

# Improving Service Delivery Process



## Digital Agenda **PANAMA** 4.0

Digital Government Ministers Forum  
of Korea and Central America

SAN JOSÉ, COSTA RICA  
JULY 28, 2017




**311**



ESTACION CINCO DE

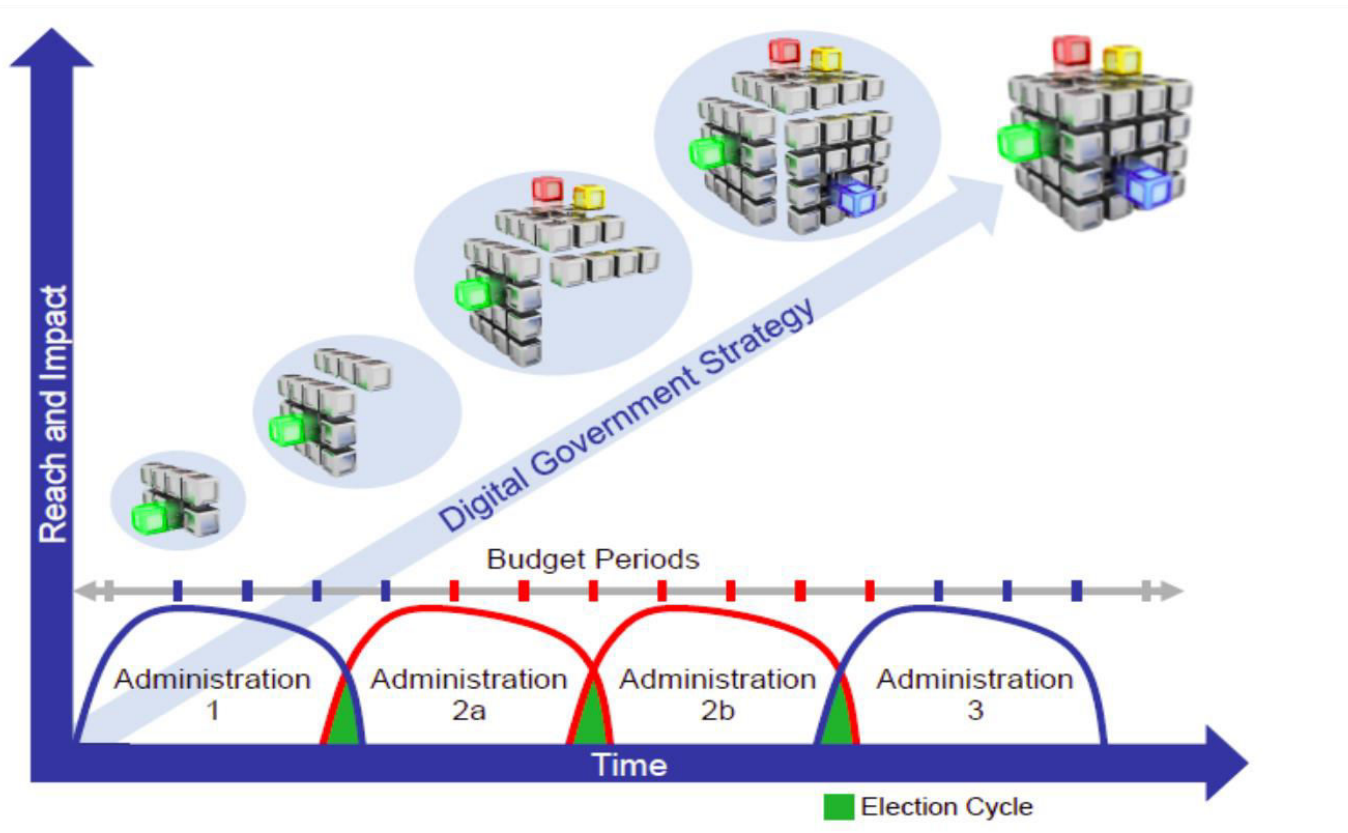
ESTACION CINCO DE



A photograph of Gary Kasparov, the former World Chess Champion, sitting at a chessboard. He is wearing a blue suit jacket over a white shirt. The chessboard is in the foreground, and the background is dark. The lighting is dramatic, highlighting his face and the chess pieces.

“when a society emphasizes something, by custom or mandate, **results will follow...**”

