

Seminar on Public Services Quality and Law 13.460

Centro de Estudos Sociedade e Tecnologia | Universidade de São Paulo | São Paulo, Brasil

June 21st, 2018



Professor Dennys Antonialli, Ph.D.

Faculdade de Direito da Universidade de São Paulo / InternetLab

Ph.D. and Department of State Law professor at Faculty of Law from Universidade de São Paulo. He is a law bachelor and doctor from the same institution. He holds a law master's degree from the Stanford Law School (USA) and a law and business master's degree that was jointly offered by Bucerius Law School and the WHU Otto Beisheim School of Management (Germany). He has worked with the public policy and technology team at the American Civil Liberties Union of Northern California (ACLU / NC) and as legal advisor at the United States Agency for International Development's (USAID) "Timor Leste Legal Education Project". He was an associate researcher at the Alexander von Humboldt Institute for the Internet and Society (Berlin) and was part of the 2014 Summer Doctoral Program group at the Oxford Internet Institute (UK). In 2016, he was a visiting scholar at the Stanford Law School (USA), invited by Prof. Lawrence Friedman. Lawyer and author of several articles, and book chapters, since 2012, he is the coordinator of the Law, Internet and Society Center of the University of São Paulo Law School (NDIS-USP). Specialist in the areas of privacy and surveillance, Dennys has contributed to the work of the Parliamentary Inquiry Commission on Cyber Crimes and has participated in numerous national and international events.



Professor John Sydenstricker-Neto, Ph.D.

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Ph.D. in Development Sociology (Cornell University), M.A. in Sociology (UNICAMP), B.A. in Social Sciences (UNICAMP), Professor at Mackenzie Presbyterian University (UPM), and Senior Research Associate at the Brazilian Center for Analysis and Planning (CEBRAP). More than 25 years of professional experience in consultancy, academic research, applied research, and teaching at the graduate and undergraduate level at Cornell University, UNICAMP, and UFMG. Solid training in research methodology (mixed methods social inquiry) and interdisciplinary studies, and thematic areas such as sustainability, development and social change, environmental analysis, social and environmental indicators, urbanization, governance, and public policy. Extensive experience in conducting and coordinating research projects and consulting projects funded by agencies such as CNPq, FAPESP, EU, Heinz Foundation, IDB, NIH, UNDP, UNFPA, and WHO. More than ten years of international experience in the USA and working with professionals from research centers and universities in Europe, Africa, Asia and Latin America.



Professor Luiz Barco, Ph.D.

Escola de Comunicação e Artes da Universidade de São Paulo / CEST-USP

Mathematics Bachelor's Degree from the Institute of Mathematics and Statistics of Universidade de São Paulo (1964), with a doctorate in Communication Sciences at the School of Communications and Arts of Universidade de São Paulo (1978), he was a full professor at ECA-USP, in which he taught higher courses classes. He was an advisor at the Education Department of Jacareí City Hall and Super Interessante Magazine collaborator. He also collaborated in the magazines "Super Jovem Magazine", "Muy Interessante" (Spain), "Revista Médica Paulista", Revista Humanidades (Portugal), among other periodicals. He was a producer and technical consultant on some radio and TV programs, such as Teleaula (1974), Telecurso, Telecurso 2000, Terceiro Milênio, Telecurso Segundo Grau, as well as presenter of the "Chat with Luiz Barco" program. He is the creator, producer, and presenter of the program "Art & Mathematics" (2001), screened by TV Cultura between 2001 and 2002. He is the author of the book "2 + 2 as Aventuras de Um Matemático no Mundo da Comunicação" published in 1993 in Brazil and 1998 in Portugal, among other books, articles, and academic thesis.

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**Professor Kleber Cavalcanti Nóbrega,
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Academia Brasileira da Qualidade (ABQ)

Ph.D. in Production Engineering from Escola Politécnica da Universidade de São Paulo (1997), Master of Production Engineering from Universidade Federal de Santa Catarina (1990), Graduated in Mechanical Engineering from Universidade Federal da Paraíba (1984). Brazilian Quality Academy Member (Academia Brasileira da Qualidade). He is Perceptum Assessoria e Desenvolvimento's partner and CEO (a consulting and organizational training company), and Potiguar University's (UnP) professor of the Postgraduate Program in Administration (PPGA), Laureate International Universities. He has experience in Production Engineering, with emphasis on Quality Management and Service Management, Planning and Strategic Management, worked mainly on quality, quality in services, service management, planning and strategic management, and balanced scorecard. He is the author of Kleber Nóbrega's Blog, and of the book "Talking about Services: A Guide to Understanding and Improving Services in Companies and Organizations".



Professor Edison Spina, Ph.D.

Escola Politécnica da Universidade de São Paulo / CEST-USP

Ph.D. / Doctor's degree in Computer Engineering from the Engineering School of Universidade de São Paulo (EP-USP). He was an ISO 9000 Lead Auditor (1995); Freelance Advisor in Electromagnetic Interference and Compatibility (1987), Quality and Management of Projects (1998); Director of Antares Eletrônica Ltda (industry, 1986-2000); Project Manager at the Foundation for Engineering Technological Development – FDTE; Electronic Security Systems Analyst (LCA and GAS / PCS). He coordinated the Brazilian Teams of European Projects INSTINCT (FP6), BELIEF (FP6), BELIEF 2 (FP7), VeribrALCUE (Alfa3), and eMundus (Erasmus Mundus). Currently, he is an Assistant Lecturer at the Department of Computer Engineering and Digital Systems – PCS (EP-USP, since 1988); Member of Knoma (Laboratory of Knowledge Engineering); Study Center Society and Technology of USP's Academic Coordinator; Council Member of the Committee of Sciences and Technology of OAB (Brazilian Bar Association); Member of the Committee for International Relations of the School of Engineering of USP (EP-USP); and Advisor of the Executive Board of the Menon Group (Brussels)



Eduardo Bertassi

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Graduated in Electrical Engineering (emphasis in Computer Engineering) from Escola Politécnica da Universidade de São Paulo (EPUSP) and has an MBA degree in Project Management from Fundação Getúlio Vargas (FGV). He was one of the Brazilian researchers that participated in the European Project INSTINCT (co-funded by the European Commission in the Sixth Framework Programme for Research and Technological Development). He worked as software development coordinator for Société Générale banks (Banco Cacique e Banco Pecúnia) and in Groupon Brazil. He is currently a Computer Engineering master's student at Escola Politécnica da Universidade de São Paulo, and his research is focused on system development for crowd-sourcing.