Information Providing, Society and Chamber of Deputies in Brazil: A New Approach

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What is the approach?

A new way of:

• Requesting information for the Chamber of Deputies through its institutional website
• Managing the users requests and
• Offering customized services and products
Information and Documentation Center: supporting information management at the Chamber of Deputies of Brazil

Our Mission:

• To comply the requests from MPs and other users from the Chamber with qualified data subsidizing the legislative and administrative process;

• To provide information services to society, based on principles of transparency.
Customer Relationship Management: a corporative challenge led by the Information and Documentation Center

To carry out a study in order to improve the relationship process of the House with its information users.
How did it work before?

• Each unit of the House adopted different standards to answer the requests;
• The same service was done simultaneously and independently by some units of the House;
• A gap concerning the competencies in dealing with certain questions from citizens;
• Different answers of the same request among several units, causing failure in the service.
About the study conclusions:

- Pointed out the need to set up an integrated information system to answer the users’ requests, called **Customer Relationship Management** – CRM;
- Recommended the creation of a **Relationship Management Committee** to deal with the requests from information users and establish the rules and patterns to provide the best information services.
Objective: to develop an integrated system for all the information providers of the Chamber of Deputies that allow them to:

- monitor deadlines; apply patterns to the answers; avoid reworks; produce integrated reports; watch over standards of quality; evaluate user satisfaction.

Duration of the Project: 2013-2016
The integrated Information System Project

https://camara.custhelp.com/app/utils/login_form/redirect/home
Benefits for information users:

• To create a profile on the website only once and send multiple requests using a username and a password;
• To monitor status of the requests;
• To keep all the answers available in a personal repository on the website.
Benefits for Chamber of Deputies

• To know better the user’s profile and the user’s information needs;
• To offer better services and products for the citizens, staff and MPs according to their interests