

Trámite Fácil, the "Best of the Best"

Santiago, September 2, 2005



At Salón Montt Varas, in Chile's Presidential Building, Palacio de La Moneda, the ceremony to award the Best Websites of the Government was held. A total of 340 public services were evaluated. The ceremony was attended to by the Home Secretary, Mr Francisco Vidal; the General Secretary of the Presidency, Mr Eduardo Dockendorff and the Government's Coordinator in IT, Mr Carlos Álvarez, among other authorities.

From amongst the 10 State sites which were awarded, the "Best of the Best" category was won by the www.tramitefacil.cl portal (developed by Newtonberg) whose main aim is to facilitate the relationship between the citizens and the different state agencies. Besides, this site, which seeks to keep the people informed on where to go and what to do whenever they need a service from the state, was given the "Best Transversal Site" award.

Other winners

Apart from Trámite Fácil, the www.educarchile.cl portal, also developed with the Newtonberg Engine platform, was given an honorary mention in the Transversal Sites category, while the Labor Department's site (www.direcciondeltrabajo.cl) and CONAMA's (www.conama.cl), which were also advised by our staff at Newtonberg, obtained good comments: their score ranked them amongst the 60 government sites that complied with the requirements to reach the Optimum level (340 sites were examined).



About the Award

The Ministry of the Presidency's General Secretariat, through the State Reformation and Modernization Project, together with the Government's General Subsecretariat and the Economy, Foment and Reconstruction Subsecretariat backed this initiative which encouraged both the development and upgrade of public institutions' websites. They also wanted to give a recognition to the progress made in this area.

The evaluation method used in the second time this award-giving ceremony was held is based on public standards and recognized guidelines of good practice, as defined in the "Guide for the Development of Government's Websites". The objective was to measure the quality level in the websites set up by the Chilean government, both in technical and design aspects. To do it, the methodology considered five evaluation criteria which include a series of features to observe, in order to determine how well they are achieved.



Those criteria were: **Utility**, taken as the website's ability to provide both relevant information and on-line services to the citizens of Chile; **Accessability**, understood as the site's capacity to be available for and used by any citizen, through a design which takes into consideration its users and different types of technology; **User-friendliness**: the user can browse the site easily and intuitively, as this has an attractive and enjoyable graphic presentation; **Corporate Image**: the website is able to project the institution's image correctly and adequately; and **Operation and Security**, the website's ability to guarantee the privacy of personal data and to carry out secure transactions whenever a person uses the services offered

by the site.