



Organización de los Estados Americanos  
Organização dos Estados Americanos  
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**MuNet e-Gobierno**



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## Seminario Internacional sobre Modernización de la Gestión Municipal Eficiencia y Transparencia Municipal para una Gobernabilidad al Servicio del Ciudadano

Javier Sáenz Coré

Coordinador Programa MuNet e-Gobierno, OEA



JALISCO  
GOBIERNO DEL ESTADO



*Mayo 30 al 31 de 2013  
Guadalajara, Estado de Jalisco - México*



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## Asuntos a considerar

Antecedentes

Acuerdo Aliado País - SG/OEA

Adenda con los Municipios y Compromisos de las partes

Metodología MuNet e-Gobierno

Equipo MuNet e-Gobierno



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## Antecedentes

La etapa piloto de MuNet e-Gobierno se aplicó en 11 países, a razón de 2 Municipios por país.

Casos de éxito y lecciones aprendidas

II Fase de MuNet: Bolivia, Costa Rica, Guatemala, Panamá y Paraguay



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**MuNet** *e-Gobierno*

**Acuerdo**

**Aliado País / - SG/OEA**

**Gobierno – Asociación de Municipalidades –  
Universidad – Sector Privado**



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**Bolivia**



**Costa Rica**



**Guatemala**



**Panamá**



**Paraguay**





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# **Adenda**

## **Aliado País – Municipios participantes**



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## Ej.: Municipios de Panamá - Octubre 2010-





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## **Compromisos de las partes**

- Liderar el cambio hacia un Municipio Eficiente y Transparente
- Designar un Gerente MuNet y su equipo de trabajo
- Apoyo institucional al Programa en su Municipalidad
- Cumplir con el Cronograma de Actividades





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## Estado de Implementación MuNet eGov en el país





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## Impacto:

- **120 municipios beneficiados.**
- 1,128 oficiales municipales entrenados.
- 550 Alcaldes y Gerentes Municipales capacitados.
- 65 Portales Municipales desarrollados y 55 en progreso
- Comunidad virtual de trabajo: **Muniredes.org.**
- 10,350 Horas de consultoría dedicadas a los municipios.
- 21,000 Horas de formación a oficiales municipales
- Incremento en los presupuestos municipales de TIC: 382%.



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## Marco Metodológico

- ***Taller de Estrategias de e-Gov para Alcaldes***

*Visión – Compromiso – Retos – Oportunidades*

- ***Diagnósticos Transparencia, TIC, Eficiencia, Participación Ciudadana y Percepción Ciudadana de Transparencia***
- ***Formación en e-Gobierno***
- ***Estrategia de e-Gobierno***
- ***Consultoría***
- ***Herramientas e-Muni***



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**MuNet** *e-Gobierno*

## ***Taller de Estrategias de e-Gob. para Alcaldes***



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## MuNet e-Gobierno





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## MuNet e-Gobierno





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# MuNet e-Gobierno





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## MuNet *e-Gobierno*







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## MuNet e-Gobierno





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## MuNet e-Gobierno





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## MuNet e-Gobierno





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# MuNet e-Gobierno





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## Marco Metodológico

- ***Taller de Estrategias de e-Gov para Alcaldes***
- ***Diagnósticos Transparencia, TIC, Eficiencia, Participación Ciudadana y Percepción Ciudadana de Transparencia***  
*Situación de partida – Enfoque interno y externo – Información sensible*
- ***Formación en e-Gobierno***
- ***Estrategia de e-Gobierno***
- ***Consultoría***
- ***Herramientas e-Muni***



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## Ej.: Diagnósticos Transparencia



Programa MuNet  
Municipios Eficientes y Transparentes



Canadian International  
Development Agency

Agence canadienne de  
développement international

Canada

### Cuestionario de Transparencia PROGRAMA MuNeT<sup>1</sup>

Municipio: \_\_\_\_\_

País: \_\_\_\_\_

Estado/Provincia/Departamento: \_\_\_\_\_

#### I. Acceso a la Información

##### A) General

1. La autoridad municipal hace accesible al ciudadano en forma detallada toda la información concerniente a **los reglamentos municipales existentes o resúmenes** de éstos para su consulta y conocimiento mediante:

