New innovation approaches to support the implementation of the Sustainable Development Goals

The experience of Mexico

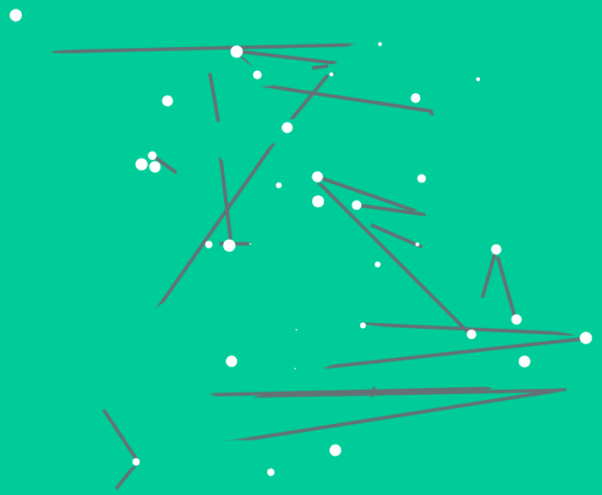
Commission on Science and Technology for Development
20th session

Geneva, 2017

Telecommunications Reform

Establishment of an Universal Digital Inclusion Policy, **The National Digital Strategy**

Autonomous regulation entity to increase competition on the telecom sector Federal Institute of Telecommunications (IFT).



Telecommunications and broadcasting updated legal framework to promote competition.

Internet access became a constitutional right

Source::
http://www.reformas.gob.mx/en/

Highest political support

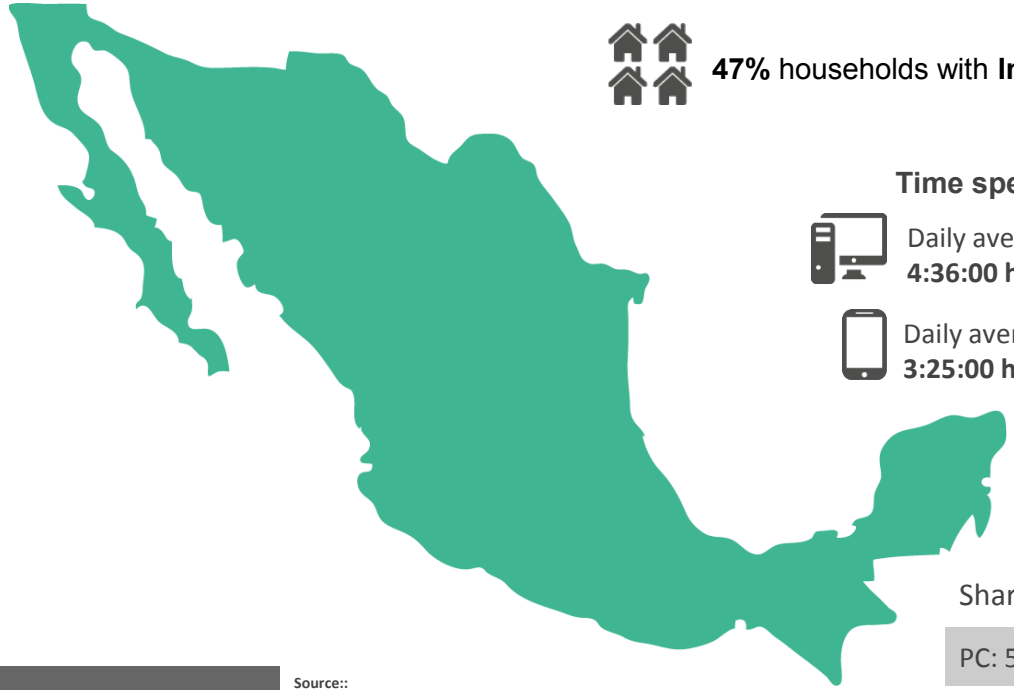
Enrique Peña Nieto, President of Mexico/ Opening address during the presentation of the National Digital Strategy

"The objective of the National Digital Strategy is to improve the use of technology to trigger our country´s development.
We are looking to develop a more innovative, competitive and prosperous Mexico, and ICTs are great means to reach these noble purposes. We are dancing a historic opportunity to transform our country and create a better future for all Mexico".

Alejandra Lagunes Soto Ruiz, Coordinator of the National Digital Strategy and Chief Information Officer (CIO) / "The National Digital Strategy is the government's commitment to transform Mexico through technology, face the present and be well prepared for the future"

Mtra. Arely Gómez, Minister of Public Administration / ¨I will strongly support the implementation of the The One Stop Shop, the Open Data Policy and the Usage of ICT as a platform to government transformation.¨

MÉXICO DIGITAL



47% households with **Internet Access** [2]

Internet users
65.5 Millions[2]

Mobile Phone Lines
110 Millions[3]

Mobile Internet Users
60.6 Millions[3]

Time spent online:[4]

Daily average use via PC
4:36:00 horas

Daily average use via mobile
3:25:00 horas

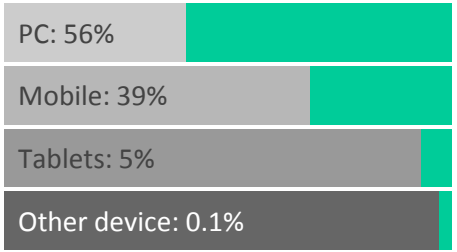
Population: 121,005,815[1]

Male 48.8%

Female 51.2%

Source::
1. CONAPO Indicadores de la dinámica demográfica 1990-2010 y de proyecciones de población 2010-2030 de México y las entidades federativas.
2. ENDUTIH, 2016
3. IIFT Tercer Informe Trimestral Estadístico 2016.
4. We are Social Web Index: Guide to Digital, Social & Mobile in 2016. Pág. 201.

Share of web traffic per device[4]



Social Media in Mexico

Percentage of internet users[1]

- Facebook **92%**
- Twitter **55%**
- Instagram **39%**
- Pinterest **19%**
- Linkedin **20%**

