



Member States Questionnaire (MSQ) for the  
**United Nations E-Government Survey 2020**

*The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020.*

*Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA<sup>1</sup> assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations*

Country Name

Date Submitted (DD/MM/YYYY)

Country: **Brazil**

Data submitted: **31/03/2019**

*Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact [dpidg@un.org](mailto:dpidg@un.org).*

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

### I. Institutional Framework

1. What is the official **e-government<sup>2</sup> portal** at the national level? If more than one, please list all.

Digital Government Portal

<https://www.governodigital.gov.br/>

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. E-services<sup>3</sup>:

Federal Government Services Portal (federal public services and integration to some of brazil's subnational governments)- [www.servicos.gov.br](http://www.servicos.gov.br) ou [www.gov.br](http://www.gov.br)

ConectaGov.br (interoperability bus and API catalog intended for sharing information systems and / or databases of the Federal Government)- <https://catalogo.conecta.gov.br/conectagov/>

Regarding digital services, it is important to mention that the new government of President Bolsonaro has outlined a transformation plan with a goal for the digitization of a thousand services in the next two years. This will be accomplished by means of digital government platforms offered by the Ministry of Economy, such as the Portal of Services, the Conecta.Gov platform, the GovData database solution, among others that will be mentioned throughout this questionnaire.

<sup>1</sup>This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

<sup>2</sup>**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)

<sup>3</sup>A specific portal where you can see the list of all online services available for the public

The central government in a partnership with the Superior Electoral Court, which has the biometric data of the Brazilian population, is O governo central brasileiro em parceria com o Tribunal Superior Eleitoral, que detêm os dados biométricos da população brasileira, are conducting a project with two subnational governments to make Digital Personal Identity (DNI) available through a mobile application. This will allow the citizen to use DNI to log-in and authenticate at government applications that use the Single Sign-On solution, such as the Public Services Portal.

b. [E-participation<sup>4</sup>](#):

The portal Participa.Br is a virtual environment of social participation - a social interaction mechanism intended to promote the dialogue between federal public administration and civil society, created by Decree 8,243, of 23 of May, 2014, which established the National Social Participation System and the National Participation Policy.

[www.participa.br](http://www.participa.br)

c. [Open government data](#):

Partnership for Open Government - <http://governoaberto.cgu.gov.br/>  
Brazilian Open Data Portal - [data.gov.br](http://data.gov.br)

d. Public procurement:

Federal Government Purchasing Portal - <https://www.comprasgovernamental.gov.br>

e. Other major portals at the national level:

Portal Brasil - <http://brasil.gov.br/>

Planalto Palace (Government News) - <http://www2.planalto.gov.br/>

Portal of the Ministry of Justice and Public Security - <http://www.justica.gov.br/>

Portal of the Comptroller General of the Union - <http://www.cgu.gov.br/>

Portal of Transparency - <http://portaldatransparencia.gov.br/>

Portal of the Ministry of Agriculture, Livestock and Supply - <http://www.agricultura.gov.br/>

National Institute of Social Security - <https://www.inss.gov.br>

Federal Revenue of Brazil - <http://receita.economia.gov.br/>

Brazil Citizen (Single Sign-in) - <https://scp.brasilcidadao.gov.br/scp/login>

Portal of the Ministry of Women, the Family and Human Rights - <https://www.mdh.gov.br/>

Ministry of Economy - <http://www.fazenda.gov.br/>

Portal of the Ministry of Foreign Affairs - <http://www.itamaraty.gov.br/>

Central Bank of Brazil - <https://www.bcb.gov.br/>

National Telecommunications Agency - <http://www.anatel.gov.br/institucional/>

Telecomunicações Brasileiras S / A Telebrás - <https://www.telebras.com.br/>

Platform for data analysis - Govdata <https://www.govdata.gov.br/> - GovData is a platform that implements BigData technology and consists of a large, centralized DataLake that

**4E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

gathers the main databases of the government. It aims to allow the organs or entities to generate strategic information for the improvement of public policies . It is a platform-as-a-service (PaaS) initiative and is hosted in the government cloud.

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

The Brazilian digital governance structure is composed of diverse and representative decision-making and participation bodies from various sectors. This structure seeks to capture the demands and trends of society and direct the processes of digitalization, in collegiate discussions, to define the documents and milestones that guide the digital transformation in the country.

These councils act as agents of digital transformation of the government and collectively elaborate the documents and strategic guides for the policies and actions of the State in the subject. The main strategic guide is the Brazilian Strategy for Digital Transformation, currently under construction and coordination by the Ministry of Science, Technology, Innovation and Communication (MCTIC) with the participation of more than 30 agencies and entities, as well as various actors from academia and civil society. E-Digital is proposed as a central document of the policy, and organizes its approach in two main axes: Digital Transformation of the Economy and Digital Transformation of Government.