- a) ¿Edición impresa en una oficina pública? SI \_\_\_ NO \_\_\_  
b) ¿Por Internet? SI \_\_\_ NO \_\_\_

##### B) Presupuesto

2. ¿La autoridad municipal hace accesible al ciudadano en forma detallada toda la información concerniente a los **ingresos municipales** para su consulta y conocimiento?

- a) ¿Edición impresa en una oficina pública? SI \_\_\_ NO \_\_\_  
b) ¿Por Internet? SI \_\_\_ NO \_\_\_

3. ¿La autoridad municipal hace accesible al ciudadano en forma detallada toda la información concerniente a los **egresos e inversiones municipales** para su consulta y conocimiento?

- a) ¿Edición impresa en una oficina pública? SI \_\_\_ NO \_\_\_  
b) ¿Por Internet? SI \_\_\_ NO \_\_\_





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- ***Formación en e-Gobierno***  
*Transferencia de conocimientos – Consolidación del equipo – Trabajo colaborativo virtual*
- ***Estrategia de e-Gobierno***
- ***Consultoría***
- ***Herramientas e-Muni***



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- *Taller de Estrategias de e-Gov para Alcaldes*
- *Diagnósticos Transparencia, TIC, Eficiencia, Participación Ciudadana y Percepción Ciudadana de Transparencia*
- *Formación en e-Gobierno*
- ***Estrategia de e-Gobierno***  
Documento de Estrategia – Coherencia de Políticas de Desarrollo y Gobierno
- *Consultoría*
- *Herramientas e-Muni*



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- ***Formación en e-Gobierno***
- ***Estrategia de e-Gobierno***
- ***Consultoría***  
*Transferencia de conocimientos y buenas prácticas – Orientación – Guía - Motivación*
- ***Herramientas e-Muni***



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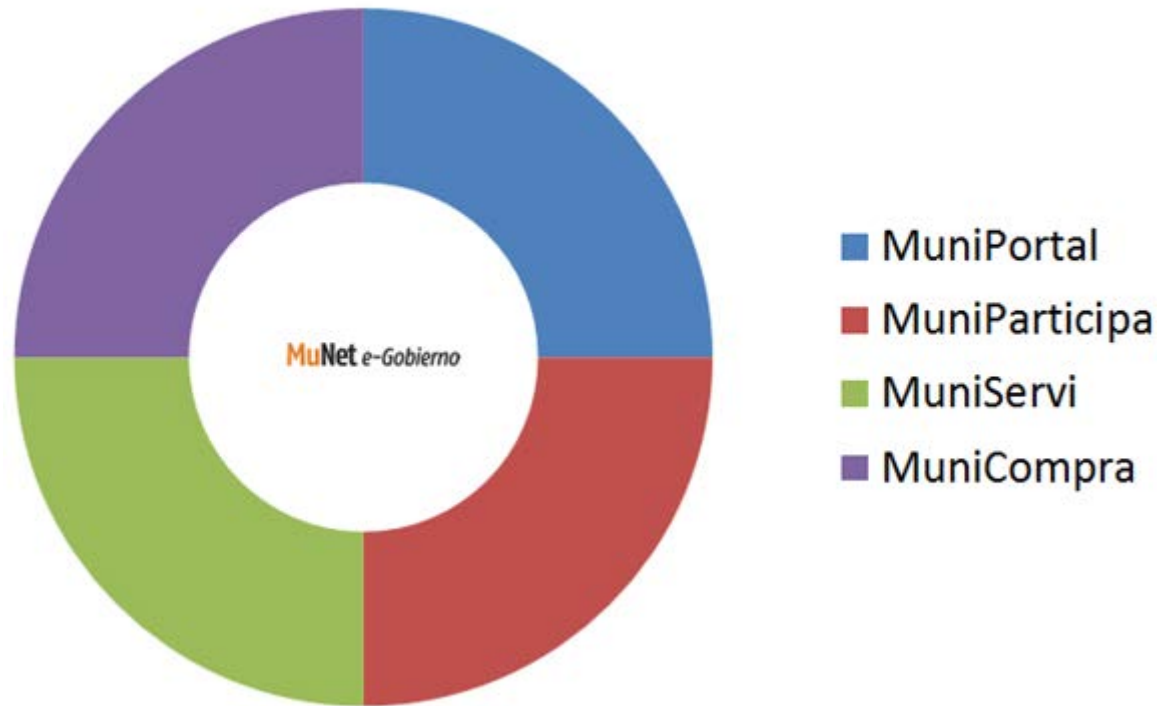
## Marco Metodológico

