons with Severe Disability and in Poverty - Contigo.

Url: <https://contigo.gob.pe/login-usuario/>

31. Consult statistics of people served by Inabif

Description

Platform that displays statistical information, departmental indicators and infographics about the population served by the entity at a national and regional level, according to sex, age and grouped by shelters.

Impact

Increases transparency and efficiency by allowing data and figures to be consulted on citizen care in the services offered by the National Comprehensive Program for Family Welfare (Inabif), an entity that celebrated its 73rd anniversary in June 2022. A total of 21,926 people in poverty and social risk in Peru receive care at Inabif's comprehensive family development centers (Cedif), to access opportuni-

ties to improve their quality of life. Of the total beneficiaries in the Cedif, 13,246 are women, 6,256 of which are between 25 and 59 years old (currently, there are 21 Cedif at the national level, 12 in Lima and 9 in the provinces, located in the marginal urban areas of the cities). In addition, 1,924 abandoned children and teenagers, and in certain cases with some type of disability, are cared for in 38 residential care centers (CAR), 15 of which are in Lima.

Starting year: 2019.

Entity: Comprehensive National Program for Family Welfare (INABIF).

Url: <https://www.gob.pe/10026-consultar-estadisticas-de-personas-atendidas-por-el-inabif>

32. Become an ally of the National Program to Eat Fish

Description

Fishermen, or citizens who participate in the process of transformation and/or commercialization of fishery products, can access the platform, make their products known, and participate in events carried out by the Program.

Impact

With this solution, the data of the fishermen at the national level is consolidated without the need for face-to-face action, since many did not do so due to the dis-

tance they were from. There are more than 76 thousand people in the maritime and continental spheres who are dedicated to artisanal fishing in Peru, of which 51% are concentrated in Piura, Ica and Áncash.

Starting year: 2020.

Entity: National Program to Eat Fish.

Url: <https://www.gob.pe/8473-convertirte-en-aliado-del-programa-nacional-a-comer-pescado>

33. Peru Compras Electronic Quoter

Description

It is an innovative tool for a dynamic and efficient market study, which, through the application of combined statistical and artificial intelligence techniques, makes it possible to streamline the stage of preparatory actions to determine the estimated value of the contracts made in the Framework Agreement electronic catalogs, reducing said term from 68 calendar days to 1 day, optimizing the entire cycle of electronic public procurement.

Impact

The market study time is reduced to 1 calendar day, streamlining electronic public procurement. In the past, the market study was manual and bureaucratic, there was no similar information in the Public Supply System, now it is 100% electronic and friendly to buyers, with price information for more than 112,108 products (goods), included in electronic catalogs. The service is available 24 x 7. A survey was applied to measure the impact on direct

benefited users (satisfaction), and 80.5% of users are satisfied with the service, 88.6% confirm that the service has allowed to reduce the time it takes to carry out the market study and 81.3% agree with the statement, "The Quoter has provided information to estimate the price of the requirements contained in the electronic catalogs and manage the corresponding budget certification".

Starting year: 2018.

Entity: Perú Compras.

Url: <https://www.gob.pe/10247-estimar-el-precio-de-productos-para-gestionar-la-certificacion-presupuestal-cotizador-electronico>

34. Incubation of Digital Transformation Laboratories in Regional Governments

Description

As part of the efforts to promote the development of digital talent and enhance the digital ecosystem throughout the country, the Ministry of Government and Digital Transformation promotes the installation of laboratories and innovation spaces within regional governments. That is why, in September 2022, the first regional headquarters of innovation and digital transformation laboratories in Peru was created in Cajamarca, with the objective of boosting the digital agenda in the region and promoting the participation of citizens in the processes of innovation and use technologies of the fourth industrial revolution.

Impact

The Innovation and Digital Transformation Laboratory in Cajamarca sets an important precedent in the decentralization of innovation in Peru, paving the way for the

installation of more laboratories in other regions of the country. As a laboratory, it promotes spaces for participation, involvement and co-creation with citizens to jointly address the challenges of the territorial reality. In addition, it strengthens the development of the ecosystem and generates more opportunities for regional talent.

Starting year: 2022.

Entity: Secretariat of Digital Government and Transformation.

Url: <https://www.gob.pe/institucion/pcm/campa%C3%B1as/12500-lanzamiento-laboratorio-de-innovacion-digital-cajamarca>

35. Last Call

Description

For many months, the team of psychologists at the Villa El Salvador Emergency Hospital in Lima, Peru, received daily lists of people with a poor prognosis due to Covid19. Deaths were daily and people died alone. Given this situation, this team decided to use technology to give families the opportunity to say goodbye to their loved ones. A painful video call, in the midst of a terrible pandemic, a last goodbye for those who left and for those who stayed. To achieve this, they enabled cell phones and tablets with chips through which they made video calls and family members prepared letters, read them and said goodbye. During the pandemic, families lost 1, 2, 3 or more relatives and the mere possibility of telling them how much they loved them was a great consolation. Patients could see their relatives through the devices, caress the screens and say goodbye.

Impact

The impact has been incredible. More than 10 farewell video calls were made daily. Patients on the waiting list for ICU beds. The numbers have been impressive. Thousands of grateful relatives affected but facing this great pain.

This project really manages to “put technology at the service of people” in the most difficult moments of their lives.

Starting year: 2020.

Entity: Villa El Salvador Emergency Hospital, Lima.

Url: <https://www.youtube.com/watch?v=MOSbfU98RP4>

Peru

36. Mi Juntos

Description

The *Mi Juntos* solution helps the citizens of Peru to save time and money, since its users no longer have to travel long distances to learn about the different bonuses that the State gives to the most families in need. In addition, the application seeks to gradually reduce the sticking of subscriber registers in municipalities and places near payment points.

