SDR
Remote Deliberation

TECHNOLOGY TRANSFER HANDBOOK
REMOTE DELIBERATION SYSTEM OF
THE BRAZILIAN FEDERAL SENATE

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Summary

This document presents guidelines for the implementation and operation of the Brazilian Senate Remote Deliberation System.

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PRESENTATION

In times of crisis, Parliament cannot stop.

Along with universal and periodical elections, the normal operation of Parliament is the most obvious and indispensable element of a Nation's democratic nature.

This Technology Transfer Handbook was created with the utmost urgency at the request of colleagues from other Brazilian and foreign parliaments, aiming at sharing the expertise (in the sense of "savoir faire") developed by the Senate as of March 13, 2020. It was on this date that we identified the imminent risk represented by the Senators' on-site meetings in the Brazilian capital. We concluded these gatherings should not take place due to the Covid-19 pandemic outbreak.

This Presentation is addressed to those responsible for the management of the Legislative Process in Brazilian parliaments and abroad, and is under my sole responsibility, as the Senate's Secretary-General of the Board.

The need for this presentation, in my opinion, arises from the recognition that the person who stands alongside the President at a parliamentary meeting is ultimately responsible for the consequences of one decision or another. This person must necessarily be consulted or even be involved in the process of choosing between one decision and another, as it will impact on the functioning of deliberations.

Therefore, this Presentation is addressed to my counterparts responsible for the management of the legislative process of parliaments. Secretary-General of the Board, Secretary of the Presidency, Clerk, Legislative Director, Legislative Director-General or whatever job title you wish to give. I am addressing the person responsible for organizing the Legislative Process.

First, I would like to recommend that the remote sessions have one single item on the agenda. If necessary, more than one session can be held on the same day. This will allow the members of parliament to log in specifically at the time of discussion of topics of their interest. This will minimize connection problems, unnecessary extensions of the sessions and confusion of members upon signing up to discuss agenda items. It also eliminates the risk of requests for inverting, including or eliminating agenda items.

I also recommend that remote sessions (or virtual sessions, as some call it) begin directly with the Order of Business, discussing and/or voting on the single item in the agenda. The periods in which members address the audience should be avoided in order to promote a more objective session.

The operation is stressful. Unless we have several trained teams, a sole team seems to have an operational limit of 12 hours of session per week. If it is necessary to operate for longer periods or daily sessions, I strongly recommend that teams be organized on a rotation system.

The Brazilian Federal Senate Remote Deliberation System (SDR in the Portuguese acronym) was designed to work in emergencies (wars, natural disasters, pandemics...), when the on-site meeting are not possible. The rules set for operation of the system (available at the end of this Handbook) presuppose these conditions. Therefore, we reccomend using SDR only to vote on matters related to the emergency or matters that cannot wait for the normalization of the situation.

I believe that the use of this instrument should not be trivialized. Although it is modern and sophisticated, it has the natural limitations imposed by physical distance. I am convinced that personal and direct contact between the members of parliament is essential for good parliamentary debate.

Equally, I understand that SDR should only be used in plenary session, not in committee sessions. This is not a problem from the point of view of the standing rules, if the matter is urgent and related to the state of emergency. In general, this kind of matter is automatically processed with urgency. That is, it is not discussed by the committees and is considered directly in a Plenary session. In other words: if the matter is urgent, it is discussed by the Plenary and not by the committees. If it is not urgent or unrelated to the emergency, the matter should not be deliberated upon remotely. As a logical consequence, no matter under the charge of the committees would be discussed via SDR. Obviously, other parliaments may have different approaches to this issue.

I recommend that the roles be very clearly established. An employee should be responsible for connecting the microphone of the next speaker. That person must be physically next to the President of the session. Also at the President's side should be the employer responsible for passing orally to the President the regimental instructions and drafts for forwarding matters. These two people may or may not be the same. At the Senate, we have chosen to assign these two critical functions to two different persons.

One person should be responsible for turning off the microphone of the speaker. This person must necessarily be different from the person who turns on the microphone, because the operation must be fast. A microphone that has not been turned off at the appropriate time may allow the leak of comments made by the MP or by a third party next to them, in addition to the interruption of the audio and video of the following speaker. However, the person responsible for turning off the microphone does not need to be physically close to the President and does not need to be responsible for this role alone. Someone, however, will necessarily have to perform that role.

If the operator assigned to a function loses their connection, they must immediately notify their alternate. A clear chain of command and replacement, almost military-like, is required. Any faillure in an SDR operation can make the difference between a good participation and an embarrassment for the parliamentarian.

