

TC ABSTRACT

I. Basic Project Data

▪ Country/Region:	REGIONAL/IDB
▪ TC Name:	Regional Observatory of Digital Government
▪ TC Number:	RG-T3864
▪ Team Leader/Members:	Roseth, Benjamin David (IFD/ICS) Team Leader; Pareja Glass, Alejandro (IFD/ICS) Alternate Team Leader; Yee Amezaga, Karla Mirari (IFD/ICS); VASQUEZ ROSSI, MARIA INES (IFD/ICS); Mendoza Benavente, Horacio (LEG/SGO); Aguilar Blandon, Maria Alejandra (IFD/ICS)
▪ Taxonomy:	Client Support
▪ Number and name of operation supported by the TC:	N/A
▪ Date of TC Abstract:	02 Mar 2021
▪ Beneficiary:	Uruguay, Paraguay, Panamá.
▪ Executing Agency:	Inter-American Development Bank
▪ IDB funding requested:	US\$150,000.00
▪ Local counterpart funding:	US\$0.00
▪ Disbursement period:	24 months
▪ Types of consultants:	Individuals; Firms
▪ Prepared by Unit:	IFD/ICS - Innovation in Citizen Services Division
▪ Unit of Disbursement Responsibility:	IFD/ICS - Innovation in Citizen Services Division
▪ 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 To contribute to the digital transformation of the governments of the region through the generation, dissemination and analysis of indicators related to the advancement of digital government, at the level of the countries and the region. This information will serve two main purposes. First, it will support decision-making on evidence-based digital government policies and programs, to identify strengths and weaknesses in this area, and develop baselines. Second, it will motivate digital transformation efforts in the countries of the region, through the possibility of comparisons between peers and transparency before citizens. Specifically, the objective it is to create a Regional Observatory of Digital Government that standardizes and gathers a set of indicators on the progress of digital government in a visualization platform that serves as a common infrastructure for the participating countries and that informs public policies about digital government and the provision of services to citizens. The institutions that will participate in the project and will benefit from it directly are those in charge of digital government at the national level.
- 2.2 LAC countries are behind on digital government. As of 2017, only 7% of citizens had accessed their last public service online. Lags in digital government became increasingly evident during the pandemic, as governments and citizens turned to the internet for service provision. Emerging from the pandemic, many governments are placing increased attention on digital tools as key to providing services in a cost-efficient, timely and democratic way. As these efforts gain strength, monitoring them - both from within government and by civil society - will be key to promoting their effective implementation and equity, as well as troubleshooting along the way. As such, government and civil society actors need a tool to facilitate monitoring efforts - namely,

a web tool that automatically updates data as it is produced, offers multiple options for visualization for non-expert users and includes downloadable microdata. No such tool exists in LAC. For that reason, the three beneficiary countries have requested Bank support through this TC.

III. Description of Activities and Outputs

- 3.1 **Component I: Component 1. Generation of tools to support the visualization of data on the advancement of digital government.** The activities included in this component are: (i) the definition and standardization of indicators that would be displayed for each beneficiary country; (ii) the design and development of a common visualization tool; (iii) the creation of an adhesion guide for beneficiary countries; and (iv) the creation and dissemination of a guide to facilitate analysis of data available on the platform.
- 3.2 **Component II: Component 2. Technical support to participating countries (Uruguay, Paraguay, Panamá).** Depending on the needs of each country, this support may include: (i) identification of the information sources that can produce the indicators showcased on the platform; (ii) adaptation of locally-produced data to meet the standards of the platform; (iii) strengthening of information systems to produce the data necessary; (iv) integration into the platform; and (v) training in the use of the platform to generate inputs for decision-making.

IV. Budget

Indicative Budget

Activity/Component	Total Funding (IDB)
Component 1. Generation of tools to support the visualization of data on the advancement of digital government	US\$75,000.00
Component 2. Technical support to participating countries (Uruguay, Paraguay, Panamá).	US\$75,000.00
Total	US\$150,000.00

V. Executing Agency and Execution Structure

- 5.1 The IDB, through IFD / ICS, will be the executing agency.
- 5.2 This is justified because it is a regional project for which none of the beneficiary countries have execution capacity. Furthermore, the Bank is the Secretariat for the regional coordination mechanism for digital government authorities, the Red GEALC, which will serve as a consultative body for the technical specifications of the project.

VI. Project Risks and Issues

- 6.1 There are two risks: (i) difficulty in standardizing the information to be presented; and (ii) sustainability. To address risk (i), ongoing consultations will be held both with the countries that decide to participate in TC activities and with other countries in the region to reach agreements that fit the needs and possibilities of as many countries as possible. To address risk (ii), three activities are planned: (1) the activities of Component 1 will be carried out in such a way that the cost of adhesion for additional countries is minimized, (2) throughout the execution of the TC, Lessons learned will be collected that can expedite the accession of additional countries, and (3) towards the end of the execution of this TC, an additional TC will be proposed to support the accession of those countries that require it.

VII. Environmental and Social Classification

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