**Gary Kasparov**  
**World Chess Champion**  
**DEEP THINKING**



Comisión e-Panamá

Secretaría

Autoridad Nacional para la Innovación Gubernamental

**PANAMA 4.0**

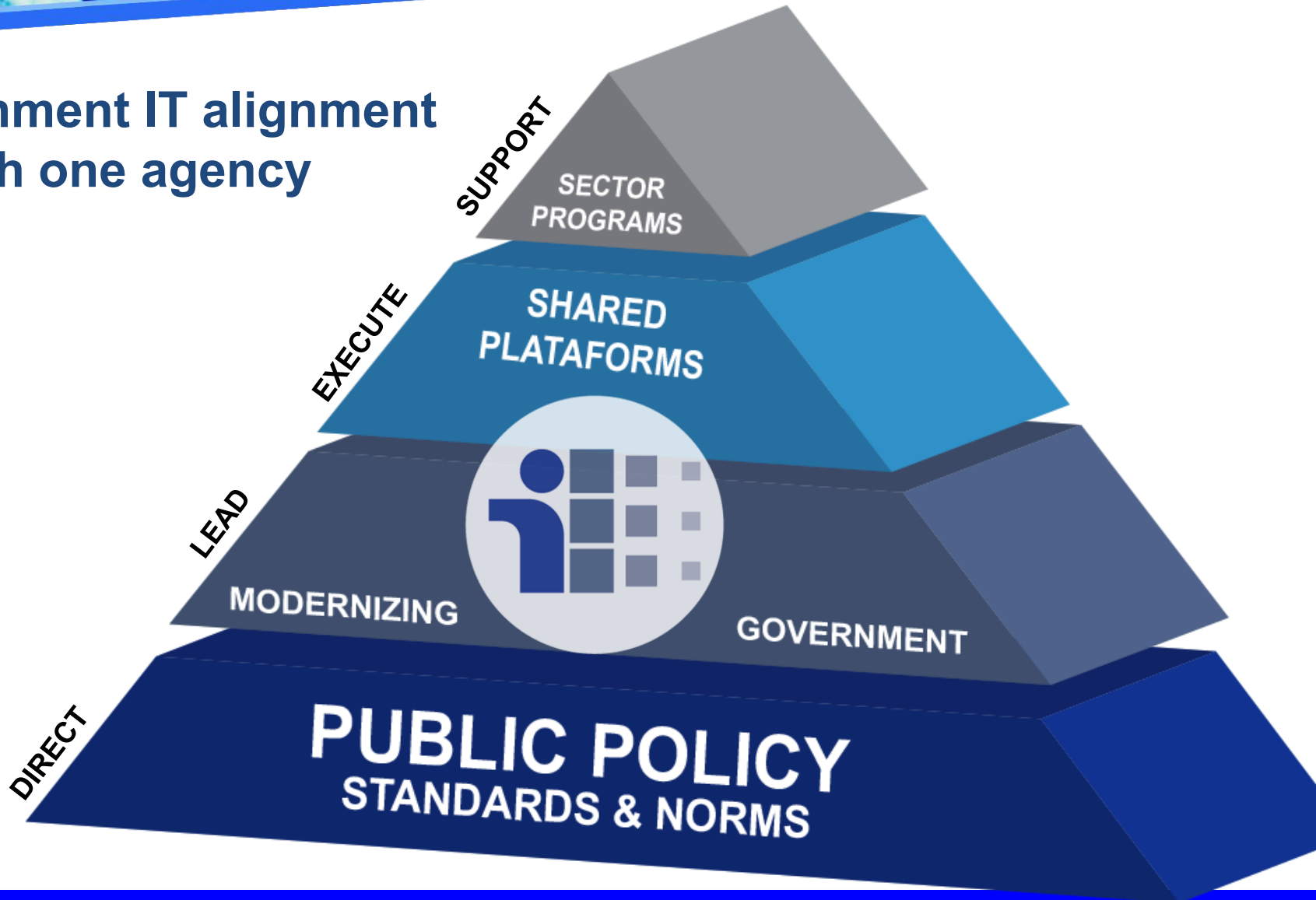


# Digital Agenda

# PANAMA 4.0



# Government IT alignment through one agency

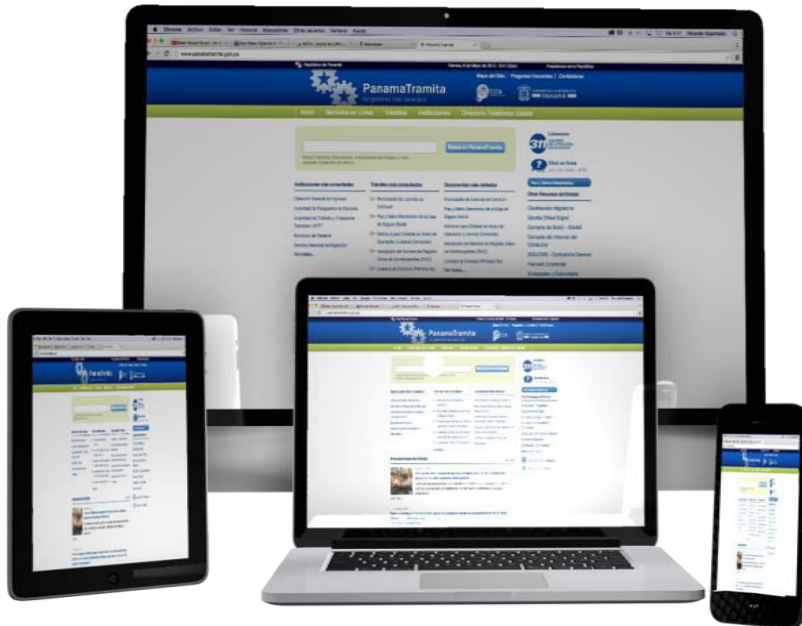


# ON LINE GOVERNMENT SERVICES AND PROCEDURES



**Law 83 – 2012  
e-Government**

**Executive Order 357 – 2016  
Measurement & IT Structure**



# DIGITAL GOVERNMENT LAYERS

## CITIZEN PROCEDURES & SERVICES



Gestión de  
Datos &  
Procesos



Seleccionar  
Trámites Alto  
impacto?

Definir  
Alcance y  
Objetivos?

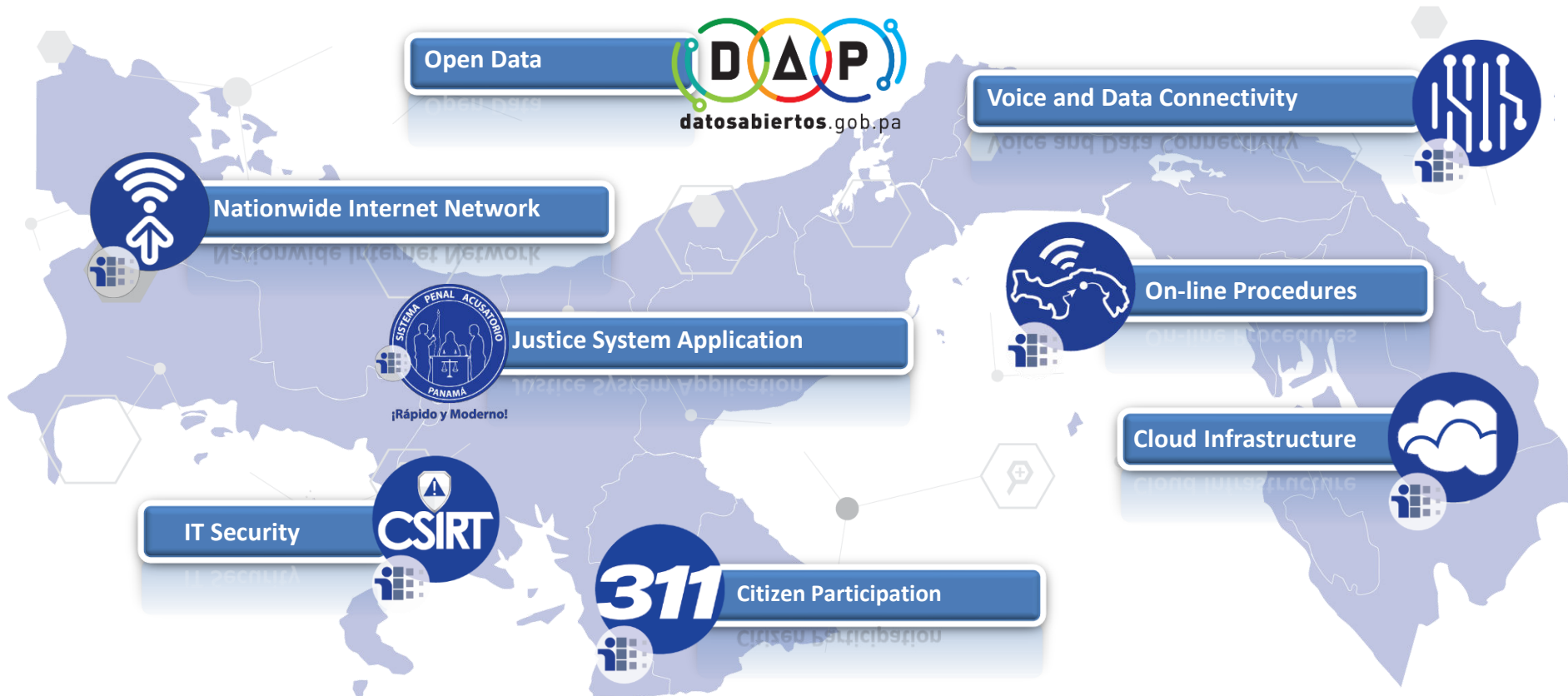
Elementos a  
utilizar,  
madurez,  
capacidad?

