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Regional Center for Studies on
the Development of the Information
Society under the auspices of UNESCO

2014

Annual Report

Cetic.br

Regional Center for Studies on
the Development of the
Information Society

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Presentation

Society's widespread adoption of information and communication technologies (ICT) has generated new challenges to the debate on the right to information, freedom of expression, ethics and privacy in digital media, and has given rise to many emerging issues that surpass the technological dimension. Interaction between individuals in an increasingly digitally connected world combined with the large-scale production and exchange of information set the conditions for the emergence of information and knowledge societies.

Since 2012, the Regional Center for Studies on the Development of the Information Society (Cetic.br) has developed numerous initiatives in cooperation with government agencies, international organizations, civil society and academia to measure the development of inclusive knowledge societies in Latin America and Portuguese-speaking countries in Africa. Cetic.br works as a clearinghouse on ICT statistics for development and practices awareness-raising on the importance of using data for evidence-based policymaking. At the regional level, it plays an important role in the dissemination of methodologies for ICT statistics and best practices in conducting specialized ICT surveys.

Headquartered at the Brazilian Network Information Center (NIC.br) and inspired by the multi-stakeholder model of the Brazilian Internet Steering Committee (CGI.br), Cetic.br plays an important role in contributing to the debate on the use and adoption of ICT and counts on national and international partners in the development of the Center's activities.

NIC.br reinforces its support to the work developed by Cetic.br and renews its commitment to contributing with countries in Latin America and Portuguese-speaking Africa on issues related to monitoring the development of the information and knowledge societies, as well as encouraging the exchange of experiences and best practices in the region.

Demi Getschko

CEO

Brazilian Network Information Center (NIC.br)

Introduction

The Regional Center for Studies on the Development of the Information Society (Cetic.br) has been working since 2012 as a United Nations Educational, Scientific and Cultural Organization (Unesco) category II Center with the mission of contributing to building inclusive information and knowledge societies in Latin America and Portuguese-speaking countries in Africa.

Among the main activities developed by Cetic.br, special mention must be made to the conduction of specialized surveys that measure access to and use of information and communication technologies (ICTs) in various segments of society. Throughout 2014, Cetic.br published seven books in the series of CGI.br's ICT Surveys, seeking to further disseminate survey results for evidence-based policymaking in the sector.

In order to produce internationally comparable data, these studies follow methodological guidelines and parameters established by multilateral organizations, among which we highlight: the International Telecommunication Union (ITU), the United Nations Conference on Trade and Development (Unctad), the Organization for Economic Cooperation and Development (OECD) and Unesco. Cetic.br's extensive experience in data collection and statistics production allows an active participation and contribution in relevant national and international forums on methodological definitions for the production of ICT indicators.

Cetic.br is also dedicated to the promotion of opportunities for training in survey methodologies, in addition to encouraging panels and debates on analyzing the impacts of ICT on society. In 2014, capacity-building workshops were organized in São Paulo, Brazil; San Jose, Costa Rica; and Maputo, Mozambique. Directed at government officials, academia and international organizations, such events help to foster the debate on the importance of producing ICT indicators for the development of public policies and monitoring the knowledge society.

Over recent years, cooperation with national and international organizations has become essential for the implementation of the Center's activities, which rely on the support of a network of representatives from the government, academia, civil society and the private sector. Such partnerships involve various segments of society and reflect a multistakeholder approach in carrying out the Center's activities.

Main lines of action

Capacity-building in Survey Methodologies

This line of action focuses on the planning and delivery of capacity-building opportunities related to survey methodology and ICT measurement. The promotion of such workshops is also a suitable channel for disseminating internationally acknowledged frameworks and methodologies, such as those set forth by the Partnership on Measuring ICT for Development. These activities are intended to raise awareness on the importance of measurement and empower policymakers in assessing the impact of ICT for the development of knowledge societies.

Knowledge Center

Producing and sharing information and knowledge are essential strategies for achieving Cetic.br's objectives. This line of action focuses on producing data through specialized ICT surveys and disseminating information on survey methodology, ICT indicator databases, data analyses and publications. Cetic.br counts on nine expert groups composed of representatives from government and international organizations, academia and civil society organizations that meet periodically to discuss survey methodology.

