

**Information Society and  
e-Government**

# **The Mexican experience**

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*Irak López Dávila*

**INFOTEC**

*irak@infotec.com.mx*



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# IT status in Mexico

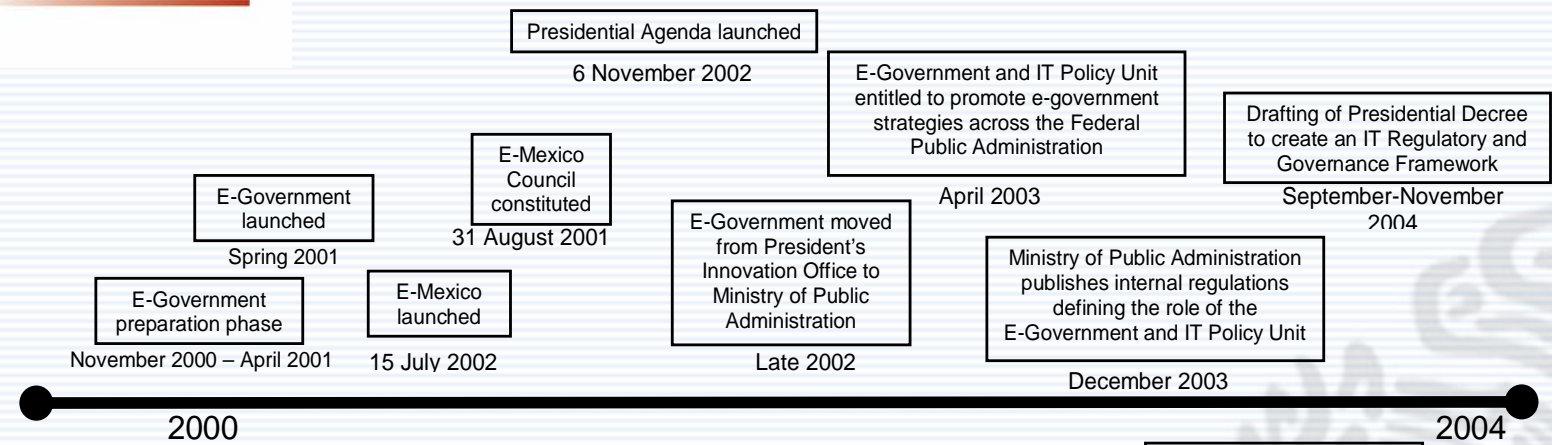
- Information Society World Ranking : 66 (International Telecommunication Union) and 36 (UN)
- Internet users (% of inhabitants ): 18 %
- e-Mexico National System (Connectivity, Contents and Systems)
- Digital Community Centers: in 2003 there were 3,200, in 2004 there were 7,500, and it is expected that by 2006 there will be 10,000
- The UN's 2005 Global e-Government Readiness Report ranks Mexico 31th out of the 200 countries



# IT status in Mexico: Timeline



**BUEN GOBIERNO**



Telecommunications Law  
1995

Electronic Declarations legislation  
1998

E-Commerce legislation package  
2000

E-Signature and Data protection initiatives  
2002

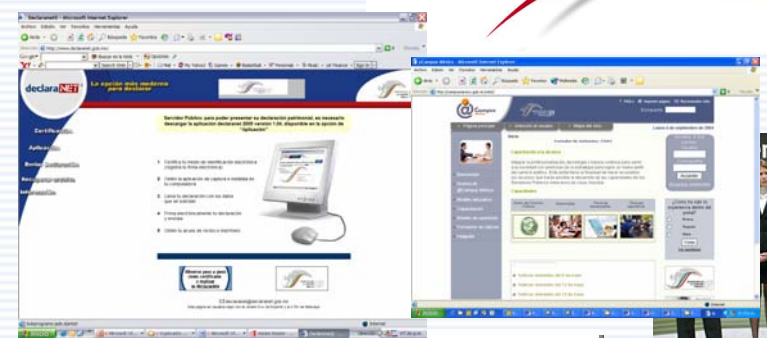
Federal Law on Transparency and Access to Information  
2002

