

# Strategic Digital Agenda Republic of Panama

## THE KOREAN EXPERIENCE: LESSONS FOR LAC DEVELOPMENT

IADB Headquarters, Washington D.C., May 13th-15th, 2014



Autoridad Nacional para  
la Innovación Gubernamental

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National Director of Innovation







## PRIMERA LÍNEA DEL METRO DE PANAMÁ

### RECORRIDO Y ESTACIONES

#### LICITACIÓN PARA LÍNEA I

#### CONSORCIOS PRECALIFICADOS

CONSORCIO CIMA	PAÍS
> Acciona Infraestructuras, S.A.	España
> Mitsubishi Corporation	Japón
> Mitsubishi Heavy Industries, LTD.	Japón
> Constructora ICA, S.A. de C.V.	México
> Construcciones y Auxiliar de Ferrocarriles, S.A.	España
> Tren C.A.F.	España
CONSORCIO LÍNEA UNO	PAÍS
> Constructora Norberto Odebrecht, S.A.	Brasil
> Fomento de Construcciones y Contratas, S.A.	España
> Tren ALSTOM	Francia
GRUPO ITALIANO METRO PANAMÁ	PAÍS
> Impregilo SPA	Italia
> Astaldi SPA	Italia
> Ghella SPA	Italia
> Tren ANSALDO BREDA	Italia

#### ESTRUCTURA DE LA RUTA

- SUPERFICIE
- TRINCHERA
- SUBTERRÁNEO
- ELEVADO
- UBICACIÓN DE PATIOS Y TALLERES
- UBICACIÓN DE LAS ESTACIONES
- ESTACIÓN A CONSTRUIR PERO ESTARÁ FUERA DE OPERACIÓN

#### CALENDARIO PREVISTO

- > Entrega de ofertas de licitación 30/7/2010
- > Entrega sustancial de la obra 1/12/2013

#### CONCEPTO

CONCEPTO	SOLUCIÓN
> Túneles	7.23 km
> Trinchera abierta	1.19 km
> Viaducto (incluye rampa de transición de subterráneo a elevado)	5.28 km
> Longitud Total	13.70 km

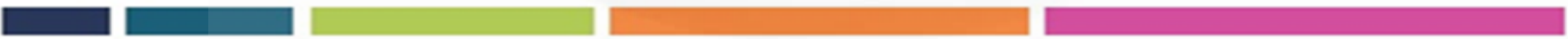
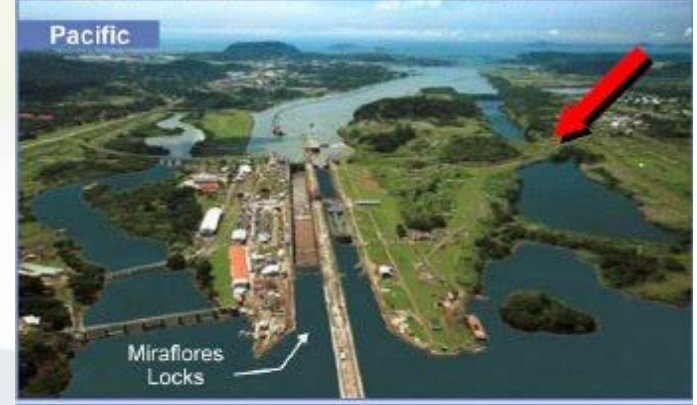


\*Infografía: La Prensa-Departamento de Infografía  
 \*Fotografía: Secretaría del Metro





### Aerial View of the Construction Sites of the New Locks



**Panama has the 2nd most competitive economy in Latin America, according to the latest report by the Institute for Competitiveness ADEN, maintaining its strong performance in infrastructure, economic stability and leading other countries access to technology”**



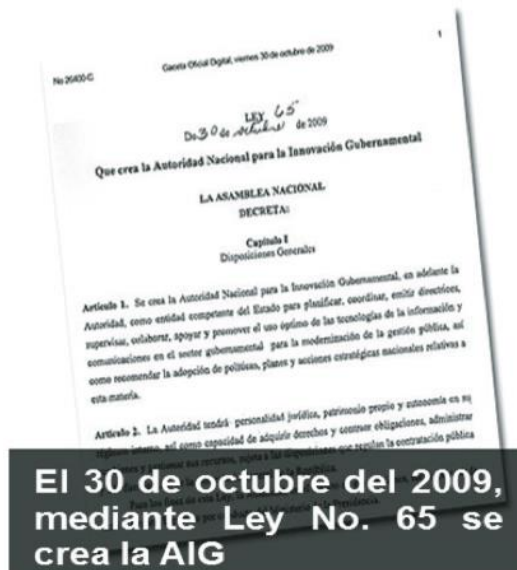
**Bureaucracy is a problem that continues to advance the development and is associated with inefficiency, laziness and waste of resources**

- **Government procedures** are in most cases unclear and used contrary to the spirit of the laws and regulations that create them.
- Sometimes the process itself is considered more important than the decision.
- Creating more and more rules and processes, increasing complexity and decreasing their coordination, facilitating the creation of conflicting rules.









