



FUNDAÇÃO
GETULIO VARGAS



Escola de Administração
de Empresas de São Paulo

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E-Government

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Information Technology Revolution



New communication technologies + computing



New Economy



New Government



E-Business



E-Governance

Good Governance

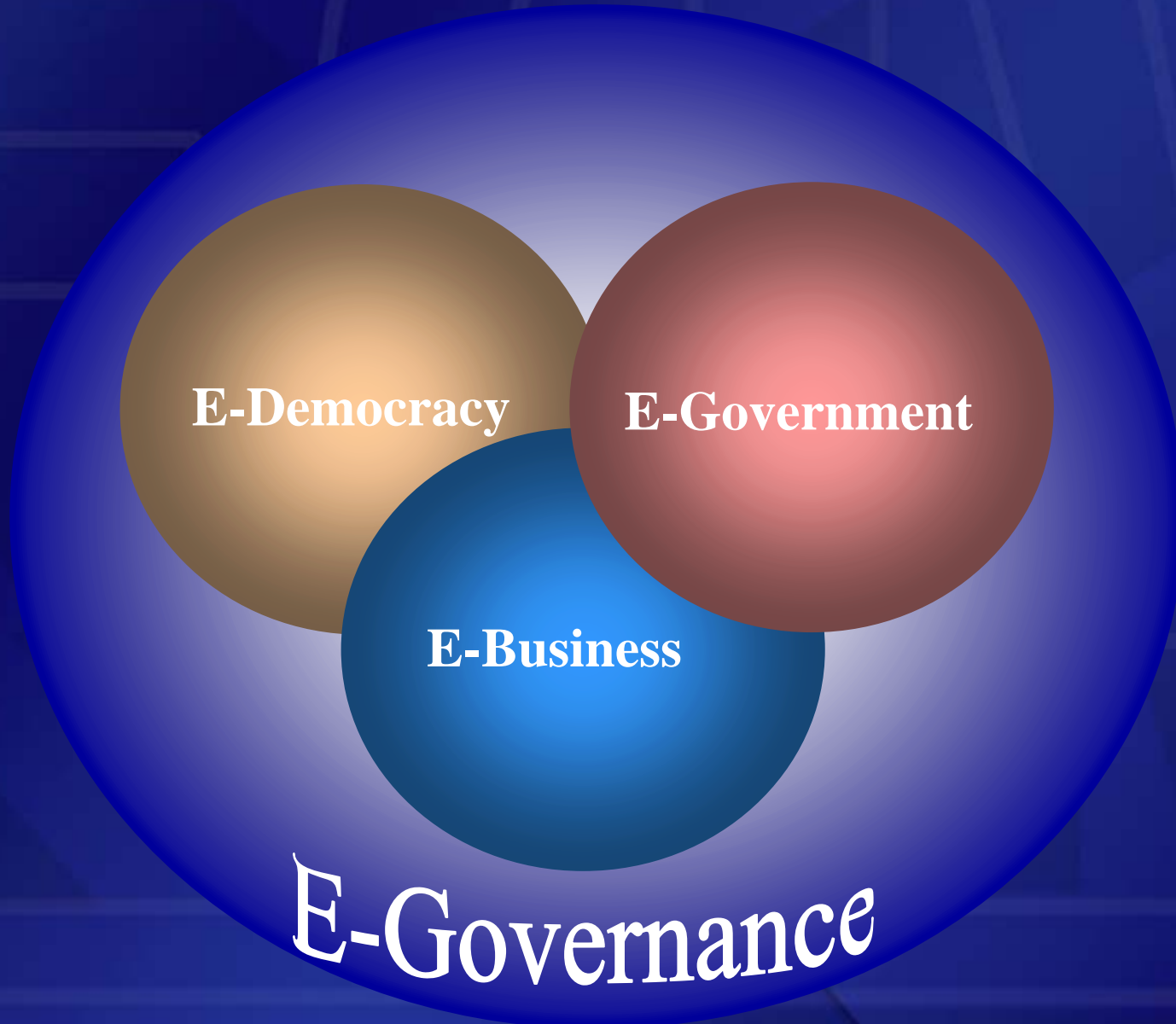


- High-quality public services (adding value) produced with efficiency and effectiveness are required by the citizen and the communities
- Government subordinated to community
- Devolution, decentralization and regional and local autonomy, particularly reducing centralized controls
- Improving the human capital and technologies available to the public managers and empowering the employees to be able to reach performance goals

