

Submission

Applicant Name: Guatemala Team
Normalized Scores 66.8

JUDGING CRITERION # 1: CREDIBILITY OF PARTNERSHIPS (0-5)

Did the applicant provide sufficient evidence of partnering with other non-government organizations in either nominating, validating and/or jointly implementing the initiative?

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Shows no consultation in nominating an initiative; may have been jointly implemented but shows very weak validation of claims</i>	<i>Some effort in consulting with other partners in nominating an initiative; initiative was not jointly implemented but provided minimal validation of claims</i>	<i>Provided sufficient evidence of consulting with other partners to nominate an initiative, was jointly implemented and presented somewhat convincing validation of claims.</i>	<i>Demonstrated compelling mechanisms for consulting others in nominating an initiative; was not jointly implemented but shows convincing validation of claims</i>	<i>Shows strong evidence of consulting others in nominating an initiative; jointly implemented with a partner agency and strong validation of claims</i>



Judge Name: Justine Dupuys
Score: 3.2
Comment: It's a joint project. The participation of civil society during the process of nomination was guaranteed but not during the process of selection. The validation of claim are signed by the same NGO that participated to the initiative

Judge Name: Virginia Pardo
Score: 3.6
Comment: Se realizó el proceso de selección de postulación en el marco de programad de Gobierno Abierto, contemplando la opinión de organizaciones de Soc. Civil. Si bien es una iniciativa avalada y presentada en conjunto con Soc. Civil, la misma fue desarrollada e implementada por parte del Gobierno.

Judge Name: Tiago Peixoto
Score: 3.3
Comment: The initiative presented evidence of effort in consulting for the nomination but not for the design of the initiative.

Judge Name: Alvaro Ramirez Alujas
Score: 4.4
Comment: La iniciativa cuenta con el aval, apoyo y respaldo de OSC (Guatecívica y Congreso Transparente) y su postulación fue producto de un proceso participativo dentro del grupo de trabajo sobre gobierno abierto en Guatemala.

Judge Name: Tania Sanchez
Score: 3.3
Comment: It is not clear how initiatives were initially nominated, but the decision was made jointly between government and CSOs that participate in the national OGP process. They included validation letters. The initoatove is ot jointly implemented.

JUDGING CRITERION # 2: STRENGTH AND INNOVATION IN OPEN GOVERNMENT APPROACHES (0-5)

Does the initiative make a compelling case of using open government approaches [e.g. increasing access to information, civic participation, public accountability and/or technology for transparency] to improve public service delivery?

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Exhibits a centralized, top-down approach to improving public services rather than public-facing approach; Target population largely have a passive role</i>	<i>Somewhat articulates the importance of using open government approaches but these are sporadic, not well-thought out; Needs of the target population is unclear</i>	<i>Makes a convincing case of the need to use open government approaches and addresses a need of the target population for improved public services</i>	<i>Establishes strong rationale for using open government approaches which are somewhat innovative; targets a large number of the population and clearly identifies a need</i>	<i>Employs innovative open government approaches given the country context; targets an ambitious number of the population and is responding to a real need or demand</i>



Judge Name: Justine Dupuys
Score: 3.8
Comment: this is a quite top down approach but this is also a very useful platform of transparency and e-government. This can improve various public services for citizen because of the possibility to made some administrative processes online

Judge Name: Virginia Pardo
Score: 2.8
Comment: La propuesta presenta una herramienta tecnológica que plantea un enfoque de transparencia, facilidad y mejora al acceso a la información y los servicios a la ciudadanía de Guatemala, bajo el esquema de portal y catalogo centralizado. No se plantea participación de la ciudadanía o Soc. Civil en el proceso de construcción. Enfoque innovador muy débil desde el punto de vista de participación y colaboración.

Judge Name: Tiago Peixoto
Score: 3.5
Comment: There is no compelling case for improving service delivery, particularly with regard to open government approaches, it is essentially an e-gov solution and it does not show how that improves service delivery.

Judge Name: Alvaro Ramirez Alujas
Score: 5.0
Comment: La iniciativa supone un espacio único para acceder e informarse sobre prestaciones y servicios públicos (la idea de catálogo o ventanilla única estatal). Utiliza herramientas tecnológicas y una plataforma digital para facilitar información, trámites e interacción para el ciudadano (lo cual releva una innovación en el enfoque de trabajo dado el contexto del país en cuestión). En tal sentido, hace más transparente, accesible y sencilla la relación entre la red de servicios públicos disponibles desde el Estado hacia las personas.

Judge Name: Tania Sanchez
Score: 2.5
Comment: The problema definition and the initiative design are very scarcely defined. Although this submission does not make a convincing case, one can draw some conclusion given the type of initiative.

JUDGING CRITERION # 3: EVIDENCE OF RESULTS (0-5)

Is there any evidence of the initiative achieving the four initiative outcomes listed in the application and/or concrete improvements in public services or access to services?

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Shows little evidence of achieving any of the outcomes or of an improvement in public services; target population has barely been reached</i>	<i>Shows some signs of achieving outcomes but the evidence is unconvincing; change in public service is incremental and has reached some of the target population</i>	<i>Demonstrates achieving one or more of the outcomes, but it is unclear whether the quality of the public service or access to the service has improved</i>	<i>Uses clear indicators to prove that one or more of the outcomes were achieved; initiative has widened access or improved the quality of a public service for more than half of the target population</i>	<i>Achieved two or more of the outcomes to ultimately expand access or improve service quality for a majority of the target population; set new standards for the relationship between government and citizens</i>



Judge Name: Justine Dupuys
Score: 2.9
Comment: there is some signs of achieving more transparence and accountability but there is no clear indicators.

