



Mostra TIC 2006

Inovações para um Brasil Transparente

Otimização e Racionalização dos Meios e Recursos.

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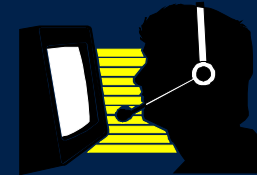
Diretor - Forrester Consulting

Brasilia, 6 de Abril de 2006

Agenda

- Desafios para disseminação dos serviços ao cidadão
- A inovação como ferramenta chave para superar estes desafios
- Transparência das ações do governo em tempos de inovação
- SOA como mecanismo de inovação e otimização de recursos
- Futuro : A arquitetura digital
- Futuro : A evolução do Governo eletrônico


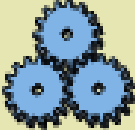


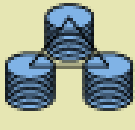

Desafios para disseminação dos serviços ao cidadão



- Capital vs interior
- Diferenças regionais
- Nível de instrução
- Acesso a tecnologia
- Necessidades vs serviços
- Integração administrativa

- Federal
- Estadual
- Municipal

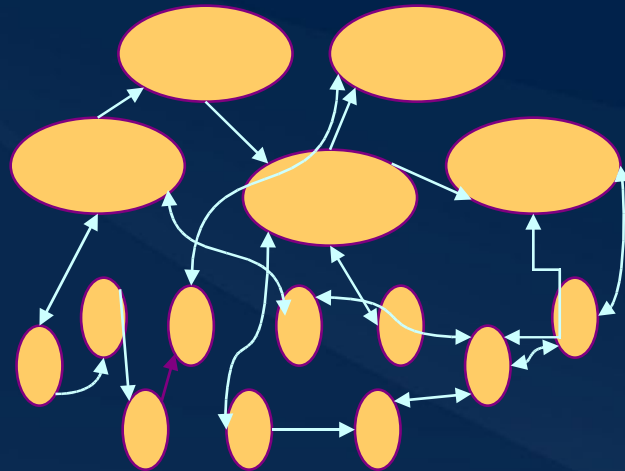
Ingredientes chave para inovação

Assets	How IT assets can be applied
 Problem-solving creativity	IT can identify technical and organizational patterns and then proactively develop solutions to the problems the business faces.
 Business process knowledge	IT's role in developing applications can meet the demands of business processes — enabling it to see all of the stages, connections, and implications of these processes.
 Technology awareness	IT's technological know-how can equip it to recognize and implement technology solutions to business problems.
 Data asset guardianship	IT's extensive interactions with and shared responsibility for data position it to effectively manage and protect data for the organization.
 Process platform ownership	IT's reconfiguration of its applications has prepared it for process change by incorporating a thorough, layered approach that boosts overall flexibility and reusability.
 Collaboration enabler	IT-maintained Web-based portals are one example of the electronic forums that IT can provide for new ideas and products to be discussed across the company.

November 2005, Best Practices “Make IT Matter For Business Innovation”

Gestão e governança = transparência

Processos



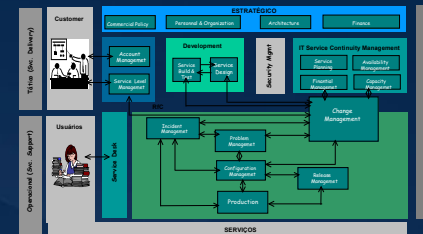
Aplicativos

Infra-estrutura



Planning and Organization	Acquisition and Implementation
Monitoring	Delivery and Support

