Connective Cities Virtual Global Exchange on Municipal Response to COVID-19 in the Area of Governance

# PUBLIC SERVICES AND I-GOVERNMENT IN COVID 19 ERA

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Dirección de Gobierno Electrónico y Modernización de la Gestión

**CITIZENS SERVICE MODEL**
**INNOVATIVE E-GOVERNMENT MODEL**
**QUALITY MANAGEMENT AND CONTINUOUS IMPROVEMENT MODEL**
**DOCUMENT MANAGEMENT MODEL**

**CITY HALL MANAGEMENT MODEL**

# Management Model

**iGob – Component of the new Municipal Management Model to contribute to the construction of a Smart Municipality**

- GAMLP without exclusive protocols for face-to-face service

- GAMLP with no time restrictions

- GAMLP beyond its physical spaces and geographical limits.

- GAMLP's paperwork started from home

- GAMLP so close, that it is part of the citizen's environment.

UBIQUITOUS CITY HALL
Any service, from anywhere, at any time
24/7

# BACKGROUND AND PREVIOUS ADVANCES

## 10 YEARS OF CONSOLIDATION OF A MODEL

# Portal Web

The information within the website of the municipality www.lapaz.bo, is currently divided into five segments that are:



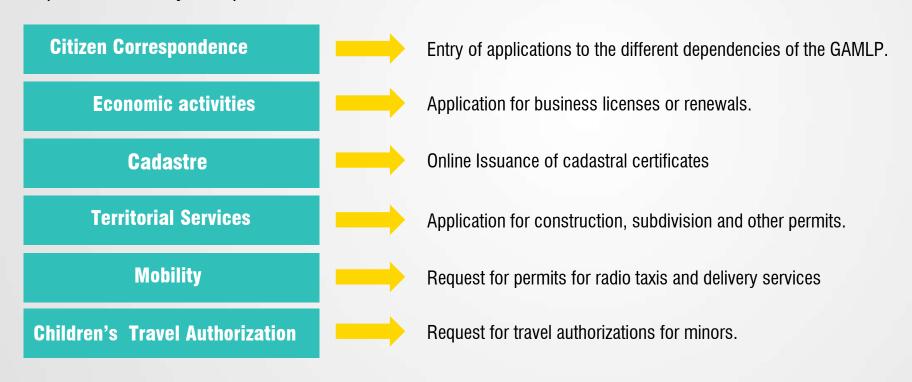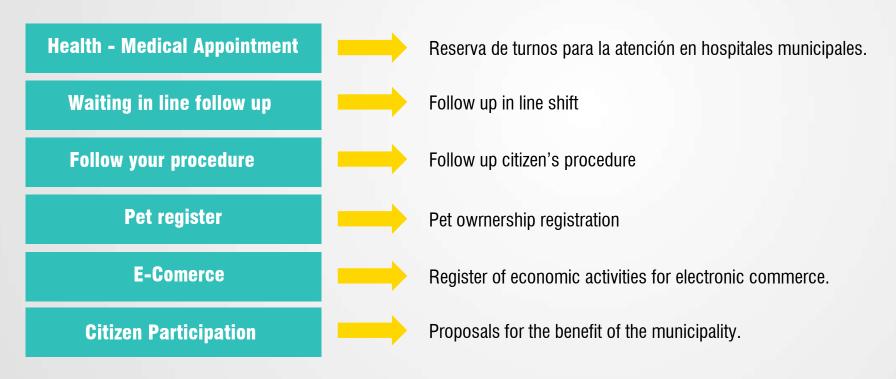| Ciudad Maravilla | Gobierno Municipal | Información de Servicios | Trámites en línea | En La Paz nos cuidamos |
|---|---|---|---|---|
| Con información cultural | Con información general del GAMLP | Con información de los servicios que brinda el GAMLP | Desde la que podrá ingresar a su cuenta en el sistema iGOB 24/7 | Con información sobre el COVID-19 |
| Lugares turísticos — Actividades culturales | Normativa municipal — Listado de autoridades | Requisitos — Pasos por servicio | iGob — Inicio de sesión en el sistema — Registro en el sistema | Observatorio de casos — Aplicaciones móviles |
| Ubicación, descripción y horarios de atención de centros culturales | Ubicación de dependencias — Leyes municipales | Costos — Tiempo de duración | Enlaces a otras páginas del municipio | Publicaciones de interés |

# City Portal

# Online Services

# Plataform iGOB 24/7

- The iGob 24/7 platform promotes the modernization of municipal public management and the improvement of citizen service, universalizing access to information, online services and optimizing interaction times, promoting the construction of a Smart City.