E-Digital was formalized under the National System for Digital Transformation, created by [Decree No. 9,319 of March 21, 2018](#), which established the governance structure for the implementation of E-Digital. This strategy will deal effectively with the transformation of the economy and define a set of strategic actions. The implementation of priority actions can be monitored through the [Digital Transformation Observatory](#), an environment developed with collaborative efforts by members of government and society. This observatory provides information on the National Plan for Internet of Things (IoT), Science, Technology and Innovation Plan for Advanced Manufacturing - Profuturo, sources of financing, legislation, and so on. The E-Digital is available at <http://www.mctic.gov.br/mctic/export/sites/institucional/arquivos/estrategiadigital.pdf>

The decree in question created an Interministerial Committee for Digital Transformation (CIT-Digital), with the function of coordinating the existing institutional mechanisms and ensuring priority in the execution, monitoring and evaluation of it's results and initiatives. It also has a consultative Council for Digital Transformation, a forum for dialogue with society, as well as the possibility of establishing subcommittees for more specific debates on topics related to digital transformation. It is relevant to note that the CIT-Digital is coordinated by the Presidency of the Republic.

The digital transformation of the government is the main objective of another planning instrument called the Digital Governance Strategy (EGD), which was revised in May 2018, and since then has structured the approach of central government agencies in this theme. The model of the digital governance structure with all it's actors, management tools and implementation plans is detailed in [chapter 3 of the EGD](#).

## United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)

The formulation, monitoring, evaluation and review of EGD is under responsibility of the Digital Government Secretariat of the Ministry of Economy.

4. Does your country have a **Chief Information Officer (CIO)**<sup>5</sup> to manage national cross-agency e-government programs/strategies?

<b>Name:</b>	Luis Felipe Salin Monteiro
<b>Title:</b>	Secretário de Governo Digital
<b>Organization:</b>	Ministério da Economia
<b>E-mail:</b>	luis.monteiro@economia.gov.br
<b>Phone:</b>	5561 2020-2398

5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:
- Planning and Development

The Special Secretariat for Strategic Affairs of the General Secretariat of the Presidency of the Republic is the body responsible for assisting the Presidency of the Republic in the planning of strategies that can generate effective long-term public policies. The body is responsible for formulating strategic benchmarks, identifying risks and threats to national integrity and interests, as well as identifying opportunities that can foster positive actions for society and the country's future.  
<http://www.secretariageral.gov.br/>

Institute of Applied Economic Research (IPEA)

The IPEA also has the competence to carry out: research activities, economic planning and technical advice to the Federal Government.

<http://www.ipea.gov.br/acessoainformacao/institucional/competencias>

- Education

**Ministry of Education**

<http://portal.mec.gov.br/index.php>

- Health

**Ministry of Health**

<http://portalms.saude.gov.br/>

- Social Protection and Welfare

**Ministry of Women, Family and Human Rights**

Body responsible for inter-ministerial and intersectoral articulation of policies to promote and protect human rights in Brazil.

<https://www.mdh.gov.br/>

**Ministry of Citizenship**

<sup>5</sup>**CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (**CTO**) or Chief Digital Officer (**CDO**)

Body responsible for national policies on social development, food and nutritional security, social assistance, citizenship income, drugs, among others.

<http://mds.gov.br/>

**Ministry of Regional Development**

Body responsible for national policies for regional development, urban development, protection and civil defense, water resources, water security, housing, sanitation, urban mobility, land use planning, among others.

<http://www.integracao.gov.br/>

**Ministry of Justice and Public Security**

Anti-piracy policy, anti-corruption and money laundering policy, drug policy, trafficking in persons, public security, international legal cooperation, economic defense and consumer protection.

<http://www.justica.gov.br/>

e. Employment and Decent Work

**Ministry of Economy - Secretary of Labor**

Body responsible for the supervision of work and application of sanctions provided for in legal or collective norms.

<http://trabalho.gov.br/>

f. Environment

**Ministry of the Environment**

Body responsible for environmental policies; preservation, conservation and sustainable use of ecosystems, biodiversity and forests; policies for the integration of the environment and economic production; policies and programs for the Amazon; strategies and instruments to promote environmental policies; among others.

<http://www.mma.gov.br/agua.html>

g. Energy/Water

**Ministry of Mines and Energy**

<http://www.mme.gov.br/>

**National Water Agency**

<http://www3.ana.gov.br/portal/ANA/gestao-de-agua/system-of-management-resources-hydric>

h. Finance/Taxation

**Ministry of Economy**

<http://www.economia.gov.br/>

i. Industry/Trade

**Ministry of Economy**

<http://www.economia.gov.br/>

## II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?  
(Maximum 250 words)

As reported in the 2018 survey, Brazil has created a national advisory body called the “National Commission to the SDGs” (Comissão Nacional para os Objetivos de Desenvolvimento Sustentável). It was instituted by Decree no. 8892/2016 - [http://www.planalto.gov.br/ccivil\\_03/\\_ato2015-2018/2016/decreto/D8892.htm](http://www.planalto.gov.br/ccivil_03/_ato2015-2018/2016/decreto/D8892.htm)) and has internal thematic chambers. The Commission is the highest instance of governance for the Agenda 2030 Brazil and has the objective of keep up with, internalize and spread the process of execution of the Agenda in the country.

