Ministry of Interior of Colombia - SIPI

About the entity

The Ministry of Interior's Department of Infrastructure and Development is responsible for enforcing infrastructure policies to promote public safety and the preservation of civic life throughout the Colombian territory.

The department fulfills its mission using Viability, Approval and Supervision processes for infrastructure projects, mobility and integrated emergency systems for security and coexistence.

Name:
Department of Infrastructure - Ministry of Interior of Colombia

Address:
Headquarters La Giralda
Carrera 8 No. 7 – 83. Bogotá, D.C. (Colombia)

Sector:
Public sector

www.mininterior.gov.co

What is AuraQuantic?

It is a platform that offers easy design and execution of even the most complex operational processes without additional programming.

You simply define the process flow diagrams using drag and drop and AuraQuantic organizes the rest, sending tasks to the right people at the right moment.

READ MORE

Introduction

The implementation of the Project Viability process on the AuraQuantic Management Platform gains importance as it is the gateway for the department's processes to be executed using BPM and will naturally influence changes in other departments within the Ministry. Therefore, the investment in integration and consolidation is considered a powerful means of creating value for the country's development.

The project presented here is the **Infrastructure Program Information System -SIPI- (Sistema de Información de Proyectos de Infraestructura), within the framework of the Business Process Management (BPM) System implementation in the Ministry of Interior.** The project meets national guidelines for Anti-corruption and Citizen Services, the Administrative Efficiency and Zero-Paper Policy and the Online Government and National Development Plan.

Challenge

From 2010 to 2016, 1,138 infrastructure projects were approved with a total contribution of 1,191,178,046,283 COP (approximately 410 million USD) from the National Security and Coexistence Fund, FONSECON (Fondo Nacional de Seguridad y Convivencia Ciudadana). **The Viability Process is made up of 8 sub-processes and involves interaction from 13 professionals and 3 support staff. It is designed for 1103 mayors from the municipalities, 32 departments and other entities such as the National Police, Dimar (the Colombian Maritime Authority), Fiscalia (the Department of Justice), etc**. The process was complex due to the manual coordination of activities. Therefore, the Ministry decided that the use of technology was imperative to improve process execution.

In 2015, 974 projects were reviewed and evaluated. Each viable project folder contained on average 120 pages; Collating took one hour per project which is approximately equivalent to 120 8-hour working days a year.

The lack of document management did not facilitate monitoring and obtaining information was difficult.

Furthermore, the supporting documentation needed to be submitted in person which required public officials from across the country to travel to Bogota.

There was also the need to generate reports for various government entities, including management reports and departmental action plans.

The large volume of records generated without automation did not provide any process traceability or accurate information. The high volume of information generated a delayed flow and poor quality information. Information is vital for the Department of Infrastructure and Development to successfully plan and make well-informed decisions. Thus, the design and execution of information systems was essential to ensure the correct management of their many projects.

Therefore, the Department of Infrastructure recognized the pressing need for a management model aligned with departmental strategies and capable of managing the complex activities, effective process analysis, transformation and dynamism.

Solution

This situation gave rise to an information system for infrastructure projects, known as the SIPI Project.

After a thorough analysis of various solutions and based on their positive experience of previous projects undertaken with AuraQuantic, **the Ministry of Interior decided to implement the AuraQuantic iBPMS Platform**.

The implementation of AuraQuantic intelligent BPM suite as process manager has semi-automated the Viability sub-processes. As it is a public entity that allocates the resources, it is necessary to assess the documents and determine the feasibility of the projects.

External and internal users who have access to the system can, in a coordinated manner, participate in the processes and share documents which are stored in the document manager. **Also, they have access to a dashboard to view real-time information on the status of the various projects.**

Document management and registration are implicit in the process, therefore it doesn't require any supervision; projects can be accessed and monitored from start to finish.

BPM is a strategy that is used within the Infrastructure

Branch of the Ministry of Interior to establish effective and transparent communication of technical, legal and budgetary concepts of the different infrastructure projects proposed to promote security and Coexistence and managed with resources from FONSECON.

Thus, BPM is to be adopted as a management philosophy; a set of principles that empower the control and monitoring of activities and procedures used to make technical, legal and budgetary decisions about the projects.

FEATURES REQUIRED FOR THE DESIGN STAGE:

- A robust security system to guarantee user authenticity.
- Role-based activity distribution.
- Web-based architecture that allows the same activity to be executed in parallel.
- Minimum re-structuring of processes with optimized processes and sub-processes.
- Dynamic execution of sub-processes.
- The generation of statistical reports and monitoring.

5

Results

The implementation of SIPI has fulfilled all objectives. The SIPI- BPM has succeeded in coordinating activities between all people involved in the process, thereby optimizing the use of all resources.

The technology implementation has resulted in:

INTEGRATION OF PEOPLE, PROCESSES AND TECHNOLOGY.

REDUCTION OF THE STEPS INVOLVED IN ACTIVITIES AND PROCEDURES.

AGILITY AND FLEXIBILITY IN PROCESS MANAGEMENT.

