



Working material to vote for excelGOV awards

The excelGOV2020 Awards are presented to the best digital government solutions in the region. The award ceremony is organized by Red GEALC together with the support of IDB and OAS.

Candidates applied in an open manner during the second half of this year and are detailed in this working material based on the information they submitted. They appear in alphabetical order. These were not necessarily submitted by the digital government agencies, because anyone was able to present an outstanding government solution as a candidate

Country delegations of participating countries to the VI Ministerial Meeting of Electronic Government choose winners by means of an online tool using a link that will be operational on Wednesday 18th November at 8:30 am. Votes can be issued until Thursday 19th at 11.35 am (Local Lima time) and each delegation is entitled to one vote.

One winner per category is to be chosen (Digital Transformation and Digital Government in face of COVID-19) and a recipient for each one of the three special mentions (Open Data, Emerging Technologies, Gender Approach).

We kindly suggest you attend the meeting having already decided on all five winners (two categories and three special mentions) in order to expedite the voting process during the Ministerial meeting.

At the end of the process, a catalogue is put together with all candidates and winning solutions in each category as well as special mentions.

The two award-winning agencies will respectively get the chance of making a technical visit to South Korea for one person with travel and living expenses covered by IADB and the three agencies receiving special mentions will get a scholarship for a digital government course at the OAS campus.

Digital Transformation Category

-01-

Argentina

App. 144 against gender violence

Description: App 144 completes the suite of Line 144 providing country-wide free care, advice and support 24 hours round the clock for gender violence situations

The 144 line has now completely migrated to WhatsApp channels (1127716463), e-mail and a smart phone app.

The team in charge is multidisciplinary and it consists of professionals with a background in Law, Psychology, Social Work and other related areas. They are trained and/ or experts in gender perspective.

It covers all sorts and mechanisms of violence provided for by the law: physical, psychological, sexual, financial and related to wealth, symbolic, political, household-related, institutional, job-related, against freedom, reproductive, obstetric, media-related and public space-related.

Impact: From January to September 2020, 81,677 contacts were made to the 144 Line channels.

89% corresponding to household violence.

67% claimed they've been through physical violence.

36% stated to have been in a financial violence situation.

12% claimed to have suffered sexual violence.

98% of those reaching out were women.

524 (2%) were pregnant.

592 (3%) had some sort of disability.

Agency: Ministry of Women, Gender and Diversity.

Starting year: 2019 with the App

URL: <https://www.argentina.gob.ar/aplicaciones/linea-144-atencion-mujeres>

-02-

Brazil

Digitalization of Procedures

Description: Over 900 federal government services can be accessed to via mobile phone, tablet or PC.

During the COVID-19 pandemic period only, beginning in March, the government already digitalized 345 services with an average of three new services every two days

Among these, the following can be underscored as an example: an emergency financial assistance of 600 reales is paid by the Federal Government to underprivileged people. Besides, communications of the National Civil Aviation Agency (ANAC) were urgently digitalized for Brazilian citizens whose flights from abroad were cancelled.

Impact: The Federal Government estimates that Brazilians save 147 million hours per year thanks to federal public service having gone digital in the last 15 months. This is equivalent to one full working day of the entire economically-active population of Greater San Pablo metropolis. Sixty-seven point five (67,5) million procedures are finalized without the need for people to commute. This means over 2 million reales saved every year (1.5 million saved by the population and the remaining 0.5 million saved by the State).

A largely demanded service is unemployment insurance for household workers. This feature was extended to be used by Carteira de Trabalho Digital, one of the most demanded applications by users from Brazil Government's virtual stores. This year the Economy Ministry already recorded over 90 million hits to this service.

Agency: Digital Government Secretariat

Starting year: 2019

URL: gov.br

-03-

Brazil

gov.br

Description: Gov.br is a project to unify Federal Government digital channels in Brazil. It is primarily a project on how to simplify the relationship between the citizen and the State, focusing on the needs of utility users

It all begins at the gov.br website, a one-stop shop featuring services to citizens and information on the various government areas' jurisdictions. Although it is a rugged website that has already gone live, it continues to be a beta version. In December 2020 Government websites will all be integrated, and gov.br website will be the single landing page for all federal

administration institutional webpages. It will offer citizens a single and direct channel to interact with federal agencies.

Impact: To the present time, 3,939 services corresponding to 190 government agencies are featured on the website. It has 80 million users and in less than 20 months 900 services have gone digital. Seventy-one point five (71.5) per cent of users assess it positively.

Centralizing nearly 1,600 Federal Government websites, gov.br website will generate an estimated annual saving of 100 million reales (18.4 million dollars) considering maintenance and development costs. Each year, savings exceeding 43 million reales times two will be saved in hosting, content migration and customer care services.

Agency: Federal Government of Brazil

Starting year: 2019

URL: gov.br

-04-

Chile

Disability Certificate

Description: Traditionally, disabled people in Chile were expected to personally certify their condition as such. However, since March this year, the procedure can be 80% completed digitally with the SIMPLE procedure digitalization tool. By law, the procedure to issue a disability certificate is supposed to take 20 days for the rating phase and 5 days for the issuance phase. Because of the nature of this procedure, the rating phase has to be in person, as it is necessary to physically evaluate the person. However, the remaining part of the procedure went digital thus, expediting timelines.

Impact: This is significant progress enabling access and simplifying part of the process for disabled people when initiating the procedure, which involves registration at the National Disability Registry in order to get access to social benefits aimed at disabled people.

The platform went live during the pandemic outbreak and it helps users initiate the procedure without having to leave their homes.

The digital procedure will benefit around 5 thousand people a month who before this initiative were expected to initiate the procedure in person

Agency: The Preventive Medicine and Disability Commission (COMPIN), the National Disability Department (SENADIS), the Civil Registry and Identification Department, the Secretariat of Modernization reporting to the Ministry of Economy and the Digital Government Division reporting to the Presidency's General Ministry/Secretariat (SEGPRES).

Starting year: 2020

URL: <https://miliciamedica.cl/tramite-discapacidad.html>

-05-

Chile

ClaveÚnica (Single Key)

Description: ClaveÚnica is a centralized authentication service for State agencies to make procedures and benefits available to citizens simplifying user ID processes on their electronic platforms.

Its design allows for easy integration to public agency processes. It is based on open OpenId Connect and Oauth 2.0 standards that help agencies delegate authentication and authorization processes so that users may sign in on apps and access protected resources in a safe manner.

ClaveÚnica is also one of the cornerstones in the Digital Transformation Strategy to modernize the State and the basis of the Digital Identity model for citizens.

Impact: By August 2020, over 9.3 million Chileans already have their ClaveÚnica enabling them to more easily get access to State services in a digital manner.

- According to the National Procedure Registry, 2,057 procedures are handled by Chile's central administration, out of which 927 use ClaveÚnica.
- During the 8 first months in 2020, 195 million transactions were made with ClaveÚnica.
- ClaveÚnica's use has grown exponential as a result of Coronavirus pandemic. In August alone, over 53 million users logged in and over 64 transactions were made with ClaveÚnica.
- ClaveÚnica is the key digital identity component in Chile.
- It broadens coverage of public services and it soon will be used by private players.
- It shortens the digital gap among key players such as elderly people, foreign citizens and the digitally illiterate.
- It promotes economic development because it helps create companies online, get access to advanced digital signature fully online and request a corporate bank account through Tu Empresa platform in just one day.

Agency: Digital Government Division reporting to the Presidency's General Ministry/Secretariat (SEGPRES).

Starting year: 2012

URL: <https://youtu.be/GBbPjE6FgVw>

Chile

DocDigital (Digital Document)

Description: It is the new official communication platform of Chile's government. It enables online processing of digitally signed documents for distribution to other public agencies. DocDigital is targeted to all public officials working for certified agencies who take part at some stage of the process undergone by communication documents when exchanged between public agencies. The technology platform is offered as a free of charge service (SaaS) for public agencies. On this initial phase, data can be loaded, approved and signed by means of a State-issued Advanced Digital Signature Certificate. Letters, memoranda, memos and records can be numbered and distributed with full traceability thereof.

