

View results

Respondent

149

Anonymous

319:26

Time to complete

1. Country name *

Uruguay

Contact information

2. Your name *

Hebert Paguas

3. Title *

Executive Director

4. Organization *

e-gov, information society and knowlege agency (AGESIC)

5. Email *

internacional@agesic.gub.uy

6. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. *

Note: E-government and digital government are used interchangeably in this Questionnaire.

E-government portal: <https://www.gub.uy>
A portal that groups topics of interest for specific segments: <https://www.gub.uy/temas>

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

- E-services or similar *

<https://www.gub.uy/tramites>

9. - E-participation or similar *

<https://www.gub.uy/participacion-ciudadana>

10. - Open government data

<https://www.gub.uy/datos-abiertos>

11. - Public procurement

<https://www.gub.uy/agencia-reguladora-compras-estatales/>

12. - Others (if any)

The information and services of the Government in a single place: <https://www.gub.uy/>

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

e-gov, information society and knowledge agency (AGESIC)
<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/>

14. Does your country have a national Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes

No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Hebert Paguas

16. Title *

Executive Director

17. Organization *

e-gov, information society and knowledge agency (AGESIC)

18. Email *

direccion@agesic.gub.uy

19. Are there sectoral/line/ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes

No

20. If yes, please provide link(s) and detail(s) on above, including coordination/integration between national and sub-national levels on e-government development.

One of AGESIC's tasks implies working on the coordination and integration of organizations.
<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/institucional/cometidos>

Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development *

Office of Planning and Budget: <https://www.opp.gub.uy/>

22. Education *

Ministry of Education and Culture: <https://www.gub.uy/ministerio-educacion-cultura> National Public Education Administration: <https://www.anep.edu.uy/>
Plan Ceibal: is the center of educational innovation with digital technologies in Uruguay. Promotes the integration of digital technologies into education.
<https://ceibal.edu.uy/en/>

23. Health *

Ministry of Public Health: <https://www.gub.uy/ministerio-salud-publica/> National Integrated Health System: <https://www.gub.uy/ministerio-salud-publica/sistema-nacional-integrado-salud>

24. Social Welfare (social inclusion, social protection, etc.) *

Ministry of Social Development: <https://www.gub.uy/ministerio-desarrollo-social/> Social Welfare Bank: <https://www.bps.gub.uy/>

25. Employment and Labour *

Ministry of Labour and Social Security: <https://www.gub.uy/ministerio-trabajo-seguridad-social/> <https://www.gub.uy/trabajo>

26. Environment *

Ministry of Environment: <https://www.gub.uy/ministerio-ambiente/>

27. Justice *

Judicial Branch: <https://www.poderjudicial.gub.uy/> Attorney general of the nation <https://www.gub.uy/fiscalia-general-nacion/>

28. Economy/finance *

Ministry of Economy and Finance: <https://www.gub.uy/ministerio-economia-finanzas/>

29. Industry/trade *

Ministry of Industry, Energy and Mining: <https://www.gub.uy/ministerio-industria-energia-mineria/>

30. Sustainable Development Goals (SDGs) [NEW] *

<https://ods.gub.uy/>

31. Climate Change [NEW] *

<https://www.gub.uy/ministerio-ambiente/cambio-climatico>

32. Others (Please specify) *

Presidency of the Republic: <https://www.gub.uy/presidencia/> Legislative Branch: <https://parlamento.gub.uy/> Official Information Center (Official Gazette): <https://www.impo.com.uy/> Digital gateway to the country for all people interested in knowing what Uruguay has to offer: <https://uruguay.uy/>

B. Crisis/Emergency Response and Recovery [NEW]

33. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW]

*

 Yes No Other

34. Please provide links and details. *

The National Emergency System (Sinae) developed the Comprehensive Risk and Affectations Monitor (MIRA), an interinstitutional geographic information system with national scope which aim is to provide information for decision making in Integrated Risk Management (IRM). The system has two basic pillars: a) information exchange and b) technological and organizational innovation.

MIRA: <https://www.gub.uy/sistema-nacional-emergencias/mira>

In addition, moodle is incorporated as a tool for online training. <https://moodlesinae.presidencia.gub.uy/moodlesinae/>

Data management is incorporated for decision making across multiple platforms: <https://www.gub.uy/sistema-nacional-emergencias/informacion>

National Emergency System website: <https://www.gub.uy/sistema-nacional-emergencias/>

National Policy for Comprehensive Emergency and Disaster Risk Management in Uruguay 2019-2030: <https://www.gub.uy/sistema-nacional-emergencias/comunicacion/publicaciones/politica-nacional-gestion-integral-del-riesgo-emergencias-desastres>

35. Is there a specific national portal addressing crisis/emergency? [NEW] *

Yes

No

36. If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency? [NEW]

National Emergency System: <https://www.gub.uy/sistema-nacional-emergencias/>

C. Legal Framework

37. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

Yes

No

38. If yes, please provide link and detail.

Access to public information law: The purpose of this law is to promote transparency in the administration of all public institutions, whether governmental or not, and to guarantee the fundamental right of individuals to access to public information. <https://www.impo.com.uy/bases/leyes/18381-2008>

Access to public information unit:

The Access to Public Information Unit (JAIP) was created by Law No. 18,381, on the Right of Access to Public Information, of October 17, 2008, as a decentralized body of the Agency for E-Government and the Information and Knowledge Society (AGESIC). Article 19 of said Law established its creation, with the broadest technical autonomy.

<https://www.gub.uy/unidad-acceso-informacion-publica/>

39. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes

No

40. If yes, please provide link and detail.

Personal data protection law: <https://www.impo.com.uy/bases/leyes/18331-2008>

Regulatory and Personal Data Control Unit:

URCDP is the Regulatory and Personal Data Control Unit created by Law No. 18.331 on the Protection of Personal Data and Habeas Data (LPDP), with technical autonomy, which is responsible for overseeing compliance with personal data protection legislation and ensuring compliance with its principles. <https://www.gub.uy/unidad-reguladora-control-datos-personales/>

41. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes

No

42. If yes, please provide link and detail.

Competences of the Information Security Directorate: <https://www.impo.com.uy/bases/leyes/18172-2007/119>

Decree N° 452/009. Public Administration. Information security policy:
<https://www.impo.com.uy/bases/decretos/452-2009>

Creation of Certuy, Article 73 of Law No. 18,362. with the purpose of regulating the protection of the Government's critical data assets, in accordance with the criteria suggested by the Honorary Committee for Information Security created by Article 119 of Law No. 18,172 of August 31, 2007. Its purpose will be to disseminate best practices on the subject, to centralize and coordinate the response to computer incidents and to carry out the corresponding prevention tasks.

<https://www.impo.com.uy/bases/leyes/18362-2008/73>

The Cybersecurity Framework is a guidance document on information security. It provides a comprehensive approach to reduce risks associated with threats that may compromise information security in organizations.

