

Below is additional information on the progress in the subject of some indicators for consideration by the World Bank team:

I-1. Is there a shared cloud platform available for all government entities?

There is no shared cloud platform available for all government entities. There are only a few initiatives, which could be “precursors” of such cloud platform:

1. Government Intranet of the Ministry of Finance and Public Credit (MHCP), upon which is operated the financial management information system (FMIS) and other administrative systems that the MHCP, as the governing body of public finances, serves to the rest of the public sector entities (SaaS). It is a private network not accessible from the Internet.
2. Additionally, some institutions have communications services for the use of their programs and decentralized dependencies, such as:
 - a. National Electric Transmission Company (ENATREL): Offers cloud services to their different programs instances: ENATREL, PNESER-FODIEN and DOSA. These cloud services are accessible from any part of the national territory. The main service provided is the access and operation to their ERP and georeferenced information system (SaaS).
 - b. Ministry of Health (MINSA): Operates an institutional Intranet that interconnects all hospitals and SILAIS of the national health system. The information systems of the Ministry, e-mail and other computer services are operated on this network.

I-3. Is there a government interoperability framework?

There is no government interoperability framework. However, interoperability between different government information systems for information exchange has been implemented, from the perspective of the different use cases.

- **Plataforma Digital de Comercio Centroamericana (PDCC)**

In addition, Nicaragua is participating in a regional initiative of interoperability, named the Central American Digital Trade Platform (PDCC for its Spanish acronym), financed by the European Union, administered by the Inter-American Development Bank, and executed by the Central American Economic Integration Secretariat (SIECA) with the participation of the countries of the region.

The PDCC consists of a digital catalog of functionalities related to commercial operations that interoperate with the national systems of the Customs, Immigration, Single Windows for Foreign Trade and Health authorities throughout Central America. The PDCC aims to simplify and systematize processes, real-time availability of information sources for trade policy decisions, as well as the adoption of best practices, elements that will place the region at the forefront of international trade. It started in 2017 and is expected to be concluded at the end of 2022.

For more information on the PDCC project, visit the link: <https://www.sieca.int/index.php/pdcc/>

You may also find more information in the attached document: I-3. Plataforma Digital de Comercio Centroamericana.pdf

I-4. Is there a government service bus platform?

There is no government service bus platform. However, interoperability between different government information systems, for information exchange, has been implemented by mean of separated interfaces.

By Instance, the SIGAF (Nicaragua government FMIS) interoperates with the Tax Management Information System, Customs Management Information System and Central Bank banking system.

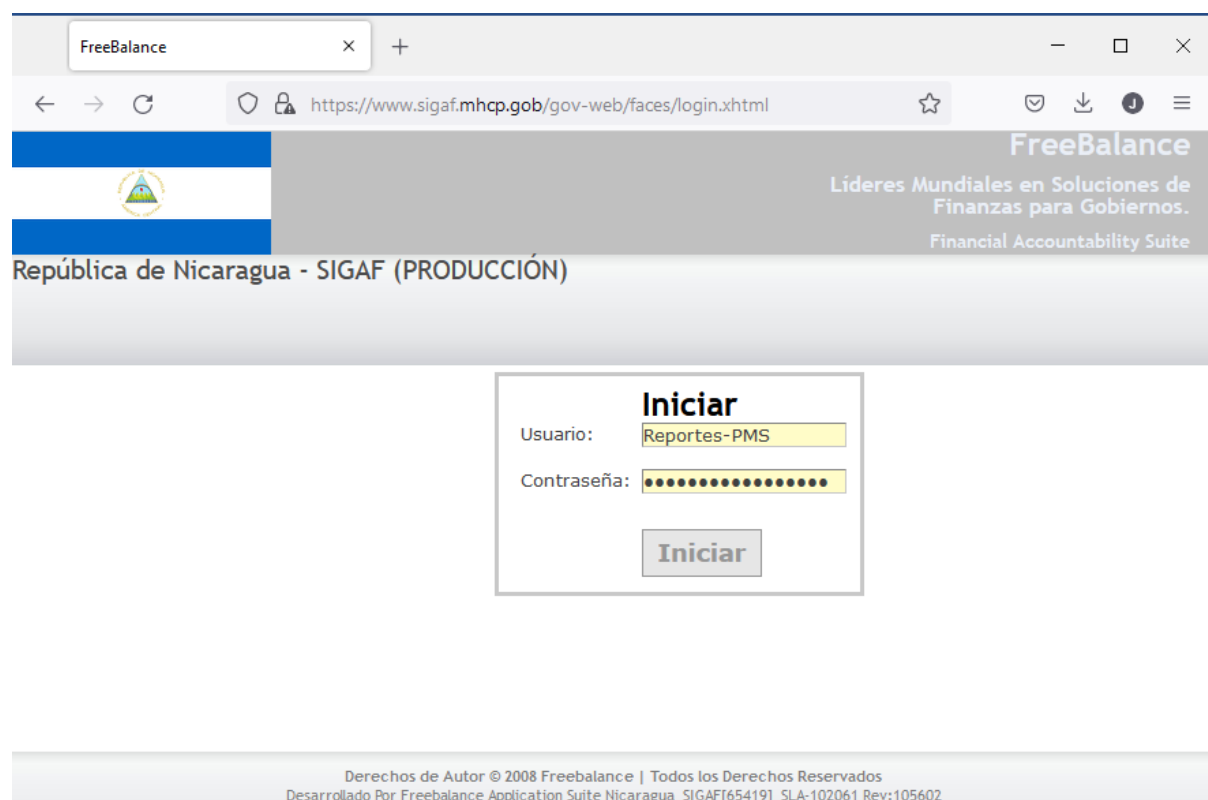
I-5. Is there an operational FMIS in place to support core PFM functions?

