

APEC Telecenter Training Camp Taipei, Taiwan

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Ministry of the Public Function
México

e-México National System is...

- ✓ *A technological and social based system on a digital sharing process*

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Main Issues

Contents

Contents Committees

e-México National System Portal



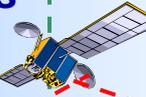
Systems

Network Operations Center



Connectivity

Internet Service Providers



Digital Community Centers (DCCs)



Contents and Digital Services Platforms

e-Learning

e-Health

e-Economy

e-Government

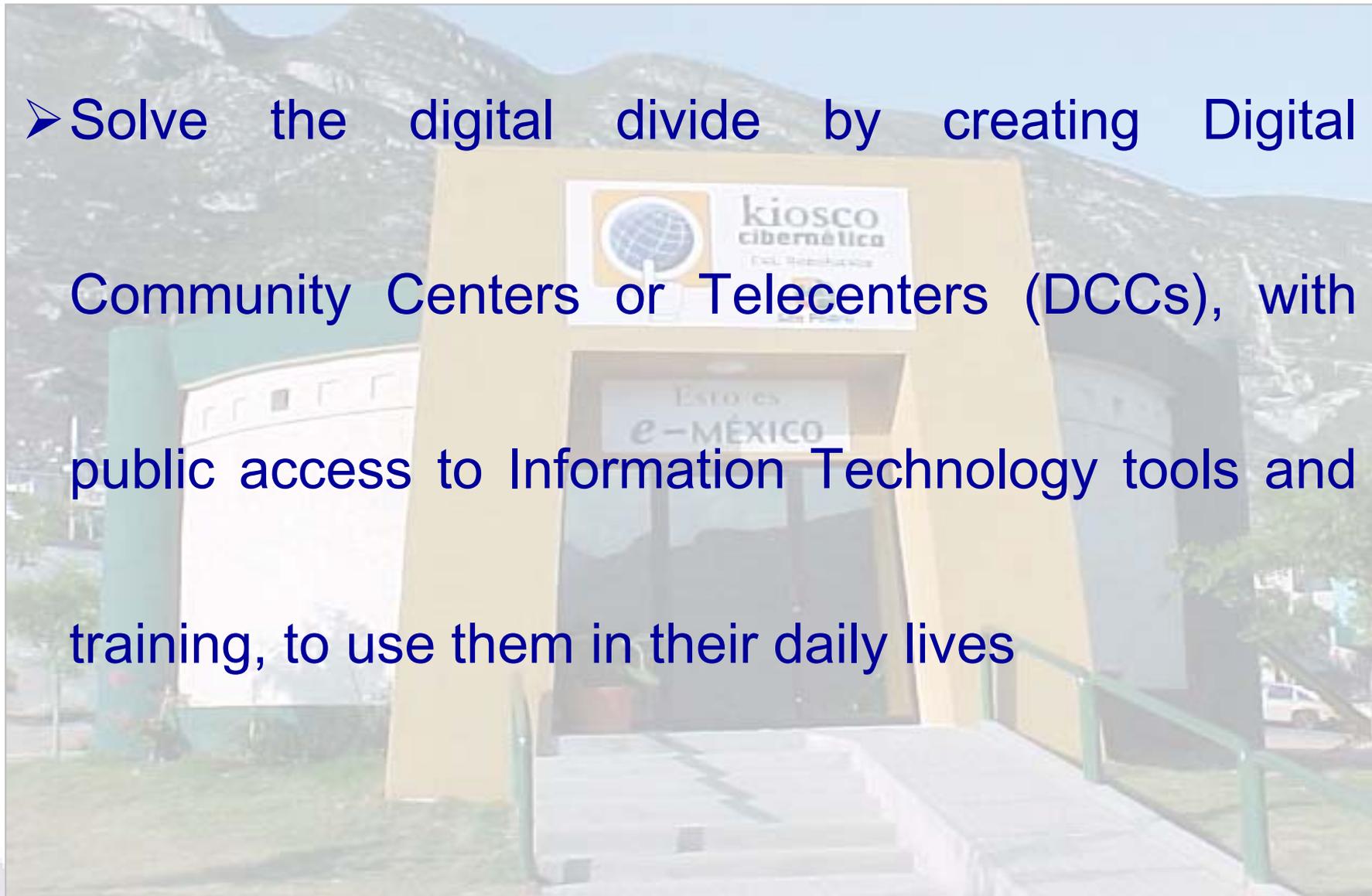


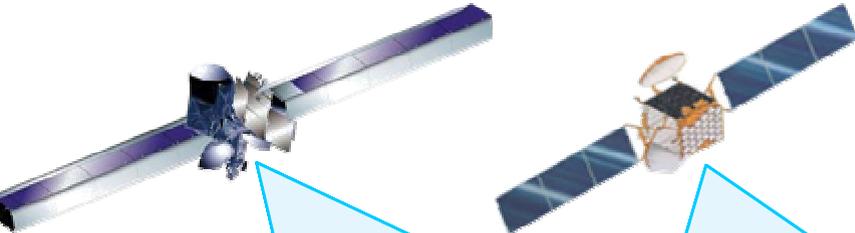
Connectivity



Digital Community Centers

- Solve the digital divide by creating Digital Community Centers or Telecenters (DCCs), with public access to Information Technology tools and training, to use them in their daily lives



