

## ¿How to carry out a SIGOB project?

To develop actions related to one or more of the components of this corporative offer, direct contact must be made with the Representative Resident of the UNDP in your country. For further information about SIGOB please visit the following site [www.sigob.org](http://www.sigob.org) or [undp.sigob.org](http://undp.sigob.org).

## Promotion of alliances

With the purpose of incrementing the coverage and impact of the current corporative offer, and in order to support national and regional activities, the SIGOB/UNDP project promotes the formation of strategic alliances with governmental and non-governmental organizations that are linked in matters of governance, reform and modernization of the State, and in the use of computer technologies applied to governmental management (e-government). This way, SIGOB/UNDP transfers to these organizations the necessary abilities to implement the components of the corporative offer in administrations and other governmental institutions.

Additional information about SIGOB's work during the last years can be requested to the Representative Resident at the local UNDP office or directly to the Regional Coordinator as well as through the web page: [undp.sigob.org](http://undp.sigob.org).

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# SIGOB

STRENGTHENING OF MANAGEMENT ABILITIES  
FOR DEMOCRATIC GOVERNANCE

## Corporative Offer for the Management of Governmental Policies in Democracy.

### Objectives

### Conceptual Basis

### Modules

### Carrying out a project

SIGOB is a project of the Democratic Governance Cluster of the Regional UNDP Bureau for Latin America and the Caribbean.

<http://undp.sigob.org>  
<http://www.sigob.org>

## Main Objectives

# SIGOB

SIGOB (Governance Management Project) is a system that organizes the tasks of high government officials by providing them with support mechanisms for decision-making and the management of governmental policies.

### SIGOB combines:

- Renewed approaches for the management of governmental policies.
- The improvement of work processes so as to better organize team work.
- The development of methods of analysis to advance results.
- Specialized training modules for groups directly linked to the much needed support in decision-making.
- Software that allows orderly communication in the multiplicity of subjects and information that circulates in these institutions.
- Implementation techniques for short-term projects that allow the attainability of immediate results.

SIGOB has been committed during the past 18 years to the implementation of new courses of action in a progressive manner. These policies have been put into effect in more than 30 Latin American and Caribbean institutions.

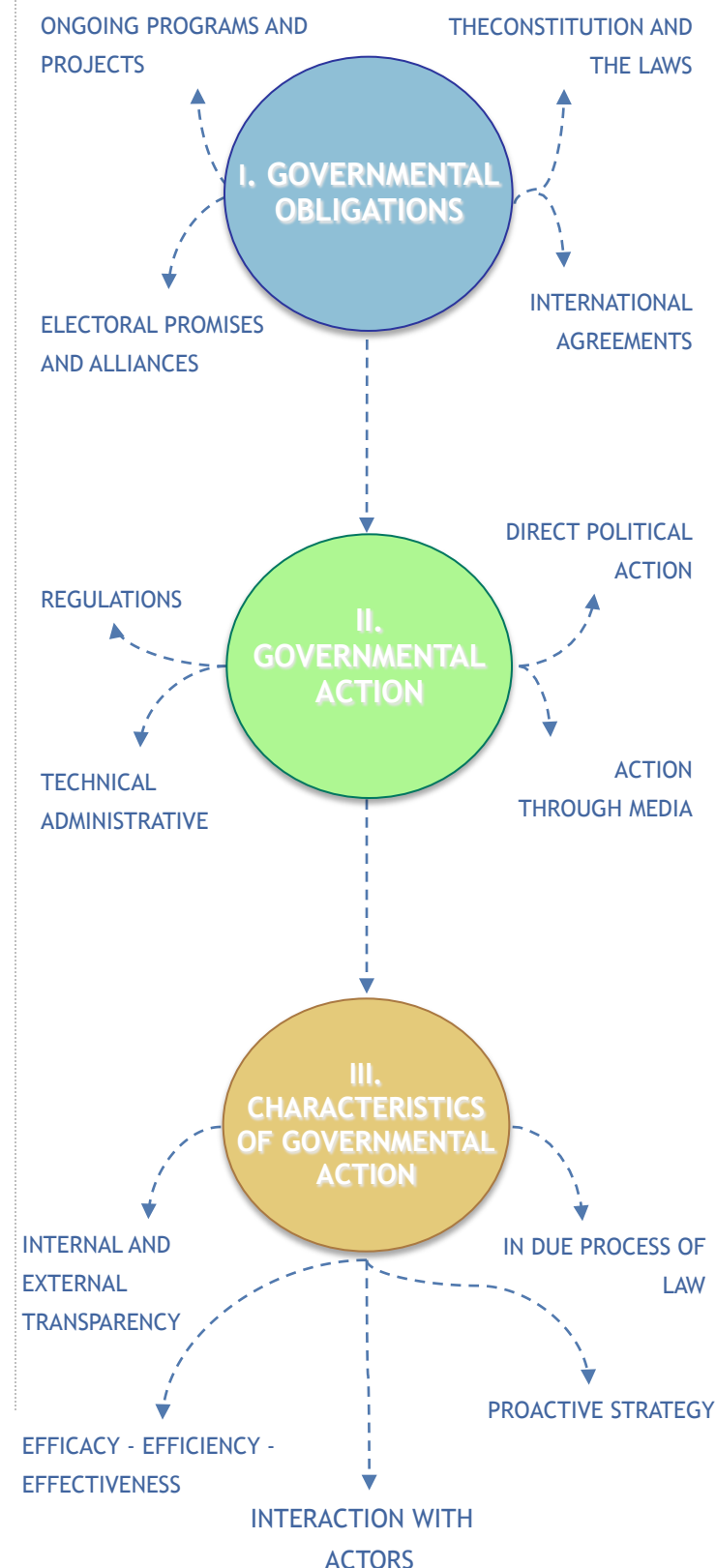
These institutions include, but are not limited to, the office of the President, the Executive Branch, and Governors' and Mayors' offices. All of these institutions are linked to the political leadership of democratic governments at central and local levels.