Source:
1. AMIPCI Estudio sobre los hábitos de los usuarios de internet en México 2016

eCommerce in Mexico

Percentage of Internet users

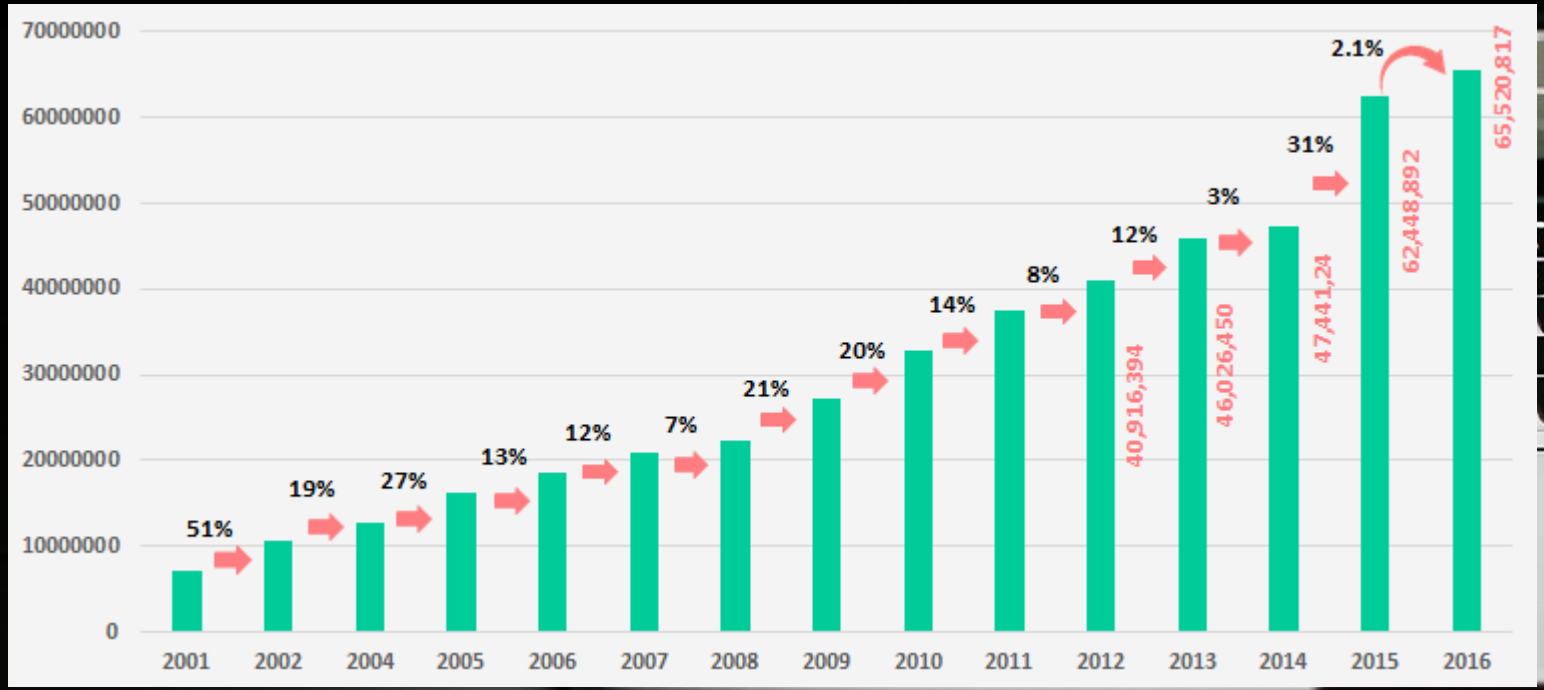
- Users **71%**[2]
- Device penetration **48%**[2]

Payments Methods

- Credit card **56%**[3]
- Deposit **22%**[3]
- Electronic transfer **27%**[3]
- Others **7%**[3]

Source:
2. We are Social Web Index | Guide to Digital, Social & Mobile in 2015.
3. AMIPCI | Estudio de comercio electrónico en México, 2015.

Internet users in Mexico del 2001 al 2016



1. Decree amending and supplementing various provisions of Articles 6., 7th., 27, 28, 73, 78, 94 and 105 of the Constitution of the United Mexican States, in telecommunications. (D.O.F. 06/11/13.)
2. Telecommunications and Broadcasting (D.O.F. 14.07.14.)

Source: *INEGI, ENDUTIH 2016 http://www.inegi.org.mx/est/contenidos/proyectos/encuestas/hogares/regulares/dutih/2016/default.aspx*

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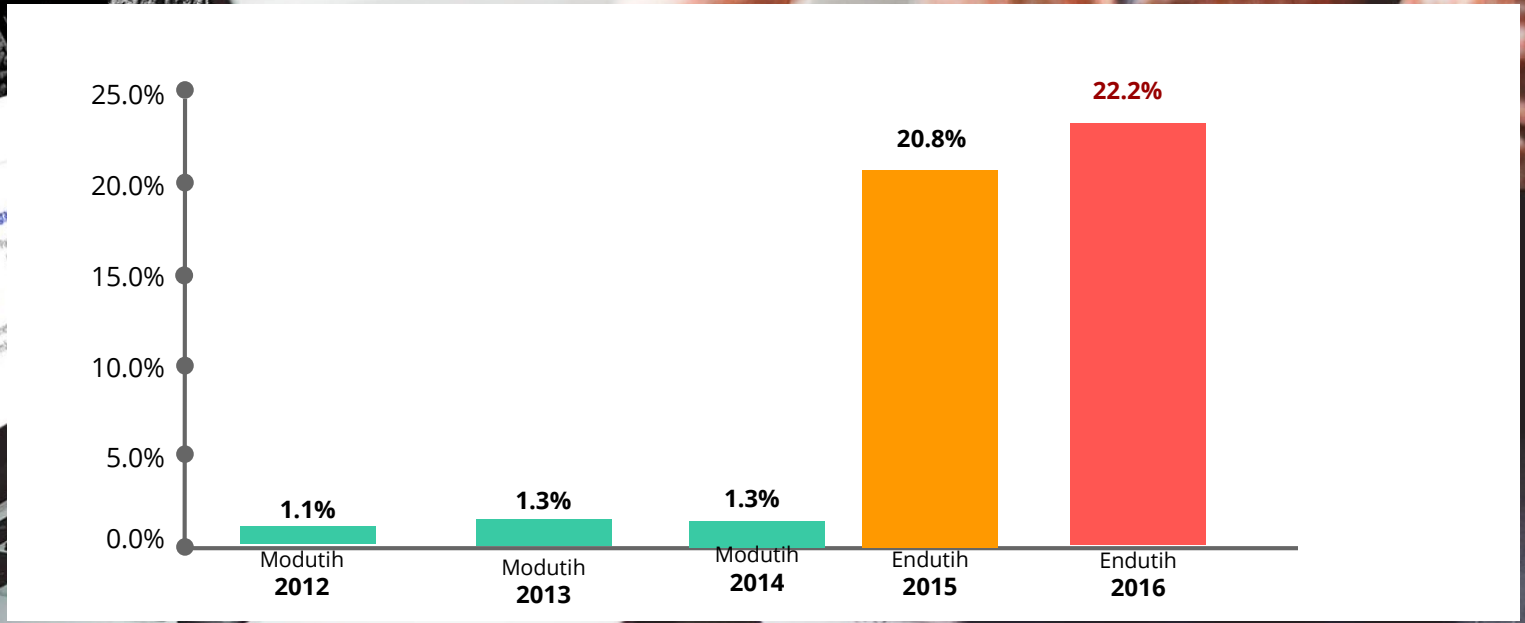
Slide
15

Percentage of Internet users interacting with the government



Note: *In previous years the Modutih referred to the main uses of individuals, resulting in social media above the government. We worked with INEGI to create a question that allowed us to know the different ways in which the citizen interacts with government: For use in activities to interact with government, download formats and to fill or send formats*

