



Tallinn
e-Governance
Conference
2017

SCOOP4C



OnceOnly Reloaded

roadmap in 3 steps

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GOBIERNO
DE LA PROVINCIA
DEL NEUQUÉN



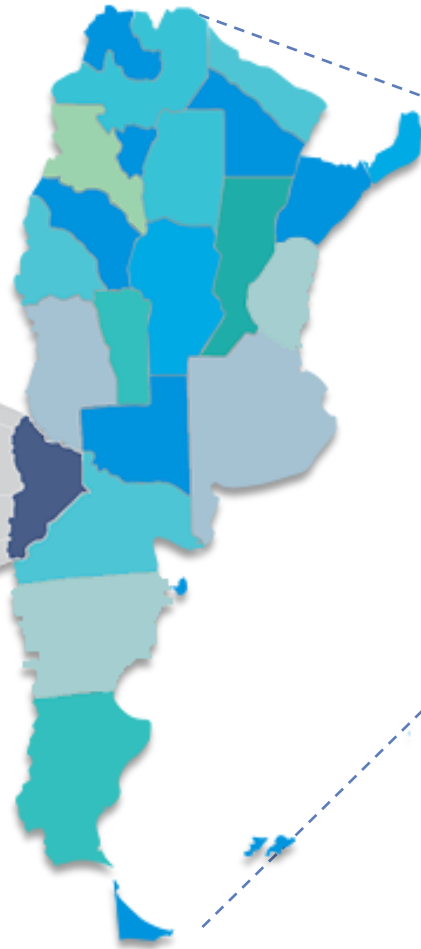
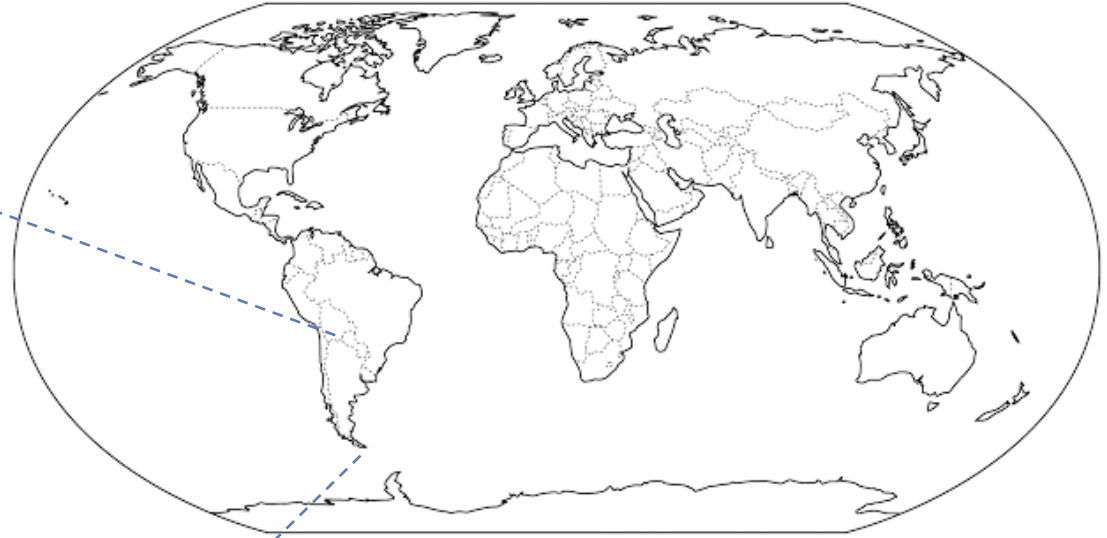
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Once-Only Project Leader for Neuquén Government,
Argentina



Provincia del Neuquén – Patagonia Argentina

NEUQUÉN
PROVINCIA



Area: 94.078 sq km $\approx 2 \times$ Estonia
Population: 630.000 $\approx \frac{1}{2} \times$ Estonia



We cordially invite you to visit us in Neuquén

NEUQUÉN
PROVINCIA



político democrático y estable

del Neuquén es, desde 1958, un estado autónomo e inseparable de la Nación Argentina, representativo y defensor de un auténtico FEDERALISMO DE DIALOGO Y COORDINACIÓN. So a favor de las POLÍTICAS DE MERCADO, LA PRUDENCIA FISCAL, EL ROL Y RESPONSABLE DEL ESTADO en el desarrollo provincial, a través de sus políticas y la paz y eficiente de sus empresas públicas.

Población joven 630.000 habitantes.

El 63% de la población es menor a 35 años. Comparada con 1960, esta cifra muestra un crecimiento del 400%.

Stable Political Democratic System

The Province of Neuquén has been, since 1958, an autonomous state, but inseparable from the Argentine Nation. The Province abides for the Republican, Representative System and is an Authentic advocate for FEDERAL DIALOGUE AND COORDINATION. There is wide consensus in favor of MARKET POLICIES, TAX CAUTION, SUBSIDIARY AND RESPONSIBLE ROLE OF THE STATE. This is supported by its policies, as well as effectiveness and efficiency from its State-run companies.

Young Population 630.000 Inhabitants

Some 63% of its population is under 35 years old. Based on 1960 records, the figure has gone up 400%.



The whole story is presented by me in a chapter of this 2016 book

NEUQUÉN
PROVINCIA

TOGETHER
WE CAN
DO MORE

CHRONOLOGY

2007 I discover e-Estonia

2008 SGP Neuquén > **INTEGRABILITY Directive № 1**

2009 We develop the building blocks of the **Integrability platform**

2010 SGP Neuquén > **INTEGRABILITY Directive № 2**

2011 We develop **e-Requirement Portal** (bridge between digital / paper)

2012 **Law No. 2819** of De-bureaucracy

2013 SGP creates **Communities of Practice (CoPs)**

2014 IRAM № 14 **INTEGRABILITY REFERENCE**

2017 Replacement part of Integrability platform with **X-Road**

17.09.2007



#OnceOnly Principle in Neuquén (2012)

How to stop making citizens sick

Law N° 2819/12 of De-bureaucracy

“If the State holds a datum on a citizen, no other State agency can request it”

The real world

PROBLEMS

Messy_growth
Poor_data_Quality
Isolated_Approaches
Different_technologies
chaos overlap
Secrets
Photocopy
Silos
IT_Bussines_model
peregrinate
Selfishness

NEEDS

Process
Data_Quality
Interoperability
Confidentiality
Share
Availability
Proactive_service_delivery
Security
Semantics
Privacy
Services
Authentic_Source
Digital_Identity
Integrity
Resilience



