

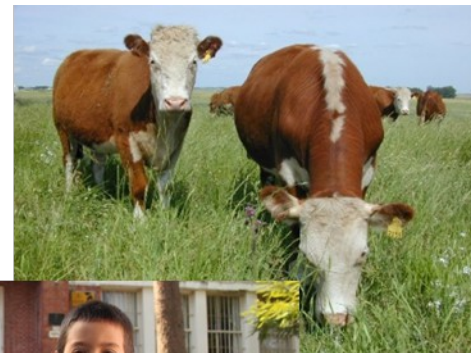
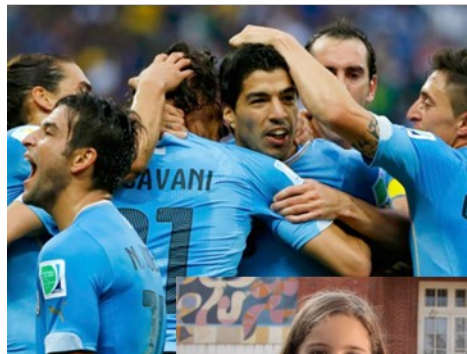
SIMPLE

Automation of Procedures

Ing. Karime Ruibal Faral
Directora de Servicios Digitales



Uruguay



Goals

2018



50% start to finish on line

2020



100% start to finish on line

“La mejora permanente en la gestión pública cumplirá una etapa trascendental con el Gobierno Electrónico. Al 2016, el 100% de los trámites podrá ser iniciado y seguido por Internet y teléfonos celulares, incluyendo opciones de pago”.

Dr. Tabaré Vázquez

Presidente de la República

Primera Alocución en Cadena Nacional

Marzo 01, 2015

Goals

2016



100% start on line



2017

35 %

39 %

2018



50% start to finish on line

2019

85 %

2020



100% start to finish on line

Background

Decree 177/2013. Executive Power

- Categories. 11 categories were defined. Each service belongs to one category.
- Tramites.gub.uy. Service's Portal with backoffice where the Ministries can publish their services
- Simplification Matrix. This tool was developed to visualize, in accordance with the characteristics of each service, wich kind of simplification or suppression can be done.

Components

Which are the components that we need for the beginning?



Digital signature

ID Uruguay

Single Sing On



E-notification



Electronic Agenda



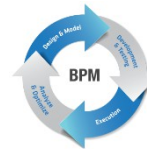
Traceability



Pay online



E-form or



BPMS ?

