

View results

Respondent

9

Anonymous

170:11

Time to complete

City and Country

1. City name *

Bogota

2. Country name *

Colombia

I. Institutional Framework

3. What is the official e-government portal of the city/municipality? If more than one exists, please list all. *

E-government or digital government will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

Through the web address: <https://bogota.gov.co> the Mayor's Office of Bogota makes available to citizens the multiple channels it has enabled for them to access procedures and services at the district.

In addition to this, the Information System containing the requirements, sites and opening hours for the completion of procedures and the provision of services by district entities and other entities participating in the CADE Network is clearly available at: [Guía de trámites y servicios de Bogotá | Bogota.gov.co](#). The information is grouped by type of population and categories of interest to citizens.

Also, Bogotá has the Bogotá Open Government omnichannel platform, which is deployed in three channels: web, through the domain www.gobiernoabierto bogota.gov.co; Mobile Application (Bogotá Open Government, available on iOS, Android and Huawei), and the Chatico virtual assistant (Available at bogota.gov.co and WhatsApp at +57 3160231524)

4. Please provide link(s) for portal(s) providing following services/features:

E-services or similar

A specific portal where you can see the list of all online services available to the public.

<https://bogota.gov.co/servicios/guia-de-tramites-y-servicios> This Information System containing the requirements, sites and opening hours for the completion of procedures and the provision of services by district entities

5. E-participation or similar:

E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

Bogotá Abierta (bogotaabierta.gov.co); www.gobiernoabierto bogota.gov.co

6. Open government data:

Open Government Data allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

<https://datosabiertos.bogota.gov.co/> Also, Bogota have a observatory network in different strategic topics and them procude open data, for example in mobility, gender, health <https://inventariobogota.sdp.gov.co/observatorios>

7. Public procurement:

<https://bogota.gov.co/asi-vamos/contratos-y-obras>

8. Other major portals at the city/municipality level:

9. Does your city/municipality have a Chief Information Officer (CIO) to manage its e-Government programs/strategies? CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

*

Yes

No

Contact information of City/Municipality Chief Information Officer (CIO) or equivalent

10. Name *

Iván Mauricio Durán Pabón

11. Title *

High Counselor for ICT

12. Organization *

Bogotá Mayor's Office - General Secretariat - High District Council for ICT

13. Email *

14. Phone *

15. Is the city/municipality CIO linked to any extent to the national CIO or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation) *

Yes, Bogota's CIO is linked to the national CIO (ICT Ministry and the Digital Government Direction) by mandate of Decree 415 of 216, which created the figure of CIO in national and local public entities and linked them as responsible for the implementation of the Digital Government Policy. For which, they have to follow the guidelines of this policy defined by the National Government, through the Ministry of Information Technologies.
<https://gobiernodigital.mintic.gov.co/portal/Politica-de-Gobierno-Digital/>

II. Legal Framework

Is there any legislation/regulations on digital government such as law on digital service provision or on access to information or data privacy at the

16. National level?

 Yes No

17. Local level?

 Yes No

18. If you answered yes to any of the above two questions in this section, how do you adopt these legislation/regulation in your organization?

The national legal framework has been regulated at the local level through the following regulations
Legal Framework – Bogota Capital District

Agreement No 761 of 2020: By which the economic, social, environmental and public works development plan of the capital district 2020-2024 "A new social and environmental contract for the Bogota of the 21st century" is adopted.

The fifth purpose of the Plan called "Building Bogota-Region with open, transparent government and conscious citizenship" seeks to "Ensure an empathetic, integral, participatory and transparent government that allows the integration of the District with the region, through the promotion of alliances aimed at collective action and a sense of co-responsibility, concurrence and subsidiarity among all actors in Bogota-Region".

Within the framework of this purpose, one of the city's achievements is "Globally positioning Bogota as a smart territory (Smart City)", which means taking advantage of collective intelligence, making Bogota a city that makes decisions based on data, information and evidence and that takes advantage of technology and digital transformation for the collective benefit. <https://www.alcaldiabogota.gov.co/sisjur/normas/Norma1.jsp?i=93649>

Decree 189 of 2020: By which general guidelines on transparency, integrity and anti-corruption measures in the entities and agencies of the district order are issued and other provisions are dictated.

