

## Discussion

Several towns in Mexico as: Ecatepec de Morelos, Coacalco Berriozábal, Tecámac, Nezahualcoyotl, Mexico State, and others in Mexico as the town Queretaro, Pachuca de Soto and the Miguel Hidalgo Delegation of the Mexico City have made effort to incorporate Information Systems, but is important the analysis and scientific research with the aim to propose an alternative for control of management of municipal utilities. The municipalities have the objective to have information systems that provide how to result in better management control in the care and monitoring of municipal utilities, which allows the authorities and citizens participate in the process of adoption of technologies in a leisurely manner and responsible.



## Conclusion

The use of information systems as an alternative tool for management control of municipal utilities, seeks to incorporate to authorities and citizens, with the purpose being to lay the foundation for better control of management services. Creating a new culture for citizens and municipal authorities for the use of information systems as support for the attention and monitoring of public services and more control of management. In the Figure 13, will permit to meet the needs of the population, with the creating a framework of responsibility, openness and integration of those involved, which will help the entire population. On the other hand it is important to mention that the findings that throw this investigation are as follows:

### Municipally public services

- **Quality.** As for the quality of public services according to the data obtained from the surveys, it should make an effort to improve these, since different factors that do not favor this area are identified, first feedback strategies to simplify administrative formalities, promptness in their care and improve facilities and equipment in the provision of services. This whole process of application, care and monitoring of public services requesting the citizen, in the municipality of Ecatepec de Morelos.
- **Conditions.** The thrown results indicate that the points on which have to work are: To improve the usefulness of the information that is provided to the citizen, as well as processes to facilitate the application process, attention and monitoring of municipal utilities.

- Infrastructure. In this topic improvements in the opinion of the respondents were identified however, is to highlight that should continue efforts to modernize the equipment and materials used, followed by the comfort of the facilities and particularly the support of new infrastructure technologies
- Availability of information. Was identified the favorable opinion of respondents, however should be improve the design of the leaflets of municipal public services offered to citizens. Also look the various dissemination channels on municipal public services offered
- Citizen participation. This category the aspects to promote by the municipal authorities in relation to public services for citizens are: promote the participation of citizens with those authorities, through information technologies as is email, chat, information system proposal or other electronic means.
- Information. The results indicate that in this topic should be making efforts to publicize the documents to inform the public of the services provided and quality commitments to citizens.
- Media search. The results of the survey indicate, that have to diversify in different media, information on the various municipal utilities that are provided.

#### Information technologies

- Existence of Website. The results indicate that there is a lack of dissemination of the existence of a portal or web site as well lack of information displayed about municipal utilities.

- Use. In this section, the results show that respondents consider the existence of a useful website or web page to the attention of municipal utilities is good, so should plan and investigate using different tools and support of new technologies for the application, attention and monitoring of municipally public services.
- Confidentiality. The results indicate that the confidentiality of the data provided for the service, is unknown by citizen, so should implement data security tools, so that authorities have to provide technology tools in order to provide trust to citizens.
- Writing. The results indicated the next, needed to disseminate the existence of a portal or web site as well as increase its use for the benefit of citizens and municipal authorities. This because the majority of respondents unaware of a website
- Use and knowledge. The results given by this topic reiterates the lack of dissemination of the existence of a portal or web site, as well as increases its use for the benefit of citizens and municipal authorities. This because the majority of respondents unaware of a portal and therefore their benefits.
- Paperwork. This topic indicates the results showed that most citizens have not used the email for carrying out a particular procedure, indicating on one hand the lack of dissemination of technology that already exists in the municipality.

It is important to note in this regard that there is no information system for the management control of municipal utilities, however there is a website that serves as informative for citizens.

Through the application of surveys, was foundation a model for the control of management of municipal public services through an information system in the municipality of Ecatepec, Mexico State. Which covers and strengthens the shortcomings and weaknesses that have been identified based on the results.

In this proposal the procedures for the application, care and monitoring of municipal utilities and various indicators to support its operation and liaison with administrative and operational areas involved in the process are considered in order to enrich the benefits of having an information system. This will enrich the feedback between citizens and municipal authorities, in addition to establishing strategic issues for improving several factors including coverage and control of operating such services.

It is relevant to mention that the proposed model will improve management control of municipal utilities, in coordination with the administrative, operational areas and citizens to eliminate bottlenecks, delays in care and monitoring of public services confusions between authorities, officials and citizens. Also contemplated the support for continuous improvement in management controls of these services, respecting regulatory processes the application, attention, monitoring and supported by these information systems.

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## Key Words

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