Presidential Secretariat  
for Governmental Innovation



National Authority  
For Governmental Innovation

## FUNCTIONS

- Plan and develop bi - annual plans of national policies and plans for innovation to transformation and modernization.
- Coordinate the development of initiatives related to the use of Information Technology and Communications (ICT 's) by public entities.
- Monitor and periodically inspect the state of technological systems to verify compliance with the standards or to identify conditions that need to be corrected through concrete actions .
- Organize and execute plans and training programs and training of staff in the department of computer science and technology units of public entities.
- Provide advice and consultancy services to public entities on design, development, Implementation, review of systems or computer procurement of goods and services; as well as providing assistance in the re- engineering of processes and procedures of entities.

## NATIONAL INNOVATION COUNCIL

1. President
2. Minister of the Presidency
3. Minister of Economy and Finance
4. Minister of Science and Technology
5. Administrator of the National Authority for Government Innovation





45

Unforgivable

Debureaucratization of the State

# PAPERLESS PANAMA

## Panamá sin Papel

Executive Decree No. 928 of September 21, 2010

Formularios Electrónicos y Trámites Automatizados

[www.panamatramita.gob.pa](http://www.panamatramita.gob.pa)

Aprobación de planos en línea

Pasarela de pagos Ventanilla única

Expedientes digitales

Citas médicas en línea

Gobiernos locales en línea

Pagos por ACH Kioscos biométricos

Pasaportes electrónicos

Correspondencia estatal electrónica

firma electrónica

Portal nacional de pagos

Justicia sin papel

aplicaciones

Interoperabilidad

móviles



## Caja de Herramientas



Automated Electronic Forms and Procedures (Management Platform Step AGT-BPM)



Digital certification  
Law 82 of November 9, 2012 - That gives the Public Registry of Panama powers and registration authority certifying electronic signature



Technology Standards and electronic data interchange -EDI



Law 83 of November 9, 2012 - It allows the Electronic Media in Government Management

Leyes y Reglamentos



National Portal Gateway and Payment (Banked and unbanked users)



Training Specialized Institutions technical teams



Platform for Interoperability



Automated Electronic Forms and Procedures  
(Competitiveness)

## Building Permits (Competitiveness)

- Approval of Plans – Municipality of Panama
- Preliminary Approval – Ministry of Housing and Land Management

Online Vehicle Transfer and Online Certification  
Transit Authority and Land Transport – Town Municipalities

Discount Certifications for public workers –  
General Comptroller of the Republic

Additionally **100 online forms** to initiate proceedings with the state, which include more than 29 institutions.



ALCALDIA DE PANAMA



**TE** TRIBUNAL ELECTORAL  
LA PATRIA LA HACEMOS TODOS



Registro Público de Panamá  
República de Panamá



**With the integration of the Interoperability Database Platform, the use of Electronic Payment Gateway and development on Step Management Platform**

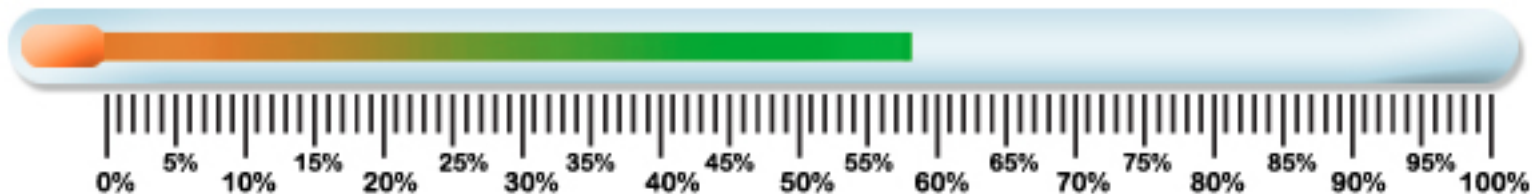




**Project: Health Information System**

**Release Date: October 2012**

### Percentage Progress



## GENERAL DESCRIPTION

The HIS (Health Information System)/ SIS (spanish) is a technology platform that interfaces with the different areas of a Hospital, Polyclinic, ULAPS and/or CAPPS to generate a single patient Medical Record, which can be accessed from any Executing Unit Social Security nationally. The SIS aims to facilitate the availability of information to all patients and streamline internal, both medical and administrative processes to provide better service.



