The 5 finished milestones were carried out according to plan, which were:

**Establish the public services users council set in Federal Law 13.460, from 2017**: <https://doe.sea.sc.gov.br/index.php/download/18-08-2022-n-21838/>

**Develop a technological tool to assist the service evaluation process**: <https://dados.sc.gov.br/dataset/e691c2fd-6b36-46cc-96c1-ca8c8b91b2f7/resource/b4f45de4-c8b7-42f8-b230-a92624b6af54/download/relatorio-avaliacao-de-servicos.pdf>

**Publish and spread the ranking of public service user defense code**:

<https://www.sc.gov.br/mais-indicadores>

**Develop a methodology of public services evaluation, including basic criteria, evaluation cycles, and feedback for improvement and evaluation ranking**: <http://server03.pge.sc.gov.br/LegislacaoEstadual/2022/000005-009-0-2022-031.htm>

**Diagnose the ombudsman difficulties and needs at the State Executive Branch**: <https://dados.sc.gov.br/dataset/e691c2fd-6b36-46cc-96c1-ca8c8b91b2f7/resource/847e75f8-ad99-425e-b38e-a5275587269a/download/perfil-da-rede-de-ouvidores.pdf>

The milestone that is "in progress", was necessary to make an adjustment, since was observed the impossibility of implement the system:

**Implement the new Ombudsman and Access to Information System:**

About this milestone, there were some difficulties during the process, such as the fact that the informatic language compatibility of the software was not previously analyzed, preventing the implementation within the timeframe of the Action Plan, so is still in progress. The team that works with the system chose to hire a company to develop the new Computerized System of Ombudsman and Access to Information. In this way, the necessary bidding procedures were initiated according to information about the process, there is the following report available: <https://dados.sc.gov.br/dataset/e691c2fd-6b36-46cc-96c1-ca8c8b91b2f7/resource/61f7e986-cadd-4e87-9aa7-3f365089f39b/download/relatorio-sistema-de-ouvidoria-oge.pdf>

3 of the "not started" milestones were subsequent of the “not finished” "**Implement the new Ombudsman and Access to Information System**" , so they were not carried out equally:

**Carry out training on the new ombudsman system.**

**Elaborate and spread to society the communication plan of the new Ombudsman and Access to Information System.**

**Hold awareness events and meetings for managers and society on the new ombudsman system.**

Lastly, the action called “Hold awareness events for public managers and society”, was also not implemented because of the reasons mentioned in item 1.2, like the limitations of the electoral year.

During the execution, the coordinators of each project were instructed to update the status of the project in a system called *Projet SC*, which allowed online monitoring by any citizen**:**

**The public services users council set in Federal Law 13.460, from 2017**:

<https://www.projeta.sc.gov.br/detalhes_projeto_historia.html?id_projeto=9144>

**Implement the new Ombudsman and Access to Information System**:

<https://www.projeta.sc.gov.br/detalhes_projeto_historia.html?id_projeto=9145>