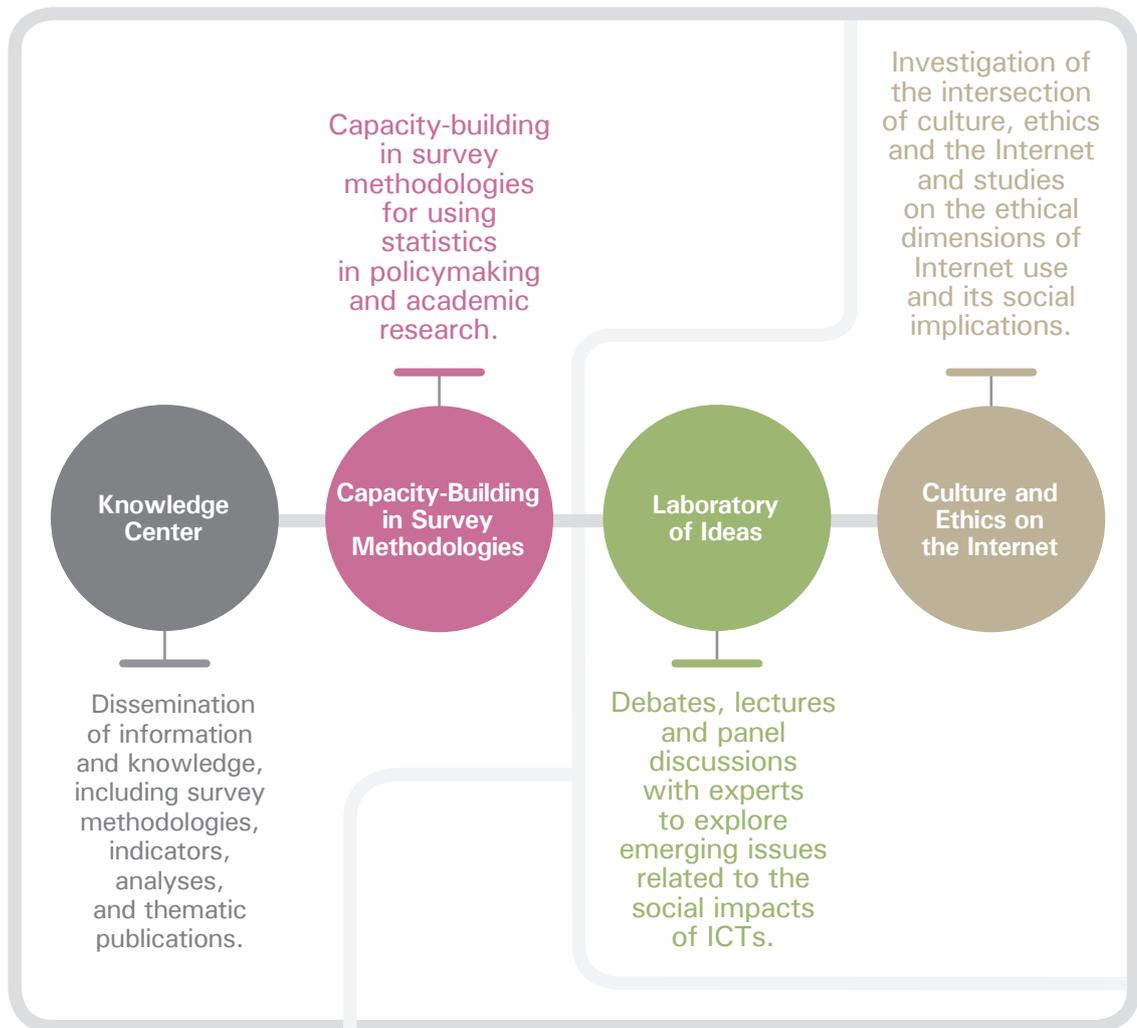
Laboratory of Ideas

Cetic.br works as a platform for exchanging experiences and stimulating debate among experts and key stakeholders that come together to discuss emerging issues related to the development of information and knowledge societies.

Culture and Ethics on the Internet

The social dimension of the Internet has drawn attention on topics such as culture and ethics. For this reason, Cetic.br is interested in the intersection of these issues and in conducting studies related to Internet use and its social implications.