The "Sistema Integrado de Gestión Administrativa Financiera" (SIGAF) is in service since June 2017 for budget formulation and January 2018 for budget execution.

It was implemented on the basis of the "FreeBalance Accountability Suite" GRP (<https://freebalance.com/en/products/>).

The system is a web application, which is operated by the users of all the central government entities (and decentralized ones that receive funds from the general budget of the republic), through the **Intranet de Gobierno**, a private computer network of the Ministry of Finance and Public Credit, **not accessible form the Internet**.

Below is an image of the graphical interface of the system:



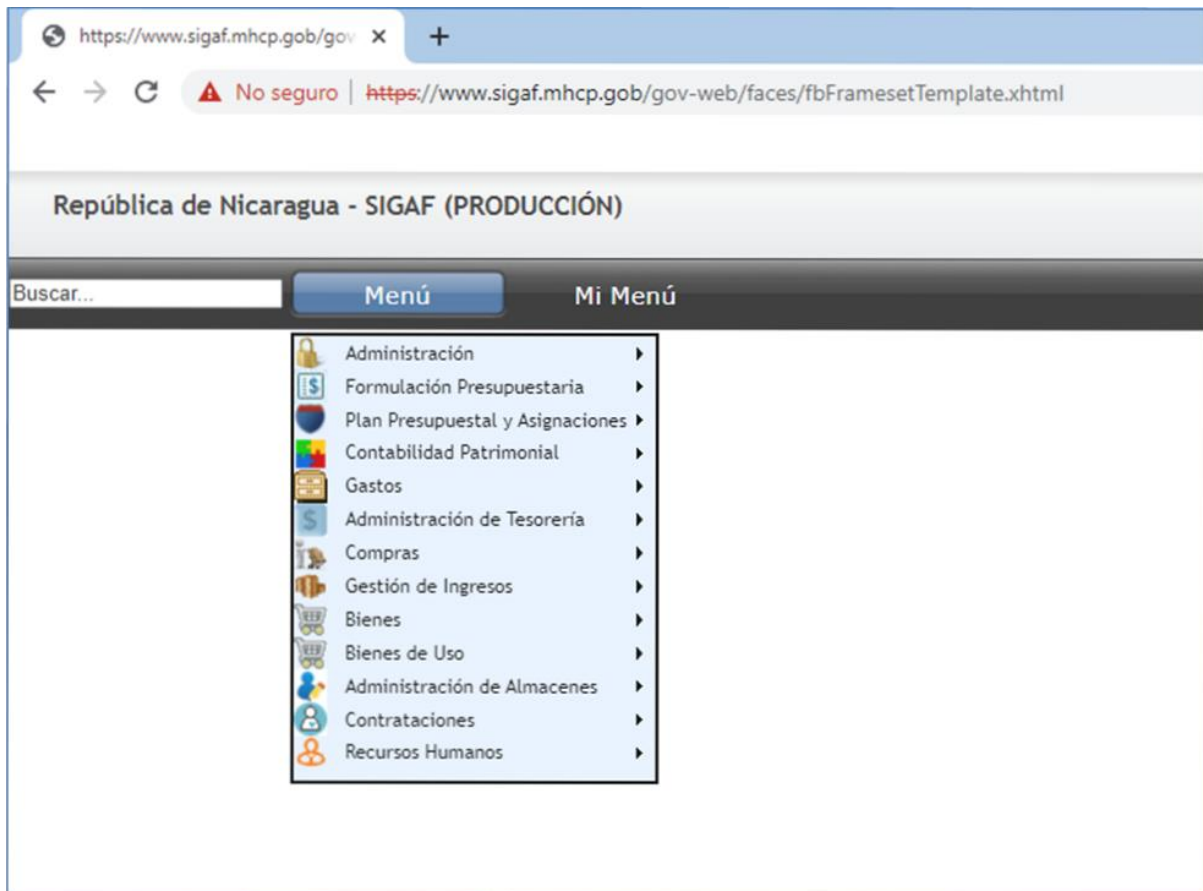
The SIGAF includes the following modules¹:

- Budget Formulation
- Budget Management
- Procurement
- Expense Management,
- Project Management,
- Inventory Management (fixed goods),
- Warehouse Management (consumer goods),
- Treasury

¹ A human resources module was originally also included but was removed from the contract due to vendor delays

- Accounting

Below is an image depicting the main menu of the system:



I-5.11:

The SIGAF generates reports on Poverty Reduction Expenditure, Climate Change Expenditure, Disaster Risk Management and Environmental Management, COVID-19 Pandemic Care Expenditure, Execution of Gender Practices, among other strategic topics.