Impact: -Reduced use of paper and reduced hours for document management in public administration official communications, promoting the use of a digital channel for the entire document flow. According to the "Requirement Study of a State Document Management System" conducted by Microsystem for Chile's Ministry of Economy, it is estimated that the State could save over 500 million dollars per year.

- To date, 620 party offices are registered under DocDigital. These are central administration and nation-wide agencies.

- DocDigital has over 11 thousand registered users who have sent over 12 thousand documents over the platform.

Agency: Digital Government Division reporting to the Presidency's General Ministry/Secretariat (SEGPRES).

Starting year: 2020

URL: <https://www.youtube.com/watch?v=DfMIAA19irc>

Chile

FirmaGob (Government Signature)

Description: FirmaGob is an Advanced Electronic Signature for Chile's government officials. It was developed by Digital Government to enable public agencies to manage certificate issuance and processing for their authorities or authorized officials by Ministers in charge of attesting document validity in each agency. These certificates can be used to sign documents so that they are legally valid.

It works independently from physical devices (it is portable), it has a standard interface for API integration, it allows each agency to manage electronic signature for authorized users and it uses a standard operating procedure to issue and revoke certificates.

Impact: - More than 320 public agencies have been operating with FirmaGob since August 2020, as compared to only 70 agencies in 2019.

- Over 28,000 public officials (users) are registered.
- Over 1.7 million documents have been signed with FirmaGob during the first 8 months in 2020.
- Chile's Procurement Office (ChileCompra) signs tenders below 100 UTM with FirmaGob and makes the platform available to agencies for them to sign in this way.
- The Ministry of Public Works signs work progress documents in a digital manner.
- The Public Health Undersecretariat signs sick leaves with FirmaGob, substantially expediting processes.
- The Ministry of Economy signs budget presidential orders.

Agency: Digital Government Division reporting to the Presidency's General Ministry/Secretariat (SEGPRES).

Starting year: It was created in 2016 and was updated for massive use in 2019.

URL: <https://youtu.be/uU8M8FJ5DsQ>

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Chile

ChileAtiende Self-administered Module Network

Description: Initiative ChileAtiende Self-administered modules was created to avoid having totems from several State agencies in a single place offering procedures and information from their own agency only. This project helps to offer on a single platform the most highly demanded procedures and services from different agencies through an inter-agency channel that improves user satisfaction levels and avoids wasting State's resources. Additionally, it helps deliver a Single Password because totems have biometric recognition features.

Impact: - ChileAtiende module network aims at contributing to the flow of people, from in-person service to digital service.

- It unifies totem technical features, enabling any agency to adhere to this model. This helps save on costs (since there is no need to develop software for each agency individually), it helps save on software maintenance (as it gets done centrally by Digital Government) and it helps increase coverage in areas where agencies have no brick and mortar offices.

- It eases the flow in public service agencies, because its totems which issue certificates, making procedures more expedite (which otherwise saturate customer care counters). This frees up public officials' time so that they focus on more complex procedures that contribute real value to people's lives.

- One hundred and thirty (130) operating modules are currently available with 26 available procedures.

- In 2019 over 305 thousand procedures were completed in the MAA network and more than 55 thousand Unique Passwords were delivered.

- This project has already been adopted by the Social Work Ministry that has module coverage in the majority of Chile's districts, which will progressively retrofit to ChileAtiende format.

Agency: Digital Government Division reporting to the Presidency's General Ministry/Secretariat (SEGPRES).

Starting year: 2018.

Url: <https://www.youtube.com/watch?v=mXd7LOjwV6E>

<https://youtu.be/ptqeK-uxmQk>

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Colombia

Blockchain to award lands

Description: A blockchain application created by the National Land Agency uses Blockchain potential related to the consensus mechanism that automatically manages online actions to reinforce activities related to "Awarding of plots of land by a court order - land restitution, public law 1448 year 2011" under ANT, enabling the issued resolution to feature integrity, traceability and high-level transparency for officials and citizens.

The prototype contains programmed rules (Smart contracts) controlling processes under Ethereum, a private/public hybrid mechanism, which helps increase autonomy, standardized criteria, time saving and cryptographic security in an electronic record that could provide support to the nature of the public procedure.

It includes a digital identity module by means of face recognition biometrics helping record, run and query the various aspects involved in the procedure.

Impact: It is a functional proposal to approach safety and reliability challenges in estate award resolutions involving rural plots of land granted by ANT using Ethereum network. Through technology solutions, institutions in charge are strengthened to better face the various warranty and regulation challenges in connection to land property, helping them offer transparent, secure and decentralized information records.

The app helps:

- Check use traceability and document modification.

- Secure the link between the owner and the plot of land as reflected on the award resolution.
- Secure land award resolution integrity.

Agency: National Land Agency (ANT)

Starting year:2018

Url:<https://www.agenciadetierras.gov.co/transparencia-y-acceso-a-la-informacion-publica/informacion-de-interes/prototipo-blockchain-tierras/>

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Colombia

Digital Centers: Comment process

Description: The project is in the initial phase, therefore, for the purpose of excelGOB2020 awards impacts should not be assessed but rather its participatory process. The draft terms and conditions document and annex documents to the project can be consulted by Colombian citizens with number FTIC-LP-38-2020 in the SECOP public hiring platform.

The purpose of this process is for stakeholders to provide their final comments and contribute to enrich a project that will have an investment of over \$ 2.1 billion to make sure that up to 10.000 rural communities get free access to WiFi with a seamless, long term operation.

Impact: As expressed by the ICT Minister Karen Abudinen, “this is the most ambitious rural connectivity project in Colombia’s history”. From our ministry, we continue to work at full speed to reduce the digital divide in the most remote areas. Thanks to these digital centers, we will manage to offer free internet to educational institutions and surrounding communities so that people are enabled access to more opportunities so that they can make their dreams come true”.

These Digital Centers will be primarily located in educational institutions, benefiting over 1,300.000 students. The neighboring community will also be benefited thanks to a WiFi coverage of up to 7,800 m² for mobile devices.

Agency: Ministry of Information Technologies and Communications (Ministry of ICTs)

Starting year:2020

Url: https://micrositios.Ministry of ICTs.gov.co/centros_digitales/

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Colombia

Cloud Computing

Description: Cloud computing is an IT infrastructure approach that links big groups of resources so that they get shared simultaneously by many businesses or users.

Administrations all over the world are increasingly considering cloud computing solutions in an effort to provide less costly, more efficient and better-quality public services through various big-scale deployment models (private, public, hybrid and/ or community-wide clouds).

Ministry of ICTs and Colombia Efficient Procurement make available to public agencies the possibility to purchase services from the public cloud from vendors such as: Amazon Web Services, Google Cloud, Microsoft Azure and Oracle Cloud.

Impact: Ministry of ICTs and Colombia Efficient Procurement make available to public agencies the possibility to purchase services such as: disaster recovery experts, backup services, cloud security services, migration services, web servers and applications, big data, internet of things, blockchain, machine use and websites. Through the simple Colombian State's virtual store, agencies save time when purchasing services from the public cloud or when using it for related purposes.

Agency: Ministry of ICTs and Colombia Efficient Procurement

*Starting year:*2019.

Url: <https://www.colombiacompra.gov.co/>

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Colombia

Computers to Educate

Description: This program of the national government has the highest social impact and generates equality through information and communication technologies promoting quality education in a sustainable model. It is the result of the partnership between the Presidency of the Republic, the Ministry of Information and Communication Technologies, the National Ministry of Education, the ICT Fund and the National Service for education SENA as the means to promote ICTs as a factor for equitable and sustainable development in Colombia. It makes ICTs available to educational communities, specially to public educational facilities within the country, by providing computer equipment and training teachers to make the most of it. This undertaking is carried out in an environmentally responsible way and is a public sector benchmark in Latin America for the utilization of electronic waste.