- This platform allows you to perform different online services, such as:

| | | |
|---|---|---|
| **Citizen Correspondence** | ➡ | Entry of applications to the different dependencies of the GAMLP. |
| **Economic activities** | ➡ | Application for business licenses or renewals. |
| **Cadastre** | ➡ | Online Issuance of cadastral certificates |
| **Territorial Services** | ➡ | Application for construction, subdivision and other permits. |
| **Mobility** | ➡ | Request for permits for radio taxis and delivery services |
| **Children's Travel Authorization** | ➡ | Request for travel authorizations for minors. |

# Plataforma iGOB 24/7

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| | | |
|---|---|---|
| **Health - Medical Appointment** | ➡ | Reserva de turnos para la atención en hospitales municipales. |
| **Waiting in line follow up** | ➡ | Follow up in line shift |
| **Follow your procedure** | ➡ | Follow up citizen's procedure |
| **Pet register** | ➡ | Pet owrnership registration |
| **E-Comerce** | ➡ | Register of economic activities for electronic commerce. |
| **Citizen Participation** | ➡ | Proposals for the benefit of the municipality. |

# Intranet



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# Crisis Monitoring and Management Center

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# iGOB 24/7 Mobile App

**Pets**
Property registration for a pet

**Medical Appointment**
Appointments

**Travel authorization**
Request for travel authorizations for minors

**Parking**
Manage car parking spaces

**Follow up your service**
Services and procedures follow up

**Debts**
For the payment of infractions and consultation of tax debts.

**Citizen Forum**
Proposals and Initiatives.

**Complaints / claims**
About irregular charges, Bureaucracy, bad service.

# Services Mobile App

# Payments from the app to reserve parking and infractions



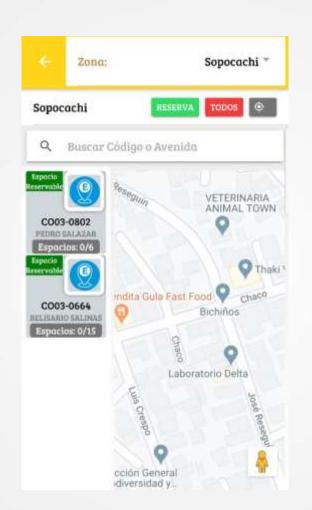**Search for infringements**
With vehicle license plate