**Wandering around
aimlessly**

Citizen



**Slow & uncertain
~~NO OOP~~**



Impotence

CASE STUDY



Government

Silos

Ineffective Change

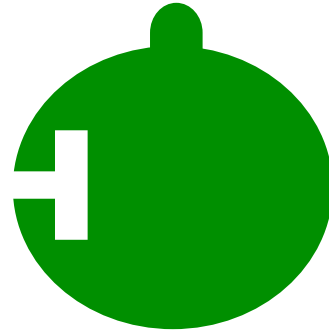
Unreachable ONE-STOP SHOP

~~NO OOP~~

CASE STUDY

NO OOP	
CITIZEN	Situation
	John has a company and must deal with various procedures in different State agencies
Problems	<ul style="list-style-type: none"> • Wandering aimlessly • Slow & Uncertain • Impotence
GOVERNMENT	Situation
	Traditional paperwork, Computer use for registered records in isolation. Wesite/Portals exclusively operate with people.
Problems	<ul style="list-style-type: none"> • Silos • Ineffective change • Unreachable ONE-STOP SHOP

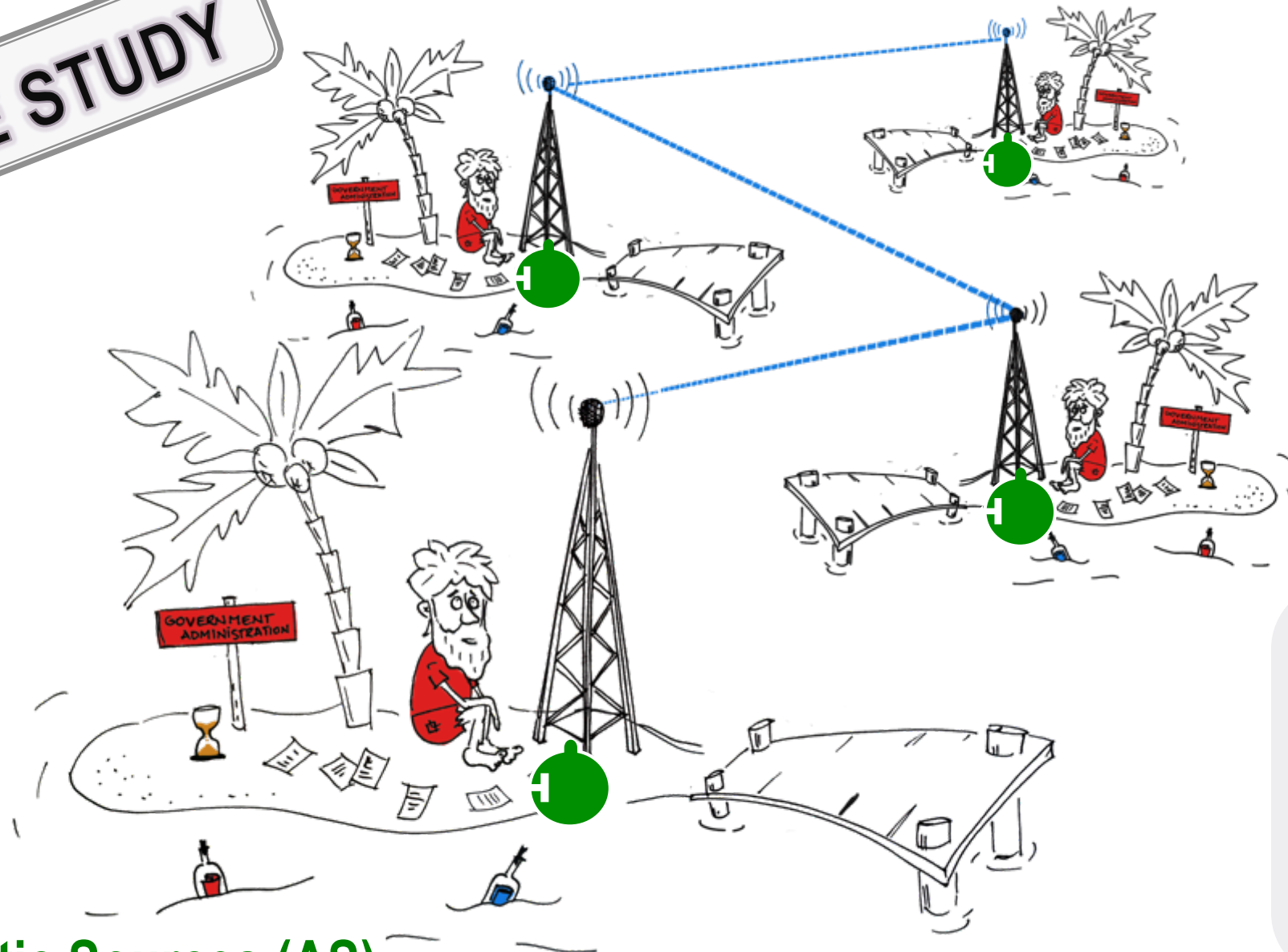
*roadmap in 3 steps
to achieve OOP⊕*



Step 1

Share DATA
from Authentic Sources

CASE STUDY



1. **Stop duplicating** data from other state agencies.
2. **Interconnect AS** with a **secure protocol**
3. Each **AS** defines the **semantics of its data** in function of all its consumers