THE UNESCO CENTER'S FOUR LINES OF ACTION



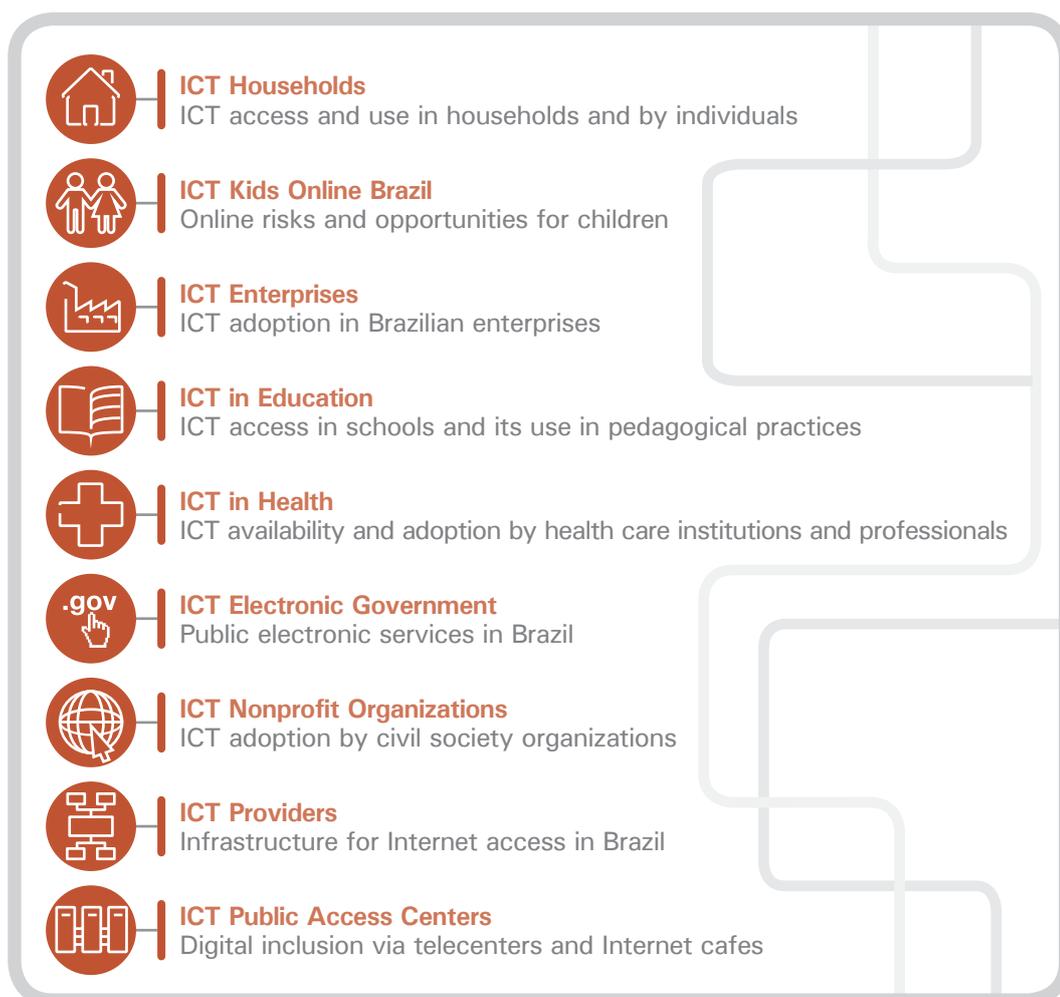
In 2014 the Regional Center for Studies on the Development of the Information Society (Cetic.br) developed a series of activities in knowledge production and capacity-building in survey methodology. The year's main highlights are presented below.

2014 Activities

ICT Surveys

Cetic.br has been dedicated since 2005 to the regular production of statistics in different segments of society to understand access to and use of information and communication technologies (ICTs) in Brazil. In 2014, nine survey projects were conducted: ICT Households, ICT Kids Online Brazil, ICT Enterprises, ICT in Education, ICT in Health, ICT Electronic Government, ICT Nonprofit Organizations, ICT Providers and ICT Public Access Centers (Chart 1).

Chart 1. ICT Surveys Conducted by Cetic.br



Each survey project relies on the support of an important group of experts that meets regularly to discuss and validate survey methodology, indicators and define guidelines for data analysis. Currently, the network of collaborators for the ICT survey projects is comprised of approximately 200 experts, who contribute voluntarily to continuously improving methodological procedures for obtaining reliable data, as well as identifying new areas of investigation.