Criterios de  
selección?

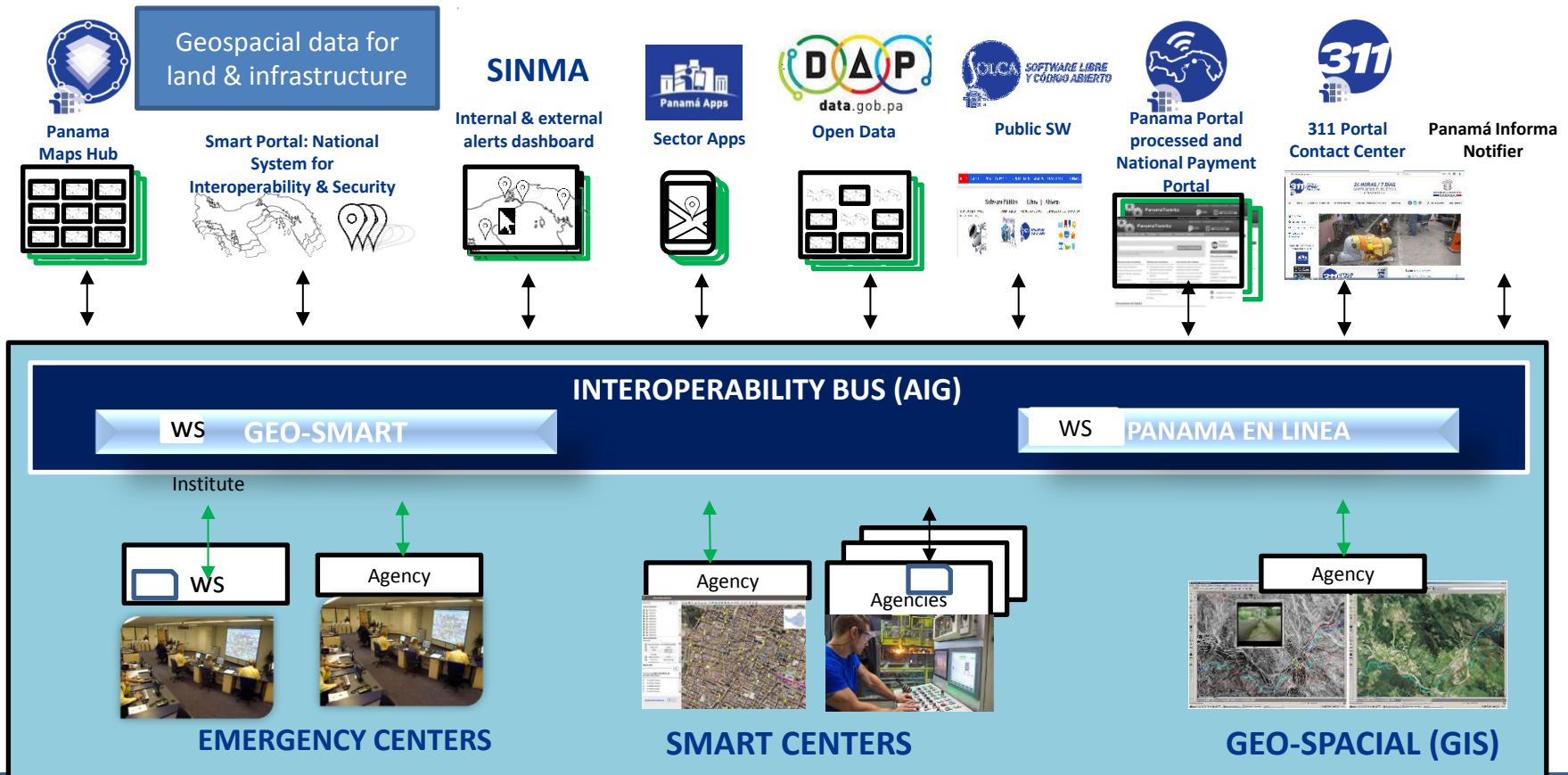
No cambiar  
plataformas  
actuales



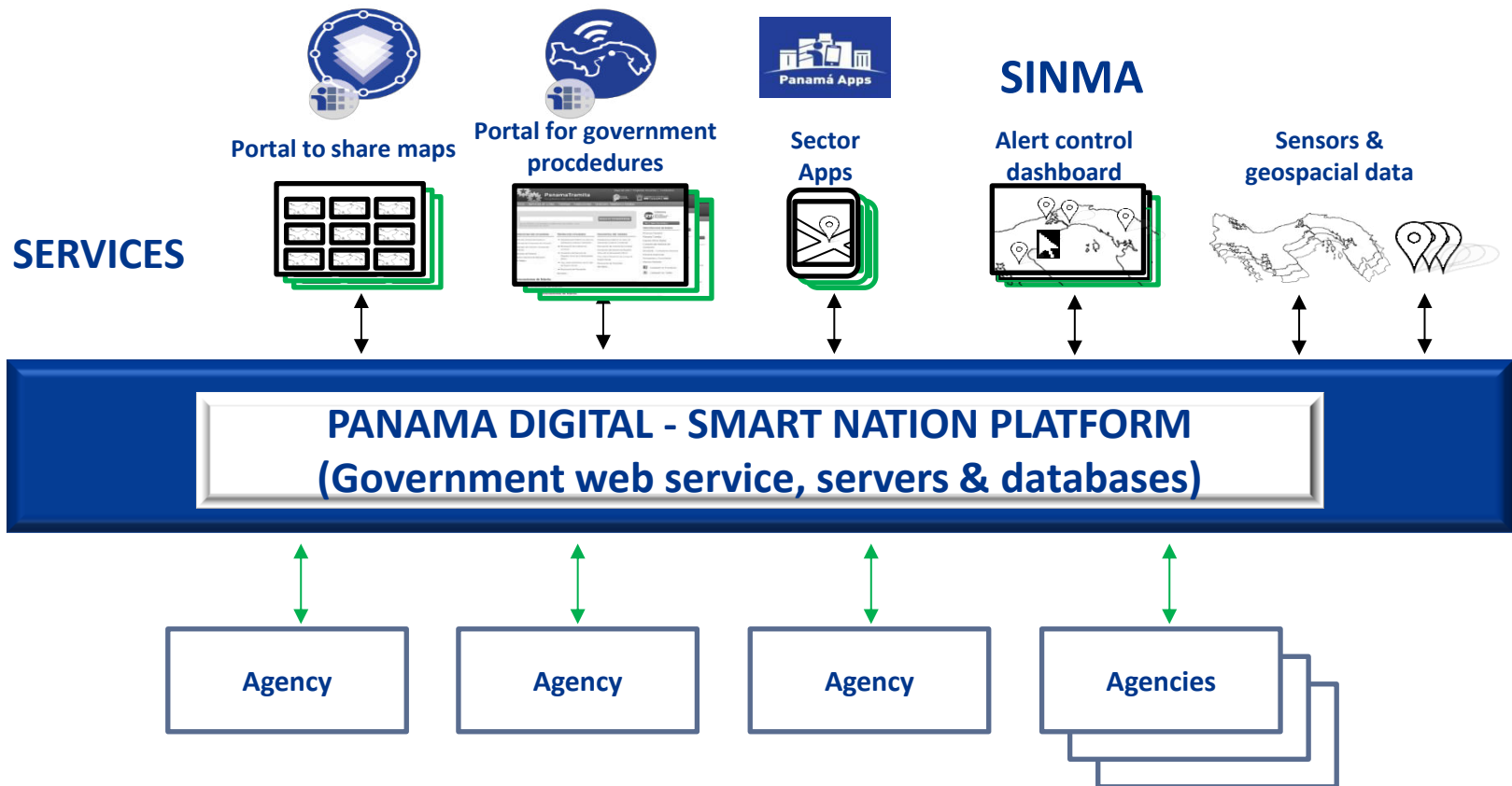
# DIGITAL ENABLING PROGRAMS



# EA FOR GOVERNMENT INSTITUTIONS

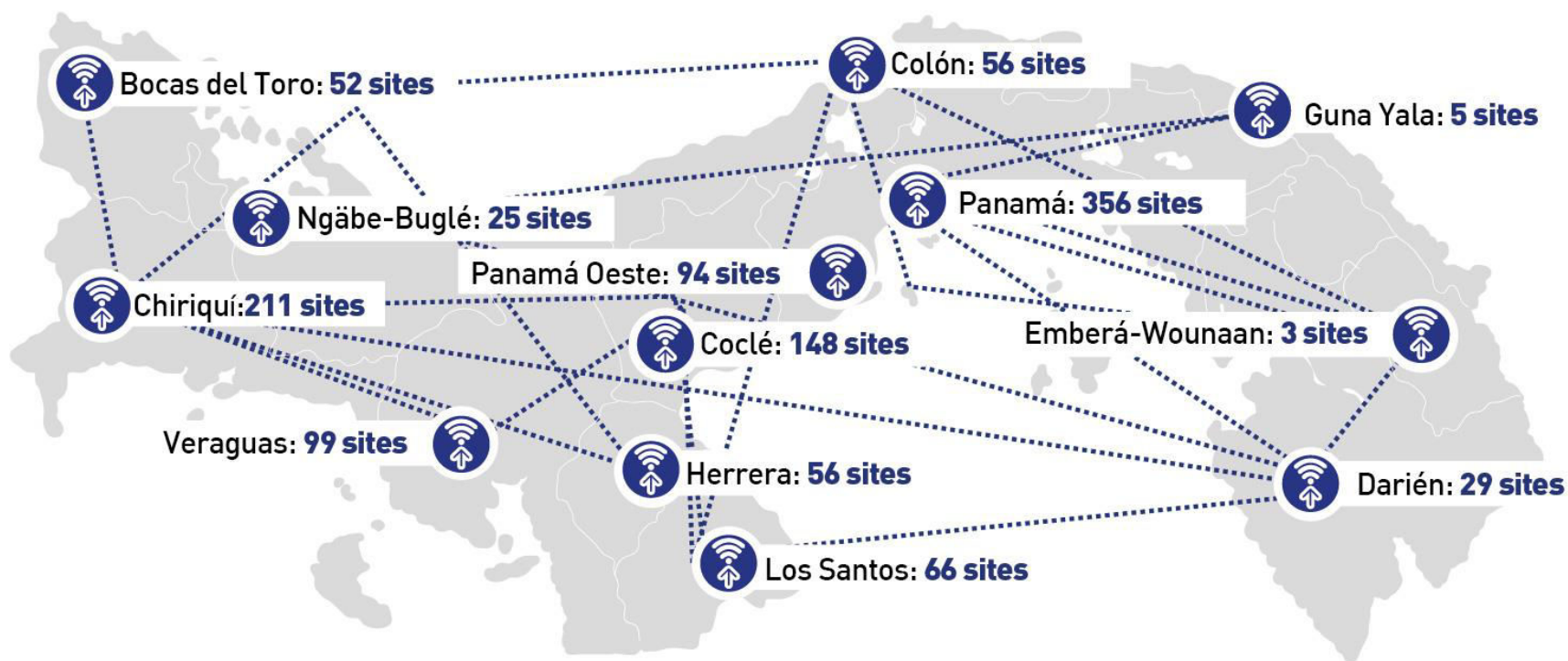


# GEO-SPATIAL HUB AND SERVICES





# 1,320 FREE INTERNET HOT SPOTS





# PANAMÁ APPS

Official repository for  
Government Apps  
(27 Apps available)