Impact: In the first semester, more than 83000 devices were delivered. The goal is to deliver 173K devices to students and teachers in 2020. The accumulated number of devices delivered by the program is 2 million. 1.1 million tablets and 900k PCs.

It is supported by the largest rural connectivity project in the history of this country with 50 million inhabitants, targeting not only students and teachers, but also the entire population of the beneficiary inhabited sites. It consists of the installation of 10K Digital Centers in public

schools of the 32 departments, with a \$2.1 billion investment which serves to guarantee free internet service delivery 24/7.

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

Starting year: 2016.

Url: <https://www.Ministry of ICTs.gov.co/portal/inicio/Ministerio/Instituciones-Relacionadas/Computadores-para-Educacion-CPE/>

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Colombia

Open Data

Description: In Colombia, the Ministry of ICTs leads the open data initiative of the country. Open data is public information generated by institutions and disseminated in formats which are easy to access and without any restrictions so that everyone can use, re-use or distribute it, at any time and place.

The Colombian state Data Portal www.datos.gov.co is the site created by the Ministry of ICTs, where national and territorial public agencies must release open data of national interest on matters within their sphere of competence. The site contains the formats and specific procedures to document, structure, upload and release information.

Impact: The open data portal currently has 10211 published data sets and 6551 visualizations and queries created from the open data. To date, 1266 agencies have released usable government data.

In 2019, the Organization for Economic Development and Cooperation (OECD) published the results of OURData Index, an index that assesses governments' efforts to implement open data in terms of openness, usefulness and re-usability. This is the third time the country participates in this assessment: it ranked 11th and 4th in 2015 and 2017 respectively, and in 2019 it was upgraded. The best country is Korea with 0.93 points, followed by France with 0.90 points and Colombia with 0.88.

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

Starting year: 2015.

Url: <https://datos.gov.co/>

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Colombia

Artificial intelligence for Sustainable Development Goals

Description: This is an automated tool which allows to put into text format the opinions and impressions of people about community issues to run, afterwards, a text analysis and translate these opinions into Sustainable Development Goals (SDGs) and objectives by means of artificial intelligence.

1. An adaptive web app was developed to capture the audio of guided interviews held by UNFPA and turn it to text.
2. A dictionary of key words was created to match the discourse of the interviews with the SDGs.
3. A real time link was established between a guided public discussion and the SDGs at the level of goals and objectives.
4. Aggregations and disaggregations at territorial level and populational groups were deployed.

Impact: -Expanding the collection of information from guided discussions focused on the sustainable development goals.

-Reducing processing times of relevant interviews in natural speech.

-Translating in real time natural speech into the speech of the sustainable development goals. This enables real-time availability of information arising from the interviews carried out nationwide.

-Broadening coverage to all regions of the country through the adaptive web app which enables communities to incorporate the SDGs' speech.

Institution: University of Cordoba with the support of the Center for Innovation of the Ministry of ICTs.

Url: https://centrodeinnovacion.Ministry_of ICTs.gov.co/es/investigaciones/inteligencia-artificial-para-identificar-que-objetivos-de-desarrollo-sostenible-se

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Colombia

Por TIC Mujer (Women ICTs)

Description: In order to promote Colombian women participation, the program *Por TIC Mujer* (Women ICTs) aims at making women the protagonists of entrepreneurship spaces and of the responsible use of technologies. Women from diverse regions of the country find in the adoption of technology a means to achieve their goals.

This is done through a virtual workshop entitled “Women leading the digital transformation” where the topics for discussion are focused on the importance of women adopting ICTs and understanding how Colombian women use digital spaces.

Impact: The Ministry of ICTs was able to reach through this program in 2019 more than 170 women organizations and/or networks and 1500 women from 22 departments of the country.

In the framework of the COVID-19 health care emergency, the benefits of the program have reached an additional 11000 women from all over the country.

In addition, empowerment is promoted by supporting 6k Colombian entrepreneur women from all over the country aged between 18 and 60 who want to learn more about ICTs with technical training sessions on areas such as artificial intelligence (AI), cloud computing and a workshop on Design Thinking, which are complementary to the virtual workshop “Women leading the digital transformation” by Por TIC Mujer, which provides tools for developing entrepreneurship, preventing violence and acknowledging rights.

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

Starting year: 2019.

Url: www.MinistryofICTs.gov.co/micrositios/porticmujer

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Costa Rica

Unique Digital Health Record (EDUS)

Description: this app gives users access to relevant information in their Unique Digital Health Record (EDUS) via their smart device.

Impact: It enables queries on personal data and past and up-coming medical appointments; in addition, it enables making and cancelling appointments for themselves and their dependents in the appointed health care center, validating eligibility, prescribed medications, diagnostics and allergies, among other features.

If citizens receive medical care in one of the facilities which have implemented the Unique Digital Health Record, they will be able to view information on their prescribed medications, their history of diagnosis and detected allergies, as well as their surgery preparation instructions if they have scheduled a surgery.

In addition, they can view information associated to pensions due to disability, old age or death.

Contributing citizens can view their estimated pension, reported wages and periods consolidated per employer. Retired citizens can view their pension information and payments and deductions linked to their pension. In addition, both would be able to view the details of their mortgage loans with the regimen if they hold one.

Institution: Costa Rican Social Security Fund

Starting year: 2019.

Url: <https://www.ccss.sa.cr/appedus/>

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Jamaica

Electronic Business Registration Form (eBRF)

Description: It is a one-stop shop to opening a business, allowing companies to register just once, instead of having to register separately with three or four other government agencies, and reducing the number of forms from 13 to 1 for a business name and 2 for a company.

Impact: The eBRF managed to reduce the processing time for starting a business to just two steps: 1) checking the availability of the company name and 2) submitting two application forms. The 2-step process is considerably shorter than the average in Latin America and the Caribbean region (8.2 steps), and even shorter than the average among Organization of Economic Co-operation and Development (OECD) countries (4.9 steps).

The streamlined process has reduced the registration time to 1-2 days for both companies and businesses (before it took 5 days for companies); and has resulted in increased online registrations, going from around 10 in 2019, to more than 800 in the first semester of 2020 (around 25% of all registrations).

Institution: Company Office (CoJ)

Starting year: 2019.

Url: www.ocrjamaica.com

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Paraguay

Resource Transfer Requests with Digital Signature

Description: To continue with the automation of the processes of the General Office of Public Treasury (DGTP), such as accounting records, bank clearing and adoption of the automatic payment system of the Central Bank and in face of the constantly increasing number of requested transfers, Digital Signature has been deployed in the different modules of the resource transfer system of the General Treasury. As a result, the use of paper has been eliminated from the management of documents and we have made progress in modernizing administrative procedures with transparency and information security.

Impact: -The management of transfer requests (STR) has become paper-free by substituting for electronic formats, thus generating savings in supplies.

-Once the electronic file (.pdf) is generated, it guarantees that the STR is tamper-free.

-The holographic signature of the owner of the STR was substituted for their digital signature embedded in the management process of the SRT in the system. In so doing, certified signatories from each institution are provided with a safe means to authorize transfer requests ensuring holder identity.

-Management of state organizations and institutions is facilitated; it is no longer necessary to physically move to submit a transfer request to the Treasury, and, as a consequence, there are savings in time, fuel and travel expenses, in some cases.

Institution: General Office of Public Treasury

Starting year: 2016.

Url: www.hacienda.gov.py

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Peru

Unique Work Certificate for the Youth - CERTIJOVEN

Description: Digital Document which includes the different certificates requested by companies to hire workers; some of these are: certificate of judicial record check, certificate of criminal record check, certificate of police record check, certificate of identity, certificate of educational background and the certificate of work experience.

Impact: Currently the young who want to apply for a job have to complete several steps to obtain the required documentation; many of these steps take a long time and require moving to different geographical locations, which, in the end, turn out to generate a considerable cost and are currently a risk due to COVID-19. With the CERTIJOVEN solution, the young no longer have to travel or spend a lot of time and money or put themselves at risk for COVID-19.

