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—  
15 Years  
ICT Surveys

# DEVELOPING INSTITUTIONAL CAPACITIES IN DIGITAL TRANSFORMATION FOR A MORE INCLUSIVE & EQUITABLE RECOVERY

## SESSION 2: MEASURING NATIONAL AND LOCAL ONLINE PUBLIC SERVICES PROVISION

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December 14<sup>th</sup>, 2020



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# ABOUT CETIC.br

The Regional Center for Studies on the Development of the Information Society

(Cetic.br) has the mission of producing ICT statistics.



## 1. KNOWLEDGE CENTER ON ICT-DATA PRODUCTION



- ICT public statistics
- Statistics for the SDGs
- Disaggregated data
- Qualitative studies



## 2. CAPACITY-BUILDING METHODOLOGIES FOR THE PRODUCTION AND USE OF ICT-STATISTICS



## 3. LABORATORY OF IDEAS & METHODOLOGICAL INOVATION



## 4. MEASUREMENT OF IMPACTS OF ICT IN SOCIETY, PRODUCTION OF STRATEGIC RECOMENDATIONS & POLICY BRIEFS



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# ICT SURVEYS & STATISTICS PRODUCTION IN BRAZIL

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## INTERNATIONAL METHODOLOGICAL FRAMEWORKS



- Households
- Children & Youth
- Education
- Health
- Enterprises
- E-government ← LOCAL GOVERNMENT
- Cultural Facilities
- Non-Governmental Organizations
- Internet Service Providers
- Public Access Centers

**DESIGN & MONITORING: NATIONAL ICT POLICIES  
AND INTERNATIONAL AGENDA**



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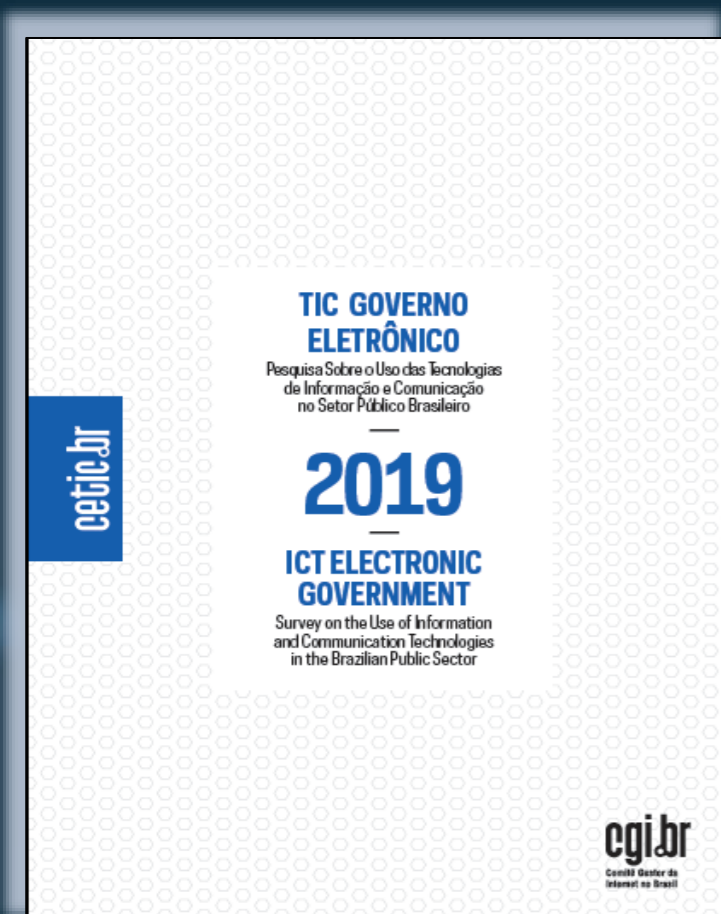
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# ICT ELECTRONIC GOVERNMENT SURVEY IN BRAZIL



- Federal, State and **Local Government** Levels
- Executive, Legislative and Judicial branches and the Public Prosecutor's Office



A. ICT Infrastructure



B. Digital Governance



C. Electronic Services



D. Access to Information



E. Participation



F. **ICT & Urban Management**

Available for download at:  
[https://www.cetic.br/media/docs/publicacoes/2/20200707094309/tic\\_governo\\_eletronico\\_2019\\_livro\\_eletronico.pdf](https://www.cetic.br/media/docs/publicacoes/2/20200707094309/tic_governo_eletronico_2019_livro_eletronico.pdf)