Source: *INEGI, ENDUTIH 2016 http://www.inegi.org.mx/est/contenidos/proyectos/encuestas/hogares/regulares/dutih/2016/default.aspx*

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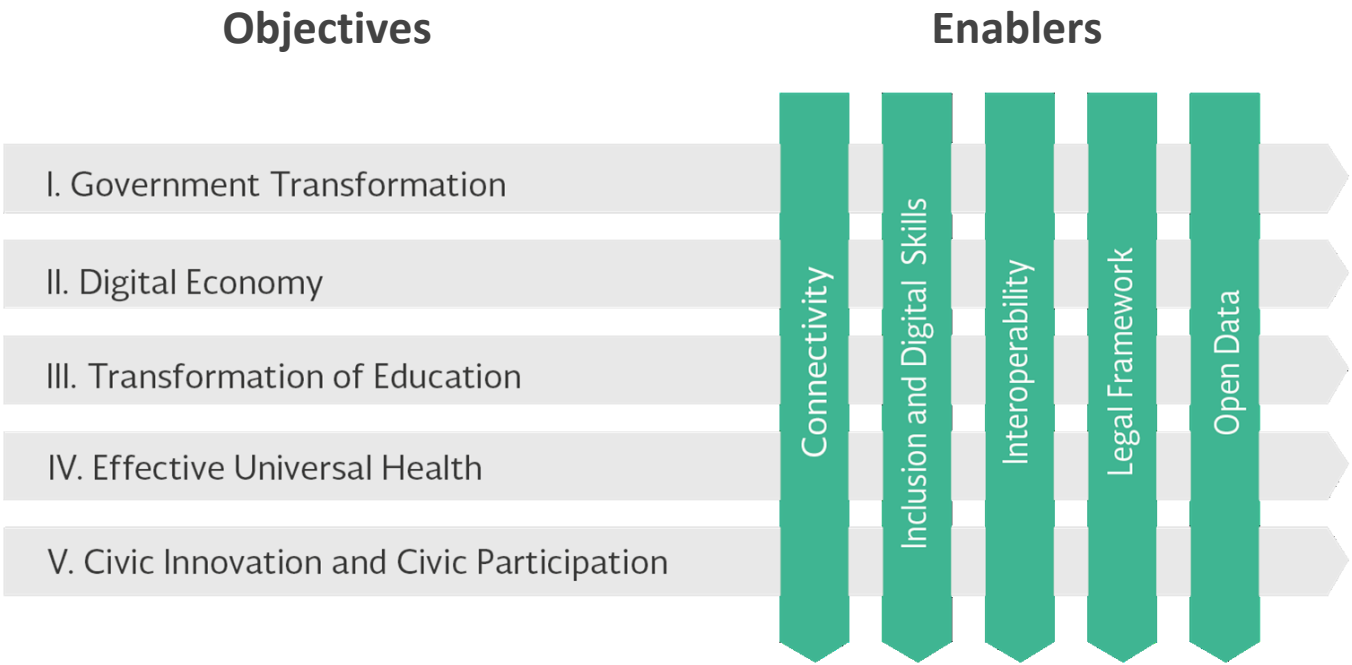
National Digital Strategy

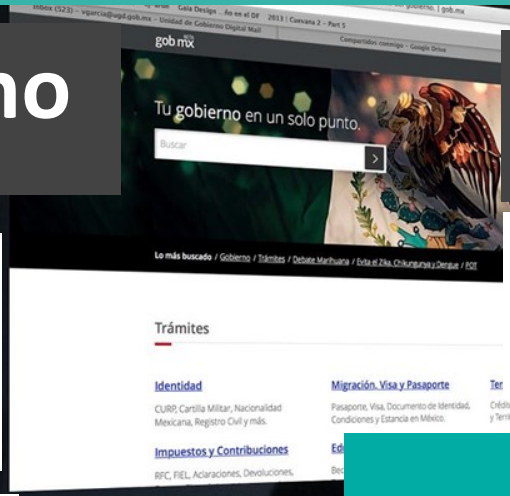


gob.mx/gobierno

(e-gov)

gob.mx/tramites

e-services



145 dependencies are currently **migrated** to gob.mx and under a process of continuous innovation

Access to more than

6,000 services

Access to information of

299 government institutions

2, 890 procedures with digital services standard

Files - 2,890/6125

Downloadable forms - 636/945

Web forms - 978/2144

Accessibility for motor, hearing and visual disabilities

W3C WAI-AA WCAG 2.0

Decreto por el que se establece la Ventanilla Única Nacional para los Trámites e Información del Gobierno.

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gob.mx/participa

e-participation

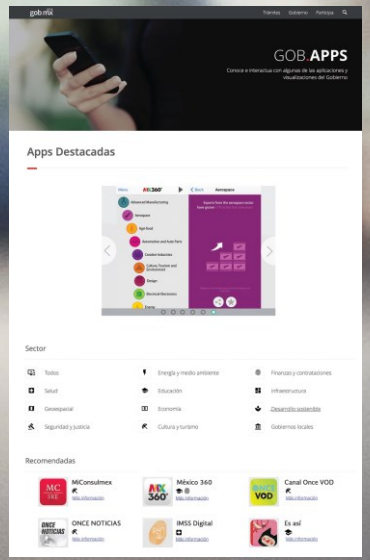
1,248 topics of public consultations

+27 mil on-line petitions

From:

- **Open Government Portal**
- **Federal Regulatory Improvement Commission** - Normativity Consultation
- ***Tú Evalúas*** **(You Evaluate)** gob.mx/tuevaluas

gob.mx/apps



12 certified mobile apps

Upcoming releases: SFP: SIDEC y gob.mx with e-ID y mobile payments.

Continuing the increasing service transactionality

258,138,320 annual transactions of **2,024** transactional available services

500 beneficiaries of ***PROSPERA Digital*** social program in **600** communities

\+ of **400 services** with **e.firma**

150,174,506 consultation and printing of the online CURP (PDF)

Nowadays **1.4 million** of pensioners perform online services each month at ***IMSS***

In 3 years more than **94 million** non face-to-face visits have been performed at ***IMSS***

1st position in Latin America and the Caribbean in **Digital Services** and **Digital Participation** and **14th** and **19th** worldwide respectively

800,000 women enrolled to "**family head insurance**" online

9,813,447 ***CFE*** **digital electricity bill prints per year**

Over **3,000 simplified companies** incorporated **100%** online by 2017

81% of **satisfaction in digital services**

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Digital Services Standard

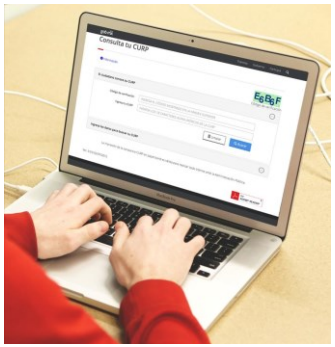
Digital Service Standard

GOBIERNO DE LA REPÚBLICA

ID	Sources of Trust	Document/ Public Services
1	SEGOB	CURP (Unique Population Registry Number/Birth Certificate), Consultation and printing of birth certificates for the APF
2	SEDENA	ID card of the National Military Service
3	SRE	Passport
4	SEP	Title and Professional ID
5	SAT	Federal Taxpayer Registration, e.firma (e.signature)
6	CFE	Electric Power Receipt

Mexico **Japan**

Service Information sheets **Downloadable forms** **Web forms**



Sources of Trust Certificates

- In accordance with Section IX of Article XIII of the Interoperability and Open Data Framework (EIDA), the following government entities were granted with the character of a source of trust by considering their attributions.