The composition of the Commission has representatives from the government (eight) and from the civil society (eight). The representatives from the civil society were selected by a “public calling” and the applications were evaluated by relevant actors from the civil society with notorious knowledge and commitment about the subject. Among the representatives from the government, six are from the federal government and two from states and municipalities. At the federal level the participation includes the following agencies: Ministry of Planning, Development and Management (MP); Ministry of the Environment (MMA); Ministry of the External Relations (MRE); Ministry of Social and Rural Development (MDSA); the Presidential Chief of Staff (CC/PR); and the General Secretariat of the Presidency (SEGOV).

It is up to the governance structure, in particular, to promote the articulation with public agencies and entities from the different federative levels in order to publicize and implement the Agenda 2030 in the local level and in the municipalities.

The thematic chambers play the role of interlocution of the Commission with the programs, projects and activities of the public policies that have relation with the objectives and goals that compose the Agenda 2030.

This commission published a plan of action for the implementation of Agenda 2030, in the first half of 2018, with details as objectives, results, products, deadlines and those responsible for their execution. Among the many established goals are the creation of thematic chambers and the launching of the National Prize for the Sustainable Development Objectives - ODS Brazil Award. The award was conceived with the purpose of promoting and disseminating the practices developed in subnational governments and by civil society that contribute to the achievement of the ODS goals. The development of the plan had the permanent technical advice of the Institute of Applied Economic Research - IPEA and the Brazilian Institute of Geography and Statistics - IBGE.

In addition, there are strategic documents of the central government whose content is already in line

with the ODS, namely:

- [3rd and 4th Plans of Action for Open Government](#)
- [Brazilian Strategy for Digital Transformation](#)
- [National Strategy for Economic and Social Development](#)
- [Oswaldo Cruz Foundation](#)
- [Ministry of the Environment](#)

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? (Maximum 250 words)

As described in question 3, the Brazilian central government developed the Digital Governance Strategy, which establishes, in its first version, nine principles for digital governance and ten strategic objectives organized in three axes: access to information, service provision and social participation. The strategic objectives were associated with 51 initiatives and 23 indicators. In 2018, EGD was revised in light of recommendations such as: new guidance, internal and external control audits, monitoring and the Digital Government Peer Review, which was being conducted by the OCDE, aimed to simplify the document and focus on the priority objectives for digital transformation in 2019.

The review of the strategy was also formalized through the publication of Ministerial [Order No. 107](#), dated May 2, 2018, which gives the Secretariat of Information and Communication Technology the authority to manage the strategy. The document is available at the Digital Government Portal (<https://www.governodigital.gov.br/EGD/documentos/revisao-da-strategia-de-governanca-digital-2016-2019.pdf>).

The evolution of e-government to digital government in Brazil presents the rather emphatic feature of the availability of central digital platforms (One-stop-government), which is one of the guiding principles of digital governance of the federal administration defined by Decree nº 8,638 / 2016, which deals with the Digital Governance Policy ([http://www.planalto.gov.br/ccivil\\_03/\\_Ato2015-2018/2016/Decreto/D8638.htm](http://www.planalto.gov.br/ccivil_03/_Ato2015-2018/2016/Decreto/D8638.htm)).

Besides, it is important to highlight that is currently under development a new edition of the National Information Security Strategy (ENSI) under coordination of the Department of Information Security of the Office of Institutional Security of the Presidency of the Republic. More at: (<http://dsic.planalto.gov.br/noticias/recomecam-amanha-as-reunioes-para-elaboracao-da-estrategia-nacional-de-seguranca-da-informacao-modulo-seguranca-cibernetica>)

8. Please check whichever applies.

National e-government strategy or equivalent:

- X  has an implementation plan.
- X  is aligned with the national development strategy
- is aligned with the Sustainable Development Goals (SDGs).
- is aligned with sub-national/local digital development strategy.
- X  has an emphasis on digital-first principle

## United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)

- X  has an emphasis on digital by default; digital by design; mobile-first principle
  - X  has an emphasis on once-only (data) principle
  - has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups<sup>6</sup>
  - X  makes specific reference to e-participation, digital inclusion and/or engagement.
    - makes specific reference to the use of social media in the government.
    - X  makes specific reference to the use of new technologies<sup>7</sup> such as artificial intelligence, blockchain, big data
- (If any checked, please explain further. Maximum 250 words)*

The EGD intends to converge efforts, infrastructures, platforms, systems and services of the federal agencies with the initiatives of digital government and to sensitize the managers of the Federal Government on the importance of digital governance for the Brazilian State. As such, government as a platform is one of the guiding principles of digital governance of the federal administration defined by Decree No. 8.638 / 2016. Each of the EGD axes, we have previously mentioned, has a platform for social engagement.