I-5.13:

The system interoperates with other systems of the Ministry: SNF (payroll system), SISCAE (e-Procurement portal), SICP (Public Debt interfacing system), SIIP (Public Investment system) and TRANSMUNI (system for municipalities' budget transfers). Also interoperates with the Tax Management Information System, Customs Management Information System, SIGRUN (government indicators system), Central Bank banking system and commercial banks banking systems.

I-5.14:

The system has mechanisms of governance of the operations such as:

- a) Compliance with standards and regulations through workflows and configuration/parameterization of business rules.
- b) Access security (operated in a private network, not Internet, use of https protocol for client connection to server, security gateway and load balancer between client and application server, application user security (authentication, authorization by operation -functional class- and by data -security group-), database security.
- c) Tracks of correctness of application operation through transaction logs.
- d) Audit trails through application. Below are pictures of the screens of such audits in the system:

1. Payment's workflow audit trials



	Fecha de Ejecución	Descripción	Tipo de Transición	De la Etapa	A la Etapa	Tipo	Usuario	Nota
Código	5/01/2018	Crear	Manual		Creado	Completado	BCastro-014	
* Estado del	5/01/2018	Revisar	Manual	Creado	Solicitado	Completado	BCastro-014	
Etapa del Fl	5/01/2018	Generar	Manual	Solicitado	Priorización Generada	Completado	JTorres-014	
Consultar Pr	5/01/2018	Solicitar MP	Manual	Priorización Generada	MP Solicitado	Completado	JTorres-014	
* Medio de P	8/01/2018	Emitir Cheque Fiscal	Manual	MP Solicitado	Emitido	Completado	AAguirre-009	
* Unidad Adr	10/01/2018	Recibir en Caja	Manual	Emitido	Recibido en Caja	Completado	JArroliga001-009	
* Cuenta Bar	11/01/2018	Entregar a Delegado	Manual	Recibido en Caja	Entregado Delegado	Completado	JArroliga001-009	
Nota Número	11/01/2018	Entrega a Beneficiario	Manual	Entregado Delegado	Entregado a Beneficiario	Asignado	JTorres-014	
Fecha de la	11/01/2018	Retornar a	Manual	Entregado Delegado	Emitido	Asignado	JTorres-014	
Es Contable								

2. Expense voucher's workflow audit trials

Buscar...

Menú

Mi Menú

Comprobante de Gasto

Gastos > Comprobante de Gasto

Historial de Flujo de Trabajo
x

Etapa Actual

Filtrar por Tipo

Fecha de Ejecución	Descripción	Tipo de Transición	De la Etapa	A la Etapa	Tipo	Usuario	Nota
1/02/2022	Crear	Manual		Creado	Completado	EAmple-001	
1/02/2022	Solicitar	Manual	Creado	Solicitado	Completado	EAmple-001	
1/02/2022	Aprobar	Manual	Solicitado	Aprobado	Completado	OCarballo-001	
1/02/2022	Solicitar Pago	Manual	Aprobado	Pago Solicitado	Completado	EAmple-001	
1/02/2022	Desolicitar Pago	Manual	Pago Solicitado	Aprobado	Asignado	AGarcia-001	

3. Journal voucher's workflow audit trials

Buscar...

Menú

Mi Menú

Comprobante Contable

Contabilidad Patrimonial > Comprobante Contable

Historial de Flujo de Trabajo
x

Etapa Actual

Filtrar por Tipo

Fecha de Ejecución	Descripción	Tipo de Transición	De la Etapa	A la Etapa	Tipo	Usuario	Nota
26/11/2018	Crear	Manual		Creado	Completado	RRojas-009	
26/11/2018	Solicitar	Manual	Creado	Solicitado	Completado	RRojas-009	
26/11/2018	Verificar	Manual	Solicitado	Verificado	Completado	RRojas-009	
15/02/2019	Aprobar	Manual	Verificado	Aprobado	Completado	MRocha-009	

4. General Audit Trails

System Parameters

República de Nicaragua - SIGAF (PRODUCCIÓN)

