



**United
Nations**

Department of
Economic and
Social Affairs



Webinar Series on
**Innovation, Digital Government and
Changing Mindsets for Public Sector Transformation**

Digital Transformation in Uruguay

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Executive Director - Agesic

21 and 28 February 2024 - 20 and 27 March 2024

Digital transformation in Uruguay

Hebert Paguas
Executive Director of Agesic





URUGUAY

POPULATION
3.444 MILLON PEOPLE

AREA:
175.016 km²

CAPITAL:
MONTEVIDEO

LANGUAGE:
SPANISH



The Agency for E-Government and the Information and Knowledge Society (AGESIC) is an executive unit under the Presidency of the Republic of Uruguay.

It was created by [Article 72 of Law N° 17.930](#).



Objective

To lead the strategy of **Digital Government** and its **implementation in the country**, creating the necessary regulatory framework, institutional structure, and technological infrastructure based on an innovative, efficient, and citizen-centered State.

To drive the **Information and Knowledge Society** in the country, promoting inclusion and equity in the use of Information and Communication Technologies (ICT).



Structure

- › Executive Directorate and Honorary Board of Directors (HBD)
- › **3 decentralized Units:**
 - Public Information Access (UAIP)
 - Regulatory and Control Unit of Personal Data (URCDP)
 - Electronic Certification Unit (UCE)
- › **6 Substantive Areas:** Strategic Planning, Information Society, Digital Services, Information Security, Information Technologies, and IT Operations, and Digital Health.
- › **5 Advisory Councils:** Information Society, Public Sector, Enterprises, Georeferenced Systems, and Cybersecurity.



International participation

- › **DIGITAL NATIONS** - group of 10 countries with the highest digital development in the world -
- › **REDGEALC** - E- Government Network of Latin America and the Caribbean -
- › **OGP** - Open Government Partnership -
- › **GFCE** - Global Forum on Cyber Expertise -
- › **Lac4** - members and hub for the southern LATAM -
- › **FIRST** - Forum of Incident Response and Security Teams -
- › **CICTE** - Inter-American Committee against Terrorism -

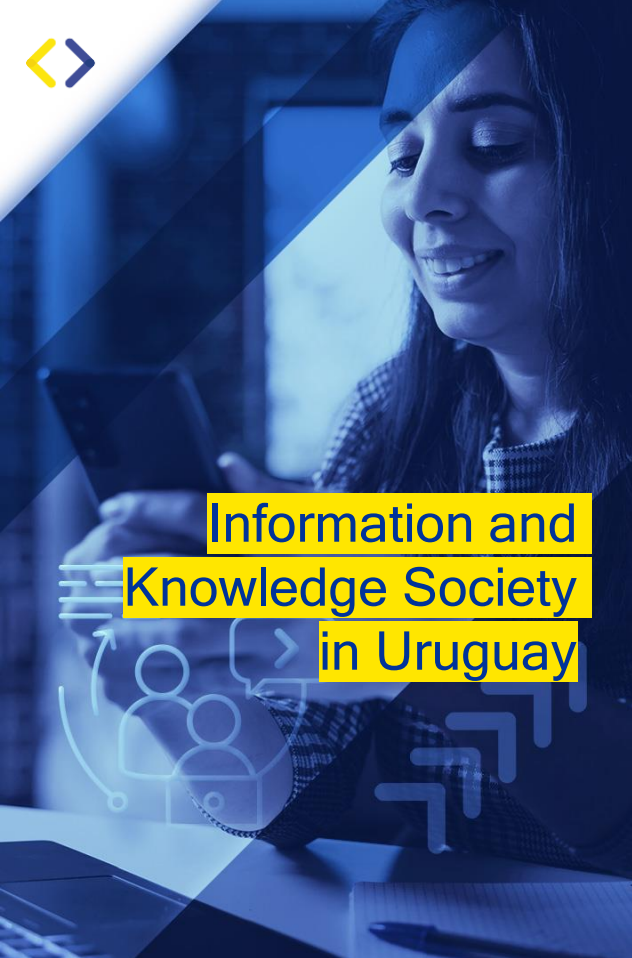


- › **E-LAC**- Digital Agenda for Latin America and Caribbean
- › **GAD**- Mercosur's Digital Agenda
- › **RIPD** - Ibero-American data protection network-
- › **GPA** - Global Privacy Assembly-
- › **108+** Consultative Committee of Convention 108+
- › **RTA** - active transparency network-
- › **ICIC** - International Conference of Information Commissioners-
- › **OECD** Digital Policy Committee



International
positioning

- › 1st in LATAM in Digital Government (UNDESA)
- › 5th in the Americas in the Global Cybersecurity Index (GCI)
- › 1st in LATAM in the Government AI (Artificial Intelligence) Readiness Index
- › 1st in LATAM in the Open Data Barometer



Information and Knowledge Society in Uruguay

- › 91% of households with Internet access.
- › 90% of individuals aged 13 and older with Internet access.
- › 83% of individuals access Internet daily.
- › 7% territorial digital divide (9% in 2019).