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/publicaciones/marco-ciberseguridad>

43. Is there any legislation, law or regulation on digital identity? *

Yes

No

44. If yes, please provide link and detail.

Art. 28 of Act No. 19,535, regulated by Decree No. 70/018.
<https://www.impo.com.uy/bases/leyes/19535-2017/28>

Law 18.600, e-doc and e-signature. Admissibility, validity, and efficacy:
<https://www.impo.com.uy/bases/leyes/18600-2009/>

Regulation of arts. 31 to 33 of Law 18,600, relating to digital identity trust services and advanced electronic signature with centralized custody:
<https://www.impo.com.uy/bases/decretos/70-2018>

45. Is there any legislation, law or regulation on digital signature? *

Yes

No

46. If yes, please provide link and detail.

Law N° 18,600 e-signature: This recognizes the admissibility, validity and legal effectiveness of e-documents and e-signatures. Certification services must comply with the provisions of this law: <https://www.impo.com.uy/bases/leyes/18600-2009/>

Digital signature contents: <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/tematica/firma-digital>

Decree N° 436/011, Regulation of the Law 18,600: <https://www.impo.com.uy/bases/decretos/436-2011>

Decree N° 70/018, Regulation of Arts. 31 to 33 of Law 18,600:
<https://www.impo.com.uy/bases/decretos/70-2018>

47. Is there any legislation, law or regulation on e-procurement? *

Yes

No

48. If yes, please provide link and detail.

Creation of the State Procurement Agency, within Section 02 "Presidency of the Republic", the "State Procurement and Contracting Agency" (ACCE or Procurement Agency), as a deconcentrated body, which shall operate with technical autonomy. The Procurement Agency will have the purpose of promoting and proposing actions aimed at improving the management and transparency of procurement and, in general, of public sector contracting.
<https://www.impo.com.uy/bases/leyes/18362-2008/81>

Creation of the Regulatory Agency for State Procurement:
<https://www.impo.com.uy/bases/leyes/19889-2020/329>

Creation of a new online procurement system. Law No. 20,075 Art. 40.:
<https://www.impo.com.uy/bases/leyes/20075-2022/40>

49. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes

No

50. If yes, please provide link and detail.

National Budget Law 2020 – 2024: <https://www.gub.uy/ministerio-economia-finanzas/politicas-y-gestion/ley-19924-presupuesto-nacional-2020-2024?hrt=1386>

Budget transparency – Office of Planning and Budget (OPP): information related to planning, budget, and results within the framework of the National Budget. It provides an integrated view of the objectives that each body intends to achieve in the current budget period, the economic resources allocated to it, and the results obtained, expressed through indicators, products, and policy evaluation reports.
<https://transparenciapresupuestaria.opp.gub.uy/>

Interactive Visualization of the National Budget: <https://www.gub.uy/ministerio-economia-finanzas/pagina-embedida/visualizacion-interactiva-del-presupuesto-nacional>

51. Is there any legislation, law or regulation on **national data governance**, including data sharing/exchange/interoperability across government agencies? *

Yes

No

52. If yes, please provide link and detail.

Art. 157, 158, 159 and 160 of Act No. 18719, regulated by Decree No. 178/013
<https://www.impo.com.uy/bases/leyes/18719-2010>

<https://www.impo.com.uy/bases/decretos/178-2013/18>

53. Is there any legislation, law or regulation on open government data? *

Yes

No

54. If yes, please provide link and detail.

Article 82 of Law No. 19,355 of 2015, establishes that public entities must, at least, publish in open format the information required by Article 5 of Law No. 18,381, on Access to Public Information, of October 17, 2008, and by Articles 38 and 40 of Decree No. 232/010, of August 2, 2010, as appropriate within the scope of their competence.

Article 82, Law 19,355: <https://www.impo.com.uy/bases/leyes/19355-2015/82>
Decree No. 54 of 2017 regulating Article 82 of Law 19,355: <https://www.impo.com.uy/bases/decretos/54-2017>

National Open Data Catalog: <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/sites/agencia-gobierno-electronico-sociedad-informacion-conocimiento/files/2020-09/Normativa%20de%20Datos%20Abiertos.pdf>

55. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

56. If yes, please provide link(s) and detail(s).

Communication Services Regulatory Unit: "Mobile telecommunications service for M2M / IoT communications": <https://www.gub.uy/unidad-reguladora-servicios-comunicaciones/sites/unidad-reguladora-servicios-comunicaciones/files/2019-07/066%20ANTEL.pdf>

E-government strategy:

The purpose is to shape this strategy so that Public Administration uses Artificial Intelligence in the development of public services and in the improvement of its internal processes. The general objective of the strategy is to promote and strengthen the responsible use of AI in the Public Administration, identifying objective pillars and specific lines of action.

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/publicaciones/estrategia-inteligencia-artificial-para-gobierno-digital/estrategia>

Sub-home: <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/tematica/inteligencia-artificial>

57. **Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]**

Yes

No

58. **If yes, please provide link and detail.**

Law. 18,331 arts. 13, 16 and 34, as amended by Law 20,075.
<https://www.impo.com.uy/bases/leyes/18331-2008>

D. Strategy and Implementation

59. **Is there a national e-government strategy or equivalent? ***

Yes

No

Please provide information where relevant:

60. **How long is the period/cycle of the national e-government strategy or equivalent? ***

Two-year

Three-year

Five-year

Ten-year

Other

61. **Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]**

*

Yes

No

62. If yes, please provide link and detail.

One of the tasks of the Agency for E-Government and the Information and Knowledge Society (AGESIC) is the development of the Information Society and e-government in the country. This is set forth in Article 2 of Decree 205/006:<https://www.impo.com.uy/bases/decretos/205-2006/2>

To achieve this objective, Agesic has a budget allocated by virtue of the National Budget Law 2020-2024. This budget is adjusted annually. Agesic's annual budget: <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/institucional/informacion-gestion/presupuesto>

In addition, initiatives such as those included in Uruguay Digital Agenda 2025 are not only endorsed by the authorities in charge of their implementation, by Agesic's Honorary Board of Directors (CDH) and by the Honorary Advisory Committee for the Information Society but also considered in the budget planning of the set of institutions responsible for their execution. This is an essential condition for integrating Uruguay Digital Agenda. <https://www.gub.uy/uruguay-digital/en/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/06>

Which percentage does it represent in the national budget?

6.12% of the National Budget corresponds to the E-Government Strategy. Source: Budget Transparency Portal of the OPP, filtering by programmatic area, General Public Services, in the thematic area of E-Government Policy.

0.028% of the National Budget corresponds to Agesic. Source: Budget Transparency Portal of the OPP. It is found in the programmatic area General Public Services, thematic area E-Government Policy, filtering by Executing Unit, General Public Services, Presidency and Dependent Units, Agesic.

Distribution of the National Budget:

<https://transparenciapresupuestaria.opp.gub.uy/inicio/presupuesto-nacional>

63. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail including specific reference to an implementation roadmap. *

Yes

No

64. Please provide link and detail.

The Constitution of the Republic establishes the preparation of a five-year budget for each term, with the possibility of making budgetary modifications that are deemed indispensable by means of annual accountability reports.

The National Budget is the fiscal and financial expression of the Government's program and reflects the priorities in terms of public policies to be carried out, achieving transparency in the generation and use of public resources. For this reason, it is considered the national development strategy of each term.

Uruguay National Budget: <https://www.gub.uy/ministerio-economia-finanzas/comunicacion/publicaciones/es-presupuesto-nacional>

Explanatory video of Uruguay National Budget:

<https://www.youtube.com/watch?v=PYeKKREu0yQ>

Uruguay National Budget Law. Fiscal year 2020-2024: <https://www.impo.com.uy/bases/leyes/19924-2020>

In addition, a Law of Urgent Consideration with 476 articles was approved during this period, as a tool for implementing specific initiatives.

Law of urgent consideration: <https://www.impo.com.uy/bases/leyes/19889-2020>

Both the National Budget Law and the Law of Urgent Consideration are the mechanisms available to the Government to implement the national development strategy for the term. All public policies are developed within the framework of these two laws.