SIMPLE – In a nutshell

Lightweight Business Process Modelling (BPM) System

Forms featuring web usability and accessibility standards

Responsive web design (RWD) to fit all devices

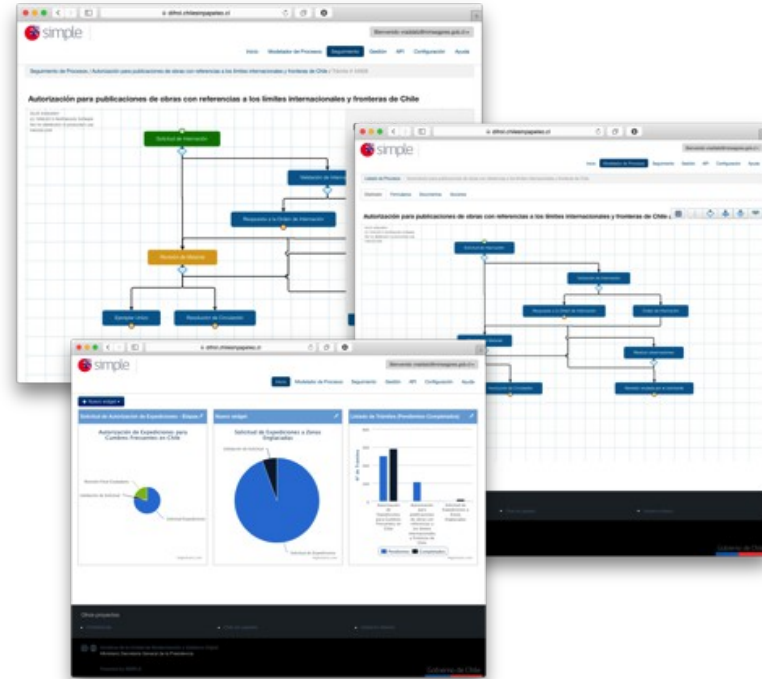
Deployed as a Service in the cloud

Easy to use & configure

Can be integrated to any website / portal

Result of vast investigation and development

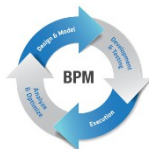
Open Source



NOT CENTRALIZED



e-Notification



SIMPLE



Digital Agenda



CENTRALIZED



Digital Signature

Single Sign On
ID Uruguay



Traceability



Pay online

Target Ministries: do not have a tool to implement business processes

Organization

Providers (+150)

- Project Management
- Change Management
- Configuration and/or development of the services and/or tools and integrations