It establishes guidelines for the entities of the Capital District regarding transparency and access to public information, corruption risk management and anti-corruption measures and the promotion of integrity and public ethics. <https://www.alcaldiabogota.gov.co/sisjur/normas/Norma1.jsp?i=95985>

Decree 727 of 2020: Authorizing the constitution of the Data Analytics Agency "Agata" and issuing other provisions. Creation of the Data Analytics Agency - Agata, in charge of the processes inherent to data analytics such as validation, collection, integration, storage, cleansing, standardization, treatment, processing, enrichment, visualization and multi-finality analytics of structured and unstructured data of the Capital District and public and private information, preserving the observance of the principles and norms of personal data protection. <https://www.alcaldiabogota.gov.co/sisjur/normas/Norma1.jsp?i=102967>

Decree 025 of 2021: Through which the District Commission for Digital Transformation is regulated. Establishes the District Commission for Digital Transformation as the body in charge of coordinating and articulating digital transformation initiatives in the city of Bogotá, D. C., and its purpose is to coordinate and articulate ICT projects and initiatives in the District that promote the digital transformation of the city and consolidate Bogotá as and smart territory. <https://secretariageneral.gov.co/contenido/decreto-025-2021-comision-distrital-transformacion-digital>

Agreement 822 of 2021 of the Council of Bogotá D.C.: Establishing Guidelines for the Promotion of the Virtuous Cycle of Security, Use, and Exploitation of Data in Bogotá": establishes a strategy for the promotion of the virtuous cycle of security, capture, use, exploitation, and utilization of data in Bogotá. <https://www.bogotajuridica.gov.co/sisjur/normas/Norma1.jsp?i=15385>

Decree 555 of 2021: Adopts the comprehensive review of the Territorial Planning Plan for Bogotá D.C. It establishes the challenges, policies, guiding principles, strategies, and long-term objectives of territorial planning for Bogotá. <https://www.alcaldiabogota.gov.co/sisjur/normas/Norma1.jsp?i=119582&dt=S>

III. Strategy and Implementation

19. Is there a city/municipality e-Government Strategy or equivalent? *

Yes

No

20. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy.
- is aligned with the sustainable development goals (SDGs).
- is aligned with national digital development strategy.
- indicates the existence of shared solutions/platforms provided at the national/regional level.
- makes specific reference to e-Participation and/or digital inclusion/engagement.
- makes specific reference to co-creation mechanisms for citizens.
- makes specific reference to social media.
- makes specific reference to a local digital ID.
- makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
- provides other specific measures to ensure e-Government is used by the most vulnerable groups (Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people).
- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.
- makes specific reference to SDG 11
- makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels

21. If city/municipality e-Government Strategy or equivalent exists, and if you checked any of the boxes above, please provide further link and/or details.

Yes. Bogotá's Smart Territory plan seeks to have a direct impact on the lives of all the people that live in the City-Region regardless of where they live or their sociodemographic features. The smart territory takes advantage of technology, data and innovation to generate capacities and talent, opportunities, empowerment and quality of life for men and women of Bogotá This will be achieved with four initiatives: Education for the 4RI, Economy 4.0, Bogotá Open Government and the Digital Transformation Agendas. More information: <https://tic.bogota.gov.co/documentos/bogot%C3%A1-smart-territory-plan> Specifically, within the Digital Transformation Agendas, the project related to "simplifying people's daily lives" seeks to promote omnichannel and administrative efficiency supported by the strategic use of technology, to significantly improve the digital experience of citizens. The reduction of costs and the return of time are decisive results for the economic reactivation, the enforceability of rights and the provision of services. See Digital Transformation Agendas for Bogota at: <https://bogota.gov.co/agendasTD> and Agenda "Simplifying People's Day to Day: <https://bogota.gov.co/agendasTD/proyectos.html?agenda=8> On the other hand, the District Office of ICT has been working on the formulation of the Smart Territory Policy for Bogotá 2023-2032, which aims to promote the utilization of data, technology, and innovation to achieve greater efficiency, equity, sustainability, and competitiveness in the territory, as well as improve the quality of life for its inhabitants. The policy construction process has involved participation exercises with various stakeholders, including citizens, the private sector, the public sector, and academia, to establish the vision of Bogotá as a smart territory based on its needs and opportunities. Through workshops, discussions, forums, surveys, and interviews, the participation of over 24,000 people was obtained in the development of the Smart Territory Policy. The following are the specific objectives of the policy: Reduce the digital divide in terms of access and technological appropriation for citizens. Increase technological utilization by smart territory stakeholders. Improve the capabilities of stakeholders to reduce risks and threats to digital security and trust. Enhance the quality and results of public innovation processes applied to smart territory solutions. Develop a governance framework that integrates smart territory enablers in public management, planning, and territorial development. Improve the availability and utilization of territorial data. Foster citizen competencies and human talent necessary for accessing and building the smart territory. Some of the most relevant characteristics of the policy include: The policy sets a timeline for implementation from 2023 to 2032, aiming to consolidate processes related to access, knowledge, use, and utilization of data, technology, and innovation by the public sector, private sector, and citizens. It also establishes a governance framework that enables coordinated actions among different actors and sectors in the city. The policy seeks to position Bogotá as a smart territory through coordinated efforts and actions, not only by the district administration but also involving the private sector, social sectors, and the general public. As a guiding principle, the policy emphasizes that the development of a smart territory goes beyond the deployment of technology in the city and includes other central aspects such as the capacity and competencies of individuals to build and interact with various smart city services, as well as the involvement of the administration in terms of planning and comprehensive territorial development. Currently, the policy is in the final phase of approval by the District Council of Economic and Social Policy of the Capital District - CONPES to implement in 2023.

22. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget. *

The District Development Plan 2020 - 2024 "A New Social and Environmental Contract for 21st Century Bogota" establishes five purposes and 30 city achievements, where the fifth purpose called "Building Bogota-Region with open, transparent government and conscious citizenship" seeks to "Guarantee an empathetic, integral, participatory and transparent government that allows the integration of the District with the region, through the promotion of alliances oriented to collective action and a sense of co-responsibility, concurrence and subsidiarity among all the actors of Bogota-Region".

Within this purpose, one of the city's achievements is "Globally positioning Bogota as a Smart City", which means taking advantage of collective intelligence, making Bogota a city that makes decisions based on data, information and evidence, and that takes advantage of technology and digital transformation for the collective benefit. For this achievement, the following budget is available for the fiscal years 2020, 2021, 2022 and 2023:

-General Budget Bogotá D.C. 2020-2023: US\$2.815.719.274 (100%)
-Budget for Globally positioning Bogota as a Smart City 2020-2023: US\$ 10.608.462 (0,38%)

23. Do you publish the city/municipality budget online on the portal? Please explain further and provide links. *

On the Bogotá portal its possible to find details of all the contracts signed by the Mayor's Office of Bogotá. These can be consulted in real time and are connected to the National Public Procurement portal. <https://bogota.gov.co/asi-vamos/contratos-y-obras>

Additionally, there is the site that details how the District Development Plan is executed quarter by quarter. <https://asivaelplan.sdp.gov.co/>. This portal details everything that is invested in each project, how it is executed, what are the deliverables and what qualitative actions are carried out in each project.

24. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links. *

The Territorial Arrangement Plan 'The Regreening of Bogota 2022 - 2035' (<https://bogota.gov.co/bog/pot-2022-2035/>) envisions a green, and revitalized city through the application of a novel land use model. With this plan, Bogotá aims to establish itself as a hub of productivity and socioeconomic inclusion, boasting inclusive, green public spaces and prioritizing decarbonization of mobility with a rail network as the system's core and pedestrians and cyclists as its focus. Bogotá's organization pivots around areas of environmental importance and heritage, laying the foundation for sustainable development that contributes to the construction of the Metropolitan Region. The ongoing initiatives connected with the Bogota's Digital Transformation Agendas can be described as follows:

Environmental Observatory of Bogotá: This tool democratizes environmental information by integrating indicators from various developmental, resource, and environmental management dimensions. <https://oab.ambientebogota.gov.co/>

Bogotá Air Quality Monitoring Network: Composed of monitors, analyzers, and automatic sensors, this network captures real-time data on Bogotá's air quality. This data is then stored and sent to the Ministry of Environment's central server for pre-validation before being published on their website. The established measurement methods are approved by the United States Environmental Protection Agency (EPA). <http://rmcab.ambientebogota.gov.co/home/map>

Environmental Viewer: This geospatial tool provides various stakeholders - citizens, academia, public and private sectors - with access to information regarding the environmental condition of the city, underpinned by historical data collated and analyzed by the District Secretariat of Environment. <https://visorgeo.ambientebogota.gov.co/>

