

Costa Rica

General Aspects

Costa Rica is a presidential democracy.

It covers a surface of 51.000 sq. km; the population is 4 millions inhabitants.

Diffusion of ICT in the country

PC penetration in the country (number of PCs/population) is estimated 51%. Access to the Internet are limited to 1 each 5 persons. Approximately, the number of users of telephone services represents the 90% of the population; users of mobile telephones, instead, are only the 10% of the population.

Application of ICT to Public Administration

2,5% of the employees in central Public Administration uses a PC in work environment and an even lower percentage of public servants has access to Internet and e-mail.

Governmental entities of the Central Public Administration can communicate each other through Intranet/Extranet networks, while networking and interlinking among Local Public Administration is extremely limited. Thus a network between Local and Central Administration doesn't exist.

Public Administration's visibility on line

91% of governmental bodies of Central Public Administration has its own internet web site (among them, both the Executive and Legislative body); the percentage decreases to 7,4% for Local Public Administrations.

On Government's web sites it is possible to send requests for information through e-mail, to consult the press releases, official documents, Government and Legislative acts.

E-government issues

Actually, through the Internet, citizens can get information about many services (social security, scholarship, financial aid). They can also pay some public services.

Some on line services to companies are available. They concern: social security transactions, bank transactions, payment of some public services.

Government has started an action program in order to diffuse on-line services, to improve the transparency and efficiency of the Public Administration, to promote the diffusion of ICT among the population.

The program has been formalized in an official act. This also designs a dedicated Authority for the co-ordination of the activities.

The ongoing projects regard the integration of data bases, the implementation of e-procurement, health and educational services on line.

Future issues

In the next three years, an investment of 3 millions USD will support the e-government strategy.

The next challenges will be the enhancing and empowering of infrastructure, the development of the new economy, the universalization of the Internet access.