Judge Name: Virginia Pardo
Score: 2.9
Comment: Se comprueba evidencia de existencia de producto en producción, con la información y acceso a organismos y servicios. No se presenta evidencia del uso, accesos y valoración de la herramienta por parte de la ciudadanía.

Judge Name: Tiago Peixoto
Score: 3.1
Comment: Some evidence that it may have increased transparency about services available, but no evidence as to whether that information is actually used by the public.

Judge Name: Alvaro Ramirez Alujas
Score: 3.8
Comment: Los beneficios del catálogo nacional de servicios públicos es evidente como espacio que articula y concentra en un mismo espacio (digital) la oferta e información sobre prestaciones y servicios públicos. Sin embargo, en el detalle de la postulación no se da mayor información sobre métricas e indicadores que permitan relevar sus potencialidades e impacto en la ciudadanía (ello considerando además, los potenciales problemas de brecha digital y acceso a tecnología de quienes más necesitan de los SSSP pero que menos acceso tienen a ellos).

Judge Name: Tania Sanchez
Score: 2.8
Comment: It is clear that the intention is to make access to information about public services easier, but its effect on the quality of public services is unclear.

JUDGING CRITERION # 4: SUSTAINABILITY (0-5)

Does the applicant make a compelling case that the initiative will be institutionalized or scaled-up over time?

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Demonstrates few plans in moving the initiative beyond the pilot stage; does not address any potential threats or challenges to the initiative</i>	<i>Shows some commitment to institutionalizing the initiative; but presents unrealistic ways of managing challenges faced by the initiative</i>	<i>Lists activities to institutionalize the initiative; but only somewhat addresses how challenges will be addressed</i>	<i>Outlines a clear path to either institutionalize or scale-up the initiative; makes a good case on how potential challenges will be addressed</i>	<i>Presents a durable model that can be institutionalized and/or scaled-up; makes a compelling case for how challenges will be managed</i>



Judge Name: Justine Dupuys
Score: 3.2
Comment: they plan to extend the information available in the platform but Guatemala does not share the specific activities in order to reach this goal

Judge Name: Virginia Pardo
Score: 3.6
Comment: Se plantea la sostenibilidad institucional a cargo de la Comisión Presidencial de Transparencia y Gobierno Electrónico. No se muestran evidencias de evolución contemplando procesos más abiertos de colaboración y participación ciudadana.

Judge Name: Tiago Peixoto
Score: 2.7
Comment: Does not present convincing evidence that the process will be institutionalized nor scaled-up.

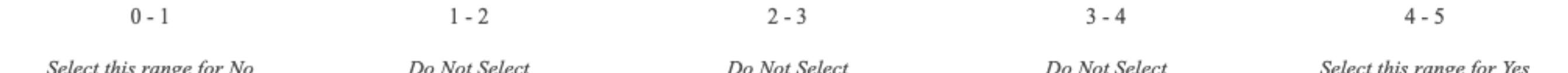
Judge Name: Alvaro Ramirez Alujas
Score: 4.0
Comment: Por lo visto, no solo se trata de una iniciativa que forma parte de los compromisos definidos en la estrategia de gobierno abierto de Guatemala (Plan OGP) sino que responde a un trabajo que seguirá escalando y mejorando en el tiempo para fortalecer la entrega de información, procesos y provisión de servicios públicos apoyado en herramientas digitales y multicanalidad en la atención a los ciudadanos.

Judge Name: Tania Sanchez
Score: 2.4
Comment: Again, the narrative is extremely brief. Only one step to sustain the initiative is mentioned, but does not mention nor address challenges.

JUDGING CRITERION # 5: SPECIAL RECOGNITION (0-5)

Does this open government initiative demonstrate that it successfully improved service delivery access and/or outcomes for a vulnerable population (e.g. poor, elderly, minorities, women), thereby promoting more inclusive development? *Please note that this criterion will not be used in the overall score.

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
Select this range for No	Do Not Select	Do Not Select	Do Not Select	Select this range for Yes



Judge Name: Justine Dupuys
Score: 0.0
Comment: The vulnerable population is not specify in the initiative.

Judge Name: Virginia Pardo
Score: 0.0
Comment: Iniciativa que no aplica directamente a poblaciones vulnerables o sectores específicos de la población que requieren especial atención.

Judge Name: Tiago Peixoto
Score: 0.0
Comment: There is no evidence of more inclusive development.

Judge Name: Alvaro Ramirez Alujas
Score: 5.0
Comment: La iniciativa presentada está directamente orientada a mejorar el acceso, otorgar información oportuna y facilitar la interacción entre gobierno y ciudadanía en lo relativo al conjunto de servicios públicos disponibles. Responde al eje central de la convocatoria del OGP Awards para el 2015 *. (*) OGP ha elegido este tema para 2015 en reconocimiento del hecho de que los gobiernos públicos son la interfaz más común entre los ciudadanos y el gobierno, y que los gobiernos deben garantizar la transparencia, rendición de cuentas y capacidad de respuesta en su diseño y ejecución. Buena calidad y servicios públicos eficaces responden a las necesidades de las personas, incluidos los grupos vulnerables, y forman la base del desarrollo inclusivo.

Judge Name: Tania Sanchez
Score: 0.0
Comment: It is not targeted to a vulnerable population, or at least that is not mentioned. The initiative lists the services of all government agencies.