The young can now have all that information in a single digital document which companies, that are hiring, can verify online at no cost. CERTIJOVEN is also environmentally friendly as there is no need to print said document since it is valid in its digital format.

Companies can now receive a larger number of applicants given that many young people who used to face difficulties to apply now see that the procedure has been greatly simplified.

Institution: Ministry of Labor and Promotion of Employment

Starting year: 2019.

Url: <https://www.empleosperu.gob.pe/CertificadoUnicoLaboral/Verificacion.html>

Peru

Checking enrollment in the National Registry of People with Disabilities

Description: The regional governments (25) and the local governments (1874) can log in to a platform with a user and password to check a person's enrollment in the registry of people with disabilities. This completely new process changes the radically landscape.

Impact: Before implementing this platform, there was no quick and clear way to locate people with disabilities so as to make inclusive decisions. Considering the actions undertaken in the last few months, open data help make better decisions in the different government sectors. One clear example is how during the pandemic the needs of this large group of people have been taken into consideration.

Institution: National Council for the Inclusion of People with Disabilities | CONADIS.

Starting year: 2019.

Url: <https://www.gob.pe/909-consultar-tu-inscripcion-en-el-registro-nacional-de-la-persona-con-discapacidad>

Peru

Reporting violations of the rights of people with disabilities

Description: CONADIS provides the choice to report violations of the rights of people with disabilities both in person and virtually advancing in the process of inclusion of people with disabilities.

Impact: Before this service became available, people who wanted to report any infringement had to go in person to the offices of CONADIS to initiate the claims process. Clearly, this resulted in under-reporting in reality. Once the virtual reporting channel was deployed, there was an increase in the number of reports and a better oversight of the procedures.

Institution: National Council for the Inclusion of People with Disabilities | CONADIS.

Starting year: 2019.

Url: https://www.conadisperu.gob.pe/formularios/form_atencion_denuncias/

Peru

Facilita - Comprehensive digital procedures platform of the State of Peru

Description: The Comprehensive digital procedures platform of the State of Peru -Facilita- is a digital service developed as a support tool for public entities to create request forms for procedures and services so that citizens can have access to them. Facilita also streamlines the response to citizen requests via the platform, prioritizing on-line over in-person procedures. This first version allows for the creation of forms for procedures and services requiring a single point of interaction or as a first step in a process with more interactions.

Impact: Facilita is a solution proposed during the state of emergency for COVID-19. The platform was developed in close cooperation with local and regional governments. During the first months of the mandatory social isolation measures, citizens could not visit public entities for procedures or to request public services. Since the release of the platform, greater support has been provided to the municipalities which lacked the technological solutions and infrastructure to deliver on-line services. To date, there are 15 municipalities using the Facilita platform for their citizen procedure forms. In turn, more than 5000 of these forms in total have already been responded with a trend to exponential growth in the short term.

Institution: Presidency of the Council of Ministers.

Starting year: 2020.

Url: https://docs.google.com/presentation/d/1Dyz-CflqAn58Nw0hnV0o1O3h-AiJB2W-sYq-KUGQpns/edit#slide=id.g92c78064a5_1_129

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Peru

Unique Vendor File

Description: Unique Vendor File is a public access digital product built in a simple user-friendly language which, by means of interoperability, makes use of open data from other public entities, allowing access to relevant information of more than 1.5 million national and foreign vendors enrolled in the National Registry of Vendors. This tool enables to identify if the vendor is a good candidate for the State to hire, shows the business information, alerts on possible barriers to hiring and presents background and experience as State vendor. In addition, it highlights strengths showing certificates.

Impact: Free of charge information of more than 1.5 million State vendors enrolled in the National Registry of Vendors are made available to citizens free of charge. It provides access to more than 324,722 contracts which amount to more than \$225.514 billion.

Likewise, it provides indication if the vendor is barred from hiring and points out possible causes for barring, triggering timely alerts. For that purpose, the tool comprises 7 data bases administered by other State entities.

Since its release this service has had a positive impact; by October 2020, it had received more than 99,504 visits with a daily average of 2,222 daily visits.

Institution: Oversight Body of State Procurement - OSCE.

Starting year: 2020.

Url: <https://apps.osce.gob.pe/perfilprov-ui/>

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Peru

Authentication Platform ID PERU

Description: This is a digital authentication system based on three tiers of security used in each service depending on the consequences. The first level is information the user holds (ID number and a verified email or cell-phone number), the second is information known and held by the user (a national key feature is added) and the third level is the electronic authentication.

Impact: It has not yet been deployed to all institutions; thus, it has not yet had a large impact, but the service offers the feature to digitalize any public service overcoming the digital authentication barrier.

Institution: Reniec.

Starting year: 2018.

Url: <https://idperu.reniec.gob.pe/site/>

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Peru

Unique Digital Platform of the State Gob.pe

Description: This Unique Digital Platform for guiding citizens, Gob.pe, is the only digital point of contact of the Peruvian State with its citizens. The main objective is to provide a simple, consistent and intuitive experience to access institutional information and to provide guidelines on how to follow procedures or gain access to digital State services. The platform has approximately 5k content pages on guidelines from 270 public institutions. The content helps citizens resorting to the platform to meet their objectives and needs through the services offered by the State.

Impact: Since its release in July 2017, the platform has received around 100 million visitors. This is proof that we are reaching a large portion of the population, who can access the

content on the platform without consuming their mobile data plan thanks to our agreement with the mobile telephone carriers. In addition, Gob.pe is designed to prioritize accessibility given that its code is optimized for screen-reading software, it uses few images for faster loading in poor-connectivity areas, it uses contrasting colors in text and background and texts have simple every-day terms.

The platform grew considerably since March this year as a result of the state of emergency due to COVID-19. During this time, citizens have visited Gob.pe in search of official information on government provisions, in addition to guidance about health procedures, education and employment, as well as subsidies and economic reactivation.

Institution: Presidency of the Council of Ministers.

Starting year: 2017.

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

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Peru

Single Digital Platform for Citizen Complaints

Description: It is an integrity tool developed to enhance the capacity to manage complaints about acts of corruption in Public Administration entities, based on an integrated, inter operable and duly articulated information system that facilitates the registration, attention and consultation of complaints by citizens.

Impact: The value of the service lies in facilitating the current process of a complaint and making it an accessible procedure to all Peruvian citizens with a good experience, having as the only requirement an Internet connection.

To date, more than 700 citizen alerts categorized as complaints have been received. More than 400 of those have been admitted and are in process. Most of the complaints received are related to the health emergency caused by Covid19.

Institution: Presidency of the Council of Ministers.

Starting year: 2020.

Url: <https://denuncias.servicios.gob.pe/>

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Peru

Single Platform for Affidavit of Interest

Description: The solution was created within the framework of the National Policy of Integrity and Fight against Corruption, and its purpose is to make relevant information of officials or obligated subjects transparent for the detection and prevention of conflicts of interest, as an essential requirement for the exercise of a public office or function.

Impact: The Aol is a firm expression of the integrity and anti-corruption strategy of the Peruvian State. The platform is 100% disruptive. Thanks to the use of digital certificates for digital identity and digital signature, there are currently 49,519 published affidavits, with 98% compliance by public officials from 19 ministries of the Peruvian State including PCM.

Entity: Presidency of the Council of Ministers.

Starting year: 2018.

Url: <https://dji.pide.gob.pe/>

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Peru

Claims Book Digital Service - LdR

Description: It is a web solution that adapts to all types of devices, and supports the process and management of claims before public entities (at a national, regional and local levels), it allows citizens to register, follow, withdraw and evaluate the responses issued to their claims; allows the entity to register, attend, refer, notify (email and SMS) and respond to the claims received; and it allows the Peruvian State to have timely information to be considered for its continuous improvement and quality processes; all of this, in a standardized, centralized and totally digital way.

Impact: To date, the digital service has begun its implementation with 8 entities of different levels, keeping a record of more than 60 complaints registered in about two months of operation, and it is expected to close the year 2020 with more than 40 entities.