In this sense, the digital policy, implemented in Uruguay Digital Agenda 2025 (AUD2025), is based on these laws as an input for its drafting. Likewise, the E-Government Plan takes both laws and AUD2025 as inputs.

Uruguay Digital Agenda 2025 Design:

<https://www.gub.uy/uruguay-digital/en/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/06>

Guidelines for the E-Government Plan 2025:

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/politicas-y-gestion/plan-gobierno-digital-2025#:~:text=El%20Plan%20de%20Gobierno%20Digital%202025%20parte%20de%20cuatro%20ejes,Calidad%20de%20los%20servicios%20p%20p%20C3%BAblivos>

Ablicos

65. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

Yes

No

66. Please provide link and detail.

Uruguay Digital Agenda 2025, which involves all stakeholders in the development of the country's digital policy, is aligned with the Sustainable Development Goals (SDGs) and with global and regional mechanisms concerning Information Society. At the national level, tools such as Uruguay Digital Agenda 2025 are essential to progress towards the achievement of the SDGs.

Uruguay Digital Agenda 2025 and the SDGs 2030: <https://www.gub.uy/uruguay-digital/politicas-y-gestion/agenda-uruguay-digital-2025-objetivos-del-desarrollo-sostenible>

67. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

Yes

No

68. Please provide link and detail.

The E-Government Plan is aligned with general government plans. This alignment is ensured through coordination with cross-cutting organizations within the Government, which govern other subject matters. At the same time, as part of the Plan, a specific strategy for departmental governments is coordinated with those organizations that lead the plans in the territory.

An E-Government development strategy has been designed for departmental governments, in which Agesic works in coordination with departmental governments, the Congress of Mayors (which brings together departmental authorities) and the Office of Planning and Budget (OPP), particularly its decentralization area. At the same time, a Smart Cities model is being designed for Uruguay, which will serve as a guide for such initiatives, and must be validated by the Congress of Mayors.

E-Government Strategic Plan for Departmental Governments 2021-2025:

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/sites/agencia-gobierno-electronico-sociedad-informacion-conocimiento/files/2021-08/PEI%20CI%20para%20portal%20final.pdf>

Smart Cities conceptual model:

https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/sites/agencia-gobierno-electronico-sociedad-informacion-conocimiento/files/2021-06/Plan%20nacional%20de%20adaptaci%C3%B3n%20en%20ciudades%20e%20infraestructuras_0.pdf

The National Digital Policy, which grouped the initiatives towards 2020, included a goal on capacity building in departmental governments and smart cities: Goal 2 - Uruguay Digital Agenda 2020: "Articulate, promote and generate capacities for departmental governments in the field of smart cities, from the Congress of Mayors and the Interdepartmental Network of Digital Government.": <https://www.gub.uy/uruguay-digital/comunicacion/publicaciones/agenda-digital-2020-actualizacion-medio-termino>

The current National Digital Policy, which groups initiatives towards 2025, includes a goal on departmental government management:

Goal 39 - AUD 2025: "Strengthen the management of departmental governments through the implementation of smart city initiatives, with an emphasis on local and sustainable development, to improve the provision of services.": <https://www.gub.uy/uruguay-digital/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/agenda-uruguay-3>

69. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

Yes

No

70. Please provide link and detail.

The E-government plan 2025 is based on four guiding principles, one of which is "Digital transformation of services", which focuses on efficient and personalized services, according to the profile and preferences of citizens. Proactive services that invert the terms of the relationship between citizens and the Government. Citizen service through a standardized and multichannel transversal model implemented in central administration institutions. It is intended to continue with the strategy of deploying institutional portals, through a single solution that integrates interaction, communication, and access to information from all government sites in a homogeneous manner, to ensure a single point of entry and an integrated vision of the Government.

Another guiding principle is "Strengthening the Information Society", which emphasizes that people can take advantage of the benefits of digital development, guaranteeing access to information, the use and adoption of the services provided by the Government, as well as citizen involvement, participation and/or collaboration in processes for the creation and monitoring of public policies.

E-government plan 2025:

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/politicas-y-gestion/plan-gobierno-digital-2025>

In addition, the first area of the National Digital Policy 2025 recognizes social challenges that cannot be postponed for the integration and full development of citizenship and includes a set of objectives and goals to advance in this direction.

Uruguay Digital Agenda 2025 –Area I "Inclusive Digital Society":

<https://www.gub.uy/uruguay-digital/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/agenda-uruguay-1>

71. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

Yes

No

72. Please provide link and detail.

The national digital government strategy promotes different frameworks of reference, regulations and policies that aim to be enablers, giving the necessary framework for the different key areas to support with governance and data management.

Uruguay Digital Agenda 2025 – Area III "Transparency, efficiency and stewardship of the public sector": <https://www.gub.uy/uruguay-digital/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/agenda-uruguay-3>

Uruguay Digital Agenda 2025 – Area IV "Strengthen telecommunications, connectivity and cybersecurity infrastructure": <https://www.gub.uy/uruguay-digital/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/agenda-uruguay-4>

Open Government: <https://www.gub.uy/gobierno-abierto>

Citizen participation: <https://www.gub.uy/participacion-ciudadana>

The Open Data Catalog, fostered by the Open Government Plan, is part of Data Governance: <https://catalogodatos.gub.uy/>

Data 360: <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/datos-360>

73. Does the national e-government strategy make specific reference to national digital identity? *

Yes

No

74. Please provide link and detail.

The national e-government strategy, embodied in the E-Government Plan 2025, has five lines of action. One of them is "Cybersecurity" which establishes, as one of its objectives, "To incorporate new components and services of Digital Identity and Signature, and to link its cross-border platforms".

E-Government Plan 2025:

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/politicas-y-gestion/plan-gobierno-digital-2025>

In addition, the country's e-government strategy, captured in the Digital Agenda 2025, within the area aimed at enhancing telecommunications infrastructure, connectivity and cybersecurity at the national level, Objective XI "Government as a platform" sets the goal "To generalize the use of the integrated national digital identity system to ensure the verification of identity of individuals in the digital environment": <https://www.gub.uy/uruguay-digital/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/agenda-uruguay-4>

The Digital Identity Policy is regulated by the Electronic Certification Unit (UCE): https://www.gub.uy/unidad-certificacion-electronica/sites/unidad-certificacion-electronica/files/documentos/publicaciones/Pol%C3%ADtica%20de%20Identificaci%C3%B3n%20Digital_%20Versi%C3%B3n%20B1.0.pdf. This policy identifies three levels of trust in identification in line with the European eIDAS standard: low, intermediate, and advanced. It promotes the creation and regulation of digital identity providers, where citizens can obtain their IDs and use them in various digital services. In particular, the Id Uruguay platform (<https://mi.iduruguay.gub.uy/login>) is a broker of IDs which offers those regulated by the UCE (advanced level, equivalent to face-to-face) as well as an ID developed by AGESIC ([usuario.gub.uy](https://www.gub.uy), basic and intermediate levels), which has more than 1,500,000 registered users.