OPTIMIZATION OF TECHNOLOGICAL AND HUMAN RESOURCES.

REDUCTION IN RESPONSE TIMES AND INCREASE IN QUALITY.

" Thanks to AuraQuantic we have been able to bring the Ministry closer to all citizens."

Impact

The technological tool SIPI BPM has made it possible to integrate the functions and roles required in the development process in order to manage cultural barriers, paradigms, knowledge and skills required for their realization. Therefore, the impact has been internal and external, in processes and procedures, as summarized in the following table:

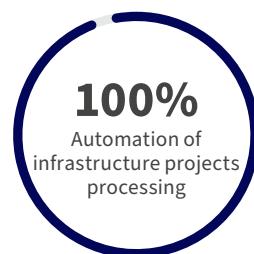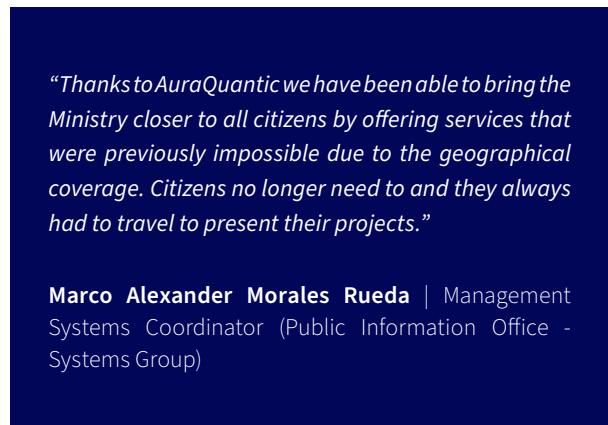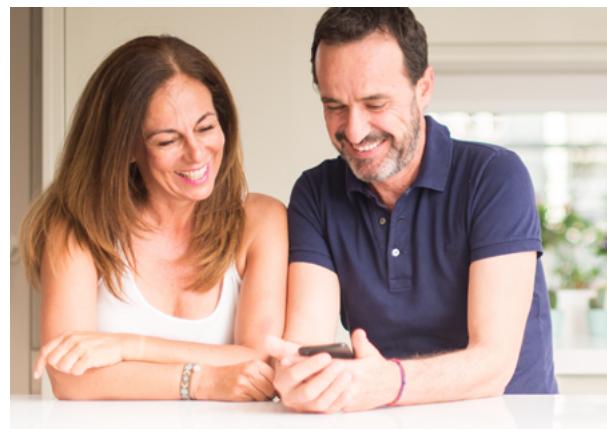|	EXTERNAL USER	INTERNAL USER
Online Government	External users can file projects from anywhere with network connection using digital signatures and security mechanisms.	The generation of process activity logs and key performance indicators.
Transparency law	Direct interaction between the different entities and the Department of Infrastructure.	Increase in synergy between information management and workflows.
Anti-paperwork law	The use of technology and remote access to the service eliminates travel costs and saves time.	Enables fast growth and new opportunities with minimal use of resources.
Good practice for the efficient use of paper	Only one version of the project is required.	Projects are reviewed and reports are generated on computers resulting in zero paper consumption.
National Development Plan	Public administration supported by reliable and timely information is efficient, effective and aims for the establishment of a corporate governance policy for state entities.	Public administrative management citizen oriented excellence by monitoring the real-time process control and traceability of the status of projects.
Good use of BPM	Integration of state agencies in the process, allowing mayors and government entities to participate in the process from any municipality of Colombia.	Generates cost savings, rapid deployment, reduced generation of documentation and reduction in processing times.
Organizational Change	High quality information for external users.	The new way of working improved the working environment.
Use of physical space	Better service for external users.	Considerable reduction in the volume of correspondence and handling of files, resulting in clear desks and organized office space.

Benefits

Now, the Department of Infrastructure at the Ministry of the Interior of Colombia can manage its projects with greater flexibility and agility.

Some of the main benefits include:

1. Control and optimization of the Viability process which requires a high level of technical knowledge.
2. Real-time process monitoring, control and traceability.
3. Process activity log reports and key performance indicators.
4. Fast growth and new opportunities with minimal use of resources.
5. Increased synergy between information management and workflows.
6. The use of digital signatures as a security mechanism.
7. Integration of external users in the processes, allowing mayors and territorial entities to participate in the process from any municipality of Colombia.

1.100
Territorial offices managed with AuraQuantic

100%
Automation of infrastructure projects processing

Quotes:

"AuraQuantic has allowed us to reduce response times in all territorial offices, allowing for greater transparency in projects financed by the Ministry."

Marco Alexander Morales Rueda | Management Systems Coordinator (Public Information Office - Systems Group)

"Thanks to AuraQuantic we have been able to bring the Ministry closer to all citizens by offering services that were previously impossible due to the geographical coverage. Citizens no longer need to and they always had to travel to present their projects."

Marco Alexander Morales Rueda | Management Systems Coordinator (Public Information Office - Systems Group)