In 2014 seven expert meetings were held by the Center to discuss survey methodologies and counted on the participation of representatives from government agencies, universities (national and international), non-governmental organizations, private companies and international organizations, among others. It should also be noted that the first expert group meeting for the ICT in Culture survey took place in 2014 and presented an opportunity to discuss the methodological definitions of the project.

Cetic.br published seven books (see Appendix), which present updated indicators on access to and use of ICT in Brazil and a selection of articles by national and international authors, aligned with each publication's theme. Three public debates were organized at different occasions of survey publication launchings to stimulate discussions on the subject matter addressed by the book.

ICT in Health Debate



In its first edition, the launch of the ICT in Health 2013 survey publication was marked by a debate entitled “The potential of ICT in the Development of the Health Sector,” mediated by Professor Dr. Heimar de Fátima Marin and including Elettra Ronchi of the OECD, David Novillo of the World Health Organization, Pablo Tactuk of the National Statistics Institute of the Dominican Republic and Augusto Cesar Gadelha Vieira of Datasus – the Informatics Department of the Brazilian Unified Health System (SUS).

ICT Households and Enterprises Debate



Held in October 2014, the launch of the ICT Households and Enterprises 2013 survey publication in São Paulo brought together around 170 researchers, government officials, experts and students in the field of ICT. The debate on “Connected Societies: Implications for Individuals and Enterprises” was mediated by the journalist Cristina de Luca and counted on the participation of Francisco Saboya, CEO of Porto Digital; Graciela Selaimen, program advisor to the Ford Foundation; Ronaldo Lemos, director of the Rio de Janeiro Institute of Technology and Society (ITS); and Silvio Meira, professor and founder of the Recife Center for Advanced Studies and Systems (Cesar) and former CGI.br advisor.

ICT in Education and ICT Kids Online Brazil Debate



The challenges faced by children in using ICT critically in Brazilian schools and households were the issues discussed at the launch of the ICT in Education 2013 and ICT Kids Online Brazil 2013 survey publications. The meeting brought together Guilherme Canela of Unesco’s Regional Science Office for Latin America and the Caribbean, Maria Luiza Belloni of the Federal University of Santa Catarina (UFSC), Mario Volpi of the United Nations Children’s Fund (Unicef), and Venâncio Massingue of the Institute for Research in Science, Innovation and ICT in Mozambique (SIITRI), and was mediated by the journalist and communication and rights consultant Veet Vivarta.

Interministerial meeting – Ministry of Communications



In November 2014, the Ministry of Communications held the first interministerial meeting involving different public administration departments and agencies of the Brazilian government to discuss the statistics produced by Cetic.br on access to and use of ICT in the last nine years. This unprecedented event proved that public administrators in the federal government are gradually seeking a greater amount of reliable data to support the design and monitoring of public policies.

The main topics addressed at the event were broadband provision, ICT infrastructure and access in Brazil, software innovation and development, digital content production and public Internet services. On this occasion, Cetic.br's indicators were used to illustrate the context of access to and use of ICT in Brazil, and representatives from the corresponding ministries commented on the ongoing government policies for digital inclusion.

This same event hosted the launch of the ICT Public Access Centers survey publication, which investigates the contribution of telecenters and Internet cafes for digital inclusion in Brazil. At this occasion, the Minister of Communications Paulo Bernardo stressed that the studies conducted by Cetic.br are strategic for decision-making, citing the contribution of the publication for understanding the scale of telecenter use in Brazil, particularly in remote locations where Internet access is problematic. Promoting dialogue between data producers and policymakers is crucial in promoting the use of statistics in the design and monitoring of policies for the development of information and knowledge societies.

Capacity-Building

Activities related to capacity-building gained prominence in 2014 and were further strengthened as an important line of action. The workshops organized by Cetic.br in survey methodology brought together key stakeholders engaged in the production and analysis of data on access to and use of ICT. In addition to developing technical skills in survey methodology, the meetings help to promote the debate on the importance of ICT-related statistics for evidence-based policymaking, a predominant theme in the three editions of the workshops conducted in 2014.