More information about digital identity: <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/usuario-gubuy>

75. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

Yes

No

76. Please provide link and detail.

Regulation on Protection of Personal Data: <https://www.impo.com.uy/bases/decretos/64-2020/8>

Uruguay Digital Agenda 2025 – Area III "Transparency, efficiency, and stewardship of the public sector": <https://www.gub.uy/uruguay-digital/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/agenda-uruguay-3>

Digital Transformation Process: <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/transformacion-digital-procesos>

77. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? *

Yes

No

78. Please provide link and detail.

Below there are some Initiatives aimed at generating and promoting single-source-of-truth (SSoT):

Interoperability platform: where Government agencies can expose/consume data through the use of services. <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/interoperabilidad>

Data analysis platform: where data from various sources on a particular topic are integrated. <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/publicaciones/plataforma-datos>

Traceability system: for the centralized registration of the steps through which the different processes are carried out in government agencies. <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/publicaciones/trazabilidad>

National Electronic Health Record (HCEN): integrates the health care records of individuals, regardless of their geographic location and the health care provider treating them. <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/node/312>

Uruguay Digital Agenda 2025 – Area III "Transparency, efficiency and stewardship of the public sector.": <https://www.gub.uy/uruguay-digital/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/agenda-uruguay-3>

79. **Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]**

Yes

No

80. Please provide link and detail.

The national e-government strategy, initiated more than 20 years ago, has driven numerous initiatives related to events in people's lives. For more than 15 years, successive E-Government Plans have included specific projects to implement such initiatives. Not only designed taking citizens as the main focus, but also incorporating citizens in the design and implementation of the initiatives. Currently, all procedures can be carried out online, and there are digital certificates concerning all events related to the life cycle of individuals.

Electronic Birth Certificate

The objective of this system is to store the Birth Certificates of all those born in the territory.

<https://www.gub.uy/ministerio-salud-publica/tramites-y-servicios/servicios/certificado-nacido-vivo-electronico>

Digital System for requesting records:

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/noticias/dgrec-lanzo-sistema-digital-solicitud-partidas>

Digital Civil Registry:

<https://dgrec.gub.uy/partidasdigitales/publico/home.xhtml>

The "GURI" system is a web information system, which is part of the e-government and educational policies. It enables to have an updated database of teachers, non-teaching staff and students and to unify management at the national level. The systematization of data carried out by GURI helps to improve the quality of instant responses to specific requests from the organization itself and others, as it provides information in real time, favoring timely decision making.

<https://www.dgeip.edu.uy/inicio-guri/>

Digital ID card:

<https://www.gub.uy/tramites/cedula-identidad>

Digital passport:

<https://www.gub.uy/tramites/solicitud-pasaporte>

Digital unified payroll:

Companies with employees under an employment contract, included within the scope of affiliation of the Banking Retirement and Pension Fund, Notarial Social Security Fund and/or Retirement and Pension Fund for University Professionals, must renew the Payroll Control Form on a general basis and on an annual basis.

<https://www.gub.uy/ministerio-trabajo-seguridad-social/comunicacion/comunicados/renovacion-planilla-control-trabajo>

Goal 10, Uruguay Digital Agenda 2020: <https://www.gub.uy/uruguay-digital/comunicacion/publicaciones/agenda-digital-2020-actualizacion-medio-termino>

Digital Labor Record Book: All companies must keep a Labor Record Book in each establishment.

<https://www.gub.uy/tramites/registro-renovacion-libro-registro-laboral>

Personal Income Tax (IRPF) affidavit is a procedure that must be carried out once a year before the General Tax Directorate (DGI). All independent workers, professionals and non-professionals, who have provided personal services outside of the dependency relationship during the year must declare it.

<https://www.dgi.gub.uy/wdgi/page?2,campana-irpf,preguntas-frecuentes-ampliacion,O,es,0,PAG;CONC;1017;8;D;como-y-donde-presentar-la-declaracion-jurada-de-irpf;23;PAG;>

National Electronic Health Record:

<https://www.gub.uy/ministerio-salud-publica/tramites-y-servicios/servicios/historia-clinica-electronica-nacional>

Goal 8, Uruguay Digital Agenda 2020:

<https://www.gub.uy/uruguay-digital/comunicacion/publicaciones/agenda-digital-2020-actualizacion-medio-termino>

Digital migration certificate:

<https://www.gub.uy/tramites/certificado-migratorio>

Digital death certificate:

<https://www.gub.uy/tramites/solicitud-certificado-defuncion>

Digital Census 2023:

<https://censo2023.uy/>

81. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]

Yes

Maybe

82. Please provide link and detail.

Since the year 2022, the Uruguayan government, Departmental Government, Autonomous Entities, Decentralized Services and non-government public entities must ensure the accessibility for web contents according to the standards, requirements and technical demands recommended by the Agency for e-Government and the Information and Knowledge Society (AGESIC), which shall consider the good practices and international recommendations, in particular the recommendations of the W3C-WAI (Web Accessibility Initiative del World Wide Web Consortium).

Article 88, Law 19,924: <https://www.impo.com.uy/bases/leyes/19924-2020/88#:~:text=Se%20entender%C3%A1%20por%20accesibilidad%20para,el%20uso%20de%20equipamiento%20adecuado%2C>
Decree No.406/22: <https://www.impo.com.uy/bases/decretos-originales/406-2022>

The Program on Accessibility in Digital Environments has been created to endorse the implementation. This is in charge of drafting the good practices, advising and monitoring the compliance with the regulations, guaranteeing the access to information and to the services of the Government to all persons, in accordance with the obligations regarding Accessibility. <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/node/6622>

The objectives of the Program are directing, supporting the adoption and inspecting as granted to Agestic, as well as contributing significantly to the inclusion and integration in the community, as stated in the Objective II of Uruguay Digital Agenda 2025: "To take advantage of digital technologies as a tool for social integration, promoting actions to favor access to knowledge and services by the different segments of the population, mainly those with greater levels of disconnection".

Objective II. Integration into the community. Digital Uruguay Agenda 2025: <https://www.gub.uy/uruguay-digital/en/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/01>

83. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

Yes

No

84. Please provide link and detail.

The digital development strategy in the country, reflected in the Digital Agenda 2020, included the goal "100% of procedures online". As a result, by the year 2020, all the procedures before the central administration could be performed online. <https://www.gub.uy/uruguay-digital/comunicacion/publicaciones/agenda-digital-2020-actualizacion-medio-termino>

In line with the Digital Agenda 2020, the 2020 E-Government Plan, established the objective of "Universalizing the digital relationship between the people and the Government" and the first goal was that "100% of online procedures of Central Administration may be commenced online by 2016 and completed online by 2020." <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/politicas-y-gestion/plan-gobierno-digital-2020>

By the end of 2020, the 100% of the procedures could be performed online: <https://www.gub.uy/uruguay-digital/politicas-y-gestion/100-tramites-linea>

Once all these procedures could be performed online, the aim was to improve the quality, through a procedure Model. <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/publicaciones/modelo-madurez-calidad-tramites-servicios-digitales>

The financing of these initiatives was part of the National Budget for the 2015 to 2020 period. The article 73 of the Law on National Budget corresponding to the 2015-2019 period, no. 19,355 of December 19th, 2015, contain the "Online Procedures Project", with the aim of promoting and developing simplification, prioritization, and implementation strategies of the procedures in public entities. <https://www.impo.com.uy/bases/leyes/19355-2015/73>

85. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), **anticipatory, proactive services?**

Artificial intelligence (AI) - please provide link and detail:

AI Strategy emerges as a tool for digital transformation that is developed with the purpose of promoting and strengthening its responsible use in the Public Administration. To achieve this, 9 general principles, pillars, objectives, and lines of action are defined to facilitate and encourage the responsible use of this technology in the public sphere. <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/publicaciones/estrategia-inteligencia-artificial>