**Card payment**
Debit or credit

# Urban mobility

# Health services



**RESERVAS DE CITA MÉDICA PARA PACIENTES SUS**

**REVERSIÓN DE CITA MÉDICA**

**PAGOS EN EL HOSPITAL**

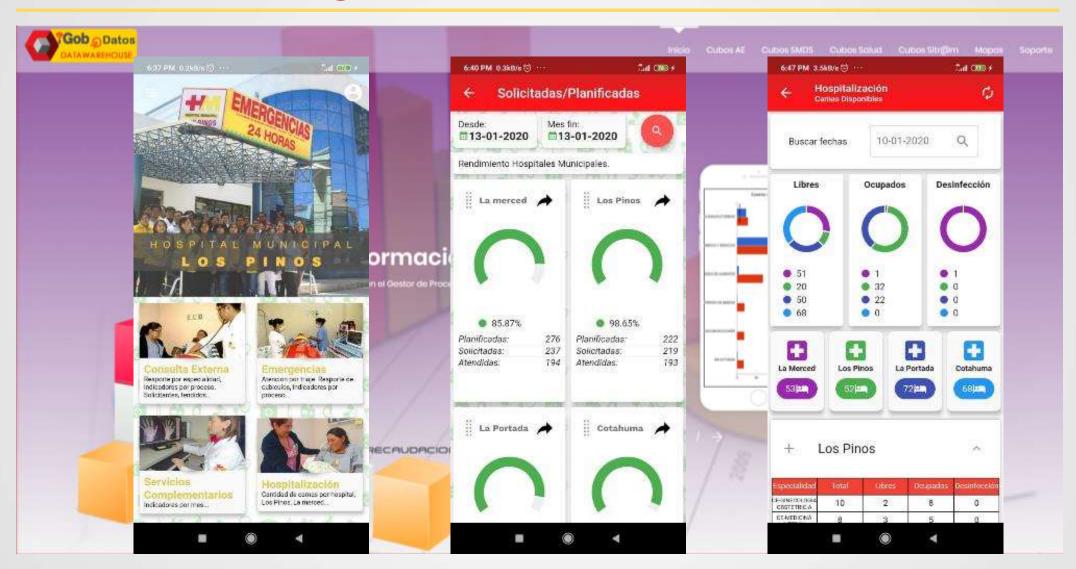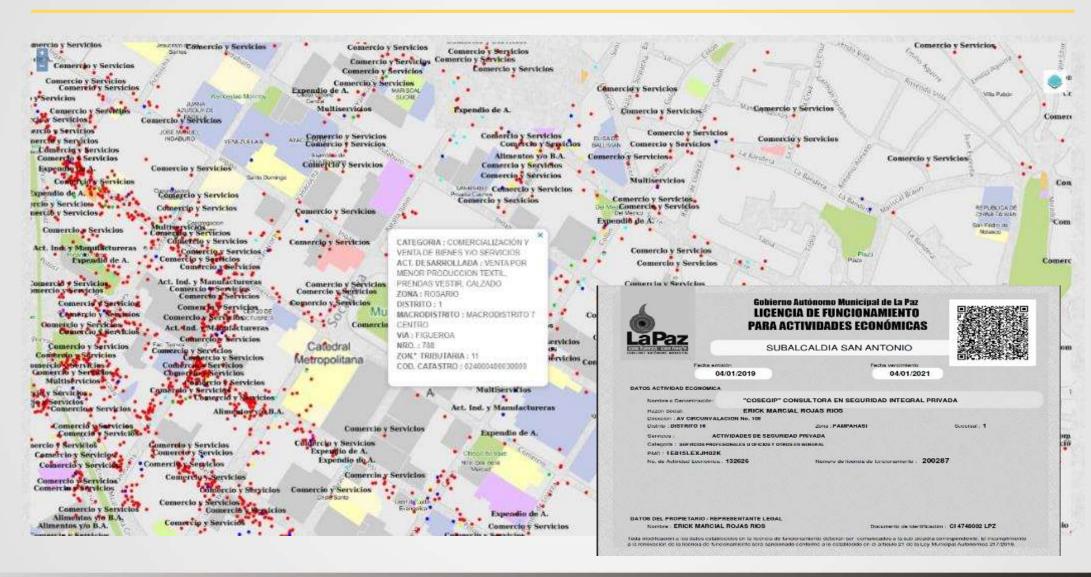**CONSULTAS DE DISPONIBILIDAD**

**PAGO EN LÍNEA**

# Tax Payment

# Business Intelligence

# Business registration and authorization

# IMPORTANT ACTIONS AND DECISIONS

## HOW DID WE FACE COVID-19 CRISIS?

# How to face COVID-19 crisis

**Premises during the lockdown:**
CONTINUE PROVIDING SERVICES TO CITIZENS
Avoid physical attendance
Try to attend most of the procedures and services

**Preparatory actions:**
Coordination and training for internal work
- Assignment of personnel for citizen assistance
- Enabling technological resources and communications
  - VPN, Internet Publishing of Intranet Services
  - Enabling internal IP telephony on cell phones
  - Video conferencing tools (Zoom and others)
- Information campaigns: iGob24 / 7 platform, toll free 800 13 5555
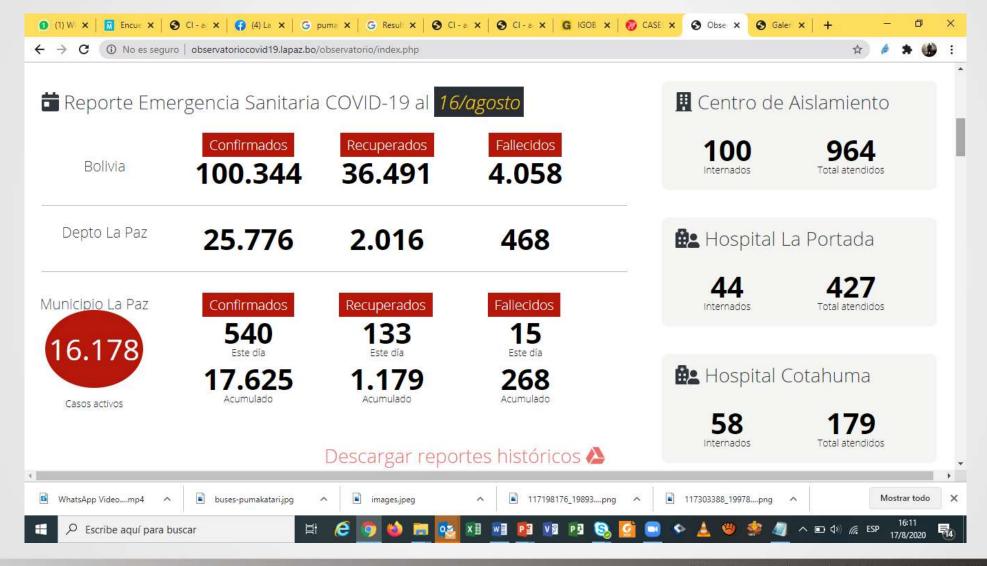- IVR + 20 people answering calls

