PREVIDÊNCIA SOCIAL
EMPRESA DE TECNOLOGIA E INFORMAÇÕES DA PREVIDÊNCIA SOCIAL - DATAPREV

The use of Information and Communication Technologies to improve Public Service Delivery and recognition of citizen rights

DATAPREV | Empresa de Tecnologia e Informações da Previdência Social

Social Security

Social Security in Brazil is available for all formal workers who contribution with the social security fund. It is a public institution that recognizes and guarantee the rights of insured persons. The Social Security benefits are used to replace the income of the contributing workers when he can no longer work either due to a disease, disability, old age, death, involuntary unemployment as well as maternity and forced reclusion.

Social Security Institute (INSS)

Social Security is present on the daily lives of all citizens through the National Social Security Institute (INSS).

It is the INSS' responsibility to operate the recognition of rights of the contributors of the General Regime of Social Security – RGPS.

Network

1.122 Social Security Branches (including PrevBarco and PrevMóvel)

Toll free phone 135 (5 million plus calls per month)

Social Security Data Processing Company (Dataprev)

Dataprev was founded in 1974. It is a public company created by Law and is linked to the Ministry of Social Security.

DATAPREV IN NUMBERS

- **3.400 professionals;**
- **Over 14 billion data registries;**
- **27 million monthly pay slips;**
- **03 Processing Centers: Brasília, Rio de Janeiro and São Paulo.**

Services – systems development, operational sustainability, communication and data network management, information processing, management and treatment related to projects and proposal of technological updates.

Some of our clients are the National Social Security Institute (INSS), Social Security Ministry, Ministry of Labor and Employment, Federal Internal Revenue, Financial institutions, public and private companies.

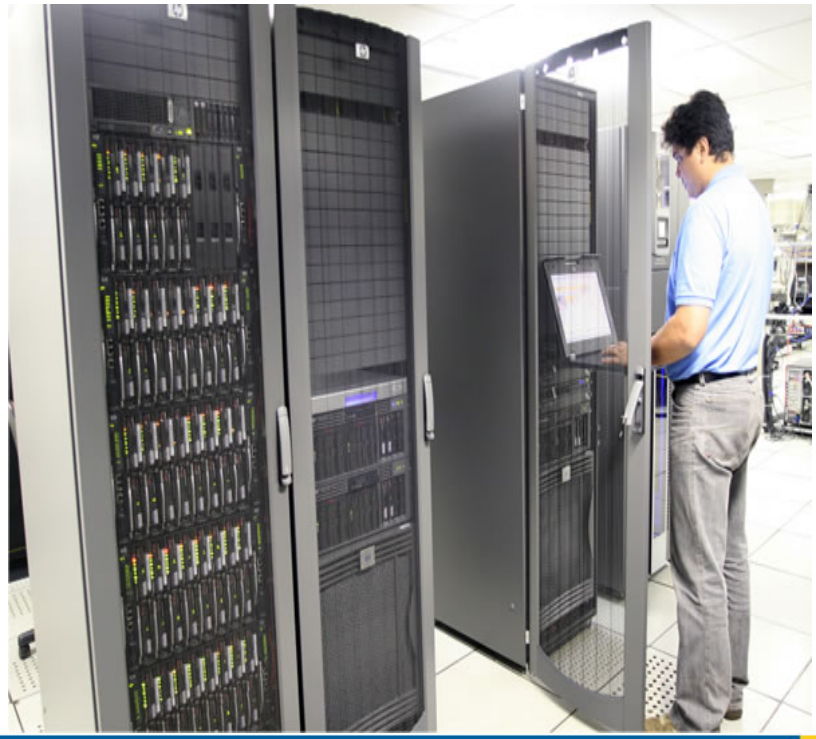
Information management for these clients cover:

- 14 billion data in the CNIS bases;
- 27 million payments processed per month;
- 7 million Social Security vouchers processed every month;
- 58 thousand email accounts managed;
- 49,4 thousand pieces of equipment connected to the Social Security network;

Technological Modernization

CUTTING EDGE TECHNOLOGY – Since the end of 2007, Dataprev has intensely worked on its technological modernization process, starting with the acquisition of hardware and software infrastructure to host the migrating systems going from mainframe to open platforms.

