



Digital Inclusion and Innovation in Public Services in Argentina (P174946)

LATIN AMERICA AND CARIBBEAN | Argentina | Governance Global Practice |
IBRD/IDA | Investment Project Financing | FY 2021 | Seq No: 1 | ARCHIVED on 23-Jun-2021 | ISR47287 |

Implementing Agencies: Secretariat of Innovation, Chief of Cabinet of Ministers Office, Republic of Argentina

Key Dates

Key Project Dates

Bank Approval Date: 30-Mar-2021

Effectiveness Date: --

Planned Mid Term Review Date: 03-Jul-2023

Actual Mid-Term Review Date:

Original Closing Date: 30-Jun-2025

Revised Closing Date: 30-Jun-2025

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

To improve the efficiency of and access to selected digital administrative services

Has the Project Development Objective been changed since Board Approval of the Project Objective?

No

Components Table

Name

Digital public services:(Cost \$19.60 M)

Cross-cutting management systems, data management and innovation:(Cost \$20.38 M)

Expansion of technological platforms:(Cost \$45.20 M)

Project management and evaluation:(Cost \$3.72 M)

Overall Ratings

Name	Previous Rating	Current Rating
Progress towards achievement of PDO	--	<input type="checkbox"/> Satisfactory
Overall Implementation Progress (IP)	--	<input type="checkbox"/> Satisfactory
Overall Risk Rating	--	<input type="checkbox"/> Moderate

Implementation Status and Key Decisions

The project was approved by the Board on March 30, 2021. The Government authorized the loan package signature in early May. The task team and the Borrower are working closely to complete the signing and effectiveness declaration, which is expected in Q1 FY22.



Risks

Systematic Operations Risk-rating Tool

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	☐ Moderate	--	☐ Moderate
Macroeconomic	☐ High	--	☐ High
Sector Strategies and Policies	☐ Moderate	--	☐ Moderate
Technical Design of Project or Program	☐ Moderate	--	☐ Moderate
Institutional Capacity for Implementation and Sustainability	☐ Moderate	--	☐ Moderate
Fiduciary	☐ Moderate	--	☐ Moderate
Environment and Social	☐ Moderate	--	☐ Moderate
Stakeholders	☐ Moderate	--	☐ Moderate
Other	--	--	--
Overall	☐ Moderate	--	☐ Moderate

Results

PDO Indicators by Objectives / Outcomes

Increased users registered on the argentina.gob.ar portal with a Citizen Digital profile				
► Users registered on the argentina.gob.ar portal with a Citizen Digital profile (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	6,000,000.00	--	6,000,000.00	12,000,000.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Number of users registered in the Citizen Digital Profile, that have used the service within a 12-month period. The information will be disaggregated by gender and, where possible, by location.			

Availability of digital services access centers around the country				
► Digital service centers at the subnational level (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	570.00	--	570.00	770.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Number of digital service centers at the subnational level that are operating in municipalities in the country. Digital service centers are public spaces managed by Municipalities with the supervision and			



support of the Secretariat of Public Innovation (SIP) available free of charge to access digital services and provide dedicated services for citizens to access their digital ID profile.

Efficiency gains in government services using e-filing systems				
▶ Government digital procedures with reduced resolution times (Number, Custom, PBC)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	200.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Reduced resolution times will be measured in terms of reduction in the average time needed to resolve procedures (trámites) initiated by citizens and firms and reduction in the time needed to resolve internal administrative procedures carried out by the public administration, including public procurement processes.			

Intermediate Results Indicators by Components

Digital public services				
▶ Visitors to digital service centers (Number, Custom, PBC)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	3,000,000.00
Date	01-Jul-2021	--	16-Jun-2021	30-Jun-2025
Comments:	Number of visitors to Digital Points who have used services offered there on or after the Signature Date, including participating in training activities, knowledge seminars and/or using the digital services platforms in site, as further specified in the Operational Manual. The information will be disaggregated by gender and location.			
▶ Women participating in digital service centers activities (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	33.00	--	33.00	50.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Percentage of women participating in activities offered in the digital service center around the country, which include trainings offered, citizen participation and e-participation events facilitated, and digital citizen profile user access facilitated.			
▶ Visitors to digital service centers located in vulnerable or remote areas. (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	500,000.00



