



**Abstract:** This article will address the impact of COVID-19 in the field of Public Administration, will analyze the way in which the provision of public services was developed in this new normal. The main objective is to make visible the need of training in teleworking and electronic media for civil servants, in order to guarantee basic rights such as, work, education, justice, among others, for this purpose an analytical, documentary and functional methodology was used. The work is developed in four sections, in the first one the issue of the COVID-19 and its impact on the Public Administration in Mexico is addressed, in the second, the measures adopted by certain institutions of the Public Administration, such as the judiciary, in the third one, proposes the implementation of training in teleworking and electronic media in the Public Administration in order to guarantee the citizens' rights, and finally the fourth one, contains the final reflections and conclusions of the topics addressed.

**Keywords:** Training, Modernization, Electronic Media