- Migration of all systems to open platform;
- Consulting Institutions state that this is largest migrating process of its kind in the world;
- 7.2 million code lines being migrated to open standard; and
- More than 30 thousand function points.



The Largest social registry in Latin America

CNIS is the system responsible for controlling the information of all insured persons and Social Security Contributors. Since its creation in 1989, it has stored information used to ensure labor and social security rights of the Brazilian citizens.

CNIS makes it difficult for illegal benefits to be granted, allows for a better control of payments received and provides the numbers that help better plan public policies.

Inside Dataprev's computers there are:

- 216 million information entries on persons and companies
- 530 million on labor relations
- 14 billion information entries on payments
- 2 billion entries on security payments.

Digital Inclusion and E-gov actions

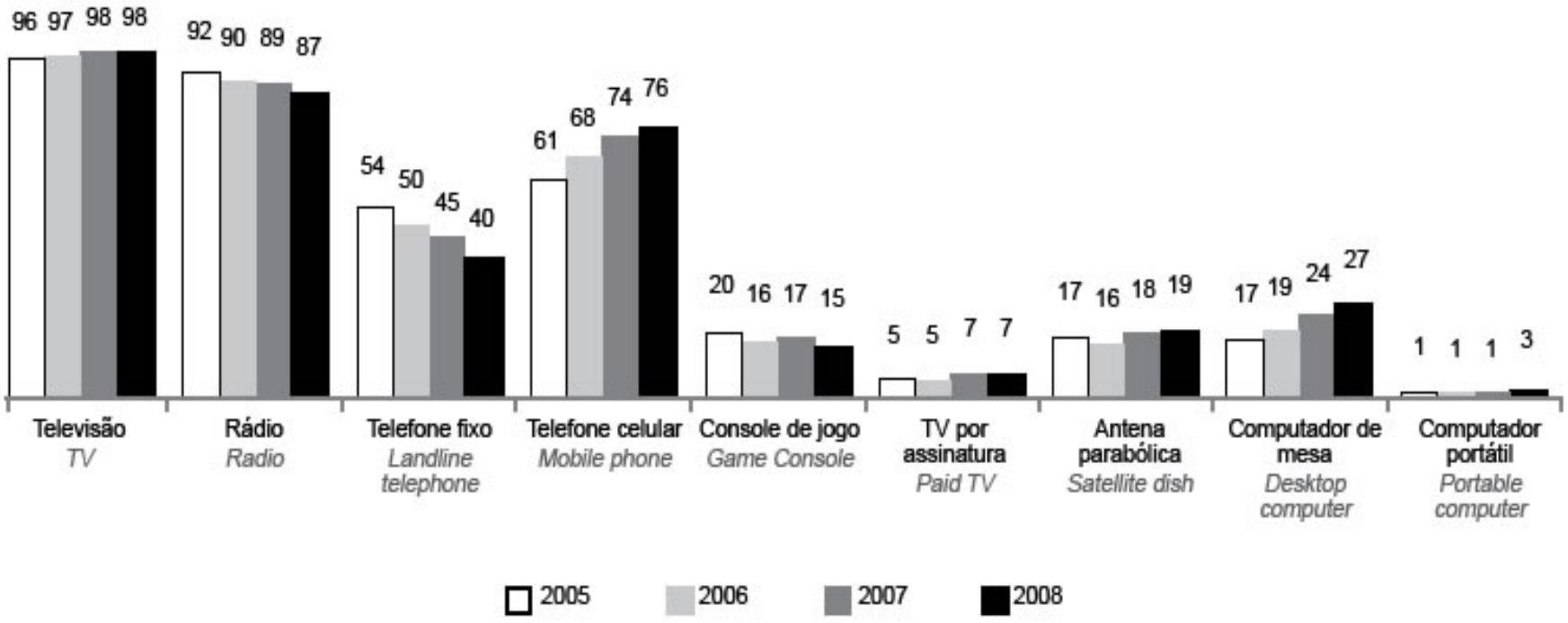
In Brazil, this effort becomes clearer after 2003 when the Government decides to outline a series of pointers and guidelines to expand services and access to them. During this time, more services become available on the internet and there is an increase in the installation and maintenance of community and public centers where internet access is free. These are commonly called telecenters.