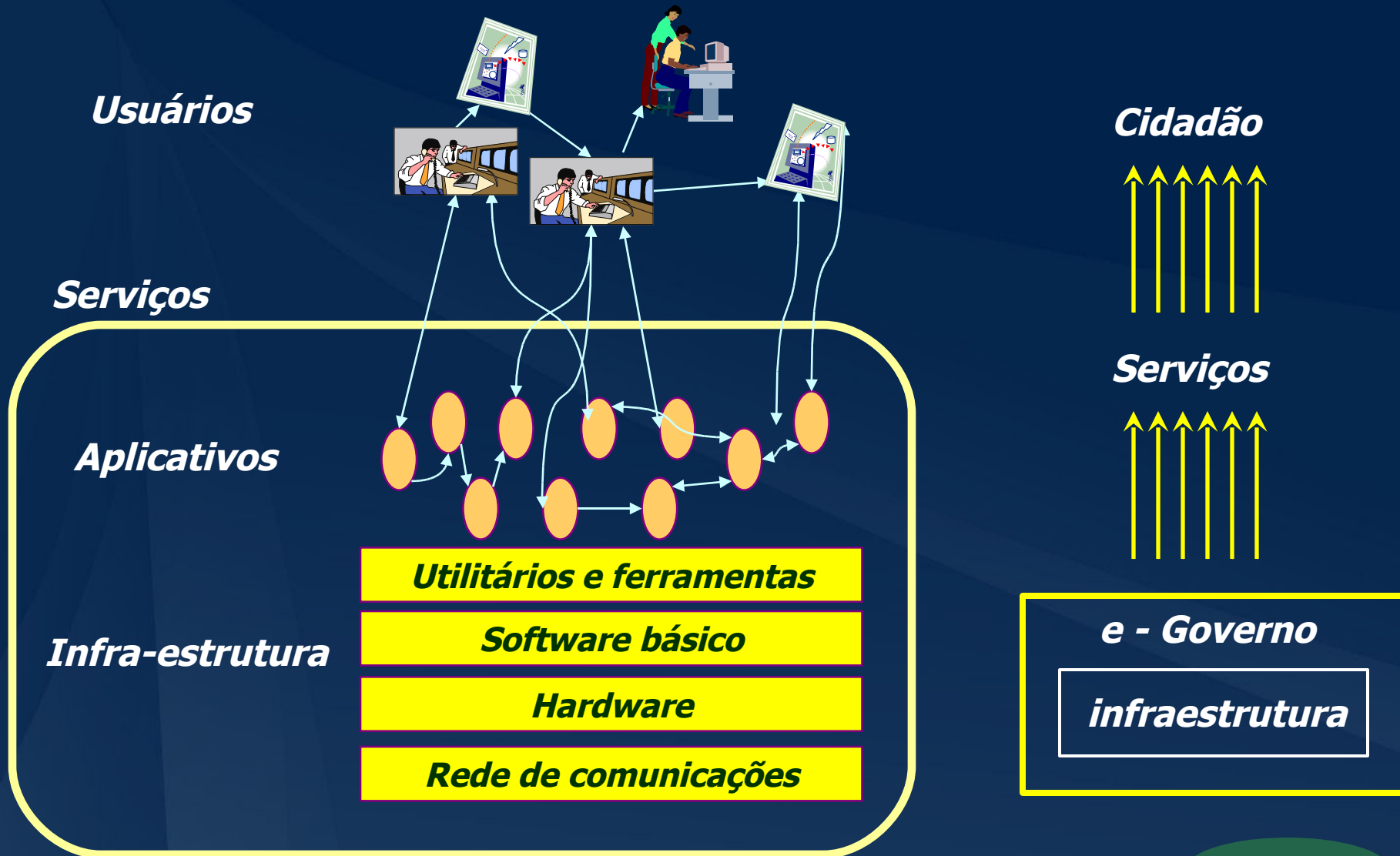
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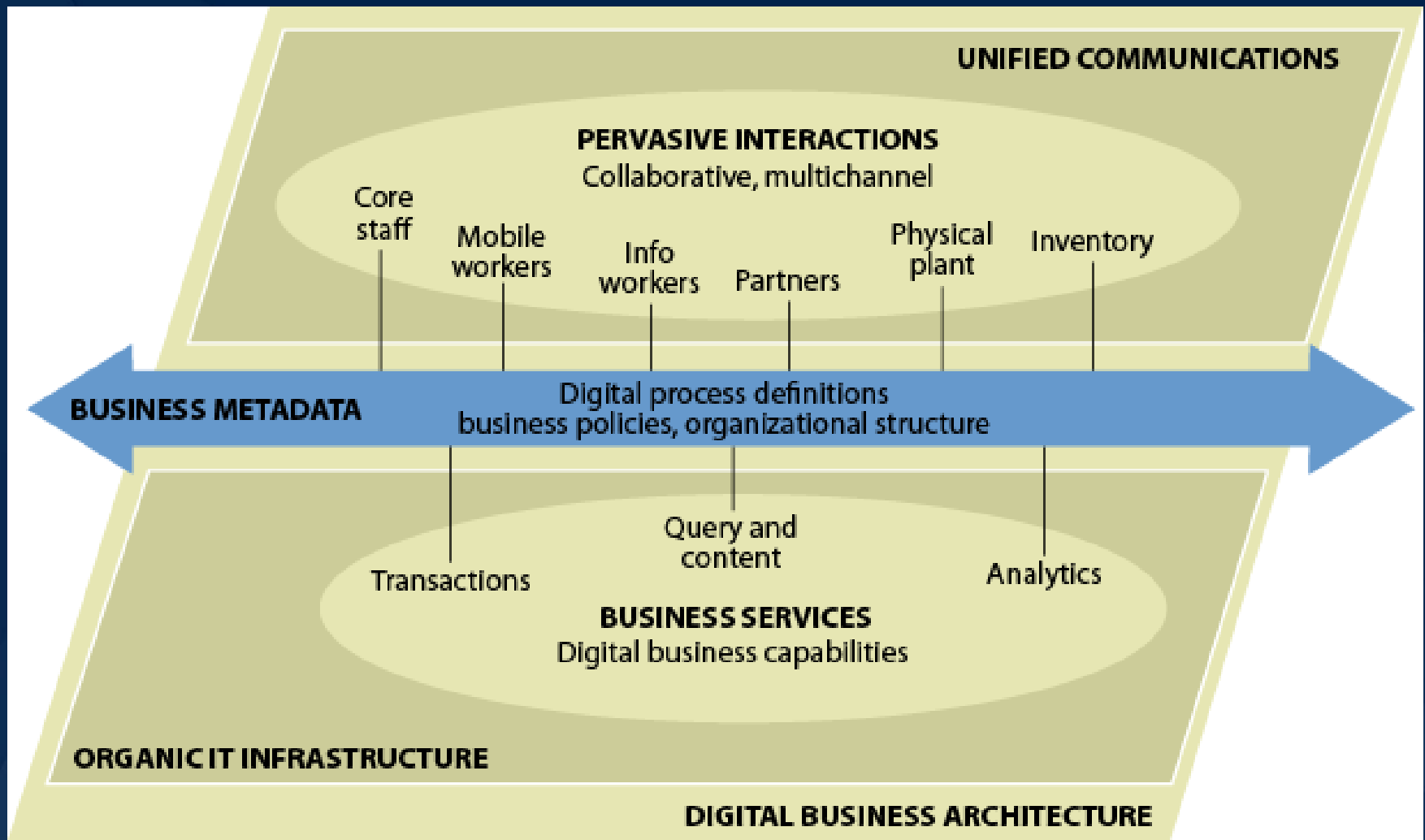
SOA – inovação e otimização



