BRASIL
Eletronic Government (e-Gov)
- Surface: 8.5 million km²
- GDP 2004: US$667 billion
- TRADE: 2004/2005
  - Exports: US$ 100.15 billion
  - Imports: US$ 65.05 billion
- Inflation rate: +5.4%
SERVICE ORIENTED TO PUBLIC

Focus on equality and responsibility

“make what it must be made”

Citizens
The priority of e-gov in to promote citizenship

E-gov sites and on-line services must be structured according to the interest and profile of the targeted market.

The on-line services and the sites should be reliable and provide high quality contents.

“Remodel public services to attend citizens needs in terms of processes simplification and elimination of unnecessary paperwork with transparency and standardization”
SERPRO

A Public Enterprise from the Ministry of Finance that provides services in information technology for the federal government.

- It has been created in 1964. Headquarters are in the capital, Brasilia. It offers network services within the whole territory, up to 1015 cities. It has 6500 employees.

- It cooperates with Public Federal Administration, Planning, Budget. It is committed to excellence of information and technology.
SERPRO´S Architecture

Technological Infrastructure

CLIENT

Internet

Firewall

ZDM2

Servers Web in WLBS

Servers Cluster BD Relacional

MAIN FRAME LEGACY

STORAGE BACKUP

DATA PROCESSING ENTERPRISE
SERPRO´S STRATEGIES

- The usage of linux as main operational system
- The Usage of free softwares: desk tops, security, Data Centres, network;
- Develop architecture with aplicatives based on open platforms and with free software like: Linux/Unix/SGBDR, JAVA, Zope;
- Migration from old technologies to this new one;
- To enhance the studies of this new technology;
- Acquire IT solutions in free open sofware;
RESULTS

- 3,058 NEW WORK PLACES/DESK TOPS (MICROCOMPUTERS) MIGRATING TO GNU/Linux;
- 80% SERVERS OF LOCAL NETWORK AND APLICATIVES ARE ALREADY RUNNING IN FREE SOFTWARE AS A TOOL FOR SERVICES OF FEDERAL ADMINISTRATION;
- PURCHASES OF FREE SOFTWARE FOR THE DIGITAL AUTHENTICATION AUTHORITY.
Local network
- 1,304 Sites
- 85,274 Microcomputers

Development
- 600 Systems
- 40 million coded lines
- 1,200 new service/calls /month
- Multiple languages (Natural, Phyton, Java,...)
- Services Applications and Portal
Data Center
- 2 Data Center - SP e BSB
- 6 Servers IBM - 3 billion Trans/year
- 248 Servers UNIX/INTEL
- 52 TeraBytes storage

Long Distance Network
- 230,422 clients
- 36 distinct Government organizations
- 1,115 Municipalities covered
- 126 External Connected Network
- 250,000 Access Internet Simultaneous
- 3,000 Mbps Capacity
- 7,000 clients for disc/access
Services management
- 24 x 7
- 205 call scripts
- 60 thousand calls/monthly – 1st level
- 10 thousand calls/monthly - 2nd level
- 85% incidents are identified automatically
- All services are on SLA
- Resolution 1st level: 75% - 2nd level: 90%
Serpro’s ITC Solutions

Family Card: A social bonus given in a single card for people under poverty line. SERPRO is controlling school presence attendance a must.

**RECEITANET**: INCOME TAX of enterprises and personal are COLLECTED ONLINE 97%

**SISCOMEX**: Imports, Exports Online a Trade Facilitator System with a platform for tax debitation from your bank

**SIAFI**: Federal Finance, Budget and Administration Year Flow of us$649 BI

**COMPRAS NET**: A reverse auction for government purchases/costs cut: 40%

**RENAVAN**: Vehicles, drivers licenses, fines control all over the Country
**Family Card/ “ZERO HUNGER”: Benefit Transfer Program**

Definition: Social benefits/bonus through just one card: it adds all social benefits for people under poverty line: Scholarship, food-stamp, cooking gas.