Impact

The Together program, through this implementation, seeks to reach families that benefit from the different bonuses granted by the State, throughout the national territory. It currently has more than a million downloads.

Starting year: 2019.

Entity: National Program of Direct Support to the Poor - Together.

Url: <https://www.gob.pe/9106-conocer-informacion-sobre-tus-abonos-a-traves-del-aplicativo-mi-juntos>

Peru

37. Paga Seguro

Description

It is a digitalization and financial inclusion program developed by the Association of Banks of Peru (Asbanc), the Yape, Tunki and Bim digital wallets, and the Secretariat of Digital Government and Transformation of the Presidency of the Council of Ministers (PCM). Its objective is to contribute to the development of the digital ecosystem in the country.

Impact

Prevents the spread of COVID-19 by minimizing physical contact due to the use of cash. It contributes to the lo-

cal economy, thanks to the increase in digital payments in the different markets, districts and provinces of Peru. Likewise, it reduces the exposure of citizens to theft and fraud as it is a safe medium. It allows vulnerable populations to collect their solidarity economic support from the State without leaving their homes.

Starting year: 2020.

Entity: Secretariat of Digital Government and Transformation.

Url: <https://www.gob.pe/15625-que-es-paga-seguro-facil-y-sin-contacto>

Peru

38. Facilita Perú Platform

Description

The *Facilita Peru* Platform is a digital service developed to promote the digital transformation of public entities in Peru, which allows speeding up the management of citizen requests to access State procedures and services. Through Facilita, it is possible to create forms and queries for procedures or services with a single interaction or as the first step in a process with more interactions.

Impact

To date, *Facilita Peru* has made it possible to digitize 3,388 procedures in more than 600 municipalities

nationwide, which has generated savings of more than 6 million soles for citizens in the interior of the country.

Likewise, *Facilita Peru* has managed to incorporate digital payments for the payment of fees and taxes in the municipalities.

Starting year: 2020.

Entity: Presidency of the Council of Ministers.

Url: <https://www.youtube.com/watch?v=jC8kGZxrWS&t=8s>

39. “Mi registro en todo el Perú” Virtual Platform

Description

It is an accessible Virtual Platform that allows people with disabilities from anywhere in Peru to carry out the following procedures virtually before Conadis: Registration, authenticated copies of resolution, modifications, duplicate license, rectifications, vehicle identification, voluntary retirement and updating of contact data, additionally, the Platform allows each one of them to be monitored until the requested procedure is received (physical and/or digital card, others).

Impact

Since the implementation of this Platform, a substantive change has been achieved in the reduction of time and management of both internal and external processes, because before its implementation, people with disabilities who wished to register or carry out any procedure before Conadis had to physically approach the Headquarters

(Lima) and then wait approximately 3 to 6 months to receive the physical card. It is necessary to mention that, in the case of requests at the regional level that were made through our Regional Coordination Centers, the delivery of the card took longer, sometimes even years. The impact that this Platform has received has been favorable and successful for people with disabilities and their families; Since its launch in November 2020 to date, we have issued 138,254 digital cards through the aforementioned Platform.

Starting year: 2019.

Entity: National Council for the Integration of Persons with Disabilities, Conadis.

Url: <https://sirnpdpide.conadisperu.gob.pe/Solicitud/New>

40. Electronic purchasing process for school meals

Description

Hire the necessary goods and services to provide a quality food service to girls and boys in initial and primary education in public schools throughout Peru. It is developed under a co-management model between the Qali Warma National School Feeding Program (PNAEQW) and the purchasing committees, who have autonomy to make decisions in the selection and hiring of suppliers. The purchasing process is 100% digital and uses a virtual platform developed and implemented by the PNAEQW.

Impact

The use of digital signatures and certificates promote transparency and social surveillance throughout the procedure. This also guarantees security, reliability and accessibility to potential providers and citizens in general. Thus, it collaborates with the food service for more than 4 million girls and boys in more than 64 thousand public educational institutions.

Starting year: 2020.

Entity: Qali Warma National School Feeding Program.

Url: <https://procesocompras2023.qaliwarma.gob.pe/>

41. Future Skills Program

Description

It is a program that seeks to accelerate inclusion and digital talent to promote the skills required for the future, thus responding to the objective of the National Digital Transformation Policy of strengthening the digital skills of citizens.

Although the target audience are educational facilitators from the different regional governments of the country, it is important to highlight that it is requested that at least 50% of the participants be women. In addition, it will be the same trained facilitators who in turn will replicate what they have learned to reach a significant percentage of the population in the short term.

Impact

In August 2022, 200 teachers from La Libertad were trained and 200 more people will be reached each month, in the other regions of the country. Each of the trained

people receives a kit with reference and replicability materials. In that sense, they are asked that each participant train at least 50 more people. The goal is to reach 10,000 people in the region to strengthen education, employability, provide greater access to the digital environment, promote inclusion and digital talent. In the coming months, the program will be applied in Cusco, Tacna and Piura. It is important to highlight that we work with Microsoft and Eidos Global to execute the program.

Starting year: 2022.

Entity: Secretary of Digital Government.

Url: <https://www.gob.pe/institucion/pcm/noticias/648247-habilidades-del-futuro-pcm-y-microsoft-se-unen-para-fortalecer-en-las-regiones-las-habilidades-digitales-de-la-ciudadania>

42. Peru Digital Youth Program

Description

The Secretariat of Digital Government and Transformation seeks to guarantee inclusive, safe and quality access to the digital environment, which is why, in alliance with PRONACEJ, the Peru Digital Youth Program was created, which seeks to develop digital skills and, at its launch, was focused on young people confined in different youth rehabilitation centers in the country, contributing to their social reintegration, as well as their personal and economic development. In this line, 4 modules are taught, on topics such as digital marketing, use of electronic commerce platforms, safe use of the Internet, among others.

