

Agile Government: Responding to Emerging Challenges in Mexico

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Contents

- The Government environment and the need for agility
- Specific challenges for agile governments
- Technology and trends for agility
- Solutions to become an agile government
- What is next?



What is Agile Government

- Agile Government responds fast, flexibly, and effectively to the rapid changes in its environment

What is Agile Government

- A changing environment brings new challenges



Political challenges

- Evolution of democracy: from elections to citizen participation and engagement
- Demand for enhanced transparency
- Fuzzy ideologies and political values
- Conditioned trust in political institutions
- Unclear boundaries between “public” and “private”, and therefore between politics and everything else

Global challenges

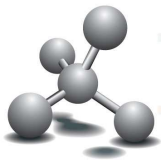
- Swift movements due to instantaneous global communications
 - Capitals
 - Ideas
 - Products
- Migrating population, permanently or not
- Elevated standards and continuous benchmarking

Economic challenges

- Continuous move towards the service and knowledge economy
- Growing challenge of competitiveness
- Healthy public finances and tighter budgets
- Changing role of the State in the economy
 - Privatizations
 - Regulation of market
 - Promotion of new industries

Government changes

- Efficient government: do more with less
- Professional government
- Quality services
- Transparent government
- Deregulated government
- Digital government



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Social challenges

- Aging population
- Generational gap
- Changing social values: citizen engagement and participation in politics, environmentalism, civil liberties, etcetera
- Presence of the third sector: participation of civil society and NGO's.

Institutional and legal challenges

- New and unknown security threats
- Sophistication of organized crime
- International legal and institutional framework
- Growing standardization
- Interjurisdictional arrangements for the operation of governments: international, regional, national, and local

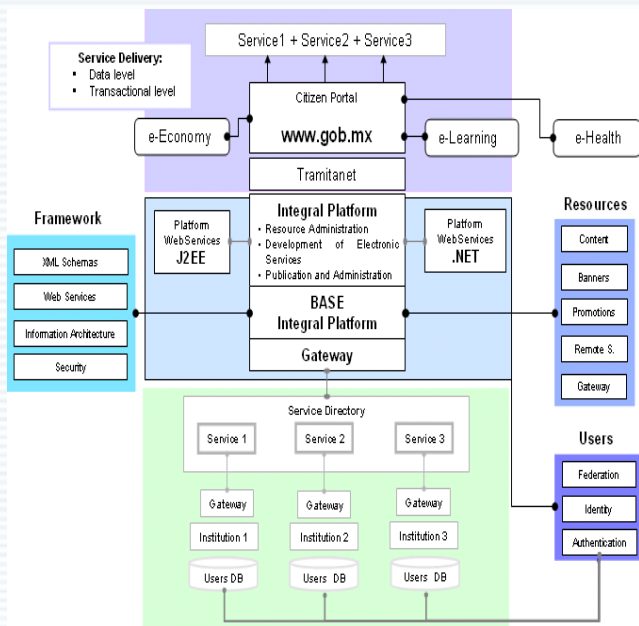
What makes for an Agile Government?



Six Essentials of an Agile Government



Example: Agile Government and Citizen Services



- Agile Platform for the Delivery of Services
 - **Flexible:** open technology, web services and information standards
 - **Distributed:** centrally managed, but ability to use from different agencies
 - **Responsive:** use input from CRM and other interactions with citizens

Example: Agile Government and development of civil service



- Infrastructure for constant learning in Government
 - Platform for virtual and distributed learning
 - Cooperative arrangements with universities and consultants
 - Link with professional development goals and certifications

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