Buscar... Menú Mi Menú

Entrada de Auditoría

Administración > Seguridad del Sistema > Auditorías > Entradas de Auditoría

Modo de Visualización

Usuario	FSequeira-PMS
Fecha y Hora de Auditoría	14/3/2022 09:56:32
Nombre de la Entidad	Parámetro
Código en la Entidad	aggregatePEPTargetStageOperations
Descripción No Localizada	Aggregate operations for validation/execution in PEP Target Stage
Tipo de Operación	Actualizar
Idioma	Español
Descripción	
Dirección IP	10.1.7.163
Código de Sesión HTTP	8D9136DAE3EBF71CEC4B2156313FD38E

Propiedades		
Nombre de las Propiedad	Antiguo Valor	Nuevo Valor
Parameter Value	true	false

System Catalogs

I-6. Is there a TSA supported by FMIS to automate payments and bank reconciliation?

The TSA is implemented in the "Sistema Integrado de Gestión Administrativa Financiera" (SIGAF) FMIS.

I-6.2:

The legislative heritage of Nicaragua has references to the "General Treasury" since the 1800s (<http://legislacion.asamblea.gob.ni/normaweb.nsf/b92aeea87dac762406257265005d21f7/b108497138813c2406258386006fb32c>), however, the last reform to the structure of the Executive Power of Nicaragua was carried out in 1998, through Law 290 "Law of Organization, Competence, and Procedures of the Executive Power", in whose regulations the General Treasury of the Republic is established as an organ of the Ministry of Finance and Public Credit.

The link below shows the consolidated text of the law with its reforms, republished in 2013:

[http://legislacion.asamblea.gob.ni/normaweb.nsf/\(\\$All\)/EFC75B03B4D5C69206257B320059AC3D?OpenDocument](http://legislacion.asamblea.gob.ni/normaweb.nsf/($All)/EFC75B03B4D5C69206257B320059AC3D?OpenDocument)

And this other shows the law's regulation:

<http://legislacion.asamblea.gob.ni/normaweb.nsf/9e314815a08d4a6206257265005d21f9/c97c905d7c7b13cc0625712c00651997?OpenDocument>

I-6.3, 4:

The Single Treasury Account (TSA) was created by Ministerial Agreement No. 46-99 on October 14, 1999:

<https://legislacion.asamblea.gob.ni/normaweb.nsf/b92aeea87dac762406257265005d21f7/d1653995000f96f5062570a10057fed>

Its regulation is defined in the law 550, "Law of financial administration and the budget regime":

[http://legislacion.asamblea.gob.ni/Normaweb.nsf/\(\\$All\)/625E262D99AA8B44062570BD0059F107?OpenDocument](http://legislacion.asamblea.gob.ni/Normaweb.nsf/($All)/625E262D99AA8B44062570BD0059F107?OpenDocument)

I-6.8, 9:

Same as item I-5.14 in this document.

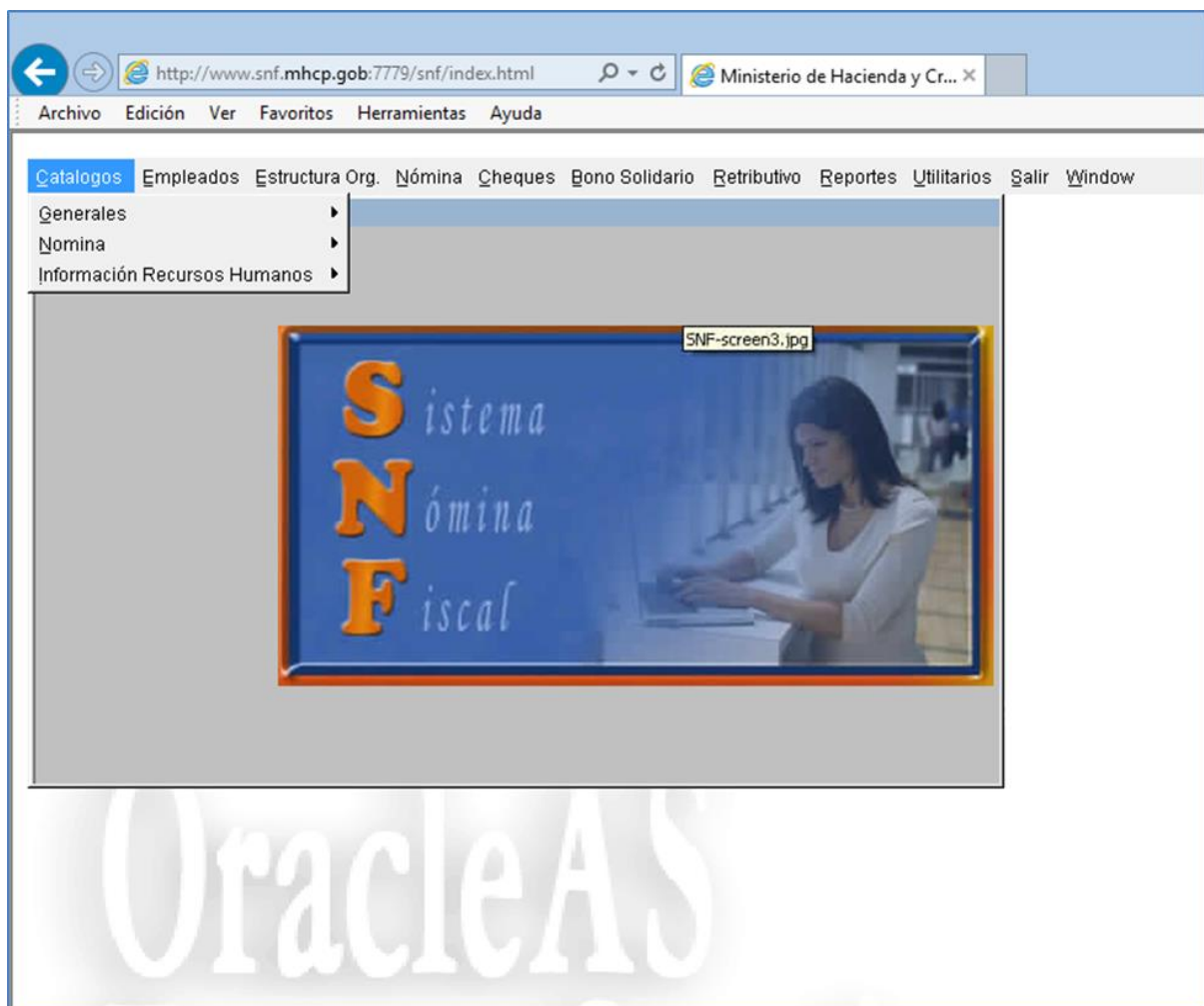
I-9. Is there a Human Resources Management Information System with self-service portal?