The impact of the solution, on the one hand, is to provide citizens with a simple digital contact channel for the management of their claims, to provide entities with standardized and timely information that can be considered as inputs to improve their internal processes, if necessary, and the impact for the state is to generate significant savings for public spending, based on the principle of economy of scale, by means of a standardized, centralized, and totally digital solution.

Entity: Presidency of the Council of Ministers.

Starting year: 2020.

Url: <https://reclamos.servicios.gob.pe>

Uruguay

National Electronic Medical Record (Historia Clínica Electrónica Nacional or HCEN)

Description: Through the HCEN, the citizen's clinical information will be available and accessible to the Health team in a timely, secure and online manner, regardless of the geographic location and the health provider chosen by the user.

It is based on a federated system that is made up of a central platform -National Electronic Health Record Platform- that allows the clinical data that remains stored in each institution that generated them to be exchanged securely and in real time.

In this way, we promote the improvement of the information systems of each organization, adapting them to international interoperability standards and generating a central health platform that orchestrates and audits the secure and controlled exchange of clinical information for healthcare purposes.

Impact: In compliance with the 5th Stage of the National Electronic Health Record Adoption Plan, six health providers, representing more than 1,600,000 affiliates, are registering healthcare events on the platform with information structured according to the Minimum Set of Data (Conjunto Mínimo de datos or CMD). This implies almost half of the total population of the country.

Entity: National Integrated Health System with support from Agesic

Starting year: 2018.

URL: <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/node/312>

Uruguay

Procedures for Cooperatives and Corporations

Description: In Uruguay, the National Internal Audit Office (Auditoría Interna de la Nación or AIN), dependent on the Ministry of Economy and Finance (Ministerio de Economía y Finanzas or MEF), is where various procedures of Cooperatives and Public Limited Companies are carried out. Since the beginning of the pandemic, the use of online procedures has been promoted. One of the barriers detected was the use of advanced electronic signatures by AIN users. Thus, among other activities, CI readers were delivered to users for the use of advanced electronic signatures and support was provided for them.

Impact: In this way, between March and October 2020, 85% of Cooperatives procedures were made from start to finish online. Regarding the procedures of Public Limited Companies, they went from 40% online to 50% during said period.

Entity: National Internal Audit Office

Starting year: 2020.

URL: <https://www.gub.uy/ministerio-economia-finanzas/politicas-y-gestion/tramites-auditoria-interna-nacion>

Digital government against COVID-19.

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Argentina

Virtual trainings

Description: These are training activities for State workers, at all levels, from entry and during the development of their public careers, in order to encourage their participation and retrieve their knowledge, in line with the Government strategic challenges.

It is organized by articulating the strategic guidelines of government management with the demands that arise from innovations in professional fields, from the requirements in updating the skills of workers, their rights to advance in their public careers and of the policies and projects that public organizations manage.

Impact: 5,326 vacancies in virtual courses were filled during the July to September quarter, reflecting an inter-annual variation of 72% compared to the same quarter of the previous year, when demand had reached 3,104 vacancies between face-to-face and virtual courses. The great increase in training that has been registered since the beginning of social isolation is noteworthy, evidenced by comparing the total of registrations in the third quarter of this year, reflecting an increase of 167% compared to the first quarter of this year, which reached 1,992 registrations. This large influx is attributed to the different dissemination campaigns promoted from the Training area and to the need of the people to acquire knowledge to apply it in their work-related activities carried out from their homes.

Entity: National Directorate for Integration and State Digital Processing.

Starting year: 2019.

URL: <https://www.argentina.gob.ar/jefatura/gestion-y-empleo-publico/inap/cursos>

Argentina

Remote procedures platform in times of COVID

Description: Procedures are 100% digital from the device, without the need for paper or going to a public building, saving time and money in managing them. In cases where the procedures require making payments, these can be paid on the same platform, with your credit card, EPS, services such as Pago Mis Cuentas, Rapipago, among others.

It is possible for the citizen to name a representative, if they wish, to act on their behalf. It has a search engine to quickly get to the required service, video tutorials and a user manual to deepen your knowledge of the platform, although it is simple and intuitive.

Impact: It has 2,186 Remote Procedures (184 of which were configured during 2020, to help social distancing)

In the short term of two months after the lockdown was decreed, 1,204,474 new users were registered, a growth of 127.2%. Since the month of June 2016, the platform had approximately 950,000 people, and currently the list amounts to 2,317,131 registered users. In the first 9 months of the year, 3,012,213 notifications have been made, which represents 11.67% more compared to the same period of the previous year, generating a total of 10,595,173 notifications, the majority as a result of the new procedures implemented during the declaration of Preventive and Mandatory Social Isolation.

Entity: Secretariat of Public Innovation

Starting year: 2019.

URL: <https://tramitesadistancia.gob.ar/tramitesadistancia/inicio-publico>

Chile

Virtual Police Station

Description: It operates as a remote service channel of Carabineros de Chile, allowing people to carry out procedures online, at any time and from anywhere with an Internet connection, to obtain individual permits and passes that authorize them to leave home when mandatory quarantine or curfew applies. The project was carried out thanks to the SIMPLE procedure and process digitizer tool, a solution developed by Gobierno Digital Chile. Thus, it makes it possible to streamline procedures that, although they are simple to carry out, are tedious in person, since they involve long waits, lines and crowds in times of "normality" and, even more so, in a pandemic.

Impact: As of September 14, more than 1 million daily procedures are being carried out through the Virtual Police Station, totaling 118,358,245 million procedures since March 22nd. It is one of the essential digital platforms to cope with the crisis we are facing due to COVID-19. Although the Virtual Police Station debuted in June 2019 with 5 types of online certificates, it currently has more than twenty digital procedures available and an exponential growth in visits as a result of the coronavirus crisis. During the second half of last year, approximately two thousand citizens went to the Virtual Police Station every day; today the figure exceeds 1 million.

Although its initial design was never projected for a level of use like the one it has today, to respond to this high demand, Virtual Police Station is installed in the cloud and Gobierno Digital carried out optimization work that now allows it to operate with an elastic infrastructure, so that it automatically scales server use as the demand for paperwork increases.

The design of this public innovation has met its goal of delivering an improvement, a solution, a simplification and an adaptation from the face-to-face police station to the virtual police station.

Entity: Digital Government Division of the Ministry General Secretariat of the Presidency (Ministerio Secretaría General de la Presidencia or SEGPRES), with the support of the Undersecretary of Crime Prevention and Carabineros de Chile.

Starting year: 2019.

URL: <https://comisariavirtual.cl/>

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Chile

COVID-19 Chile data viewer

Description: It is an official website that seeks to share with the public the main statistical data on the evolution and status of the Coronavirus in Chile. It is an open data repository with hard, scientific statistical information, which contains data analysis, associated methodology and formal background on the Coronavirus, in the form of graphs, boards and interactive maps that are adapted to mobile devices to facilitate their understanding. This site is periodically updated and has data such as: total number of infected to date, new cases, recovered patients, examinations performed, patients with mechanical ventilation, critical patients, casualties, divided by gender, age groups and situation by region.

Impact: The Covid 19 Visualizer is hosted on the Chilean Government website (www.gob.cl) and is the most viewed space. Since its launch at the end of April, it has an average of 6 million monthly visits and each person navigates an average of 2 minutes to get the latest data on the pandemic in Chile.

Entity: Coordination between the Ministry of Science, Technology, Knowledge and Innovation, the Ministry of Communications of the Government of Chile (Secretaría de Comunicaciones del Gobierno de Chile or SECOM), the Ministry of Health, the Presidency and the Digital Government Division of the Ministry General Secretariat of the Presidency (SEGPRES).

Starting year: 2020.

URL: <https://www.gob.cl/coronavirus/cifrasoficiales/>

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Ecuador

Digital Ecosystem of response to COVID-19

Description: The Digital Ecosystem for the response and containment of Covid-19 has among its pillars the SaludEc app and the 171 line to inform citizens, prevent the spread of the disease and contain misinformation.