## ELECTRONIC SIGNATURE

The National Program for Electronic Signature is regulated by Law No. 82 of 2012 and Law 51 of 2008 and is administered by the Public Registry of Panama





**Correspondencia**  
Estatal Electrónica

## STATE ELECTRONIC MAIL

Electronic Collaboration Tool that facilitates communications management, correspondence and exchange of inter-and intra-Governmental Documentation.



# Mobile Government Services

- Provide the best service to citizens with convenience and flexibility.
- Reduce the cost of public administration and public attention efficiently.
- Support the transformation and modernization of government institutions.
- Easy to reach a greater number of citizens through mobile government services, compared with the possibility of having internet access.

# FERIA DE GOBIERNO MÓVIL

LUGAR: PARQUE BELISARIO PORRAS DE BEJUCO



SÁBADO Y DOMINGO

**8 Y 9 DE FEBRERO**



**BOLSA DE EMPLEO TARIMA ARTÍSTICA**





- Follow-up Procedures
- Monitoring of Edicts
- Naturalization
- Visas Approved

You will know your immigration status from the comfort of your mobile.



Mobile System Traffic Fines and verification of vehicles and mobile device support cellular data network



# HEALTH Social Security

Nuevo APP  
ya en tu smartphone  
"Mi Seguro Social"



Baja tu  
Seguro,  
súbete al futuro

Disponible para todos los sistemas operativos

Accede a toda la Caja de Seguro Social en tu smartphone con la nueva APP que trae toda la comodidad del siglo XXI.

www.css.gob.pa



## Appointments Via Web

### Citas Médicas Vía Web

La Caja de Seguro Social ofrece el servicio web en la cual el usuario puede solicitar su Cita Médica por medio de nuestro sitio web y una vez solicitada se le da seguimiento por parte de nuestro equipo del Centro de Contactos.

▶ Entrar



## Appointments Via Web for Deaf

### Citas Médicas Vía Web para Personas Sordas

La Caja de Seguro Social ofrece también el servicio de Citas Médicas Vía Web para Personas Sordas. En el cual el usuario por medio de nuestro sitio web puede llenar un formulario y una vez enviada la solicitud es manejada por nuestro equipo del Centro de Contactos quienes dan seguimiento a la cita.

▶ Entrar



## Cancel your Medical Appointment

### Cancelar su Cita Médica

Este servicio en línea esta disponible para que el usuario pueda cancelar su cita otorgada por medio del sitio web.

▶ Entrar

## "Public Directory and Points of RNI mobile"

Locate the Public Services of the Republic of Panama. The user can view information about the various ministries, health centers, parks and points of the National Network of Internet, shown visibly clean and their geolocation on a map as well as contact details, and directory paths



**Mobile System  
Traffic Fines  
and verification  
of vehicles and  
mobile device  
support cellular  
data network**

## "Publishing Scholarship and Employment"

Report offers from: Scholarships and Employment of the Republic of Panama. It will display the resources of the various institutions and entities.

### "B2B"

Mobile application that allows interaction between companies of the Republic of Panama by providing entrepreneurs with tools to build a community of companies.

Community undertakings in which the possibility that each display your catalog of your products and services and establish a mechanism of communication between them is provided.

## PANAMA'S DIGITAL AGENDA



3-1-1 is an only access number, where you can register your complaints and reports in an agile and fast way, which will be channeled to government entities responsible for give answer. Submit your ideas and suggestions for consideration by the various entities in addition to requesting information for transactions with government entities.

Over 311 banks have received 3,602,612 calls and 253,619 cases of which were reported broken into:

- Complaints: 241.419
- Ideas and Suggestions: 3,779
- Complaints: 947
- Request for information: 6,474

# Visit Panama

Now accessible from mobile devices now people who want to visit and learn about the Central American country may be displayed on the online site a fresh look and according to the latest market trends with information updated and available tourism sector in four languages



# Mobile Government Services

## *major challenges*

- It is necessary to develop wireless and mobile networks and the related infrastructure, as well as the software.
- The Government should facilitate access to government information and mobile services to citizens to increase citizen participation.
- It is necessary to improve the security of the mobile public service, since it usually uses public signals that are relatively easy to hack.
- It should establish the legal basis for mobile government services.