Authentic Sources (AS)
interoperability

Step 1 OOP

CASE STUDY

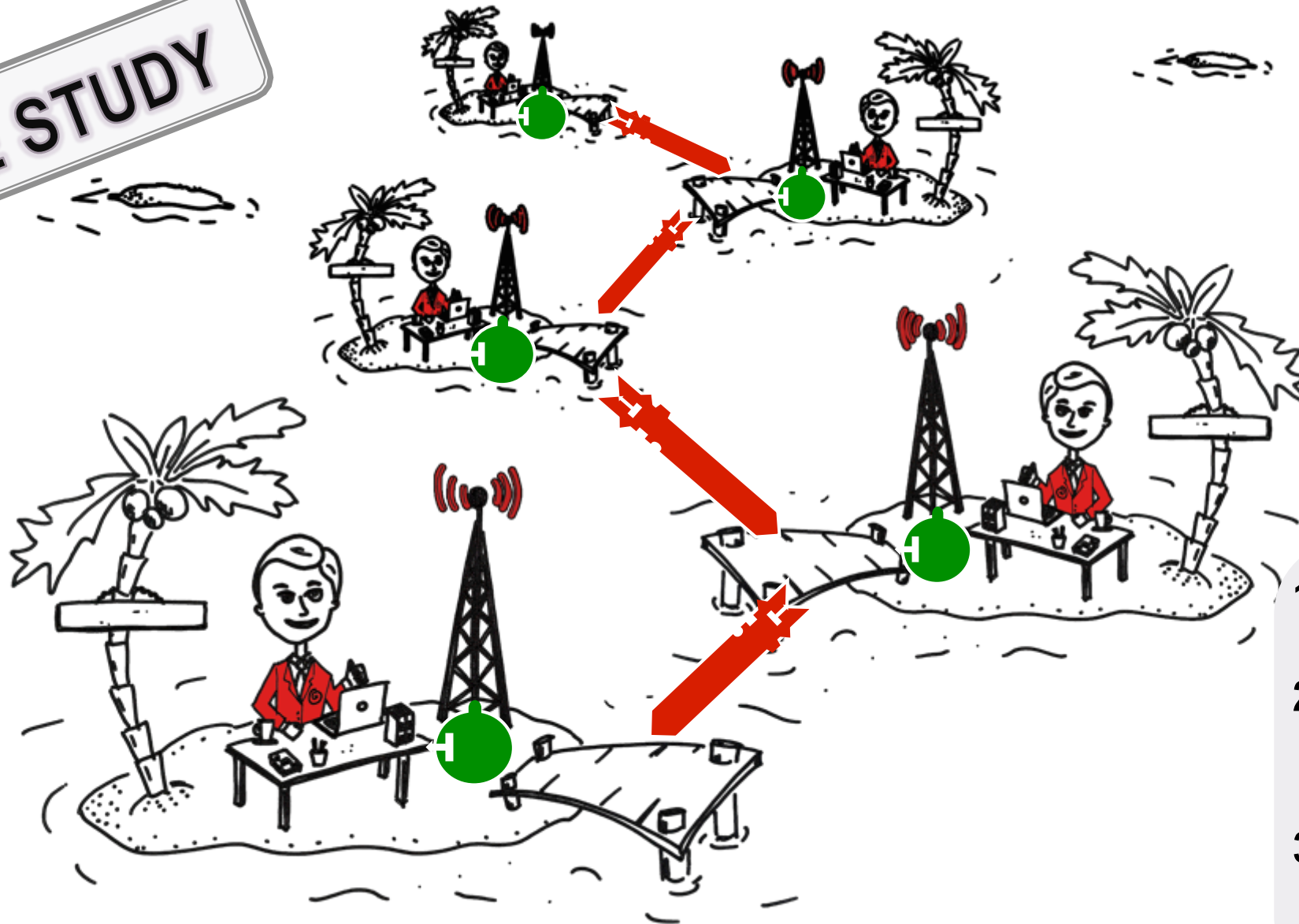
NO OOP			Step 1 OOP		
CITIZEN	Situation	John has a company and must deal with various procedures in different State agencies	No longer carries certificates for the requirements, only uses his personal ID; Agencies do not ask for anything.		
	Problems	<ul style="list-style-type: none"> • Wandering aimlessly • Slow & Uncertain • Impotence 	<ul style="list-style-type: none"> • ONE LINE • Slow & Uncertain • Impotence 		
GOVERNMENT	Situation	Traditional paperwork, Computer use for registered records in isolation. Wesite/Portals exclusively operate with people.	Share Authentic Source DATA Law 2819/12 De-bureaucracy Unified portal for all e-requirements		
	Problems	<ul style="list-style-type: none"> • Silos • Ineffective change • Unreachable ONE-STOP SHOP 	<ul style="list-style-type: none"> • AS interoperability • Ineffective change • Unreachable ONE-STOP SHOP 		



Step 2

Co-create PROCESSES
inter-intra state agencies

CASE STUDY



1. **Participation** of the people involved is the key
2. **Redesign your processes** thinking about the **life cycle of the citizen.**
3. **Coordinate processes** among different State agencies .

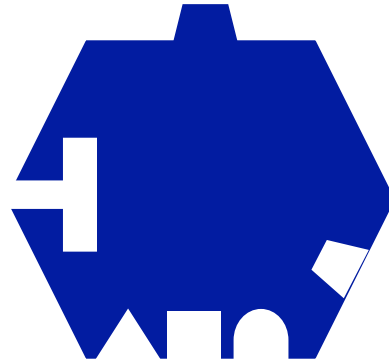
Authentic Sources (AS)
interoperability

Life Cycle coordination
Step 2 OOP

CASE STUDY

		NO OOP	Step 1 OOP	Step 2 OOP
CITIZEN	SITUATION	John has a company and must deal with various procedures in different State agencies	No longer carries certificates for the requirements, only uses his personal ID; Agencies do not ask for anything.	He uses his ID, and many of the registrations are made automatically and he is duly notified.
GOVERNMENT	SITUATION	Traditional paperwork, Computer use for registered records in isolation. Website/Portals exclusively operate with people.	Share Authentic Source DATA Law 2819/12 De-bureaucracy Unified portal for all e-requirements	IRAM Ref 14 standard for System Integration Coordination based in life cycle of citizens .
CITIZEN	PROBLEMS	<ul style="list-style-type: none"> Wandering aimlessly Slow & Uncertain Impotence 	<ul style="list-style-type: none"> ON LINE Slow & Uncertain Impotence 	<ul style="list-style-type: none"> ON LINE FAST & PRICISE Impotence
GOVERNMENT	PROBLEMS	<ul style="list-style-type: none"> Silos Ineffective change Unreachable ONE-STOP SHOP 	<ul style="list-style-type: none"> AS interoperability Ineffective change Unreachable ONE-STOP SHOP 	<ul style="list-style-type: none"> AS interoperability Life Cycle coordination Unreachable ONE-STOP SHOP