## Multi-tenant

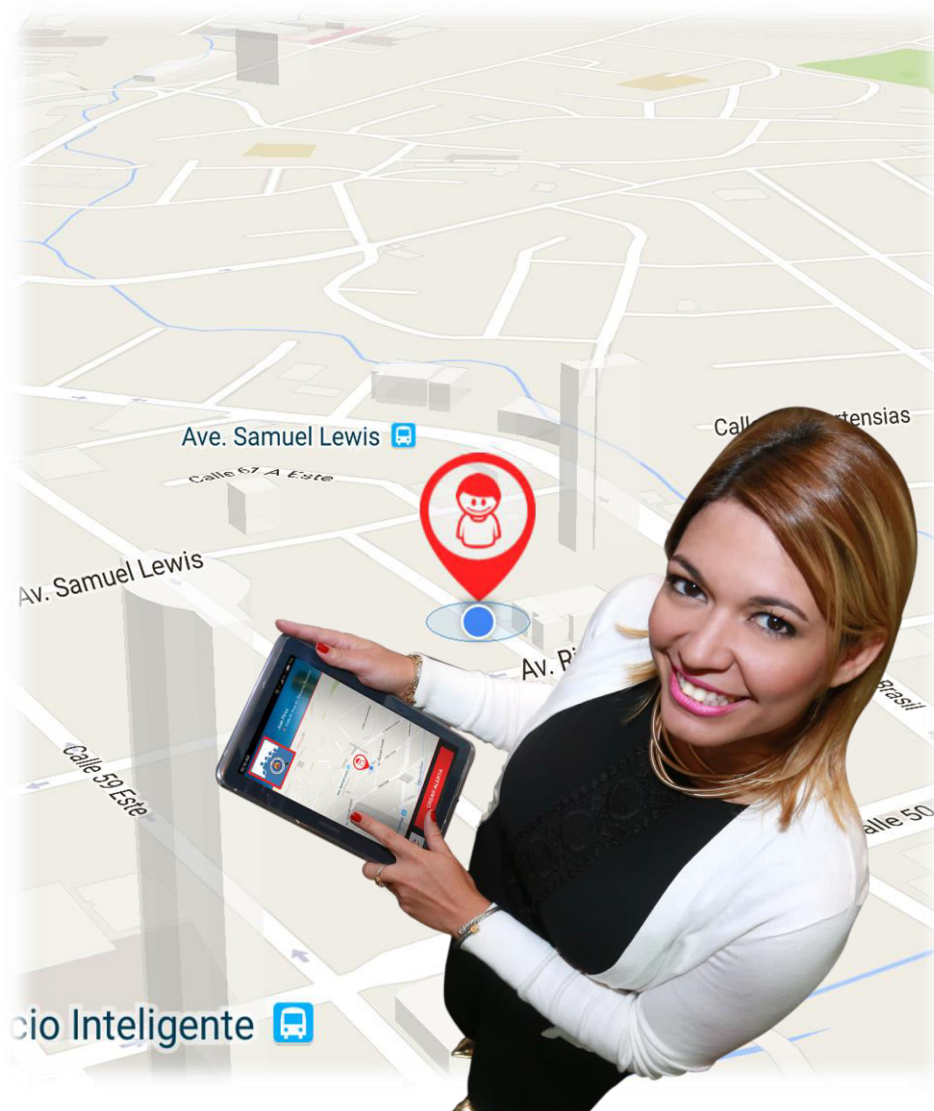
Allows for every agency to  
publish and manage their  
Apps.