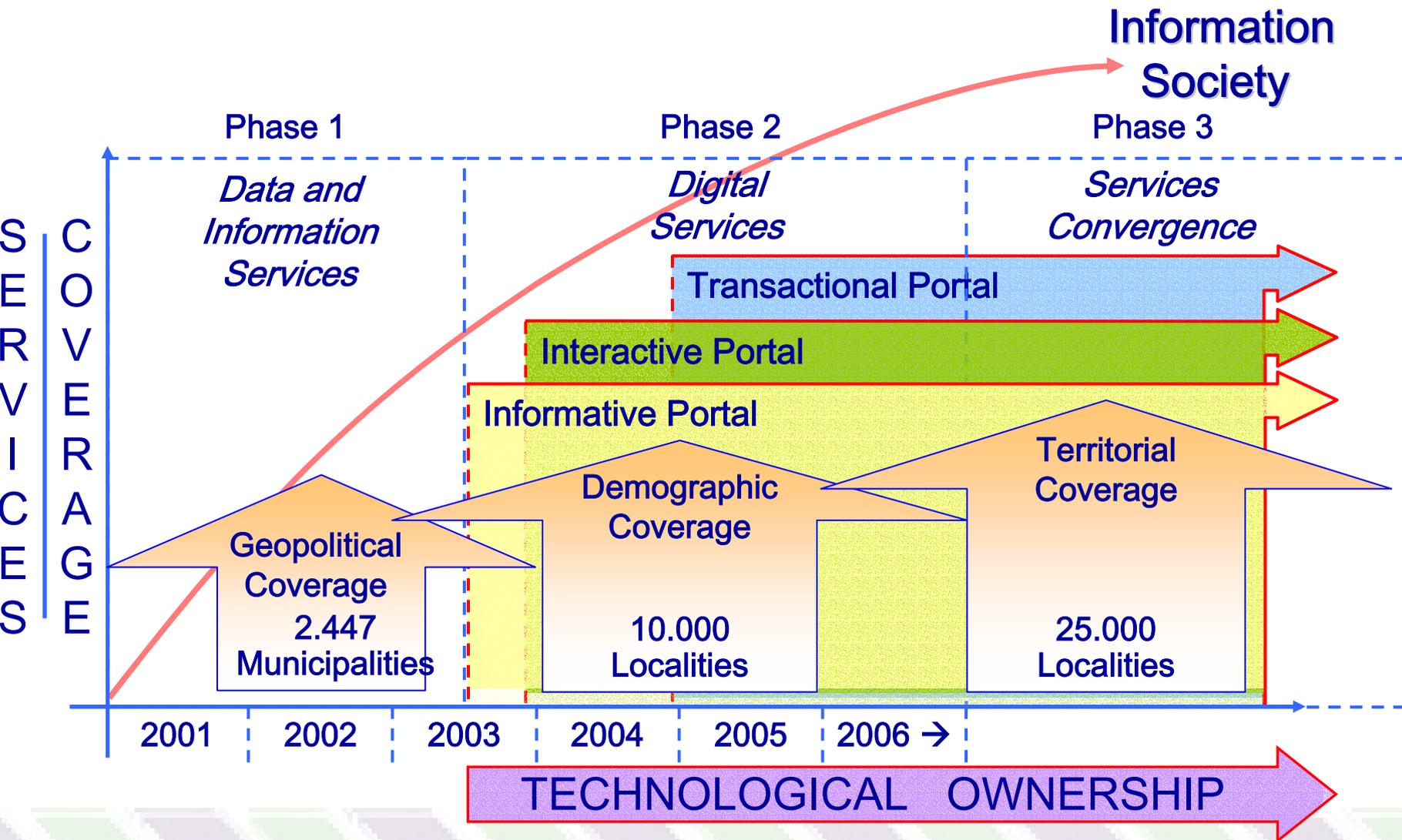


Centros
Comunitarios
Digitales



- ✓ **3,200 DCCs installed in 2003, covering more than 2,400 municipalities**
- ✓ **Plus 4,000 DCCs by 2004**
- ✓ **Total = 7,200 DCCs**
- ✓ **More than 10,000 DCCs by 2006**

e-México National System Phases and Coverage



Digital Contents and Services

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Contents and Digital Services

➤ Information, knowledge and digital services supply

2002

- Projects conceptualization

2003

- Web Services Portal Platform
- Technical Interoperability Platform
- Digital Training Services platform "Capacinet"
- e-Licences
- Web Portals development

2004

CONTENTS:

- Web portals development
- Digital services
- Virtual courses

TECHNOLOGICAL OWNERSHIP:

- Digital Communities development
- DCCs technological ownership
- State and municipal government agreements

Systems

- **Technological infraestructure needed to generate Digital Services, supported by evaluation and control processes**

2002

- Federation processes alignment DAS-G, DAS-IT
- e-Health's National Program formulation
- National Informatics Program redesign



2003

- Virtual Private Network analysis (VPN)
- Help Desk and DCCs Monitoring
- e-Licences
- Web Services Portal Platform