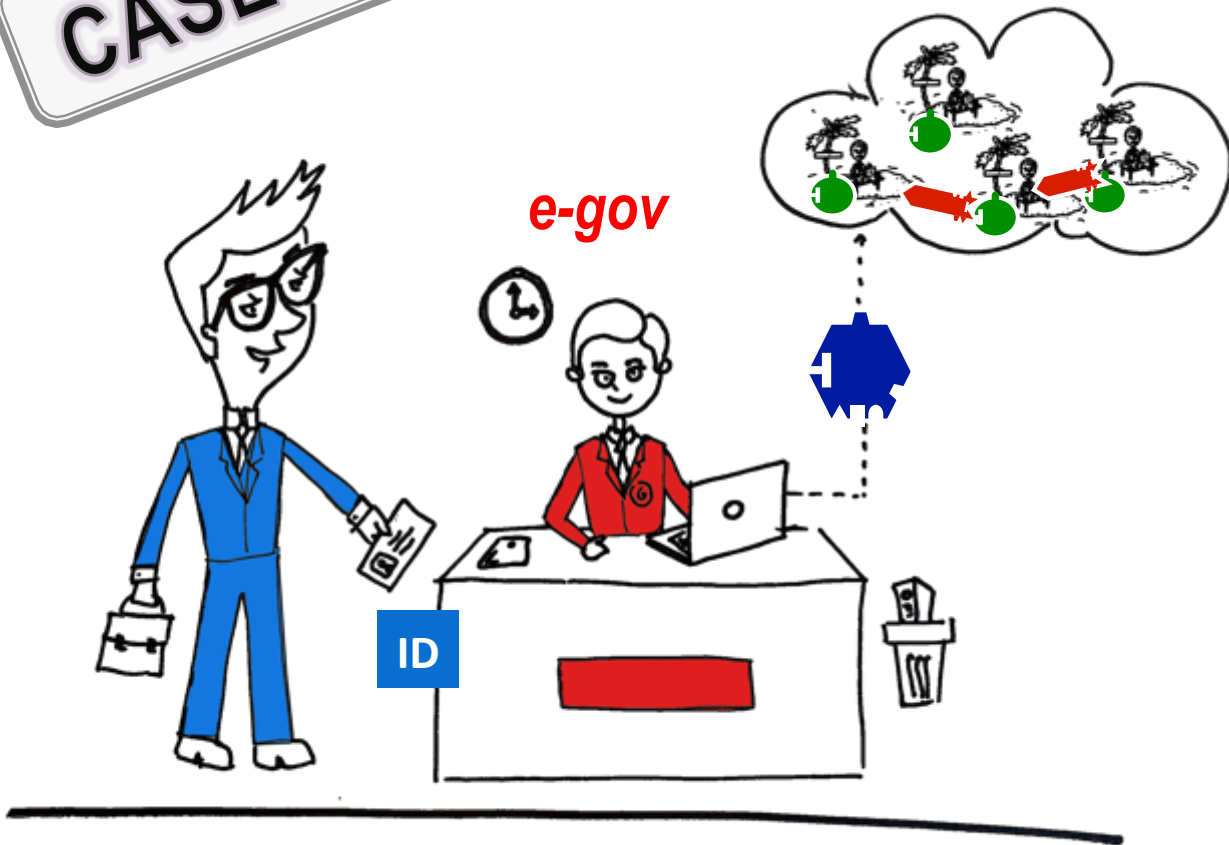
CASE STUDY



Step 3

Liberate SERVICES
open and extensible

CASE STUDY

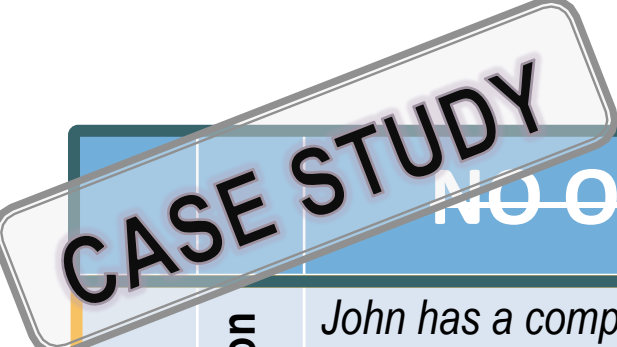


1. Enable **last mile data services**
2. **Unified data services** to empower citizens Apps
3. **My ONE-STOP SHOP** is as personal as I need

Authentic Sources
interoperability

Life Cycle coordination
Step 3 OOP

Unification Last mile
My ONE-STOP SHOP

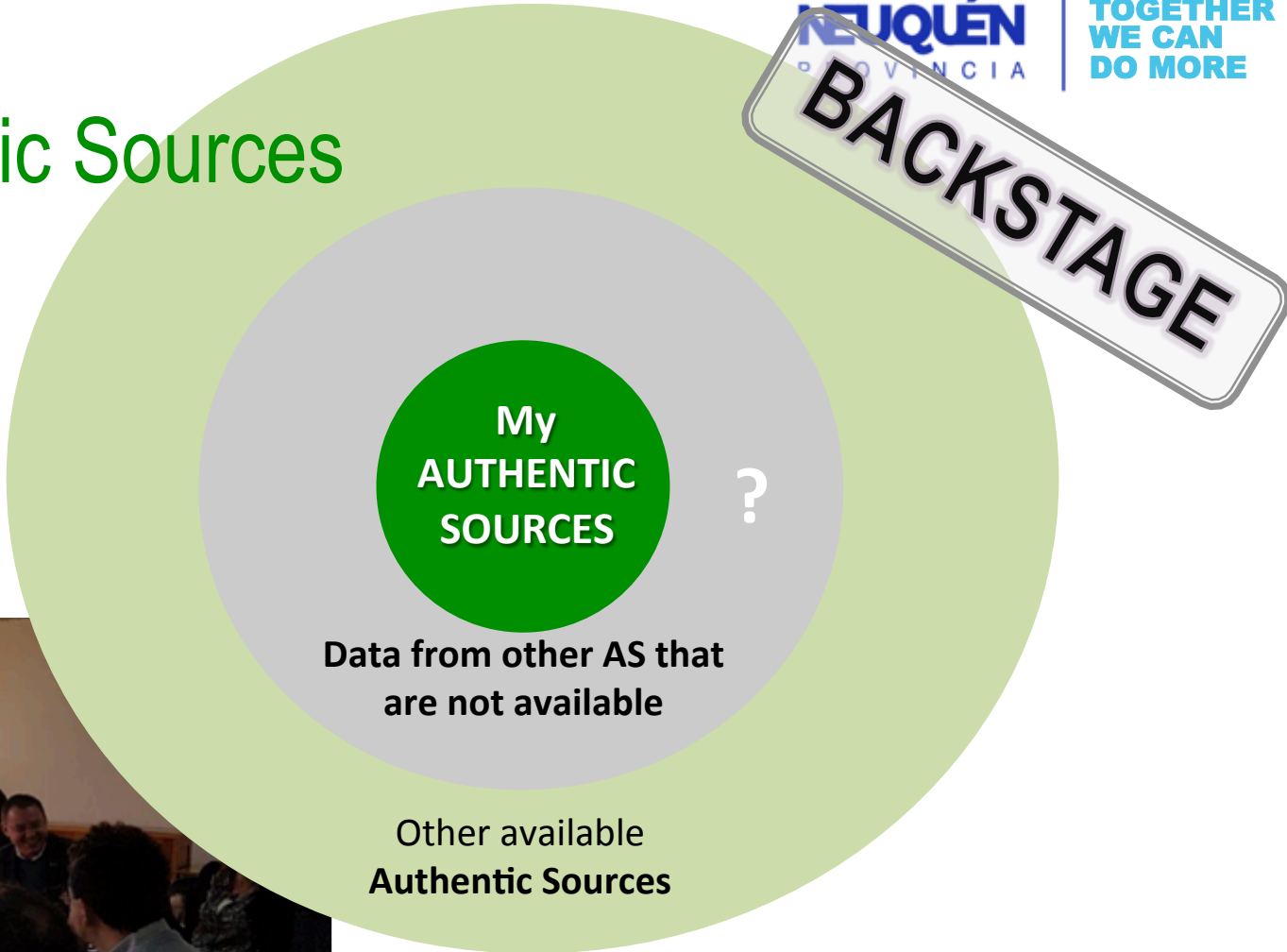
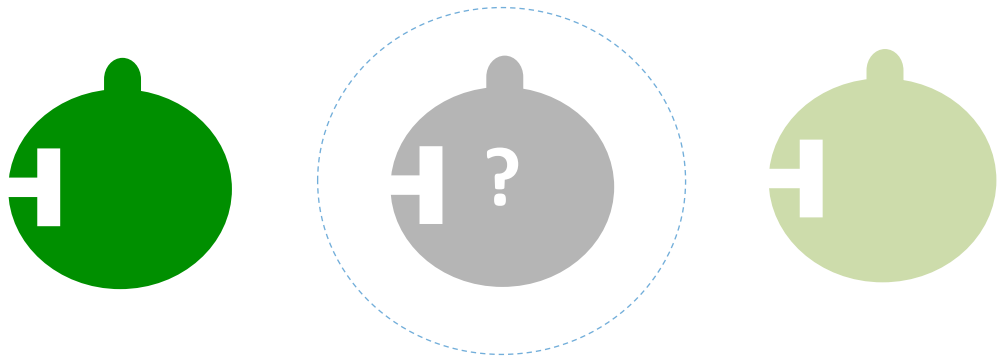