A Human resource management module was included in the “Sistema Integrado de Gestión Administrativa Financiera” (SIGAF) implementation. However, due to delays in the execution of this module by the supplier, it was removed from the contract scope.

As a contingency action, some human resources management functionalities are being developed into the Fiscal Payroll System: “Sistema de Nómina Fiscal” (SNF).

The SNF is operated in the “Intranet de Gobierno”, a private computer network not accessible from the Internet: <http://www.snf.mhcp.gob:7779/snf/index.html>

Below is an image of the graphical user interface of the SNF system:



Currently, only the Employee File module has been implemented.

The employee file includes the following information on public servants and officials included in the payroll: personal data, family data, employment history, academic and training history, recognitions and publications.

Below is an image of the Employee File screen of the SNF:

<http://www.snf.mhpc.gob:7779/snf/index.html>
 Ministerio de Hacienda y Cr...

Archivo Edición Ver Favoritos Herramientas Ayuda

Forma Editar Registro Consulta Ayuda Window

FICHA_PERSONA,SNF@SNF10G

Ficha Expediente Laboral Personal al Servicio Público

Entidad U. Administrativa
Numero Unico Activo
 Primer Nombre Segundo Nombre
 Apellidos
 Fecha de Nac Lugar de Nac
 Cedula Fecha Expiracion Cedula (dd/mm/yyyy)
 RUC INSS GOB INSS

Nacionalidad
 Sexo Estado Civil Sangre
 Cedula Residencia Fecha Ingreso al Estado (dd/mm/yyyy)
 Licencia Conducir Fecha Expiracion Licencia (dd/mm/yyyy)
 Pasaporte

Solicitado Revisado Aprobado

DIRECCIONES | CONTACTOS | DATOS FAMILIARES | HISTORIAL LABORAL GO... | HISTORIAL LABORAL E... | HISTORIAL ACADEMICO | HISTORIAL CAPACITAC... | HISTORIAL DOCENCIAS

Direcciones

* DIRECCION 1	DIRECCION 2	COMARCA/ DISTRITO	COMUNIDAD/ BARRIO	LOCALIDAD	APTDO POSTAL	REGION	* DEPTO (L)	* MUN (I)

- DIRECCIONES
- CONTACTOS
- DATOS FAMILIARES
- HISTORIAL LABORAL GOBIERNO
- HISTORIAL LABORAL EMPRESA PRIVADA
- HISTORIAL ACADEMICO
- HISTORIAL CAPACITACIONES
- HISTORIAL DOCENCIAS
- RECONOCIMIENTOS
- HISTORIAL PUBLICACIONES
- EMPLEADO ACTUAL

The employee file is essential, in order to expand other Human Resources management functionalities.

The incorporation of job position management is planned for 2023.

I-9.7: The system interoperates with SIGAF (FMIS).

