

PRESENTATION

The arrival of information and communication technologies has led to outstanding progress; Public Administrations can use them to strengthen efficiency and effectiveness throughout internal processes and customer service; as well as providing citizens with accessible services that would otherwise mean a trip to some public office.

We understand e-government as the use of ICT to make citizen-government interaction easier, to provide better services and to save significant time, money and other resources.

The use of technologies gives us the opportunity to promote citizen participation by providing means of accessing government information.

This topic is important for the National Institute of Public Administration; from its foundation it set itself to pay close attention to the evolution of administrative issues, as well as instruments capable of being implemented in public processes and services.

Nowadays, among the statutory goals of the INAP, we find the promotion, development, support and use of ICT so as to consolidate the process of automating substantive and adjective activities in public institutions.

Taking this into consideration, the INAP organized the “E-government. Instrument to Strengthen Trust” Symposium on March 22nd 2012, to cover all of the important topics, the event was divided into four subjects:

- Electronic Justice;
- Online Administrative Services and Processes;
- Government-Society Connection, and
- Online Education

The following pages present the contents of each and every one of the speaker's speeches, which were listened to by 136 people in the auditorium of our institution and by 223 online participants; thus, the potential of electronic media for the dissemination of administrative culture was proved.

The INAP appreciates the participation of distinguished experts in this subject, whose combined knowledge and willingness to share them, made it possible to have a global vision of this nature, goals and possibilities of this new way of connecting government with the people through an effective, efficient, transparent environment, along with an atmosphere of mutual trust.

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President