86. Robotics - please provide link and detail:

The Digital Transformation of different governmental processes is one of the main action lines of the E-Government Plan. In particular, there is one related to technology that can be used for this is RPA (Robotic Process Automation): <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/politicas-y-gestion/plan-gobierno-digital-2025#:~:text=El%20Plan%20de%20Gobierno%20Digital%202025%20parte%20de%20cuatro%20ejes,Calidad%20de%20los%20servicios%20p%C3%BAblicos> This is also included in Goal 32 within Uruguay Digital Agenda 2025: <https://www.gub.uy/uruguay-digital/en/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/03>

87. Blockchains - please provide link and detail:

Blockchain is a new technology that we began studying a few years ago and wrote some information about it. We also took part in some workshops and conferences regarding different use cases. <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/tematica/blockchain>
 Moreover, we are working with Lacchain (a global alliance lead by the BID Lab) in order to keep working with technology. <https://lacnet.lacchain.net/our-networks-list-nodes/>
<https://www.lacchain.net/home>
 In the Digital Government Plan there is another main line that focuses on "Innovation, Emerging Technologies and Platforms".
<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/politicas-y-gestion/innovacion-tecnologias-emergentes-plataformas>
<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/politicas-y-gestion/plan-gobierno-digital-2025#:~:text=El%20Plan%20de%20Gobierno%20Digital%202025%20parte%20de%20cuatro%20ejes,Calidad%20de%20los%20servicios%20p%C3%BAblicos>

88. 5G - please provide link and detail:

Uruguay Digital Agenda 2025 "To improve the quality of the service, through the technological adaptation to the network, the optimization of the administration in homes and to advance regarding the 5G technology at a national level by following the environmental standards":
<https://www.gub.uy/uruguay-digital/en/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/04>

89. Internet of Things (IoT) - please provide link and detail:

link/detail: Goal 19 and 20 – Uruguay Digital Agenda 2025:
 Goal 19: "To incorporate Internet of things in the provision and management of public services such as energy, water, communications, and transport, with the installation of meters and sensors to improve the comfort of the clients and the competitiveness for the productive sector.
 Goal 20: "To promote the digital transformation towards a 4.0 industry, intensifying the adoption of IoT-based processes and automation in the strategic productive sectors, with the aim of promoting competitiveness. Furthermore, to drive circular economy, the efficiency in the use of resources and minimize the generation of waste in the productive process."
<https://www.gub.uy/uruguay-digital/en/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/02>

90. Invisible/anticipatory/proactive/seamless services [NEW]:

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/servicios-digitales>

91. Others - please provide link and detail:

Report about augmented reality: <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/publicaciones/informe-sobre-realidad-extendida/informe-sobre-realidad-extendida-3>
 We have taken part and shares VR use cases in different events. <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/noticias/realidad-virtual-vida-real>
 In the E-Government Plan there is another main line that focuses on "Innovation, Emerging Technologies and Platforms."
<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/politicas-y-gestion/innovacion-tecnologias-emergentes-plataformas>
<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/politicas-y-gestion/plan-gobierno-digital-2025#:~:text=El%20Plan%20de%20Gobierno%20Digital%202025%20parte%20de%20cuatro%20ejes,Calidad%20de%20los%20servicios%20p%C3%BAblicos>

92. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

93. Please provide link and detail.

The national digital policy that is reflected in the Uruguay Digital Agenda 2025 is the roadmap of the country for digital development in the upcoming years. Within the frame of this Agenda, Agesic defined the E-Government Plan 2025 which includes lines of action that are essential for the development and digital transformation of the Government.
Uruguay Digital Agenda 2025 is internationally aligned with Sustainable Development Goals and with the World Summit on the Information Society (WSIS). At a regional level, it is in line with the Digital Agenda for Latin America and the Caribbean (eLAC), approved by the countries in 2022 and with the technical secretariat of the ECLAC (United Nations).

Contribution of Uruguay Digital Agenda 2025 with the eLAC 2024 plan: <https://www.gub.uy/uruguay-digital/politicas-y-gestion/agenda-uruguay-digital-2025-agenda-digital-para-america-latina-caribe-2022>

94. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

Yes

No

95. Please provide link and detail.

Laboratory of Social Innovation in Digital Government (LAB): It proposes a new type of relations between the government and the people. It is intended to stop working "for" the people and start working "with" them. We build a space to experiment, plan scenarios, and therefore, co-create new formulas, try, visualize the future and sometimes, even make mistakes.

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/lab>

Knowledge and innovation space: It includes some tools and methodologies to think about a future vision or a different way to find a solution.

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/espacio-conocimiento-innovacion>

Emerging Technologies: It analyzes and shares information about different technologies, in particular new ones, for making decisions about how to apply them in the government. <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/institucional/estructura-del-organismo/division-tecnologias-emergentes>

Below there are other tools:

Emerging Tools Use: <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/tematica/tecnologias-emergentes>

As part of the Digital Government Plan (line of action: "Innovation, Emerging Technologies and Platforms")

https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/sites/agencia-gobierno-electronico-sociedad-informacion-conocimiento/files/2021-07/Plan%20de%20Gobierno%20Digital%202025_0.pdf

Govt Cloud: Impact evaluation of the incorporation of IT technologies or solutions in the Data Center and Private Cloud of the Presidency of the Republic:

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/NubePresidencia>

General Principles about the Cloud in Government

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/publicaciones/principios-generales-nube-publica-estado>

Technology surveillance. A cycle with different steps to begin research of any new technology.

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/publicaciones/ciclo-vigilancia-tecnologica>

96. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

Yes

No

97. Please provide link and detail.

Open Digital Lab. Connectivity hub from Uruguay to the world.

It is an open and global initiative to create a digital hub for the validation and adoption of technology in a controlled testing environment.:

Open Digital Lab: <https://www.opendigitallab.uy/>

OpenLoop is a program for public and private institutions to test "Privacy Enhancing Technologies" (PETs) to enhance privacy in data management and generate recommendations for public policies.

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/noticias/agesic-urcdp-colaboran-open-loop-uruguay>

Banco Central del Uruguay open innovation initiative:

Rule 286_2020

https://www.bcu.gub.uy/Acerca-de-BCU/Resoluciones%20de%20Directorio/RD_286_2020.pdf

Nova. Innovation program promoted by Banco Central del Uruguay:

<https://www.bcu.gub.uy/NOVA-BCU/Paginas/default.aspx>

Nodo detail. Innovation hub by Banco Central del Uruguay

<https://www.bcu.gub.uy/NOVA-BCU/Paginas/Nodo-Detalle.aspx?itm=3>

98. **Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? [NEW]**

Yes

No

99. **Please provide link and/or details.**

The Digital Development Policy of the country captured in the Uruguay Digital Agenda 2025 is joined by a continuous monitoring system and an intermediate revision. Each goal shall be monitored by one or more indicators, so that the progress in its achievement may be measurable. This follow-up shall be carried out through a matrix of public access indicators. This process takes place with a gender perspective in order to measure the impact of each initiative of the Agenda on inequality between women and men, in particular concerning the digital gender gap.

Uruguay Digital Agenda Viewpoint: <https://www.gub.uy/uruguay-digital/pagina-embedida/mirador-0>

Moreover, the Honorary Advisory Committee for the Information Society (CAHSI), made up by authorities of public entities, public and private academia and the information technology chamber, is responsible for advising with regard to the drafting of the digital policy, assessing the performance and obtained results.

Article 72 of Law 17,930 creating the Honorary Advisory Committee for the Information Society: <https://www.impo.com.uy/bases/leyes/17930-2005/72>

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

100. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

Yes

No

101. If yes, please provide link and detail.

The national strategy on digital development in its introduction reinforces the commitment with sustainable development and with the promotion of Digital Society that leaves no one behind.