		NO OOP	Step 1 OOP	Step 2 OOP	Step 3 OOP
CITIZEN	Situation	John has a company and must deal with various procedures in different State agencies	No longer carries certificates for the requirements, only uses his personal ID; Agencies do not ask for anything.	He uses his ID, and many of the registrations are made automatically and he is duly notified.	He develops an e-citizen App which operates between services liberated by State agencies, which is like a GPS
	Problems	<ul style="list-style-type: none"> • Wandering aimlessly • Slow & Uncertain • Impotence 	<ul style="list-style-type: none"> • ON LINE • Slow & Uncertain • Impotence 	<ul style="list-style-type: none"> • ON LINE • FAST & PRICISE • Impotence 	<ul style="list-style-type: none"> • ON LINE • FAST & PRICISE • EMPOWERMENT
GOVERNMENT	Situation	Traditional paperwork, Computer use for registered records in isolation. Wesite/Portals exclusively operate with people.	Share Authentic Source DATA Law 2819/12 De-bureaucracy Unified portal for all e-requirements	IRAM Ref 14 standard for System Integration Coordination based in life cycle of citizens.	Share the e-guidelines & the e-requirements Unified services allow party to complete all requirements from any app or website portal
	Problems	<ul style="list-style-type: none"> • Silos • Ineffective change • Unreachable ONE-STOP SHOP 	<ul style="list-style-type: none"> • AS interoperability • Ineffective change • Unreachable ONE-STOP SHOP 	<ul style="list-style-type: none"> • AS interoperability • Life Cycle COORDINATION • Unreachable ONE-STOP SHOP 	<ul style="list-style-type: none"> • AS interoperability • Life Cycle COORDINATION • Unification last mile My ONE-STOP SHOP

**How do we do it
in Neuquén ?**

1

Community of Practice to Share DATA from Authentic Sources



2

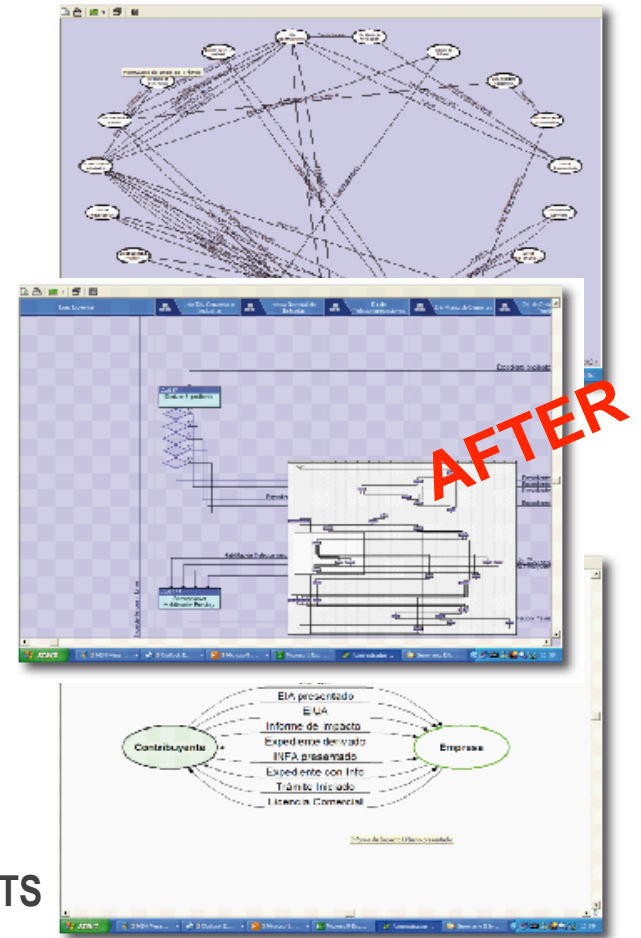
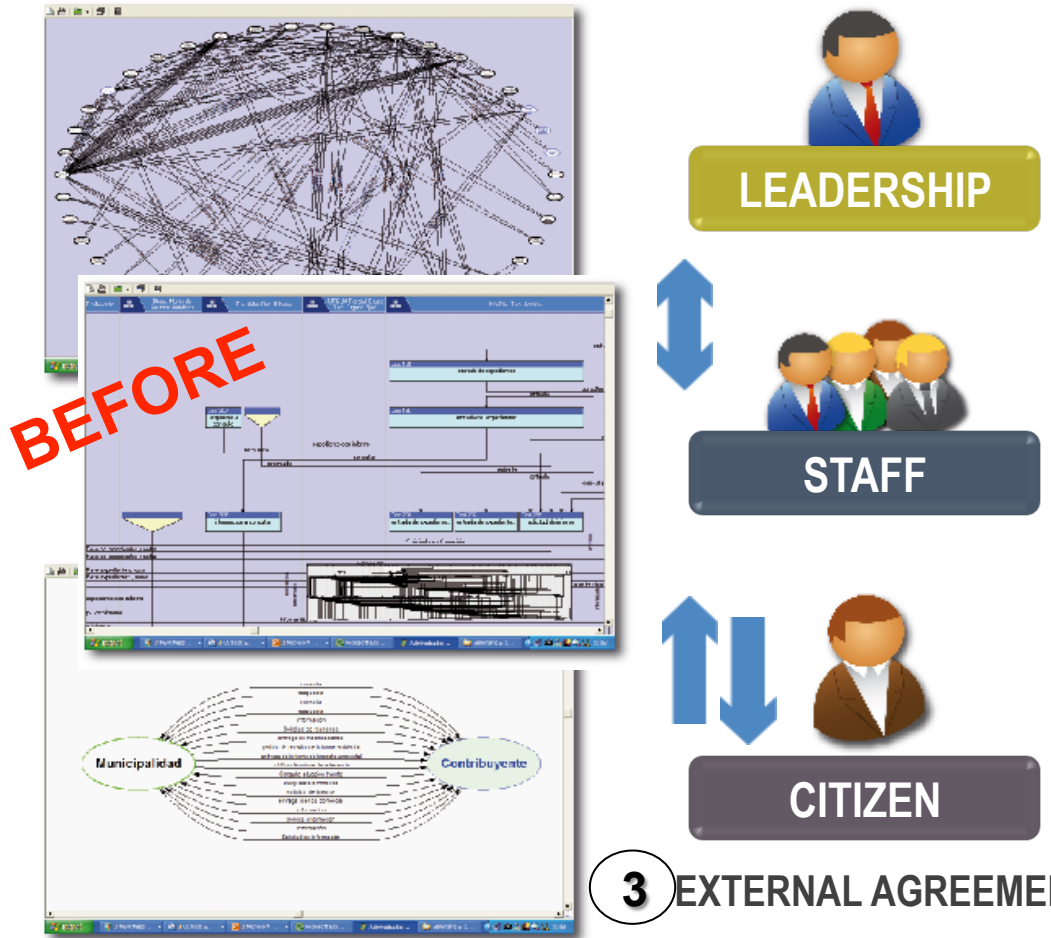
Community of Practice for Co-create PROCESSES inter-intra state agencies