**Connectivity and  
Improvement of the  
Infrastructure  
Technology**

**CENTRO NACIONAL DE RESPUESTA A  
INCIDENTES (CSIRT PANAMÁ)**



**National Incident Response Center  
(CSIRT PANAMA)**





RED NACIONAL  
INTERNET

# NATIONAL NETWORK OF INTERNET

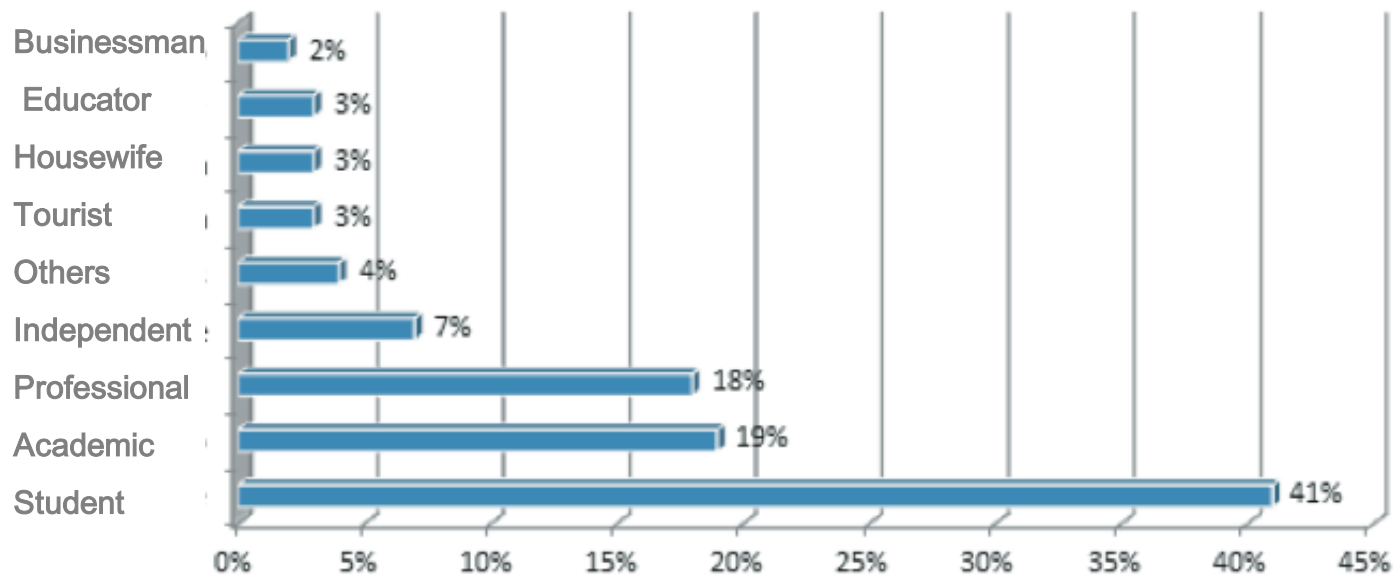


The project currently offers 1,105 sites accessed through standard wireless network technology - WiFi, Free Internet, in public places such as schools, parks, health centers, gyms, among others. The implementation was done in 3 phases, covering fully 41 cities or villages, this figure contemplating rural communities in areas of difficult access, nationwide.

## PANAMA'S DIGITAL AGENDA

- The total number of new users in the period was 665.669 totaling more than 1,283,179 users since the network was activated in January 2010.
- 42% of youth aged 19 to 35 years are the ones who make use of technology, and early adopters.
- 42% of users are of school age.
- A total of 346.876 users use the Internet in the last three months of 2013 (October, November and December).
- We have 1,354,349 unique users connected between January to December 2013.
- The total transmitted data was 153.801 153.8 gigabytes or terabytes between January to December 2013.

### Types of Users (%)





## e-Government and Citizen Participation in Local Governments (Mobile)

Platform that covers everything related to information, communication and services using as a key element the mobile device.

**Information:** the citizen is constantly informed of what is happening in the city, thanks to the space wall, fed by the active agents of the municipality (Citizens, Governments, Companies) as well as through systems OPEN DATA (Systems Traffic, Citizen Alerts, News )

**Communication:** Active Citizenship, guaranteed by Citizen Chat modules, tool for dialogue and debate and vote on initiatives, social media and technology to ensure an active role for citizens.