Ministries (+ 1000)

- Teams Crossed over the organization
 - Leader
 - Functional
 - Technical
- Service's owners

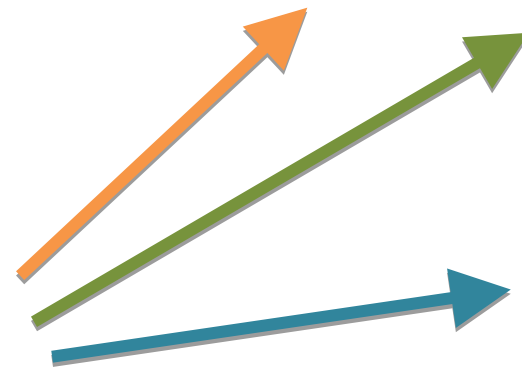
AGESIC (+90)

- PMs
- Platform of services
- Other areas like security, technologie, PMO, finances and so on



Actions Lines about SIMPLE

- Training
 - AGESIC
 - Providers in general
 - Ministries
- - Call suppliers for
 - Evolution of SIMPLE
 - Implementation of gov services



Training

2016 – Q2:

- Workshop Technical
- Workshop Functional
- Special training AGESIC
- Knowledge tranference

2016 – H2, 2017 & so on

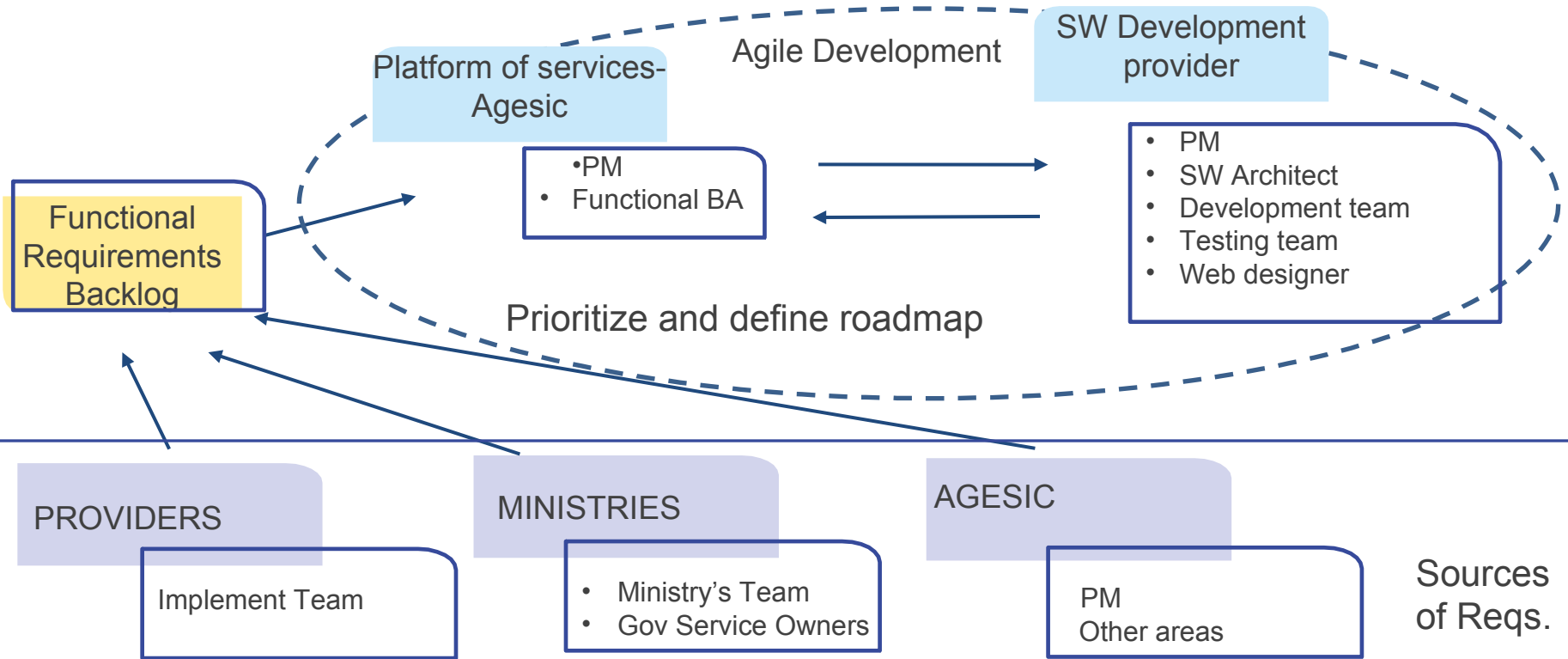
- Live basic training course – for modelers
- Live advanced training course for IT administrators
- Centralized support through ticket system
- Product manual – updated with every version