- **2004:**
  - R$ 5.3 billion
  - Family benefit for under poverty line families:
    - R$50,00 + (15,00+15+15) for each child up to three children under 15 years
  - Families: 11,4 million
  - Approximately 45 million people

- **Universe to be covered by the program until 2006**
  - Families: 11,4 million
  - Approximately 45 million people

- **ADVANTAGES:**
  - It increases the average financial aid to the families in 300%. The money can be taken in parcels. Local shopkeepers are back in the far villages as the money is given for the lady of the family no import of food from other areas.
Receitanet is the Brazilian Government electronic service for tax paying via Internet. It validates and transmits by net all personal, commercial and rural contributors declarations. Available to all taxpayers: individuals and companies. Interactive, effective and secure communication channel. It offers easier control and accountability; agility; social recognition; cost reduction.

Taxpayer

Tax paymen-net directly to SERPRO Database

-250,000 simultaneous access
-42 servers for reception with cargo distribution
-Attack group 24 hours/day/all year round
TAX INCOME DECLARATION PORTAL

“RECEITANET”

Ministério da Fazenda

Agenda Tributária

Abril 2005

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NOTÍCIAS

- Megaoperação da Receita Federal combate corrupção e fraude na fiscação
- Apreensões R$ 260 mil em mercadorias contrabandeadas
- Empresas são condenadas por fraude em licitações

e-CPF Certificados Digitais

Alerta: Receita alerta para e-mails falsos

DCTF Mensal

Atonção. Encerrou-se em 07/04/2005 o prazo de entrega, sem multa, relativa a fevereiro de 2005. Leia mais...

DCTF Semestral 1.0

Atonção: foi aprovada pela IN SRF nº 521, de 11 de março de 2005, a versão 1.0 da DCTF Semestral. Leia mais...

Imposto de Renda Pessoa Física 2005

ATENDIMENTO

AVISOS

- DIPJ: Pronaide de prorrogação de prazo de entrega, cadastro inscrição...

NOVIDADES

- PER/DCOMP v.1. versão
- CPMF Trimestral versão
- Restituição IRPF Lote Residual
- Legislação
Number of declarations per year:

INCOME TAX PAYMENT : E- Tax Filing & Paying

“THE FACT PEOPLE ARE DECLARING ONLINE HAS HAD A POSITIVE EFFECT AGAINST TAX EVASION ”.
Taxpayer Benefits

- Security and convenience for individuals and companies
- Availability of the service: 24 hours a day, 7 days a week
- Easy compliance with tax obligations, directly from home or office
- Speed of service - no red tapes.

Government Benefits

- Smooth tax inspection and control
- Fast communication with the taxpayer
- More time available to auditing
- Cost reduction
- Elimination of intermediaries
THIS IS A SYSTEM THAT HAS BEEN WORKING FOR THE LAST 10 YEARS AND IS NOW ALL ONLINEALSO FOR PMEs
General principles for the foreign trade system: “Siscomex”

- Integrated flow for trade/customs/foreign exchange
- Simplification & standardization of foreign trade operations
- Statistics up to dated & reliable
- Elimination of paper documents
- 24 x 7 attention / emergency calls, etc
- Reduction of delivery time for all merchandises (imported and exported)
- Debt in corrent account of all taxes integrated with banks
- Integration with Mercosur
SISCOMEX
(24 x 7)

MAIN CLIENTS

- Import/exporters
- Customs
- Banks
- Provinces
- Airlines/Ships
- Puertos/Aeropuertos
- Banco Central

SERPRO - Brazilian Federal Data Center
“SISCOMEX” RESULTS
MARCH 2004 TO
FEBRUARY 2005
(us $ bi DOLLARS)