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# DIGITAL POLICY PRIORITIES: CHALLENGES FOR MEASURING DIGITAL TRANSFORMATION

## DIGITAL POLICIES DEVELOPMENT

## EXISTING DATA GAPS

Data gaps are getting bigger as the demand for policy data increases and digitally-intensive processes grow

## DIGITAL TECHNOLOGIES ADOPTION & DIFFUSION

- **Local Government**
- Smart & Sustainable Cities
- AI, big data, IoT, robotics, blockchain
- Digital (AI-related) skills & jobs
- Trust in the digital environment: security, privacy & data protection
- Digital government, etc.



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# DIGITAL POLICY PRIORITIES: CHALLENGES FOR MEASURING DIGITAL TRANSFORMATION

**DIGITAL POLICIES DEVELOPMENT**

**EXISTING DATA GAPS**

**MEASUREMENT  
FRAMEWORKS & TOOLS**

**+**

**DATA COLLECTION**

**+**

**DATA USE & ANALYSIS**

New concepts,  
definitions, dimensions  
and indicators

New (disruptive) methods  
for data collection and new  
data sources

(New) data literacy,  
data-driven decision  
making and data  
analytics

**DIGITAL TECHNOLOGIES  
ADOPTION & DIFFUSION**



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# ICT IN URBAN MANAGEMENT: CHALLENGES FOR MEASURING SMART CITIES

- **PRESENTATION** Demi Getschko (NIC.br)
- **PROLOGUE** Cristina Bueti (ITU-T)
- **INTRODUCTION**
- **CHAPTER 1** – Electronic government and the roads towards smart cities: Differences and inequalities in the adoption and use of ICT by municipalities in Brazil
- **CHAPTER 2** – Measures of smart and sustainable cities: from global to local
- **CHAPTER 3** – The experience of extending the smart city maturity model and indicators to an emerging country
- **CONCLUSION** – Public policy recommendations