The NIC.br Annual Workshop on Survey Methodology, held in São Paulo, reached its fourth edition with a record number of registrations. 2014 also saw the second edition of the ECLAC-Cetic.br Workshop on ICT Survey Methodologies for Latin American representatives, which was hosted by the government of Costa Rica. Moreover, that year marked the beginning of an important partnership with the government of Mozambique, strengthening the South-South cooperation undertaken by the Center and enabling a capacity-building event held in the country's capital, Maputo.

IV NIC Annual Workshop on Survey Methodology

Sao Paulo, Brazil / April, 2014



The NIC.br Annual Workshop on Survey Methodology has created to promote the dissemination of knowledge on methodologies for surveys on ICT. The event's fourth edition brought together 66 participants, among researchers, public administrators and statisticians who are involved in the planning, conduction and analysis of ICT surveys, as well as academics and representatives of international organizations.

The 2014 workshop began with an opening lecture on the importance of assessing the impact of public policies, delivered by Professor Dr. Eduardo Luiz Gonçalves Rios-Neto, professor and researcher at Cedeplar / Federal University of Minas Gerais (UFMG). The first short course, which offered an introduction to evaluating public policies, was delivered by Dr. Elettra Ronchi, senior analyst for Public Policy in the Information, Computer, Communications Policy Division of OECD. The second short course, on quality concepts in quantitative research, was delivered by Professor Dr. Pamela Campanelli, a consultant specialized in survey methodology. Continuing the debate on the evaluation of quality, Dr. Sabine Warschburger, of the United Nations Statistics Division (UNSD) in New York, presented the National Quality Assurance Framework (NQAF), a document that proposes standards of good quality practices in research.

The three-day course closed with a panel debate on national experiences on quality assurance in statistics production, presented by representatives from the national statistical institutes of Brazil (Brazilian Institute of Geography and Statistics – IBGE), Chile (National Statistics Institute – INE) and Mexico (National Institute of Statistics and Geography – INEGI).

ECLAC-Cetic.br Workshop on ICT Survey Methodology

San Jose, Costa Rica / November, 2014

The second edition of the ECLAC-Cetic.br ICT Survey Methodology Workshop was held in San Jose, Costa Rica, on the 4th and 5th of November 2014. The event was organized by Cetic.br in conjunction with the ECLAC and the Costa Rican Ministry of Science, Technology and Telecommunications (MICITT), and gathered 40 representatives from government agencies, ministries and national statistical institutes from ten countries in the region.

In order to raise awareness among policy makers on the importance of compiling statistics for formulating policies, the course's central theme was the evaluation of public policies in the ICT sector.

On the first day of the course, Professor José Luis Cervera – a statistical consultant specialized in development, science and technology indicators – addressed the role of statistics in evaluating the impact of ICT policies, focusing on regional and international coordination to produce comparable data.



On the second day, Dr. Saadia Sánchez Vegas – director of the Unesco Office in Quito and representative for Bolivia, Ecuador, Colombia and Venezuela – highlighted the importance of monitoring and evaluating ICT policies, emphasizing the relevance of using solid methodological parameters. Following, Carla Valverde, manager of the MICITT economic analysis and markets department, presented an overview of Costa Rica's telecommunications statistics. Cetic.br concluded the day's activities with a presentation on the experience of adapting international methodologies to the Brazilian context.

Workshop on Survey Methodology

Maputo, Mozambique / November, 2014



In accordance with its mission to contribute to the construction of inclusive information and knowledge societies in the African Portuguese-speaking countries, Cetic.br organized in November a workshop on survey methodology in Maputo, Mozambique. The event was conducted in partnership with the Alliance for Affordable Internet (A4AI), the Science, Innovation,

Information and Communication Technology Research Institute (SIITRI) and the National Communication Institute of Mozambique (INCM). The workshop received 30 representatives from different Mozambican institutions and focused on enhancing the debate on the use of statistics for public policy.

The program included an introductory course in survey methodologies for producing ICT data, led by Professor Dr. Denise Britz do Nascimento Silva from the National School of Statistical Sciences (ENCE) of the IBGE. The goal was to offer basic fundamentals and an overview of the processes necessary for the regular production of statistics.

During the workshop, the processes and projects developed by Cetic.br were presented in order to share the Brazilian experience in the collection of ICT data. In addition, a round table on the context of ICT statistics production in Mozambique was held, which debated the current demands, the possibilities for cooperation between institutions and the definition of future projects.

