DIGITAL GOVERNMENT REVIEW OF BRAZIL
KEY FINDINGS

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Reform of the Public Sector Division

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OECD
BETTER POLICIES FOR BETTER LIVES

Governments operate in a new policy scenario

Digital Transformation of the Public Sector

Digital governments for digital economies and societies

Analog government

Closed operations and internal focus, analogue procedures

E-Government

Greater transparency and user-centred approaches, ICT-enabled procedures

Digital Government

Open and user-driven approaches, process and operational transformations

What are the main characteristics of a Digital Government?

Digital by Design

Open by Default

User-Driven Approach

Proactiveness

Government as a Platform

Data-Driven Public Sector

OECD Recommendation on Digital Government Strategies

Openness and Engagement

1) Openness, transparency and inclusiveness

2) Engagement and participation in a multi-actor context in policy making and service delivery

3) Creation of a data-driven culture

4) Protecting privacy and ensuring security

Governance and Coordination

5) Leadership and political commitment

6) Coherent use of digital technology across policy areas

7) Effective organizational and governance frameworks to coordinate

8) Strengthen international cooperation with other governments
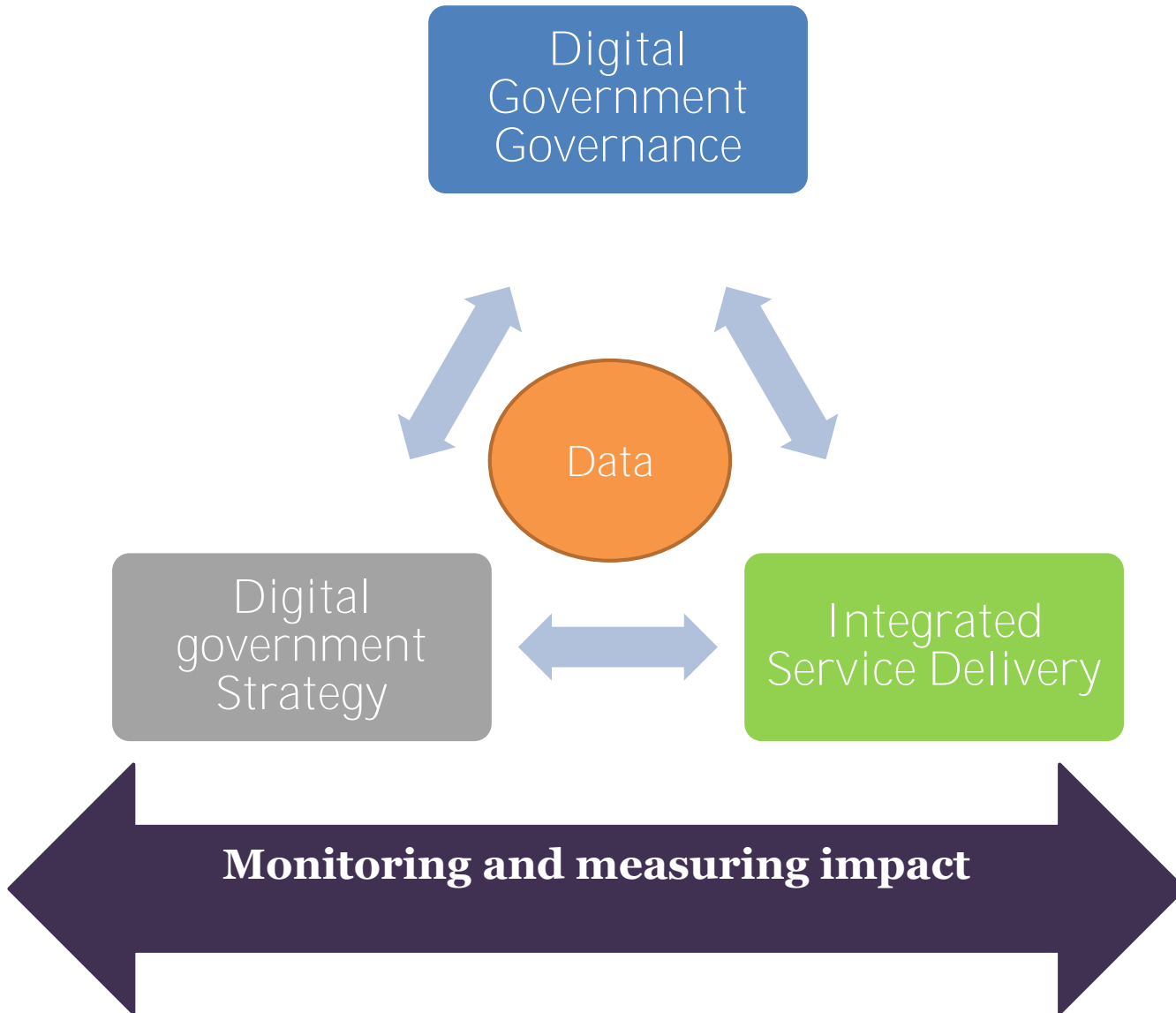
Capacities to Support Implementation

9) Development of clear business cases

10) Reinforced institutional capacities

11) Procurement of digital technologies

12) Legal and regulatory framework

Creating Value Through the Use of ICT

9 non-OECD countries adopted

Non-OECD members: Colombia, Costa Rica, Egypt, Kazakhstan, Lithuania, Morocco, Panama, Peru, Russia