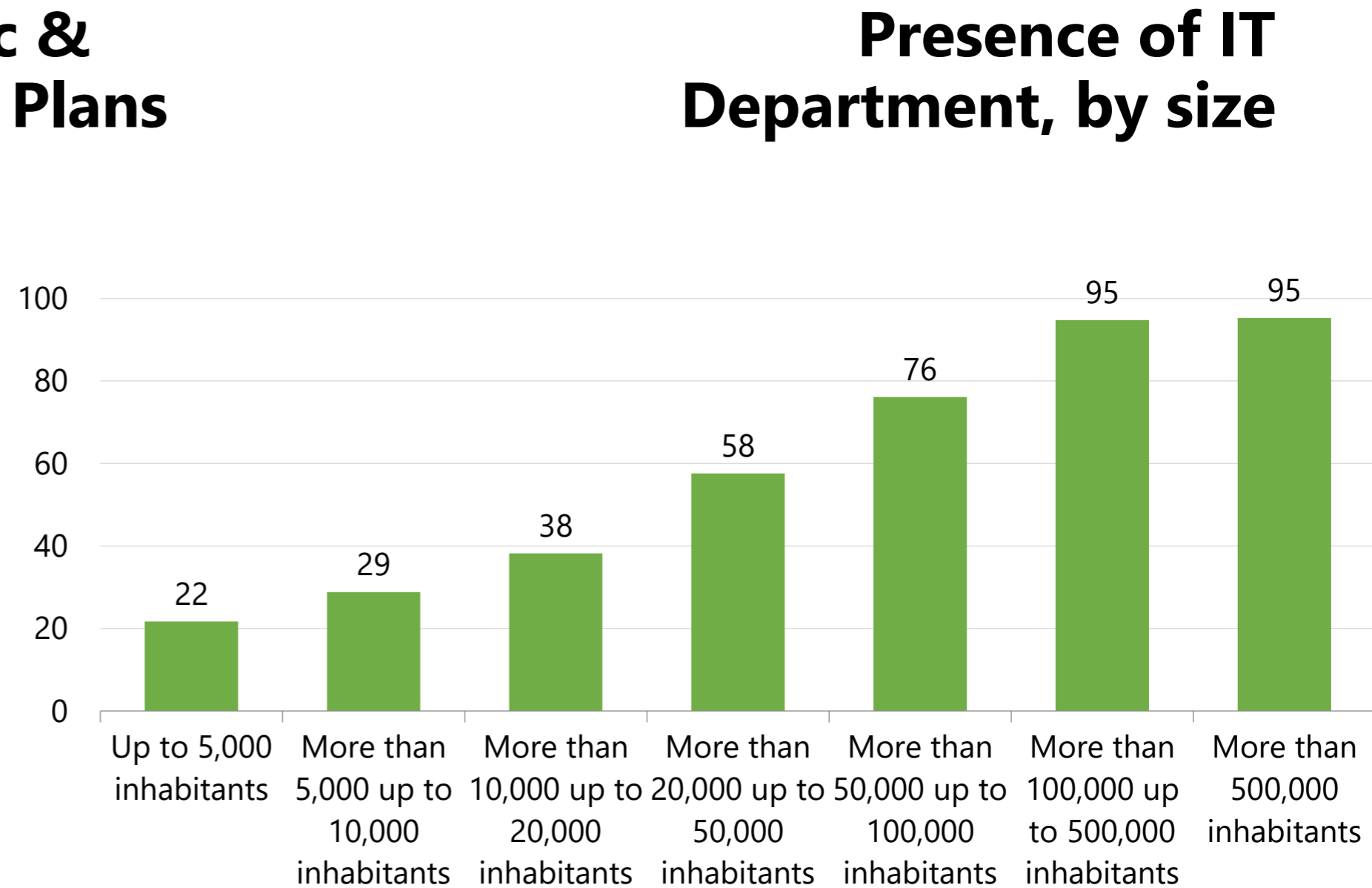
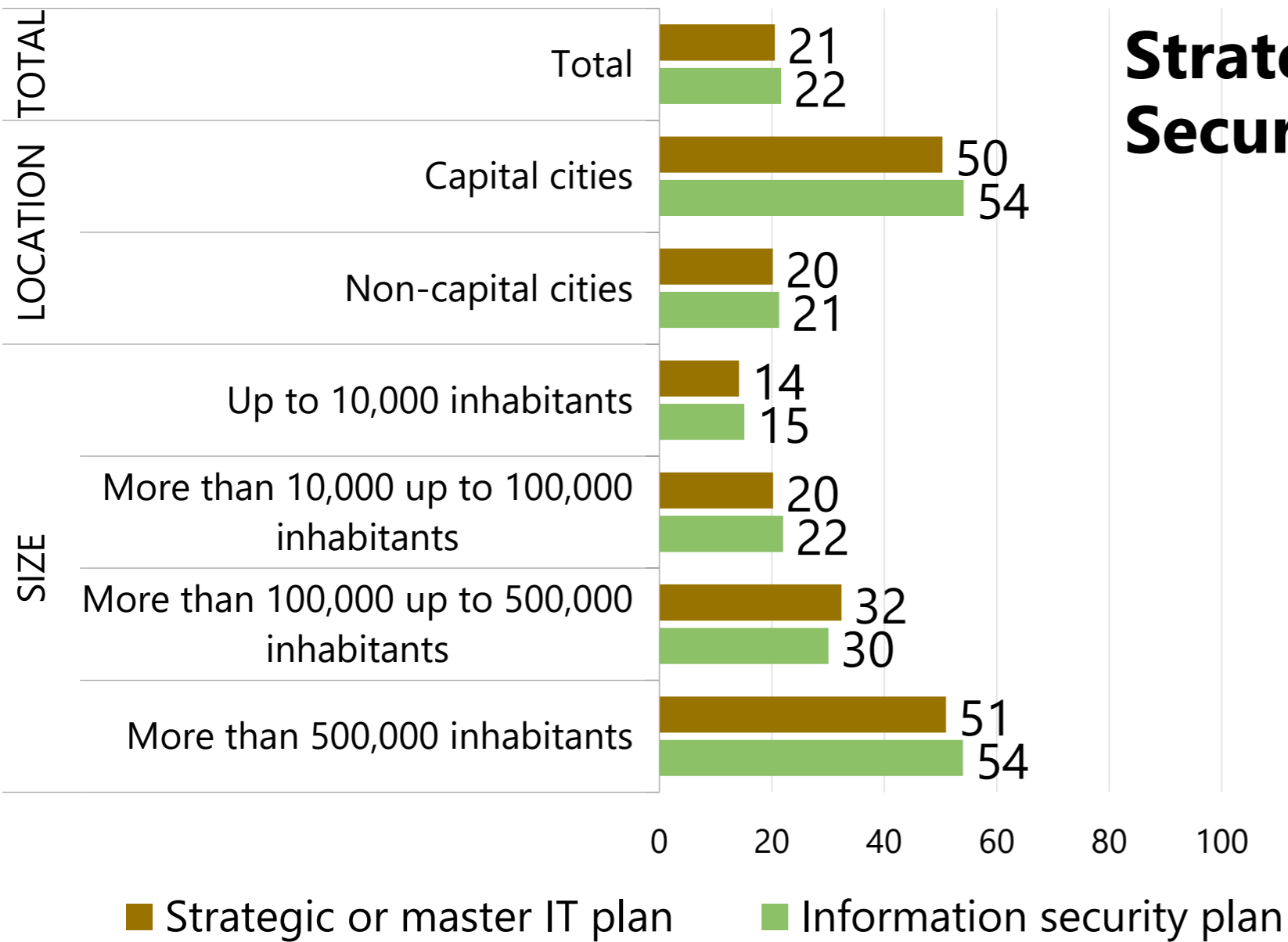