# Covid-19 App

# Covid-19 Observatory
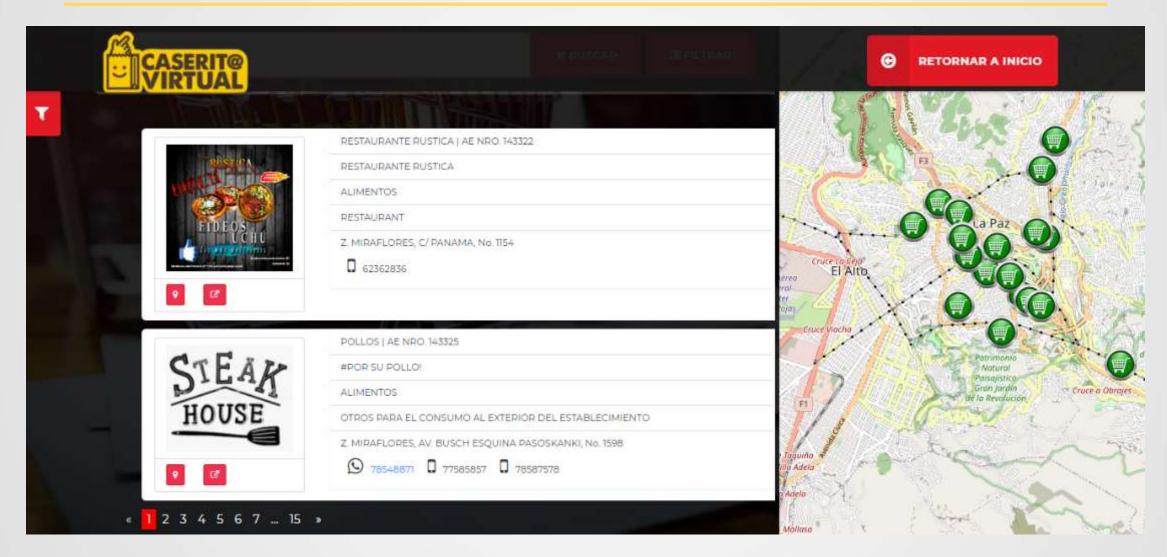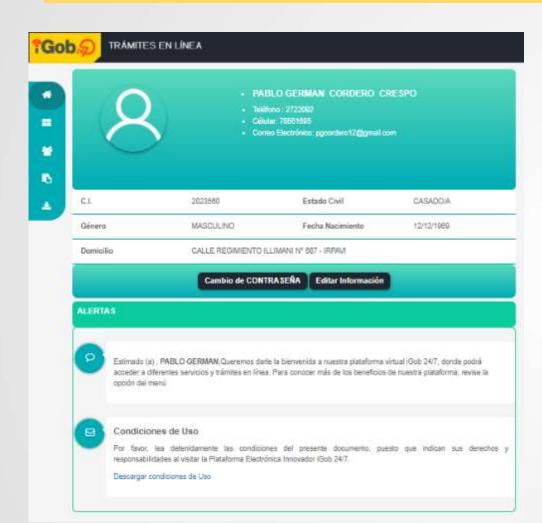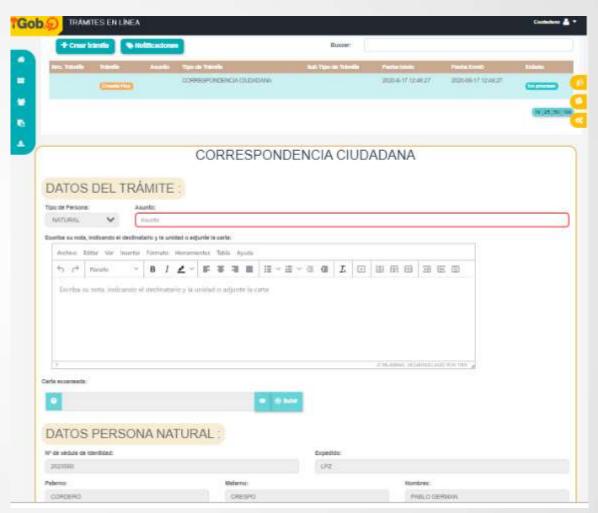
# Covid-19 Observatory