- *Taller de Estrategias de e-Gov para Alcaldes*
- *Diagnósticos Transparencia, TIC, Eficiencia, Participación Ciudadana y Percepción Ciudadana de Transparencia*
- *Formación en e-Gobierno*
- *Estrategia de e-Gobierno*
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- ***Herramientas e-Muni***  
Publicación de información – transparencia – eficiencia – participación ciudadana - interacción



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## Plataforma eMuni – Munet e-Gobierno





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**MuNet** *e-Gobierno*

## MuniPortal

Las TIC pueden constituirse en un instrumento de **fortalecimiento de la democracia** a nivel local y de aumento en la **calidad de vida** de los ciudadanos.

Se inicia un proceso de cambio que involucra a los/as funcionarios, colaboradores/as su relación con los ciudadanos/as y la cultura institucional.



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## **MuniPortal:**

- Manejador de Contenido: Joomla!
- Tecnología Web: PHP 5
- Base de Datos: MySQL 5
- Servidor Web: IIS 7+



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## **MuniCompra**

- Herramienta de gestión que facilita el manejo en línea de las compras de gobierno a nivel municipal.
- Permite roles de funcionario del estado (con jerarquías) y de proveedor.





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**MuNet** *e-Gobierno*

## **MuniCompra**

Favorece la eficiencia y la transparencia ( evitando la discriminación de proveedores, las amenazas de empresas a otras empresas, la interacción de empleados gubernamentales con las empresas con las consiguientes posibilidades de corrupción, subjetividad y falta de transparencia).



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## **MuniServi**

Herramienta para hacer disponibles los trámites municipales a través de Internet.

Permite la configuración de los trámites específicos de cada municipio, reingeniería de procesos, ahorro de costos y tiempos involucrados, trazabilidad y seguimiento por parte de los ciudadanos.



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## **MuniParticipa**

### **OIRS Digital**

Oficina de Información, Reclamos y Solicitudes (OIRS) digital es un mecanismo multicanal (presencial, telefónico, vía postal e Internet) que provee a los ciudadanos una forma expedita de contactarse con la Municipalidad, además de poder realizar el seguimiento y evaluación de los servicios provistos por ésta



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## **MuniParticipa**

### **Concejo Municipal en Línea**

El Concejo en Línea es una aplicación que crea un espacio de transparencia y control ciudadano del quehacer del Concejo Municipal, a través de la promoción de las agendas de las sesiones, su transmisión en vivo y provisión de las actas de cada una de las sesiones y videos asociados.