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<https://www.cetic.br/pt/publicacoes/indice/estudos-setoriais/>

# DIGITAL GOVERNANCE

Total number of local governments with an IT department (%)

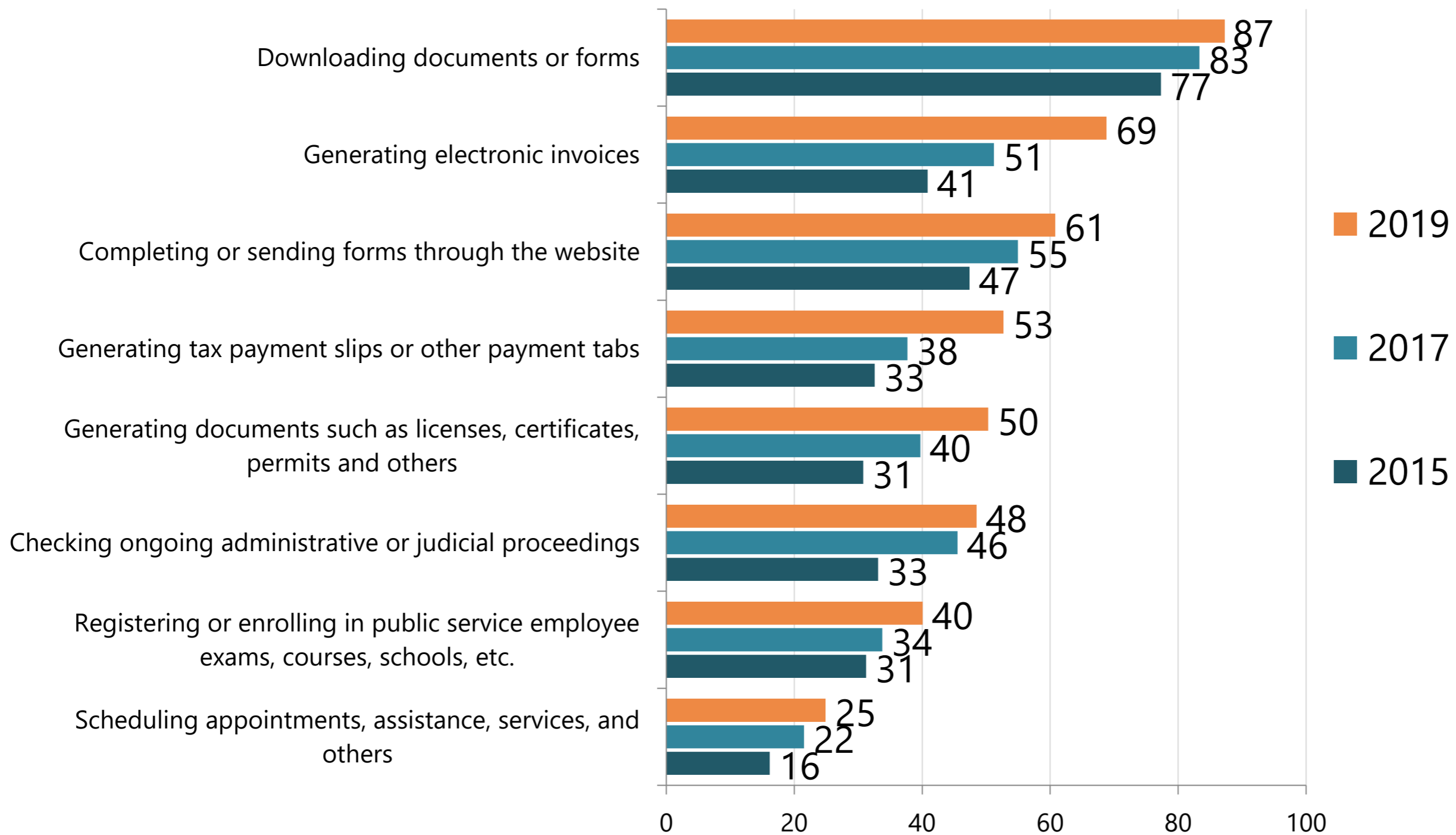
**41%**  
of local governments have an **IT Department**