Professional Civil Service Law  
2003



# Digital Government Projects

- Digital Government projects have significantly **improved public services** in areas such as **efficiency, quality and availability**
- Digital Government Projects have **transformed internal government processes** and improved the efficiency of the organizations involved
- Digital Government Projects have had a great impact in **citizen's participation, transparency and accountability**



Sistema de Solicitudes de Información

Fiscal Services



CRM



Citizen's Portal

www.gob.mx

- IT policies that will drive the Information Society and Digital Government strategy:

- Interoperability Policy
- Organization Policy
- Digital Certificate and Electronic signature
- Technological Infrastructure Policy
- Privacy and transparency Policy
- Electronic Services Policy
- Budget and Financing Policy
- Security Policy
- Inter-jurisdictional cooperation Policy
- IT Planning Policy
- Acquisitions and contracting of IT goods and services Policy

**Executive CIO Council**

**Technical committees**

# Governance, IT policies and their problems

The main types of problems for the successful implementation of the IT policies are:

- Budgetary barriers (e.g. lack of funding, uncertain future funds, inflexible funding, etc.)
- Regulatory barriers (e.g. regulation that hinders implementation of IT policies)
- The digital divide (e.g. lack of access to the Internet and online services)
- Resistance to organizational change
- Lack of leadership
- Lack of planning
- Difficulty of designing customer focused services
- Difficulty of collaborating with other agencies

## International cooperation in public sector

- The Ministry of Public Affairs is in charge of the international cooperation in the ICT field. Mexico has good cooperation relationships with 46 countries of practically the five continents

- North American Day



ICA (International Council for Information Technology in Government Administration). Now, our country is working in the m-Gov best practices study group and is organizing the 40th Annual Conference in Guadalajara, Mexico (Whole of Government: Filling the Holes)

- GOL (Governments On Line International Network)



United Nations (Knowledge Management Branch, Department of Economic and Social Affairs). e-Government study group (2004)

# International cooperation in ICT field

- Government of Canada. Memorandum of Understanding (2002). The purpose of the Memorandum of Understanding says: “Canada and México have exchanged information about our respective approaches and progress on e-Government and are committed to continuing this valuable dialogue. This Memorandum of Understanding is intended to formalize this dialogue between Canada and Mexico through shared principles, the exchange of best practices and discussions in key areas of e-Government”.
- OECD. e-Government study group since 2003. OECD (e-Government Study on Mexico 2004-2005 and Benefits Realization and Business Case projects). The purpose of these projects are to collect a set of descriptive data on benefits realisation methodologies for e-government projects.
- APEC (Asia-Pacific Economic Cooperation)



## International cooperation in private sector



Collaboration of INTEL in the digital cities initiatives of the local governments with WiMAX and WiFi technology

- Participation of EDS with INFOTEC (Public Center for Technology in Government) developing a Citizen e-Participation Solution



- Collaboration of MICROSOFT in the Citizen Portal



Participation of ECQUARIA (Singapore) in the Mexican e-Services strategy

- Participation of the University of California (Berkeley) and the George Washington University in the IT education strategy



- ITCC-MEXCOR Advisory Committee (Tecnologico de Monterrey, SELECT)