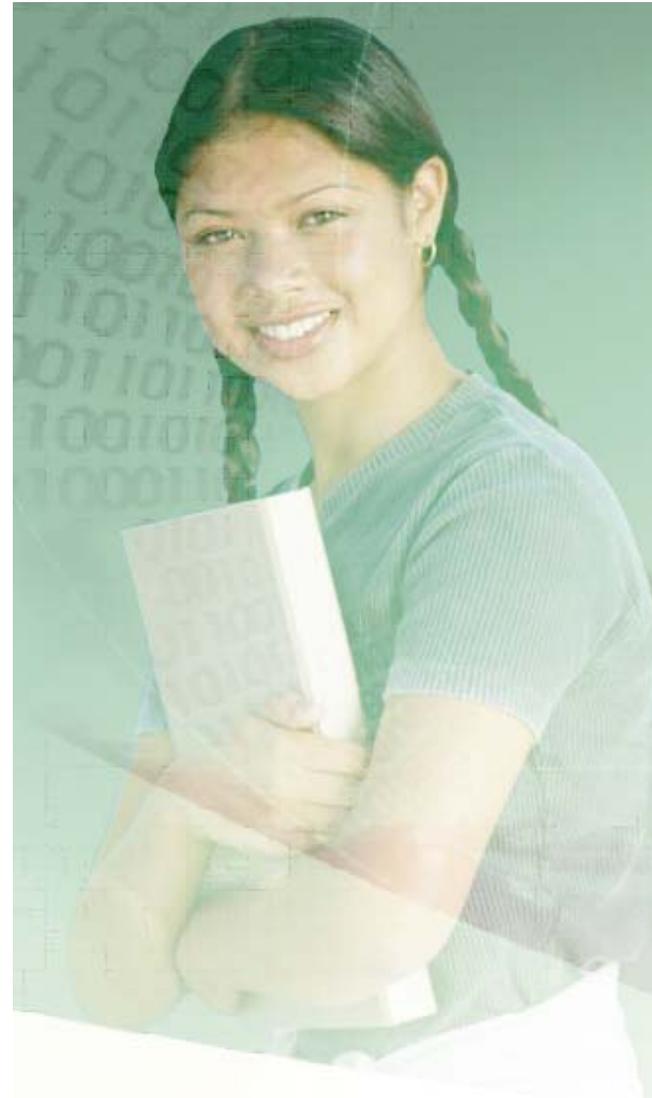


2004

- Customer Relationship Management (CRM)
- Data Center / Network Access Point (NAP)
- Government Intranet
- "Capacinet" training platform
- Distance health
- Knowledge Management System
- Technical Interoperability Platform

- **Deployment of educational services on line**
 - Schools Network
 - Teach to the future
 - Contents Digitalization

- **Better opportunities for training**
 - Training and educational platform