**Services:** this complete tool of citizen satisfaction experience through eGovernment tool which allows us to place online all charter service both government and business, covering both the pipeline and even the payment of taxes from mobile, all increasing the efficiency and management of staff.



# Digital Skills



Technological Literacy  
Projects Citizen Urbanísticos  
Social Interest and Provision  
of Computers for Home and  
Internet Free





Entrega Classmate Balboa

## TECNOLOGÍA PARA TODOS >



**183,000** COMPUTADORAS PORTÁTILES A ESTUDIANTES DE NOVENO A DUODÉCIMO GRADO

2012-2013

EN EL 2014 ENTREGAREMOS

**62,800** COMPUTADORAS PORTÁTILES A OCTAVO GRADO Y

**54,000** A NOVENO GRADO



# Legal Transformation



## Law No. 83 - From 9 November 2012

Regulating the use of electronic means for governmental action, amending provisions of Law 65 of October 30, 2009 and other provisions

Executive Decree No. 719 of 15 November 2013, published in Official Gazette No. 27416 of Digital November 18, 2013, Law 83 of 9 November 2012 regulating

## **Innovative Aspects of the Law**

- The online transactions will have the same validity as those made in person.
- The resolutions shall be signed electronically.
- Users are exempted from providing data and / or documents held in the databases of public entities.
- Any document that is part of the dossier of a Step in line, once digitized, can be removed by the user in a term of five (5) business days; expiry of which, may be destroyed.
- The entity processing the application available to the person concerned an electronic service for the processing status of your application.

- National Portal of Payments. The National Authority for Government Innovation, in cooperation with the Ministry of Economy and Finance, and National Gateway will create a Payment Gateway, to provide citizens, businesses and foreign, the ease of making the payment of its obligations electronically, including payments of tax stamps or other instruments defined for the collection of taxes and fees.
- The obligation of the Central Government Entities, Entities autonomous, semiautonomous, the national level, the Social Security Fund, financial intermediaries and corporations in which the state owns is set fifty-one percent (51%) or more of the shares or assets, using the payment by Automatic Funds Transfer as payment of all obligations, including payment of the public debt service and regardless of the amount of such obligation.



- The Comptroller General's Office will provide two modes of entry of electronic documents, which are described below:
  - Via Web Service: In this mode the transmitter sends electronic documents using a web service provided by the Comptroller General of the Republic for the purpose.
  - Via system Comptroller General of the Republic: In this mode, the electronic documents are entered via a user interface provided by a system of the Comptroller General of the Republic, in this case, the user performing this action must be authenticated.

# Measuring National Competitiveness



- **WORLD ECONOMIC FORUM (WEF)** - Index "Global Competitiveness"
- **WORLD ECONOMIC FORUM (WEF)** - Global Index "Information Technology"

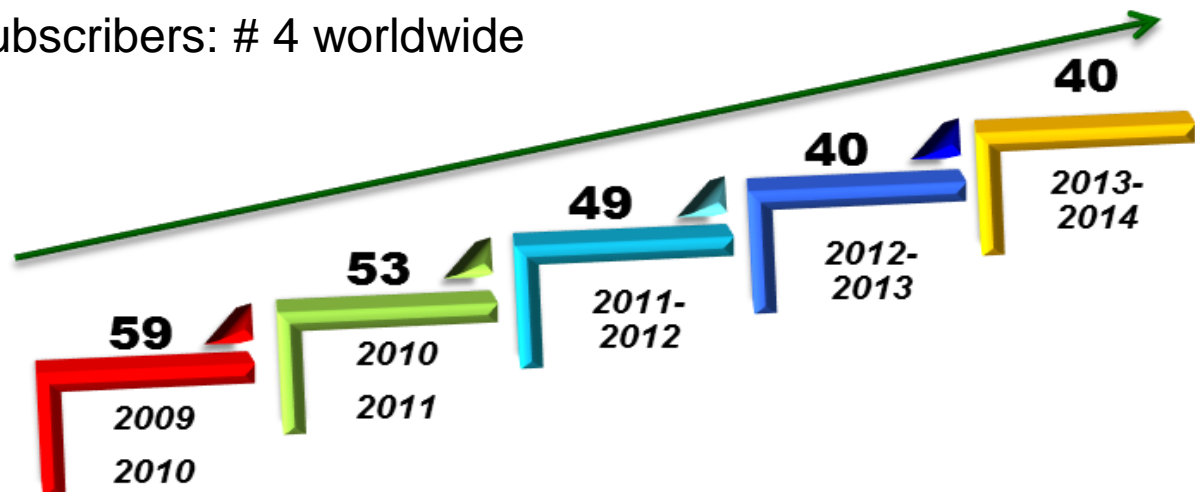


- **WORLD BANK** - Index "Doing Business"

