

Public/Private Partnership Award

Award #1: Private sector/corporations

Award #2: Government authorities

Award Criteria: This award recognizes successful partnerships between government and private sector entities in ICT. Public-private partnerships (PPPs) are a mechanism for government to procure and implement public information infrastructure and/or services using the resources and expertise of the private sector. Where governments are facing ageing or lack of infrastructure and require more efficient services, a partnership with the private sector can help foster new solutions and bring finance. PPPs combine the skills and resources of both the public and private sectors through sharing of risks and responsibilities. This enables governments to benefit from the expertise of the private sector, and allows them to focus instead on policy, planning and regulation by delegating day-to-day operations.

PPPs can also help address longstanding barriers to the inclusion of persons with disabilities and the intersection with technological advancements, mitigate the negative effects from trade and technology change, as well as combatting cybercrime by leveraging multi-stakeholder partnerships to drive durable solutions and improve cooperation with industry and other stakeholders through information sharing initiatives, capacity-building programs, by employing responsible and equitable security vulnerability disclosure and remediation practices, and by jointly fostering technology innovations and investments that address global security challenges.

Other areas of private-public partnerships include new partnership opportunities with the ICT sector to deliver the technological transportation breakthroughs of tomorrow. PPPs can also help develop Local Innovation Ecosystems: The success of innovations often depends on the strength and development of the local innovation ecosystem, and public-private partnerships as government tools can effectively build ecosystems in a short period of time.

WITSA will grant one award to a government authority that has successfully procured and implemented public information infrastructure and/or services using the resources and expertise of the private sector. An award will also be given to a corporation that has successfully utilized information technology or solutions and innovation to help government carry out large-scale projects.

YOUR NOMINEES (limit three nominations per award category). *Please specify whether the nominee(s) are for the private or public sector category.*

- **Sector:** Public and Private
- **Organizations implied:** Babel Group, Microsoft, CCSS (Costa Rican Social Security Fund)
- **Project Name:** Covid-19 response system

REASONS FOR NOMINATION (NOTE: It is important that you make a detailed description of the nominee and why you think the nomination is justified. The absence of a detailed summary of qualifications as they *relate* to the above-mentioned award description will make it difficult for the awards committee to make an appropriate assessment of the candidate):

Babel Group and Microsoft Costa Rica joined strengths to provide Caja Costarricense del Seguro Social (CCSS) of a platform based on Azure and an automated tool to register and control vaccination appointments on a whole country level, for the sake of providing alternatives to reduce the infection rate of Covid-19 that has affected the country in so many different levels. The main idea is based on the need of providing an agile mechanism for Costa Ricans to access available vaccines, on agreed schedules, overcoming the challenges that appear with current logistics: having to get up early and prepare for endless queues, being exposed to the weather, exposing kids, elders, and people with disabilities, to those situations.

That is why, a virtual infrastructure on the cloud is provided, based on a DevOps platform, that uses integrated roles to product development and operation, software quality assurance, management, and security controls, among other elements. The tool is made up of two modules: a website to schedule appointment, where every user can schedule their own appointments, on their preferred facility and to cancel them if they want to. The second module is an internal site to control appointments, to assign vaccines to the different health centers around the country, control of deployed personnel, among many other controls, established to use the tool by the Commission that CCSS created to manage Covid-19 pandemic. The tool is integrated with CCSS's EDUS system to register every user's vaccination status.

The operation on the tool started on April of 2022, with pilot plans clearly defined around national territory, with highly positive results, and as it involves the entire country, the reaction to it was greater, being one of the favorite instruments to get the desired appointment.

SUPPORTING INFORMATION: Please send any supporting information to the address above, including information from candidate (i.e. excerpt from program description, web site print-out, press release, etc.)

Contact information of the personal involved (CCSS):

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NOMINEE CONTACT INFORMATION (for award follow up and coordination)

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