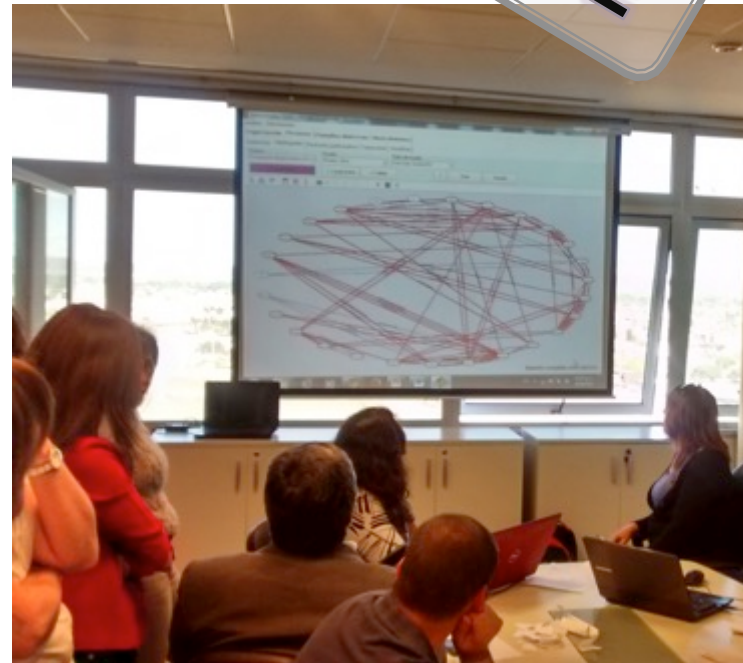
1 RADIOGRAPHY

2 LIMIT FRAMEWORK

4 PARTICIPATORY REDESIGN



3 EXTERNAL AGREEMENTS



3

Community of Practice for USE

Liberate **SERVICES**, open and extensible

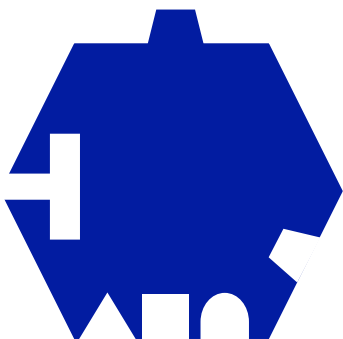
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PROVINCIA

TOGETHER
WE CAN
DO MORE

BACKSTAGE

Example of unifying data services from citizens Apps

My personal /private /particular journey



App
e-citizen

As a GPS to digitally
navigate state agencies
procedural guides

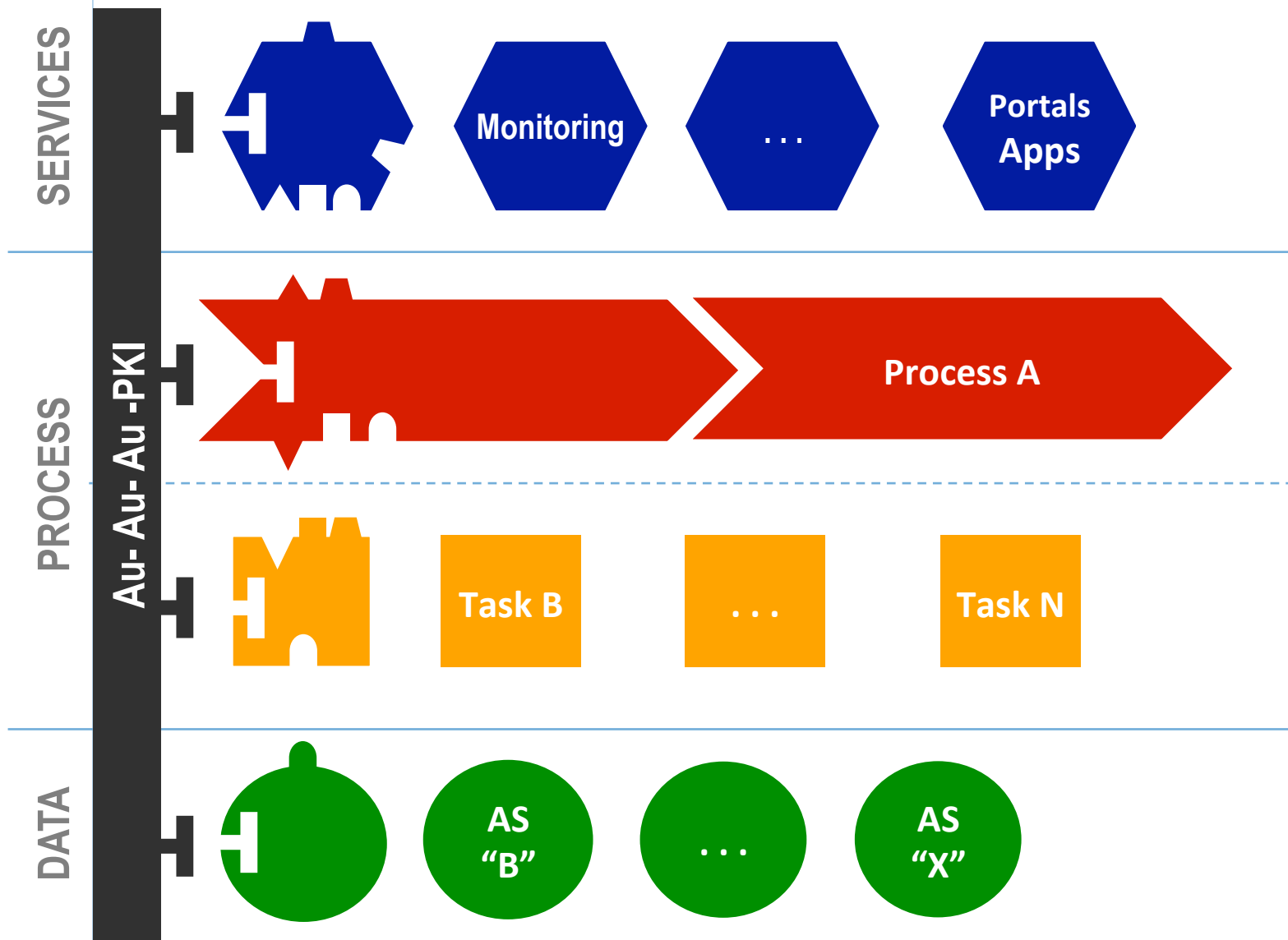
	Organismo	horarios/turno	Que llevar	Que pedir	Forma de solicitarlo	Tiempo de gestión
0 días, 0 colas	Banco Provincia del Neuquen	8:00 a 14:00 hs		Comprar Sellado para: - solicitud de libre deuda - Inscripción a Proveedores	En forma personal o por terceros	En forma inmediata; cola de por medio
0 días, 1 cola	Dirección Provincial de Rentas	8:00 a 13:00 hs Letra "A"	Sellado para solicitud de libre deuda	Certificado de Cumplimiento Fiscal para Contratar	En forma personal o apoderado	15 días hábiles; 2 colas de por medio
15 días, 3 colas	Banco Provincia del Neuquen	8:00 a 14:00 hs	Carpeta crediticia según BCRA	Solicitud de cuenta a la vista Persona Juridica	En forma personal o apoderado	15 días hábiles, 2 colas de por medio
15 días, 5 colas	AFIP	s/horario		Datos impositivos	Disponible en web	En forma inmediata
15 días, 5 colas	Dirección Provincial de Rentas	s/horario		Datos impositivos	Disponible en web	En forma inmediata
15 días, 5 colas	Padrón de Proveedores	8:00 a 15:00 hs	Formularios, certificados y sellados obtenidos en los	Inclusión en el Padrón de Proveedores	En forma personal o apoderado	Máximo de 72 hs, 2 colas
18 días, 7 colas						