Seal of Excellence in Digital Government

Digital Services Standard and integration to gob.mx

- Formats
- More information
- Downloadable forms
- Web forms
  - Security
  - Analytical
  - Accessibility
- Content migration

Seal of Excellence

Efficiency

- Digital regulation
- Interoperability
- Source of trust
- Integration of care channels

Satisfaction

- Results of the Digital Satisfaction Survey
- Results of the exercises of digital citizen participation

Impact on citizenship

- Increase the use of digital services
- Reduce the cost of the transaction by using the process or digital service
- Increase the index of completeness of digital services
- Reduce the delivery time per channel with the use of the online care channel

2017 Pilots in the next Ministries and Government Entities

Education SEP	Title and Professional ID
Interior SEGOB	CURP (Unique Population Registry Number/Birth Certificate)
Military SEDENA	ID card of the National Military Service
Federal Electricity Commission CFE	Electric Power Receipt
Energy SENER	Renewable energies
	Electronic Delivery Bureau /Energy Regulatory Commission
Health SS	Digital IMSS, COFEPRIS
Environment SEMARNAT	Environment impact manifestation (MIA)
Economy SE	SAS/ Your enterprise
Foreign Affairs SRE	Passport

2016 Digital services launches

- Online Federal Highway Transportation Licensing (SCT): Favoring the productive sector of motor transportation.
- Opening up a business: Establishment of Simplified-share Companies (SAS): Providing the possibility of incorporation of Simplified Shares Companies online in just 24 hours.
- Digital IMSS: 8 out of 10 services are performed over the Internet, as well as the medical appointments.
- SAGARPA apps: #SagarpaProduce and #SagarpaMercados facilitate the information access to products and markets.
- SENER on line: Renewable energies on line, has digitized the public services of the energy sector, while meeting the commitments of clean energies.
- Digital COFEPRIS: Generates more than 2 millions for users.
- Digital SEP: Promoted an online citizen participation exercise and consulted the 2016 Educational Model, as well as the launch of the @prende 2.0 program that seeks to encourage digital skills in students and teachers.
- Mexico's Challenge: It seeks to promote the solution to public problems through innovation, inviting our entrepreneurs to generate solutions with technology.

Online complaints and denunciations

gob.mx

Trámites Gobierno Participa

Blog Multimedia Prensa Acciones y Programas Reformas Documentos Transparencia Contacto

Secretaría de la Función Pública › Blog

Inicia SFP campaña para dar a conocer el Sistema Integral de Quejas y Denuncias Ciudadanas (SIDEC)

Próximamente, se lanzará también una aplicación para teléfonos móviles conectados a internet.

La Secretaría de la Función Pública (SFP) informa que, a partir de hoy, inicia una campaña a través de tiempos oficiales, para dar a conocer el funcionamiento del **Sistema Integral de Quejas y Denuncias Ciudadanas (SIDEC), mecanismo que contribuye a combatir los actos de corrupción, así como a dar certeza y seguridad jurídica a los trámites, misma que se ampliará a medios comerciales digitales, el próximo 4 de noviembre.**

Con ello, **se aprovechan los recursos tecnológicos de una plataforma única, mediante sencillos procesos, que permite incluso aportar testimonios en formatos de foto, video, audio y/o texto.**

De esta forma, **permite una comunicación adecuada entre la población y la autoridad, al tiempo que se armoniza un mecanismo congruente con el Sistema Nacional Anticorrupción (SNA), al inhibir conductas indebidas, tanto de particulares como de servidoras y servidores públicos.**

El SIDEC posibilita la presentación oportuna de las quejas y/o denuncias, que puedan constituir una probable responsabilidad administrativa, además de permitir el seguimiento a las investigaciones correspondientes, hasta su conclusión.

Inicia SFP campaña para dar a conocer el Sistema Integral de Quejas y Denuncias Ciudadanas (SIDEC).

Sistema Integral de Quejas y Denuncias Ciudadanas (SIDEC)

0:00 / 0:30

Audio

Autor
Secretaría de la Función Pública

Fecha de publicación
25 de octubre de 2016

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MÉXICO
GOBIERNO DE LA REPÚBLICA

Multimedia

MÉXICO DIGITAL gob.mx datos.gob.mx CIDGE e.firma FIRMA ELECTRÓNICA sin REDGEALC SFP SECRETARÍA DE LA FUNCIÓN PÚBLICA

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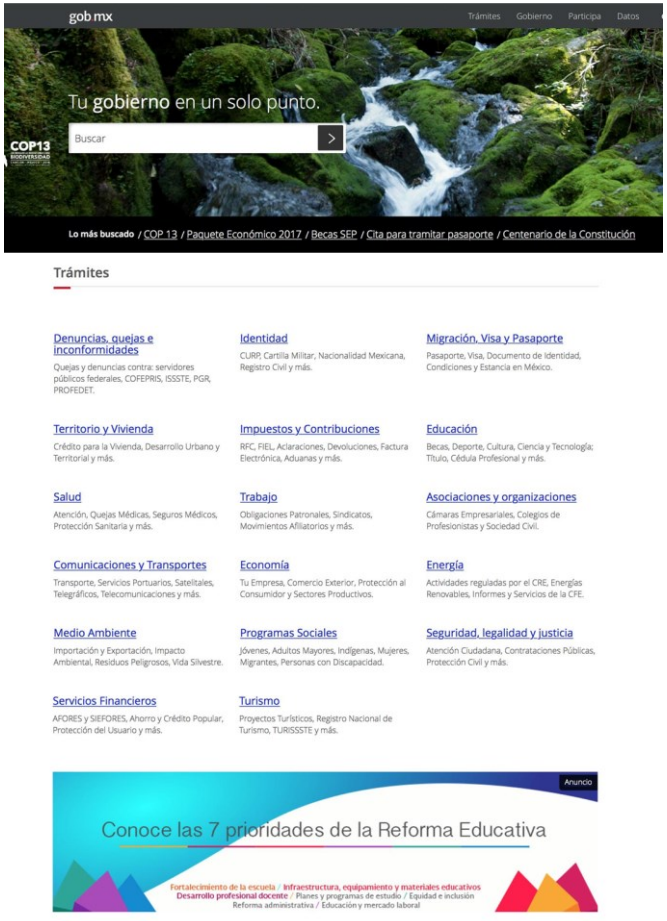
Why gob.mx is designed this way?

