

ANEXO 1

Formulario de presentación de Buena Práctica

Gobierno Local:

Región

País:

Indique la categoría:

Tecnologías de la Información y la Comunicación (TIC)

- | | |
|--|---|
| <input type="checkbox"/> Accesibilidad e Inclusión | <input type="checkbox"/> Educación y Formación (e-Learning) |
| <input type="checkbox"/> Cultura e Identidad | <input type="checkbox"/> e-Business |
| <input checked="" type="checkbox"/> e-Gobierno/ e-Administración | <input type="checkbox"/> Infraestructuras |
| <input type="checkbox"/> Democracia y participación ciudadana | <input type="checkbox"/> Seguridad |
| <input type="checkbox"/> Salud | |

Innovación

- | | |
|---|---|
| <input type="checkbox"/> I+D+i | <input type="checkbox"/> Retención/Atracción Talento |
| <input type="checkbox"/> Emprendizaje | <input type="checkbox"/> Creatividad |
| <input type="checkbox"/> Internacionalización | <input checked="" type="checkbox"/> Infraestructuras tecnológicas |

Conocimiento

- | | |
|---|---|
| <input type="checkbox"/> Infraestructuras | <input type="checkbox"/> Educación |
| <input type="checkbox"/> Capital Humano | <input type="checkbox"/> Formación Continua |

Título del proyecto/ buena práctica

Performance Monitoring and Evaluation Program (Programa de Monitoreo y Evaluación del Desempeño Gubernamental 2010 - 2012 - PROMOEVA)

Área/ Departamento responsable ó que lo lidera:

General Coordination for Administrative Modernization inside the General Comptroller's Office of Mexico's City Government

Nombre y cargo de la persona responsable del proyecto:

Sandra Luz Ramirez Marroquín

Datos de contacto de la persona responsable del proyecto (E-mail y teléfono):

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Objetivos:

General Objective: Determine evaluation bases to reinforce results-based management model aimed to the citizen through a coordinated and sustainable strategy in Public Administration of Mexico City.

Specific Objectives:

- Identify government's objectives carried out, as well as improvement areas in government achievement through monitoring and evaluation of public departments or offices, programs, projects, government applications and services.
- Reinforce capabilities inside public departments or offices for organizational learning and decision making based on relevant information, through a better knowledge, design, implementation and monitoring of evaluation outcomes.
- Contribute to more efficient public expenditure through the use of relevant and consistent information for results-based financial planning.
- Contribute to transparency, accountability and citizen participation in local government management through participation mechanisms and results communication.

Colectivo destinatario:

Evaluation for public offices or departments, programs, projects, government applications and services.

Descripción:

Performance Monitoring and Evaluation Program (PROMOEVA 2010 – 2012) has been officially implemented since November 2010. This program evaluates public offices or departments, programs, projects, government applications and services. It also develops reports, administrative and results indicators which allow planning, controlling actions, making decisions in time and correct planning failures. The program designs and implements new methodologies and performance measuring, evaluating and monitoring instruments to find improvement areas in government achievement and deliver recommendations based on objective and trustful information. PROMOEVA 2010-2012 has two different scope levels: to evaluate managing information in Mexico's City public administration; and to evaluate government results in terms of citizen approach. Both kinds of evaluation are applicable for all the public offices or departments in Mexico's City Government. Performance Monitoring and Evaluation Program has a web system (SIPROMOEVA) for sending, analyzing and reporting information related to management and government results indicators. This system can be accessed from any internet connected computer with a user name and password. PROMOEVA 2010 – 2012 has 77 liaison civil servants from 85 public offices and departments in Mexico's City public administration, including the General Comptroller's Office. Each liaison has a user name and password to access SIPROMOEVA and send the required information for his or her office. In order to reinforce capabilities inside public departments and offices for organizational learning and decision making, 75 liaison civil servants and 65 office comptrollers have been prepared in general theory of indicators and in the use of SIPROMOEVA and the implementing of performance evaluation. Other 40 liaison civil servants were qualified by Economic Commission for Latin America (ECLA) to use Logical Framework Approach. PROMOEVA has 90 management indicators applicable for all public offices and departments and 14 groups of results indicators which are able to know the progress in Mexico City's Government strategic objectives: justice system, security, health, social development, education, economic development, culture, transportation, science, technology, work, youth, environment and population housing. Indicators were developed through a social, economic and environmental problem identification methodology, which was compared with local government's powers and programs. After designing indicators inside government, non-governmental organizations, academy and local Transparency Institute revised them, in order to evaluate that indicators were useful, feasible and consistent. The reports and evaluations generated by PROMOEVA are public information. (http://www.cgma.df.gob.mx/wb/cgma/catalogo_de_productos_de_monitoreo_y_evaluacion) By now, PROMOEVA has reports from 52 public offices and departments from 2010 and 2011. However, a web and paper application was specially designed for the citizen to create friendly communication about government indicators and statistics understandable for everybody. The concept for creating this application is based on the idea of a responsible government handing in a school report to the citizen about its performance (BoletaDF). BoletaDF will be available in within a month. (<http://www.boleta.df.gob.mx>)

Recursos y presupuesto:

Human resources: 5 people in the Evaluation and Statistics Area. Technological resources: 5 PC's (Core 2 Duo), inhouse system development and open software for data analysis. Budget: There is not budget assigned for the program.

Fuente de financiación:

There are no financial sources for the program's implementation or administration, except for public employees' basic wage.

Indicadores de seguimiento y evaluación:

1. Performance Monitoring and Evaluation Program Coverage in Government Offices and Departments of Mexico City's Government: 98% 2. Government Offices and Departments with Reported Information during the last three – month period: 75% 3. Government Offices and Departments with web monitoring and evaluation system user and password: 100% 4. Government Offices and Departments with civil servants qualified in evaluation and web monitoring and evaluation system use: 97%

Fecha de inicio:

Fecha de fin:

Información adicional (web, persona de contacto, etc.)

Adjunta documento con información adicional:

Si

No

Enviar el Formulario cumplimentado al Secretariado de la Comisión:

bilbaonext.promocion@ayto.bilbao.net ó al fax +34 94 420 53 99

* **Si desea enviar un documento o video con información adicional envíelo a bilbaonext.promocion@ayto.bilbao.net** indicando el Gobierno Local y el nombre de la buena práctica.