Impact

In the first phase of this program, it is planned to train more than 500 young people between the ages of 17 and 23, who are deprived of their liberty in the PRONACEJ youth centers in Lima, Arequipa, Chiclayo, Cusco,

Huancayo, in digital skills. Piura, Pucallpa and Trujillo. In August, the first module of the Zoom Platform and recommendations for the safe use of the Internet was carried out in person at the Maranguita Youth Diagnosis and Rehabilitation Center, with the participation of 20 youths, who were provided with 20 laptops. Likewise, more than 140 young people from the different youth centers in the country were connected remotely. In September, the following Training module on LinkedIn and Microsoft collaboration platforms was carried out.

Starting year: 2022.

Entity: Secretariat of Digital Government and Transformation.

Url: <https://www.gob.pe/institucion/pcm/noticias/644945-pcm-y-pronacej-lanzan-programa-jovenes-digitales-peru-que-impulsara-el-emprendimiento-digital-para-la-reinsercion-social>

43. Peru Digital Girls Program

Description

Promotes digital talent in a decentralized way and with a gender approach. The strategy seeks to bring technology closer to girls in a playful way, in order to generate greater participation of women in STEM careers, by teaching programming courses and creating applications. The format is virtual, in this sense the articulation that is carried out with regional governments, organized civil society and the private sector is important. In addition, the teaching is personalized to achieve optimal use.

Impact

With the Scratch JR and App Creator courses, girls hone their logical thinking, comprehension, and creativity skills. To dictate of the course, we work in alliance with the Tecky Brains Civil Association. To date, 500 girls between the ages of 6-12 have been impacted in two stages of the program. The first stage took place in November 2021 and was supported by the Regional Government of Cajamarca and its Directorate of Education. Likewise,

work was done in alliance with the company Entel, to ensure internet connectivity. A total of 400 girls were invited and constant work was also done with parents and teachers.

In the second stage, the courses were given to 100 girls, who registered through the open call made by the Presidency of the Council of Ministers.

The program already has a third stage (October) and will seek to benefit a total of a thousand more girls. For this phase, a contest is added in which 3 participating girls may be awarded scholarships to follow the Scratch course, lasting 3 months, taught by Tecky Brains.

Starting year: 2021.

Entity: Secretariat of Digital Government and Transformation.

Url: <https://www.youtube.com/watch?v=lvzHbZPfteo>

44. Trusted Digital Territories Program

Description

Its objective is to promote the use of data for decision-making in the territory at the central, regional and local government level. The Program is carried out together with the Ministry of Foreign Affairs and the World Council for Quality.

It is developed in differentiated stages, specialized in the requirements that a sustainable articulation process poses. Each stage materializes in workshops carried out by the academy as a contribution to the process. They articulate policies, projects, investments, resources through a value chain with the aim of reinforcing sustainability and achieving an impact on the population within the framework of the Sustainable Development Goals (SDG).

The coordinated work between institutions of the public, private and academic sectors based on a roadmap, affects the improvement of local development. This process is scaled and implemented through the creation of pilots, which allows to characterize the management and

at the same time improve the replication effect in other territories.

It is monitored in complementary work groups with a SMART vision, each of them with its own work teams, objectives, projects and activities necessarily linked to the roadmap and the SDGs.

Impact

More than 50% of the regional governments in Peru participate in the program, having also achieved international recognition in 4 municipalities in the border area. This year in Peru, elections will be held for regional and local governments and citizens will be able to access geo-referenced data to evaluate the proposals of the candidates for their cities.

Starting year: 2018.

Entity: Presidency of the Council of Ministers.

Url: <https://www.territoriosdigitales.gob.pe/>

45. National Digital Innovator Network

Description

It is an initiative that seeks to connect the digital innovation community throughout the country, to share and enrich ideas, projects and initiatives that allow strengthening people's digital skills, this with the purpose of solving public problems and improving the services that the Peruvian State offers to the citizens.

Impact

The *National Digital Innovator Networks* has achieved a decentralized impact on the community of digital innovators in the country, registering more than 6,000 members

nationwide, from the public, private, academic and civil society sectors. In this way, it is intended to provide the community of innovators with a space to learn and share knowledge and experiences in innovation, co-design solutions to public problems, as well as connect and build contact networks at a national and international level.

Starting year: 2021.

Entity: Secretariat of Digital Government and Transformation.

Url: <https://www.gob.pe/8256-red-nacional-de-innovadores-digitales>

46. Transforming Public Procurement through the Peru Purchases Electronic Catalogs of Framework Agreements

Description

The platform has transformed the traditional public purchasing in Peru, allowing to boost supply and demand in real time; generating savings and reducing bureaucracy, as well as hiring time, administrative costs and the risk of corruption; likewise, it promotes citizen vigilance. The contracting comprises two types of procedures: Ordinary purchases, for amounts lower than 25,707 dollars where the buyer chooses an offer under the concept of total cost, and the Great purchase, for amounts greater than or equal to 25,707 dollars, where the platform chooses the winning supplier, eliminating the discretion of the buyer.

Impact

(1) 468 million dollars in savings for Public Entities from 2017 to June 2022. (2) 96.9% effectiveness in acquisitions, the contracts that are resolved do not exceed 5%. (3) The time of the contracting process has been reduced

to 7.4 days on average compared to traditional purchasing procedures such as Tenders or Public Contests where the average time is 143 days. (4) Competition has been improved to 33.5 offers per contract, guaranteeing price reductions and savings. (5) The risk of corruption has been reduced. The processes are certified by the UNE ISO 37001:2017 standard. (6) Transparency has been strengthened through free access to tools such as Peru Observa and open data according to the Open Contracting Data Standard - OCDS, which allows citizen surveillance of contracting processes. (7) 90.9% satisfaction of Entities and 89.1% satisfaction of suppliers with the tool at the end of 2021.