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## **MuniCompra, MuniServi y MuniParticipa :**

Framework: Microsoft .NET Framework 4.0

Tecnología Web: ASP.NET MVC, ASP.NET  
4.0 Web Forms y WCF 4.0

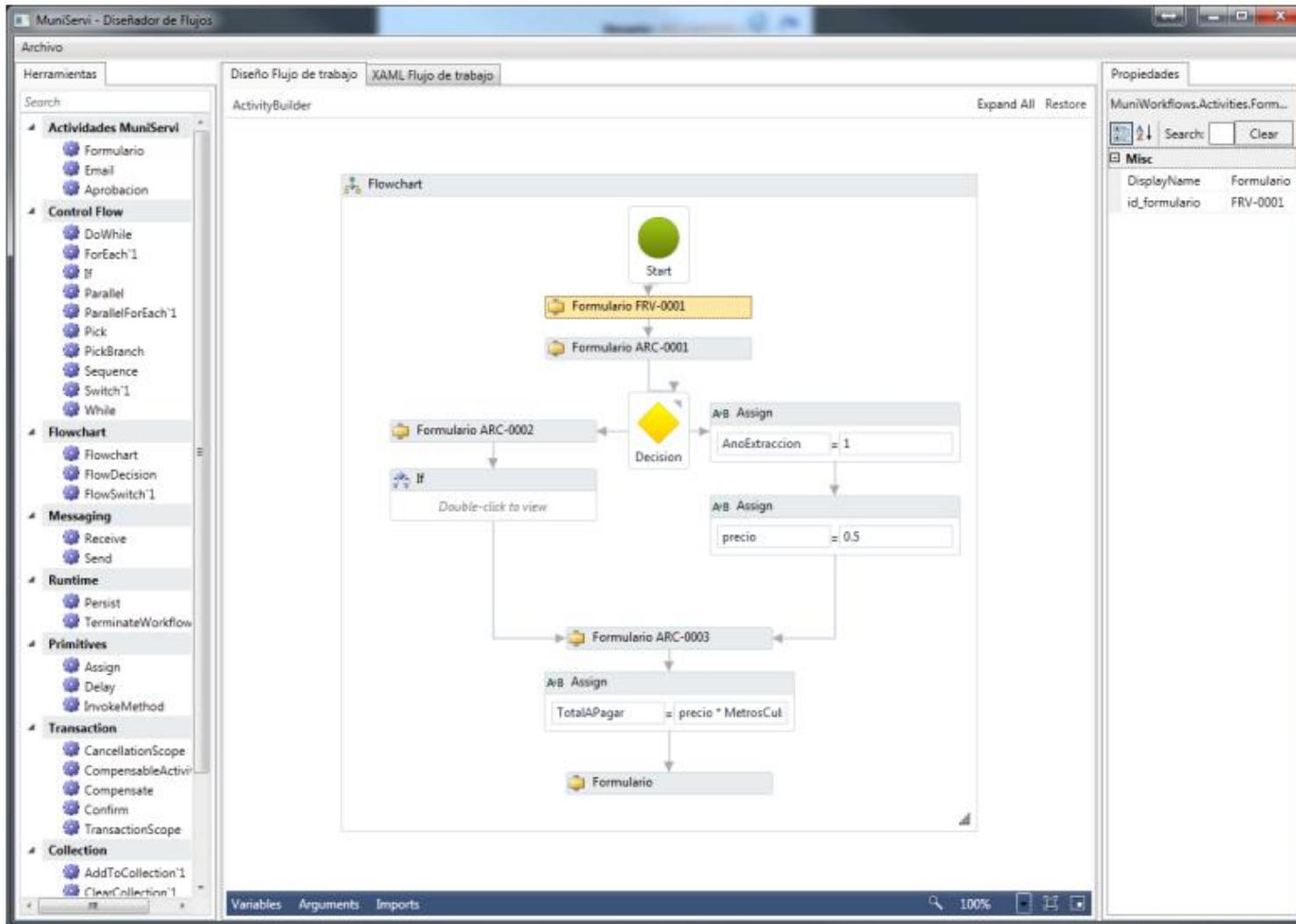
Lenguaje de Programación: C# 4.0

Base de Datos: MySQL 5

Servidor Web: IIS 7+



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Ejemplos flujo -> Primer Ejemplo (Diagrama de flujo)



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Español (AR) ▼
BUSCAR

## MuNet e-Gobierno

mapeo colaborativo de la delincuencia

Reporte los crímenes y ayudenos a mantener seguras **nuestras** comunidades

+ NUEVO REPORTE

INICIO
REPORTES
MAPA DE CALOR
NUEVO REPORTE
CONTACTO

Filtros Disponibles ▶

2000 km  
1000 km

Scale = 1 : 111M    -111.47124, 6.75839

Cómo Crear un Reporte ?