Access to information has, as its main means of connectivity, the Brazilian Data Portal (<http://data.gov.br>), a tool made available by the government in which everyone can find and use data and public information. Also, there is the Portal of Transparency, where information on federal government accounts and expenses for research by any Brazilian citizen is available for consultation.

The provision of public services is centered on the Digital Citizenship Platform (PCD), a portfolio of initiatives aimed at broadening and simplifying citizens' access to digital public services. It includes the Service Portal that intends to be the single and integrated channel of contact with the citizen for the request and monitoring of services and the Public Services Transformation Kit, toolkit and support methods for the digital transformation of public services.

Social participation has its main mechanism in the portal Participa.br ([www.participa.br](http://www.participa.br)), portal of participation and consultation to civil society where documents and themes are made available for contribution, criticism and construction of State actions and policies .

### III. Legal Framework

9. Is there any legal framework on:

- X  access to information such as Freedom of Information Act
- X  personal data protection including digital security
- X  open government data
  - X  digital identity
  - X  digital certification/signature
- X  e-procurement

<sup>6</sup>Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

<sup>7</sup>Also referring to emerging technologies

## United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)

digitally publishing government expenditure<sup>8</sup>

X  data interoperability

X  digital government as a right

*(If any checked, please provide name of the legislation and links. Maximum 250 words)*

- Access to information such as Freedom of Information Act - Law No. 12,527, of November 18, 2011

[https://www.planalto.gov.br/ccivil\\_03/\\_ato2011-2014/2011/lei/l12527.htm](https://www.planalto.gov.br/ccivil_03/_ato2011-2014/2011/lei/l12527.htm)

- Personal data protection including digital security - Law nº 13,709, of August 14, 2018.

[http://www.planalto.gov.br/ccivil\\_03/\\_Ato2015-2018/2018/Lei/L13709.htm](http://www.planalto.gov.br/ccivil_03/_Ato2015-2018/2018/Lei/L13709.htm)

- Open government data - Decree No. 8.777, of May 11, 2016 (establishing the open data policy) and Decree of September 15, 2011 (Establishes the national open government action plan)

[http://www.planalto.gov.br/CCIVIL\\_03/\\_Ato2015-2018/2016/Decreto/D8777.htm](http://www.planalto.gov.br/CCIVIL_03/_Ato2015-2018/2016/Decreto/D8777.htm)

[https://www.planalto.gov.br/ccivil\\_03/\\_ato2011-2014/2011/dsn/dsn13117.htm](https://www.planalto.gov.br/ccivil_03/_ato2011-2014/2011/dsn/dsn13117.htm)

- Digital identity - Law nº 13.444, of May 11, 2017 (National civil identification)

[http://www.planalto.gov.br/ccivil\\_03/\\_ato2015-2018/2017/lei/l13444.htm](http://www.planalto.gov.br/ccivil_03/_ato2015-2018/2017/lei/l13444.htm)

- Digital certification / signature - Provisional Measure No. 2.200-2 of August 24, 2001 (creates the Brazilian Public Key Infrastructure)

[https://www.planalto.gov.br/ccivil\\_03/MPV/Antigas\\_2001/2200-2.htm](https://www.planalto.gov.br/ccivil_03/MPV/Antigas_2001/2200-2.htm)

- e-procurement - Decree No. 5,450, dated May 31, 2005 (regulates electronic trading).

[http://www.comprasnet.gov.br/legislacao/decretos/de5450\\_2005.html](http://www.comprasnet.gov.br/legislacao/decretos/de5450_2005.html)

- Data interoperability - Decree No. 8,789, of June 29, 2016 (database sharing);

[http://www.planalto.gov.br/ccivil\\_03/\\_Ato2015-2018/2016/Decreto/D8789.htm](http://www.planalto.gov.br/ccivil_03/_Ato2015-2018/2016/Decreto/D8789.htm)

- Digital government as a right - Law no. 13.460, of June 26, 2017 (Provides for participation, protection and defense of the rights of users of public services of public administration).