- **WORLD ECONOMIC FORUM (WEF) - Index "Global Competitiveness"**

According to this index Panama is located in the # 40 position among the 148 countries participating in this measurement and # 2 in Latin America (behind Chile), having improved 19 positions in the global scale during the Martinelli administration.

Mobile Phone Subscribers: # 4 worldwide



- WORLD ECONOMIC FORUM (WEF) - Global Index "Information Technology"**

The rates of technological competitiveness position us in the # 46 position among the 144 countries participating in this measurement and # 2 in Latin America, having improved 20 positions in the global scale during the Martinelli administration.

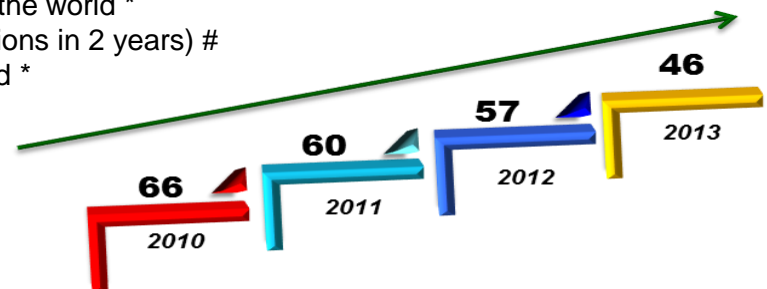
Among the sub-indices we highlight include:

- Cellular telephone subscribers: # 4 in the world \*
- Foreign direct investment / technology transfer rate: # 3 in the world \*
- Availability of latest technology: # 31 in the world \*
- Level technology absorption by firms: # 28 worldwide \*
- Purchase advanced technology products by government: # 7 in the world \*
- Internet Access in Schools: # 34 in the world (improved 44 positions in 2 years) #
- Degree of competition in Internet and Telephony: # 1 in the world \*
- ICT use and government efficiency: # 38 in the world #

notes:

\*: No.1 in Latin America

#: # 2 in Latin America





International  
Finance Corporation  
World Bank Group



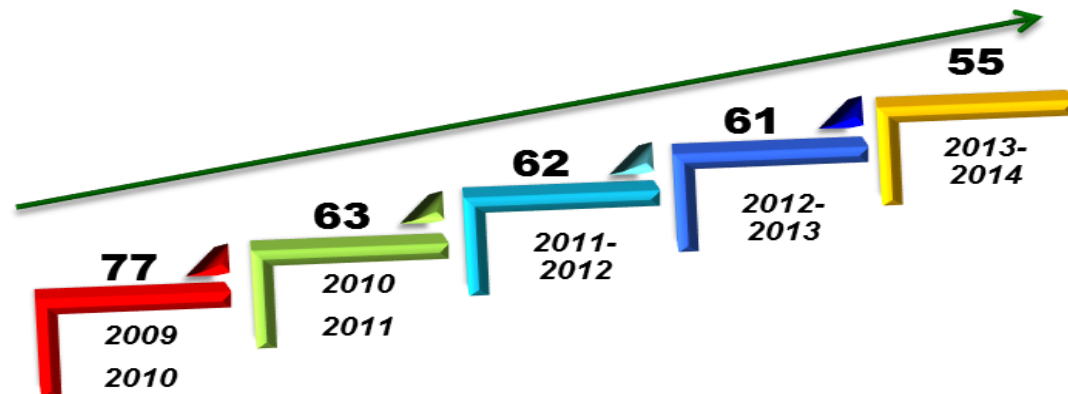
THE WORLD BANK

# DOING BUSINESS

MIDIENDO REGULACIONES PARA HACER NEGOCIOS

- **WORLD BANK - Index "Doing Business"**

According to this index Panama is located in the # 55 position among the 189 countries participating in this measurement and # 5 in Latin America, having improved 22 positions in the global scale during the Martinelli administration.





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We progress  
with Quality and a  
central focus on  
the Citizen

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