 - Certification of Government employees
 - Human Resources training

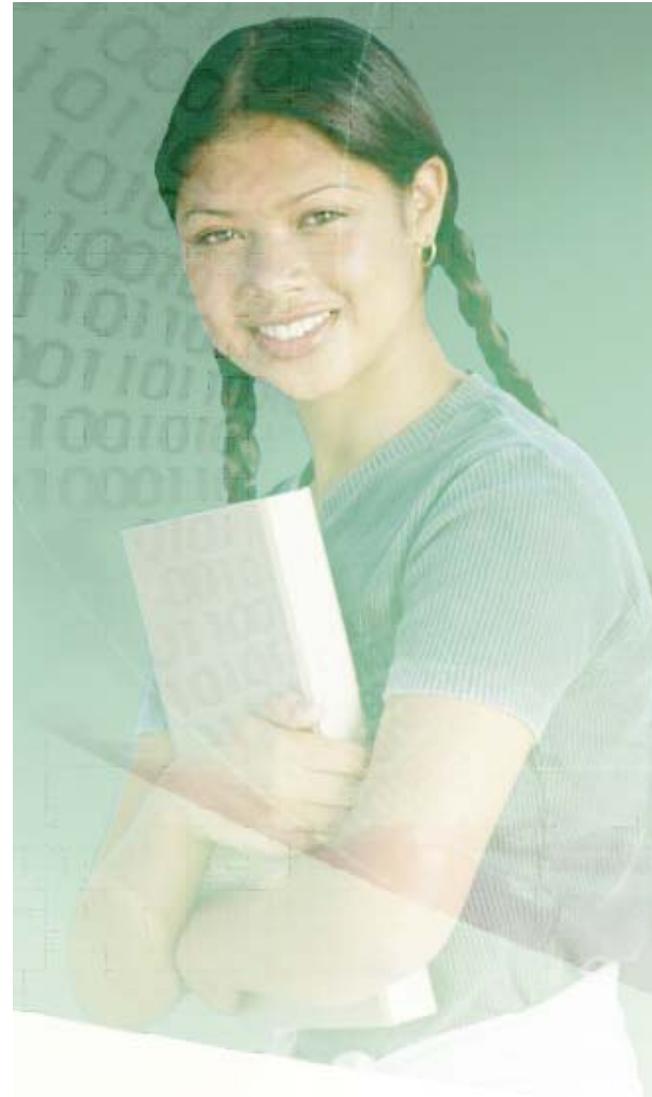


e-Learning Digital Services

- **Continuos training**
 - At digital centers
 - Labor training
 - Interactive training materials

- **Digital services for minorities**
 - Indigenous digital libraries
 - Special needs devices
 - Educational services for migrants

- **Art and culture**
 - e-Culture Portal
 - Public Libraries
National Network
 - Digital Museums

