

## View results

Respondent

25

Anonymous

**37:36**

Time to complete

### City and Country

1. City name \*

São Paulo

2. Country name \*

Brazil

### I. Institutional Framework

3. What is the official e-government portal of the city/municipality? If more than one exists, please list all. \*

E-government or digital government will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

The digital services portal available to citizens is SP 156.

4. Please provide link(s) for portal(s) providing following services/features:

E-services or similar

A specific portal where you can see the list of all online services available to the public.

<https://sp156.prefeitura.sp.gov.br/portal>

5. E-participation or similar:

E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

<https://participemais.prefeitura.sp.gov.br/>

## 6. Open government data:

Open Government Data allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

## 7. Public procurement:

## 8. Other major portals at the city/municipality level:

## 9. Does your city/municipality have a Chief Information Officer (CIO) to manage its e-Government programs/strategies? CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

\*

 Yes No

## Contact information of City/Municipality Chief Information Officer (CIO) or equivalent

## 10. Name \*

## 11. Title \*

## 12. Organization \*

## 13. Email \*

## 14. Phone \*

15. Is the city/municipality CIO linked to any extent to the national CIO or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation) \*

No

## II. Legal Framework

Is there any legislation/regulations on digital government such as law on digital service provision or on access to information or data privacy at the

16. National level?

Yes

No

17. Local level?

Yes

No

18. If you answered yes to any of the above two questions in this section, how do you adopt these legislation/regulation in your organization?

Brazil has federal laws nº 12,527/2011 (Access to information), nº 13,709/2018 (data privacy) and nº 14,129/2021 (digital government).

The city of São Paulo has decrees nº 61.718/2018 (Digital Transformation Program), nº 53.623/2012 (access information) and 59.767/2020 (data privacy).

The city of São Paulo regulates the federal laws mentioned above in its decrees to comply with the provisions of federal legislation.

For digital government services, the city hall has created a Digital Transformation program and is finalizing the Digital Transformation Strategy with the initiatives and rules that will be followed.

In the case of access to information, the City Hall provides a system called e-Sic for information requests by the municipality.

Lastly, regarding data protection, the city hall is adapting its rules and systems in accordance with rules drawn up by the national government.

## III. Strategy and Implementation

19. Is there a city/municipality e-Government Strategy or equivalent? \*

- Yes
- No

20. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy.
- is aligned with the sustainable development goals (SDGs).
- is aligned with national digital development strategy.
- indicates the existence of shared solutions/platforms provided at the national/regional level.
- makes specific reference to e-Participation and/or digital inclusion/engagement.
- makes specific reference to co-creation mechanisms for citizens.
- makes specific reference to social media.
- makes specific reference to a local digital ID.
- makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
- provides other specific measures to ensure e-Government is used by the most vulnerable groups (Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people).
- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.
- makes specific reference to SDG 11
- makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels

21. If city/municipality e-Government Strategy or equivalent exists, and if you checked any of the boxes above, please provide further link and/or details.

governodigital.prefeitura.sp.gov.br

22. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget. \*

Yes, the budget is linked to the City Hall's target plan and aims to Simplify, modernize and democratize the population's access to municipal public services. The budget is 0.48% under the municipality's grand total.

23. Do you publish the city/municipality budget online on the portal? Please explain further and provide links. \*

Yes, all municipality budget is available on:

<http://orcamento.sf.prefeitura.sp.gov.br/orcamento/execucao.php>

<http://dados.prefeitura.sp.gov.br/group/financas> ,

and <https://programademetas.prefeitura.sp.gov.br/>

24. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links. \*

Yes, ADE SAMPÁ, is a public initiative that seeks to bring together strategic actors in the sustainable technologies sector to implement a platform that will seek innovative solutions to support the development of the sector, with exchanges of good practices between Companies, Institutions, Research Centers, Accelerators and Organizations that work with Clean Technologies. <https://adesampa.com.br/greensampa/o-programa/>

25. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. \*

Yes, through the SP156 portal it is possible to request various types of services, including ATENDE+, which is the free special transport service for people with physical disabilities, autism and/or deafblindness with severe mobility restrictions. <https://sp156.prefeitura.sp.gov.br/portal/tipos-servicos?tema=573>

26. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. \*

Yes, through the SP156 portal it is possible to request various types of services, including Leve Leite, which is a milk distribution program aimed at children from 4 months of age, whose families are registered in the Cadastro Único, a single registry for social programs <https://sp156.prefeitura.sp.gov.br/portal/tipos-servicos?tema=596>

27. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links. \*

Yes, through the SP156 portal it is possible to request various types of services, including reporting violence against women and situations or acts of LGBTphobia. <https://sp156.prefeitura.sp.gov.br/portal/servicos>

28. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links. \*

Yes, there are several national and international partnerships such as the United Nations Program for Human Settlements (UN-Habitat).