International Seminar on Education and Technology as a Human Right

São Paulo, Brazil / May, 2014

As a result of a cooperation agreement signed between Cetic.br and the Municipal Secretary of Education (SME) of the São Paulo Municipal Government, the first edition of the *International Seminar on Education and Technology as a Human Right* was held in 2014. With the participation of approximately 400 professionals in the field of Education, the event featured lectures and round tables focusing on the use of technology in the classroom, highlighting teachers' experiences in their pedagogical practices.

The seminar's goal was to debate the issues and challenges related to teacher training in ICT use and to generate input to define guidelines for the development of technology use in teaching and learning. This was the first step towards a larger project focusing on the actors in the education system and public administrators, highlighting the importance of and challenges to developing ICT skills.

International forums for the definition of ICT survey methodologies and indicators

The surveys conducted by Cetic.br are aligned with the methodological guidelines and parameters established by international organizations that measure and analyze ICT statistics. These parameters are constantly reviewed and discussed by the international community so that indicators adequately reflect the context in which ICTs are inserted. In 2014, Cetic.br actively participated in important methodological forums on measuring ICT, particularly in the fields of ICT and Health, Education, Households, Persons with Disabilities, Digital Economy and Media Literacy.

ICT Indicators in Health



In order to establish comparable indicators on ICT adoption in the healthcare sector in Latin America and the Caribbean, the ECLAC, through its Statistical Conference of the Americas (CEA), set up a working party to discuss and establish a common framework for institutions producing data in the region.

Cooperation between Cetic.br and ECLAC facilitated the methodological discussion of the model adopted by Cetic.br, which in turn was based on the framework of the OECD. The CEA-ECLAC working party discussed the methodological recommendations in detail, as well as the adaptation of the questionnaire to the Latin American context.

Cetic.br hosted the final meeting of the working party, contributing with its experience in conducting the ICT in Health 2013 survey and adapting international methodological frameworks. Representatives from 12 countries in the region brought their outlooks to the final outcome, a harmonized effort that will result in the collection of comparable indicators that will help in building a Latin American panorama of ICT use in health.

ICT Indicators in Education

In 2014, the United Nations Institute for Statistics (UIS) organized a meeting on ICT in Education indicators, hosted by Unesco headquarters in Paris. The meeting's aim was to hold a technical advisory panel (TAP) to discuss aspects of collecting global data on ICT in education in the post-2015 context, considering the goals set by the World Summit on the Information Society (WSIS).

The meeting brought together representatives from international organizations and academics from different regions of the world. Cetic.br was invited to contribute with its extensive experience in conducting the ICT in Education survey (started in 2010). The debate was guided by a review of the indicators for ICT in Education that are currently collected by the UIS, as well as recommendations for new indicators and areas for future investigation. Following, the group discussed the key concepts that are central to the survey and the importance of following the internationally established parameters for producing ICT indicators.

ICT Indicators in Households

Moderated by Cetic.br's manager Alexandre Barbosa, the Expert Group on ICT Household Indicators (EGH) gathers since 2012 representatives from various countries to discuss indicators for measuring ICT in households. The group maintains an active and continuous debate via an online forum and meets in person once a year to consolidate the results of these discussions.

The second face-to-face meeting of the EGH took place in Geneva, Switzerland, in September 2014 and was attended by 85 representatives from national statistical offices, ministries, regulatory agencies, international organizations and the private sector. The meeting was organized by the Telecommunication Development Bureau of the International Telecommunication Union (ITU) to examine the contributions of the online forum members of the EGH during the previous year which included suggested indicators, their relevance and definitions and new areas for ICT measurement.

The conclusions of the Geneva meeting were presented at the World Telecommunication/ICT Symposium, in November 2014, in Tbilisi, Georgia. The event included discussions of issues related to ICT policies and global development goals, including the post-2015 development agenda. The symposium also provided an opportunity for presenting the results of the discussions carried out by the EGH and the Expert Group on Telecommunication/ICT Indicators (EGTI) during 2014.

ICT Indicators for Persons with Disabilities

In 2014, the Center dedicated great efforts to the theme of ICT use by persons with disabilities by conducting and disseminating information on the subject matter and discussing methodology for data production in international forums.

The Center attended an expert meeting organized by Unesco and the United Nations Department of Economic and Social Affairs (Undesa), hosted by Unesco headquarters in Paris and aimed at providing general recommendations to strengthen the production of statistics on persons with disabilities.

