

National online portals allow for a single point of access to government services, thereby facilitating the interaction of citizens with the public sector and the provision of a unified image of the public sector to the society. As technologies advance, these portals have evolved to become user friendly, interactive and multichannel allowing access via computer, smartphone, other mobile devices or even a regular phone. A relevant example of national online portals is the one established by the Government of the UK that has been a reference to many governments in the LAC region and beyond for its ease-of-use and accessibility.

According to the survey results, 61% of LAC countries have established online portals. In addition to countries usually at the forefront of e-government in the region such as Uruguay, Chile and Colombia, less advanced ones such as Bahamas, Honduras, Guatemala and Paraguay have also set up a national citizens' portal.

However, there is wide variation on the characteristics of national online portals. For example, 60% of portals give access to services provided by other government authorities in their own websites compared to 47.8% in OECD countries. Moreover, in LAC countries, 73% of the citizens' portals offer links to online services provided by other websites which is slightly below the figure for OECD countries at 78%. As a first step many LAC countries have established catalogues of all public services and published organised and searchable information. This stock of information constitutes the basis of initiatives to make available online all governments procedures, as for instance the plan recently announced by Uruguay.

Slightly more than half of LAC countries have legally recognised digital identification mechanisms, however, their implementation has proved challenging. For example countries such as Argentina, Costa Rica, Ecuador or Uruguay adopted a legal implementation framework for

digital signature some years ago; however, its use by citizens and businesses has not been as widespread as expected. Government agencies have been using digital signature in countries such as Colombia, Panama, Uruguay and Mexico as means to reduce paper in public sector operations, but its use is still limited to certain functions. In addition, countries such as Peru, Uruguay or Bolivia, have added chips to their identification cards to allow them to become an identification tool in the digital space, however the need for updated software and hardware in the computers that want to use it significantly limits its uptake.

Methodology and definitions

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.

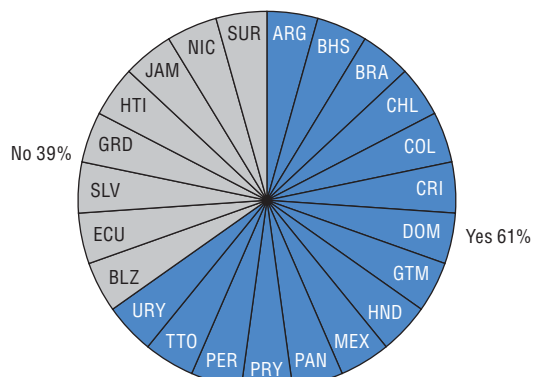
A government procedure is an action initiated by citizens in any public sector institution with the aim of exercising a right, receiving a benefit and generating a result in the form of a document (identification, registration, licence, permit, authorisation, etc.).

Further reading

Anthopoulos, L. (2013), "E-Government Portal Updates' Evaluation: A Comparative Analysis", TEI of Thessaly, Thessaly.

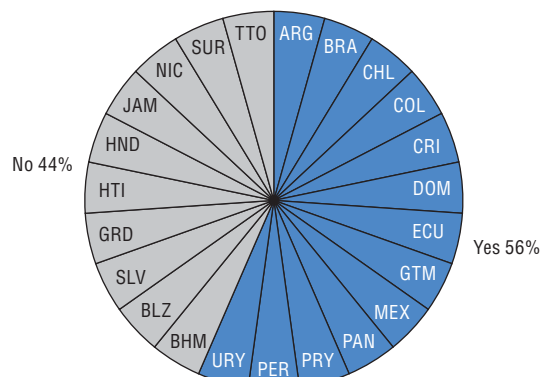
Dieguez, G., et al. (2015), "Escenarios y perspectivas del gobierno electrónico en América Latina y el Caribe", CIPPEC, Buenos Aires.

8.9. Existence of a main national citizens portal for government services (2015)



Source: OECD 2015 survey on digital government performance.
 StatLink <http://dx.doi.org/10.1787/888933431469>

8.10. Existence of a legally recognised digital identification (e.g. digital signature) mechanism (2015)



Source: OECD 2015 survey on digital government performance.
 StatLink <http://dx.doi.org/10.1787/888933431470>

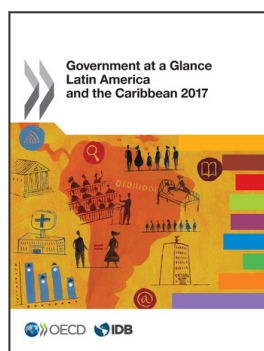
8.11. Features of the government services portal and services covered by the recognised digital identification mechanism (2015)

Countries	Features of the citizen portal for government services				Services covered by the recognised digital identification mechanism (e.g. digital signature)		
	Access to services provided by the authority in charge of the portal	Provides unique services on behalf of responsible authorities	Gives access to services also provided through specific websites of the responsible authorities	links to online services provided elsewhere	Public services provided at the central/national government level	Public services provided by subnational levels of government	Private sector services
Argentina	●	○	○	○	●	●	●
Bahamas	○	●	●	●	x	x	x
Brazil	●	○	●	●	●	○	○
Chile	○	○	●	●	●	●	○
Colombia	○	●	○	●	●	●	●
Costa Rica	○	○	●	○	●	●	●
Dominican Republic	○	●	●	●	●	○	●
Ecuador	x	x	x	x	●	●	●
Guatemala	○	●	●	●	x	x	x
Honduras	○	○	○	○	x	x	x
Mexico	○	●	●	●	●	●	○
Panama	○	●	●	●	●	○	○
Paraguay	●	●	●	●	●	○	○
Peru	●	○	○	○	●	●	●
Trinidad and Tobago	●	○	○	●	x	x	x
Uruguay	○	●	○	●	●	○	●
LAC total							
●	5	8	9	11	12	7	7
○	10	7	6	4	0	5	5
x	8	8	8	8	11	11	11
OECD total							
●	6	8	11	18	23	21	16
○	17	15	12	5	1	3	8
x	2	2	2	2	1	1	1

Key:
 ● Yes
 ○ No
 x Non applicable

Source: OECD survey on digital government performance.

StatLink <http://dx.doi.org/10.1787/888933431849>



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