Date	01-Jul-2021	--	16-Jun-2021	30-Jul-2025
Comments:	Number of persons in each digital service centers located in vulnerable or remote areas accessing services provided by the center, such as trainings or using the digital service center platforms in site.			
► Citizen-oriented activities in digital service centers. (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	50.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Number of activities offered in the digital service centers around the country, include trainings offered, citizen participation and e-participation events facilitated, and digital citizen profile user access facilitated, that are a product of beneficiary feedback.			
► Knowledge sharing and learning activities of subnational governments conducted (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	4.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Number of activities organized for knowledge sharing regarding the innovation implementation agenda with subnational governments involved			
► Digital Country Assessment Platform implemented (Yes/No, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	--	No	Yes
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Design and implementation of the Digital Country Assessment Platform			
► Persons trained in gender-focused activities, both implemented as part of the Open Government National Action Plan and in digital service centers (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	500,000.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Number of activities that support the following commitments: i) fight against human trafficking; (ii) capacity building on gender and violence against women; (iii) reducing gaps for women in the labor market through increased data availability; and (iv) federal observatory on the implementation of comprehensive sexual education.			
► Users who evaluate Mi Argentina portal's services satisfactorily (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	43.00	--	43.00	70.00



Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Percentage of users which evaluate satisfactorily government services for Argentina.gov.ar			
►Users who evaluate TAD government services satisfactorily (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	40.00	--	40.00	70.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Percentage of users which evaluate satisfactorily government services for the remote access platform (TAD).			

Cross-cutting systems, data management and innovation				
►Women accessing the Mi Argentina platform (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	45.00	--	45.00	50.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Percentage of women who have accessed and used in the Citizen Digital Profile, within a 12-month period. The information will be disaggregated where possible, by location.			
►Women using the remote access platform (TAD - trámites a distancia) (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	35.00	--	35.00	50.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Percentage of women who have accessed and used in the Remote Access Platform - TAD, within a 12-month period. The information will be disaggregated by location			
►Administrative processes completed by women in the remote access platform (TAD) (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	24.50	--	24.50	40.00
Date	01-Mar-2021	--	16-Jun-2021	31-Jul-2025
Comments:	Percentage of procedures completed by women in the remote access platform (TAD), out of the total of procedures processed through the TAD.			
►Services that are specifically targeted to, and consider, women's specific needs. (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target



Value	0.00	--	0.00	10.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Number of services that have been designed and implemented to be accessed in digital platforms, such as Mi Argentina and Remote Access Platform, and include female beneficiaries' feedback.			
► Provinces using e-filing digital modules (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	8.00	--	8.00	14.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Number of provinces where e-filing system is implemented and in use.			
► Subnational governments that have implemented and are operating a digital government system (Number, Custom, PBC)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	20.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Number of Participating Provinces and/or Participating Municipalities that have implemented and are operating at least one digital government system, as further described in the Operational Manual. The PBC measures the number of local governments, including the Borrower's Autonomous City of Buenos Aires, any Municipality or any Province which meets the eligibility criteria set forth in the Operational Manual to participate in the Project that have implemented at least one digital government system in their public administration, such as e-filing, e-procurement, civil registry system, digital signature, human resource management system with technical assistance and support from Secretariat of Public Innovation (SIP). This indicator shows the results of the design and coordination efforts among government entities to implement digital systems.			
► Digital services reengineered using evidence from the Digital Government Observatory (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	50.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Results of the Digital Government Observatory regarding the number of services that have been reengineered.			
► Portal with open procurement and contracting data following the Open Contracting Data Standard (OCDS) and the Open Contracting for Infrastructure Data Standard (OC4IDS) (Yes/No, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	--	No	Yes
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Implementation of the Open Contracting Data Standard (OCDS) and the Open Contracting for Infrastructure Data Standard (OC4IDS) in the e-procurement system			



► Innovation Pilot implemented in sector (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	3.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Number of innovation pilots for improved service delivery implemented with selected sectors to showcase the benefits of digital systems and platforms in government services.			

Expansion of technological platforms				
► Active users of the data analytics dashboards for digital platforms and services (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	1,000.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Number of active users of the data analytics dashboards for digital platforms and services that are designed and deployed by the Secretariat of Public Innovation (SIP).			
► New racks for increased physical capacity in ARSAT's National Data Center (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	3.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Increase in ICT capacity of the National Data Center by number of new racks in use to support the Center's services.			
► Institutional units in the National Public Administration using ARSAT's platform (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	27.00	--	27.00	50.00
Date	01-Jun-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Increase in ARSAT's ICT capacity by the number of institutional units that use ARSAT's services for the ICT needs			
► Subnational governments using ARSAT's cloud computing services (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	55.00	--	55.00	320.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Increases in ARSAT's ICT capacity by the number of institutional units that use ARSAT's services for the ICT needs.			