# ELECTRONIC SERVICES ON THE WEBSITE

## Total number of local governments with a website (%)



**95%**

Local governments had a **website**

**100%**

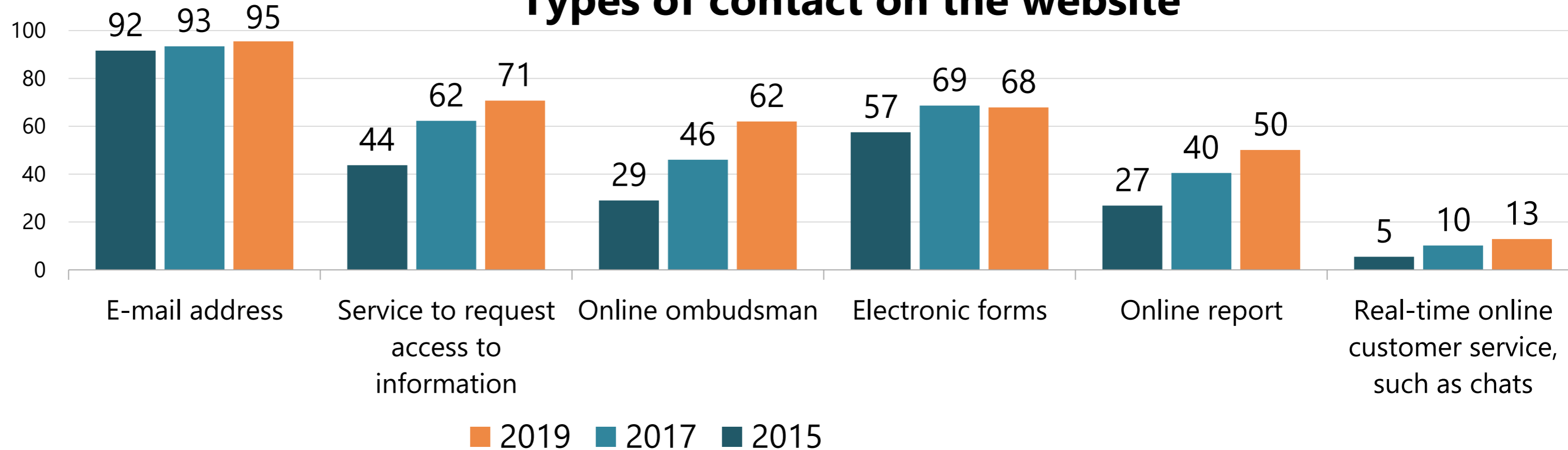
Municipalities with 100,000+ inhabitants had a **website**

# TYPE OF CONTACT ON THE INTERNET

Total number of local governments with Internet access (%)