Exportation 100,15
Importation 65,05
SURPLUS 35,09
Trade Flow 165,20
Ner. of transactions/day: 5,1 millions
Ner. simultaneous access: 1,500
SIAFI - Federal Finance and Administration Integrated System

A Global View
System Characteristics

- Centralized in Brasilia
- Standardization of work methods and routines
- Interconnected nationwide
- Inversion of work processes
- Automatic accounting registration
- Use of accounting accounts as a source of information

All gov. Financial operations run SERPRO’s online: Payments, civil servants pensions /wages, direct/indirect administration financial flows, all operations like due debt for federal government to states and municipalities, etc, SUMMING UP TO US$ 640 billions.
http://www.tesouro.fazenda.gov.br
The Integrated System of Finance Administration of the Federal Government was created to help Treasury to manage budgetary, financial, and patrimonial action performed by more than 4000 units of the Federal Government.

Runs 1 trillion, 600 million reals = 600 million dollars.
# FINANCIAL FLOWS PER YEAR

<table>
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<tr>
<th>EVENTS</th>
<th>FIGURES</th>
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<tr>
<td>Agencies/Departments</td>
<td>425</td>
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<tr>
<td>Management Units</td>
<td>18449</td>
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<tr>
<td>Execution</td>
<td>7064</td>
</tr>
<tr>
<td>Creditor</td>
<td>7501</td>
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<tr>
<td>Control</td>
<td>2536</td>
</tr>
<tr>
<td>Individual Users</td>
<td>51686</td>
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</table>
e-acquisitions

The Federal Government Portal for e-acquisitions is a site web drawn to offer informations related to bids and contracts promoted by the government. It is also utilized for the actual internet auction for the purchases.
Última Atualização
20/07/2004
192 Novas Licitações

AUDIÊNCIA PÚBLICA
A DATAPREV promove no período de 16/12/2003 a 08/01/2004 AUDIÊNCIA PÚBLICA para prestação de serviços de integração de soluções de tecnologia da informação para alocação e suporte a recursos...

Mato Grosso economiza R$ 40 milhões com pregão em 2003
Cuiabá - “Os resultados são frutos de uma determinação de governo”, foi o que declarou ao “Última Notícia” o secretário estadual de administração de Mato Grosso, Marcos Machado, com relação à...

Estado economiza R$ 1,1 mi com leilões
Jornal Diário de Pernambuco, 07/11/03 O Governo estadual conseguiu economizar R$ 1,119 milhão nos três primeiros meses de 2003, com a realização de leilões de bens inativos, informou o secretário de Administração, Valter Chaves...
E-ACQUISITIONS

Events/year 2002 2003 2004

<table>
<thead>
<tr>
<th>Numbers/Values</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
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<tr>
<td>Reverse Auction</td>
<td>634</td>
<td>1,556</td>
<td>3,068</td>
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<tr>
<td>Site Calls</td>
<td>4,032,000</td>
<td>7,471,000</td>
<td>8,528,670</td>
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</tbody>
</table>

ADVANTAGES OF GOVERNMENT NET SHOPPING:
• FASTER, TRANSPARENT, COMPETITIVE ACQUISITIONS
• COSTS REDUCTION: 30% TO 40% OF PREVIOUSLY
• BROUGHT SMALL/MEDIUM ENTERPRISES TO FOREIGN TRADE (FOREIGN TRADE IS NOW ACCESSIBLE TO ALL)
VEHICLES CONTROL DATACENTER FOR THE WHOLE COUNTRY: FINES, DRIVERS LICENSES, ETC.

Gov. Agencies (Justice, Police, Revenues Office); factories, cars chassis, insurance companies, transport enterprises.

Operation Centres at the States, Autoroute Police

Municipalities/Cities office for vehicles control.

DATA CENTER
• Serpro introduced the first Digital Authority in Brazil in 1999;

• Serpro is responsible for housing this Official Certification Authority since 2002.

• This was the beginning of all other Digital Certification in the Country.