# e-Commerce – Caserit@ Virtual

# Comercio Electrónico – Caserit@ Virtual

# Online Citizen Letters

# Links to External Systems

# Citizen Contact Center



**800-13-5555**

**Affective and effective communication with citizens.**

TOTAL SERVICIOS BRINDADOS

| ATENCIONES VÍA TELEFÓNICA | LLAMADAS REALIZADAS A USUARIOS |
|---|---|
| **27.094** | **17.734** |
| ↓ -19,8% | |
| | Celular: 15.166 |
| ATM: 2.007 | Fijo: 2.568 |
| DATC: 5.398 | |
| USAC: 15.420 | |
| UAE: 4.269 | |
| UNIDAD ORGANIZACIONAL QUE ATENDIÓ EL REQUERIMIENTO | |

# Citizen Contact Center

It was created with the object...........................tegic resource for communication and interaction......................gh which accurate and timely information can be ................................vices / procedures with trained service managers ...........................d on defined work methodologies and procedures...

# Citizen Contact Center

The Citizen Contact Center integrates different services:

**IVR**

Allows the citizen to choose between 4 macro service options

**1** Territorial and cadastral administration procedures

**2** Real estate or vehicle tax payments

**3** Procedures for Economic Activities

**4** Other municipal services

# Citizen Contact Center

For its operation use the tools:

Service managers answer from home with the application, Zoiper that allows them to receive and make calls over the internet
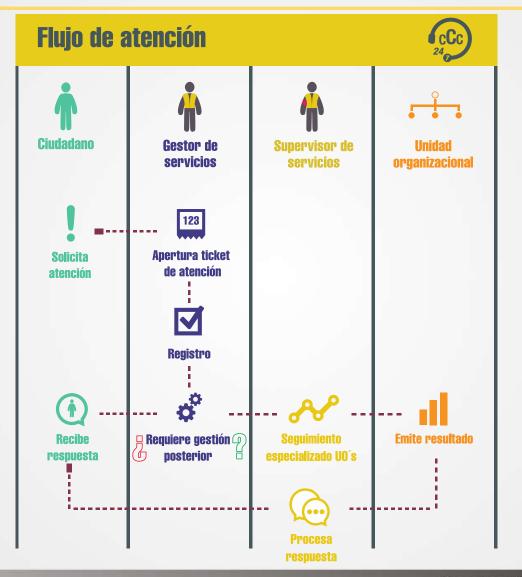
VPN

For information management they use VPNs that allow them to have secure access all GAMLP systems

# Citizen Contact Center



Flujo de atención — cCc 24/7

Ciudadano · Gestor de servicios · Supervisor de servicios · Unidad organizacional

Solicita atención → Apertura ticket de atención → Registro → Requiere gestión posterior → Seguimiento especializado UO's → Emite resultado · Procesa respuesta · Recibe respuesta

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# Citizen Contact Center

Servicios brindados Centro de Contacto Ciudadano, marzo, abril y mayo 2020



Servicios brindados Centro de Contacto Ciudadano, agosto 2020

# Final thoughts

"Accelerated Digital Transformation", far beyond a phrase

Mandatory evolution of management models

Verification of the importance of Electronic Government (instrumental -> Enabler)

Necessary adoption of new work practices and coordination

Renovation of the citizen trust in their Local Government

Knowledge and appropriation of use of technological resources

# Final thoughts

Complete the regulatory framework for the post pandemic

Naturalize the new work approach (teleworking) and coordination

Promote and sensitize actors to achieve More affordable Internet

Overcome the identified gaps

Consolidate the strategy of socialization of services to citizens

Continue on the path of digitization of Municipal Management

WWW.LAPAZ.BO

SERVICES FOR OUR PEOPLE

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# THANKS FOR YOUR ATTENTION

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