**38%**  
Real-time online customer service: 500,000+ inhabitants

## Types of contact on the website



## Presence on social networks

2017: 75%  
2019: 82%

Up to 10,000 inhabitants: 76%  
More than 500,000 inhabitants: 98%

**16%** Real-time online customer service

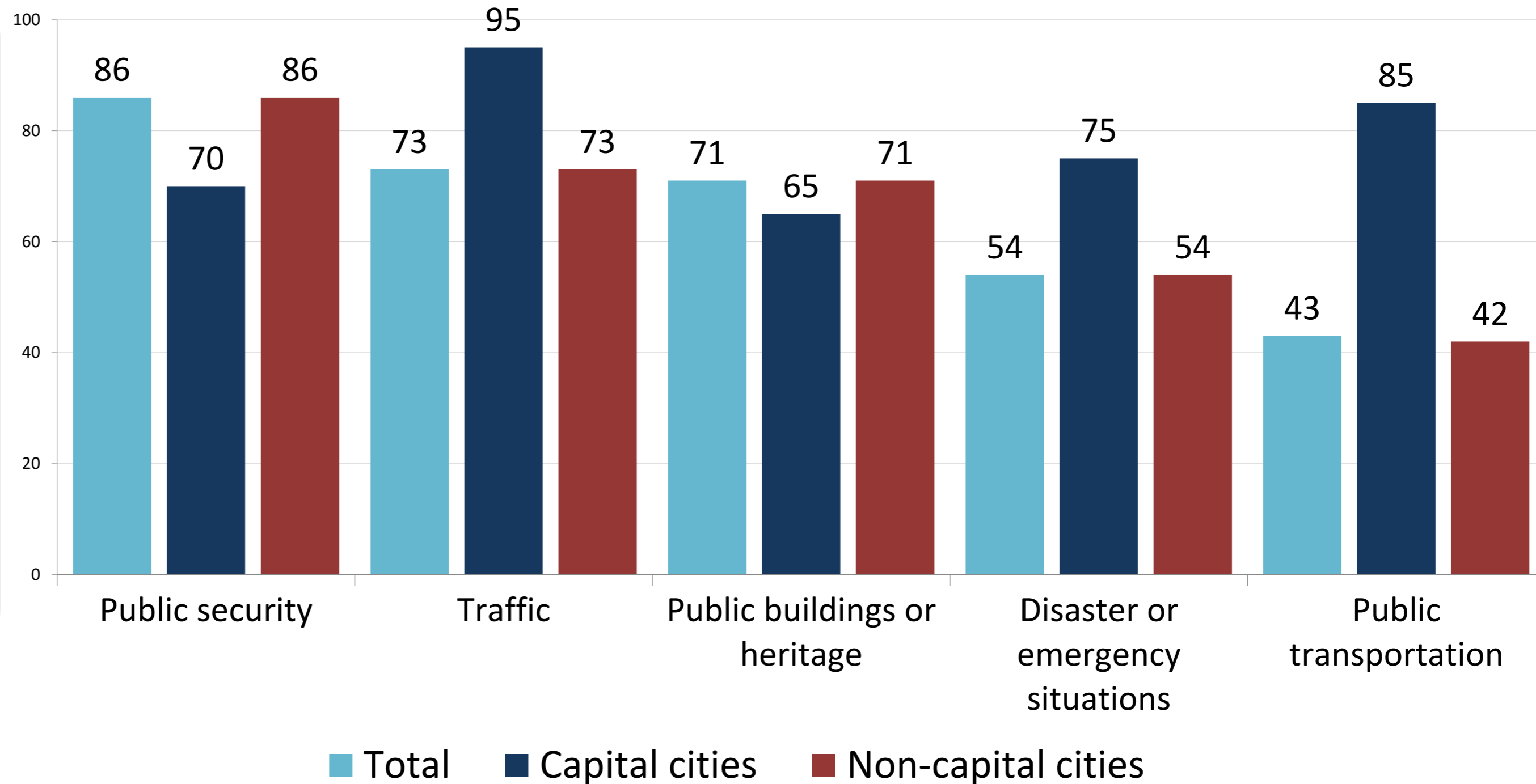
# CENTER OF OPERATION, BY MONITORING AREA

Total number of local governments with a center of operation (%)

Total:  
**21%**

Capital cities:  
**74%**

Non-capital cities:  
**20%**



# TECHNOLOGY ADOPTION IN URBAN MANAGEMENT

Total number of local governments (%)