Stage agencies, only need to liberate

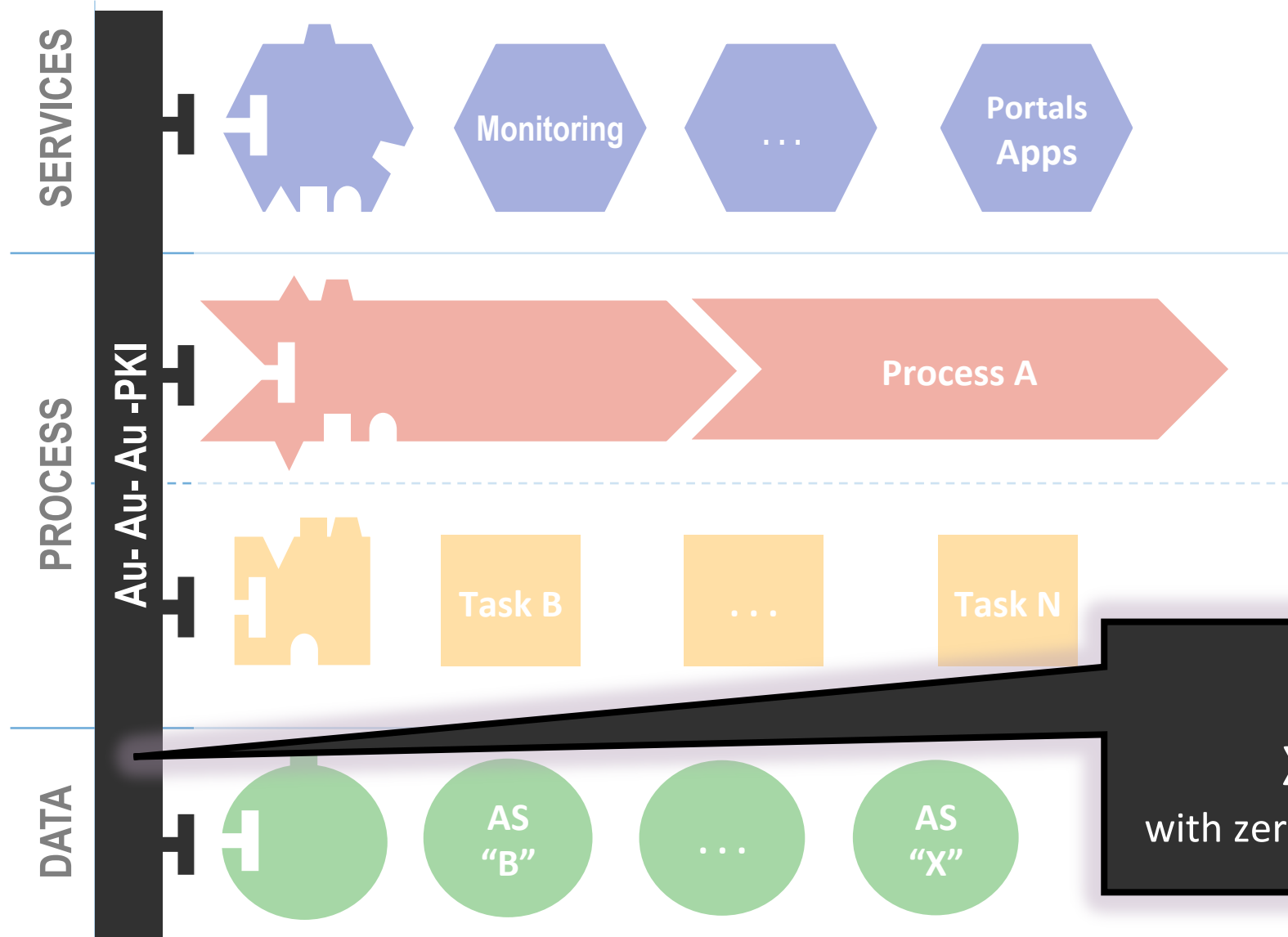
- WS **procedural guide**
- WS **e-requirements**