In addition, the Center joined the Unesco International Conference entitled “From Exclusion to Empowerment: The Role of Information and Communication Technologies for Persons with Disabilities,” in November 2014, sharing its experience in data collection on the subject and learning from other initiatives carried out by other countries.

Finally, Cetic.br also launched the Portuguese translation of the *Unesco Global Report: Opening New Avenues for Empowerment – ICTs to Access Information and Knowledge for Persons with Disabilities* during the regional event *Accessible Americas: Information and Communication for All*, in São Paulo, organized by the International Telecommunication Union (ITU), the Unesco Office in Brazil, the Secretary for Human Rights of the Presidency of the Republic, the Government of São Paulo (Municipal Department of Persons with Disabilities and Reduced Mobility) and the National Telecommunications Agency (Anatel).



Based on the United Nations Convention on the Rights of Persons with Disabilities, the Global Report makes recommendations for decision makers, educators, civil society and industry to promote the rights of people living with disabilities.

The translation of the publication into Portuguese allows this important content to reach the Portuguese-speaking community, further promoting the rights of persons with disabilities and sharing best practices on the relationship between ICT and persons with disabilities.

Digital Economy Indicators

Cetic.br attended the meeting of the Working Party on Measurement and Analysis of the Digital Economy (WP-MADE), held at the headquarters of OECD. The party was created to develop tools and methodologies to strengthen the production of data that can guide public policies related to the digital economy and assess their contribution to society and to economic performance.

The Center contributes to this forum of experts since 2010 by sharing the Brazilian experience in conducting ICT surveys based on international frameworks. In 2014, emphasis was given to the framework proposed by the EU Kids Online network that focuses on children's Internet use and also on the OECD model for measuring ICT use in the health sector, both adopted by the Center.

Media Literacy

The Latin American and Caribbean Media and Information Literacy Forum was organized by Unesco in December 2014 to discuss issues related to literacy for different media. The event witnessed the creation of Latin American and Caribbean Chapter of the Global Alliance for Partnerships on Media and Information Literacy (GAPMIL), a promising forum for discussing education and media in Latin American and the Caribbean countries.

Cetic.br's participation at the event included a presentation based on the results of the ICT in Education and ICT Kids Online Brazil surveys at the panel "the Role of ICTs in Combating the Lag in Education and Traditional Illiteracy in Latin America and the Caribbean".

Cooperation

Cetic.br has been dedicating efforts to establish partnerships and cooperation agreements, seeking to join forces with other organizations working in data production and analysis. During 2014, new cooperation agreements were signed with international organizations and national universities, diversifying the activities carried out by the Center in different projects.

In 2014, Cetic.br signed a cooperation agreement with the Latin American Faculty of Social Sciences (FLACSO) that marked the beginning of a project in conjunction with the Unesco Regional Chair on Women, Science and Technology in Latin America. The project, currently under design, is aimed at producing a transnational comparative study on the use of ICT by children in Brazil and Argentina, analyzed through a gender perspective.

Another important agreement was signed with the Alliance for Affordable Internet (A4AI), which culminated in a capacity-building workshop on survey methodology in Mozambique, which was held in late 2014. At the same time, cooperation was established with the Science, Innovation, Information and Communication Technology Research Institute (SIITRI). Such agreements consolidated important collaboration for carrying out a workshop in Mozambique, and the latter partnership also resulted in an institutional visit at Cetic.br by the organization's representative, as well as his participation at the Center's publication launch event debate.

Regarding national institutions, new agreements were signed in 2014 with public and private Brazilian universities for the use of the micro-data on the surveys produced by Cetic.br. Such data is used for academic analyses and papers related to studies on ICT. In addition, research institutions, such as the IBGE and the Institute for Applied Economic Research (IPEA), are frequent users of Cetic.br's data, highlighting the relevance of the ICT indicators produced by the Center in the national context.

In addition to the new agreements, the year was marked by the strengthening of previous partnerships. The collaboration between CETIC.br and ECLAC was essential for conducting

the second edition of the capacity-building workshop on ICT survey methodology, in San Jose, Costa Rica. In the first semester of 2014, as a result of cooperation between Cetic.br, the ECLAC and the CEA, São Paulo hosted the meeting of the working party for measuring ICT in health.