O valor do SOA : Re-uso ou flexibilidade?

- Re-uso e flexibilidade
 - » Em design, codificação e teste (25% a 40% do projeto)
 - » Objetiva redução de custos de TI em 2% a 10%
 - » Foco em otimização e inovação no ambiente de negócio
 - » Combinação ágil de serviços para atendimento a novos processos de negócio
- Métricas para SOA
 - » Número de interfaces ponto-a-ponto
 - » Despesas por projeto
 - Integração
 - Segurança
 - Gerenciamento e Gestão
 - Auditoria
 - » Duração do projeto
 - » Velocidade de adoção pelo usuário

Metadados – a espinha dorsal da Arquitetura Digital



November 2005, Forrester Big Idea “**Digital Business Architecture: Foundation For Business Flexibility**”

A evolução do Governo eletrônico

eGovernment phase	Access 1993-2006		Interaction 2005-2012		Engagement 2010 and beyond	
	Citizen's objective:	Conduct <i>research</i>	Complete <i>transactions</i>	Receive personalized customer <i>service</i>		
Depth of relationship	Information shared via the Internet	Point of service automated	Multichannel relationship	Personalized user experience	Intelligent interactions	
Agency challenges and efforts	Challenges		Technological		Organizational	Social
	Performance outcomes	Incorporating performance measures	Agency strategic plans and performance-based management	Measurable value delivered to the customer; good user experience		
	EA efforts	Modernization blueprints created	Initial EAs developed	Service-oriented architecture deployed		
	eGov initiatives	Initial initiatives defined	Lines of business (LOBs) consolidated	Vertical and horizontal integration along LOBs	Holistic customer focus	

From *The Future Of eGovernment*, May 2005

Obrigado

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