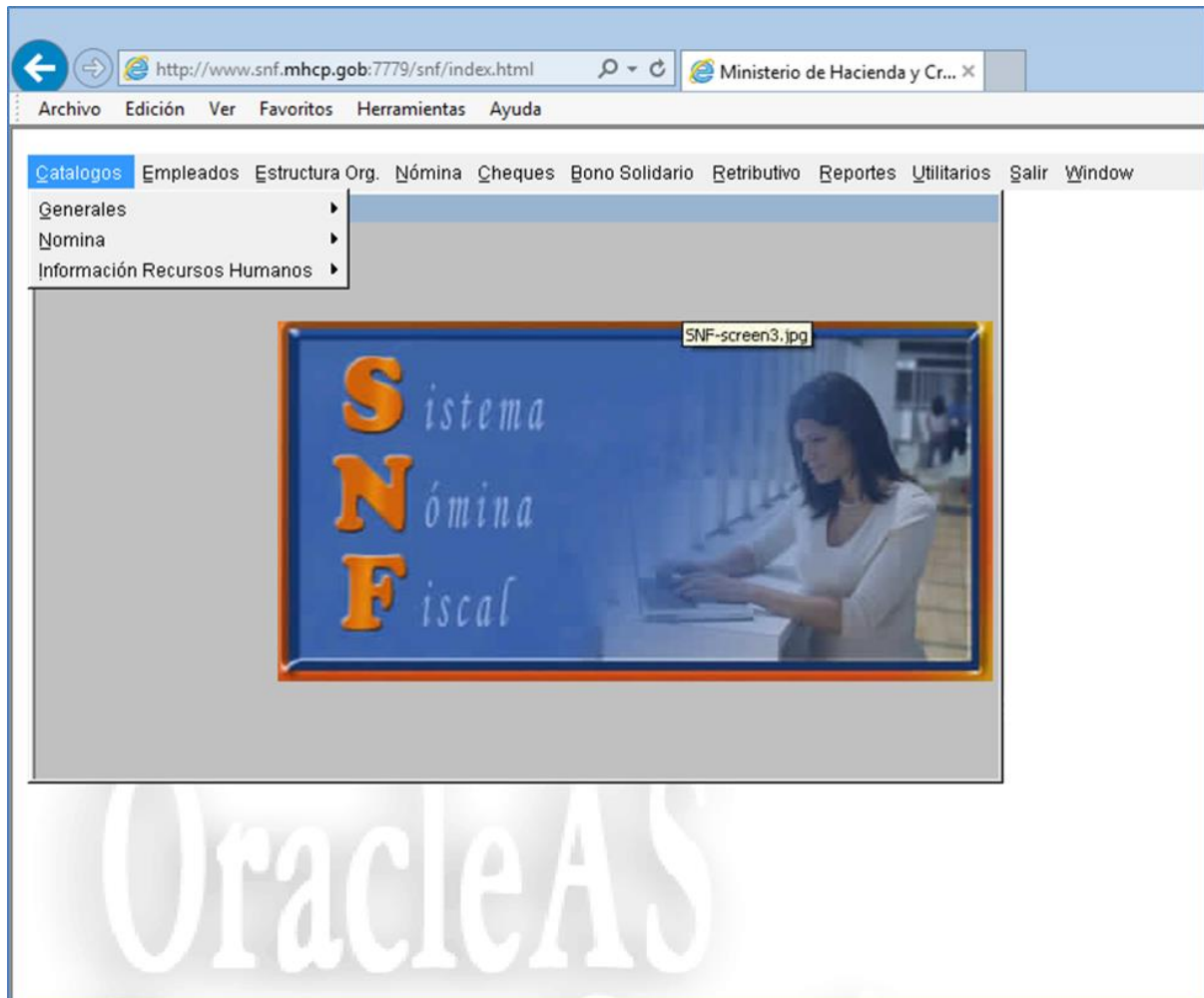
I-9.8: The national ID is a secondary ID of the system.

I-10. Is there a Payroll System (MIS) linked with HRMIS?

The MIS of the Government of Nicaragua is the “Sistema de Nómina Fiscal” (SNF).

The SNF is operated in the “Intranet de Gobierno”, a private computer network not accessible from the Internet. URL: <http://www.snf.mhcp.gob:7779/snf/index.html>

Below is an image of the graphical user interface of the SNF system:



I-19. Is there an online public service portal? (also called "One-Stop Shop" or similar)?

There is no single portal for government online services. However, many institutions provide access to the services they provide from their institutional portal, most of them informative and some with transactional capacity (as in the case of taxes and fees).