Good Governance

- Transparency, participation and accountability
- Using competition to improve efficiency and new partnerships with the private sector
- New computing and communication technologies will shape Good Governance

E-Governance Revolution



Good Governance

The New Information Technology will define the changes on the process and institutions that regulate the relationships between:

- (1) Government and Citizen (Politics and Services)
- (2) Politicians and Civil servants
- (3) Legislative and Executive
- (4) Government and Market
- (5) Government and Private Sector and NGOs
- (6) Federal Government and Local Government
- (7) National-State and International Institutions

Government = Services = Information

Services

(1) Publish

(2) Interact

1. Physical

2. Information Interaction

(3) Transact

1. Buy and sell goods and services

2. Compulsory Information

E-Government: User-End Focus

Today

New Paradigm

Depart/Agency



Physical Channel



Physical Channel



Physical Channel



Government Gateway

Web-enabled physical government channel

Government E-services

Private sector value-added services



Unjoined
Back office

Separate
Physical
government
delivery

Producer driven
service delivery

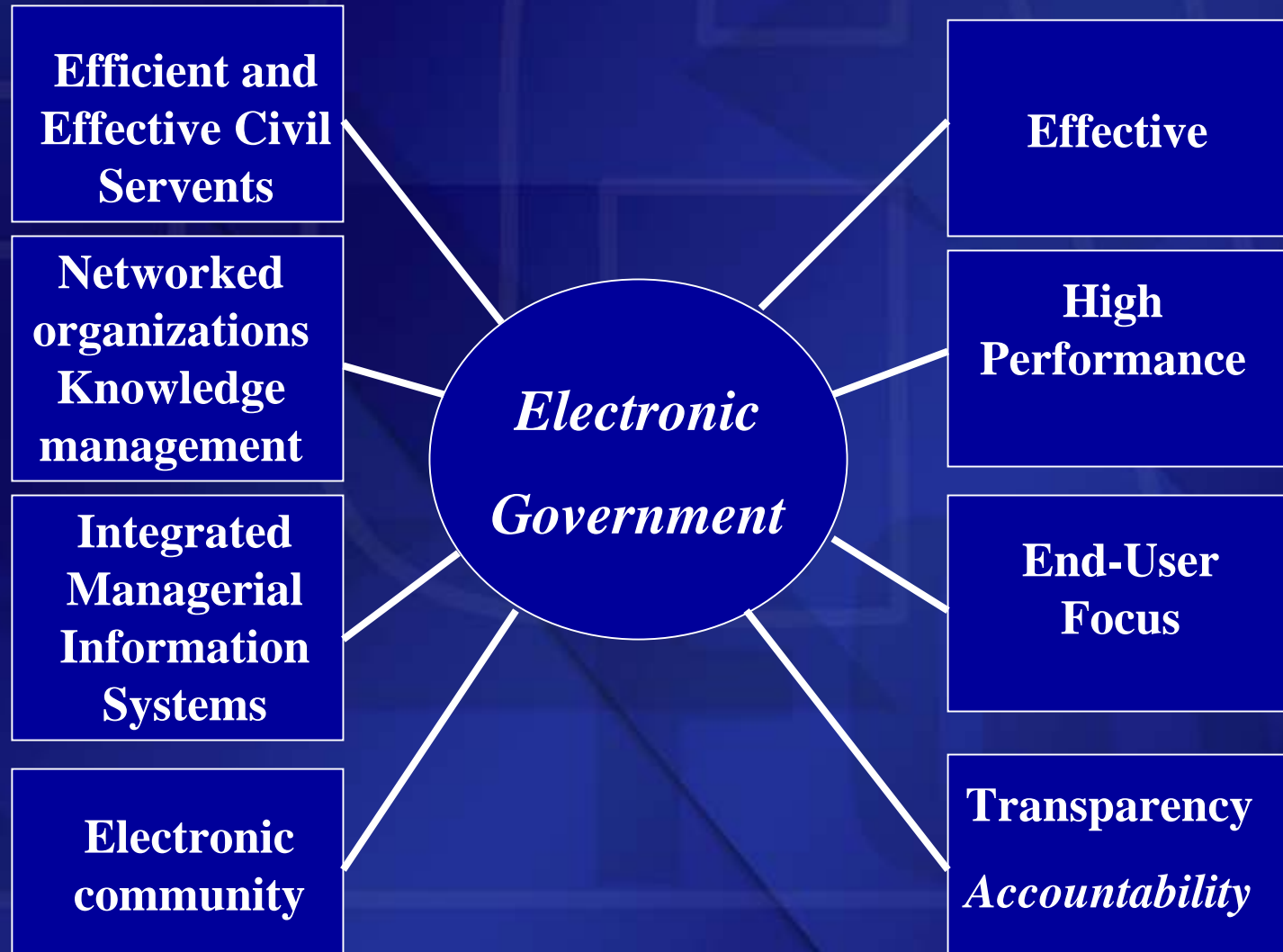
Join-up
Back-office

Multiple/mixed
channel

Citizen focused
service delivery

E-Government: New Paradigm

*New Information Technology, Networked
Computing e Digital Intelligence*



New Government Paradigm

New Government Paradigm



Bureaucratic

E-Government

Hierarchy, norms and routines

→ Effective control and focus on performance

Assymetric Information

→ Accesible and networked information

Un-joined job routines

→ Joined E-services

Paperwork

→ Paperless

Time- consuming process

→ Time-saving process : on-line answers



Bureaucratic

E-Government

Manual financial transactions



Electronic money

Complicated and unefficient reports



Flexible and dynamic reports

Un-joined systems



Networked systems

Government isolated from community



**Government and community
connected “on-line”**

Experience of São Paulo State Secretariat of Finance

- Clear Future Vision: New Paradigm
- Strong leaders and modernization teams
- Using the bureaucratic system to change
- Empowerment of employees and continuous negotiation

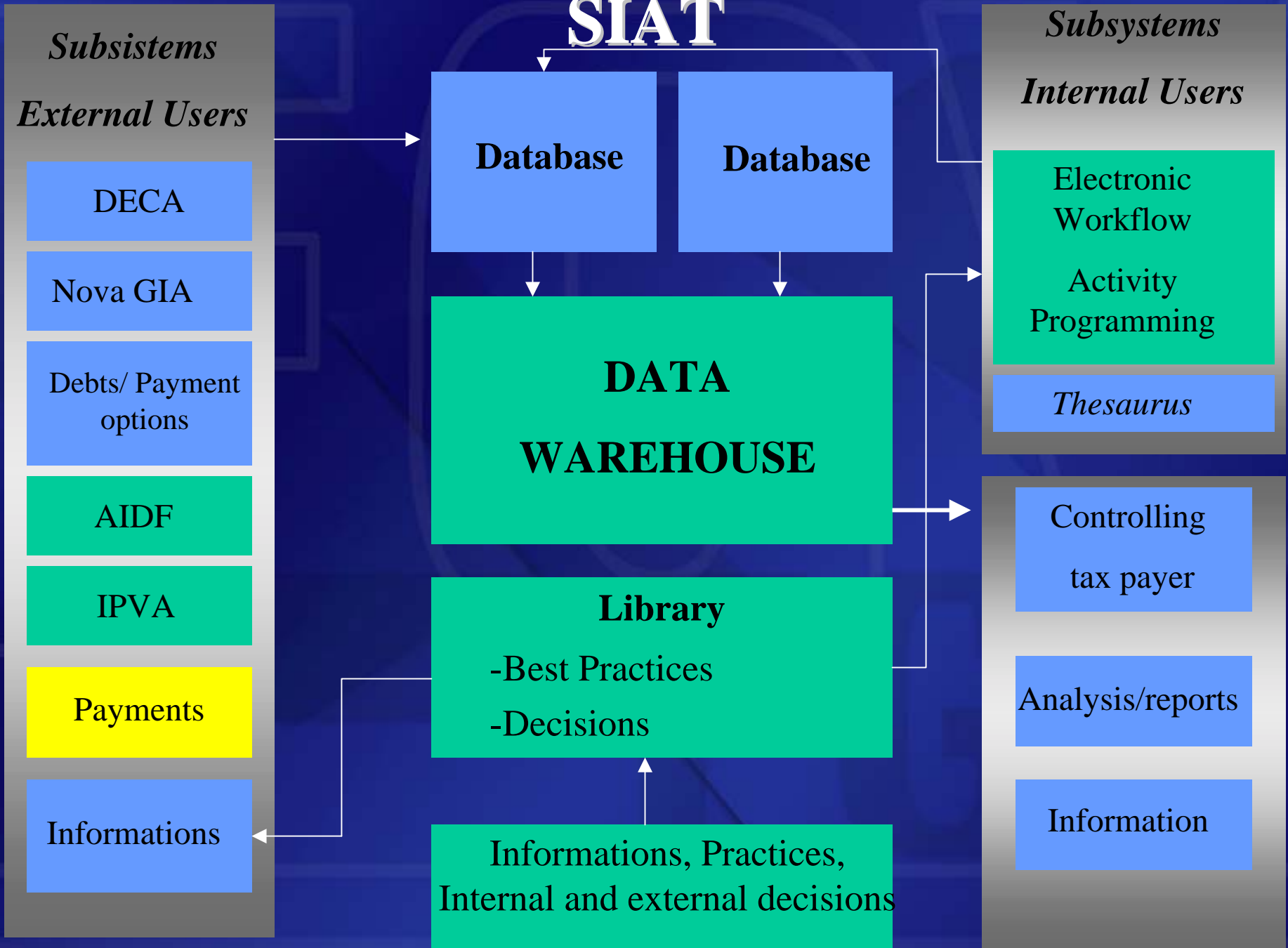
Experience of São Paulo State Secretariat of Finance

