



## Digital Government Strategies: Good Practices



### Mexico: Interministerial Commission for the Development of Electronic Government

The OECD Council adopted on 15 July 2014 the Recommendation on Digital Government Strategies. The Recommendation provides a set of 12 principles structured around 3 pillars. The OECD Secretariat is developing a Digital Government Policy Toolkit to support OECD member countries and non-member adhering countries with the implementation of the Recommendation. This practice was submitted by the government of Mexico to be considered as a good practice in the implementation of one or more of the principles contained in the Recommendation.

#### Description of the practice:

<b>Organisation:</b>	Digital Government Unit, Ministry of Public Administration
<b>Name of the practice:</b>	Interministerial Commission for the Development of Electronic Government
<b>Principles implemented:</b>	<u>Principle 6</u> – Ensure coherent use of digital technologies across policy areas and levels of government  <u>Principle 7</u> – Establish effective organisational and governance frameworks to co-ordinate the implementation of the digital strategy within and across levels of government

**Description:** The National Digital Strategy (EDN, by its initials in Spanish), is the action plan that the government is implementing to encourage the adoption and development of Information and Communication Technologies (ICT) and insert Mexico into the Information and Knowledge Society. The EDN is the result of a collaborative effort, of talks with experts, industry and academics, legislators, civil organizations and citizens.

The Strategy sets out the challenges Mexico faces in the digital context and the way it will cope with them through five major objectives: i) Government Transformation; ii) Digital Economy; iii) Transformation of Education; iv) Universal, Effective Health; and v) Civic Innovation and Citizen Participation.

To achieve these objectives, the National Digital Strategy proposes the following five key enablers: i) Open Data; ii) Legal Framework; iii) Interoperability and Digital Identity; iv) Inclusion and Digital Skills; and v) Connectivity.



In this regard, and in order to fulfill objective “Government Transformation”, we innovated and revitalized the Interministerial Commission for the Development of Electronic Government (CIDGE, by its initials in Spanish), which was created by an Executive Order from December 9, 2005, .

It is important to highlight that the CIDGE has its legal foundations on the Executive Order that has as aim to permanently establish the Interministerial Commission for the Development of Electronic Government, which was published in the Official Gazette of the Federation (DOF, by its initials in Spanish) on December 9, 2005. Available at: <http://www.normateca.gob.mx/Archivos/ACUERDO%20QUE%20TIENE%20POR%20OBJETO%20CREAR%20EN%20FORMA%20PERMANENTE%20LA%20COMISION%20INTERSECRETARIAL%20PARA%20EL%20DESARROLLO%20DEL%20GOBIERNO%20ELECTRONICO.PDF>

According to article one of the above mentioned Executive Order, the CIDGE has as purpose to promote and strengthen the use of information and communication technologies (ICT), through the proper coordination of the actions established by the National Digital Strategy, with the agencies and entities of the Federal Public Administration and State Owned Enterprises.

An analysis of ICT expenditure and ICT policy impact was presented to the President in order to highlight the need to coordinate ICT initiatives within all government agencies. The president approved the proposal for the governance mechanism and issued the executive order in 2005.

According to article 3 of the said executive order, in order to establish coordination mechanisms between the agencies and entities to assist in the fulfillment of the objectives of electronic government and ICT, the following participation groups are created:

- I. The Executive Council;
- II. The Technical Councils;
- III. The subcommittees, and
- IV. The Advisory Group.

CIDGE website: <http://cidge.gob.mx/menu/gobernabilidad/cidge/>

### Results

The main results of this project are:

- The CIDGE approved the first list of government services that will be loaded to the One Stop Shop in first place.
- The CIDGE approved that the agencies and entities of the Public Administration will include the advanced electronic signature in their government services.
- The CIDGE approved the commitment of all of the 32 States in Mexico to continue working on the online birth certificate.



The CIDGE approved the commitment of the agencies and entities of the Public Administration to start working on the web portals security.

The evaluation process is due through international statistics and indicators that allow us to measure how are we doing in comparison with other countries, such as the following:

- United Nations e-Government Survey
- Government at a Glance, Organization of Economic Co-operation and Development.
- The Global Information Technology Report, World Economic Forum (WEF).

Likewise, the accomplishment of the objectives set in the National Digital Strategy is done through peer reviews and publications such as the “Towards More Effective and Dynamic Public Management in Mexico” (OECD, 2011).