Examples of some of these service portals:

1. National Electricity Transmission Company (ENATREL)
<https://servicios.enatrel.gob.ni/>
2. Interactive map which integrates information of all Electric Sector Entities:
 - a. Advances on luminaires
 - b. Current electrical coverage
 - c. Scheduled power outages
 - d. Online generation and demand curve
 - e. Current Generation online<http://energiayminas.mem.gob.ni>
3. National Police online services: <https://tramitesenlinea.policia.gob.ni/>
The National Police considers citizens when designing online services and it is multi-channel: technological kiosks, Web and service rooms.
4. Ministry of Family Economy (MEFCCA) has an information system (SIM) for Small Businesses and Associativity online services, which allow certificates to be issued to small businesses and cooperatives: <https://sim.economiafamiliar.gob.ni/sim/>. The Ministry have also an Online Services Portal: <http://servicios.economiafamiliar.gob.ni/#/>
5. The Ministry of Development, Industry and Commerce has an online service portal that allows the generation of online payment orders for the services provided by the Intellectual Property Registry: <https://rpi.mific.gob.ni/acceso>

I-21. Is e-Filing available for tax and/or customs declarations?

I-21.1: URL

It is available e -Filing for both, tax and customs declarations:

Taxes: <https://dgielinea.dgi.gob.ni>

Customs: <http://sistemaaduanero.dga.gob.ni:8081/siduneaworld/>

I-21.2: Type of e-Filing service

Taxes: Online e-Filing services only

Customs: Online e-Filing services and payments

I-21.3: Available for all tax types and customs declarations?

Yes. In the case of taxes, it dynamically shows the applicable types for the taxpayer.

I-21.5: Available pre-populated returns?

No. The request, validation and approval is done electronically, but the notification to the taxpayer is done manually.

I-22. Are e-Payment services available?

I-22.1:

- Central Bank of Nicaragua - Nicaraguan Interbank Electronic Payment System (SINPE): <https://www.bcn.gob.ni/sinpe>
- UNIRED (Company of the network of commercial banks) – Automatic Clearing House (ACH): <http://www.unired.net.ni/>
- Payments services of Commercial Banks. Example of some of these services:

<https://www.bdfnet.com/otrosServicios/iBDF.aspx>

<https://www.bdfnet.com/otrosServicios/bdfmovil.aspx>

<https://www.banprogrupopromerica.com.ni/banca-de-personas/payphone/>

<https://www.banprogrupopromerica.com.ni/banca-de-personas/pagos-digitales/>

<https://www.avanzbanc.com/Pages/CanalesAtencion/AvanzMovil.aspx>

<https://www.avanzbanc.com/Pages/CanalesAtencion/eBanking.aspx>

I-31. Are there government platforms that allow citizens to provide feedback (e.g., compliments, complaints, suggestions, info requests) on service delivery?

There is no unified feedback platform that integrates the entire state. Each entity provides mechanisms for this into its own portals. For example:

1. National Assembly: <https://noticias.asamblea.gob.ni/participacion-ciudadana/>
2. Ministerio de Hacienda y Crédito Público: <http://www.hacienda.gob.ni/bienvenidos/organos-de-apoyo/oaip/formulario-de-sugerencia>
3. Nicaraguan Council of Science and Technology: <http://www.conicyt.gob.ni/>
4. Ministry of Transport and Infrastructure: <https://www.mti.gob.ni/contacto/>

I-35. Is there a GovTech / Digital Transformation strategy?

There is no GovTech or Government Digital Transformation Strategy that integrates the entire state. Actions are being carried out individually in the Institutions but not in an articulated way as a whole.

The document referenced by the 2021 version of this indicator: https://www.itu.int/dms_pub/itu-d/opb/pref/D-PREF-EF.CS_NICARAGUA-2018-PDF-S.pdf, is not a government strategy, but a case study carried out by the ITU in 2018, called "The Digital Ecosystem and the Massification of Information Technologies and ICT Communications in Nicaragua". It highlights the programs and projects executed by the GRUN through TELCOR, and makes some recommendations.

I-37. Are there RTI Laws to make data/info available to the public online or digitally?

Nicaragua has Law No. 621, Law on Access to Public Information: [http://legislacion.asamblea.gob.ni/Normaweb.nsf/\(\\$All\)/675A94FF2EBFEE9106257331007476F2](http://legislacion.asamblea.gob.ni/Normaweb.nsf/($All)/675A94FF2EBFEE9106257331007476F2)

Its Article 23 establishes that each public entity must systematize the information to facilitate people's access to it, as well as its publication through the available means, using computer systems and online information on the Internet.

This law also has a decree of regulation: <http://legislacion.asamblea.gob.ni/Normaweb.nsf/fb812bd5a06244ba062568a30051ce81/7f39c16b8858d606062574020077d8d3>

I-37.3:

- The Article 13 of the law creates the Coordination of Access to Public Information in each Power of the State, Autonomous Regional Governments of the Caribbean Coast and Municipal Governments, whose main function is to ensure, within the scope of its competence, compliance with this Law.
- The Article 14 of the law creates the National Commission for Access to Public Information as an inter-institutional entity made up of officials who coordinate access to public information in the public entities. Its functions are to formulate proposals for public policies, promote the education and training of human resources, promote the disclosure and compliance with this Law and sign technical cooperation agreements with the bodies of access to public information of other countries.
- Additionally, the National Assembly has the Parliamentary Library, Citizen Participation and Public Information Division, which monitors its compliance.