- Investment in hardware and network;
- Unified policy for development of information systems
- Bench mark automation;
- Integrated managerial subsystems;
- Racionaliazation of workflow;
- Rengeneering;
- Change of Paradigm.

SIAT: Tax Administration Integrated System

- Integrated Databases and Data Warehouse;
- Supply of organized information for tax control and fiscalization;
- Supply managerial informations for planning and performance evaluation;
- Electronic services for tax payers
- Production, storing and classification of information and knowledge;
- Sharing of knowledge and best practices

SIAT



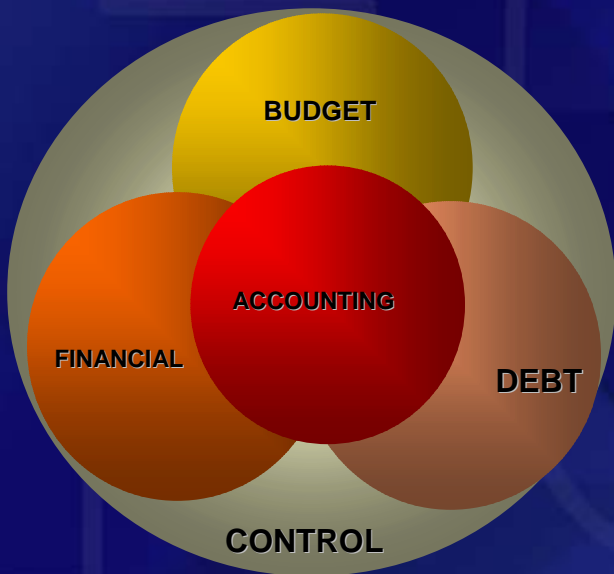
SIGOF: Financial and Budget Management System



- Integrated Databases and Data Warehouse
- Integrated systems of management: purchasing, financial, assets, materials, budget and human resources
- Execute and control electronic expenditure giving transparency
- Integrate and organize the budget, financial and expenditure informations for planning, control and performance evaluation
- Networked intelligence and knowledge management

SIGOF

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SIGEO
SIAFÍSICO
SIAFÁCIL

Internal Control Systems		
DATABASE: Suppliers Products/Services Prices	MANAGERIAL DEVELOPMENT Performance Indicators	AUDITING