Allows accessibility for people with disabilities

Provides ease at the time of information search

Adaptable page for different devices and dimensions



To Have a page with simple and intuitive navigation

Standardized design and easy interaction with the user

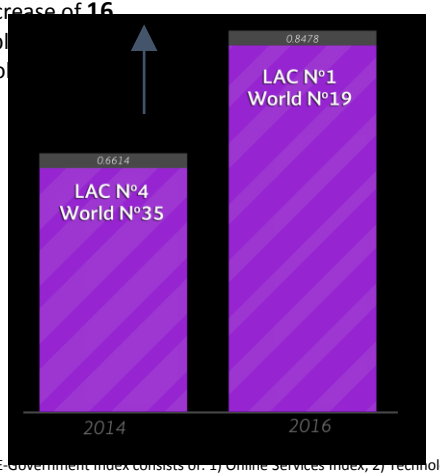
Allows viewing in English and French for foreigners

Fuentes: Estudios especializados Nielsen & Norman Group 2016. https://www.nngroup.com/articles/improving-usability-guideline-compliance/
Rafael Romero 2015. http://acceso.uv.es/accesibilidad/Estudio7recomendaciones.htm
http://www.nosolousabilidad.com/manual/index.htm

UN E-Government Survey 2016: Mexico leads the LAC region in Online Services and e-Participation

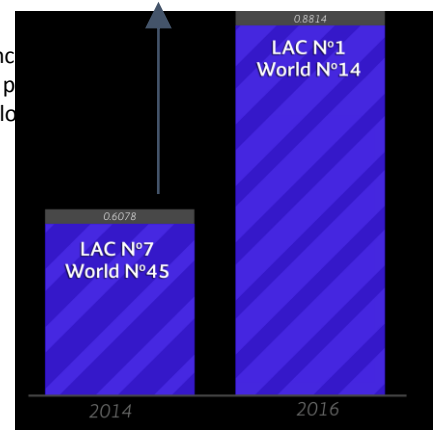
Online Services Index

Increase of **16** pl
glo



e-Participation Index

Inc
p
glo



* The E-Government Index consists of: 1) Online Services Index, 2) Technology Infrastructure Index, and 3) Human Capital Index

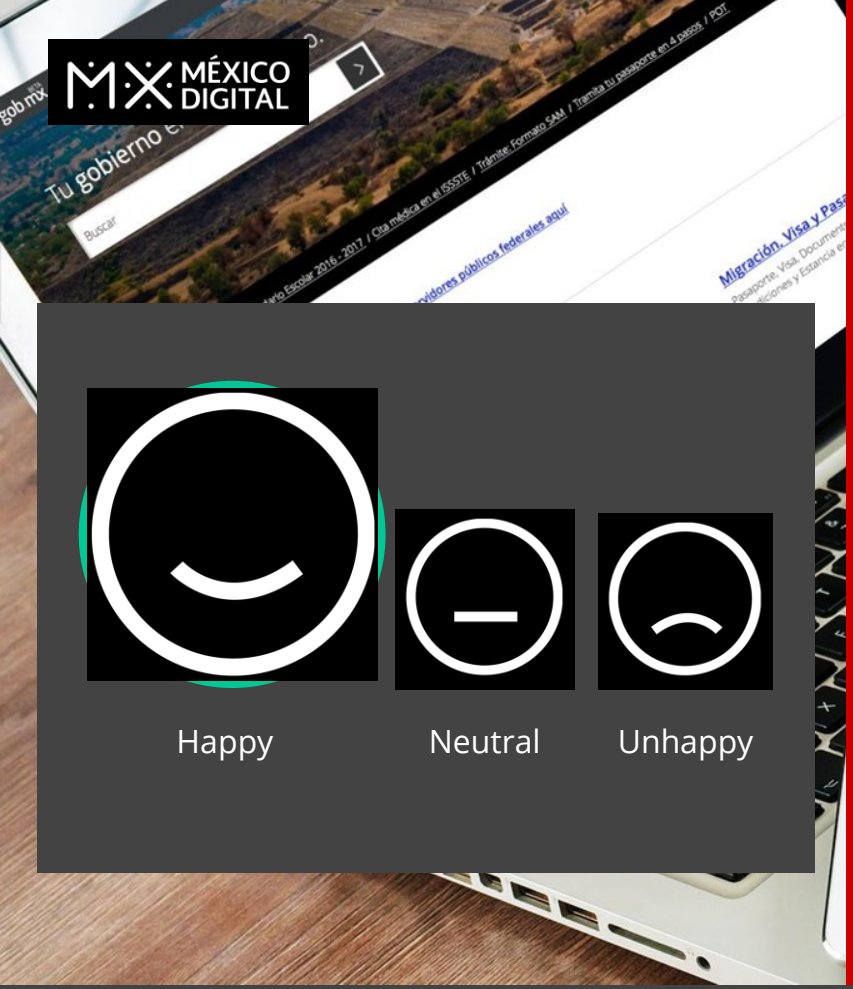
Digital Initiatives of Mexico recognized as best international practice

United Nations recognizes Mexico for:

- Have on-line service systems with **strategic design.**
- Promote mechanisms of **open government and e-participation.**
- Increase efforts to innovate **institutional coordination, transparency and ease of access.**

OECD Recognizes good practices in Mexico:

- National Digital Strategy (EDN).
- National One-Stop Shop (VUN).
- ICT policy.
- CIDGE.
- Regulatory Framework of the EDN.
- Digital Inclusion.
- Open Data
- Open Mexico Network.
- Prospera with Digital Inclusion

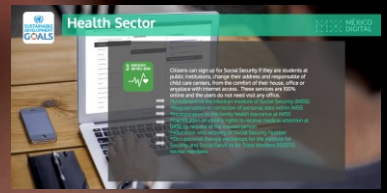


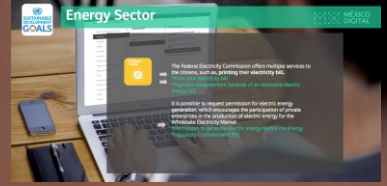
GOAL 2018:

reduce the economic cost *(the time people waste on administrative management)* **of gov procedures by**

25%.

gob.mx is a key enabler for the SDGs





Through gob.mx we democratize access to 100% online digital services in the most strategic sectors for the sustainable development of the country.