I-38. Is there a Data Protection / Privacy law?

In Nicaragua, there is Law No. 787, Law on the Protection of Personal Data and its purpose is the protection of the natural or legal person against the treatment, automated or not, of their personal data in public and private data files, for the purpose of guarantee the right to personal and family privacy and the right to informative self-determination:

<http://legislacion.asamblea.gob.ni/normaweb.nsf/9e314815a08d4a6206257265005d21f9/e5d37e9b4827fc06062579ed0076ce1d>

The provisions of the law are applicable to the processing of personal data found in public and private data files.

This law also has a decree of regulation:
<https://legislacion.asamblea.gob.ni/normaweb.nsf/b92aeea87dac762406257265005d21f7/7bf684022fc4a2b406257ab70059d10f>

I-38.4:

The entity in charge of monitoring the implementation/compliance of the Law is the Directorate for the Protection of Personal Data (DIPRODAP), according to the law.

I-45. Is there a government strategy / program to improve digital skills in the public sector?

There is no strategy or program at the global government level to improve digital skills in the public sector. Each entity includes in its own plan, the training actions required according to its processes. For example, the Ministry of Finance and Public Credit, trains the users on the operation of its information systems.

The National Plan to Fight Poverty and for Human Development ([https://www.pndh.gob.ni/documentos/pnlc-dh/PNCL-DH_2022-2026\(19Jul21\).pdf](https://www.pndh.gob.ni/documentos/pnlc-dh/PNCL-DH_2022-2026(19Jul21).pdf)) establishes the Strengthening of Research and Innovation in Priority Topics for the Country, for the Generation and Dissemination of New Knowledge.

The actions incorporated in the plan, however, are aimed at the development of all society, not focused on the public sector.

There are programs and initiatives in various government instances that support digital skills, for example:

<https://cinicaragua.edu.ni/academia/>

<http://www.conicyt.gob.ni/index.php/promocion-de-becas/>

<https://www.tecnacional.edu.ni/>

<https://ceabad.com/>²

² This center is an initiative that involves communications institutions from several countries in the region.

I-46. Is there a strategy and/or program to improve public sector innovation?

The National Plan to Fight Poverty and for Human Development contemplates the promotion of innovation in its guidelines 3, 6, 7, 8, 9 and 10. [https://www.pndh.gob.ni/documentos/pnlc-dh/PNCL-DH_2022-2026\(19Jul21\).pdf](https://www.pndh.gob.ni/documentos/pnlc-dh/PNCL-DH_2022-2026(19Jul21).pdf)

There is no centralized strategy or program at the government level to improve public sector innovation yet.

The National Commission for Creative Economy is working in the elaboration of a national strategy as one of its main objectives: <https://www.nicaraguacreativa.com/comision/>

There are also initiatives from the work of other institutions, oriented mainly to the citizen. For example:

- Nicaraguan Institute of Telecommunications (TELCOR) through the Caribbean Regional Communications Infrastructure Improvement Program with the installation of Open Innovation Centers that promote innovation in young people.
- Nicaraguan Council of Science and Technology: <http://www.conicyt.gob.ni/index.php/conicyt-innovadores/>
- The “Nicaragua Creativa” National Program, whose strategic objective is to promote the creativity, innovation and talent of Nicaraguans in business models and entrepreneurship. From the plan, activities are developed, strategic guidelines for the development of creative industries that contribute to the growth of enterprises, including the digitalization of businesses: <https://www.nicaraguacreativa.com/>
- The "Tu tiempo para prosperar" (Your time to prosper) program of the Ministry of Family Economy (MEFCCA) that carries out the following activities:
 - 113 digital communities
 - Cyber Monday (digital promotion and marketing platform)
 - Virtual Networking Training Spaces.
 - International Virtual Forums.
 - Webinars.
 - Technological Meetings.<https://www.el19digital.com/articulos/ver/titulo:83880-mefcca-trabaja-programa-tu-tiempo-para-prosperar>

I-47. Is there a government entity focused on public sector innovation?

There is no government entity focused on public sector innovation.

There are, however, plan, strategies, programs and platforms implemented towards the promotion of innovation within different entities, from their sphere of action, aimed at the development of the society:

1. The Nicaraguan Council of Science and Technology (CONICYT):
<http://www.conicyt.gob.ni/index.php/2021/01/13/conicyt-presento-plan-de-trabajo-de-ciencia-tecnologia-innovacion-y-emprendimiento-2021/>
2. The National Commission for Creative Economy has been formed, by instruction of the President of the Republic, which brings together the efforts of several institutions in this objective:
<https://www.nicaraguacreativa.com/comision/>