Another of the relevant actions carried out was the authorization of passes for the circulation of vehicles on the www.gob.ec page, as well as the mass implementation of the Electronic Signature that allowed the State not to be paralyzed and to continue carrying out the processes.

In the digital field, the www.coronavirusecuador.com/ page and a chatbot were also strengthened so that citizens are able to access information in an agile way.

The Móvil Así app was another National Government initiative that allowed monitoring of potentially infected citizens to take the corresponding precautions.

Impact: In the first two months of the pandemic, almost 2 million Ecuadorians received attention through the technological tools implemented to fight COVID-19.

Citizens requested about 14 million circulation passes, of which 8 million were issued.

In the same period, in the public area, actions focused on the State being able to continue operating electronically were prioritized, and in that sense, more than 100,000 meetings were held through platforms.

The number of interactions with citizens through the chatbot reached half a million in two months. From the first day of the emergency, the Government had the platform 171 and the citas.med.ec portal ready, so that citizens could access medical attention in a timely fashion, in the event of possible cases of coronavirus, available 24 hours a day, 7 days a week with no interruptions. This platform was activated thanks to the previous work of MINTEL and the Ministry of Health. Its rollout was already planned for this year, but it was accelerated with the arrival of the pandemic. Until May 15, 1,529,544 calls were received, of which 618,483 were related to COVID-19

Entity: MINTEL and the Ministry of Health

Starting year: 2020.

Url: www.telecomunicaciones.gob.ec

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El Salvador

Jump to digital education

Description: More than 1,300,000 Google Classroom accounts have been donated by Google to the Government of President Nayib Bukele, so that students and teachers have optimal digital tools for the teaching and learning process.

Impact: To make the leap to digital education, the Government is training more than 70 thousand teachers, both public and private, with the support of 215 technicians, as part of the Training of Trainers strategy of the Ministry of Education (MINED).

The training is endorsed and certified by Google, and follows the standards of the United Nations Educational, Scientific and Cultural Organization (UNESCO), said the official.

The MINED has made available to the educational community during this emergency at the micro site www.mined.gob.sv/emergenciacovid19, with methodological support guides for teachers and students. To date, the site has received two million visits.

Around 137 thousand students who do not have access to the Internet have received the printed methodological guides at their doorstep; and that number is expected to reach a total of 170 thousand.

Entity: Ministry of Education.

Starting year: 2020.

Url: <https://sites.google.com/clases.edu.sv/educacionvirtual/inicio>

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Mexico

Covid-19 Mx Mobile App

Description: Pop-up application to support the COVID-19 emergency, designed to perform self-diagnosis of users, as well as to serve as a communication channel for citizens, showing locations of health centers, conferences and proximity monitoring of contacts.

When opening the application, the user is asked if they suspect they or someone they know has COVID-19. In case of answering affirmatively, then a symptomatology questionnaire and a form to enter general data to identify if one is in a risk group will appear. The questionnaire and the form can be consulted at any time in the segment 'COVID-19 Self-diagnosis'. The app also has a section of frequently asked questions (with topics such as the use of masks, ways of transmission, the effect of the disease in pets), prevention measures, and official announcements.

Impact: Timely, in-house development of the COVID19-MX Mobile Application for the IOS and Android operating systems. There are currently more than a million downloads in the Android, iOS and Huawei stores

It has 426,884 registered users, who have performed 888,646 self-diagnosis tests

Entity: Secretariat of Health

Starting year: 2020.

Url: <https://play.google.com/store/apps/details?id=mx.gob.www&hl=es&gl=US>

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Mexico

Health Squad

Description: Four cartoon characters represent the epidemiological traffic light and complement the Susana Distancia chatbot campaign.

Refugio, an elderly woman, represents the red color of the traffic light and invites the population to stay at home. Prudencia, a dark-haired woman with a motor disability who travels in a wheelchair, represents the color orange and invites people to avoid leaving the house. Esperanza, a muxe woman from Oaxaca, represents the color yellow and invites people to take extreme health measures when going out on the street. Aurora, a queer woman, represents the green color that invites people to follow the health instructions but with the least risk of infection.

Impact: The impact in terms of health is not yet evaluated. However, it contributes significantly to an inclusive nature of the population's commitment. It has had an extensive media coverage that has added to the impact of Susana Distancia.

Entity: Secretariat of Health

Starting year: 2020.

Url: <https://www.gob.mx/salud>

Mexico

Sitio Coronavirus

Informational site owned by the Government of Mexico, developed together with the Secretariat of Health, in order to keep the population informed about the COVID-19 pandemic.

It presents prevention measures (including clear instructions for central aspects such as hand washing and social distance) and documents on the coronavirus.

At the same time, in the space for public agencies in the country, it offers guidelines for the different aspects of the operation of cities.

Impact: The initiative currently has 44,910,093 visits by citizens of the Mexican Republic, this from March 23rd to June 30th, 2020.

It is included within gob.mx, which is the only portal for procedures, information and citizen participation, which integrates it to all other government services.

It also has a link to the government data portal where the information regarding COVID-19 cases in Mexico is presented in csv format.

Entity: Secretariat of Health and others.

Starting year: 2020.

Url: <http://coronavirus.gob.mx/>

Mexico

Susana Distancia

Description: Susana Distancia is a chat bot citizens can talk to about the COVID-19 disease through WhatsApp. Its objective is to inform and answer questions from the public about COVID-19 in a personal, simple and free way; in addition to the actions to follow through automatic and updateable responses.

Its menu of options ranges from COVID-19 risk testing to case reports and related information. The service has national coverage, does not consume data and is available 24 hours a day. It also seeks to build a culture of social distancing and basic prevention measures, involving citizens by sending drawings about the character that are published on the portal.

Impact: Through the "Chat with Susana Distancia" program, 3,679,558 messages and doubts about coronavirus and the epidemiological traffic light have been responded to 188,726 people.

-72 percent of users have expressed their conformity with the service.

-At the same time, the reformulated site on COVID19 in Mexico registered, in the first 15 days of reformulation (June 11th to 17th), more than 1 million new visits.

-In the same period, the open data site has received 678,782 users.

-The six most successful publications of the Secretariat of Health on social networks have reached more than 23 million people.

Entity: General Directorate of Health Promotion

Starting year: 2020.

Url: <http://coronavirus.gob.mx/>

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Panama

Panamá Solidario Plan

Description: The innovation of enabling the use of the personal identity card as a debit card allowed the beneficiaries to receive the monthly \$100 Digital Voucher to cover the basic needs of medicines, food and hygiene products, in participating supermarket chains and shops from their locality. Thus, they can access the benefit and pay directly with their personal identity card, without having to go in person to a government office or have a bank account, since the Digital Voucher transfer is associated with the barcode or QR of their card.

It is worth noting there is a virtual assistant for the Panamá Solidario (Sara) program that works through Messenger, WhatsApp and Telegram, available on the webpage sara.innovacion.gob.pa and it is also applying for the special mention in emerging technologies.

Impact: As of August, the voucher has benefited more than 800,000 Panamanians and it is expected to exceed 1 million, as more businesses join, and more beneficiaries make the transition from the physical voucher to the digital alternative. The success of this initiative has been such that students have already begun to receive the Universal Scholarship, now Digital Scholarship, through the youth card.

The implementation of the Digital Voucher had a positive impact in developing greater confidence in access to banking services and financial inclusion, greater transparency and efficiency in government spending and poverty reduction, by reaching the most vulnerable groups in the face of the pandemic.

Entity: National Authority for Government Innovation

Starting year: 2020.

Url: www.panamasolidario.gob.pa/seccion/bono

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Peru

Coronavirus (COVID-19) in Peru

Description: In the context of the health emergency generated by COVID-19, the Digital Services team of the Secretariat of Digital Government responded to the citizens' need for a space that would collect all the official information regarding care and prevention measures in the pandemic. The initial objective of the site was access to official content about COVID-19, digital services related to the pandemic, and government recommendations in different aspects such as education, work, transportation, among others. Currently the site has been restructured to drive economic reactivation.

