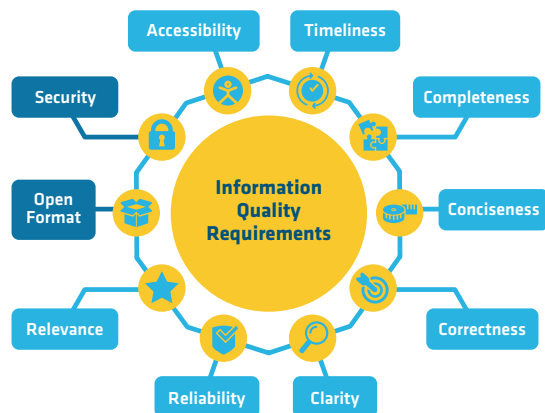


# INFORMATION TECHNOLOGY

## QUALITY OF INFORMATION FROM ELECTRONIC PORTALS OF THE FEDERAL PUBLIC ADMINISTRATION

### WHAT DID THE TCU AUDIT?

The TCU assessed **whether the information** made available on the TCU, Chamber of Deputies and Ministry of Health portals **met quality of published information requirements, in addition to formal legislation requirements.** Clarity, dependability, completeness, relevance, dependability, open format, and timeliness are some examples to ensure that the information made available is useful to citizens and society.



Information Quality Framework – Source: Developed by the audit team

### WHAT DID THE TCU FIND?

In general, it was verified that **important information quality requirements** established in legislation and good practices **were not met by the portals of the audited bodies at the time of the audit, which may jeopardize users' effective use of the published information by users.**

Regarding the TCU portal, it was observed that great part of the published information is difficult to locate, not sufficiently updated, not disclosed with all the necessary data to make it useful, and not published in a concise manner.

Concerning the Chamber of Deputies portal, it was discovered that some of the published information is difficult to locate, not disclosed with all the necessary data for it to become useful, and that there are difficulties in understanding the information on legislative activity, such as information on the processing of proposals.

In relation to the Ministry of Health portal, it was found that there is a set of published information that is difficult to locate, not sufficiently updated, not disclosed with all the necessary data for it to become useful, not reliable, and not easy to understand and interpret.

It also became apparent that a large portion of the available data in the three portals evaluated is not published in open format, which is contrary to the Law on Access to Information - LAI (Law 12,527/2011).

Finally, it emerged that due to the non-implementation of certain information security controls, the portals of the TCU and the Chamber of Deputies may be subject to loss of published information, as well as to unauthorized access to restricted information.

### WHAT DID THE TCU DECIDE?

The TCU's main recommendation to the bodies whose portals were evaluated is that they **improve internal processes related to the publication of information on their internet portals, including periodic evaluations of the quality of such information.** In addition, it was suggested that the TCU and the Chamber of Deputies to evaluate the risks that may impact the security of the information made available on their portals and, if deemed necessary, to implement controls to mitigate them, taking into account the criticality and importance of each of them for the respective body, in attention to good information security practices.

## EXPECTED BENEFITS

In addition to the specific improvements in the evaluated portals, the main benefit of the work is the induction that **the bodies include periodic evaluation of the quality of information of their portals**, with to the goal of ensuring not only the compliance with formal requirements of transparency legislation, but also the fulfillment of information quality requirements.

## WHAT ARE THE NEXT STEPS?

Monitoring of the measures that the audited bodies may take to comply with the recommendations issued in the Court Decision will take place at an appropriate time. In addition, whenever possible, the Court will also disclose the results of this work in meetings with managers and at transparency-related events in order to **encourage the debate on the importance of the quality of information available on public portals**.

## DECISION DATA

Court Decision: 878/2022-TCU-Full Court  
Session Date: 4/20/2022  
Rapporteur: Minister Benjamin Zymler  
Case No.: 037.554/2020-4  
Responsible Department: Audit Department  
Specialized in Information Technology (AudTI)