[http://www.planalto.gov.br/ccivil\\_03/\\_ato2015-2018/2017/lei/l13460.htm](http://www.planalto.gov.br/ccivil_03/_ato2015-2018/2017/lei/l13460.htm)

- Decree No. 9.723, defines the Physical Register (CPF) as the only identification number necessary for the citizen to seek federal public services, allowing the integration of databases and eliminating the multiplicity of identification numbers of each public policy;

[http://www.planalto.gov.br/ccivil\\_03/\\_Ato2019-2022/2019/Decreto/D9723.htm](http://www.planalto.gov.br/ccivil_03/_Ato2019-2022/2019/Decreto/D9723.htm)

- Law 13,460 / 17 - Law for the Defense of Public Service Users;

[http://www.planalto.gov.br/ccivil\\_03/\\_ato2015-2018/2017/lei/l13460.htm](http://www.planalto.gov.br/ccivil_03/_ato2015-2018/2017/lei/l13460.htm)

- Law No. 13.444, of May 11, 2017, creates the National Civil Identification (ICN);

[http://www.planalto.gov.br/ccivil\\_03/\\_ato2015-2018/2017/lei/l13444.htm](http://www.planalto.gov.br/ccivil_03/_ato2015-2018/2017/lei/l13444.htm)

- Interministerial Ordinance No. 176, dated June 25, 2018, provides for the prohibition of the requirement of documents of users of public services by organs and entities of the Federal Public Administration.

[http://pesquisa.in.gov.br/imprensa/jsp/visualiza/index.jsp?](http://pesquisa.in.gov.br/imprensa/jsp/visualiza/index.jsp?data=26/06/2018&jornal=515&pagina=45&totalArquivos=86)

[data=26/06/2018&jornal=515&pagina=45&totalArquivos=86](http://pesquisa.in.gov.br/imprensa/jsp/visualiza/index.jsp?data=26/06/2018&jornal=515&pagina=45&totalArquivos=86)

- Decree No. 9,492, dated September 5, 2018, Regulates Law No. 13,460, of June 26, 2017, which provides for the participation, protection and defense of the rights of the users of the public services of the federal public administration, establishes the Ombudsman's Federal Executive Branch;

<sup>8</sup>Related to SDG Indicator 16.6.1

[http://www.planalto.gov.br/ccivil\\_03/\\_ato2015-2018/2018/Decreto/D9492.htm](http://www.planalto.gov.br/ccivil_03/_ato2015-2018/2018/Decreto/D9492.htm)

- Decree No. 9,319 of March 21, 2018, which establishes the National System for Digital Transformation and establishes the governance structure for the implementation of the Brazilian Strategy for Digital Transformation;

[http://www.planalto.gov.br/ccivil\\_03/\\_Ato2015-2018/2018/Decreto/D9319.htm](http://www.planalto.gov.br/ccivil_03/_Ato2015-2018/2018/Decreto/D9319.htm)

- Portaria MCTIC nº 1,556, dated 03.23.2018, which approved the Brazilian Strategy for Digital Transformation (E-Digital);

[https://www.mctic.gov.br/mctic/opencms/legislacao/portarias/Portaria\\_MCTIC\\_n\\_1556\\_de\\_21032018.html](https://www.mctic.gov.br/mctic/opencms/legislacao/portarias/Portaria_MCTIC_n_1556_de_21032018.html)

- Decree No. 8.638, of January 15, 2016, Establishes the Digital Governance Policy within the organs and entities of the federal public administration, autarchic and foundational;

[http://www.planalto.gov.br/ccivil\\_03/\\_Ato2015-2018/2016/Decreto/D8638.htm](http://www.planalto.gov.br/ccivil_03/_Ato2015-2018/2016/Decreto/D8638.htm)

- Decree no. 9.679, of January 2, 2019, creates the Digital Government Secretariat, within the scope of the Ministry of Economy and within that the user experience dept.

[http://www.planalto.gov.br/ccivil\\_03/\\_ato2019-2022/2019/decreto/D9679.htm](http://www.planalto.gov.br/ccivil_03/_ato2019-2022/2019/decreto/D9679.htm)

Provisional act 876 - Simplification of business registration. Provides for the automatic registry of the new business and enterprises, as well as the possibility for lawyers and accountants to declare the authenticity of documents before business boards.

[http://www.planalto.gov.br/ccivil\\_03/\\_Ato2019-2022/2019/Mpv/mpv876.htm](http://www.planalto.gov.br/ccivil_03/_Ato2019-2022/2019/Mpv/mpv876.htm)

#### IV. Usage of online services

10. Do you collect usage statistics of e-government services?

X  Yes       No

11. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

According to the "Public Services Survey" (census of public services), held in 2018 and with some data updated last December, the federal services most used by citizens are "See data in the Portal of the Transparency of the Federal Government" with 230 million accesses; followed by "getting medicines for free or subsidized" with 100 million hits; "change individual registration" with 31.5 million; and, "to acquire the program for annual declaration of income tax" with little more than 28 million of access; The fifth most accessed service is "find employment in the labor intermediation service of SINE" with 20 million access; the sixth service was to obtain fiscal regularity certificate for individuals that had approximately 15.6 million; besides registering in the single cadastre for social programs of the government with almost 14 million users; and, receive unemployment insurance with about 8 million.