I reiterate that because the videoconference solution was not developed specifically for parliaments. It is a corporate tool, designed for professional meetings, adapted with a whole set of rules that are explained in this Handbook. A private technological solution was added, this one developed specifically for the Federal Senate. I directed the team to provide in this Technology Transfer Handbook the names of the two companies – one foreign and one Brazilian –, whose services were hired to help the Federal Senate deliver a complete solution in just 8 calendar days. That is because I understand that the other Lawmaking Institutions receiving this material will have bureaucratic obstacles to overcome. Sometimes, having or not having the names of the companies for contact can make the difference between losing one minute and one week.

Finally, here is my most sensitive recommendation, which is why it is in this presentation under my personal responsibility: I believe it is essential that a qualified employee should have access to the MP's passwords, at least when the system is first implemented. In the experience of the Brazilian Senate, this control was personally and solely under my responsibility. I was responsible for informing the senators' of their passwords. I understand that in Lawmaking Institutions with greater number of members this can be a problem. I understand that from the information security point of view, the existence of a "reliable third party" is a vulnerability of the system. However, and despite all this, I still recommend that an employee with the proper credentials have access to at least the MP's first password. I was personally requested by several senators to remind them of their passwords. I am convinced that we would not have reached the impressive 100% attendance mark in our remote sessions had we not done this.

I am aware that other parliaments around the world have already had experiences with remote public hearings and even symbolic voting with a remotely calculated quorum. However, at least based on the information I had access to, we held in Brazil the first remote session with nominal, electronic and safe voting. It had the successful attendance of all senators in the fulfillment of their terms of office. This is the reason for our effort to share this technology with other parliaments with the speed required by the current global health pandemic situation.

In times of crisis, Parliament cannot stop.

Luiz Fernando BANDEIRA de Mello
Secretary-General of the Board of the Brazilian Senate

INTRODUCTION

This handbook aims at assisting other parliaments to continue their businesses remotely in times of crisis that prevent an on-site meeting. This text is based on the Brazilian Senate experience in its first Remote Deliberation Sessions and is accompanied by:

- "How to Vote in SDR" tutorial video;
- "How to debate in SDR" tutorial video;
- Spreadsheet template for remote voting registration.

In this section of the handbook, we explain what the Remote Deliberation System is. In Section III, we present the prerequisites for the system to work, such as: a videoconference solution, a proper physical space and an infrastructure to chair a session. In Section IV, we explain the actions required to implement the system. For instance, the acquisition of a videoconferencing software, the registration of members of parliament and hosts, and the implementation of an remote voting software. All guidance is based on the system adopted by the Brazilian Senate.

Sections V and VI present the meeting's **Operating Manual for the Host** and the **Operating Manual for the Member of Parliament**, respectively. There we describe how to enter a session, request the floor, schedule a new meeting, among others. Finally, Section VII provides important guidance for the meeting. For example, the organization of roles and the division of duties of each one for the smooth running of the session.

What is the Remote Deliberation System?

The **Remote Deliberation System (SDR)** is defined in the Rule of the Steering Committee No. 7, 2020 [1] of the Brazilian Federal Senate as "*a technological solution that makes it possible to discuss and vote on matters, to be used exclusively in situations of war, social upheaval, public calamity, pandemic, epidemiological emergency, collapse of the transport system or situations of force majeure that prevent or make it impossible for the Senators to meet in person in the National Congress building or in another physical location*".

In other words, it is a solution to be used in exceptional situations to make it possible to discuss and vote on matters. In the case of the Brazilian Senate, the Plenary Sessions. The system is divided into two parts: a videoconferencing solution and a remote voting solution.

The videoconferencing solution is essential to allow discussion of the matter. There, the Members' image and speeches are streamed live. It is also possible to use the videoconferencing solution to hold voting. In this case, the Members of Parliament, one by one, state their votes, which are recorded separately.

The electronic voting solution allows Lawmakers to record their votes simultaneously through an application. It is possible to check the Voting Panel and change the vote, among other options. Electronic voting has its security improved by mechanisms such as confirmation by SMS message and the registration of a picture upon voting.

Procedures, processes and regulations have brought all these technologies together. In Annexes I and II, for example, you will find the Rule of the Steering Committee No. 7, 2020, which describes SDR (mentioned in the beginning of this subsection), and the Regulatory Instruction of the Secretariat-General of the Board No. 13, 2020, which provides for the procedures for submitting bills and legislative documents remotely, respectively.

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1   The full text of the Rule that regulates the system is available in Annex I to this document.