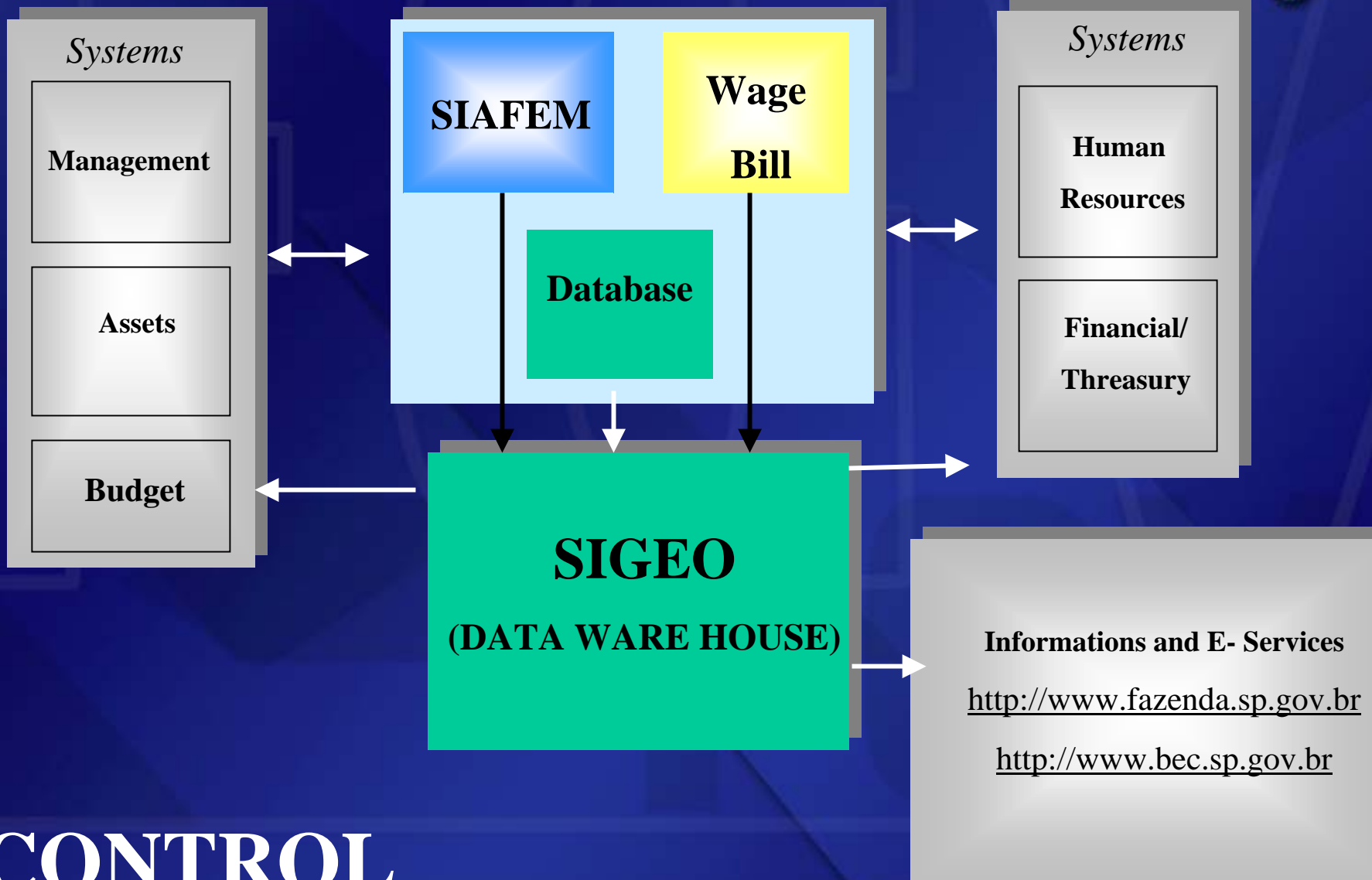
Management and Control Systems			
Human Resources	G2B Exchange Purchasing Card	Constructions Projects	Assets