Impact: Since its implementation, the Coronavirus page in Peru has received more than 12 million visits. It has been the benchmark for official information regarding COVID-19, government regulations, and access to digital services that were created in response to the health emergency.

Entity: Presidency of the Council of Ministers.

Starting year: 2020.

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

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Peru

National COVID-19 survey

Description: The National COVID-19 Survey is an anonymous questionnaire that asks citizens about their health status and their possible level of exposure to COVID19. It contains questions that allow the determination of zoned risks in terms of symptoms and people's level of exposure during the pandemic. It uses USSD technology, so it appears as instant text messaging, without the need for Internet or having a smart phone. This digital tool is also inclusive, considering the challenge that connectivity still represents in Peru. It uses an Artificial Intelligence algorithm that allows to have a zoned scoring displayed in a Dashboard that the entities in charge of taking action for the benefit of the health of citizens against COVID 19 have access.

Impact: - It achieved responses from more than 1 million citizens within three weeks of its launch.

- It has been used by more than 10 public entities that make decisions in the face of the pandemic.

- More than 150,000 people cared for in the Country through Operation Tayta (Peruvian Navy) by making use of this tool as a resource to identify sources of infection and care prioritization cases.

Entity: Presidency of the Council of Ministers.

Starting year: 2020.

Url:

https://drive.google.com/drive/folders/10uFRDX_DOYg1EYhpugc88nyTWynKQN51?usp=sharing

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Peru

Universal Family Voucher digital strategy

Description: A strategy was designed so that citizens are informed and carry out procedures related to the Universal Family Voucher allowance using the web. The Universal Family Voucher benefits more than 8.4 million vulnerable households throughout Peru. For the distribution of the voucher, there was a decision to prevent citizens from going to the banks, so the PCM team developed, in collaboration with other State entities, a web environment that allows citizens to find out about the voucher. In case they get the benefit, citizens will be able to find out about how to collect it, and they will be able to carry out other transactions such as changing their payment method or reporting incidents.

Impact: The main objective of this solution is to ensure that the citizens are informed safely and get the funds digitally, thus avoiding crowds and transmission of COVID-19 at banks. As for the figures, to date, 25,407,853 visits have been recorded to the campaign landing page and the 4 information pages since their launch on October 8th. Regarding the level of interaction with the content generated, a total of 103,022 positive feedback reactions from citizens were recorded.

Entity: Presidency of the Council of Ministers.

Starting year: 2020.

Url: <https://consultas.bfu.gob.pe/#/>

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Peru

Payment of COVID Economic Allowance Voucher through Mobile Banking

Description: The implemented solution allows Peruvian citizens to use any cellphone device to receive the payment of an economic allowance granted by the state for the Covid pandemic, without the need for these citizens to have an account open in the Bank or a card. This solution allowed to send the money to the cell phones of each beneficiary, allowing them to generate a withdrawal key from their device and use it in an ATM or in a Multired Network Agent to withdraw the cash without intermediaries, easing congestion in agencies and reducing the risk of transmission by agglomeration.

Impact: The solution allowed the effective distribution of COVID vouchers to citizens through their cellphone (any range), giving them the possibility of making the withdrawal at ATMs and Multired Network Agents of the Bank. This allowed to avoid the agglomeration of people in agencies in order to reduce the risk of transmission in the population. Currently, this system has made it possible to pay around 4 million Peruvians with a total of 2 billion soles, promoting the digitization of banking, access to banking services and health care against the virus of these beneficiaries from the Peruvian state.

Entity: Banco de la Nación.

Starting year: April 2020.

Url: https://www.youtube.com/watch?v=zHqV_TC03go

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Peru

Transit work pass

Description: Responsive web application that allows issuing a transit permit for those work sectors allowed during the mandatory social immobilization period. The form validates the identity of the person and records information about their place of residence and work, allowing the PNP to verify that the bearer is en route to or from their workplace. The pass options have been modified according to changes in the measures established by the government. The permit is issued in PDF format, so it can be printed or displayed on a cell phone. The PNP can also validate its veracity online.

Impact: Thanks to this service, the PNP was able to authorize the transit of more than 8 million people who needed to work during the period of immobilization throughout Peru, ensuring that people did not circulate without having obtained the pass. Additionally, the transit of more than 704 thousand private vehicles was authorized for these authorized persons. Since the passes had to be constantly renewed to ensure their use, the service page received more than 322 million visits.

Entity: National Police of Peru (PNP).

Starting year: 2020.

Url: https://paselaboral.servicios.gob.pe/paselaboral/request_new

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Peru

National Voucher Delivery Report

Description: The National Voucher Delivery Report allows anyone to check the current status of the process of delivery of economic allowances from the State to vulnerable populations (COVID-19 vouchers) during the pandemic in Peru. The web tool -developed by PCM teams- enables the transparency of valuable information on the most ambitious economic allowance distribution process in the history of the country, through a simple and accessible interface that facilitates understanding by users and empowers its citizen's oversight work.

Impact: Before this tool was developed, there was no way to know the status of the delivery of more than 4,964,773 million vouchers throughout the country. The PCM and Presidency of Peru teams had general information about the process, but they did not have a nominal register that contained the status of payment of the voucher from each citizen collecting the benefit. The information was not centralized or standardized, since a specific work team had been assigned to each of the 4 vouchers issued in two different ministries. The intervention of PCM work teams in the process has made it possible to establish a workflow with both ministries to periodically obtain information at a nominal level on the delivery of vouchers. Thus, it was possible to create the National Voucher Delivery Report, while all the anonymized databases have been released and hosted in the National Open Data Portal, thus contributing to the continuous investigation of this process.

Entity: Presidency of the Council of Ministers.

Starting year: 2020.

Url: bonos.servicios.gob.pe

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Peru

COVID 19 Prevention Dashboard

Description: It is a tool that makes information on the consumption of medicines related to COVID 19 available, so that, by means of data analysis, information can be obtained on possible transmission areas. This initiative was developed in collaboration with the Intercorp group (private sector) within the framework of the Government and Digital Transformation Laboratory.

Impact: The tool was used in the Operation Tayta group (Peruvian Navy), achieving more efficient use of public sector resources.

Entity: Presidency of the Council of Ministers.

Starting year: 2020.

Url: <https://datastudio.google.com/u/0/reporting/e70ae07d-a455-42a0-85cc-197f9ebf29de/page/iEFUB>

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Peru

Digital Triage

Description: Triage is a self-assessment tool for citizens in order to find out if they are at risk or not of having been infected. Through the registration of their symptoms, risk contacts and pre-existing medical conditions, the possibility of being infected with COVID-19 and the risk to the health of the person is determined. In the event that it is determined that a person is at risk, their case is referred to the health system for follow-up and care. The solution is available from the Official COVID-19 Platform in Peru Gob.pe/coronavirus and the Peru En Tus Manos application.

Impact: Digital triage had a direct impact on two needs of citizens during the pandemic: first, as a tool for self-assessment and guidance on the symptoms and risk of having contracted the disease; and later as a tool for registering suspicious cases, which were referred to the health system.

In the event that no risk was determined, the citizen received guidance on the disease and the measures implemented by the government in order to prevent the growth of infections.

The digital triage received more than 10 million visits since its launch in March 2020 and more than 250,000 people registered their data to receive care.

Entity: Presidency of the Council of Ministers.

Starting year: 2020.

Url: www.gob.pe/coronavirus-triaje

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Dominican Republic

Aurora virtual assistant

Description: With the aim of expanding the support, service and citizens' access to information on the coronavirus (COVID-19), the Ministry of Public Health launches Aurora MSP.

It is a communication channel for the population to have direct contact with more than 200 doctors, through text messages, voice and video calls to obtain information about the disease, treatments and guidelines to follow once incidents occur in homes, communities, hospitals or clinics where care is being provided.

Aurora can be contacted through Facebook, WhatsApp or Telegram (with auroramspbot).

