**1ST SECTION**

**COMMENTS RECEIVED FROM THE WORLD BANK TO THE RESPONSES RECORDED IN THE SURVEY BY THE NDSC OF MEXICO**

**PART I**

**GOVERNMENT CLOUD**

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

Previous answer: Only cloud strategy/policy (no platform yet)

Multiple answer 2022:

- No

- Only cloud strategy/policy (no platform yet)

- Yes (platform in use)

**I-1.1 Name of the government cloud platform**

Previous answer: Cloud Computing

Open answer: Infotec data center

**World Bank observation:**

Based on the public information available, we could not confirm that a government cloud is operating in Mexico. We understand that Center for Research and Innovation in Information and Communication Technologies is the required infrastructure for this service. However, cloud services is limited. Can you confirm this information?

**NDSC answer:**

Infotec data center, is the first certified data center of the Mexican government. The data center is available for public and private sector use, in which it offers a space for hosting servers and technological components, from the rental of rack units, to complete cabinets, with the following conditions: High availability, controlled environment, uninterrupted power

security and connectivity. Infotec services and products can be found at the following link: <https://www.infotec.mx/servicios-y-productos>

**GOVERNMENT ENTERPRISE ARCHITECTURE (GEA)**

**I-2 Is there a government enterprise architecture framework?**

Previous answer: Yes

Multiple answer 2022:

- Yes

- No

- En planeación

**I-2.1 Name of the GEA framework**

Previous answer: Enterprise Architecture

Open answer: Agreement by which policies and provisions are issued to promote the use and exploitation of information technology, digital government, information and communication technologies, and information security in the Federal Public Administration

**World Bank observation:**

Please indicate the name of the document or framework specifically.

**NDSC answer:**

The name of the document is the same. Is an agreement that when translated into English is called: “Agreement by which policies and provisions are issued to promote the use and exploitation of information technology, digital government, information and communication technologies, and information security in the Federal Public Administration”

**I-2.8 Monitoring & publishing of Government Enterprise Architecture (GEA) usage, compliance, benefits etc. ?**

New indicator

Closed answer:

- Yes

- No

**World Bank observation:**

Considering that this question required evidence of monitoring & publishing of Government Enterprise Architecture (GEA) usage, could you provide additional information? The agreement does not include information of usage, compliance, benefits, etc.

**NDSC answer:**

In the Second Title of the Agreement relative to ICT planning, it is established how the Institutions will shape their strategic and operational projects in the field of ICT and information security, specifically, in the so-called Portfolio of information and communication technology projects, which includes the technological architecture, its scope, the evaluation criteria, among other aspects.

**GOVERNMENT INTEROPERABILITY FRAMEWORK (GIF)**

**I-3 Is there a government interoperability framework?**

Multiple answer 2022:

- Yes

- No

- En planeación

**World Bank observation:**

Could you confirm that "Expediente de Tramites y Servicios" is operating?

**NDSC answer:**

In the process of implementation. Currently, the File of Procedures and Services is already being developed

**PART IV**

**ONLINE PUBLIC SERVICE PORTAL**

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

Previous answer: Yes (Level 3 or 4)

Multiple answer 2022:

- No

- Yes (Informational: Level 1 or 2)

- Yes (Transactional: Level 3 or 4)

**World Bank observation:**

Please provide additional info

**NDSC answer:**

In Mexico, referenced payment is called the document issued electronically, which contains a Capture Line. As an example, an operation instruction is presented for the reception of Contributions to Foreign Trade through Referenced Deposit through the Authorized Credit Institutions that has the objective of safeguarding the fiscal interest, of the payment operations, supervising and monitoring the operation of the Banking Institutions regarding the capture of the collection at the national level for the concept of federal contribution resources.

**I-19.7 Publishing of online service delivery performance/user experience?**

New indicator

Closed answer:

- Yes

- No

**World Bank observation:**

Considering that this question required evidence of online service delivery performance and user experience, could you provide additional information? we could not find that information in the link provided

**NDSC answer:**

As complementary evidence, the following link is provided, where the government entities can follow a satisfaction survey technical guide:

<https://www.gob.mx/wikiguias/es/articulos/guia-tecnica-de-encuesta-de-satisfaccion?idiom=es>

**PART VI**

**GOVTECH INSTITUTIONS**

**I-33.9 Is there an entity to monitor & report Digital/GovTech spending for the whole government?**

New indicator

Closed answer:

- Yes

- No

**World Bank observation:**

"Información de Finanzas y Deuda Pública" provide information of public spending sector by sectors, regions, etc. However, we could not find a section of "Digital/GovTech Spending". Could you specify or provide an example of one report that include this information?

**NDSC answer:**

The Secretary of Finance and Public Credit is responsible of the reports on the financial progress of the main budget programs. These reports are issued quarterly in general and specifically topics. For quick reference, an electronic link with the report for the first quarter of 2022 is attached:

<https://www.finanzaspublicas.hacienda.gob.mx/work/models/Finanzas_Publicas/docs/congreso/infotrim/2022/it/04afp/itanfp05_202201.pdf>

**2ND SECTION**

**ANSWERS THAT WERE NOT CORRECTLY RECORDED IN THE SURVEY**

**GOVTECH STRATEGY**

**I-35.2 GovTech strategy was approved / will be approved in (year)**

Previous answer: 2018

Multiple answer: 2021

**OPEN SOURCE SOFTWARE (OSS) IN PUBLIC SECTOR**

**I-15.2 OSS policy was approved / will be approved in (year)**

Previous answer: 2009

Multiple answer: 2019 and 2021, respectively

**I-15-3 Is there an entity taking decisions on adopting/procuring an OSS solution?**

New indicator

Multiple answer 2022:

- Se desconoce

- Nivel ministerial

- Gobierno CIO

- Otro

**I-15-4 What is the level of adoption of OSS policy?**

New indicator

Multiple answer 2022:

- Se desconoce

- Parcialmente adoptado en diversos sectores

- Extensivamente adoptada

**I-15.4.1 If adopted > Supporting document (report/URL)**

New indicator

URL: <https://dof.gob.mx/nota_detalle.php?codigo=5628886&fecha=06/09/2021>

**PART IV**

**ONLINE PUBLIC SERVICE PORTAL**

**I-19.3 Universal accessibility?**

New indicator

Closed answer:

- Yes

- No

**GOVTECH STRATEGY**

**I-35.2 GovTech strategy was approved / will be approved in (year)**

Previous answer: 2018

Multiple answer: 2021