<https://www.gub.uy/uruguay-digital/en/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/agenda-uruguay-0>

Given the relevance of inclusion, the first area grouping objectives and goals is: "Inclusive digital society".

<https://www.gub.uy/uruguay-digital/en/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/01>

In the year 2019, as part of an interinstitutional effort among AGESIC, Unesco Uruguay, public, academic and society organizations, the Digital Citizenship group was created, with the purpose of drafting recommendations for the design of a public policy on Digital Citizenship.

<https://plataformaparticipacionciudadana.gub.uy/assemblies/gtcd-publico?locale=es>

Uruguay has had a Digital Citizenship Strategy since the year 2020, in line with the digital policy of the country. <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/publicaciones/estrategia-ciudadania-digital-para-sociedad-informacion-conocimiento>

Sub-home of Digital Citizenship with articles, reference materials and different actions developed within the frame of the Digital Citizenship Working Group and by the organizations taking part in it to build inclusive and participatory citizenships in the digital environments.

<https://www.gub.uy/ciudadania-digital>

Several terms, practices and references contained in the Strategy have evolved and are still under a continuous transformation process, in particular, after the massive vertiginous digital migration of life towards the environment as a consequence of the COVID-19 pandemic and the latest advances in Artificial Intelligence. In this regard, a participatory process to review and update the Strategy document was initiated this year. This implied extending the representation basis of people related to this subject matter, conceptual definitions, and the agreements regarding the lines of work to implement actions that contribute to the development of policies destined to build critical, responsible, reflective, creative, and participating citizens in the digital environments, with equal opportunities.

Review of Digital Citizenship Strategy: <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/noticias/revision-estrategia-ciudadania-digital>

These policies have been successful for inclusion and this is reflected in the data from the 2022 ICT Use Survey.

The access and use gaps have been progressively reduced since 2010. While in 2010 the gap between quintile 5 and quintile 1 of income was 66% (a ratio of 3 to 1), in 2022 this figure stood at 9% (a ratio of 10 to 9).

In relation to gender, there are no significant differences in Internet use between men (89%) and women (91%).

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/tematica/eutic>

With the aim of disseminating information on the development and progress of the Information and Knowledge Society (SIC), an Observatory was created that concentrates the research carried out by Agesic, on the development of digital government, access and use of ICTs by citizens, satisfaction with the digital services of the State, among other issues.

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/observatorio-sociedad-informacion>

102. Is there a national e-participation policy/strategy or similar? *

Yes

No

103. If yes, please provide link and detail.

The goal 3 of objective 1 of Uruguay Digital Agenda 2025 proposes "To advance towards digital citizen participation, strengthening and broadening the existing participation spaces and processes, at a national and local level.": <https://www.gub.uy/uruguay-digital/en/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/01>

Within this frame, Agesic coordinates the Digital Citizen Participation Strategy which currently promotes 4 lines of action: 1. Development of the Digital Citizen Participation Platform, 2. Implementation of the Citizen Participation Catalogue, 3. Strengthening of Abilities in public institutions to manage spaces of digital citizen participation and 4. First study about Digital Citizen Participation from 4 perspectives (Government, Civil Society, Academia, and Citizens in general)

Sub-home, Citizen Participation: <https://www.gub.uy/participacion-ciudadana>
Participation platform: <https://plataformaparticipacionciudadana.gub.uy/?locale=es>

104. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and/or other vulnerable groups? *

Yes

No

105. If yes, please provide link and detail.

Uruguay's digital development policy has more than 20 years, and has always been consistent, evolutive and agreed by all interested parties. Different measures have been implemented since then to guarantee connectivity and Internet access in households and people. In particular, there are also measures to guarantee the access by all citizens to e-government services.

Below there are some of the government initiatives that guarantee connectivity and access:

Universal Hogares

Universal Hogares is a Plan of the National Telecommunications Administration (ANTEL) which provides Internet access to all the people, without monthly costs, with a 1 GB traffic limit per month, implying an improvement regarding the affordability of the ICT services and universal Internet access.

[https://tienda.antel.com.uy/plan/1318/universal_hogares?](https://tienda.antel.com.uy/plan/1318/universal_hogares?gclid=Cj0KCQjwjryjBhDOARIsAMLvnF9x4L3wIUagURcnpfz6CwaI1ZYOaspjGNipn6HCiZLPhWrHI_XCGAIaAm5mEALw_wcB)

[gclid=Cj0KCQjwjryjBhDOARIsAMLvnF9x4L3wIUagURcnpfz6CwaI1ZYOaspjGNipn6HCiZLPhWrHI_XCGAIaAm5mEALw_wcB](https://tienda.antel.com.uy/plan/1318/universal_hogares?gclid=Cj0KCQjwjryjBhDOARIsAMLvnF9x4L3wIUagURcnpfz6CwaI1ZYOaspjGNipn6HCiZLPhWrHI_XCGAIaAm5mEALw_wcB)

Plan Ibirapitá

Ibirapitá is a governmental program that promotes the digital inclusion of older persons in Uruguay. For such purposes, it generates proposals fostering the use and appropriation of the ICT through learning, participation, and networking spaces. As a cross-border public policy, it works together with other institutions to contribute to the construction of a new paradigm about the old age and aging from a right-based perspective.

<https://ibirapita.org.uy/>

Plan Ceibal

Plan Ceibal is a governmental program oriented towards generating inclusion and equal opportunities aided by technology, including the free provision of computers and Internet to all the children and adolescents entering the public education system in Uruguay. It promotes the integration of technology into the education, in order to improve the learning outcomes and foster innovation, inclusion and personal growth processes.

<https://ceibal.edu.uy/>

Uruguay Digital Agenda 2025 includes a specific goal to promote the inclusion of women from rural areas.

Goal 8 – Uruguay Digital Agenda 2025: To design a digital inclusion strategy for rural population, with an emphasis on rural women:

<https://www.gub.uy/uruguay-digital/en/comunicacion/publicaciones/agenda-uruguay-digital-2025-sociedad-digital-resiliente/01>

The implementation of these policies has had a significant impact on the reduction of the digital gap. These results are observed in the Survey on ICT Access and Use:

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/noticias/eutic-2022-continua-creciendo-acceso-internet-hogares-del-pais>

106. Does the Government provide any specific e-service(s) for women and/or other vulnerable groups? *

Yes

No

107. If yes, please provide link and detail.

The integrated Government portal Gub.uy offers diverse specific areas for vulnerable groups to find information and digital services:

Disability: <https://www.gub.uy/discapacidad>

Gender: <https://www.gub.uy/genero>

Migrants: <https://www.gub.uy/migracion>

Seniors: <https://www.gub.uy/personas-mayores>

Early childhood: <https://www.gub.uy/proteccion-y-bienestar-social-primera-infancia>

Social development: <https://www.gub.uy/ministerio-desarrollo-social/>

108. Does the Government provide any specific e-participation measure(s) for women and/or other vulnerable groups? *

Yes

No

109. If yes, please provide link and detail.

The digital citizen participation platform (<https://www.gub.uy/catalogo-participacion-ciudadana/>) , allows integrating processes and environments for women and other vulnerable groups, including people with disability, in compliance with Accessibility standards.

Additionally, there are 3 commitments in the Open Government National Action Plan 2021-2024 which drive the creation of spaces for women, Afro-descendants, and older persons. These commitments are being implemented.

Commitment 2.7.

<https://miradordegobiernoabierto.agesic.gub.uy/SigesVisualizador/gu/o/GA/p/2274;jsessionid=MxxgXn-M4cCM0BXaxxdRpNz+.node1>

Commitment 2.2.

