E-Government

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Information Technology Revolution

New communication technologies + computing

- New Economy
- E-Business
- New Government
- 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

E-Democracy

E-Government

E-Business

E-Governance
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

Depart/Agency

- Physical Channel

- Physical Channel

- Physical Channel

Unjoined

Back office

Separate Physical government delivery

Producer driven service delivery

Join-up

Back-office

New Paradigm

Government Gateway

- Web-enabled physical government channel

- Government E-services

- Private sector value-added services

Multiple/mixed channel

Citizen focused service delivery
E-Government: New Paradigm

Electronic Government

- Efficient and Effective Civil Servants
- Networked organizations Knowledge management
- Integrated Managerial Information Systems
- Electronic community
- Effective
- High Performance
- End-User Focus
- Transparency Accountability

New Information Technology, Networked Computing e Digital Intelligence

New Government Paradigm
New Government Paradigm

**Bureaucratic**

- Hierarchy, norms and routines
- Assymetric Information
- Un-joined job routines
- Paperwork
- Time- consuming process

**E-Government**

- Effective control and focus on performance
- Accessible and networked information
- Joined E-services
- Paperless
- Time-saving process: on-line answers
Bureaucratic

- 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

Database

DATA
WAREHOUSE

Library

- Best Practices
- Decisions

Informations, Practices, Internal and external decisions

Subsystems

External Users

- DECA
- Nova GIA
- Debts/ Payment options
- AIDF
- IPVA
- Payments
- Informations

Internal Users

- Electronic Workflow
- Activity Programming
- Thesaurus
- Controlling tax payer
- Analysis/reports
- Information
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

SIAFEM

Wage Bill

Database

SIGEO
(DATA WARE HOUSE)

Systems
- Management
- Assets
- Budget

Systems
- Human Resources
- Financial/Thresary

Informations and E- Services
http://www.fazenda.sp.gov.br
http://www.bec.sp.gov.br

CONTROL
System of Materials and Services Management

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

- **Inventory**
G2B Exchange

1. Aggregation 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
- Standarized and high quality goods
- On-line negotiation
- Aggregation, synchronization and purchase planning
- Transparency to community and public sector
Price dispersion: Coffee

Variações no preço do café torrado e moído dentro das UGE’s - 1999

Preços do café
UGE’s Correspondentes

SIGEO -SIAFÍSICO
JAN-SET 99
G2B Exchange

MEGA-Exchange

BUYERS
1
2
3
N

E-Business Services
• Improve purchasing policy
• Operational and transaction costs reductions
• High-quality goods
• Market information

Dynamic Price Formation

FULL INFORMATION

SELLERS
1
2
3
N

E-business Services
• Improve production and logistic management
• Selling costs reductions
• Improving relationship with buyers
• Market information

Financial and Physical Clearing

Efficient Market
Effective Price Reduction
B2B Private Sector

<table>
<thead>
<tr>
<th>Custos Estimados por Fontes Requisitantes*</th>
<th>Commodities Requisitados</th>
<th>Economias Estimadas** -%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TI e Telecom</strong></td>
<td><strong>Telecomunicações</strong></td>
<td>5%-10%</td>
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<tr>
<td><strong>PC e LANs (Computs e Redes Locais)</strong></td>
<td><strong>15%-20%</strong></td>
<td></td>
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<tr>
<td><strong>Periféricos (incl. Data Center)</strong></td>
<td><strong>15%-20%</strong></td>
<td></td>
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<tr>
<td><strong>Serviços de Manutenção</strong></td>
<td><strong>25%-30%</strong></td>
<td></td>
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<tr>
<td><strong>Programadores Contratados</strong></td>
<td><strong>5%-10%</strong></td>
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</tr>
<tr>
<td><strong>Marketing &amp; Propaganda</strong></td>
<td><strong>Impressão Comercial</strong></td>
<td>20%-30%</td>
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<tr>
<td><strong>Mala Direta</strong></td>
<td><strong>20%-30%</strong></td>
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<tr>
<td><strong>Gerais &amp; Suporte/Manutenção</strong></td>
<td><strong>Material de Escritório</strong></td>
<td>15%-20%</td>
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<tr>
<td><strong>Móveis de Escritório</strong></td>
<td><strong>15%-20%</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Formulários, Papéis, Envelopes</strong></td>
<td><strong>15%-30%</strong></td>
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<td><strong>Estoques</strong></td>
<td><strong>15%-30%</strong></td>
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<tr>
<td><strong>Serviços de Courier</strong></td>
<td><strong>6%-12%</strong></td>
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<tr>
<td><strong>Trabalho Temporário</strong></td>
<td><strong>8%-10%</strong></td>
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<tr>
<td><strong>Viagens/Aluguel de Carro</strong></td>
<td><strong>5%-8%</strong></td>
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<tr>
<td><strong>Instalações</strong></td>
<td><strong>Gerenc. Propriedade</strong></td>
<td><strong>3%-6%</strong></td>
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<tr>
<td><strong>Policiamento e Segurança</strong></td>
<td><strong>3%-6%</strong></td>
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<tr>
<td><strong>Manutenção Predial</strong></td>
<td><strong>5%-7%</strong></td>
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<tr>
<td><strong>Serviços Públicos</strong></td>
<td><strong>5%-7%</strong></td>
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*Estimativas sobre os Clientes da Empresa em 1999
** Expertise Andersen Consulting
Effective Price Reduction
Electronic Auctions on São Paulo State´s G2B Exchange

<table>
<thead>
<tr>
<th></th>
<th>Value</th>
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<tr>
<td>Auctions</td>
<td>3,284</td>
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<tr>
<td>Target Price</td>
<td>R$ 8,036,5 mil</td>
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<tr>
<td>Final Price</td>
<td>R$ 6,173,5 mil</td>
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<tr>
<td>Price Saving</td>
<td>23,18%</td>
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