[https://www.unodc.org/documents/treaties/UNCAC/WorkingGroups/workinggroup4/2011-August-22-24/Replies to CU 2011 45/20110725 Mexico 3 English.pdf](https://www.unodc.org/documents/treaties/UNCAC/WorkingGroups/workinggroup4/2011-August-22-24/Replies_to_CU_2011_45/20110725_Mexico_3_English.pdf)

Furthermore, we obtain feedback from international organizations’ events such as the World Summit on the Information Society, the United Nations Public Service Forum, E-Leaders, OECD Public Governance Committee Sessions, Plan of Action of the Information Society in Latin America and the Caribbean (eLAC), among others.

### Development

#### **Design: 2005**

The administrative units of the Ministry of Public Administration, such as the Legal Affairs Unit, Digital Government Unit, Ministry's Office, as well as the legal units of the Ministries of the Federal Public Administration.

#### **Testing:**

The Executive Order establishing the Interministerial Commission for the Development of Electronic Government was analyzed and passed through a period of consultations, comments and approval of the legal units of the Ministries of the Federal Public Administration.

It is important to highlight that currently, mandatory according to article 10 of the Federal Law for Transparency and Access to Government Information ([http://www.diputados.gob.mx/LeyesBiblio/pdf/244\\_140714.pdf](http://www.diputados.gob.mx/LeyesBiblio/pdf/244_140714.pdf)) that any legal document issued must have a period of time of open consultation.

Likewise, nowadays the Mexican Government has launched [gob.mx/participa](http://www.gob.mx/participa) (<http://www.gob.mx/participa>), which is a platform for citizen participation, that allows, through



diverse mechanisms such as fora, surveys and exercises of co-edition to create better public policy proposals for the development of the country.

Periods of public consultation of the Executive Order.

**Implementation:** December 9, 2005: the Executive Order that has as aim to permanently establish the Interministerial Commission for the Development of Electronic Government, was published in the Official Gazette of the Federation (DOF).

To create participation groups of the CIDGE:

1. Subcommittee of Digital Innovation Gob Lab.
2. Subcommittee of Identity and Electronic Signature
3. Subcommittee of Open Data
4. Subcommittee of Strategic Purchases
5. Subcommittee of Interoperability
6. Subcommittee of States and Municipalities
7. Technical Councils of Website Policies
8. Advisory Group

The Mexican Government has established management mechanisms to follow-up the fulfilment of the objectives of the National Digital Strategy.

All the projects within the National Digital Strategy integrates agile methods to design, test and implement digital policies. Following the principles of openness and co-creation, all policies within the EDN has consultative mechanisms like open consultations, experts groups, advisory councils, among others.

In this regard, every agency that participates in the development of projects in the framework of the Strategy has designated an EDN Focal Point, people responsible for following-up the accomplishment of tasks and duties within the EDN. Together they form the National Digital Strategy Focal Points Network.

Resources: The staff of every participating group of the CIDGE is composed by the public servants of the agencies and entities.

**Diffusion and scaling:** The diffusion of this Executive Order is done through the DOF. Also, the Digital Government Unit sends invitations to all of the agencies to require their participation during the sessions of the CIDGE.

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The Mexican Government established a Change Management Plan in order to guide agencies in the development of projects within the framework of the National Digital Strategy.

In this regard, the plan identified key players and stakeholders, developed and carried out specific communication strategies for each one of them, such as communication releases, high level meetings, training campaigns, and a continuous improvement program of government services that requires intergovernmental collaboration and high leadership commitment.

All developments are documented, public and are spread through the site: <http://www.presidencia.gob.mx/edn/indicadores/>

**Partnerships:** Private Sector, Academics and Research Bodies, Public Sector Organisations

Partners: Ministries and agencies of the Federal Public Administration; Committee of Informatics of the State and Municipal Public Administration (CIAPEM, by its initials in Spanish); and academics and industry representatives.

The nature of the partnership is to promote coordination, collaboration and communication mechanisms to promote digital government and use of ICT.

### **Lessons learned**

It is important to have formal coordination mechanisms with ministries, government agencies and subnational governments to articulate and align efforts, avoid duplication of functions, as well as to work towards a same objective.

**Conditions required:** We consider that the main condition to implement this practice is the political leadership and empowerment given to the National Digital Strategy, since it is located at the Office of the President. This has implied a change in the way public policies on digital government and ICT have been implemented, since the fact to have the National Digital Strategy Coordination at the Office of the President and the transversal powers granted to it, has help accomplished in a very short time many outcomes.

**Additional information:** Mexico is willing to share its experience with OECD member countries, as well as observers, academia, private sector and civil society, about its experience in developing and implementing best practices on digital government strategies