As for the services offered to the business segment, the most demanded services were "data consultation on the Transparency portal of the Federal Government" with the same level of the first service provided to the citizen; the second service for companies was "send digital documents to the IRS" with 24, 5 million; followed by "obtaining certificate of tax regularity for legal entities and rural properties" with 12 million;

The main results of this study are presented below:

- Three out of four (75.2%) services do not perform any form of assessment of user satisfaction;
- The areas where public services are most active are education (8.5%), public administration and management (8.3%) and industry (7.5%);
- The majority (71.1%) of the public services are exempt of the collection of any type of rate. The services that charge the highest fees are those of obtaining permits, permits, licenses, certifications and qualifications (43.5%) and registration and issuance of documents (33%);
- Ministries are responsible for 100% of services related to taxes and other contributions, reduction and discount of rates, contributions and credit rates;
- The municipalities and foundations are responsible for 72.5% of the services of obtaining permits, permits, licenses, certifications and qualifications;
- 27.8% of the services provided by public agencies have some project to be digitized;
- Every 10 public services, three are for individuals, three for private law entities, three for public administration and one for states and municipalities.

Complete information on this research is available on the National School of Public Administration portal at <http://repositorio.enap.gov.br/handle/1/3217>

On a complementar note, it is important to highlight the report of the Federal Comptroller General's Office, which evaluated the governance and management of public services: Student Financing Fund; the University for All Program; the solution of consumer conflicts; the national transplant system; the registration of the user of the single health system; the online unemployment insurance application; the Declaration of Income Tax of the Individual; among others. Other details can be accessed at <https://www.cgu.gov.br/noticias/2018/02/cgu-avalia-efetividade-de-servicos-publicos-digitais-prestados-pelo-governo-federal>.

#### V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

X  Yes  No

13. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

In December 2016, Presidential Decree No. 8.936 was published, which established the Digital Citizenship Platform and disposed on the provision of digital public services by federal agencies.

According to this legislation, this platform contains among its functionalities a tool to evaluate user satisfaction in relation to public services provided, as well as a monitoring panel on the performance of public services, with information on the volume of requests, average service time, degree of user satisfaction; and, number of simplification requests related to the service.

A panel was developed within the Service Portal of the Federal Government ([www.servicos.gov.br](http://www.servicos.gov.br)) which, in March of this year, points to 61% positive evaluations of the services provided by this channel, as well as that 14% of the services has an evaluation mechanism. The updated data and with greater granularity by organs can be obtained at url <https://www.servicos.gov.br/painel>.

In addition, the Internet Management Committee (CGI) in Brazil has an important portfolio of qualitative and

quantitative research focused on the supply and demand of the use of technologies in the country, with a representative member of the population. Some indicators of these studies, related to public services, are:

- 65% of Individuals have used eGOV services in the last 12 months (ICT Households, 2017);
- 7% of respondents reported having contacted the government by official profile on social networks; 6% by email; 6% per site, electronic form or chat; 5% in forums or public consultations of government websites; and, 7% participated in polls or polls on government websites (TIC Domiciles, 2017);
- 53% of federal and state public agencies that conducted online public consultation over the Internet in the last 12 months (ICT e-Gov 2017)
- 46% Proportion of federal and state public agencies plans to offer services to citizens through mobile devices in the next 12 months (ICT and Gov 2017); and,
- 27% of federal and state public agencies offer on-line the most sought-after public service by citizens in the last 12 months;

The historical series of ICT Households and Users, ICT Companies, ICT Electronic Government, TIC Educação and others can be accessed through the portal of the Regional Center for Studies on the Development of the Information Society - CETIC.BR at <https://cetic.br/publicacoes/indice/pesquisas/> .

## VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. (Max. 250 words)

The Social Communication Secretariat of the Presidency of the Republic provides guidance to the agencies on the use of social media through the "Manual for Social Networks". The document presents editorial guidelines on how posts should be on networks, on verbal and visual language, and how to react to a possible brand image crisis. The guide also shows how network monitoring should be done and explains which methodologies should be used to make content more widely available to users on the internet. The document can be accessed by url

<http://secom.gov.br/orientacoes-gerais/comunicacao-digital/manual-para-redes-sociais>

In addition, the National Defense Council approved a Complementary Standard issued by the Information Security Department of the Presidency of the Republic, which established Guidelines for the Safe Use of Social Networks in the Federal Public Administration (APF).

## VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

- Artificial Intelligence (AI)    Blockchain    Big data    Smart cities  
 Robotics    Internet of Things (IOT)    Quantum computing    Virtual reality  
 Augmented reality    Other:

(Please explain further including relevant links. Maximum 250 words)

The Ministry of Science, Technology, Innovation and Communications launched in 2018, in partnership with the National Bank for Economic and Social Development, an action plan for IOT developed from a consortium composed of McKinsey Consulting, the CPqD Foundation and the Password. All project documentation, prototype and other information can be obtained from the BNDES website (<https://www.bndes.gov.br/wps/portal/site/home/conhecimento/pesquisaedados/estudos/estudo-internet-das-coisas-iot/estudo-internet-das-coisas-um-plano-de-acao-para-o-brasil>).

Is in place at the high level of the Brazilian central government a discussion about the elaboration of a plan on the use of emerging technologies, especially, due to the policy recommendation made at the Peer Review of Digital Government. The initiative linked to the recommendation in question proposes the development of a plan emphasizing the adoption of AI to improve the design and delivery of inclusive and improved services.

Does your government have any government body<sup>9</sup> at the national level working specifically related to the new technologies? *(Please explain further including relevant links. Maximum 250 words)*

The Digital Government Secretariat and the Management Secretariat, both of the Special Secretariat for De-bureaucratization, Management and Digital Government of the Ministry of Economy, deal with innovation in the Latu sense aimed to fostering it and the use of ICT tools.

The Secretariat for Entrepreneurship and Innovation of the Ministry of Science, Technology, Innovation and Communications acts in the promotion of innovation for the transformation of the country's economy, through the promotion of innovation in entrepreneurship programs; fostering studies, diagnostics and actions aimed at the improvement of the national policy of technological development to support innovation and the strengthening of innovative ecosystems, among others.

### VIII. Indicators

17. What is the percentage of the population<sup>10</sup> satisfied with their last experience of online public services? *(Max. 250 words)*

As reported in question 13, the panel of the Federal Government Services Portal, in March of this year, points to 61% positive evaluations of the services provided by federal government agencies.

Currently, services provided by four states of the federation, namely Alagoas, Minas Gerais, Paraná and Rio Grande do Sul, are offered by this platform. The objective is that the Service Portal allows the consumption of services of all the subnational governments of the parents.

18. What percentage of your GDP is allocated for ICT investment in the public sector? *(Max. 250 words)*

According to data from the Ministry of Economy, the federal government's investment in ICT in the year 2018 was of the order of US \$ 2.07 billion, converted at an exchange rate of US \$ 3.91 in March of this

<sup>9</sup>This can be an agency, cabinet, commission, committee, initiative etc.

<sup>10</sup>Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: [https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement\\_Eng.pdf](https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf)

year, approximately 0.12% of GDP for 2018, which was \$ 1.74 trillion.

E-Digital quote two studies related to ICT investments and impact on the Gross Domestic Product (GDP). The first is "the Brazilian digital economy represented around 22% of GDP in 2016, reaching 25.1% in 2021" and states that an optimized digital strategy can bring an increase of 5.7% (equivalent to US \$ 115 billion) to the estimated GDP for a given year. Another study indicates that, in the coming years, the global digital economy is expected to grow 2.5 times faster than the growth of the global economy in general. However, data on the GDP ratio and ICT investment in the public sector were not found.

19. What is the proportion of persons employed in central government organizations routinely using ICTs? (Max. 250 words)

The ICT Electronic Government Survey of 2017 presents some indicators related to the use of ICTs by public servants, namely:

- 100% of federal public agencies used computers in the last 12 months;
- 91% of people employed in federal agencies have used computers in the last 12 months;
- 53% of federal public agencies have conducted online public consultation over the internet in the last 12 months;
- 56% of federal agencies develop software to meet specific needs;

The main results of this study can be obtained at

[https://cetic.br/media/analises/tic\\_governo\\_eletronico\\_2017\\_coletiva\\_de\\_imprensa.pdf](https://cetic.br/media/analises/tic_governo_eletronico_2017_coletiva_de_imprensa.pdf)

20. What is the proportion of persons employed in central government organizations routinely using the Internet? (Max. 250 words)

The same study pointed raised that 100% of the people working in the central government have used internet in the last 12 months.

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)

Regarding digital literacy, we consider indications of ICT Households 2017, with the following highlights:

- 120.7 million users have used the internet in the last three months;
- 58% of internet users have carried out communication activities to send and receive e-mails;
- 90% sent messages;
- 77% used social networks;
- 10% participated in mailing lists or forums;
- 57% sought information about products or services;
- 44% sought information on health or health services;
- 71% of users watched videos, shows, movies or series online. This was the same level of people who heard music on the internet;
- 55% of users read newspapers, magazines or Internet news;
- 73% of users shared content on the internet;
- 37% posted on the internet texts, images, photos, videos or songs that created;
- 23% downloaded or downloaded movies;
- 42% downloaded or downloaded music; and,
- 24% downloaded or downloaded software, programs or applications;

- 13% downloaded or downloaded digital books;

Other indicators of this study can be accessed at <https://www.cetic.br/publicacao/pesquisa-sobre-o-uso-das-tecnologias-de-informacao-e-comunicacao-nos-domicilios-brasileiros-tic-domicilios-2017/>

#### IX. International and Regional Cooperation<sup>11</sup>

22. Is your government part of any sub-regional, regional or international cooperation on e-government?  
(Max. 250 words)

Yes. The relationship with numerous actors and networks of knowledge occurs nationally by the National Digital Government Network Gov.Br (<https://rede.gov.br/>), created by Decree No. 9,584, dated 11.21.2018, whose main objective is to boost digital transformation in the Brazilian State with integration, coordination and monitoring of initiatives for a 100% Digital Government.