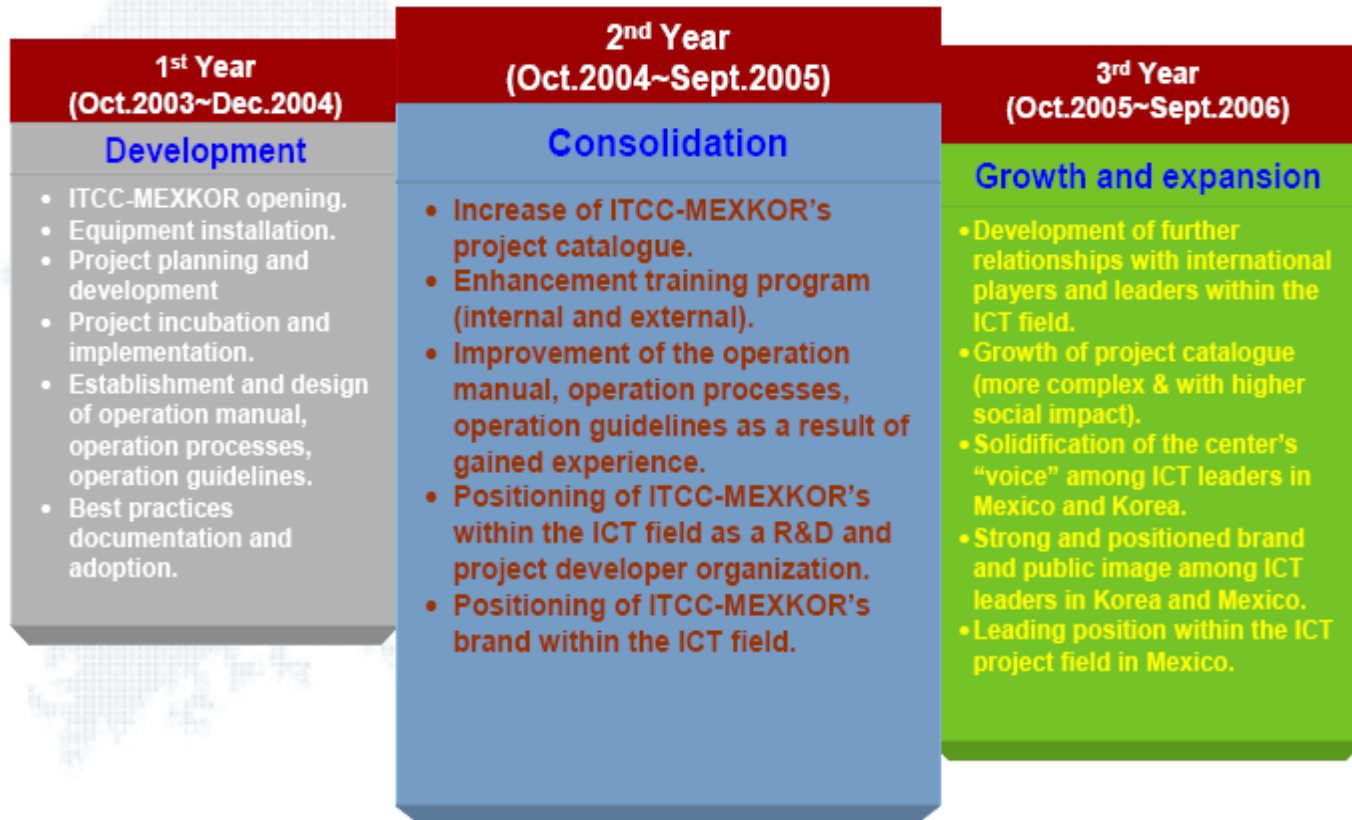
## International cooperation and relationship with Korea



- The "Memorandum of Understanding (MOU) for the creation of the ITCC-MEXCOR" was signed in November 24, 2003, for the Secretary of Communications and Transports across the e-Mexico National System and the Ministry of Information and Communications of Korea (MIC) across the National Agency of Computerization (NCA)



# International cooperation and relationship with Korea



# International cooperation and relationship with Korea

## The Center of Cooperation in Information Technologies Mexico-Korea

Projects	2004	2005
ITCC-MEXCOR Portal	First Phase	Second Phase
Solution model for a tool of advanced search of governmental information	First Phase	Second Phase
Assessment tool for small enterprises	First Phase	Second Phase
IT projects data base	X	
Mobile services for citizen		X
Micro-Region Development Model		X
Digital cities diagnosis and strategy model		X