MIA (Smart Water Metering): This telemetry project empowers large consumers to manage their water consumption effectively by providing statistics and alarms for controlling production processes and quickly identifying internal leaks. <https://youtu.be/rx3iDFIFTq4>

CIMAB: At the Center for Environmental Information and Modeling of Bogotá is a transversal project in the District Secretariat of Environment that seeks to improve its capacities in the analysis of environmental conflicts and generate knowledge that allows decision makers to base them according to the evidence to better understand the problems, through the integration of information through models (geographical or statistical) which are carried out with two fundamental purposes: Give explanation or make a forecast. <https://oab.ambientebogota.gov.co/que-es-el-centro-de-informacion-y-modelamiento-ambiental-de-bogota/>

Remote Management Pilot Project for Public Lighting: Throughout 2022, 118 remote management nodes were deployed to promptly detect malfunctions and schedule maintenance, with capabilities to switch the lights on or off as required. <https://youtu.be/oMwUuOMZIYo>

SINUPOT: The Urban Norm and Territorial Planning Information System is a tool enabling users to access geographic data from various district entities, generating reports on property use and restrictions. <https://sinupot.sdp.gov.co/visor/>

SIRE – SAB: The Information System for Risk Management and Climate Change serves as a supportive tool for processes related to risk and climate change management. <https://www.sire.gov.co/inicio>

-Bogotá Rural: This information system is designed to support the planning and monitoring of sustainable rural development. It seeks to improve citizen participation and communication with rural populations by facilitating access to information and procedures relevant to rural territories. <https://bogotarural.sdp.gov.co/#/>

-Simulator to Model the Occupation of the City of Bogotá and its Region: This tool runs simulations that visualize the interaction between land use and transport in the Bogotá region. <https://simulador.sdp.gov.co/>

25. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

The ongoing initiatives connected with the Bogota's Digital Transformation Agendas can be described as follows: Shared Bicycle System: As the world's bicycle capital, Bogotá now offers a shared bike system with over 3,300 bicycles across 300 stations in six locations, promoting sustainable urban mobility. For more information, visit: <https://bogota.gov.co/bicicletas-compartidas> BIM: This initiative fosters digital transformation in the planning, design, construction, and maintenance processes of infrastructure assets within the District Institute of Urban Development (IDU), aiming to boost productivity, competitiveness, and sustainability in transport infrastructure construction. For more information, visit: <https://www.idu.gov.co/page/bim-en-el-idu> TransmiAPP: In February 2023 alone, Bogotá's public transport system recorded 92 million user accesses, TransMi App is the official application of TRANSMILENIO S.A., offering an intelligent travel planning system. Users can find routes, schedules, routes, and whereabouts, thereby enhancing the use of Bogotá's urban transport system. The application can be downloaded here: https://play.google.com/store/apps/details?id=com.nexura.transmilenio&hl=es_CO&gl=US&pli=1 TuLlave Access Card: The subsidized Tu Llave Card grants public transportation benefits to the disabled population and the elderly. <https://discapacidad.tullaveplus.gov.co/tarjeta/> <https://sisben.tullaveplus.gov.co/> Intelligent Transport System -SIT: Includes electronic detection of infractions, on-road devices for information management and decision-making and the Traffic Management Center through which traffic that circulates through the road network of the city of Bogotá is monitored and tracked, managing resources for the attention of incidents, identified as confirmed and chance events affecting mobility. <https://bogota.gov.co/mi-ciudad/movilidad/tecnologia-e-innovacion-nuevo-aliado-del-transito-de-bogota>

26. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

The ongoing initiatives connected with the Bogota's Digital Transformation Agendas can be described as follows: Public Social Curatorship: This technical instrument is designed to enhance living conditions within homes in Bogotá. Aimed at reducing vulnerability, it seeks to progressively improve the technical state of houses in coordination with the city's other urban attributes, thereby creating favorable conditions for productivity. Furthermore, it facilitates the recognition process by eliminating associated costs. This initiative forms an integral part of The Terrazas Plan, spearheaded by the District Secretariat of Habitat and the Popular Housing Fund, with the objective of enhancing the living conditions in popular neighborhoods, while simultaneously mitigating the risk to homes in the event of an earthquake. For the first time, this plan acknowledges the effort of families who have constructed their homes informally, offering support through technical assistance, a materials bank, and subsidies to improve their homes. For more information, please visit the official website of the initiative: <https://www.cajaviviendapopular.gov.co/curaduriasocial/> Digital Inclusion Centers for Women: The Digital Inclusion Centers are local learning environments equipped with technological infrastructure for women to access ICT tools and digital training processes in their territories, thus seeking to reduce the digital gender gap. <https://bogota.gov.co/servicios/guia-de-tramites-y-servicios/centros-de-inclusion-digital-para-las-mujeres>

27. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links. *

The ongoing initiatives connected with the Bogota's Digital Transformation Agendas can be described as follows: SIGAU (Information System for the Management of Urban Trees of Bogotá D.C.): This system hosts official data regarding trees located in urban public spaces of the city. Users can explore tree characteristics and locations, perform individual queries, and generate indicators from the database. For more information, visit: <https://jbb.gov.co/sigau/> District Institute for Recreation and Sports (IDRD) citizen portal: This online portal provides citizens access to public spaces where they can learn about various sports programs, services, and other recreational activities. It also promotes health and encourages the use of public space. For more information, please visit the portal here: <https://portalcudadano.idrd.gov.co/> Public Space Viewer of Bogotá: This tool provides official data, enabling users to explore the city's Effective Public Space, which encompasses parks, squares, green areas, and more. Additionally, it gives insight into the Main Ecological Structure, pedestrian infrastructure, and the network of bicycle routes in the capital. For more details, visit: <https://geo.dadep.gov.co/observatorio/?page=Visor-geogr%C3%A1fico-del-espacio-p%C3%ABablico&views=%2CVista-2%2C1>

28. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links. *

The Korean Ministry of SMEs and Startups selected the 4RI Observatory project as a beneficiary of a cooperation program, through which the Korean company SRPOST is developing the Observatory's big data platform, with the support of funds from the Korean Government. <https://www.srpost.co.kr/hp/en/home/index.do>

Memorandum of Understanding between Bogotá and Open Government Partnership: <https://www.opengovpartnership.org/es/members/bogota-colombia/>

CAF Development Bank of Latin America: CAF provided in 2021 and 2022 to the District of Bogota technical support to structure its public procurement of innovation guide and strength its Govtech ecosystem. <https://www.caf.com/>

Letter of Intent between the Andean Development Corporation – CAF and Bogotá. Objective: Explore mutual cooperation to exchange experiences and know-how in capacity building to promote sustainable medium and long term planning and management in the City.

Grant agreement between the Bloomberg Family foundation inc. and the city of Bogotá signed in 2021 to solve high-impact challenges for the city through the application of public innovation methodologies and capacity building of public innovation ecosystem actors. <https://www.bloomberg.org/government-innovation/spurring-innovation-in-cities/i-teams-and-innovation-programs/>

G20 Global Smart Cities Alliance on Technology Governance: The Alliance unites municipal, regional and national governments, private-sector partners and cities' residents around a shared set of principles for the responsible and ethical use of smart city technologies. https://www.globalsmartcitiesalliance.org/home?page_id=714

The World Organization of United Cities and Local Governments (UCLG) is the largest network of local and regional governments in the world. Nowadays, Bogotá is vicepresident of this network of cities. <https://www.uclg.org/en>

Metropolis is a network with 35 years of experience in the interconnection of metropolises, helping to find collective answers to the common problems faced by the great cities of the world as to improve their metropolitan governance. Nowadays, Bogotá is president of Metropolis. <https://www.metropolis.org/about-us>

C40 is a network of the world's megacities committed to addressing climate change. Bogotá is a member city since 2005. Nowadays, Bogotá is part of the Steering Committee. <https://www.c40.org/cities/bogota>

The Ibero-American Centre for Strategic Urban Development (CIDEU) is a network that promotes the strategic way of thinking about the design and management processes of urban projects to achieve the sustainable development of Latin American cities. Nowadays, Bogotá is president for the period 2022-2024 <https://www.cideu.org/miembro/bogota/>

Bogotá is president, through the Institute of Tourism of Bogota (IDT) of the Ibero-American Network of Intelligent Tourism Destinations. <https://destinosinteligentesiberoamerica.com/>

The Bogota Tourism Observatory of the Institute of Tourism of Bogota (IDT) has been accepted into the International Network of Sustainable Observatories (INSTO) of the World Tourism Organization. <https://www.unwto.org/search?keys=bOGOTA>

Memorandum of Understanding with UN Women. Objective: Strengthen cooperation and technical assistance between the Parties to implement the strategy of mainstreaming and territorialization of the gender equality approach in the entities of Bogota.