Follow the Data Tool for the SDG`s in Mexico here:
agenda2030.datos.gob.mx

MÉXICO DIGITAL · gob.mx · datos.gob.mx · CIDGE · e.firma FIRMA ELECTRÓNICA · sin · RED GEALC · SFP SECRETARÍA DE LA FUNCIÓN PÚBLICA

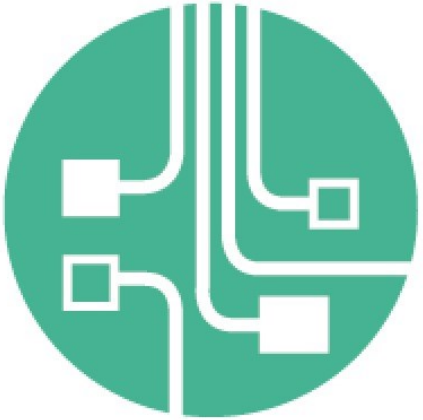
The experience of e-government

Lupita Hernández
Beneficiary of "Seguro de Vida para Jefas de Familia" Program

"To make the pre-registration on the internet is very easy, just enter my CURP **(Unique Population Registry Number)** and my data appeared and on each screen shows me the progress until I finish my registration

It's good to know that you have this program online, now I can be calm, if I die, my daughter will have an income so she can continue attending school. "

Review leagues
https://tys.sedesol.gob.mx/Tramite/vistas/public/users/add.xhtml?cid=1



BLOCKCHAIN HACKMX

MÉXICO DIGITAL

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Agenda 2030 for Sustainable Development

"A universal, transformative and integrated agenda that heralds a historic milestone for our world".

Ban Ki-moon, Former U.N. General Secretary

DECREE by which the National Council of Agenda 2030 is created.

Installation of the National Council of the 2030 Agenda for Sustainable Development (April 26th, 2017) by the President of Mexico.

Three powers of government, autonomous constitutional bodies, as well as representatives of international organizations in the implementation, monitoring and evaluation.

Mexico faces Agenda 2030 by articulating joint efforts for the fulfillment of the 17 Sustainable Development Objectives (SDG), and its 169 goals.

Open Data National Policy

Advances

Open Data Policy

DECREE that establishes the regulation in the matter of Open Data

GOVERNMENT

CIVIL SOCIETY

Subcommittee CIDGE (SFP - CEDN)

Open Data Specialized Technical Committee (INEGI - CEDN)

Consultative Council

INDUSTRY

ACADEMY

CIVIL SOCIETY

DATA SQUADRON

Team of experts
To provide technical support and training to dependencies

Open data links by each government entity

Data Manager

TECHNICAL STANDARD for the access and use of the Open Data of the Statistical and Geographical Information of National Interest

Collaboration agreements with states, municipalities and autonomous constitutional bodies

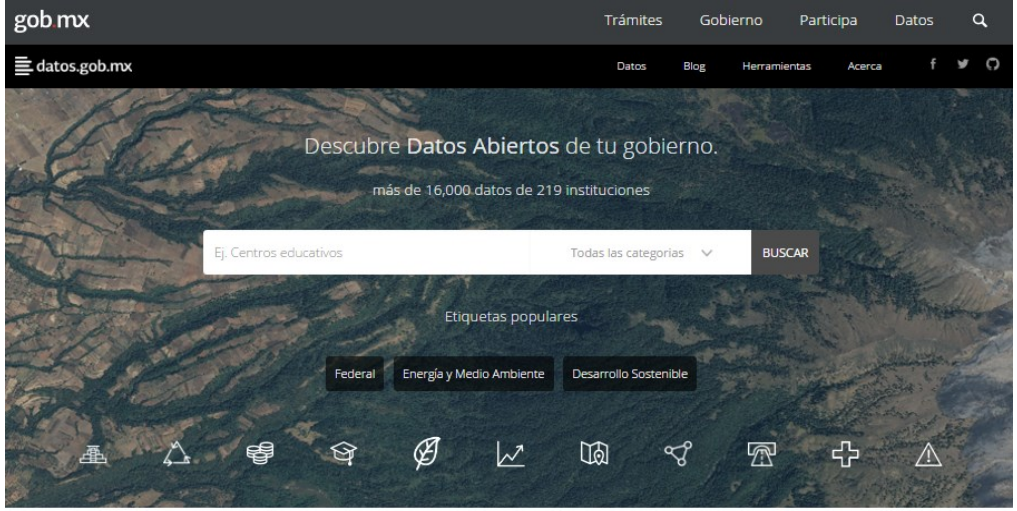
Open Mexico Network

EVALUATION

RECOMMENDATION

ELABORATION

datos.gob.mx



MÉXICO DIGITAL

21,824 Databases

published by 222 government entities

Open Data apps

24 Web

12 Mobile

66 other

Mexico launched the Data Tool for Sustainable Development, a platform to visualize, explore and compare indicators related to the Sustainable Development Goals of the 2030 Agenda, that can be consulted through time, with different levels of spatial disaggregation, temporal and demographic groups.

Open data chapter

Mission

The overarching goal is to foster greater coherence and collaboration for the increased adoption and implementation of shared open data principles, standards and good practices across sectors around the world.

Open Data Initiatives

datalab

Mexican Government, in cooperation with the Center for Economic Research of Mexico are working on 'DataLab', an initiative that will couple and support research fellows and public institutions to work together in finding solutions to public problems through the use of data

Red México Conectado is a multi stakeholder mechanism to promote best practices, build capacities and enable the publication of open data from the local level in datos.gob.mx

red méxico abierto

OpenData100 GOVLAB

In collaboration with the GovLab, the Government of Mexico developed the project Open Data 100 MX, the first mapping ever of companies using open data as a key input to generate economic and social value. More than 100 companies were identified, many of which are new businesses entirely based on open data, or that use open data as one of their core business proposals.

DEMOS and the UK Embassy in Mexico are working in 'Labora', a platform that supports for civic and social entrepreneurs by offering capacity building trainings, and catered mechanisms to connect them to a world class network of businesses, mentors and investors to accelerate impact through the use of open data in their products and services

LABORA

ICT Policy the federal public administration

Action Plan:

- Design Technology Architecture for the Federal Public Administration
- Promote consolidation of computing services and the sharing of ICT resources and infrastructure in government agencies and departments.

Consolidate

Consolidate
Contracts
Applications
Telecommunications
Data center
Improve the Budget

Information Security

ICT operation
Mexican market
Data sovereignty

Interoperate

components
Enterprise
architecture
(cloud government)
Use installed
databases
Promote
technological
neutrality

INTER-SECRETARIAL COMMISSION FOR THE DEVELOPMENT OF THE ELECTRONIC GOVERNMENT (CIDGE)

** Attributions: Article 18 of the Internal Regulation of the SFP.*
*** Agreement aimed at creating permanent CIDGE, published in the DOF on December 9, 2005.*

Código X

It is an initiative directed from the Coordination of National Digital Strategy of the Presidency to consolidate efforts at the national and international levels of industry, civil society, academia and government in order to promote the inclusion of girls and women in Information and Communication Technologies (ICT).

