

TC ABSTRACT

I. Basic Project Data

▪ Country/Region:	REGIONAL/IDB
▪ TC Name:	Fostering public sector capacity and human talent on Digital Government in LAC
▪ TC Number:	RG-T3445
▪ Team Leader/Members:	PORRUA VIGON, MIGUEL ANGEL (IFD/ICS) Team Leader; ROJAS GONZALEZ, SONIA AMALIA (IFD/ICS); FITZPATRICK, SILVANA VALDIVIESO (IFD/ICS); CATANO GUZMAN, MARIANA (IFD/ICS); KAGELMACHER, DARIO GUILLERMO (IFD/ICS); CUBO CONTRERAS, AITOR (IFD/ICS); SHIN, SUNGYEOL (IFD/ICS)
▪ Taxonomy:	Research and Dissemination
▪ Number and name of operation supported by the TC:	N/A
▪ Date of TC Abstract:	08 May 2019
▪ Beneficiary:	Beneficiary countries of the Bank
▪ Executing Agency:	INTER-AMERICAN DEVELOPMENT BANK
▪ IDB funding requested:	\$600.000.00
▪ Local counterpart funding:	\$0.00
▪ Disbursement period:	30 months
▪ Types of consultants:	Individuals; Firms
▪ Prepared by Unit:	Innovation in Citizen Services Division
▪ Unit of Disbursement Responsibility:	Institutions for Development Sector
▪ TC included in Country Strategy (y/n):	No
▪ TC included in CPD (y/n):	No
▪ Alignment to the Update to the Institutional Strategy 2010-2020:	Institutional capacity and rule of law

II. Objective and Justification

- 2.1 The goal of the TC is to strengthen the capacity and human talent of LAC public officials regarding international best practices on digital government. Although countries have a growing commitment to digital transformation, it is clear that one of the main obstacles is the shortage of technical talent among public officials, which makes it difficult to achieve a holistic digital transformation. In addition, support for the GEALC network as a horizontal cooperation agency between LAC countries needs to be continued.
- 2.2 Although Latin American and Caribbean (LAC) countries have been expanding and encouraging the use of Information and Communication Technologies (ICTs) as a mechanism towards modernization of the public sector, digital agencies usually must struggle with the idea of how to be innovative, and at the same time, how to respond to their citizens demands in a better and more efficient ways. Nowadays, issues surrounding the factors that make a digital transformation possible are increasingly complex, such as cybersecurity, digital identity, interoperability of information systems, among others. Therefore, the region must address this complexity by continue learning from advanced experiences, particularly from those countries that are world leaders in the crossroads between modernization of the public sector and the use of ICTs.
- 2.3 Despite noticeable improvements in LAC regarding digital government strategies, the fact is that broadly, the region is lagging in comparison with the rest of the world. According to the UN E-Government Survey 2018, just 5 LAC countries are ranked

among the top 50 worldwide (Uruguay – 34, Chile – 42, Argentina – 43, Brazil 44, and Barbados 46), and still 13 LAC countries are below the position 100.

- 2.4 The Republic of Korea has served as one of the world’s most cited best practice models, by incorporating innovation and transformation of service delivery leveraged on ICTs to achieve desired policy outcomes and increased citizen trust in government. This has transformed the country into a Global Leader in e-Government as a mechanism to develop a sustainable future, through the following key commitments; (i) improving quality of through service that sympathizes with people; (ii) self-innovating public service with digital capacity, iii) establishing a transparent society where justice and thrust thrive, and iv) creating a safer environment with nationwide intelligent infrastructure.
- 2.5 Korea is frequently positioned among the top countries in e-government strategies by several international rankings. According to the survey, Korea is the perfect illustration of a new paradigm designed “to deliver customized public services and generate new jobs through the sharing of government-owned data with the public and improved collaboration between government departments”.
- 2.6 The Republic of Korea has been a key stakeholder in the promotion and expansion of e-government policies and strategies in the region. Through two flagship Technical Cooperation (TC) Digital Solutions for Connected Citizens and Governments (RG-T2406) and Improving Public Sector Service Delivery through Knowledge Sharing (RG-T2745) the IDB has supported a wider adoption of ICTs in public administration to improve effectiveness, efficiency and openness. Both TC operations have facilitated and bolstered the dialogue between the Bank and the e-government agencies of the region, and therefore, strengthened horizontal cooperation mechanisms through the support of the E-Government Network of Latin America and the Caribbean (RED GEALC). The commitment of Korea with the Red GEALC is materialized in the constant participation of high-level Korean authorities in the network meetings since 2012. In November 2018, the V Ministerial Meeting of the Red GEALC, which took place in Panama, had a strong support from the Korean government. Kim Iljae, Deputy Minister, Head of Government Innovation and Organization Management Office, led the Korean delegation.