Starting year: 2017.

Entity: Perú Compras.

Url: https://www.youtube.com/watch?v=zZV4_xJM8RO

47. Find the Cuna Más locations

Description

This is a digital solution that allows knowing the location of the premises where the services of the Cuna Más National Program (PNCM) are provided for families with children under 36 months.

Impact

With this implementation, citizens can filter the information and will be able to choose between the Day Care Ser-

vice (SCD) or Family Support Service (SAF) options, as well as the Territorial Unit, Management Committee and local Cuna Más, according to proximity to their home or work. This information discloses the 376 districts nationwide that have these centers.

Starting year: 2020.

Entity: Cuna Más National Program.

Url: <https://www.gob.pe/9509-ubicar-los-locales-donde-se-brindan-los-servicios-del-programa-nacional-cuna-mas>

48. Digitalized vaccination against COVID19

Description

The Villa El Salvador Emergency Hospital (HEVES) joined the crusade to expand the vaccination of more Peruvians against Covid-19, for which it has made itself available as a vaccination center, with an immunization team and with a computerized system that allows the immediate registration of people who comply with the application of their doses.

People should only approach the hospital carrying their DNI or foreigner's card, vaccination card and double mask correctly used.

To avoid impersonations and save a significant amount of paper, the registration process is done digitally thanks to online identity validation. In addition, people will no longer have to physically sign their informed consent, but will be able to do so through their digitized fingerprint.

This technology allows the patient, as soon as they leave the establishment, to be able to verify the application of their vaccines on the "Vaccination Card" from the Ministry of Health, where you will see the date and place where you were vaccinated, as well as the type of vaccine you received, manufacturer and batch number.

Impact

To date, huge paper savings have been achieved as informed consent documents no longer need to be printed. Savings of more than 48,876 sheets that were not printed and more than 16,292 people have been vaccinated through the digital platform.

Starting year: 2021.

Entity: Villa El Salvador Emergency Hospital, Lima.

Url: <https://www.youtube.com/watch?v=0SorBrzRkVo&feature=youtu.be>

49. Yachaq of Pensión 65

Description

Know the status of affiliation, the payment schedule or the requirements to access the Pension 65 program, which protects adults over 65 years of age who lack basic conditions for their maintenance, and we give them an economic subsidy of 250 soles every 2 months for their needs to be met. Pension 65 is an instance created by the Ministry of Development and Social Inclusion (MIDIS) to promote the comprehensive protection of elderly people living in extreme poverty and promote access to health services; In addition, it discloses, together with other state entities, the knowledge that guarantees the appreciation of older adults by their families and communities, so that it can be transferred to new generations as an asset for development.

Impact

Yachaq of Pension 65 confirms its concern to bring the State closer to the most vulnerable. The program has 556,789 users in the 1,874 districts of the country, and in terms of downloads of the application, there are already more than 10,000.

Starting year: 2021.

Entity: National Solidarity Assistance Program Pension 65.

Url: <https://www.gob.pe/20684-acceder-al-aplicativo-movil-yachaq-de-pension-65>

50. Digital Innovation Laboratory

Description

It is a permanent co-creation platform dedicated to supporting Dominican government institutions in improving their services using technology to design solutions to citizen problems. It seeks to co-create digital public services together with public entities and their citizens, so that they respond to their problems, and promote a culture of innovation. It uses agile work methodologies, which allow the team to adapt according to their needs, achieving flexibility and efficiency in the routine, as well as a final product with higher quality and in less time.

Impact

Projects together with other institutions that have resulted in innovations for public management, such as: the single transparency portal to facilitate access to public information in a useful way; the co-creation of the single portal for scholarships in the country; the redesign

of the platform for generating electronic tickets for entering and leaving the territory; the mobile service application of the Santo Domingo Este City Council; and the Dominican Design System to homogenize user interfaces and experiences in digital public services. More than 500 people have been impacted with training activities, both within the institution and in sectors of society, dealing with topics such as agile methodologies, public innovation, gov tech, digitization of companies, among others. To that end, a creative competition was also developed, with around 50 participants, on digital innovations for challenges for people with disabilities.

Starting year: 2021.

Entity: OGTIC.

Url: <https://laboratorio.gob.do/>

51. Beca Tu Futuro Portal

Description

It is a web platform designed to concentrate all the educational scholarship opportunities offered in the Dominican Republic, which documents and manages from the publication to the allocation of all the calls. This portal is easy to use, intuitive, fast loading and friendly. Through filters, it facilitates the search according to the interest of the applicant, displaying in detail each academic offer. Likewise, it offers user creation that allows applicants to stay informed of the status of each application they fill out through dynamic forms, and with a notification system to facilitate communication.

Impact

It has supported the transformation process of the National System of Scholarships and Educational Loans, by ensuring transparency by eliminating the discretionary nature of the allocation of scholarships, allowing traceability of the assigned scholarships.

Since September 13th, 2021, there have been 138,221 registrations of applicants who have accessed the opportunity to apply for the scholarship of their interest. Of these applicants, 91% have initiated a request, for a total of 125,390 requests. This is possible since the portal concentrates both national scholarships and scholarships offered by different international higher education institutions, having published a total of 8 calls to date (6 international and 2 national).

It has added a solid digital component to the process that has facilitated the inclusion of students from remote areas, and the digital signature has been incorporated, which has allowed process agility, resource savings and the elimination of bottlenecks.

Starting year: 2021.

Entity: OGTIC.

