Review of a partnership between Colombia and the United Kingdom for the digital transformation of the Colombian State

In Colombia, and after the approval of the 2018-2022 National Development Plan, which included several articles focused on the country's digital transformation, the country began its regulatory adjustments to make way for what would become the GOV.CO State Portal. It was necessary to have the support of expert voices that could guide the MinTIC so that the Colombian Portal met the standards of usability, accessibility, design, security and IT architecture.

To help with this work, in early 2018, MinTIC analysed how other countries had developed government portals like GOV.CO and how they approached building better and more efficient user focused services. The United Kingdom 'was ranked global leader because of the success of GOV.UK, and its approach to creating user-focused and data-driven services.

MinTIC an opened dialogue with the United Kingdom Government Digital Services (GDS), the organisation who run GOV.UK, and is the UK's centre of excellence in digital, technology and data. On June 25, 2019, a memorandum of understanding was signed with GDS which launched a new peer-to-peer partnership, allowing both organisations to share experiences. on digital government.

The partnership has five main aims; exchange information and share experiences on creating accessible, user focused services; help prioritize open standards for government information and software, identify opportunities for collaboration with the IT industry; and develop digital skills and capabilities in government, and provide better digital public services.

Starting in 2020, the MinTIC hosted the first of technical cooperation visit from GDS International's Partnership for Development team., a programme aims to support developing countries build their digital capability in order to better deliver more efficient, transparent, secure and inclusive services for citizens. This first visit was to help GDS Partnership for Development team to, look at the challenges and opportunities for MinTIC and the GOV.CO team and identify and areas where the team could advise and support

GOV.CO team. These areas covered subjects like the integration of procedures on to GOV.CO, the technical aspects of GOV.UK and creating user focused services

By the middle of the year, working in partnership with GOV.CO team, the GDS Partnership for Development team as created a roadmap and ran sessions on topics such as the IT security and architecture review of GOV.CO, the socialization of service standards for procedures and services, and the creation of communities of practice with the IT offices of public entities.

Balance:

2020 has been an excellent year for the evolutionary development of the GOV.CO, each day we are closer to having all the institutional offers in one place -We have open-source tools to manage User Authentication Identity and Access Management (IAM), strong interoperability standards which underpin our services and a clear mandate that will help us continue to develop our programme.

Although much has been achieved this year we will continue to develop more and even better services, at scale and pace. Our success is due to the GOV.CO team, the entities and organizations we work with, and our GDS 's Partnership for Development team and {agency name]

Most of the recommendations presented by the GDS's experts have been implemented in 2020. Some of the aspects contemplated throughout this process have to do with the structure of the technical team; the good news is that as the Colombian government has the leadership of the MinTIC, the High Council for Innovation and Digital Transformation and the National Digital Agency, team of programmers with agile development methodologies so that teams flex to meet changing demands.

As we continue to move from strength to strength, challenges remain, coordinating the work across government and at national, and local levels, strengthening entities' IT Offices, the formation of multidisciplinary teams and the management of knowledge remains key.

Next year, the Digital Government Directorate of the MinTIC will continue working with our partners, 'GDS Partnership for Development' team and develop new ways of working so that the Directorate can continue to support, promote and improve GOV.CO so that it can become the single source of information and service for all of Colombia's citizens.