Letter of Intent between the Embassy of Finland in Colombia and Bogota.

Memorandum of Understanding between the United States Agency for International Development (USAID) and Bogotá D.C

Letter of Intent for Access to the Circular Plastics in the Americas Program (CPAP)

Memorandum of understanding with two Chinese cities: Guangzhou and Chengdú.

Letter of Intent with Xi'an, China.

Memorandum of Cooperation and Friendship Between Bogota and the Municipality of San Pablo, Brasil.

Memorandum of Understanding between Quito, Ecuador and Bogotá.

IV. Usage of online services

29. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links.

In Bogotá, the services of face-to-face has been reduced by 49%, and online procedures have increased by 50%. Today there are 154 100% online procedures, 262 partially online and 121 face-to-face procedures. <https://bogota.gov.co/servicios/guia-de-tramites-y-servicios>

30. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links. *

<https://bogota.gov.co/servicios/guia-de-tramites-y-servicios> Each entity has its own website and citizens can carry out their procedures through these developments. . In addition, some of them have their own applications.

1. Gobierno Abierto Bogotá. Secretaria General de la Alcaldía Mayor de Bogotá. <https://play.google.com/store/apps/details?id=com.supercade>
2. MoviApp. Secretaria General de la Alcaldía Mayor de Bogotá. <https://play.google.com/store/apps/details?id=com.altaconsejeria.moviapp>
3. Hacienda Bogotá. Secretaría Distrital de Hacienda. <https://play.google.com/store/apps/details?id=com.ionicframework.miimbo490195>
4. Mapas Bogotá Bici. Unidad Administrativa Especial de Catastro Distrital - UAECD <https://play.google.com/store/apps/details?id=gov.ideca.MapasBogotaBici>
5. Bogotá Cambia. Unidad Administrativa Especial de Catastro Distrital - UAECD <https://play.google.com/store/apps/details?id=gov.ideca.DinamicaUrbana>
6. Agéndate con Bogotá. Unidad Administrativa Especial de Catastro Distrital - UAECD <https://play.google.com/store/apps/details?id=gov.ideca.EventosBogota>
7. Voice map. Unidad Administrativa Especial de Catastro Distrital - UAECD <https://play.google.com/store/apps/details?id=gov.ideca.VoiceMaps>
8. En Bogotá Se Puede Ser. Secretaría Distrital de Planeación <https://play.google.com/store/apps/details?id=gov.altaconsejeriatic.sepuedeser>
9. Bogotá DC Travel. Instituto Distrital de Turismo. <https://play.google.com/store/apps/details?id=com.servinf.test.bogotadctravel>
10. Ángeles de la Calle. Secretaría Distrital de Integración Social <https://play.google.com/store/apps/details?id=co.com.sdis.assistme>
11. Distrito Joven. IDIPRON <https://play.google.com/store/apps/details?id=com.servinf.test.bogotadctravel>
12. Agenda IDR. Instituto Distrital de Recreación y Deporte - IDR https://play.google.com/store/apps/details?id=com.eventos_idrd
13. Distrito Appnimal. Instituto Distrital de Protección y Bienestar Animal- IDPYBA https://play.google.com/store/apps/details?id=com.idpyba.distrito_appnimal
14. Moviliapp. Secretaría Distrital de Movilidad <https://play.google.com/store/apps/details?id=io.ionic.moviliapp>
15. Prudencia Bogotá. Secretaría Distrital de Movilidad <https://play.google.com/store/apps/details?id=com.eabesp.visitaspredios>
16. Registro Bici. Secretaría Distrital de Movilidad <https://play.google.com/store/apps/details?id=movilidadbogota.com.co.rdb>
17. Transmiapp. Empresa de Transporte del Tercer Milenio Transmilenio S.A. <https://play.google.com/store/apps/details?id=com.nexura.transmilenio>
18. HabitApp. Secretaria Distrital de Habitat <https://play.google.com/store/apps/details?id=co.gov.habitatbogota.HabitApp>
19. Apporta Bogotá. Unidad Administrativa Especial de Servicios Publicos - UAESP <https://play.google.com/store/apps/details?id=com.vivelabbogota.apportabogota>
20. EAAB. Empresa de Acueducto y Alcantarillado y Aseo de Bogota - EAB - ESP (Aguas de Bogotá) <https://play.google.com/store/search?q=acueducto+bogota&c=apps>
21. Caminos Cerros Orientales. Empresa de Acueducto y Alcantarillado y Aseo de Bogota - EAB - ESP (Aguas de Bogotá). <https://play.google.com/store/apps/details?id=com.eabesp.visitaspredios>
22. Sofiapp. Secretaría Distrital de la Mujer <https://play.google.com/store/apps/details?id=com.sdm.appsofia>
23. Personería de Bogotá <https://play.google.com/store/apps/details?id=com.personeriaApp.gov>
24. Aire Bogotá. Secretaría Distrital de Ambiente <https://play.google.com/store/apps/details?id=co.gx7.innovation.ambientebogota>
25. LegalBog App. Secretaría Distrital Jurídica <https://play.google.com/store/apps/details?id=com.legalBog.distri.app>
26. Mi ETB. Empresa de Telecomunicaciones de Bogotá <https://play.google.com/store/apps/details?id=com.etb.mietb>