Reportes

TÍTULO	UBICACIÓN	FECHA
En la esquina de la 27 con churchil	27 de Febrero, Santa Fe, Santa Fe Province, Argentina	Nov 18 2012
Profesor acusado de abusos sexuales contra...	Talca, Maule Region, Chile	Oct 30 2012

Noticias

TÍTULO	FUENTE	FECHA
<a href="#" style="color: #e67e22; text-decoration: none;">Ver más</a>		



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Español (AR)  [BUSCAR](#)

+ NUEVO REPORTE

INICIO
REPORTES
MAPA DE CALOR
NUEVO REPORTE
CONTACTO

**Mostrando reportes desde** [Cambiar rango de fechas](#)

Lista  Mapa 
1 2 3 4 5 6 7 8
1-5 of 39 Reportes
◀ ▶

NO VERIFICADO

**En la esquina de la 27 con churchill** 🕒 20:16 Nov 18, 2012

En la esquina de la 27 con churchill – Dios le bendiga / God bless you Luis A. Santiago US Mobile. 650 861-9047 DR Mobile. 809 413-9028... [Más información](#)

**Profesor acusado de abusos sexuales contra alumnos queda en prisión preventiva en el Maule** 🕒 14:58 Oct 30, 2012

La Fiscalía del Maule decidió dejar en prisión preventiva a Bernardo Roco Carrillo, profesor de matemáticas en la Escuela José Abelardo Núñez...

**Presos 2 hombres por abuso sexual en Nueva Esparta y Cojedes** 🕒 14:39 Oct 30, 2012

Jesús Antonio Caraballo Rodríguez, de 24 años, fue condenado a 19 años y nueve meses por el abuso sexual cometido contra una mujer de 23 años...

**Se detectaron 10 casos de abuso sexual en Iguazú** 🕒 14:36 Oct 30, 2012

Puerto Iguazú. La detección se produjo cuando Profesionales de la Dirección de Violencia Familiar y de Género realizaban un taller de capacitación...

**Fiscales salteños justifican el abuso de una niña por su "cuerpo desarrollado"** 🕒 14:36 Oct 30, 2012

Un informe elaborado por el Cuerpo de Investigaciones Fiscales (CIF) de la Justicia salteña generó una gran polémica, al señalar, ante una denuncia...

Lista  Mapa 
1 2 3 4 5 6 7 8
1-5 of 39 Reportes
◀ ▶

**Filtros Disponibles**

**Categoría** [Quitar](#) ▼

- Todas las Categorías 39 ▲
- Delitos contra la vida 24
- Aborto inducido 3
- Asesinato 15
- Auxilio al suicidio 0
- Duelo 0
- Femicidio 5
- Genocidio 0
- Homicidio 0
- Infanticidio 0

**Ubicación** [Quitar](#) ▶

**Tipo** [Quitar](#) ▶

**Fotos y Vídeos** [Quitar](#) ▶

**Verificados** [Quitar](#) ▶

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Desactivar filtros
FILTRAR REPORTES