Source: Eutic 2022



Evolution of Digital Policy in Uruguay





History and Evolution: Digital Policy in Uruguay

INSTITUTIONALIZATION

Creation of Agesic



Legislation

- > Personal Data Protection
- > Access to Public Information
- > Electronic Identity and Signature

Platforms

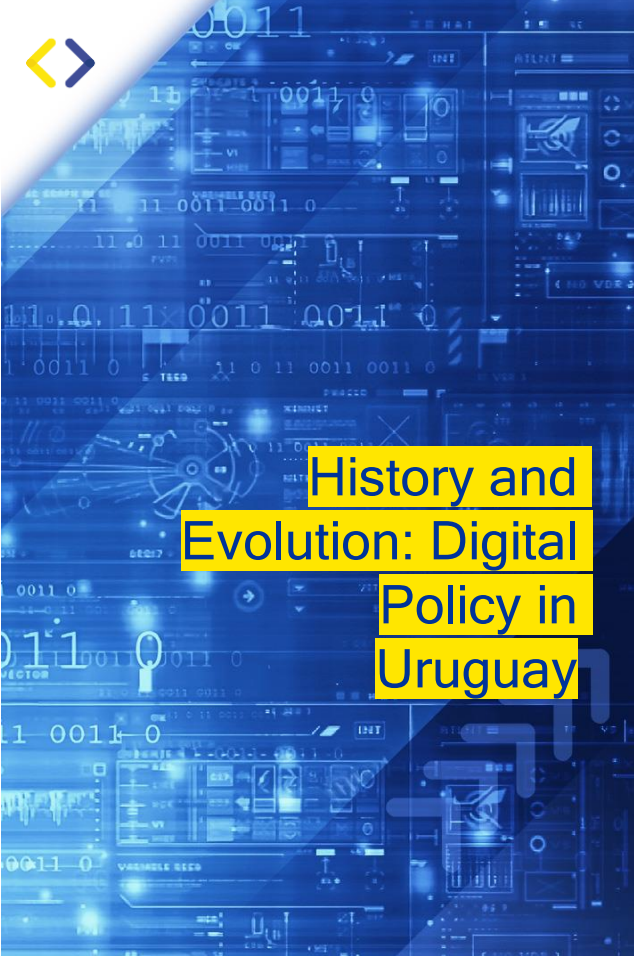
- > Reduy
- > Interoperability Platform

Plan CEIBAL

- > 1 computer per child in primary education

Internet

- > Broadband in households



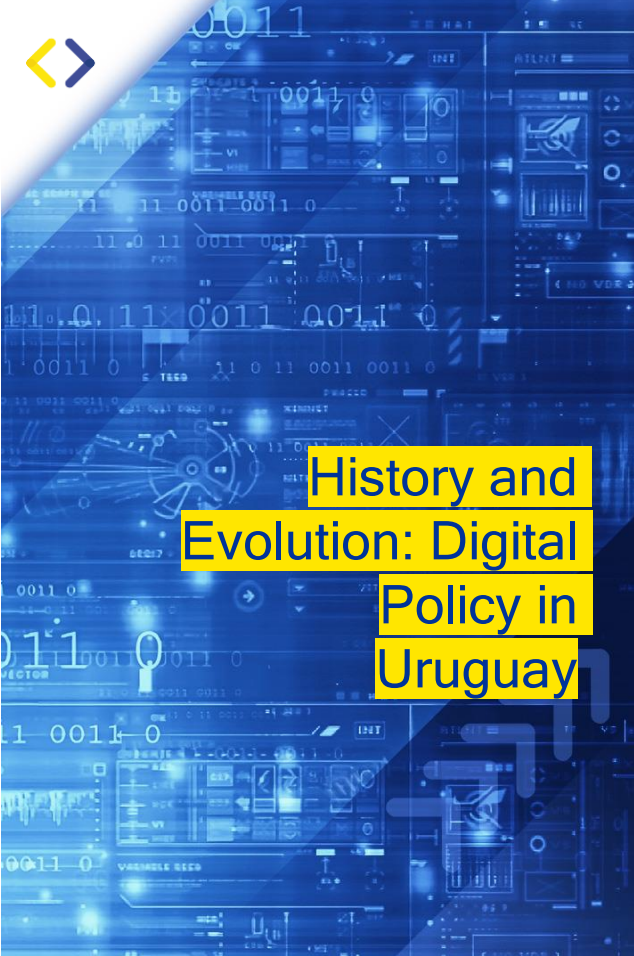
History and Evolution: Digital Policy in Uruguay