OUTSIDE the government

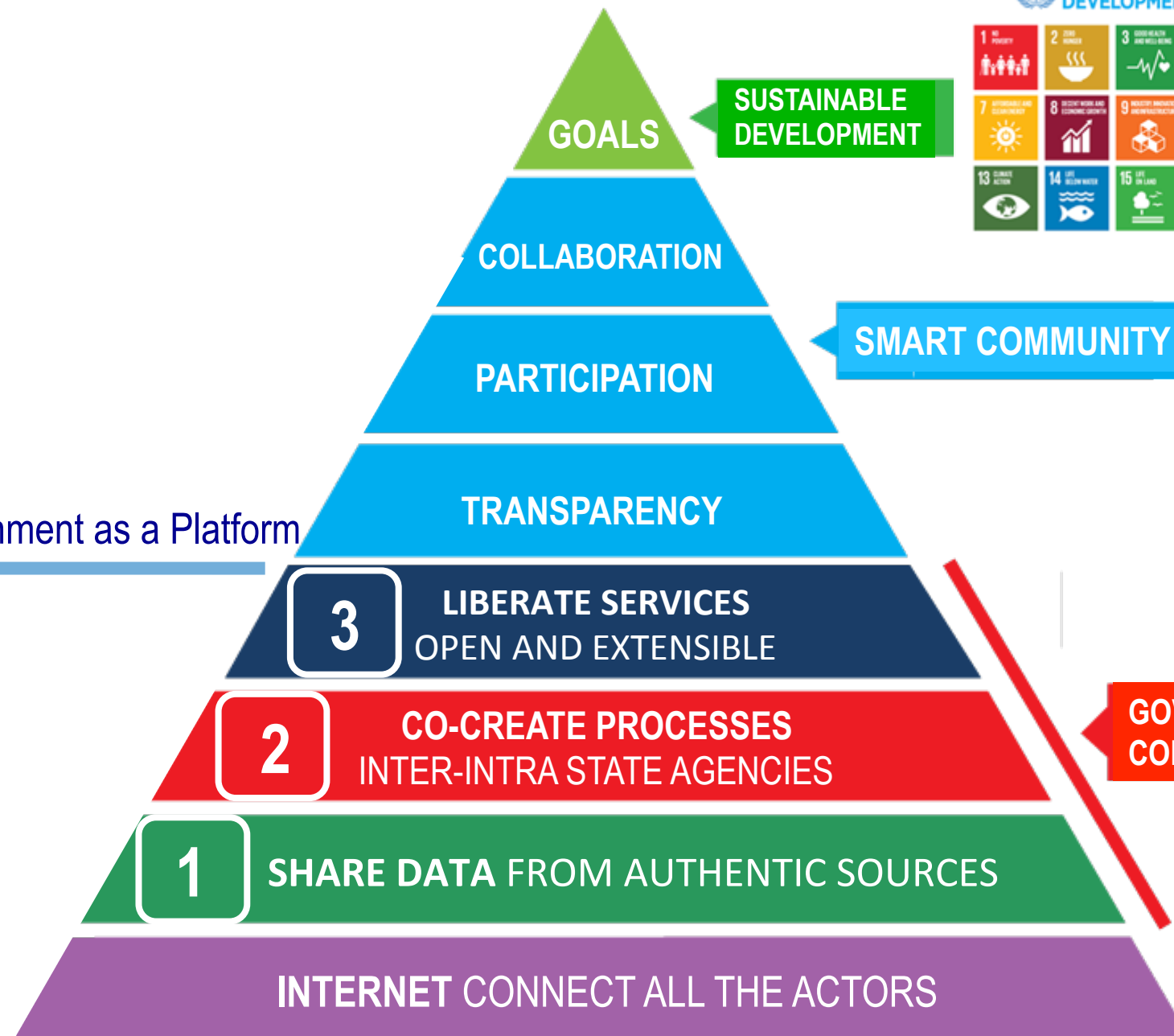
INTEGRABILITY the "LEGO" of the SYSTEMS



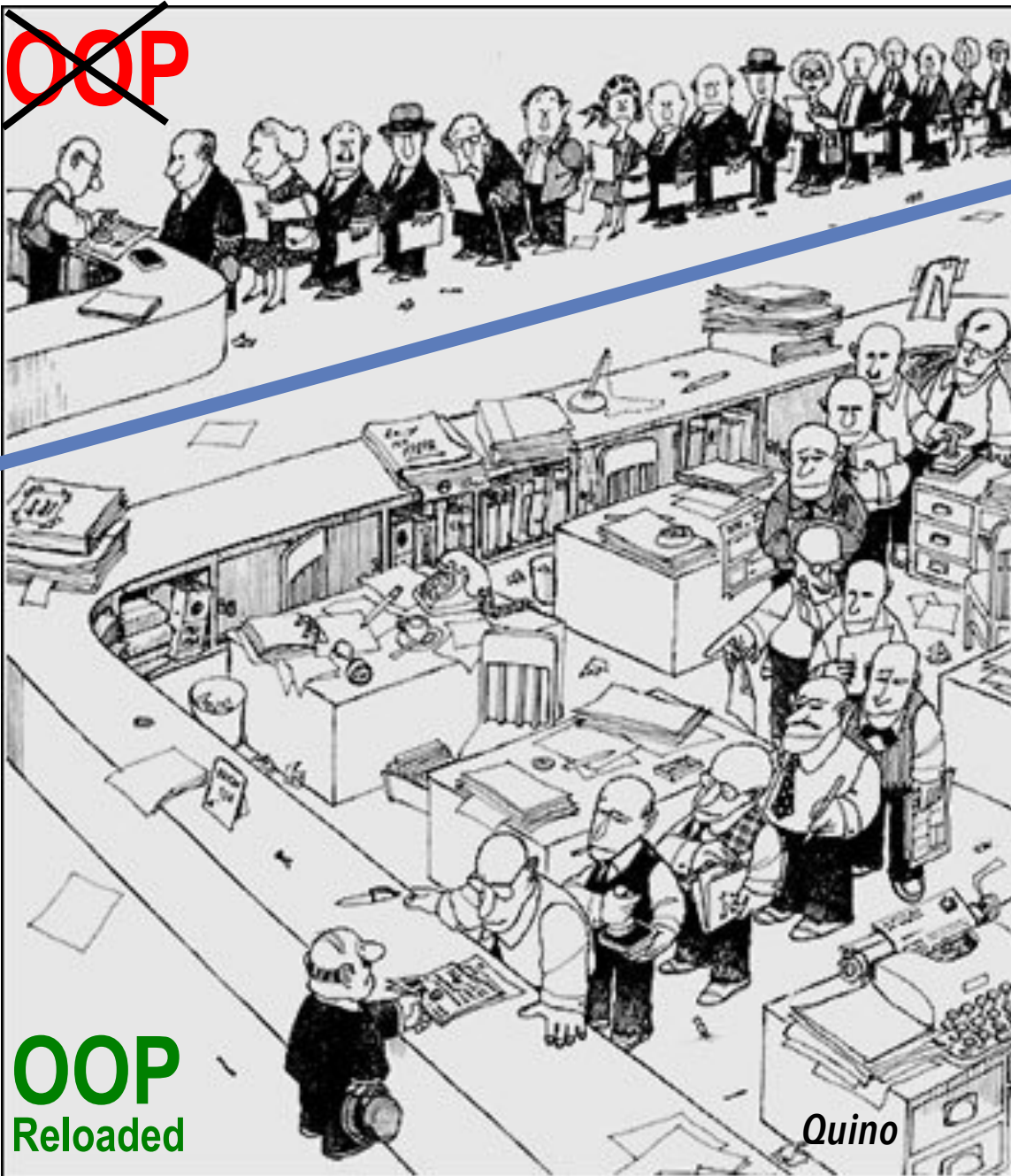
INTEGRABILITY the "LEGO" of the SYSTEMS



in 2017 replaced by
X-Road (RoksNet)
with zero impact on productive systems



~~OOP~~



OOP
Reloaded

Quino

*making this image a reality,
but in the **digital world***

THANK YOU!

@relaffitte
@Gus_Giorgetti