Impact: In May, one month after its launch, Aurora MSP had produced a total of 237,908 interactions between specialists and Dominicans residing both in the country and abroad; 9,378 remote medical assistances and 321 emergency cases resolved.

Entity: Ministry of Public Health.

Starting year: 2020.

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

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Uruguay

Coronavirus on Gub.uy

Description: Provides centralized and updated daily information on recommendations, frequently asked questions, statements from the competent authorities, service channels and other information of interest to the general population.

Also considering what is established by the International Convention on the Rights of Persons with Disabilities and what is stated by the WHO itself, related to the request to governments to address the vulnerabilities of people with disabilities in the face of the Coronavirus pandemic, implementing a policy inclusive health public, a process has been carried out to guarantee the accessibility of all published information, including the different formats, text, simple audio and sign language.

Impact: See corresponding component in candidacy 52.

Entity: Ministry of Public Health.

Starting year: 2020.

Url: <https://www.gub.uy/ministerio-salud-publica/coronavirus>

It is also accessed through www.plancoronavirus.uy

Uruguay

Digital strategy against the coronavirus

Description: A comprehensive digital strategy of multiple tools synchronized with the National Coronavirus Plan was developed. For example, the Coronavirus UY application was created which, in addition to providing information and enabling the epidemiological questionnaire, seeks to assist the population in their contact with health services. It includes the Telemedicine option with the health personnel of your health provider directly. There is an alert for exposure to people with COVID-19 through an agreement with Google and Apple.

In addition, a virtual assistant was developed on the web pages of the State and of public and private health providers with information, containment measures and recommendations, and a single epidemiological questionnaire for people with possible symptoms. This same virtual assistant was integrated into WhatsApp and Facebook Messenger.

Impact: In a country of 3.5 million inhabitants, 680,000 people downloaded the CoronavirusUY App, 375,000 with digital alert activation. It was possible to integrate the information into a single database, which has allowed the attention of clinically suspicious cases and transmission vectors, organizing the demand according to health criteria.

Telemedicine, which supports this process following the principles of universality, equity, quality of service, efficiency, decentralization, complementarity and confidentiality, constitutes the most efficient means to reach home care by health teams, allowing a quick contact, maintaining the doctor-patient bond and reporting on the evolution of the disease without having to travel to provide the service. This makes it possible to maintain the isolation pattern and take care of health personnel in contact with possible vectors of the infection.

The digital tool that manages the beds, ventilators and personnel available in common, moderate and intensive care hospitals affected by episodes of possible COVID-19 cases, has allowed the optimization of health services and assistance to the population, without reaching saturation levels during this pandemic.

Entity: Presidency of the Republic, Agesic, Ministry of Public Health.

Starting year: 2020.

Url: <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/noticias/estrategia-digital-frente-coronavirus-covid-19>

Uruguay

CREA educational platform

Description: Based on the Plan Ceibal, which delivered a computer to each student, Uruguay launched a series of educational platforms that took advantage of those strengths of a decade of digital education to face the challenges of the pandemic by promoting the use of its pedagogical platform, CREA.

Like a social network, where each member has their personal blog and can post comments on a wall, this platform is a virtual learning environment that allows you to manage courses, create or share didactic materials for students and work in groups. The use of CREA complements face-to-face education with virtual education and facilitates the development of mixed pedagogical proposals.

In their private area of academic use, the teachers can develop their curricular classes, propose tasks and track their students' grades. CREA centralizes the tools, applications and content that the teacher wishes to work with the class.

Impact: As it is known, Plan Ceibal delivered (since 2007) 2 million laptops (in a country with a total population of 3.5 million) and provided connectivity to 100 percent of the country's educational centers. In June 2020, 98% of students (734,000 users) were already accessing the Internet with broadband.

Based on that, as of June 1st, 2020, three months after face-to-face classes were suspended due to confinement, there were 454,000 students and teachers as active users on the CREA platform, more than two-thirds of the country's total.

This involved more than 14.3 million assignments submitted by students through the CREA platform as of June 1st, 2020.

In parallel, more than 19.4 million activities completed on the specific mathematics platform must be added.

Entity: Plan Ceibal / National Public Education Administration

Starting year: 2007.

Url: <https://www.ceibal.edu.uy/es/crea>

They aspire to a Special Mention in Open Data

34- Chile: COVID-19 Chile data viewer.

Justification: It is an open data repository with hard, scientific statistical information, which contains data analysis, associated methodology and formal background on the Coronavirus, in the form of graphs, boards and interactive maps that are adapted to mobile devices to facilitate their understanding. For this reason, it has become a site that all types of people can

review, since it is approachable, friendly and easy to navigate.

13- Colombia: Open Data.

Justification: Intrinsic to the core of the candidacy.

19- Peru: Single Work Certificate for Young People - CERTIJOVEN

Justification: The information required to issue the CERTIJOVEN is information that the Peruvian state has. What is done here is to leverage OPEN DATA to be able to gather them in a document with digital validity in a super short time and with zero cost.

20- Peru: Check your registration in the National Registry of Persons with Disabilities

Justification: The query about the registration of a person in the list of Persons with Disabilities has evolved with the open data policy; now a digital platform is offered where local and regional governments can make queries and then make valuable decisions that improve the quality of life of the citizens.

21- Peru: Report infringement of the rights of Persons with Disabilities

Justification: As part of the process of inclusion of people with disabilities in society, there is a process available to report the infringement of the rights of the person with disabilities and after processing, it can be included in Open Data (making it clear that the information will be anonymous).

23- Peru: Unique supplier file

Justification: Through interoperability, it makes use of the open data of other public entities.

47- Peru: National Voucher Delivery Report

Justification: For the development of this solution, the release of data related to the collection of economic subsidies granted by the Peruvian State during the COVID-19 emergency has been achieved. The data are managed by the Ministry of Development and Social Inclusion and the Ministry of Labor and Employment Promotion of Peru and are provided in a secure and anonymized manner.

48- Peru: COVID 19 Prevention Dashboard

Justification: The data on the consumption of medicines related to COVID 19 were made available, so that through the analysis of the data, the possible areas of transmission can be visualized.

They aspire to a Special Mention in emerging technologies

05- Chile: ClaveÚnica

Justification: It is the digital identity provider in Chile, which allows the generation of a trust-based relationship on the Internet between people and institutions, so that citizens can interact with the State in a reliable way by being able to prove their identity in online services.

07- Chile: FirmaGob

Justification: In Chile, less than 1% of people have advanced electronic signature.

09- Colombia: Blockchain for land allocation

Justification: It is part of the guide of emerging technologies of the Digital Transformation Framework for the State, of the MinTIC.

11- Colombia: Cloud computing

Justification: It is part of chapter 4 of the guide of emerging technologies of the Digital Transformation Framework for the State, of the MinTIC.

14- Colombia: Artificial Intelligence for Sustainable Development Goals

Justification: Intrinsic to the core of the candidacy.

40- Mexico: Susana Distancia

Justification: It is a chat bot that uses artificial intelligence.

41- Panama: Panamá Solidario Plan

Justification: Due to the existence of a virtual assistant of the Panama Solidario program (Sara) that works through Messenger, WhatsApp and Telegram

18- Paraguay: Requests for Transfers of Resources with Digital Signature

Justification: In Paraguay, digital signature was only available in 2010.

45- Peru: Payment of the COVID Economic Allowance Voucher for Cellular Banking

Justification: Use of USSD mobile technology to distribute the Covid Voucher to Peruvian citizens, reducing the transmission of COVID in agencies.

They aspire to a special mention on gender approach

01- Argentina: App 144 against gender violence

Justification: An app focused directly on prevention and reporting of cases of gender violence, as part of a comprehensive program of communication channels and multidisciplinary containment in this regard.

15- Colombia: Por TIC Mujer

Justification: Promotes empowerment and spaces for entrepreneurship and responsible use of technologies.

38- Mexico: Health Squad

Justification: Contributes to the visibility of empowered women.