### The 2006 Projects

No.	Project	Beneficiaries and Coparticipation
<b>ITCC Projects with 3rd Party coparticipation</b>		
1	ICT Documents Publication for Information Society	ITCC MEXICO-KOREA and CHILE-KOREA / UNAM /
2	Digital Cities Diagnose and Strategy Model 2nd Phase	ITCC and e-M? ico
3	Micro-Region Development Model 2nd Phase	ITCC and SEDESOL
4	e-Government for Business, Municipal system for Business Registration	ITCC and State Gov. Of Puebla
5	ICT Congress, symposiums	ITCC, e-M? ico and NCA
6	Competitiveness in e-Business through ICT Diploma	ITCC, Bancomext and ITESM
7	ITCC Projects Launch and specialized seminars	ITCC, e-M? ico and NCA
8	ITCC Portal Operation and Maintenance	ITCC

### e-M? ico Projects with ITCC Participation

	ITCC States Network	ITCC and e-M? ico
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## The Mexican experience of Korean policies, products and solutions

- In the last three years Mexico has acquired important knowledge about ICT and e-Government from Korea and has learned about the experiences of this country
- The understanding of the Mexican Government about the IT Strategy in Korea and its projects is invaluable
- Mexico has big challenges in IT policy and e-Government organization. The NCA is for the Mexican Government an example to follow. The best practices in IT policy of NCA have been taken in the Digital Strategy of Mexico
- The Government of Korea across KADO has helped to many Mexican public servants with ICT and e-Government courses. This knowledge has been very useful for the Mexican Government and its citizen



## The Mexican experience of Korean policies, products and solutions

Some of the IT exchange and cooperation activities and experiences with Korean companies and agencies were :

- On 2004, Korean EXIM Bank visits the ITCC MEXKOR. The officers of the Korean EXIM bank visited the Center with the purpose of devising ways for a mutual collaboration scheme
- On January 31st, 2005, ANSCOM, a Korean company delivered a seminar about high speed wireless network technology
- On March 3rd, 2005, there was a videoconference between SAMSUNG SDS and SONDA PISSA (a Mexican consultancy firm) to explore the possibility to establish an alliance in order to develop the management system of the Mexico City International Airport
- On April 29th, 2005, there was a videoconference between the Miguel Hidalgo district and LG CNS, to share experiences in the Korean Case of Mobile services for the citizens



## The Mexican experience of Korean policies, products and solutions

- On July, 2005, A training program was delivered by Korea Wisenut in the usage of the SF-1 Search Engine System via Videoconference to the INFOTEC and e-Mexico staff
- On August 10th, 2005, ILCE and Aircode had a videoconference about Interactive TV
- On September 9th, 2005, the ITCC MEXCKOR organized jointly the “Latin America ICT Conference 2005” with the NCA. In order to share new ICT technologies and services, an exhibit called “ICT Corridor” was arranged in parallel with the Conference. During the IT exhibition, the attendants were able to behold Korean solutions (LG, SAMSUNG) in the ICT field as interactive TV, Digital Multimedia Broadcasting, etc.

# Conclusions

- For all these challenges, the relationship between Mexico and Korea is essential
- The exchange of policies, methodologies, experiences and best practices must become stronger. On the same way, the cooperation Mexico-Korea should continue on the subject of courses and training (Now Mexico wants to build an IT University like KADO)
- Nevertheless, the research and development on IT projects must be increased and prototypes must be generated. In this sense, Korea and Mexico must generate working groups (Digital Cities projects and the U-Mexico Project)

# Conclusions

- Because the Korean IT solutions are not well-known in Mexico, they are not used. There is a big area of opportunity for the generation of technological solutions together (WI-Fi, movil technology, security solutions, technology infrastructure, e-Services, e-Learning solutions, KM, e-Procurement and CRM )
- A good way to solve these issues is to increase the relationship and communication between the Korean agencies and the Mexican organizations. Without doubts, Mexico will look for this goal

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