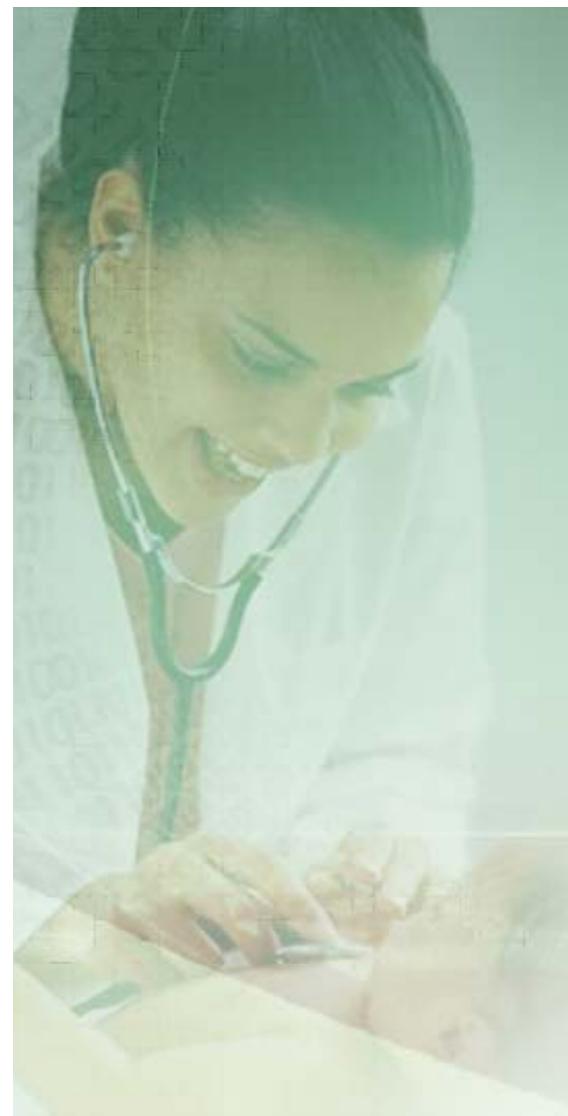


➤ **Medical care and public health**

- Tele-diagnostic and distance treatment
- Epidemiological monitoring
- Sanitary and disaster emergencies
- Patient transfer and inter-consultancy
- Electronic Clinical File

➤ **Learning, training, research**

- Distance training and education
- Support to health research
- Teleconferencing
- Digital library



➤ Management of health services

- Procurement
- Human resource management

➤ e-Health Portal

- Health care and prevention
- Monitoring and Information services



➤ e-Business for Small business program:

- e-Business training for young people
- Awareness of e-Business potential
- Digital Community Centers for businesses
- Digital solutions at municipalities

➤ Digital Sharing with:

- Mexican Government Agencies
- National Development Banks
- World Bank
- International Institutions



- Development of a national software industry:
 - Providing adequate ICT infrastructure
 - Enhancing software process capabilities
 - Strengthening local IT industry
 - Domestic market development
 - Digital Sharing with stakeholders



➤ Good Government Agenda

- Less Expensive Government
- Quality Government
- Professional Government
- Regulatory Improvement in Government
- Honest and Transparent and Government
- Digital Government



➤ A Better Government:

- Increased citizen's confidence
- Exceed citizen's expectations
- Dignified public employees
- Optimized public budgets

➤ The Citizen Portal:

An online citizen space where the user: Teacher, professional, contractor, countryman, transport owner, student, mother, tourist, visitor, etc., can find answers to their request of information and services according to their needs and profile. This tool for sure will contribute to the construction of a Good Government.



e-Government Digital Services

The Citizen Portal is the single entrance to 1022 Federal Government Services and relevant information resources arranged in channels:

- Education
- Tourism
- Health
- Democracy
- Housing
- Migration
- Family
- Business



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e-Government Digital Services

➤ Awards

- The Portal has been distinguished by President Fox with the INNOVA AWARD 2003 to the best innovating practices, rewarded with the Innovation Prize in the Public Administration 2003 and was the winner of the Stockholm Challenge Award 2003/2004 in the e-Government category.

