

Citizens around the world are increasingly demanding to interact with their governments through digital platforms. At the same time, fiscal constraints force governments to operate efficiently and to create a competitive environment where citizens and businesses can manage their relationship with the public sector in the most convenient way. Information and communication technologies (ICTs), when implemented appropriately, have proven to be great allies in government efforts to streamline processes, eliminate paper-based transactions and set up single points of access to the public administration. International experience shows that the governments that have taken greatest advantage of the opportunities offered by ICTs to modernise the public sector are those that have undertaken a planning exercise (i.e. a digital strategy). This is a detailed planning exercise that includes the scope, financing, monitoring, rights and obligations of the affected parties, roles of the different actors and a governance framework providing coordination mechanisms. The exercise should gather as much political support as possible.

In the LAC region, 73% of countries, including Brazil, Mexico, Argentina and Colombia, have developed a digital strategy. For those countries that reported not having a strategy in place, many have advanced preliminary steps in establishing it. In El Salvador, Suriname, Nicaragua or Haiti, there has been progress in strategic planning, but it has not yet gained enough stakeholder and political support to achieve the status of a formal national strategy for digital government. A smaller share of LAC countries, reaching 60%, reported using performance indicators to monitor progress in e-government. In the absence of performance indicators, some countries rely on international studies (e.g. UN e-government survey) to monitor their performance. However, as resources invested in ICT continue to grow, it can be expected that more countries will develop evaluation mechanisms to monitor their evolution in e-government.

In all LAC and OECD countries, digital strategies cover general public services (e.g. permits, licences, certificates) to their citizens. However, in some countries such as Chile, Uruguay or Colombia these strategies have a wider scope including other policy areas. For example, 88% of the digital strategies cover education and health. Three quarters of digital strategies in the LAC region cover public order and security and economic affairs. These figures are higher than for OECD countries where these areas are respectively covered by 52% and 60% of digital strategies. Financial resources are key for effectively implementing and

guaranteeing the sustainability of digital strategies. In 70.6% of LAC countries the digital strategies receive funding from ministries other than the one in charge of coordinating it, reflecting shared responsibilities in the implementation and funding of digital government activities. This requires coordination mechanisms to keep alignment with strategic objectives.

Methodology and definitions

Public services are provided by government to its citizens, either directly (through the public sector) or by financing private provision of services. The term is associated with a social consensus that certain services should be available to all, regardless of income. Even where public services are not publicly provided nor publicly financed, for social and political reasons they are usually subject to regulation going beyond that applying to most economic sectors.

An ICT project is an investment project where the use of ICT is an essential component for the successful accomplishment of the results planned. The ICT component can focus on the introduction of new technologies or the upgrade of existing ones.

Data are derived from the 2015 OECD-IDB Survey on Digital Government Performance. The survey collected responses from 22 LAC countries as well as Grenada. Respondents were predominantly chief information officers or their equivalent at central government.

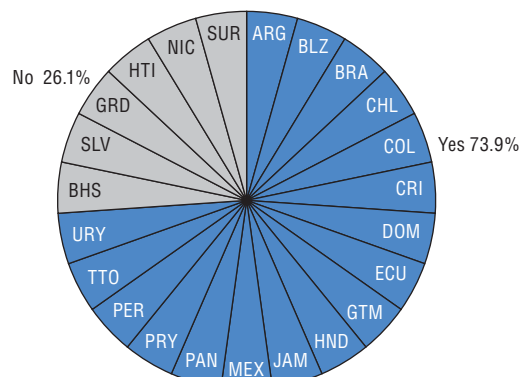
Further reading

Cabinet Office, Government of the UK (2013), Government Digital Strategy, reports and research
<https://www.gov.uk/government/publications/government-digital-strategy>.

OECD (2016), Digital Government in Chile: Strengthening the Institutional and Governance Framework, OECD Digital Government Studies, OECD Publishing, Paris, <http://dx.doi.org/10.1787/9789264258013-en>.

