

Argentina

General Aspects

Argentina is a democratic republic with 38 million inhabitants and a total surface of 3,7 million of sq. Km.

Diffusion of ICT

Based on a population of 38.000.000 persons, PC penetration in the country (number of PCs/population) is estimated approx. 5%, while the Internet diffusion is 2,6%. Residential telephone services penetration is 5,1%. This percentage decreases to approx. 2% with respect to mobile telephone subscriptions.

Application of ICT to Public Administration

PC penetration in central Public Administration entities in Argentina is estimated to be, on average, 1 PC out of 4 employees. Central and local P.A. offices use Intranet or extranet networks to communicate within the same branch, but there is no interlinking between local and central P.A.s.

Public Administration on line

78% of central governmental bodies and 10% of the local ones have their own internet web-site.

Though both the Legislative and the Executive bodies have their own Internet web-sites, Government has not yet undertaken an overall policy for making public information available on-line. However, Government's website generally include the possibility to send requests for information via e-mail, and also to consult press releases, speeches and statements of the Head of Government, official documents, Government and Legislative Acts, and the transcription of parliamentary debates, too.

A governmental portal has been expressly arranged in order to create a single gateway to all central governmental bodies. Citizens also have the possibility to send requests for information via e-mail

E-government

Various e-services are actually available on-line to citizens and companies .

General Information, Tax Information, Social Security Requests, Government Transparency Programs, Citizens' Financial Status, Personal ID Request and also Investment Opportunities are available on-line to Argentina's citizens; while the companies can choose among : General Information, Tax Transactions, Customs Procedures, Social Security Information and Tax Information services, as well.

Furthermore, Government has started an action program to promote the application of ICT to the Public Administrations and to provide on-line services.

The main targets are: the Tax payers Services, the Social Service Information, Educational Portal, Public Key Infrastructure (Digital Signature), Legislative Process Information.

The overall e-government and Information Society policy is supported by specific programs: Government Modernization Plan, Program for the Information Society which are undertaken by the Secretary of Public Management Mission.

The *Program for the Information Society* is available at URL address www.nacion.ar/psi/info/queespsi.asp

In order to co-ordinate the implementation of e-government programs, a specific Authority has been appointed. Main ongoing projects concern: the Digital Signature (infrastructure and law project); the network Security project (ARCERT); the Government Portal (www.nacion.ar); the Education Portal (www.educ.ar) and “AFIP On-line” (tax payers service).

Future issues

Future plans will concentrate mainly on a wide re-engineering action and on the arrangement and dissemination of Internet standards among all public administrations.