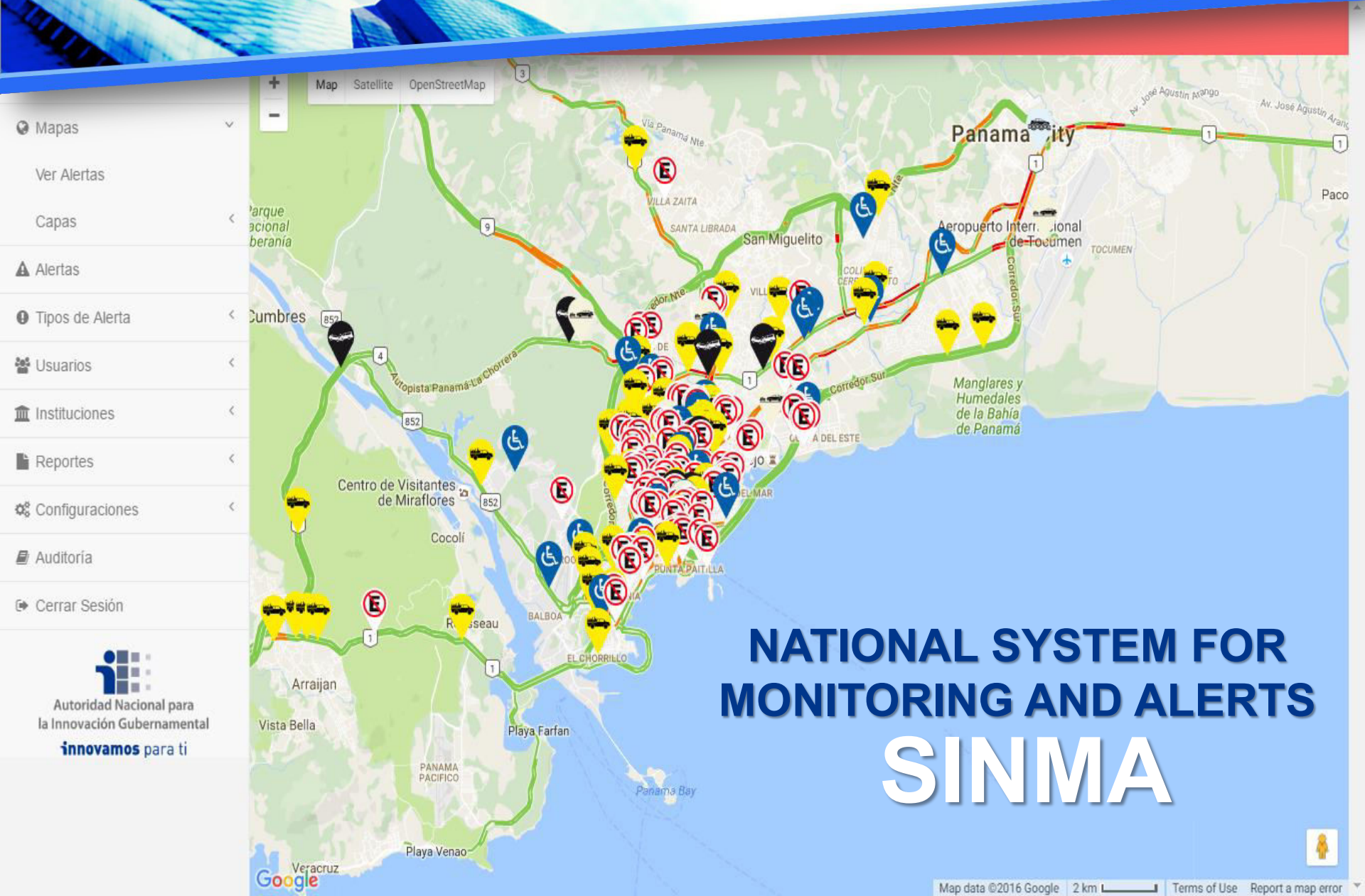


# SMART MOBILITY

- Control
- Tracking
- Smart Transportation

Services thru Traffic  
Management Systems  
Integration



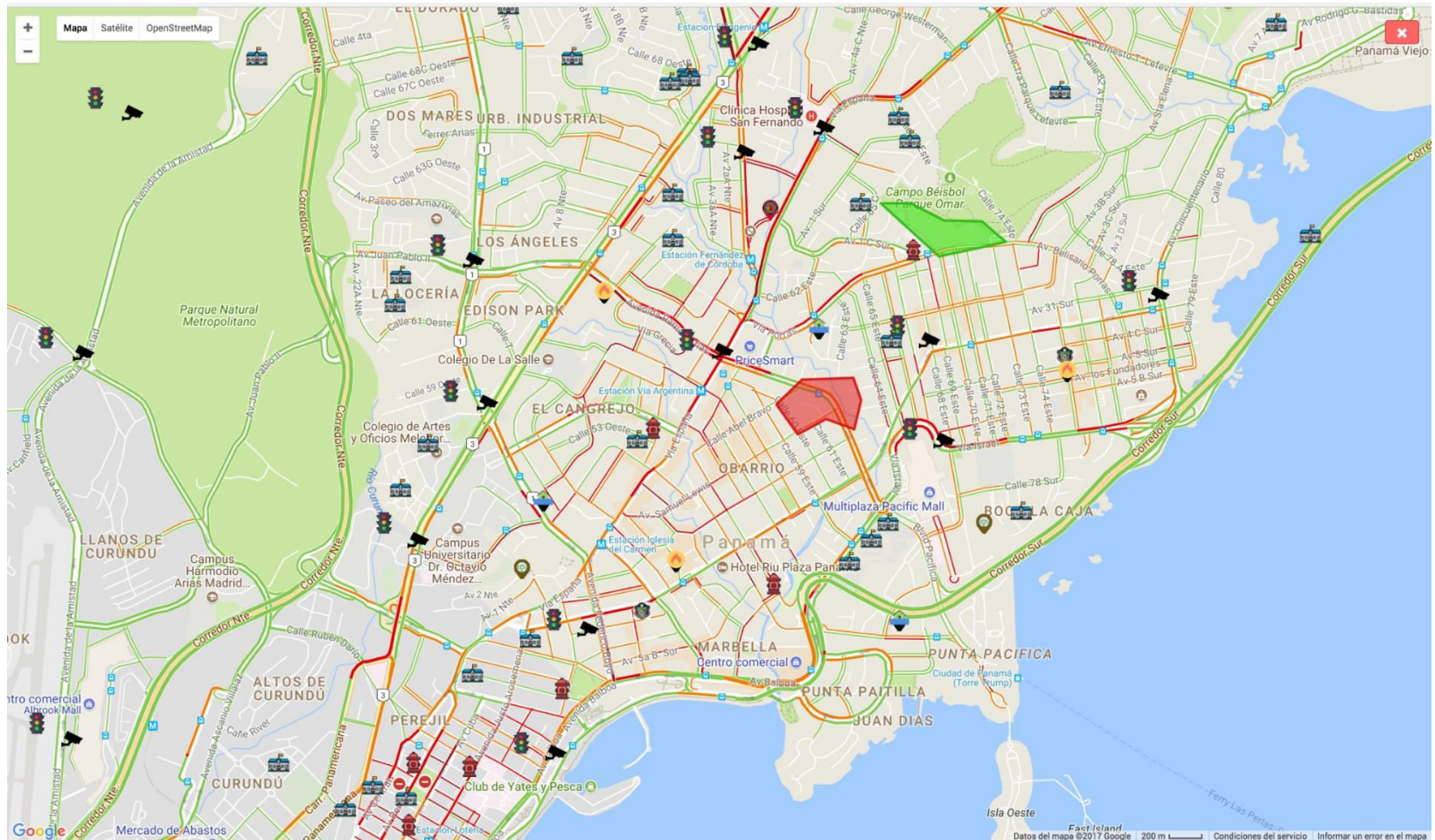


# NATIONAL SYSTEM FOR MONITORING AND ALERTS SINMA

- Mapas
- Ver Alertas
- Capas
- Alertas
- Tipos de Alerta
- Usuarios
- Instituciones
- Reportes
- Configuraciones
- Auditoría
- Cerrar Sesión

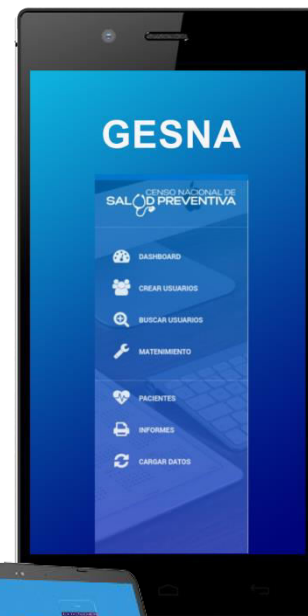
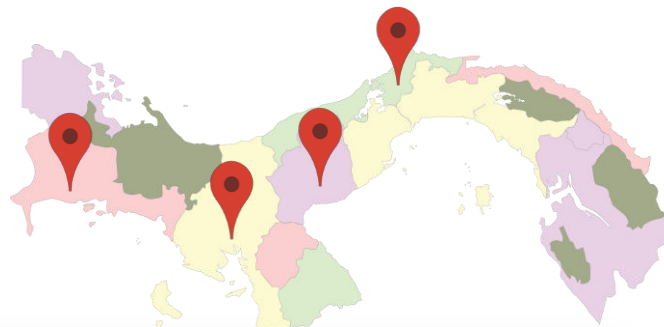
  
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# Natural disaster alerts





## ELECTRONIC SYSTEM FOR NATIONAL HEALTH (GESNA) HEALTH CENSUS




 DASHBOARD


 CREAR USUARIOS

 BUSCAR USUARIOS

 MATENIMIENTO

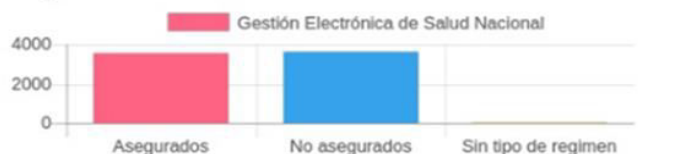
 PACIENTES

 INFORMES

 CARGAR DATOS

Total de pacientes registrados:

Masculinos registrados en GESNA por tipo de regimen



Asegurados:	No asegurados:	Sin tipo de regimen:
48.9%	50.43%	0.66%

Grupo de edad en GESNA por tipo de regimen

# SIAN System – Agrocomercial Censuses

The screenshot displays the SIAN system interface. At the top, there is a navigation bar with a search bar labeled 'Búscador', a user profile 'Admin', a 'Reportes' dropdown, and a user name 'stheektisto'. Below the navigation bar, the user profile 'ENRIQUE' is visible. The main content area is titled 'GEOREFERENCIA DE CULTIVOS' and includes a filter instruction: 'Usted puede filtrar los puntos que se muestran en el mapa con el siguiente formulario:'. The filter form has two dropdown menus: 'Categoría:' set to 'Cultivo' and 'Sub Categoría:' set to 'Sandia'. Below the filter is a satellite map of a region with several red watermelon icons representing agricultural plots. On the left side, there is a dark sidebar menu with various options like 'Dirección del productor', 'Tiempo en la actividad de producción', etc. On the right side, there is a user account menu with options like 'Mi cuenta', 'Editar cuenta', and 'Cerrar Sesión'.

This screenshot shows a different part of the SIAN system interface. It features a navigation bar at the top with 'Búscador', 'Admin', 'Reportes', and 'stheektisto'. Below the navigation bar, there is a section for selecting a province, with 'Amoz' selected in the 'Provincia' dropdown and 'Los Santos' listed below. A blue 'ACEPTAR' button is visible. The main content area is titled 'Meses de periodo de cosecha' and displays four calendar icons for the months: ENERO (green with a white checkmark), FEBRERO (green with a white checkmark), MARZO (red with a white X), and ABRIL (red with a white X).