Financial Management Systems	
THRESURY	Wage bill

S
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TRAINING

SIGOF



CONTROL



System of Materials and Services Management

- *Purchasing/Procurement*

- G2B Exchange
- Purchasing Card
- Procurement/ Contracts-- *Workflow*

- *Inventory*

G2B Exchange

1. Agregation and integration of sellers and buyers to do financial, logistic and commercial transactions
2. Self-regulated system
3. Electronic auction: competitive and dynamic price formation
4. Transparency and better purchasing policies

Today

Un-joined managerial systems

Huge price dispersion

High operational costs

Nonstandard goods

Face-to-face negotiation

Lack of purchasing policies

Lack of transparency



G2B Exchange

Integrated managerial systems/ERP

Competitive price formation and price reduction

Bureaucracy reduction and purchasing efficiently, low price

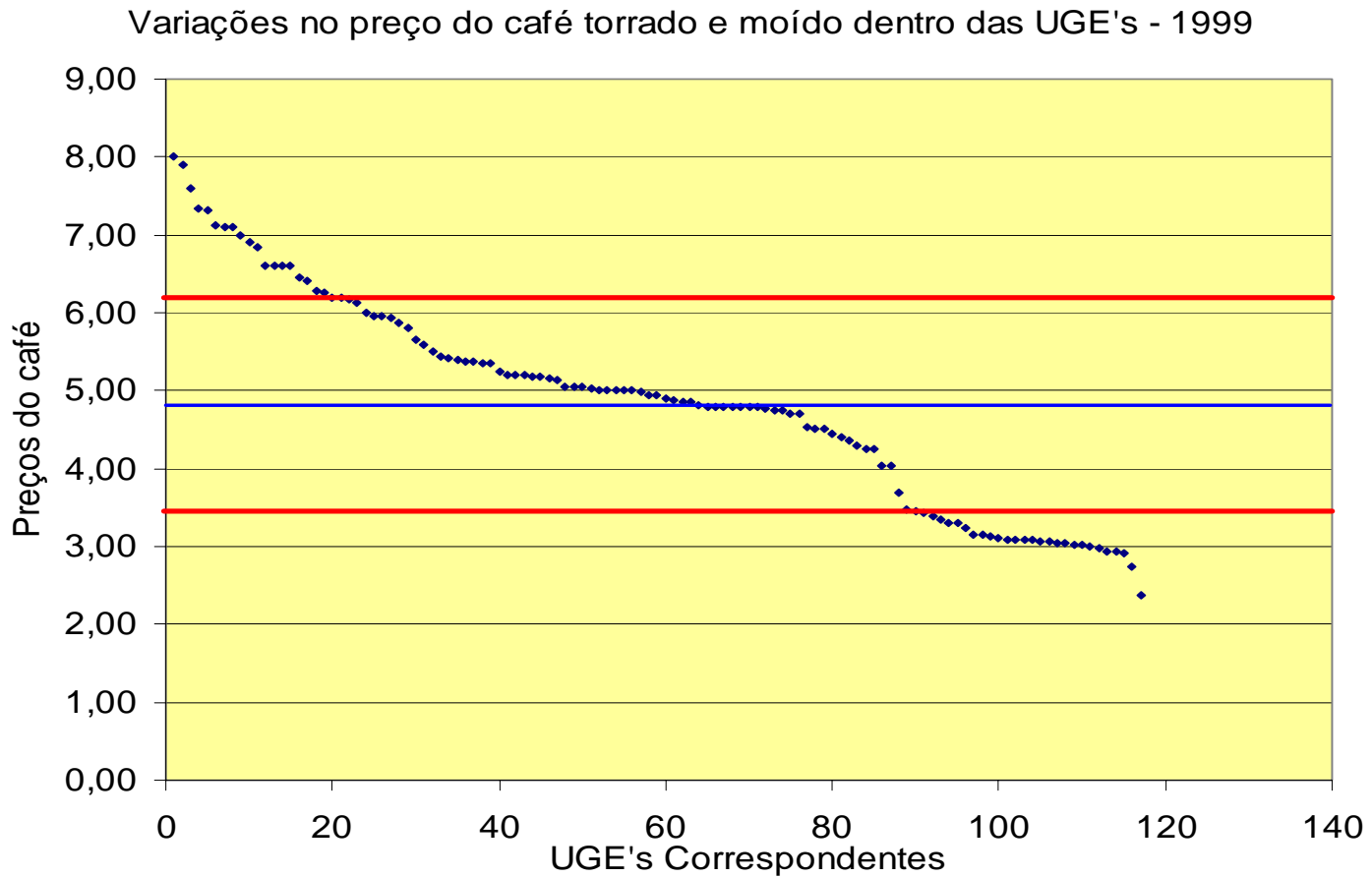
Standardized and high quality goods

On –line negotiation

Aggregation, sincronization and purchase planning

Transparency to community and public sector

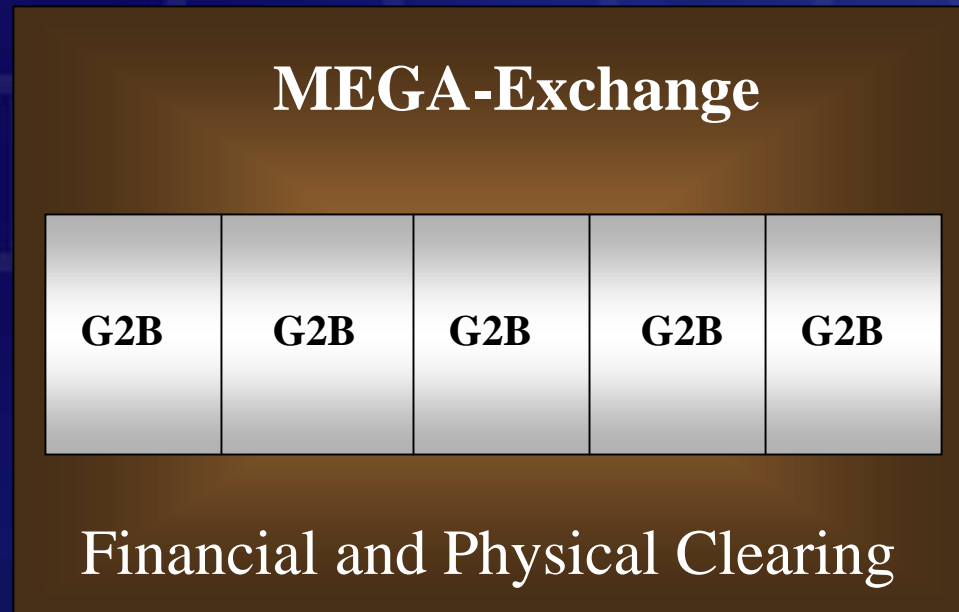
Price dispersion: Coffee



G2B Exchange

BUYERS

SELLERS



E-Business Services

- Improve purchasing policy
- Operational and transation costs reductions
- High-quality goods
- Market information