Url: <https://becas.gob.do/>

52. AccessTT (ICT Access Centres)

Description

Each ICT Access Centre features Hubs where visitors may 'Connect and Create' and explore training opportunities which encourage them to 'Educate and Innovate'. The facilities, equipped with desktop computers, laptops and printing facilities, will provide underserved or ICT-excluded communities with internet access, free printing services, access to government services, information, and online educational training resources which allow the residents to continue their education and build professional skills and competencies. The Access Centres are also staffed with residents employed from within the communities or surrounding districts. They can offer training and support to customers who may not be familiar with or confident using computer devices or going online.

Impact

The opening of *ICT Access Centres* across Trinidad and Tobago is in keeping with the Ministry's promise to en-

sure that all communities within Trinidad and Tobago can participate in a Digital Society, Digital Economy and Digital Government. In bridging the digital divide, the access will not merely mean coverage and access to broadband as a public good, but that no one is left behind. Digital Literacy training, through partnerships with the Adult Literacy Tutors Association (ALTA) Online Programme, and the YTEPP Limited, will also be conducted at the Access Centres, to ensure persons are confident in using digital technology. The Ministry has committed that by the end of the year, fifty (50) *ICT Access Centres*, physical and/or virtual, will be operational, under construction, and/or approved for construction.

Starting year: 2021.

Entity: Ministry of Digital Transformation.

Url: <https://mdt.gov.tt/solution.php?solution=AccessTT>

53. Digital certificates chatbot of the Civil Registry of Uruguay

Description

It is a digital certificate issuance service of the General Directorate of Registries (DGR) of the Ministry of Education and Culture (MEC) through an application (chatbot) that allows people to interact with technology using input methods and which is usually available 24 hours a day, 7 days a week and 365 days a year. Types of certificates: birth, marriage, death, recognition.

Impact

To date, between 10,000 and 15,000 digital certificates per month have been requested through this option. Having chatbots in the Uruguayan State that provide services to citizens regarding frequent queries and support for carrying out procedures and services is part of Agesic's

Comprehensive Mobile Strategy Program. The main benefits of providing a chatbot to citizens is that it allows:

- Costs savings in terms of training, as well as in personnel for simple customer service tasks.
- Quick and easy response to user doubts and procedures, 24 hours a day.
- Improvement of the image of the organization through improved customer service.

Starting year: 2022.

Entity: General Directorate of the Civil Status Registry.

Url: <https://www.gub.uy/ministerio-educacion-cultural/comunicacion/noticias/nuevo-servicio-para-ciudadania>

54. Virtual Reality Evacuation Drill Experience

Description

The solution seeks to instruct on the procedures, in case of an evacuation of the building that in case of emergency, must be followed by the brigade members (persons in charge of guiding the evacuation of officials and visitors present in the Executive Tower, official workplace of the President of the Republic). This virtual experience is developed based on the training that is carried out today by the Fire and Prevention teams and generates a controlled virtual environment very similar to real conditions and circumstances. The objective is not to replace this training, but to supplement it with the use of this technology.

Impact

It allows the technology to be adapted to meet the needs of the moment, incorporating different adverse situations and given the level of immersion achieved, being an extra support in the incorporation of these procedures.

This has repercussions on:

- Possibility of saving costs, each virtual practice does not require any expense other than the time that the person can be immersed, with infinite possibilities in the use of virtual resources.
- Evaluate its use considering the people involved and their roles: Firefighters (trainers), Brigade Members (Trained), officials and people who visit the Executive Tower.
- Reduction of the time spent walking through the Tower, with the possibility of interacting with all the objects necessary for movement: fire extinguishers, vests, helmets, etc. (If necessary).

Starting year: 2022.

Entity: Agesic.

Url: <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/noticias/agesic-presento-experiencia-simulacro-evacuacion-realidad-virtual-campus>

55. Artificial Intelligence (AI) for Classification of Requests in Service Desk

Description

Solution that seeks to automate the classification of IT Service Desk requests (support for users and organizations) using Artificial Intelligence techniques (NLP-Natural Language Processing) and open source tools to reduce costs, optimize resources and improve response times. Developed by Agesic and in production for more than 1 year, it is made up of several algorithms in charge of assigning different categories to the requests that reach the request and incident management system. It is a hybrid architecture solution that uses resources from the Presidency Cloud and the National Supercomputing Center (ClusterUY).

Impact

It has successfully automated the classification of 82% of Agesic Service Desk requests. It is a project developed “end to end” in the Agency and, in production for more than 1 year, has automatically processed more than 32,000 applications. Thanks to a control panel, it allows

real-time review of its operation, based on different performance indicators.

In turn, the technicians of the Service Desk collaborate in the detection of misallocated requests so that later the models used can be trained in a matter of minutes using the National Supercomputing Center of Uruguay (Cluster UY).

It operates 24 hours a day, 365 days a year, using the resources of the Presidency of the Republic Cloud.

It is easy to replicate in other organizations that present the same problem, thanks to its open design and use of open-source tools.

Starting year: 2021.

Entity: Agesic.

Url: <https://tinyurl.com/2nua867q> // <https://tinyurl.com/2gzvbx6>

56. MiTrabajoFuturo

Description

It is a project to develop and merge into a single platform, channels to facilitate citizens' access to labor market information and tools to make decisions about their work, career and education.

Its goal is to create public value through high-quality services and data on occupations, careers and jobs that meet the needs, expectations and preferences of citizens in an intelligent, integrated and reliable way.

It is based on a database about the occupational characteristics of workers in Uruguay, collected via permanent surveys of each occupation and updated every six months.

Impact

Important social changes have affected the labor market: declining birth rates, population aging and delay in the independence of young people. Climate change is expected to warm the earth considerably in the com-

ing decades. Technological advances are reshaping every aspect of how Uruguayan workers and their families work and live. Employers could use automation and other advanced technologies to displace human labor. Workers in weather-exposed industries, such as agriculture and construction, can make choices to mitigate this risk. In Uruguay, there are around 240 occupations, of which 22 have already been surveyed. The surveyed occupations represent 40% of private sector wage earners. This large database containing occupations and their characteristics is shared with the public through *MitrabajoFuturo*.