[https://www.prefeitura.sp.gov.br/cidade/secretarias/relacoes\\_internacionais/assuntos\\_internacionais/index.php?p=145725](https://www.prefeitura.sp.gov.br/cidade/secretarias/relacoes_internacionais/assuntos_internacionais/index.php?p=145725)

#### IV. Usage of online services

29. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links.

The SP156 portal has 1.317 city/municipality services, 635 of which can be requested digitally, corresponding to 48%. These services can be found out through website: <https://sp156.prefeitura.sp.gov.br/portal/servicos>

30. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links. \*

The SP156 has two mobile apps, on which 16 digital services can be requested, corresponding to 2,5% of the services that are digital in SP156 portal.

31. Do you collect usage statistics of e-Government services? \*

Yes

No

32. If yes, do you publish the results online and share those with the public institutions concerned?

The 156's data and statistics regarding e-Government services are published on the "Dados Abertos" (i.e. 'Public Data') website (<http://dados.prefeitura.sp.gov.br/dataset/dados-do-sp156>). In addition, we send monthly data reports to every government agency whose services are available to be requested through our channels. Citizens and press can also request more specific data reports through a "LAI – Lei de Acesso à Informação" (i.e. Data Accessibility Legislation) claim. These requests can be filled online on the "Sistema Eletrônico de Informações ao Cidadão" (i.e. Citizens Electronic Information System) website (<https://esic.prefeitura.sp.gov.br/Account/Login.aspx>).

## V. User Satisfactor

33. Do you measure the satisfaction of citizens with the e-Government services provided? \*

Yes

No

Other

34. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further. \*

The results are published regularly on the aforementioned "Dados abertos" website (<http://dados.prefeitura.sp.gov.br/dataset/dados-do-sp156>), which can be accessed freely by any citizen. The numbers of likes and dislikes on a service's information page are public and displayed on the bottom of such page.

35. What is the percentage of the population satisfied with their last experience of online public services? Please explain further.

As mentioned before, the SP156 Portal provides a satisfaction questionnaire upon completion of the public service request. In the first trimester of 2023, 52% of the citizens rated their experience with digital public services as positive or neutral (8% answered alright, 14% good, 6% great and 24% excellent)

## VI. Social Media

36. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

The Secretaria Municipal de Inovação e Tecnologia (SMIT) coordenates the main programs that intergrate the population with the Prefeitura da Cidade de São Paulo, just as: Descomplica SP, FabLab Livre SP, Wi-fi Livre SP e Telecentro. The Secretariat uses platforms to help citizens and disseminate programs, workshops, courses, events, through the following media: LinkedIn, Instagram, Facebook and Youtube. [https://instagram.com/smit\\_prefsp?igshid=MzRIODBiNWFIZA==](https://instagram.com/smit_prefsp?igshid=MzRIODBiNWFIZA==)  
<https://www.facebook.com/SMITPrefSP> <https://www.linkedin.com/company/secretaria-municipal-de-inovacao-e-tecnologia/>  
<https://www.youtube.com/channel/UCdwcPeqvycJxrRzSst8Rg>

## VII. Crisis/Emergency Response and Recovery

37. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar)? Please explain further and provide links.

Yes. The section is created at the time of the possible emergency situation. Below is the link to the site created during the period of the COVID-19 pandemic:  
[https://www.prefeitura.sp.gov.br/cidade/secretarias/saude/vigilancia\\_em\\_saude/doencas\\_e\\_agrivos/coronavirus/index.php?p=291730](https://www.prefeitura.sp.gov.br/cidade/secretarias/saude/vigilancia_em_saude/doencas_e_agrivos/coronavirus/index.php?p=291730)

## VIII. Smart City and New Technologies

38. Do you have a specific city/municipality strategy on new technologies? (e.g. *Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing*) If yes, please explain further and provide links.

Yes, these technologies are included on the Digital Transformation Strategy, objectives 12 and 13.

[governmentdigital.prefeitura.sp.gov.br](http://governmentdigital.prefeitura.sp.gov.br)

## IX. Contact information

39. Your name \*

Rafael Neves

40. Title \*

Analista

41. Email \*

[rafaelneves@prefeitura.sp.gov.br](mailto:rafaelneves@prefeitura.sp.gov.br)

42. Organization \*

Secretary of Innovation and Technology

43. Submission Date \*

15/06/2023



44. Please select whichever applies \*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

THANK YOU

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022. We appreciate your participation.