SYSTEM REQUIREMENTS

Videoconferencing Solution

SDR videoconferencing solution was implemented at the Brazilian Senate through **Zoom Meetings** Software, developed by Zoom Video Communications company. According to the translation of the company's official website[2], it is a simplified videoconferencing and chat software supported by multiple devices (desktop computers, notebooks, mobile phones). It was chosen due to features essential to the smooth running of a session, such as **control of the participants' microphones**. This feature is associated with the possibility of virtually **"raising hands" to speak, by means of a digital button**. Thus, it is possible to maintain the order of speeches, something crucial to hand the floor to all members in an organized manner. Moreover, the solution allows for the inclusion of participants by telephone, which is quite relevant in locations where Internet access is not sufficiently stable. In addition, in devices such as desktop computers and notebooks, the software is capable of simultaneously showing video from a greater number of participants than other similar solutions.

At the Brazilian Senate, the software was acquired in its Business version, as it allows for the simultaneous participation of up to 300 users. It also allows for the entry of participants by means of telephone calls. It also makes possible the holding of sessions lasting more than 40 (forty) minutes. There are other options available, not only of plans for the Zoom Meetings solution, but also of videoconferencing softwares that should be considered on a case-by-case basis according to the needs of the institution.

Space and Central Infrastructure for the Videoconference

Figure 1 - Space for Virtual Voting Session at the Brazilian Senate.

Although the videoconferencing software is accessible by any kind of device, such as a desktop computer, a notebook or a mobile phone, **the use of a centralized space with better infrastructure to chair the meeting is paramount**. This place gathers the Chair of the Session, Secretaries, filming crew, among other people essential to recordkeeping and the smooth running of the business. **At the Brazilian Senate, we use a space with 6 (six) workstations with microphones and *webcams***, which accommodate, in addition to the Chair, the Rapporteur, the Secretary and assistants. The closeness of these participants allows the Chair to conduct the session **while their assistants control the microphones, the order of speeches and calculate the votes (when necessary)**. At the same time, other teams, such as the Communication team, do the proper broadcasting. It is necessary, for instance, **that the control of microphones control be done in person**, to ensure the promptness of granting of the floor.

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2   Available at: https://zoom.us/meetings accessed on 03/24/2020 at 11h00.

In addition to the workstations connected to the Internet, the Senate space has a *VideoWall* with 14 (fourteen) screens of 55 (fifty-five) inches controlled by 2 (two) computers and a sound system. We understand, however, that a **minimum requirement is the existence of 3 (three) screens** (of 50 inches, for example). The one on the left showing the Voting Panel, the one in the middle focused on the MP who is speaking and the one on the right with a matrix showing the video of the other participants. This arrangement can be done, for example, with a single computer [3] controlling the 3 screens or with 2 computers, one showing the Voting Panel and another showing the videoconferencing images.

Equipment related to audiovisual records will not be listed here.

Desktop computers, notebooks or mobile phones for participants

All participants of the Session (president, parliamentarians, secretaries, support team) **must be connected to the Internet** via mobile phones, notebooks or desktop computers. Equipment must have a camera and microphone **in addition to the Zoom Meeting application** (or the videoconferencing application) in the proper version. Please note that for some specific features, it will be necessary that the connection be made through a desktop computer or a notebook, such as the case of the host, but we will reiterate this later.

In addition, **participants who do not have access to the Internet** or a device with the necessary resources for their participation at the time of the session **will be able to access it by phone**. For this, the videoconferencing software (Zoom Meetings) provides a telephone number and a specific access code for the meeting. The participant's connection will work in the same way as the others, but without the video broadcast.

Remote Voting Solution

In the Brazilian Senate's SDR solution, two voting possibilities were made available: oral voting, in which each speaker casts their vote live; and electronic voting, made available by means of a second system. **As for oral voting, votes are recorded manually** by assistants in the sessions, for instance, **in an electronic spreadsheet**. A spreadsheet template adapted for assemblies is attached to this handbook.

The system used in the Senate for electronic remote recording of votes **was developed as an extension of the voting system in its plenary.** It is developed by the company Visual Sistemas Eletrônicos LT[4]. Participants access the system by identifying themselves through user codes and passwords. For the calculation of votes, there is an additional security mechanism: the transmission and confirmation of the code by SMS message. There is also photo recording for auditing purposes.

As the solution is entirely provided by the aforementioned company, this handbook will not address it for implantation purposes. However, a tutorial video explaining its use is provided in this document.