# Digital Identity



PROTOTYPE

- Electoral Tribunal KPI Certificate
- Private key (accesible only through password)
- Citizen data
- Biometric data (fingerprints, picture and digitalized signature)
- Storage of applications and information generated by the eID

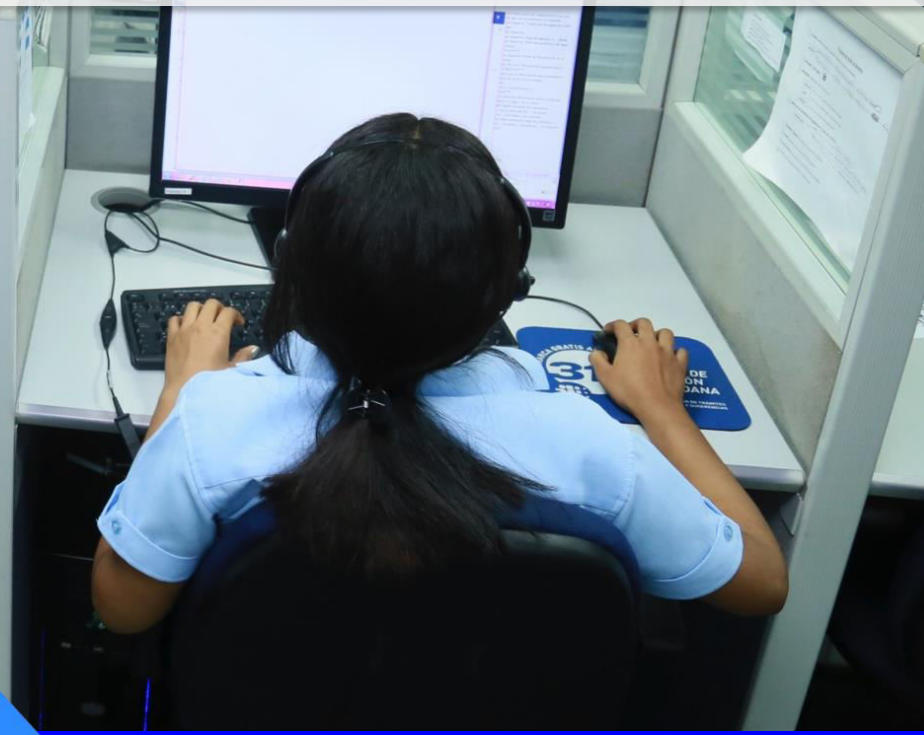




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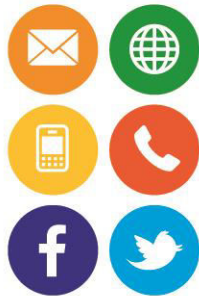
**CENTRO DE  
ATENCIÓN  
CIUDADANA**

**Citizen Service  
Ecosystem**



## EASE OF ACCESS

Omnichannel Citizen Access



Single point of entry

24x7x365 Contact Center



Service SLA's by agency

## CONTINUOUS IMPROVEMENT

CRM



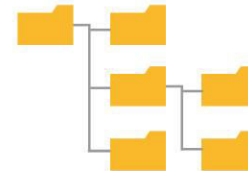
PBX



Back Office



Big Data (1.5 million cases annually)



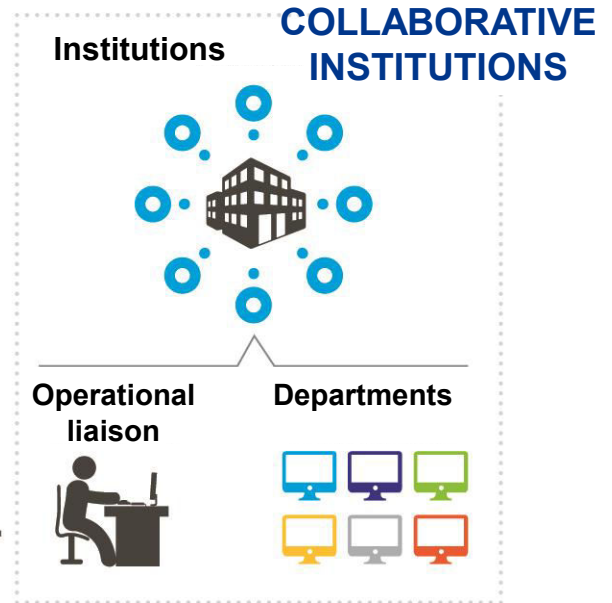
Business Intelligence (provided to ministers and other leaders as well as the public)

Government Cloud

CUTTING EDGE TECHNOLOGY



MEASURABLE GOVERNMENT KPI'S





## TRÁMITES GUBERNAMENTALES

Los requisitos establecidos para los trámites de la entidad están disponibles en el Portal Oficial [www.panamatramita.gob.pa](http://www.panamatramita.gob.pa) o en el app móvil PanamaTramita (descárguelo desde PanamaApps).

**PANAMATRAMITA**  
**DISPONIBLE EN**  
**Panama Apps**



- 1 Es obligación de la entidad **mantener actualizado el Portal Oficial** con todos los trámites y sus requisitos.
- 3 Los trámites disponibles en línea **tienen la misma validez** que aquellos que se realizan de forma presencial.

- 2 Los trámites en línea **no generan gastos adicionales** a los presenciales.
- 4 **Los usuarios están exentos de aportar datos y/o documentos** que reposen en las bases de datos de las entidades públicas cuando ello se indique en el Portal Oficial.



Para orientación, quejas, reportes, sugerencias o consultas sobre trámites de las entidades del Estado puede llamar gratis al 311.