Starting year: 2021.

Entity: Ministry of Labor and Social Security.

Url: <https://www.mitrabajofuturo.gub.uy/>

57. Registration of a Simplified Stock Company (SAS) - Individuals

Description

The SAS Digital is a simple, agile and friendly product that responds to the need to promote investment at a national and international level, benefiting, in particular, entrepreneurs, since it has low cost and short terms.

It is a tool oriented to the notarial task to create a commercial company that contemplates the requirements of the clients. It orders and standardizes the requirements of the contract in such a way that it results in a document available for registration.

Impact

The standardization of the document for registration minimizes errors and delays. One of the most notable impacts is regarding registration deadlines. In the case of SAS Digital, registration, including tax identification, is available for use within 48 business hours, which im-

plies a 60% reduction in time (if done in person, it is available in the same conditions, in 120 business hours). The standardization of the document for registration improves the quality of data and substantially reduces the observations on the document that is submitted for registration that generate back and forth between the General Directorate of Registries and the applicant. The business climate is improved by attracting investors and entrepreneurs to the country.

Starting year: 2022.

Entity: General Directorate of Registries - DGR.

Url: <https://www.gub.uy/tramites/registro-sociedad-acciones-simplificada-sas-persona-fisica>

58. usuario.gub.uy

Description

It is a digital solution of the Uruguayan State that acts as a broker by integrating four methods to identify oneself digitally in a single point. The user can have several identifications and choose their method of choice to authenticate themselves in more than 130 public/private organizations and carry out more than 1,500 online procedures and services. It offers its own method with a Basic or Intermediate level of security, and three third-party methods, regulated by the Electronic Certification Unit, where people identify themselves through digital certificates issued by the national PKI with an Advanced level of security, legally equivalent to attendance.

Impact

In Uruguay, there are 2,680,000 people of legal age and 96% of them are Internet users. Registration of gub.uy user identification (basic or intermediate level) went from 850,000 in 2020 to 1,440,000 today (70% growth in 18 months). In short, one out of every two Uruguayans over the age of 18 (54%) has a gub.uy user.

During 2021, an average of 30,000 daily identifications were made with user.gub.uy. So far in 2022, the average is 35,000 and in the last 4 months, 45,000. During the first 8 months of 2022, 1,350,000 advanced-level identifications were made, which avoided face-to-face assistance with the same guarantees for more than 200,000 different people.

An outstanding case is the tax administration in Uruguay: currently 54% of taxpayers identify themselves with user.gub.uy; In the individual taxpayer segment, this percentage is 81% and it is expected to reach 100% by the end of 2022.

Starting year: 2018.

Entity: Agesic.

Url: <https://usuario.gub.uy>



Brazil, excelGOV 2018 winner.

Special Mentions



OEA Cyberwomen Challenge 2022

Open Data

Reference number: 20

Country: Ecuador

Title: Gob.ec

Description and impact: See page 56.

Justification for the mention: All data from this portal is released through an API that aligns with the government's Open Data initiative, in order to strengthen transparency activities, citizen participation and value generation through innovation.

Url: Gob.ec

Reference number: 21

Country: El Salvador

Title: Citizen Consultation Platform

Description and impact: See page 56.

Justification for the mention: The opening of the review processes of laws and regulations is promoted, so that citizens can participate through a collaborative and open process, in which their contributions are considered in the formulation of draft laws and reforms.

Url: <https://consulta.innovacion.gob.sv>

Reference number: 23

Country: El Salvador

Title: Simple - Single Counter for Procedures

Description and impact: See page 57.

Justification for the mention: The digital publication of government procedures is promoted under current laws and regulations, so that citizens can carry them out from any place with internet access in an agile and intuitive manner.

Url: <https://simple.sv/>

Reference number: 3

Country: Panama

Title: PANAVAC19

Description and impact: See page 46.

Justification for the mention: In an unprecedented way in the health services of Panama, the citizen obtains personalized digital access to detailed information on their immunization (i.e., Date, place, time, manufacturer's brand and lot). In addition, geospatial data layers were built to provide information in a public dashboard that accounts for the geostatistical progress of the PANAVAC19 vaccination strategy for citizens, complying with SDGs 3 and 9. This transparent management closes gaps between citizens and the Government, generating confidence in the efficient management of State resources.

Url: <https://www.panamasolidario.gob.pa/pag/vacunas>

Reference number: 26

Country: Peru

Title: Access to the Technology Adoption Incentive

Description and impact: See page 59.

Justification for the mention: Not provided.

Url: <https://www.gob.pe/11091-acceder-al-incentivo-de-adopcion-de-tecnologia>

Reference number: 4

Country: Peru

Title: COVID 19 Vaccination Card application according to European Union standards

Description and impact: See page 46.

Justification for the mention: For the validations, the communication between the European Union gateway and the MINSA backend is carried out through digital certificates signed as MINSA, which are CSCA, AUTH and UPLOAD. CSCA is the Country Signing Certification Authority; it is the key that identifies each country, it is the authority key.

The main key that is used to download the certificates from other DSC countries is the AUTH, as well as to upload the certificates from Peru DSC (Document Signer Certificate) that are used for the verification of our generated QR codes, as well as the QR codes of other countries. UPLOAD is used to upload our DSC certificates.

Url: carnetvacunacion.minsa.gob.pe

Reference number: 29

Country: Peru

Title: Know the availability of beds in care and isolation centers for COVID-19 patients

Description and impact: See page 60.

Justification for the mention: Not provided.

