identify the problem

- The government does not have a place where we can get all our government-issued documents

- When we need to fill documents, the government makes you run from one office to another to get papers that they already have (but in another office/department)

propose countermeasures

- Create a "unified platform"- it would be easier if they asked for the documents to the automatic system instead of asking us for them

- Maybe send an email/notification to the person so they can confirm which documents are being solicited and prevent employees from getting unneeded documents (and posibly prevent fraud from them), or

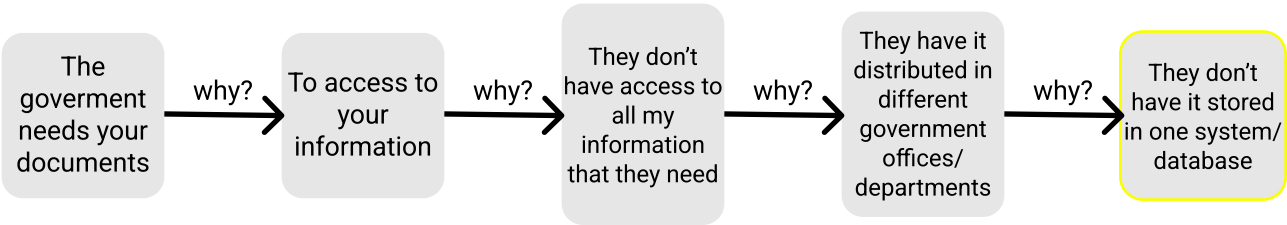- scan a confirmation code with an official app

target

- People do not need to look for those documents

- Reduce time that one spends looking for documents that the government has.

- Omit redundant steps: "The goverment asks for documents that they already have".

check/evaluate

- People will have an alternative when they are solicited for documents

- Citizens don't need to download documents to later upload them again or get them in different offices/departments to turn them in

- The time required for gathering the documentation is reduced from days to minutes/seconds

- No one can get people's documents without their permission

analize causes

The goverment needs your documents → why? → To access to your information → why? → They don't have access to all my information that they need → why? → They have it distributed in different government offices/ departments → why? → They don't have it stored in one system/ database

act and/or standarize

- When companies ask for your documents, they can request the documents to the platform and get it.

- Ensure that the goverment offices (or other companies) only access the