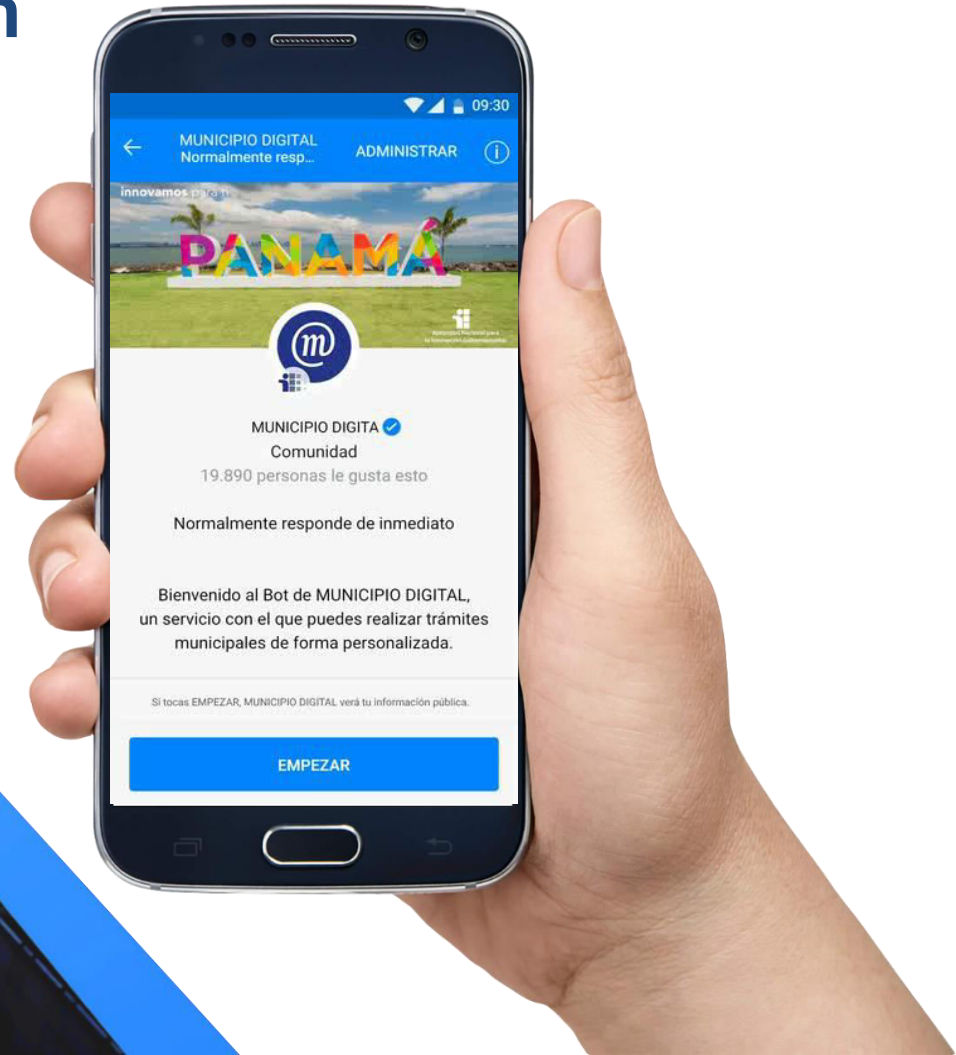
  311Panama

DESCARGA EL APP



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# Cloud based local government mobile App with chatbot



# LOCAL GOVERNMENT IT ROAD MAP



Deployed solutions



-  GRP
-  COLLECTION
-  GOVAPPS  
MUNICIPAL PROCEEDINGS
-  NEWS
-  EVENTS



Solutions to develop  
in the medium term



# IT COMPETENCIES TRAINING



- **8,105** IT Government employees trained.
- **3,267** IT specialized courses.
- **3,549** trainings on our IT platforms and systems.
- **1,289** IT seminars and conferences.
- **397** Training events.



# PANAMÁ HUBDIGITAL

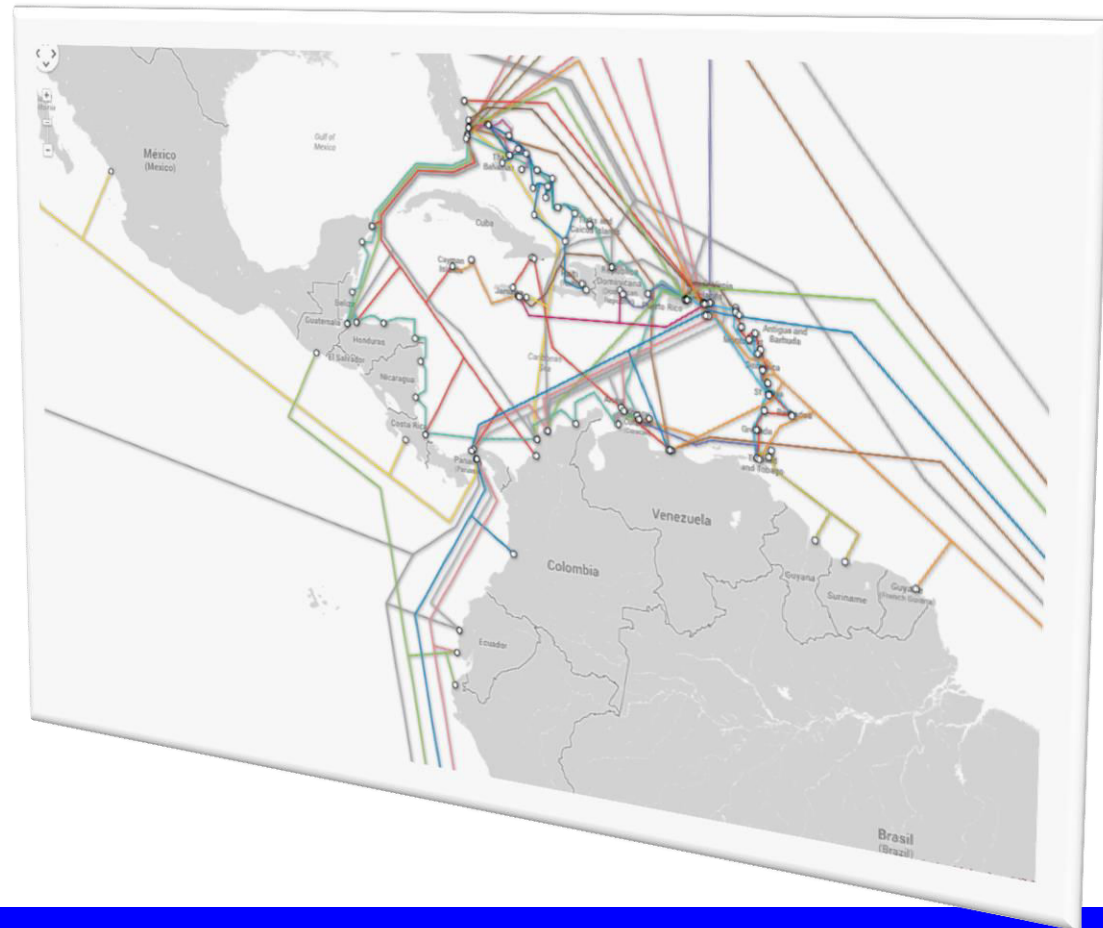
## ❑ Advantages as a Strategic Center

- ✓ Maritime Hub
- ✓ Aerial Hub
- ✓ Fiber Optics Hub (7)
- ✓ IDC and Tech Hub

## ❑ Connectivity Hub

- Center for Traffic Exchange (IXP) and regional content.

# INTERNATIONAL CONNECTIVITY



**12TH.**  
RED GEALC  
MEETING

**5TH.**  
MINISTERIAL MEETING  
FOR ELECTRONIC GOVERNMENT  
IN LATIN AMERICA AND THE CARIBBEAN

**PANAMA**

**2018**

NOVEMBER 15-16





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