Url: <https://www.gob.pe/14629-conocer-la-disponibilidad-de-camas-en-centros-de-atencion-y-aislamiento-para-pacientes-covid-19>

Reference number: 30

Country: Peru

Title: Consult the Midis Contigo Platform

Description and impact: See page 60.

Justification for the mention: Not provided.

Url: <https://contigo.gob.pe/login-usuario/>

Reference number: 32

Country: Peru

Title: Become an ally of the National Program to Eat Fish

Description and impact: See page 61.

Justification for the mention: Not provided.

Url: <https://www.gob.pe/8473-convertirte-en-aliado-del-programa-nacional-a-comer-pescado>

Reference number: 36

Country: Peru

Title: Mi Juntos

Description and impact: See page 63.

Justification for the mention: Not provided.

Url: <https://www.gob.pe/9106-conocer-informacion-sobre-tus-abonos-a-traves-del-aplicativo-mi-juntos>

Reference number: 39

Country: Peru

Title: “Mi registro en todo el Perú” Virtual Platform

Description and impact: See page 64.

Justification for the mention: Not provided.

Url: <https://sirnpdpide.conadisperu.gob.pe/Solicitud/New>

Reference number: 40

Country: Peru

Title: Electronic purchasing process for school meals

Description and impact: See page 64.

Justification for the mention: In the main menu of its portal, it includes a Transparency button, where the Open Data sub-option allows users to access the list of educational institutions, suppliers and food requirements.

Url: <https://procesocompras2023.qaliwarma.gob.pe/>

Reference number: 44

Country: Peru

Title: Trusted Digital Territories Program

Description and impact: See page 66.

Justification for the mention: The GeoPerú National Georeferenced Platform has more than 900 layers of georeferenced national information at the population center level in open formats of public access to identify social, economic and infrastructure gaps; for monitoring the financial execution of projects at the departmental, provincial and district levels; to identify business opportunities at the territorial level, as a base platform for territorial planning and projection, citizen and civil society surveillance.

Url: <https://www.territoriosdigitales.gob.pe/>

Reference number: 47

Country: Peru

Title: Find the Cuna Más locations

Description and impact: See page 68.

Justification for the mention: Not provided.

Url: <https://www.gob.pe/9509-ubicar-los-locales-donde-se-brindan-los-servicios-del-programa-nacional-cuna-mas>

Reference number: 49

Country: Peru

Title: Yachaq of Pensión 65

Description and impact: See page 68.

Justification for the mention: Not provided.

Url: <https://www.gob.pe/20684-acceder-al-aplicativo-movil-yachaq-de-pension-65>

Gender Approach

Reference number: 11

Country: Bolivia

Title: Program for the reduction in digital gender gaps

Description and impact: See page 51.

Justification for the mention: It is a program developed with an integral gender approach, with the objective of contributing to the reduction of digital gender gaps in Bolivia, through innovative, scientific-technological teaching-learning processes focused on girls and teenage women, as well as identifying structural causes of digital gender gaps in Bolivian society for the construction of public policies in this area.

Url: https://fb.watch/g0iu_jThE3/

Reference number: 31

Country: Peru

Title: Consult statistics of people served by Inabif

Description and impact: See page 60.

Justification for the mention: Of the 21,926 people living in poverty and social risk who receive care at Inabif's comprehensive family development centers (Cedif), 13,246 are women, of whom 6,256 are between 25 and 59 years old.

Url: <https://www.gob.pe/10026-consultar-estadisticas-de-personas-atendidas-por-el-inabif>

Reference number: 41

Country: Peru

Title: Future Skills Program

Description and impact: See page 65.

Justification for the mention: The program requires that a minimum of 50% of the participants be women.

Starting year: 2022.

Entity: Secretariat of Digital Government and Transformation.

Url: <https://www.gob.pe/institucion/pcm/noticias/648247-habilidades-del-futuro-pcm-y-microsoft-se-unen-para-fortalecer-en-las-regiones-las-habilidades-digitales-de-la-ciudadania>

Reference number: 43

Country: Peru

Title: Peru Digital Girls Program

Description and impact: See page 66.

Justification for the mention: The program is aimed exclusively at girls, to bring them closer to Technology.

Url: <https://www.youtube.com/watch?v=lvzHbZPfteo>

Emerging Technologies

Reference number: 6

Country: Argentina

Title: Argentine Citizen Authentication

Description and impact: See page 49.

Justification for the mention: Blockchain is an emerging technology that has introduced a new paradigm in information management: decentralization and self-management of personal data. *Autenticación Ciudadana Argentina* is the use of this emerging technology applied to the digital identity of people, using the principle of “user-centered technology”, which means that it is the people who decide with which organizations and people they share their personal information, expressed in credentials that they keep in their possession and “show” before whoever requests them.

Url: autenticar.gob.ar

Reference number: 1

Country: Argentina

Title: Digital and Cross-Border Metamorphosis

Description and impact: See page 45.

Justification for the mention: Effective and comprehensive use of new technological tools and solutions, which provide the Argentine Government and Citizens with greater digitization of their administrative processes.

Url: <https://www.argentina.gob.ar/jefatura/innovacion-publica/innovacion-administrativa/firma-digital>

Reference number: 7

Country: Argentina

Title: Mi Argentina

Description and impact: See page 49.

Justification for the mention: *Mi Argentina* is a tool that is created through biometric validation of the digital identity of Argentine citizens that, through work with different State agencies, allows the generation of an interoperable ecosystem for access to documentation and citizen procedures.

Url: <https://www.argentina.gob.ar/miargentina/app>

Reference number: 2

Country: Argentina

Title: Strategic Plan for Federal and Cross-Border Interoperability

Description and impact: See page 45.

Justification for the mention: We refer to Emerging Technologies because we apply new solutions regarding the Exchange of Digital Services between different jurisdictions. Interoperability is one of the current keys to simplify and speed up the services provided to citizens.