Project management and evaluation				
► Diagnostics or evaluations of the digital government initiatives (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	3.00
Date	01-Jul-2021	--	16-Jun-2021	01-Jul-2025
Comments:	Number of evaluations on digital government capacity, contributions and diagnostics conducted by SAE			

Performance-Based Conditions

► PBC 1 Government digital procedures with reduced resolution times (Number, Outcome, 3,000,000.00, 0.00%)				
	Baseline	Actual (Previous)	Actual (Current)	Target 4
Value	0.00	--	0.00	--
Date	--	--	16-Jun-2021	--

► PBC 2 Visitors to digital service centers (Number, Outcome, 6,000,000.00, 11.36%)				
	Baseline	Actual (Previous)	Actual (Current)	Target 4
Value	0.00	--	0.00	--
Date	--	--	16-Jun-2021	--

► PBC 3 Subnational governments that have implemented and are operating a digital government system (Number, Outcome, 3,000,000.00, 7.95%)				
	Baseline	Actual (Previous)	Actual (Current)	Target 4
Value	0.00	--	0.00	--
Date	--	--	16-Jun-2021	--



Data on Financial Performance

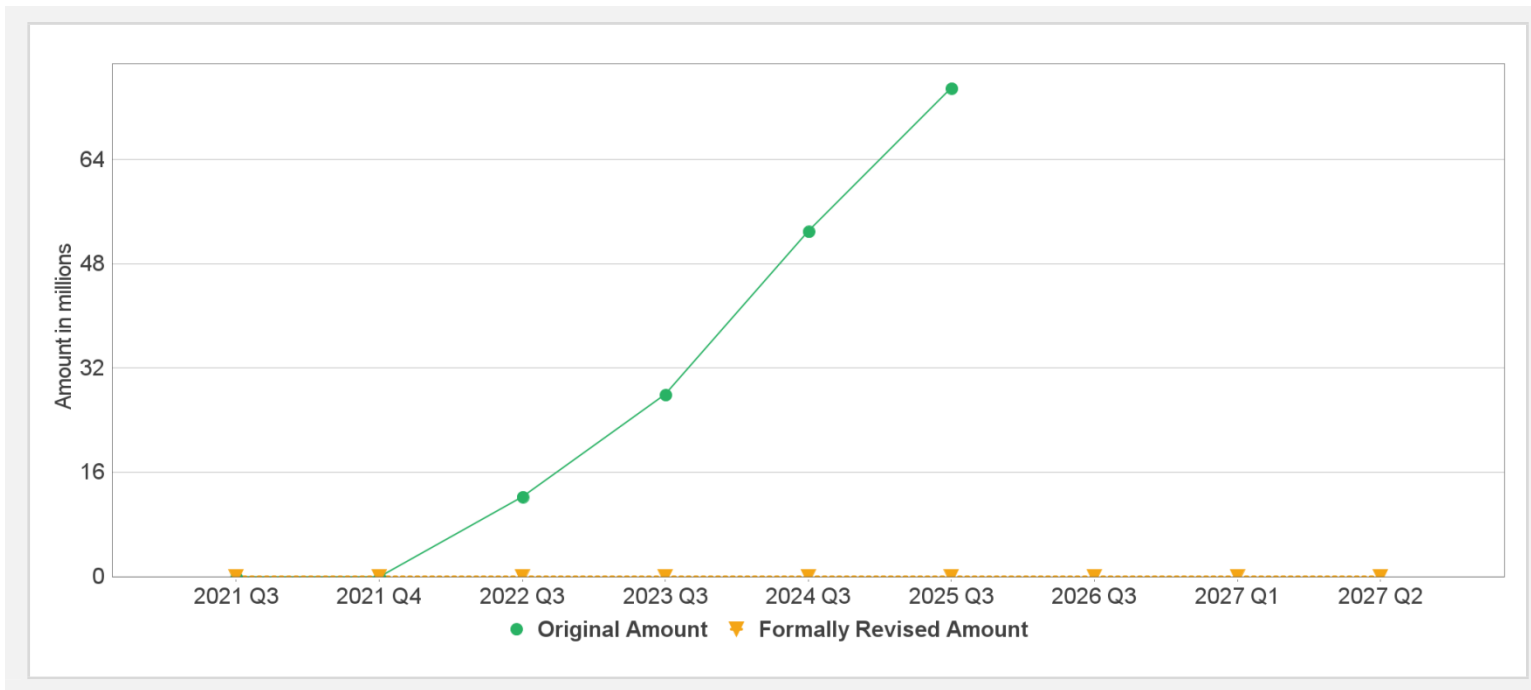
Disbursements (by loan)

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	% Disbursed
P174946	IBRD-92240	Not Effective	USD	80.00	80.00	0.00	0.00	80.00	0%

Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P174946	IBRD-92240	Not Effective	30-Mar-2021	--	--	30-Jun-2025	30-Jun-2025

Cumulative Disbursements



PBC Disbursement

PBC ID	PBC Type	Description	Coc	PBC Amount	Achievement Status	Disbursed amount in Coc	Disbursement % for PBC
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Restructuring History

There has been no restructuring to date.

Related Project(s)

There are no related projects.