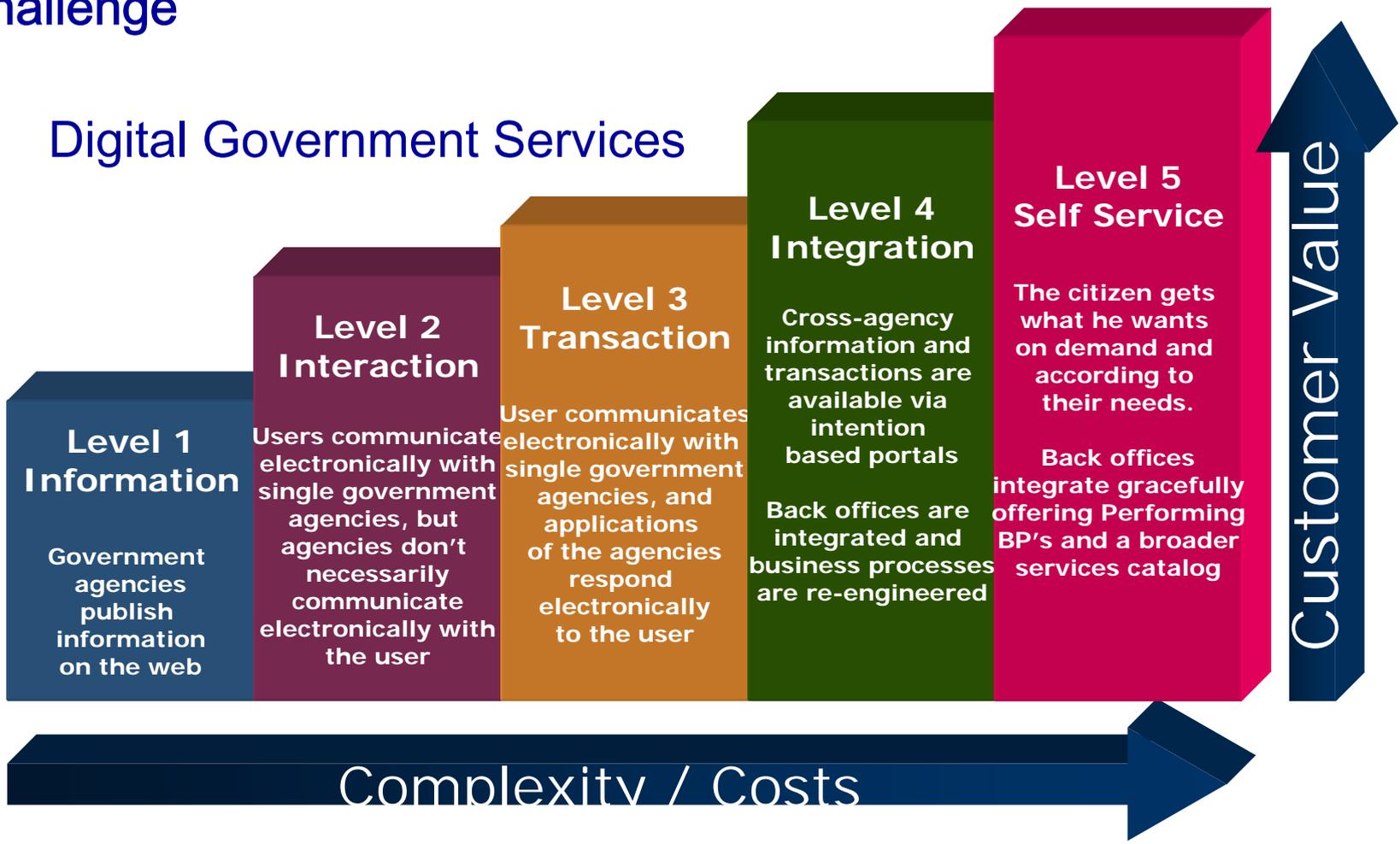


- www.gob.mx has allowed our country to be ranked in the 4rth place of the World ranking in the Web Measure Index (World Public Sector Report 2003: E-Government at the Crossroads, United Nations)
- www.gob.mx was finalist in the Global Junior Challenge 2004.

e-Government Digital Services

➤ Challenge

Digital Government Services



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Thank you!



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