All these activities have enabled the design of a new Electronic Government policy which works in three different areas: closely with citizens to improve its own internal management; and to integrate partners and suppliers.

Access to TIC equipment

In Brazil there are 54 million internet users.

27% of urban residences in Brazil today have a desktop.



Social Security and E-Gov

Amongst the people that searched for information related to this topic in 2008, 16% wanted more information on Social Security and 11% accessed the electronic government sites to subscribe for the Social Security.

Nowadays when the federal government page is accessed on *www.brasil.gov.br*, the services related to Social Security are highlighted as they are one of the most popular links.

Online social security

Due to the actions taken by the Ministry of Social Security and the National Social Security Institute (INSS), Dataprev's biggest client, it is possible to access 17 online services via the portal *Portal da Previdência Social*, eliminating the need to go to any of the 1.122 Social Security branches

Some online services include:

- requesting assistance with disease benefits and pensions due to death;
- rescheduling and confirmation of appointments, and
- electronic confirmation of appointments at the Social Security branches.

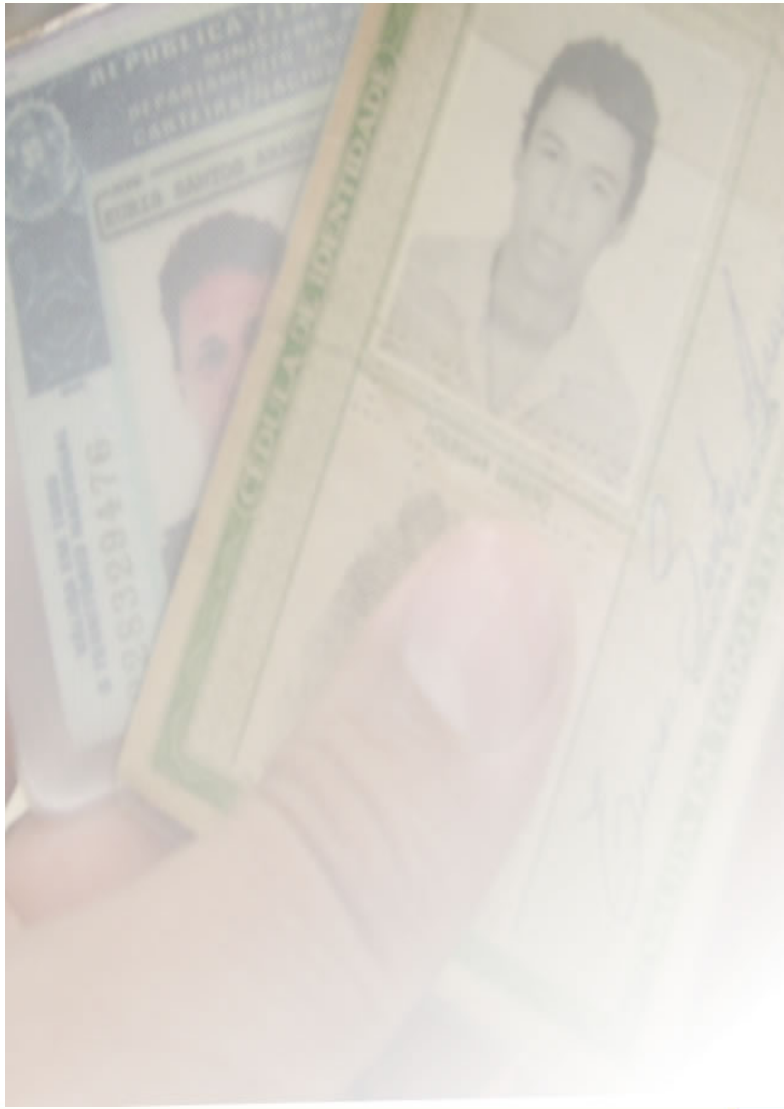
Technology drives better services

- Shorter Lines
- Retirement in 30 minutes
- Social Security Statements through banks
- Pre retirement letter
- Immigrant workers rights guaranteed

Next Steps: Social data

Unique Registry

- Individual Taxpayer number, Identity Card, Driver's License…
- Among the more recent solutions for the Civil Registry Information System (Sirc), the National Registry of Information on Government Social Security Regimes (CNIS-RPPS) and the modernization of the Online Obituary Control System (Sisobi online).



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