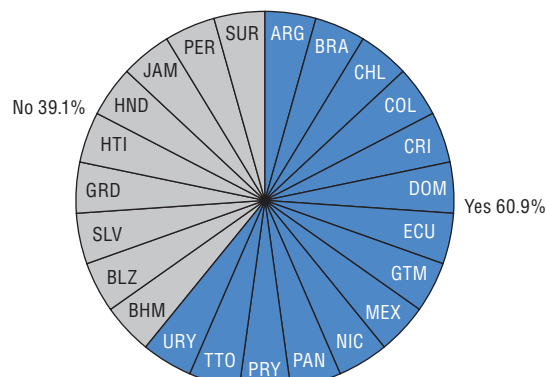
United Nations Department for Economic and Social Affairs (2014), UN e-Government Survey 2014.
<https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2014>.

8.1. Existence of a national strategy for digital government or the use of ICT in the public sector, 2015



Source: OECD 2015 survey on digital government performance.
StatLink <http://dx.doi.org/10.1787/888933431403>

8.2. Use of performance indicators to monitor progress in digital or e-government, 2015



Source: OECD 2015 survey on digital government performance.
StatLink <http://dx.doi.org/10.1787/888933431419>

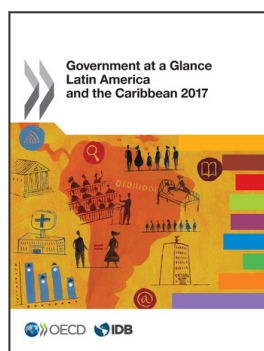
8.3. Main features of digital government strategies, 2015

| Country | Most common policy areas covered by the strategy | | | | | Main funding sources | | |
|---------------------|--|-----------|--------|---------------------------|------------------|---|--|--|
| | General public services | Education | Health | Public order and security | Economic affairs | Ministry charged with coordinating the strategy | Ministries and authorities covered by the strategy | Varying sources depending on the specific ICT projects in the strategy |
| Argentina | ● | ● | ● | ● | ● | ○ | ○ | ● |
| Belize | ● | ● | ● | ● | ○ | ● | ○ | ○ |
| Brazil | ● | ○ | ○ | ○ | ○ | ● | ● | ● |
| Chile | ● | ● | ● | ● | ● | ● | ● | ● |
| Colombia | ● | ● | ● | ● | ● | ● | ● | ○ |
| Costa Rica | ● | ● | ● | ● | ● | ○ | ○ | ○ |
| Dominican Republic | ● | ● | ● | ○ | ● | ○ | ○ | ● |
| Ecuador | ● | ● | ● | ● | ● | ● | ● | ○ |
| Guatemala | ● | ● | ● | ● | ● | ● | ● | ● |
| Honduras | ● | ● | ● | ● | ● | ● | ● | ● |
| Jamaica | ● | ● | ● | ● | ● | ● | ● | ○ |
| Mexico | ● | ● | ● | ● | ● | ○ | ● | ● |
| Panama | ● | ● | ● | ○ | ● | ○ | ● | ● |
| Paraguay | ● | ● | ● | ● | ○ | ● | ● | ○ |
| Peru | ● | ○ | ○ | ○ | ○ | ● | ○ | ○ |
| Trinidad and Tobago | ● | ● | ● | ● | ● | ● | ● | ● |
| Uruguay | ● | ● | ● | ● | ● | ● | ● | ○ |
| LAC total | | | | | | | | |
| ● | 17 | 15 | 15 | 13 | 13 | 12 | 12 | 9 |
| ○ | 0 | 2 | 2 | 4 | 4 | 5 | 5 | 8 |
| OECD total | | | | | | | | |
| ● | 25 | 16 | 13 | 13 | 15 | 14 | 9 | 8 |
| ○ | 0 | 9 | 12 | 12 | 10 | 11 | 16 | 17 |

Key:
● Yes
○ No

Source: OECD 2015 survey on digital government performance.

StatLink <http://dx.doi.org/10.1787/888933431828>



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