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#### Visitantes

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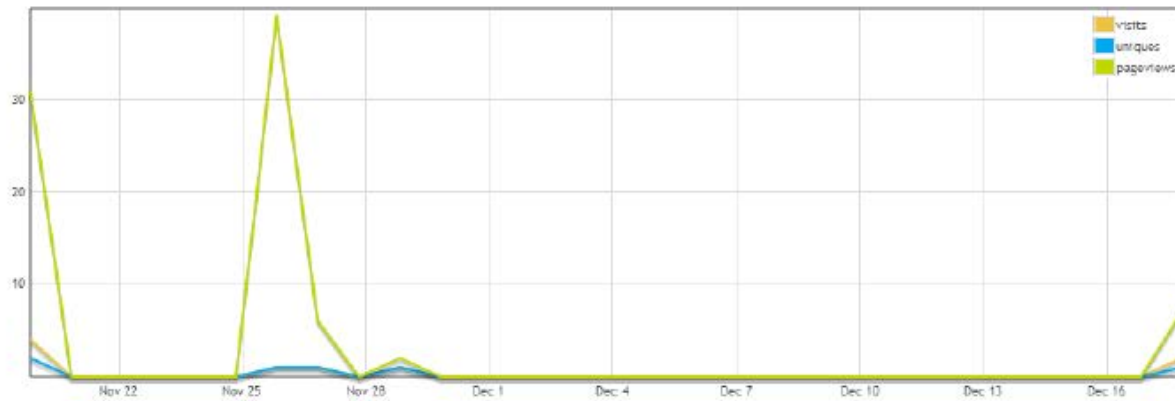
2012-11-19



2012-12-19



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Visitantes  
**6**

Visitas  
**9**

Número de páginas visitadas  
**85**

#### Visitantes

Visitas

Número de páginas visitadas

Fecha	Visitas	Número de páginas visitadas
Dec 18th, 2012	16.7% (1)	
Dec 17th, 2012	0% (0)	
Dec 16th, 2012	0% (0)	
Dec 15th, 2012	0% (0)	
Dec 14th, 2012	0% (0)	

#### Glosario

**Visitantes:** Es la cantidad de personas que han visitado este sitio, y se determina utilizando cookies. Si el navegador del visitante no acepta cookies, la visita es registrada utilizando su dirección de IP, el navegador, plugins instalados, sistema operativo, etc..

**Visitas:** Una "visita" es un visitante al sitio que hace al menos 30 minutos que no mira una página de este sitio.



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Español (AR)

BUSCAR

## MuNet e-Gobierno

mapeo y visualización colaborativa de incidentes y catástrofes

+ NUEVO REPORTE

INICIO
REPORTES
NUEVO REPORTE
RECIBIR ALERTAS
CONTACTO

Map showing Santo Domingo with several red circular markers indicating incidents. The map includes street names, landmarks like 'Jardín Memorial', and district names like 'Santo Domingo Este' and 'Santo Domingo'. A scale bar at the bottom indicates 1:108K.

### Noticias

TITULO	FUENTE	FECHA
<a href="#">Ver más</a>		

### Reportes

TITULO	UBICACIÓN	FECHA
Estiman pérdidas cerca del 80% de la agricultura...	Pedernales, Dominican Republic	Sep 5 2012
Ventarrón afecta a Santiago	Santiago De Los Caballeros, Dominican Republic	Sep 5 2012
Aguas estancadas provocan malestar	Los Guaricanos, Av Hermanas Mirabal, Santo Domingo 11201, Dominican Republic	Sep 5 2012



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**MuNet** e-Gobierno

## Equipo MuNet OEA

Coordinador del Programa

*Javier Sáenz Coré (Argentina)*

Jefe de Tecnología

*Luis Guzmán (República Dominicana)*

Consultores MuNet

*Diego Cardona (Colombia), Gilber Corrales Rubiano (Colombia),*

*Jorge López Bachiller (Guatemala), Juan Carlos Pasco (Perú),*

*María Dolores Peche (Perú)*



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**MuNet** *e-Gobierno*

**Hagamos un ejercicio colectivo...**

# **Cuáles son los retos que tiene un Municipio?**

**Javier Sáenz Coré**

**Coordinador Programa MuNet e-Gobierno, OEA**

**Email: [jsaenz@oas.org](mailto:jsaenz@oas.org)**

**ID (gtalk, MSN, Yahoo, Skype, Facebook, Twitter): jsaenzcore**