Código X

Código X 2017 Event:

Women and girls

Future of technology

May 19th-21st

In promoting the "CodeX" initiative, a joint effort has been established between the National Digital Strategy Coordination:

ICT industry representatives: CANIETI, AMITI, Asociación de Internet MX.
ICT Companies: AT&T, Cisco, Google, KIO Networks, Brain Up, Software Guru, Telefónica Movistar.
Government entities: SEP- @prendeMX, SEGOB - Conavim, INMUJERES, Centro de Cultura Digital, SCT - Puntos México Conectado.
International Organizations: ITU, ONU Mujeres, OECD.
Education Sector: ANIEI – National Association of Institutions of Education in Informatics, ITAM, CIDE - Talentum, Movimiento STEM.

Your connection to OPEN GOVERNMENT

Challenge Mexico: Open innovation platform that encourages the participation of the country's creative talent to generate solutions to a real problem and that can be translated into a business opportunity. https://retomexico.org/

Civic Innovation and Citizen Participation

Agents of National Innovation is a project of the National Digital Strategy spearhead in the redefinition of the collaboration of the public sector and citizenship, whose purpose is to promote technology-based projects that respond to public problems. The projects launched by the 1st generation of Innovation Agents are already having a transformative impact on:

1) The **health** sector through the Mexican Social Security Institute (IMSS), responding to the challenge of how, through social innovation, we can bring IMSS services to the citizen.

2) The **economy** through the National Institute of Entrepreneurs (INADEM), developing a digital system for the Entrepreneur Fund to facilitate and transparent the process of obtaining resources for Mexican entrepreneurs.

3) In **citizen security and prevention** through the Secretariat for Prevention and Citizen Participation in the Ministry of the Interior (SEGOB), seeking new mechanisms to involve the population in the social prevention of violence.

4) In **education**, through the Ministry of Public Education (SEP), helping to rethink distance education from the new technological tools.

5) Within **government transformation and democratization of productivity** through the Performance Evaluation Unit of the Ministry of Finance and Public Credit (SHCP), generating new mechanisms to integrate satisfaction with budget projects and receive feedback from beneficiaries to evaluate public policies.

Entrepreneurs are able to innovate in Government through digital solutions

Public Challenges

Democratize public Investment for digital innovation

Public Challenges is a strategy of the National Digital Strategy Coordination that invites to the entrepreneurs and innovators of the country to propose and to develop solutions for problems of the Federal Government.

Among the Private Challenges is the development of a platform to promote the presence of emerging ICT companies.

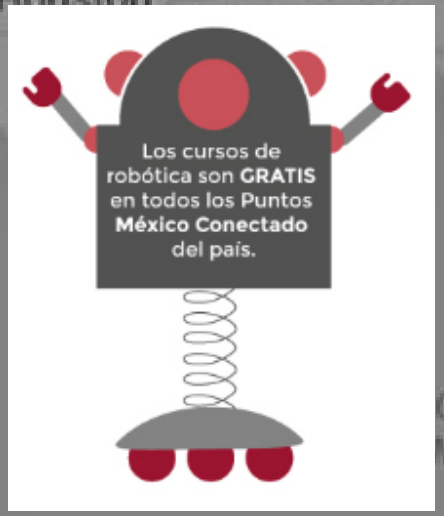
From 2014 to 2016: more than **2,500 entrepreneurs and small companies.**

1,700 initial proposals

75 functional prototypes

The public and private sectors promote Digital Inclusion

The “Mexico Connected Spots” (PMC's for its abbreviation in spanish), allows girls and women to take courses related to ICT’s,
an example of these are the **Basic Robotics CodeX-PMC’s**



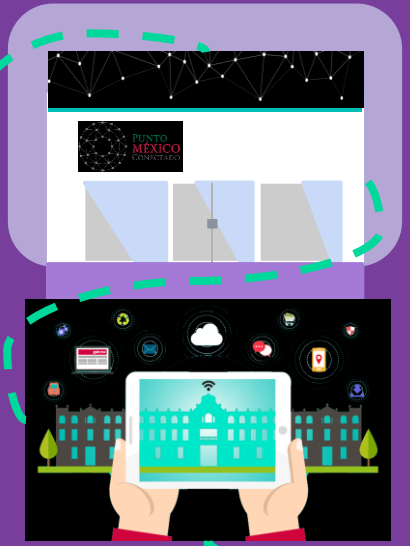
Source: México conectado y CódigoX

Digital Inclusion to close gaps

Constitutional right article 6th

National Digital Strategy

MÉXICO CONECTADO



Women beneficiaries of the social program *Prospera Digital*

Ages between 18-55

They have up to 4 hours a week (+0.5 hrs of transport aprox.)