Creating a virtuous cycle

DIGITAL GOVERNMENT REVIEW OF BRAZIL

Towards the Digital Transformation of the Public Sector

1. Strengthening governance and institutional frameworks

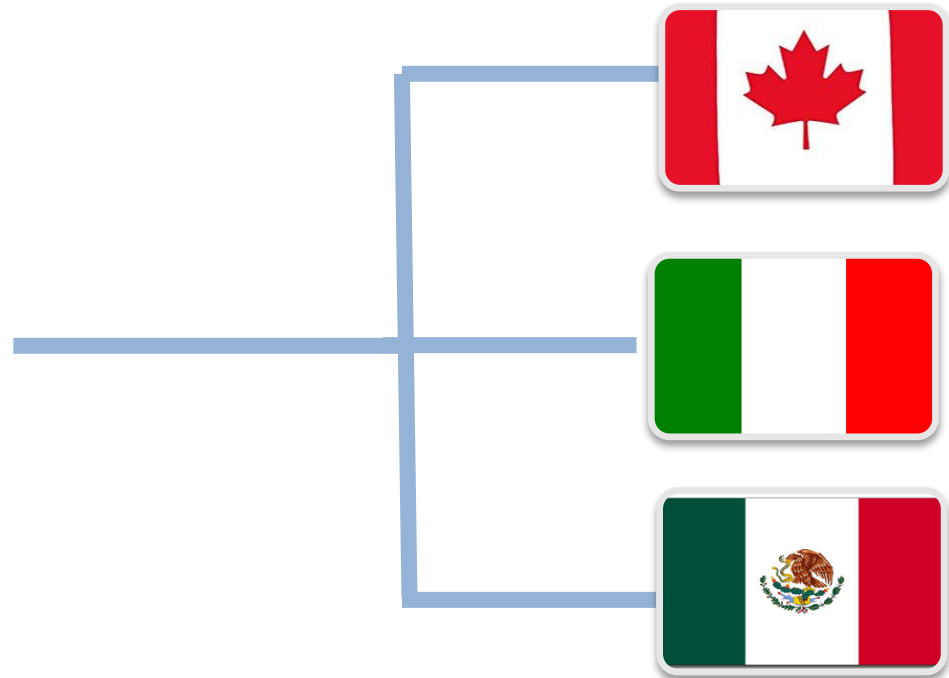2. Institutional capabilities for sound policy implementation

3. Fostering openness for improved service delivery

Peer Learning

Treading the Path

Missions in April and July 2017

September 2017

Key Findings in E-Leaders 2017

Oct-Dec 2017 - Survey

May 2018 Launching of the Key Findings

July 2018 Final Report and Publication in the Summer

E-Leaders 2018 Korea

KEY FINDINGS

1. Strengthening governance and institutional frameworks

COMPREHENSIVE POLICY FRAMEWORK FOR DIGITAL GOVERNMENT: CONNECTING VS FRAGMENTATION

- Revised Digital Governance Strategy and new Strategy for the Digital Transformation

- But multiple policies can negatively affect a clear whole-of-government vision and horizontality

- Clear and connected policy framework should be assumed as a priority

INSTITUTIONAL SET UPS : CLEAR LEADERSHIP AND POLITICAL SUPPORT ARE NEEDED

- Recognized leadership role of Secretariat of Information and Communication Technologies (SETIC)

- Key role of *Casa Civil*

- Policy levers are necessary (e.g. funding mechanisms, evaluation of ICT expenses, monitoring responsibilities)

  Chief Digital Transformation Officer (CDTO) should be considered: strategic profile vs technical

COORDINATION AND CULTURE OF COOPERATION

- Some mechanisms of institutional organisation are in place (e.g. National Debureaucratization Council, SISP)

- Coordinating process of digital champions for inter-ministerial cooperation should be considered

- Enhanced interministerial and cross level cooperation at all levels (technical and political) to support horizontal actions

2. Institutional capabilities for sound policy implementation

DIGITAL CAPACITIES AND SKILLS

- Digital skills are understood as a priority
- Specific initiatives to attract, train and retrain are necessary
- Leadership development is needed
- Digital culture needed (occasion and incentives)

STREAMLINING DIGITAL TECHNOLOGIES INVESTMENTS

- Coordination is necessary for optimised investments
- Some instruments to consider:
  1. Budget thresholds,
  2. Business case approaches
  3. Project management standardized models
  4. Agile project management

FROM ICT PROCUREMENT TO DIGITAL COMMISSIONING APPROACH

- Strategic decisions to improve expenses and assure:
  - A. Alignment of digital technologies investments w/ priorities
  - B. Demand aggregation – savings and efficiencies
  - C. Widespread use of standards in acquisitions - interoperability
  - D. Open contracting standards - transparency
  - E. ICT Commissioning innovative approaches - collaborations

3. Fostering openness for improved service delivery

BOOSTING AN OPEN, COLLABORATIVE AND ENGAGING CULTURE

- Several emblematic projects (e.g. Brazilian Internet Bill of Right, Marco Civil da Internet, Public Software, Electronic Voting, Participa.br)

- Consensus around the need for improvement

- Release of datasets as open data to reduce risks of conflict of interest

- Enhanced communication , collaboration and engagement is needed – for value co-creation and civic empowerment

KEY ENABLERS FOR THE INTEGRATED DEVELOPMENT OF DIGITAL GOVERNMENT

- Efforts are underway and key enablers are considered a priority

- Challenges and opportunities to consider
  - Improving interoperability (data, IT, registries) supported by policy levers
  - Open data strategy
  - Digital identity framework

TRANSFORMING DIGITAL SERVICE DELIVERY

- Transactional services are being developed
- Services Portal (Portal de Serviços) as the main federal one stop shop to improve the fragmented dig services panorama
- Platform of Digital Citizenship as an opportunity
- Integration for proactive services – simple and tailored

MUITO OBRIGADA!

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