Url: <https://www.argentina.gob.ar/jefatura/innovacion-publica/innovacion-administrativa/interoperar>

Reference number: 16

Country: Brazil

Title: Recommendation of services through artificial intelligence

Description and impact: See page 54.

Justification for the mention: The system is based on artificial intelligence and provides citizens with services that perhaps they did not even know existed, which represents important progress in their relationship with the government and in the full exercise of citizenship.

Url: www.gov.br

Reference number: 17

Country: Chile

Title: SingleKey Service

Description and impact: See page 54.

Justification for the mention: Enabling seamless, equitable, secure and robust digital services is one of the challenges of a digital government. In this context, the authentication of people plays a central role by facilitating their use by citizens. Digital identity empowers people by giving them autonomy to access them with confidence, without the need to face authentication methods with passwords, formats and various security standards that make their use difficult and lead users to carry out their procedures in person.

Url: claveunica.gob.cl

Reference number: 22

Country: El Salvador

Title: REVFA - Registry of Vital Status and Family

Description and impact: See page 57.

Justification for the mention: The modernization and consolidation of civil registry processes is promoted under current laws and regulations, achieving the convenience of providing quality services to citizens.

Url: <https://alcaldia.egob.sv/>

Reference number: 27

Country: Peru

Title: CONTACTCOVID App

Description and impact: See page 59.

Justification for the mention: Since it is built with Mobile Technology, it helps us:

In the social aspect: The impact regarding the capture of possible COVID 19 contacts and the timely care by the health response brigades.

In the technological aspect: It accelerates the detection of new contacts through geolocation and warns of outbreaks through an early warning of their spread in real time.

On the economic side: 100% online, zero paper .

Url: <https://play.google.com/store/apps/details?id=pe.gob.minsa.seguimiento>

Reference number: 28

Country: Peru

Title: QATIPAY App

Description and impact: See page 59.

Justification for the mention: Since it is built with Mobile Technology, it helps us:

In the social aspect: The impact regarding the capture of possible monkeypox contacts and timely care by the health response brigades.

In the technological aspect: It accelerates the detection of new contacts through geolocation and warns of outbreaks through an early warning of their spread in real time.

On the economic side: 100% online, zero paper .

Url: https://play.google.com/store/apps/details?id=pe.gob.minsa.qatipay&hl=en_US&gl=US

Reference number: 33

Country: Peru

Title: Peru Compras Electronic Quoter

Description and impact: See page 61.

Justification for the mention: The Electronic Quoter relies on the use of emerging technologies, such as artificial intelligence, to work on more than 100,000 products available for quoting; each product has a set of characteristics such as, for example, size, color, model etc. In this sense, using cognitive components of artificial intelligence of cloud computing, the users have the facility to quickly find the products they need with conditions of similar characteristics, which will then be used in a contracting process.

Url: <https://www.youtube.com/watch?v=aUwx-DbxCyE>

Reference number: 46

Country: Peru

Title: Transforming Public Procurement through the Peru Purchases Electronic Catalogs of Framework Agreements

Description and impact: See page 67.

Justification for the mention: The Electronic Catalog Platform makes intensive use of emerging technologies such as: blockchain to alter electronic purchase orders and their proformas, artificial intelligence algorithms for product search, data analytics for information processing with decision making and cloud computing to maintain high availability of Electronic Catalog services with support for 1,881 entities, 2,128 suppliers, 123,343 contracts generated and 1.300 billion soles in contract amounts at the end of 2021.

Url: https://www.youtube.com/watch?v=zZV4_xJM8R0

Reference number: 53

Country: Uruguay

Title: Digital certificates chatbot of the Civil Registry of Uruguay

Description and impact: See page 70.

Justification for the mention: Having chatbots in the Uruguayan State that provide services to citizens regarding frequent queries and support for carrying out procedures and services is part of Agesic 's Comprehensive Mobile Strategy Program.

Url: <https://www.gub.uy/ministerio-educacion-cultura/comunicacion/noticias/nuevo-servicio-para-ciudadania>

Reference number: 54

Country: Uruguay

Title: Virtual Reality Evacuation Drill Experience

Description and impact: See page 71.

Justification for the mention: Use of virtual reality as an emerging technology. Uruguay is the only country in Latin America and the Caribbean that has a specific AI strategy for the public sector, and one of the two (along with Mexico) that explicitly considers indications referring to user-centricity for the development of AI within their technology impact assessment guides.

Url: <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/noticias/agesic-presento-experiencia-simulacro-evacuacion-realidad-virtual-campus>

Reference number: 55

Country: Uruguay

Title: Artificial Intelligence (AI) for Classification of Requests in Service Desk

Description and impact: See page 71.

Justification for the mention: It is a solution where Artificial Intelligence is applied as an emerging technology. Uruguay is the only country in Latin America and the Caribbean that has a specific AI strategy for the public sector, and one of the two (along with Mexico) that explicitly considers indications referring to user-centricity for the development of AI within their technology impact assessment guides.

Url: <https://tinyurl.com/2nua867q> // <https://tinyurl.com/2gzvbx6>

Discarded applications

59 Colombia, CALDATA, submitted by the Government of Caldas. Reason: does not correspond to a national government.

60 Colombia, LUPE (The use of open data digital tools for the community is promoted), submitted by the Government of Cauca. Reason: does not correspond to a national government.

61 Peru, Worldwide innovation with Blockchain in the Electronic Catalogs of Perú Compras, submitted by Public Purchasing Center - Perú Compras. Reason: redundant with another application.

www.redgealc.net

**"DIGITAL TRANSFORMATION FOR EQUITY
AND CROSS-BORDER DIGITAL SERVICES"**

Lima, November 10th & 11th