Strengthening citizen participation spaces and the use of digital tools in public policies about aging and old age.

<https://miradordegobiernoabierto.agesic.gub.uy/SigesVisualizador/gu/o/GA/p/2269;jsessionid=MxxgXn-M4cCM0BXaxxdRpNz+.node1>

Commitment 2.3.

Observatory for the follow-up of the implementation of affirmative actions for Afro descendants.

<https://miradordegobiernoabierto.agesic.gub.uy/SigesVisualizador/gu/o/GA/p/2270>

110. Does the Government provide any specific measure(s) to build digital literacy/skills for women and/or other vulnerable groups? *

Yes

No

111. If yes, please provide link and detail.

There are several entities that have specific initiatives to develop digital skills in citizens in general, and, in particular, in women and other vulnerable groups:

The Agency for e-Government and the Information and Knowledge Society (AGESIC), the Regulatory and Personal Data Protection Unit, the Ministry of Education and Culture and the National Public Education Administration carry out training sessions for teachers and primary students, with a focus on digital inclusion and digital construction.

<https://competenciadigital.agesic.gub.uy/> | <https://competenciadigital.agesic.gub.uy/>

AGESIC and the Cultural Center of Spain conduct a series of workshops for Migrant population about the Construction of Digital citizenship, contributing to the development of skills for the digital environment. <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/tematica/ciudadania-digital?page=0>

Down Association has a project for labor market integration in which AGESIC was part by providing training to the people who work in the program.

<https://www.downuruguay.org/que-hacemos/proyecto-addu-inefop.html>

<https://www.downuruguay.org/que-hacemos/proyecto-addu-inefop.html>

The National Institute of Employment and Professional Development provides training in "digital skills for employability". <https://www.microsoft.inefop.uy/>

The implementation of these kinds of measures has improved the skills of all citizens, including women and other vulnerable groups. The results may be observed in the Surveys of Knowledge, Attitudes and Practices of Digital Citizenship (CAP):

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/tematica/encuestas-conocimientos-actitudes-practicas-ciudadania-digital-cap>

112. Does the Government use any social media platform(s)? *

Yes

No

113. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

E- information

Social media is one of the channels of the omni-channel service strategy.

See more information at <https://www.gub.uy/contacto>

Citizen service: <https://www.gub.uy/atencion-ciudadania>

Citizen service channels: <https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/tramites-y-servicios/servicios/canales-atencion-ciudadania>

114. If yes, please include any guidelines for government officials/institutions on the use of social media.

How-to guide on social media copywriting <https://www.gub.uy/ayuda/politicas-y-gestion/redaccion-web>

115. Does the Government publish information on how people's voices, including those among women and/or the vulnerable groups, are included in policy decision-making? *

Yes

No

116. If yes, please provide link (URL) and detail.

Uruguay has institutionalized settings for citizen participation and diverse tools to proactively spread information online about the characteristics and opportunities for citizen participation in such spheres, as well as information about the participatory processes conducted by public institutions within the frame of their corresponding competencies. Some of the instruments provided to facilitate access to information by the citizens regarding available opportunities and tools for citizen participation are the following:

Sub-home Citizen Participation in the Official Government Website: <https://www.gub.uy/participacion-ciudadana>

Catalogue of institutionalized spheres of citizen participation and visualizer:

<https://visualizador.gobiernoabierto.gub.uy/visualizador/api/repos/%3Apublic%3AgiobiernoAbierto%3AAPC%3ACatalogo.wcdf/generatedContent>

<https://www.gub.uy/catalogo-participacion-ciudadana/ambitos>

Note: The first National Survey conducted in 2017 identified 968 institutionalized spheres of citizen participation. This study is being updated to this day within the frame of the implementation of one of the commitments of Uruguay's 5th National Action Plan.

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/publicaciones/5to-plan-accion-nacional-gobierno-abierto-2021-2024/compromisos/2>

Digital Citizen Participation Platform

<https://plataformaparticipacionciudadana.gub.uy/?locale=es>

Moreover, diverse participatory processes have implemented practices to strengthen accountability in connection with the impact and integration of the input from the citizens in the decision process of public policies. Some examples are included below:

Open Government National Plan: Citizens were kept informed about the result of the diverse instances throughout the whole process and once complete, the proposals received in the participatory stages of the Plan co-creation and details about its progress were published. It is available for download at:

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/node/6200#:~:text=A%20trav%C3%A9s%20de%20este%205to,el%20Estado%20y%20las%20pol%C3%ADticas>

National Gender Plan of Farming Policies: The creation process included 40 citizen consultations and diverse validation instances. Moreover, it implied the creation of mechanisms and devices for the follow-up by the citizens and for the regular accountability regarding its implementation, including an online platform for citizen monitoring.

<https://www.gub.uy/ministerio-ganaderia-agricultura-pesca/comunicacion/publicaciones/plan-nacional-genero-politicas-agropecuarias>

<https://miradordegobiernoabierto.agesic.gub.uy/SigesVisualizador/gu/o/PNGAGRO>

Drafting Uruguay's Second Nationally Determined Contribution about Climate Change. This instrument was created through a participatory process which included, among other components, the input of contributions and a public consultation through a Digital Citizen Participation Platform in which the citizens were informed about the progress of their contributions.

[https://plataformaparticipacionciudadana.gub.uy/processes/segunda-cdn/f/56/proposals?](https://plataformaparticipacionciudadana.gub.uy/processes/segunda-cdn/f/56/proposals?filter%5Bsearch_text_cont%5D=&filter%5Bwith_any_state%5D%5B%5D=&filter%5Bwith_any_category%5D%5B%5D=&filter%5Bwith_any_origin%5D%5B%5D=)

[filter%5Bsearch_text_cont%5D=&filter%5Bwith_any_state%5D%5B%5D=&filter%5Bwith_any_category%5D%5B%5D=&filter%5Bwith_any_origin%5D%5B%5D=](https://plataformaparticipacionciudadana.gub.uy/processes/segunda-cdn/f/56/proposals?filter%5Bsearch_text_cont%5D=&filter%5Bwith_any_state%5D%5B%5D=&filter%5Bwith_any_category%5D%5B%5D=&filter%5Bwith_any_origin%5D%5B%5D=)

Additionally, actions to strengthen the digital competencies of people and the use of technologies for participation are promoted within the frame of the Digital Citizenship Strategy.

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/comunicacion/publicaciones/estrategia-ciudadania-digital-para-sociedad-informacion-conocimiento-1>

F. Usage, User Satisfaction and Evaluation

117. Does the Government monitor/collect usage statistics of e-government services? *

Yes

No

118. If yes, please provide link and detail.

Digital service traceability viewer. It consists of keeping a record, in a centralized manner, of the state through which each digital service has transited and is found, from the time a person starts it until it ends, as well as whether it has been cancelled. The information collected by the system makes it possible for the State to know the adoption and use of digital services in order to measure, manage and take actions for their evolution and sustainability.
<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/politicas-y-gestion/sistema-trazabilidad>

In addition, the Government measures the use of online services through regular surveys.