The work carried out with the Unesco Office in Brazil was also strengthened in 2014 with the participation of representatives at expert meetings, debates for launches of publications and other activities organized by Cetic.br. At the end of the year, the launch of the *Unesco Global Report: Opening New Avenues for Empowerment – ICTs to Access Information and Knowledge for Persons with Disabilities* at the Accessible America event was a result of a joint effort of the two bodies to increase dissemination of Unesco materials by translating it into Portuguese. Also in 2014, Cetic.br's publications were catalogued in the Unesdoc repository representing an important step towards distributing relevant content to a wider audience.

In the context of the development of ICT indicators, the solid partnership between ITU and Cetic.br over the past years has been central for the exchange of relevant information in international forums and Cetic.br's continuous contribution in sharing practices learned over nine years of experience in ICT data collection. For the third consecutive year, the manager of Cetic.br, Alexandre Barbosa, has occupied the role of moderating ITU's Expert Group on ICT Household Indicators (EGH), a forum that discusses standards for internationally comparable ICT household data collection.

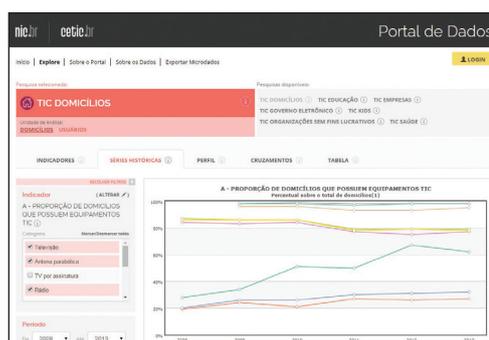
Communication

In 2014 Cetic.br undertook a series of measures aimed at enhancing its communication with the public. To increase the visibility of its activities, the website was redesigned and a data visualization portal was initiated.

Launched in the second semester, the new website describes Cetic.br's projects and brings new informative sections. All the publications produced and translated by Cetic.br can be freely downloaded at the website, and a calendar of relevant events on ICT methodology and indicators is also made available to the public. The new website also narrates Cetic.br's history of almost a decade of work and shares updated news on its most recent releases and activities.

In 2014 Cetic.br also started a new project to allow data visualization in a more dynamic and interactive way. The platform currently is under construction, to be released in 2015, and will allow users to manipulate data, selecting new forms of data visualization through maps, tables and charts that can also be exported in open formats.

The portal will allow easy access to ICT indicators and their historical series as well as other analytical functionalities. This is an important step towards increasing user interaction with the data produced by Cetic.br.



Appendix

An overview of the ICT Surveys published in 2014



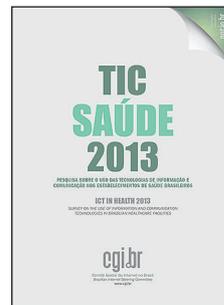
The ICT Households and ICT Enterprises surveys have been conducted annually since 2005. The former aims to map access to and use of ICT in Brazilian households and by individuals and the latter studies ICT adoption by companies. In 2014, the ninth edition of the surveys was published.



Aimed at mapping potential online risks and opportunities among children aged 9-17, the second edition of ICT Kids Online Brazil was published in 2014 containing indicators on online advertisement and consumption.



Since 2010, the ICT in Education survey has assessed ICT infrastructure in schools in urban areas and ICT appropriation in educational processes. The fourth edition, published in 2014, includes a special module on Online Educational Resources.



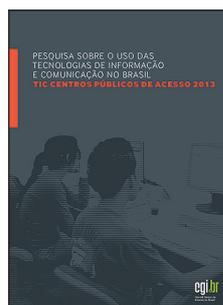
Conducted for the first time in 2013, the ICT in Health survey investigates the availability and use of ICT in health facilities and by professionals.



The ICT Electronic Government 2013 survey investigates the provision of e-government services in Brazil by interviewing federal and state government organizations from the executive, legislative and judicial branches and the public prosecutor's office.



The first edition of the ICT Nonprofit Organizations survey investigates ICT access, use and appropriation by non-profit organizations such as trade unions, associations, foundations and religious organizations in Brazil.



The ICT Public Access Centers 2013 survey investigates digital inclusion in Brazil through an analysis of the main federal government programs supporting telecenters.



The Brazilian Network Information Center – NIC.br

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