Evolution SIMPLE

- Open source web LAMP development (Linux/Apache/MySql/PHP)
- Agile development methodology
 - development cycles of 3-4 weeks, followed by a testing cycle of 3-4 weeks for each version
 - Each cycle has early validation of implemented requirements with relevant stakeholders for feedback.
 - ability to insert new requirements relatively fast

Handling the requirements



Criteria for features introduced per Development Stages

2015-2016 – Stage I	2017 – Stage II	2018-2019 – Stage III
<ul style="list-style-type: none"> • Mandatory features, required for all online gov services. • Specific integration requirements defined by AGESIC. • Features detected at survey stages of Services Implementation. 	<ul style="list-style-type: none"> • Improve performance. • Features further detected at survey stages of Services Implementation (start to end). • Improving features previously introduced, due to feedback of users of services implemented during previous stage. 	<ul style="list-style-type: none"> • General improvement of the users experience. • Improving system architecture. • Higher complexity features to increase efficiency and resource usage of the system
<ul style="list-style-type: none"> • Bugs correction • Quality assurance 		

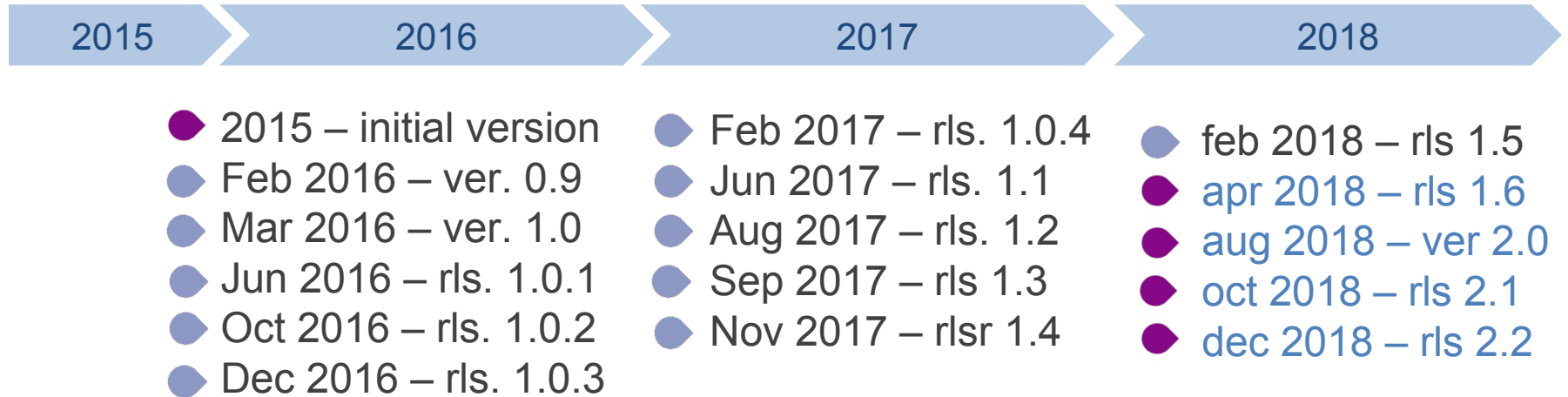
Main features per Stage



2015-2016 – Stage I	2017 – Stage II	2018-2019 – Stage III
<ul style="list-style-type: none">• SSO (ID Uruguay)• Traceability• Advanced electronic signature• Web Services (SOAP/REST)• Integration with SAE (Digital Scheduler software)• Data blocks• Elimination of licensed components	<ul style="list-style-type: none">• Payment gateways• Omnichannel• Integration with Authorizations module (Power of attorney)• Automatic task execution (WS)• Embedded digital scheduler• Geolocation• Other improvements<ul style="list-style-type: none">• Reports• User roles• Monitoring	<ul style="list-style-type: none">• Multitenant• Process versions• validations plugin (business rules server side)• new signature component (easier usage)• DB optimization• configurable trays
<ul style="list-style-type: none">• Web quality (Usability, Accesibility, Responsive web design)• Security (WAF, EH)		

Evolution in Timeline

SIMPLE evolution - development

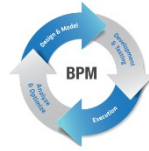


Online Services Implementation





E-form or

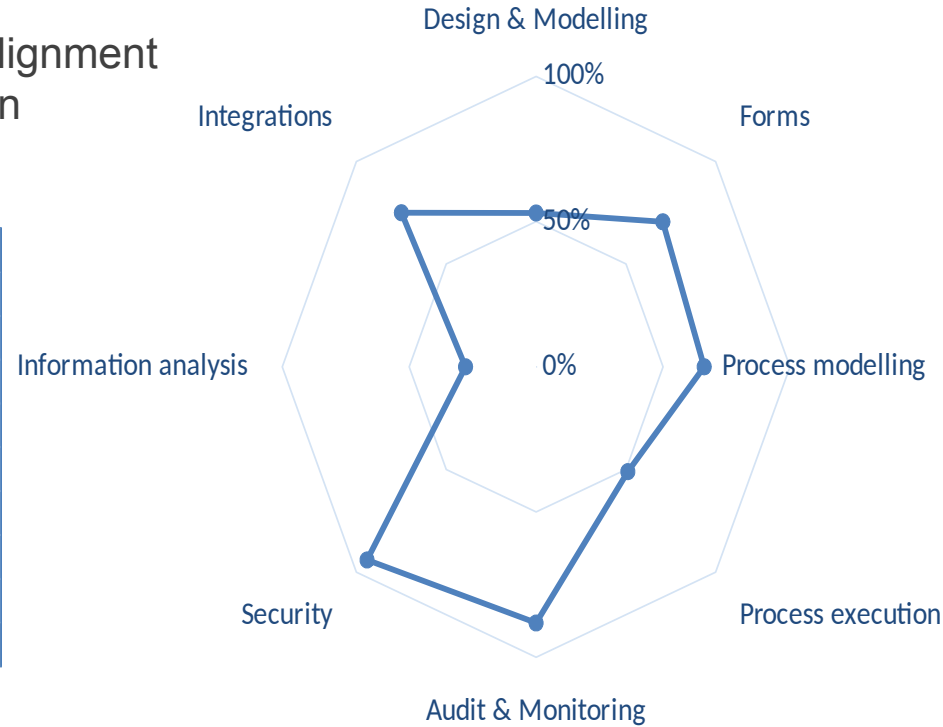


BPMS ?



Towards end of 2017, we compared the product alignment with a series of desired requirements defined by an investigation team in BPM, scoring as follows:

Category	Score%
Design & Modelling (General)	53%
Forms	71%
Process modelling	66%
Process execution	51%
Audit & Monitoring	88%
Security	94%
Information analysis	28%
Integrations	75%
Total	64%



Adoption in numbers

- 9 out of 14 Ministries adopted SIMPLE
 - 7 - as a Service
 - 2 – local deployment
- 450+ Online Gov Services can be initiated in SIMPLE
 - 170+ of those are implemented end to end



Thanks!!

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