DIGITIZATION

Advanced Electronic Signature Identity Document



- Document Management Administration**
 - › Digital File
 - › Digital Notifications
- Procedures**
 - › Digitization of high-volume procedures
- CEIBAL Plan**
 - › 1 computer per student in secondary education
- Livestock Traceability**
 - › 100% of cattle with chips



History and Evolution: Digital Policy in Uruguay

EXPANSION

Unified State sites
(gub.uy)



e-Health (Digital Health)

- > RedSalud
- > Digital Health History: 100% of the population

Procedures

- > 100% of procedures online

Plan IBIRAPITÁ

- > 1 computer per retiree or pensioner

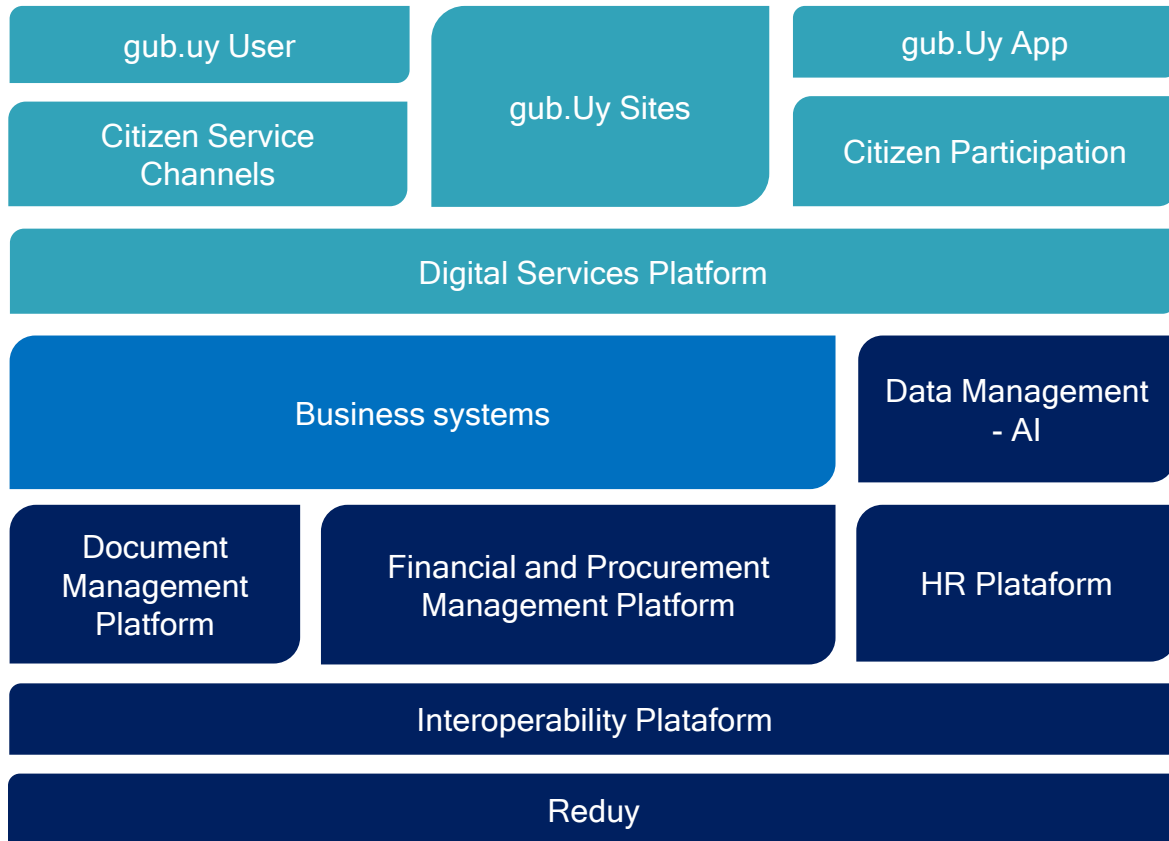
Spatial Data

- > 100% of the territory with images with precision of 32 cm and 10 cm



Digital Government development

Solutions





Strategics plans



Major initiatives for the development of the Information and Knowledge Society in Uruguay



Key lines of work, driven by Agesic, for the digital transformation of the Uruguayan State



Uruguay's priority commitments in transparency, accountability, open data, and citizen participation.



Priorities
Challenges by
2025

SIMPLER AND MORE AGILE SERVICES

DIGITAL INCLUSION AND INTEGRATION

SECURITY AND TRUST FOR DIGITAL
TRANSFORMATION

PROACTIVE MANAGEMENT AND PUBLIC
INNOVATION

GOVERNMENT AS A PLATAFORM FOR
PUBLIC AND PRIVATE SECTORS



Lessons Learned

- › Sustained Digital Policy.
- › Infrastructure Expansion (broadband).
- › Enabling Regulatory Framework.
- › Public-private Collaboration.
- › Digital Inclusion.
- › Digital Education.
- › Digital Security and Data Protection.
- › Promotion of Technological Innovation.



Uruguay
Presidencia

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