27. Zona Parqueo Pago. Terminal de Transporte S.A.
<https://play.google.com/store/apps/details?id=com.bogota.zpp.usuario>

31. Do you collect usage statistics of e-Government services? *

Yes

No

32. If yes, do you publish the results online and share those with the public institutions concerned?

<https://bogota.gov.co/servicios/guia-de-tramites-y-servicios> in this site the citizenz can find all the procedures and services of Bogotá. Also you can know how are the most consulted and services for popoulation group (women, elder people, disability people)

V. User Satisfactor

33. Do you measure the satisfaction of citizens with the e-Government services provided? *

Yes

No

Other

34. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further. *

The District Directorate for Service Quality conducts the Citizen Satisfaction Survey on the service provided by the District Administration at the on-site points of the CADE Network, and in the District System for the Management of Citizen Petitions - Bogota listens to you.

In the case of "Chatico", the virtual Agent, the robot maked a voluntary survey for evaluate de quality of the services. Actually, almost 8% answer the survey, that inquire about the satisfaction of the user with the service.

The analysis of results is analyzed within the team and in the event of a common query (e.g. subsidies), the entities in charge of the subject are contacted to provide better information.

35. What is the percentage of the population satisfied with their last experience of online public services? Please explain further.

For 2022, the results of the survey made by the District Directorate for Service Quality are: Excelent and good 96,27%; average: 2,99%; bad 0,74%. This survey was done between August an November (2022) and the sample was 8.745 citizens.

For Chatico (the virtual agente), the results of the survey are satisfactory. Between July (2022) and April (2023), Chatico had 560.407 users and 52.407 responses to the survey and 79,02% say that the bot is good and Excelent.

VI. Social Media

36. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

The city of Bogotá uses social media to interact and engage people in e-government activities with accounts in all the mayor social media platforms (Facebook, Tik Tok, Instagram, Twitter). To interact with the citizens the Mayor's office have been working on a project that seeks to use natural language processing algorithms (artificial intelligence) to identify and classify publications on social networks that require the attention of the district administration and that must be attended by the same means in which they are presented (Constitutional Court Judgment T- 230-20), automating the aforementioned process and delivering to the communications and citizen service areas of the General Secretariat of the Mayor's Office of Bogotá D.C., these prioritized and categorized publications so that they can be answered in the terms established for the Rights of Petition (Law 1755 of 2015). From September 1, 2021 to April 30, 2023, more than 97 million publications have been analyzed, managing to identify and answer more than 945 thousand questions and requests that in the past it would not have been possible to identify and answer due to the large volume of publications that are generated every day on social networks. Allowing to provide a more effective and direct service to the citizen. Additionally, there is a pilot to automatically respond to requests related to failures in the road network, guaranteed minimum income and job applications freeing up time for communications and citizen service advisors who are in charge of responding to these types of requests to attend to some more complex. In April, 28 of these requests were answered automatically, reaching a number of 324 so far in 2023.

VII. Crisis/Emergency Response and Recovery

37. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar)? Please explain further and provide links.