SIGOB adapts itself to the needs and standards of institutional development of the organization in question.

SIGOB offers its services to institutions in the form of projects of international technical cooperation, displaying the management knowledge role that the UNDP possesses.

SIGOB

## Base conceptual



# SIGOB

## Modules

Management and Planning of the Government's Agenda

STRATEGIC AND OPERATIONAL

Management and Planning of Goals

Strategic Planning and Management

Executive steps for actions made by Leaders

PRESIDENTS/GOVERNORS/MAYORS

Management Center

Cabinet Management

Management of Interagency Agendas

Legal Institutional Management

Steps in the management of Bills and Decrees

Acting Liason between the Executive and Legislative

State Defense

Society-Government relationships

ANÁLISIS AND ASSESSMENT OF POLICIES

Monitoring of the actors and matters of governance

Actions related to the media

Management of forums for citizens

Administration Management

Management of archives and correspondence

Document transparency

Processing of regular activities

Management of files

## System of Goals

### GOALS

This system has the following objectives: a) to inform institutions and citizens about the progress of results, b) to effectively influence the achievement of goals and results of programs and projects that are a priority for the government (attained by using methods of early warning signals and by paying attention to restrictions), c) to organize work through teamwork without creating institutional disruption, and d) to account to citizens regarding the state of advancement of the electoral promises and/or of the principal components of the Development Plan.

With this system we expect: a) to improve the degree of importance of a presidential intervention in the resolution of problems that may be preventing the final achievement of goals, b) to diminish the existing gap between the goals established by the governmental think tanks and the practice of implementing or executing them.

## Management Center

### MC

The Management Center is a support system for the daily strategic programming and operation processes of the president's personal agenda. This support system also applies to governors, mayors, or any other authority that has the responsibility of leading or conducting institutions. The Management Center uses various methods for the implementation of support, processes and IT systems for work carried out within and in between institutions, thus creating a network between the President's office, advisers, secretariats, and the cabinets of ministers.

Inputs processed by the MG include: the requests for audiences, invitations, stances, the daily signature responsibilities, interventions, etc. that come to the Presidential Secretary's Office by means of letters, mails, phone calls, faxes, etc.

After duly processing the inputs, an agenda is proposed to the President, and according to the foresaid process, programming work begins: the preparation of files or technical data used in meetings, the follow-up, and finally the registration, programming and management of all the tasks derived from undertaken commitments.

## Strategy Agenda

### STAG

The Agenda for Strategic Governance is a methodology and work process that allows the central level of government to have a Governance Agenda (STAG) that acts as a chart for the strategic planning of all matters in question and of key dates of possible events, including where public or private situations or actors and their interests are involved; be it at a provincial, national or international setting that may in any way generate or affect significant aspects of the political, economical, legal-judicial and/or social country governance.

The characteristics by which the Agenda for Strategic Governance works are based on methodology and implementation; thus the agenda is not a passive, annual calendar. On the contrary, it allows in relation to each event incorporated the thorough programming, management and control of preventive political-institutional actions and/or the use of pro-activeness to be developed by different governmental spheres.

## Government-Society Relationships

### GSR

This system provides advisers and others responsible for the institution's policies and communication areas with the necessary information, analysis and operations platform to be used in government-society relationships, whether they are in a direct position or in a position of mediation.

The components are:

**SIMAT:** Monitoring System for Actors and Governance Matters. A service is implemented to illustrate through reports and statistical data how propitious the partaking by actors and key subjects of the government is.

**COMA:** Communication Actions System (Virtual Press Room). A system that transforms the Senior Management of everyday activities into actions of communication.

**FORUM:** Establishment of Forums between the President and Citizens: organization of meetings with social groups. The before, during and after of the meetings is prepared in detail. This includes a monitoring system related to the commitments that are undertaken and a virtual agenda that citizens may access to remain updated.

## Coordination with Ministries or Secretariats

### COORD

The COORD system has two components: Management of the Cabinet of Ministers and Management of Interagency Agendas.

**Management of the Cabinet of Ministers:** this management permits the thorough processing of the before, during and after of all government and cabinet meetings, no matter what department they pertain to. It also enables the facilitation of the task of establishing agendas with previous exchange of information, and the management of undertaken commitments. This way, it favors political debate and discussion of the decisions made by the executive branch.

**Interagency Agendas:** this a simple and practical method of coordination for all ministerial agendas that aims to achieve synergies, integration and the effectiveness of all group actions taken by the executive branch.

## Transparency of documents

### TRANSDOC

#### Correspondence Archives

TRANSDOC is a support system designed for three operations related to official correspondence.

**Operation 1:** Related to incoming mail. The system manages all the operations that are connected to the office entry log, internal distribution to addresses, and the redistribution of work assignments to third parties. This allows a thorough follow-up of all the incoming correspondence in the different government offices, the preparation of responses, the approval and the subsequent dispatch and outgoing registration.

**Operation 2:** Manages operations related to the processing of all correspondence that is initiated within the institution, the full control of the process and its subsequent dispatch out of the institution, as well as its correspondent registration.

**Operation 3:** Incorporates a methodology for the organization and use of Official Records, which allows a multiple criteria search and the recovery of filed documents, as well as the history of the process used for internal filing.