Dynamic Price Formation

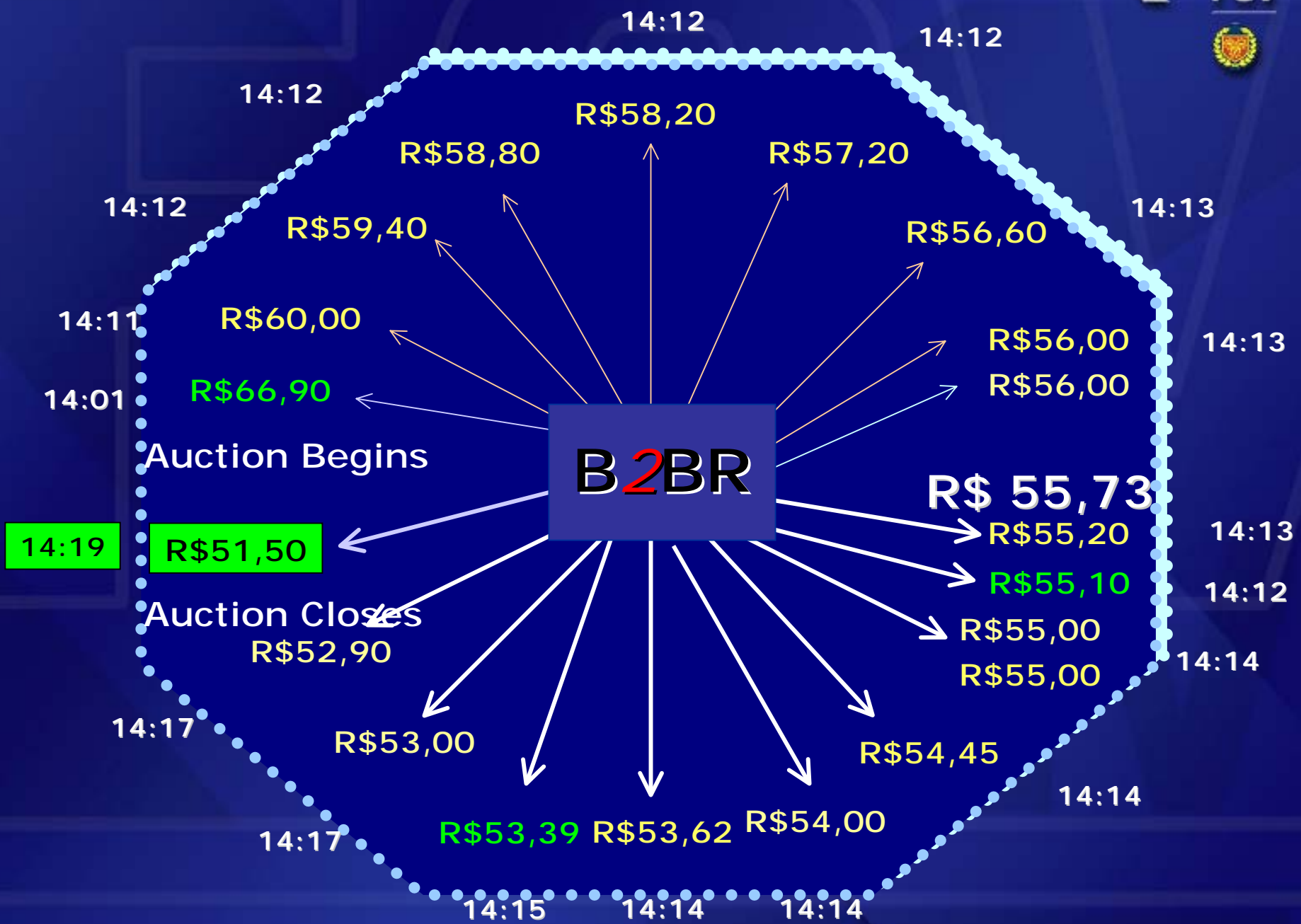
Full Information

Efficient Market

E-business Services

- Improve production and logistic management
- selling costs reductions
- Improving relationship with buyers
- Market information

Electronic Auction



Effective Price Reduction

B2B Private Sector

Cálculo Ilustrativo

Custos Estimados por Fontes Requisitantes*	Commodities Requisitados	Economias Estimadas** -%
TI e Telecom	Telecomunicações	5%-10%
	PC e LANs (Computs e Redes Locais)	15%-20%
	Periféricos (incl. Data Center)	15%-20%
	Serviços de Manutenção	25%-30%
	Programadores Contratados	5%-10%
Marketing & Propaganda	Impressão Comercial	20%-30%
	Mala Direta	20%-30%
Gerais & Suporte/ Manutenção	Material de Escritório	15%-20%
	Móveis de Escritório	15%-20%
	Formulários, Papéis, Envelopes	15%-30%
	Estoques	15%-30%
	Serviços de Courier	6%-12%
	Trabalho Temporário	8%-10%
Instalações	Viagens/Aluguel de Carro	5%-8%
	Gerenc. Propriedade	3%-6%
	Policimento e Segurança	3%-6%
	Manutenção Predial	5%-7%
	Serviços Públicos	5%-7%

*Estimativas sobre os Clientes da Empresa em 1999

** Expertise Andersen Consulting

Effective Price Reduction

Electronic Auctions on São Paulo State's G2B Exchange

Auctions	3.284
Target Price	R\$ 8.036,5 mil
Final Price	R\$ 6.173,5 mil
Price Saving	23,18%



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