Yes. In Bogotá, we have the "Instituto Distrital de Gestión del Riesgo y cambio climático" (District Institute of Risk Management and Climate Change. In this web site (www.idiger.gov.co) there are a special section for disasters, that is called "risk scenarios" (www.idiger.gov.co/home#_escenarios-de-riesgo). In this part of the portal, the citizen can find information about: Risk from crowds of public Risk from construction activity Risk from fire Risk from seismic Risk from mass movements This web page give information about the risk, the measures, and how citizens can reduce the impact of a disaster Also, we have "Bogotá Cuidadora", a portal in wich citizen can ask for help in topics like: older adults, financial services (including microfinance) for informal workers, subsidies and pregnant women. Between 2022 and 2023 (March), this portal has received 122.210 help requests. <https://bogota.gov.co/bogota-cuidadora/#/> Finally, in the pricipal site of the city (bogota.gov.co), which have almos 4 millions of visits per moth, have information about two importan topics: Recomendatio for rainy days emergency <https://bogota.gov.co/mi-ciudad/habitat/recomendaciones-sencillas-para-evitar-emergencias-en-epoca-de-lluvias> How and when the citizen can call an ambulance. <https://bogota.gov.co/mi-ciudad/salud/como-solicitar-una-ambulancia-en-bogota-y-que-costo-tiene-servicios>

VIII. Smart City and New Technologies

38. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

In August 2020, the District High Council for ICT defined the Bogotá Smart Territory Plan 2020-2024, with the aim of directly impacting the lives of all inhabitants of the City-Region through the use of technology, data, and innovation in the following initiatives: Education for 4IR, 4.0 Economy, Open Government Bogotá, and nine Digital Transformation Agendas.

Specifically, the Digital Transformation Agendas seek to promote quality of life, citizen capacity building, access to opportunities, and green revitalization of the territory through one hundred projects that make strategic use of technology, data, and innovation.

These agendas incorporate smart city projects that seek to simplify people's daily lives, consolidate Open Government through citizen empowerment, take advantage of technology to generate employment, entrepreneurship, and economic well-being opportunities, provide highly accessible services, generate capacity for the opportunities offered by the fourth industrial revolution, and develop citizen security, coexistence, and access to justice strategies in the District, among others.

For more information on the Bogotá Smart Territory Plan and Digital Transformation Agendas, please see:

<https://tic.bogota.gov.co/documentos/bogot%C3%A1-smart-territory-plan>

<https://bogota.gov.co/agendasTD/>

On the other hand, within the framework of the District Development Plan 2020 - 2024 "A New Social and Environmental Contract for 21st Century Bogotá," work is underway to formulate the Bogotá Smart Territory Policy 2023-2032, which aims to consolidate Bogotá as a Smart Territory by promoting the use and utilization of data, technology, and innovation to solve problems and generate opportunities that improve people's quality of life. To this end, the Public Policy focuses on the development of the following specific objectives:

- Reduce the citizen digital divide in terms of access to and appropriation of technology.
- Increase technological use by actors in the Smart Territory.
- Improve the capacities of actors to reduce risks and threats to digital security and trust.
- Increase the quality and results of public innovation processes applied to the development of Smart Territory solutions.
- Develop a governance scheme that integrates Smart Territory enablers into public management, planning, and territorial development.
- Improve the availability and utilization of territory data.
- Develop the citizen competencies and human talent necessary for access and the construction of the Smart Territory.

The second specific objective of the Policy aims to increase the levels of adoption of emerging technologies and fourth industrial revolution technologies in the different actors of the territory, for which the development of specific products oriented towards activating leading actors in emerging and 4IR technologies, the generation of competencies for the use of emerging and 4IR technologies in the business sector, and the development of a prospective and technological surveillance strategy with the different actors and sectors of the territory has been proposed.

For more information on the construction process of the Bogotá Smart Territory Policy, please see:

<https://tic.bogota.gov.co/politicaterritoriointeligente/somos>

IX. Contact information

39. Your name *

Iván Mauricio Durán Pabón

40. Title *

High Counselor for ICT

41. Email *

imduran@alcaldiabogota.gov.co

42. Organization *

Bogotá Mayor's Office - General Secretariat - High District Council for ICT

43. Submission Date *

29/05/2023



44. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

THANK YOU

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022. We appreciate your participation.