The results may be observed in the Surveys of Knowledge, Attitudes and Practices of Digital Citizenship (CAP):

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/tematica/encuestas-conocimientos-actitudes-practicas-ciudadania-digital-cap>

119. Does the Government collect usage data with dis-aggregation by gender? *

Uruguay has a measurement model for Information and Communication Technologies that provides information about Internet access and use (devices, online activities, digital skills), disaggregated by gender and other segmentation variables. Since 2001, through the Continuous Household Survey (ECH), the National Institute of Statistics of Uruguay gathers information about the access to ICTs in households. In 2006, the Extended Household Survey included questions about persons and in 2008, the questionnaire of the ECH included a series of specific questions regarding the use of the ICTs by persons. INE, together with AGESIC, has conducted the Survey on ICT Access and Use (EUTIC) since 2010, with the purpose of obtaining information about the access and use of information and communication technologies by people and households in Uruguay, with focal points including ICT access, uses of the different digital devices, activities performed online, and digital government. Moreover, AGESIC periodically conducts since 2013 the study about Knowledge, Attitudes and Practices of Digital Citizenship, in order to learn about the behaviors of citizens, in connection with digital government, access to public information, data security and protection, remote work and emerging technologies, among others.

The abovementioned studies prove that Uruguay has been able to reduce the gender gap in the Internet access dimension, showing no significant differences in this regard by virtue of the gender of the person.

Survey on ICT Access and Use (EUTIC):

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/tematica/eutic>

Survey on Digital Citizenship Knowledge, Attitudes and Practices (CAP):

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/tematica/encuestas-conocimientos-actitudes-practicas-ciudadania-digital-cap>

Continuous Household Survey (ECH):

<https://www.gub.uy/instituto-nacional-estadistica/encuesta-continua-hogares>

120. Does the Government measure user satisfaction of e-government services? *

Yes

No

121. If yes, please provide link and detail.

Regarding digital services, a centralized survey system has been created as part of the improvement and sustainability of digital services. The survey measures 5 variables: general satisfaction, time saving, money saving, reliability, agility and correct operation. The assessment scale is from 1 to 5, with 1 being "not at all satisfied" and 5 "very satisfied". The questionnaire is easy to answer and is sent via the URL by email after the end of the service. This survey is optional for the person receiving it. In a first stage, this survey has been made available for the most demanded digital services.

Digital Services Satisfaction Survey: <https://www.gub.uy/tramites/encuestas>

Regarding citizen service, omnichannel digital service, in the case of telephone service, the satisfaction survey is applied at the end of the service, indicating to the person that they will be referred to an automatic survey, in which their participation is optional. .. This is one of the evaluation mechanisms defined by the Citizen Attention team, with the aim of knowing the perception of people after having been assisted and improving the quality of the services offered from the attention channels. The operator's response is valued on a scale of 1 to 4, where 1 is "very dissatisfied" and 4 is "very satisfied".

Data and Statistics on citizen service:

https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/datos-y-estadisticas/estadisticas?field_tematica_gubuy_to_ct_datos=271&field_fecha_by_year_to_ct_datos=All&field_fecha_by_month=All&field_publico_gubuy_to_ct_datos=All

122. Does the Government collect user satisfaction data with dis-aggregation by gender? *

Due to current regulations on Data Protection, in satisfaction surveys, the gender of the respondent is not identified. In other surveys they are dis-aggregated.

G. Partnership and International Cooperation [NEW]

123. **Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW]**

CEPAL:

Digital agenda for Latin America and the Caribbean (eLAC): it is a strategy aimed at 2024, which promotes the use of digital technologies as instruments for sustainable development. Its mission is to encourage the development of the digital ecosystem in Latin America and the Caribbean through a process of integration and regional cooperation, strengthening digital policies that drive knowledge, inclusion and equality, innovation, and environmental sustainability.

Uruguay is currently presiding eLAC from 2022 to 2024 and the Economic Commission for Latin America and the Caribbean (ECLAC) is acting as the technical secretariat:

<https://www.cepal.org/en/projects/digital-agenda-latin-america-and-caribbean-elac2024>

UNESCO:

In the year 2019, a Digital Citizenship Working Group was created. This initiative of AGESIC and Unesco Uruguay gathered public, academic, and civil society organizations to draft recommendations for the design of a public policy about Digital Citizenship.

<https://plataformaparticipacionciudadana.gub.uy/assemblies/gtcd-publico?locale=es>

UNESCO:

In 2023 Uruguay subscribed to the Recommendation on the Ethics of Artificial Intelligence. Within this framework, Unesco has agreed to conduct a revision of Institutionalality and Governance in Uruguay, which shall serve as input for reviewing the Artificial Intelligence Strategy.

124. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW] *

DIGITAL NATIONS.

Uruguay is a member country of the Digital Nations forum under leading digital governments with active participation in different thematic groups such as e-ID, Data, IA. The group works together to share experiences and good lessons learned, in order to advance in digital transformation actions.
<https://www.leadingdigitalgovs.org/>

Red Gealc. e-Government Network of Latin America and the Caribbean. Uruguay is a member country and part of the different thematic groups.

Through Red Gealc we participate in different thematic groups promoting topics such as cross border signature, emerging technologies, cybersecurity, etc. For the second time Uruguay participates and leads the RPG (Regional Public Goods) initiative on cross border electronic signature. Sharing experiences, carrying out pilots with other regional countries and promoting its good use, has allowed the region to progress and make better use of these solutions. Also, we have once again participated in the RPG on health data. The objective of this Regional Public Goods Initiative is to develop the necessary enablers for the regional digital health ecosystem, which allow the use of regional health data and the adoption of new tools and sources of digital health information, such as personal health information records, Artificial Intelligence, among others. <https://www.redgealc.org/>

GAD – MERCOSUR Digital Agenda Group. It was created with the objective of "promoting the development of a Digital MERCOSUR", through the execution of the "Action Plan, for a two-year term, with proposals for common policies and initiatives, as well as deadlines and goals".
<https://www.mercosur.int/temas/agenda-digital/>

UE Cybernet (LAC4): Through an MOU signed between this organization and AGESIC, Uruguay became the training center for the southern cone region. We carry out activities such as TTX and cyberdiplomacy.

The signed agreement allows our country to promote LAC4 (Latin America and Caribbean) and the mission of the project in the Southern region, as well as to coordinate and facilitate cooperation with national institutions, industry, academia, and the private sector, and to endorse the participation of these organizations in the activities agreed with EU CyberNet.
<https://www.lac4.eu/vision/>

GFCE (Global Forum on Cyber Expertise). The Global Forum on Cyber Expertise (GFCE) is a global platform for countries, international organizations and private companies which exchange best practices and experience in cyber capacity building. The aim is to identify successful policies, practices and ideas and multiply them globally. Together with NGO partners, the technology community and GFCE academic members develop practical initiatives to build cyber capacity.
<https://thegfce.org/welcome-new-members-uruguay-pakistan-samoa/>

CAF:

In 2023 Uruguay agrees to become one of the pilot countries to use CAF methodology for revising the Artificial Intelligence Strategy. The process shall take place between May and November 2023.

THANK YOU

125. Please provide any other information that will help us in understanding e-government development in your country. [NEW] *

Survey of Uses of Information and Communication Technologies (EUTIC). Its objective is to know and analyze the evolution of the main indicators on digital transformation in Uruguay, linked to access and use of the Internet and digital devices, as well as digital skills and related to digital government. It is carried out jointly between the National Institute of Statistics and Agesic.

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/datos-y-estadisticas/estadisticas/encuesta-uso-tecnologias-informacion-comunicacion-2022>

This and other studies are published in the Information and Knowledge Society Observatory, which concentrates the research carried out by Agesic, on the development of digital government, access and use of ICT by citizens, satisfaction with the State digital services, digital health, cybersecurity among other topics.

<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/observatorio-sociedad-informacion>

126. **Consent to publish this Questionnaire**

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes

No

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.