They live in a urban microzone in Ecatepec near a Mexico Connected Spot

PROSPERA
PROGRAMA DE INCLUSIÓN SOCIAL

Education

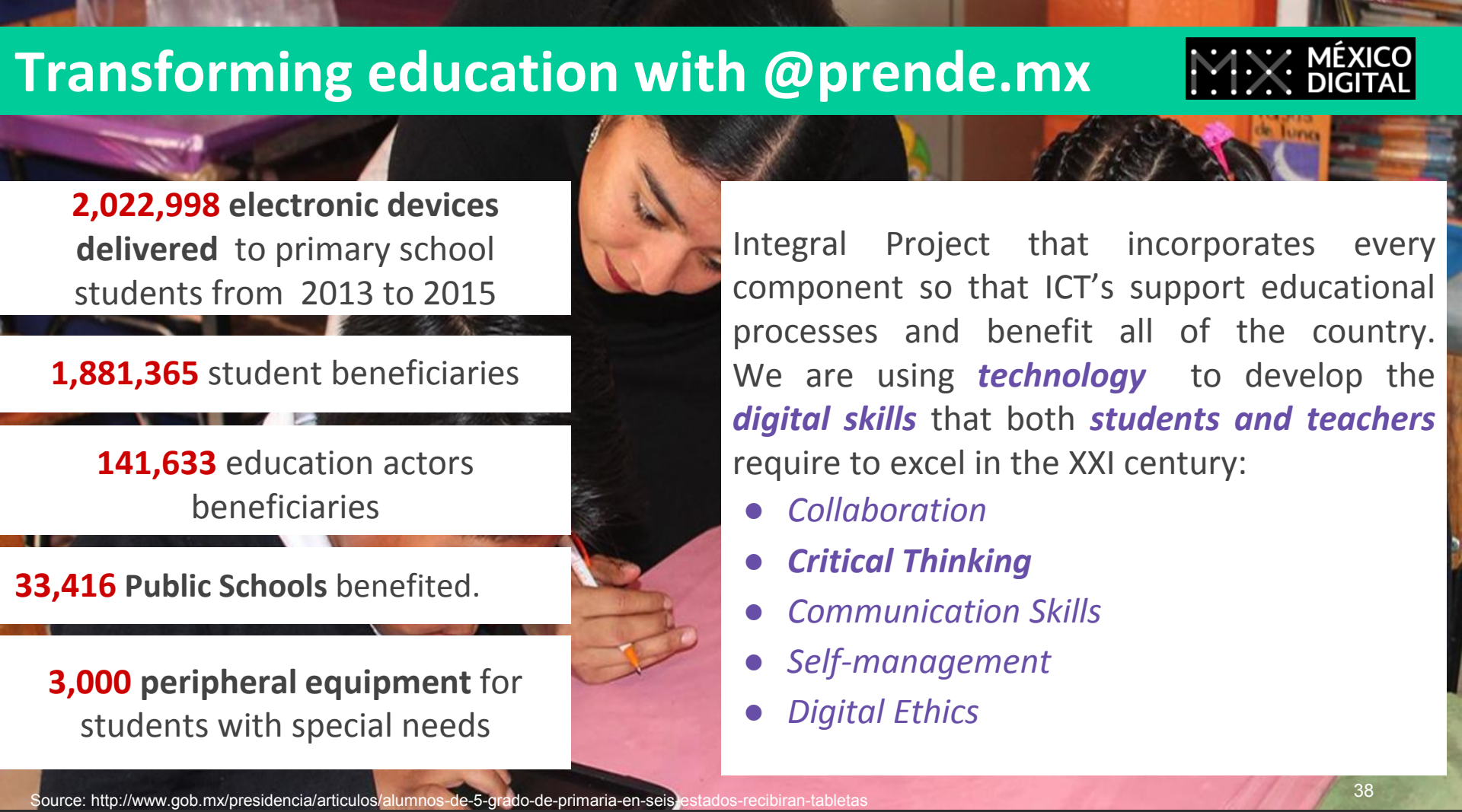
Work

Income

Rol at home

Transforming education with @prende.mx

MÉXICO DIGITAL



2,022,998 electronic devices delivered to primary school students from 2013 to 2015

1,881,365 student beneficiaries

141,633 education actors beneficiaries

33,416 Public Schools benefited.

3,000 peripheral equipment for students with special needs

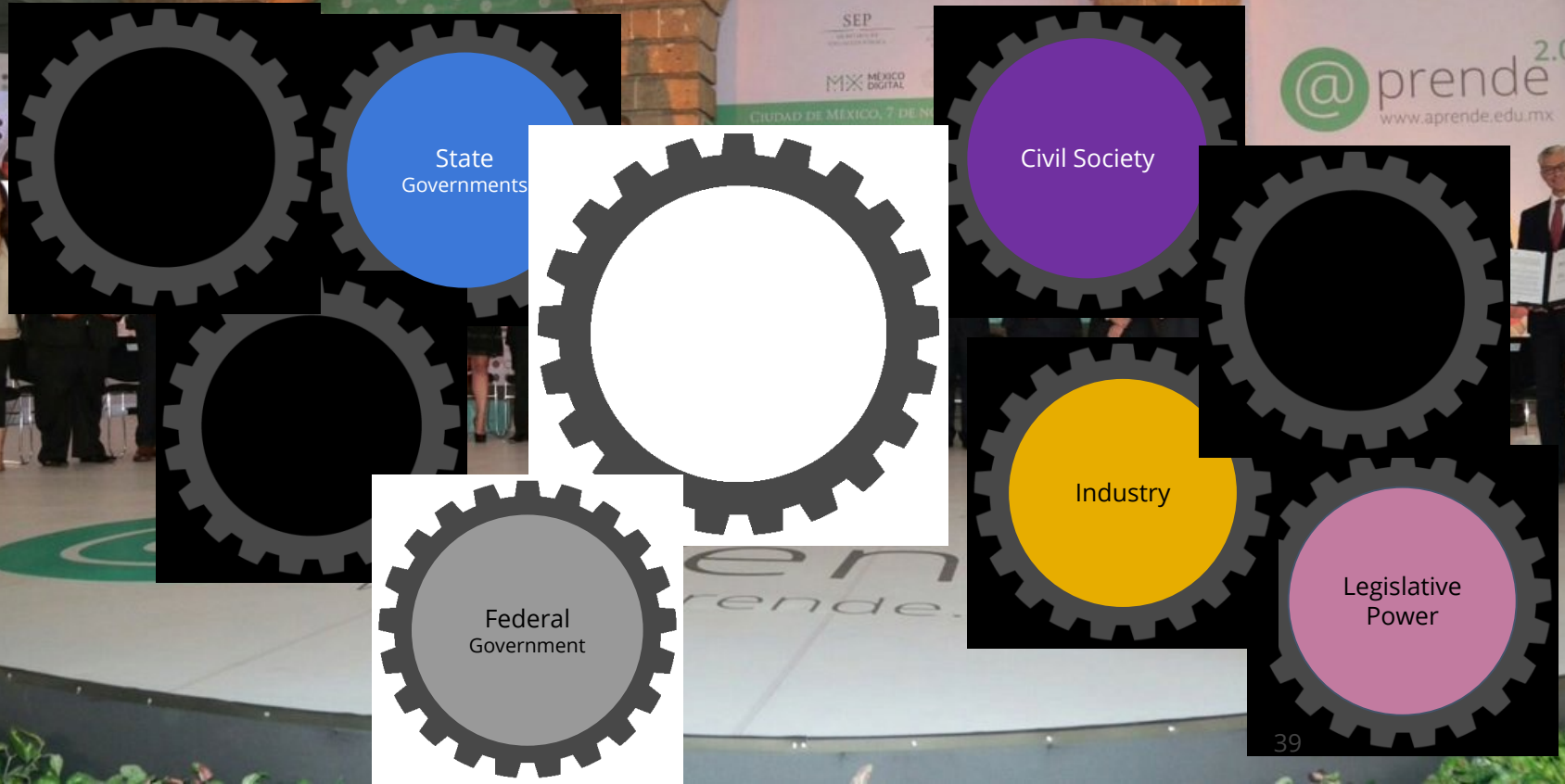
Integral Project that incorporates every component so that ICT's support educational processes and benefit all of the country. We are using ***technology*** to develop the ***digital skills*** that both ***students and teachers*** require to excel in the XXI century:

- *Collaboration*
- ***Critical Thinking***
- *Communication Skills*
- *Self-management*
- *Digital Ethics*

Source: http://www.gob.mx/presidencia/articulos/alumnos-de-5-grado-de-primaria-en-seis-estados-recibiran-tabletas

Strategic Alliances

The **@prende.mx program** **is beign posible** due to the collaboration of:



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International Cooperation

Mexico leads the Network of e-Government Leaders of Latin America and the Caribbean (Red GEALC).

Mexico hosted the 11th Internet Governance Forum

Mexico participates in the Working Party of e-Government on OECD:
- Digital Service Delivery
- Electronic Identification
- Open data experts group

Mexico leads the eLAC, a plan of action for Latin America and the Caribbean Digital Agenda in line with the Sustainable Development Goals and the World Summit on the Information Society (WSIS).

Mexico is an active member of the Internet Governance Forum Multistakeholder Advisory Group and host country of the 11th Internet Governance Forum.

¡Muchas gracias!

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