In this same line of cooperation and training for digital transformation, the Ministry of Economy and the National School of Public Administration are structuring the "Capacita GOV.BR", a development program for Digital Transformation that covers everything from identification of professional roles and respective capabilities to the preparation of the servers so that the digital services are offered to the citizen in a simplified, accessible, intelligent and personalized way. Efforts are also being made for another initiative called "Digital Executive Selection", which consists of the selective process of ICT professionals to generate a talent bank with the objective of assisting the organs of the System of Administration of Information Technology Resources (SISP - 200 organos) with highly qualified professionals for the eventual vacancies of ICT executives posts. The program also focuses on recognizing, developing and connecting professionals with great potential to generate digital transformations.

At the international level, interactions occur mainly through the Network of Leaders of Electronic Government of Latin America and the Caribbean (Rede Gealc - <http://www.redgealc.org/>), the OECD, the Community of Portuguese Speaking Countries, and bilaterally with other countries such as Estonia, Denmark, the United Kingdom and Uruguay, among others.

Finally, it is important to note that this March, Brazil has officially become part of the countries that have adhered to the OECD Recommendation of the Council on Digital Government Strategies.

More at:

Network of Leaders of Electronic Government of Latin America and the Caribbean - <http://www2.redgealc.org/>

4 th Inovation week in public management and digital transformation -

<http://www.planejamento.gov.br/semana/veja-o-que-ja-rolou>

Peer Review Digital government - OCDE -

<http://www.oecd.org/governance/digital-government-review-of-brazil-9789264307636-en.htm>

<sup>11</sup> WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

Our participation in International Digital Cooperation project with the Estonian Digital Governance Academy, which aims to develop a secure and law-based international digital sphere - <https://ega.ee/project/introducing-estonian-ict-solutions-for-delegations-from-developing-countries/>

Cooperation with Denmark on digital expertises:

<http://www.abc.org.br/2018/10/18/modernizacao-digital-do-governo/>

<https://docmanagement.com.br/03/22/2019/brasil-e-dinamarca-ampliam-cooperacao-no-setor-de-inovacao/> <http://www.economia.gov.br/noticias/2019/03/brasil-amplia-acordo-com-dinamarca-para-modernizar-setor-publico-e-de-propriedade-intelectual>

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? (Max. 250 words)

In this regard, the country continually exchanges experiences with the countries and agencies mentioned above.

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? (Max. 250 words)

At the federal level, we do not yet have any public-private partnerships focused on digital government, but models for optimizing and improving the efficiency of the state are found in studies. In the privatization projects of the Investment Partnerships Program (PPI - <https://www.ppi.gov.br/index.php>), 69 bids are planned, among them is the communication network management of the Aeronautics Command.

At the subnational level, Minas Gerais state government entered a agreement in 2010, with a concession period up to 2030, and a legal extension of the contract until 2045, for the provision of services from an integrated service center "One stop government". Details available on the partner site (<http://www.ppp.mg.gov.br/sobre/projetos-de-ppp-concluidos>) where other partnerships are expected. Other subnational states like Goiás and Maranhão have similar projects or the development of technological and telecommunications infrastructure to offer public services in distant municipalities of large urban centers.

#### X. Contact and Additional Information

Name:	Heber Maia Junior
Title:	Assessor do Secretário de Governo Digital
Email:	<a href="mailto:heber.maia@economia.gov.br">heber.maia@economia.gov.br</a> // <a href="mailto:heber.maia@planejamento.gov.br">heber.maia@planejamento.gov.br</a> // <a href="mailto:govbr@planejamento.gov.br">govbr@planejamento.gov.br</a>
Organization:	Ministério da Economia

1. Please select whichever applies:

A group of government agencies responded to the questionnaire collectively.

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: (Max. 250 words)

*United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)*

The questionnaire was answered by employees of the advisory services of the Digital Government Secretary and was reviewed by the unit's chief advisor.

2. How did you hear about this questionnaire?

- X  Directly from UN DESA  
 From the Mission of my country to the United Nations  
 United Nations E-Government Survey website  
 LinkedIn  
 Facebook  
 Other: *(Max. 250 words)*

---

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.

We appreciate your participation.