III. Description of Activities and Outputs

- 3.1 **Component I. (US\$200.000):** e-Government pilot projects based on the Korean experience: This component will provide consulting support for the design of 2 pilot projects based on the Korean experience in digital government. These pilot projects will be defined in dialogue with LAC countries, particularly during the Red GEALC Assembly that will be held in the city of Buenos Aires, Argentina, in October 2019. Although the topics of these pilot projects are not limited to any issue, the following are among the potential innovative e-government topics identified; digital identity and identity management, interoperability, digital signature, and data management and visualization. Once the theme of the pilot has been acknowledged by a LAC country, Korean experts, under the leadership of the IADB, will design a project to adapt the technology based on the experience from Korea, test it and show the results founded on a dimensioned and specific topic . The pilot projects will take into account the suggestions of Korean specialists, as well as LAC digital government agencies in coordination with the IADB through the Red GEALC, on its applicability to the regional and country specific contexts.
- 3.2 **Component II. (US\$400.000):** Knowledge Exchange and Dissemination of best practices: This component is intended to provide knowledge exchange and learning opportunities to LAC public officials to bolster the quality of public service delivery and government effectiveness through; (i) two (2) regional events; (ii) one (1) high-level training mission for LAC digital government policymakers and managers to Korea; (iii) one (1) capacity building training program for LAC officials to Korea; (iv) one (1) Korean e-government delegation visit to LAC. By participating in these events, LAC

officers will be able to learn how to apply the best practices to their specific countries as well as get the clear picture of operation mechanisms of the Korean public service delivery system based on e-government.

- 3.3 **Component I: (US\$200.000): e-Government pilot projects based on the Korean experience.** This component will provide consulting support for the design of 2 pilot projects based on the Korean experience in digital government.
- 3.4 **Component II: (US\$400.000): Knowledge Exchange and Dissemination of best practices.** This component is intended to provide knowledge exchange and learning opportunities to LAC public officials to bolster the quality of public service delivery and government effectiveness.

IV. Budget

Indicative Budget

Activity/Component	IDB/Fund Funding	Counterpart Funding	Total Funding
Component I. (US\$200.000): e-Government pilot projects based on the Korean experience.	\$ 200,000.00	\$ 0.00	\$ 200,000.00
Component II. (US\$400.000): Knowledge Exchange and Dissemination of best practices.	\$ 400,000.00	\$ 0.00	\$ 400,000.00

V. Executing Agency and Execution Structure

- 5.1 The executing agency for this TC will be the IDB, under responsibility of IFD/ICS.
- 5.2 For several years, the Bank has partnered with governments in the region on their challenge to improve service delivery through innovative public management. While interventions have encompassed many sectors, IFD/ICS has been the unit responsible for the management aspects of these interventions. Due to the focus of this TC on the Korean experience, the Bank will work in close coordination with the Korean Ministry of the Interior and Safety further strengthening institutional collaboration and exchange between this country and the LAC region. Furthermore, based on previous experiences and the work carried out in the TC RG-T2745, the IDB will work in a close coordination with NIA as key partner for the implementation of this project. The Bank will contract all the consultancies in accordance with the policies and procedures of the Bank applicable to TCs.

VI. Project Risks and Issues

- 6.1 The TC is expected to face two main risks. The first one, during the period of execution of this project, several national elections will take place in several LAC countries, which may affect the commitment of new governments towards digital transformation. The second, is that there might be low levels of participation of key policymakers and practitioners in some countries. In order to mitigate both risks, the RED GEALC will have a strong dialogue with every country and digital agency in the region as it has been doing for the past 15 years. In each step, the Red GEALC through its General Manager will coordinate and report to the Team Member any potential risk or issues that can rise during the execution of the TC.

VII. Environmental and Social Classification

- 7.1 The ESG classification for this operation is "undefined".