	Total	More than 50,000 up to 100,000 inhabitants	More than 100,000 up to 500,000 inhabitants	More than 500,000 inhabitants
Electronic card or ticket for citizens to use public transportation	9%	29%	65%	86%
Public bus with a GPS tracking device	13%	19%	46%	71%
Lighting system connected to a communication network	7%	4%	8%	11%
Remote-controlled traffic lights	6%	21%	35%	64%

# ICT COVID-19 PANEL SURVEY

## SURVEY OVERVIEW

### Target population

**Internet users** 16 years old or older in Brazil

### Coverage

National

### Sample

**2,408** respondents

### Data collection

Between July 29 and August 20, 2020  
Interviews online or by telephone



### Themes



Activities online



Public services online



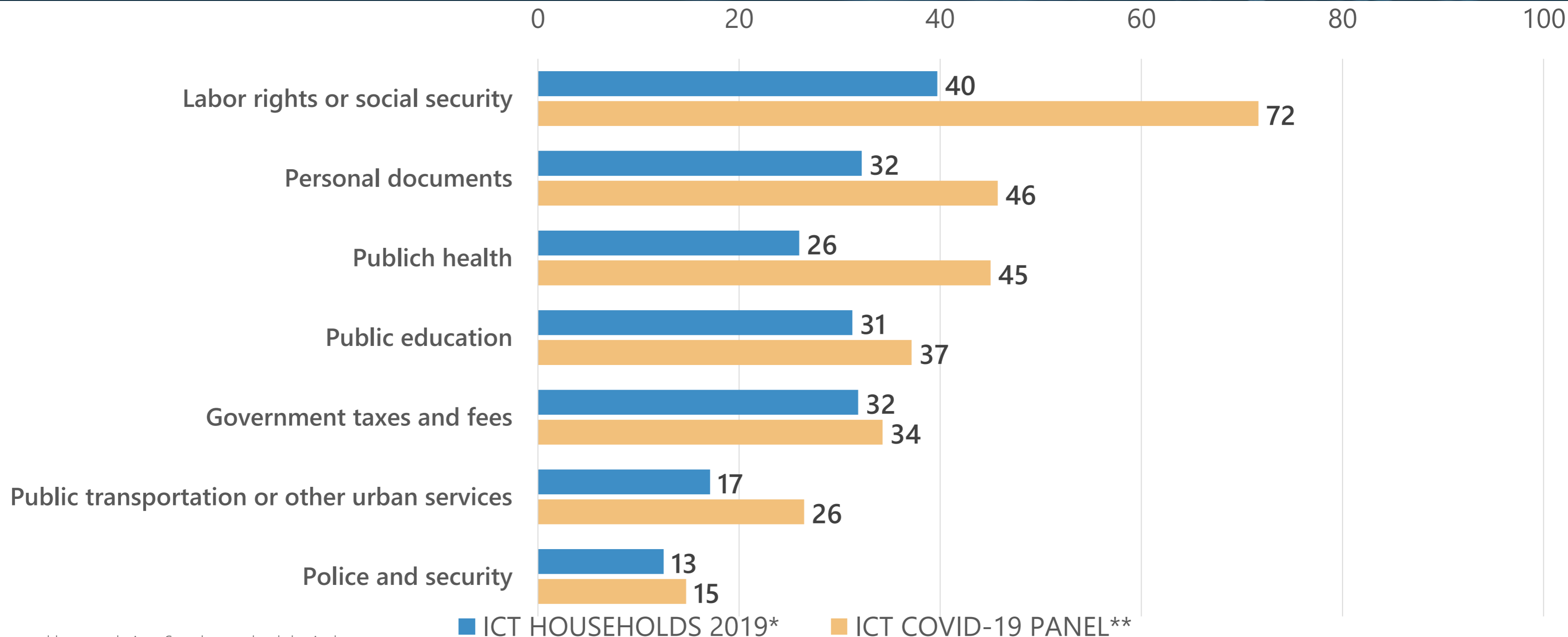
Telehealth



Privacy

# SEARCHING FOR INFORMATION OR CARRYING OUT PUBLIC SERVICES ONLINE

## Internet users 16 years old or older (%)



\* Base reprocessed by population. See the methodological report..

\*\* The reference period adopted by the ICT Household survey was 12 months. In the ICT COVID-19 Panel, the reference period considered was since the beginning of the pandemic.

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# Obrigado!

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Thank you!

¡Gracias!

Merci!

Спасибо!

شكر!

谢谢！



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