Voting Panel

Depending on the session, it may be necessary to **provide a voting panel** to show the votes already cast and those still to be cast, in addition to the final result of the voting. If the vote is taken through the MP's oral statement during the videoconference, **the votes are recorded on a spreadsheet** that generates the total in the end, simulating the voting panel.

If the voting is conducted through the electronic remote voting system, the result is generated in an integrated manner with the Electronic Voting System of the Senate Plenary and sent to the session staff for publicity.

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3   To be connected to the 3 (three) screens, the computer must have 3 (three) video cards.
4   By decision of the Secretary-General of the Board, the Brazilian Senate releases in this handbook the contact details of the company that provided the solution. www.visual.com.br; Pereira, Olegário. Contact details: (+55 31 32708088); (+55 31 999721220); email: visual@visual.com.br

SOLUTION IMPLEMENTATION

This section presents several steps guiding the implementation of the Brazilian Senate Remote Deliberation Solution.

Videoconferencing Solution

1. The first thing to be done to implement the solution is to identify the videoconferencing solution to be used. In the Brazilian Senate we use the Zoom Meetings solution in its Business version. The main criteria used in the decision making were:

   - The simultaneous broadcast of audio and video to multiple participants. Several solutions allow the participation of various users, but they do not show so many videos simultaneously;
   - The maximum number of participants allowed per meeting (up to 300);
   - The maximum time allowed per meeting (up to 24 hours);
   - Possibility of centralized management of microphone and video controls;
   - Possibility for participants to ask for the floor. Through a system such as "raise the hand" with registration of the order;
   - Possibility of participant connection by phone;
   - Quality of video calls.

   The registration and acquisition of the Business version of the software are available at zoom.us.

2. Then, also through the website, other hosts can be setup, if the selected license is Business or Enterprise. A host is defined by the Zoom tool as someone capable of scheduling, starting and controling the settings in a meeting. To be setup as another host it is necessary to create a Zoom account.

3. After that, the application (Zoom Meetings) must be installed for members of parliament and other session participants on the devices to be used. It is also necessary to create the accounts of each one in Zoom. Guidelines on how to install the software are made available in Annexes I and II.

4. Finally, it is necessary to provide screens for the presentation of the Voting Panel and the participants' videos. We understand that the availability of 3 (three) screens (of 50 inches, for example) is a minimum requirement. The one on the left showing the Voting Panel, the one in the center focused on the MP speaking and the one on the right with a matrix showing the video of the other participants. This arrangement can be done, for example, with a single computer [5] controlling the 3 screens or with 2 computers, one showing the Voting Panel and another showing the videoconferencing images.

Both **screens showing images of the parliamentarians** (center and right) **are provided by the Zoom Meetings software itself**. The screen on the left with the Voting Panel should be provided in another way. In the Brazilian Senate, we use the same software that shows the Panel in the Plenary Hall while holding on-site meetings. Alternatively, we remind you that a template spreadsheet for recording votes is provided attached to this Handbook. **An adaptation of the spreadsheet** and its display in **full screen** format, for example, can be an alternative solution to the **Voting Panel** feature.

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5   To be connected to the 3 (three) screens, the computer must have 3 (three) video cards.

Please note! Technical information on authentication settings and security suggestions are available in Annex IV.

Remote Electronic Nominal Voting Solution

If each parliamentarian directly by means of the videoconferencing solution casts the vote, all it takes is the support team to be aware of the spreadsheet for recording votes delivered as an attachment to this handbook.

If the interest is **on the remote electronic voting,** we emphasize that the company Visual Sistemas Eletrônicos LT developed the system used for electronic remote registration of votes as an extension of the voting system of the Brazilian Senate Plenary Hall.

As the solution is entirely provided by the aforementioned company, this handbook will not address it specifically in terms of implementation. However, we provide a **tutorial video** explaining the use of the solution as an attachment to this document.

USER MANUAL - HOST

In this section the host will learn the procedures for **scheduling the meeting**, **first steps when entering** the meeting and how **to hand the floor to a specific participant**, among others. The section is divided into 3 (three) parts: **Before the Meeting**, **During the meeting** and **After the Meeting**.

Before the Meeting

How to schedule a meeting

1. First, access zoom.us in a browser.
2. Enter your sign in credentials

Figure 2 – Sign in to Zoom.us

3. Enter your login credentials.

Figure 3 – Enter access credentials.

4. Click on "My Account" and then on "Host a Meeting".

Figure 4 -Click on "My Account".

Figure 5 - Click on "Schedule a Meeting".

5. In the following page, you may adjust the settings of your meeting. Fill in as follows.

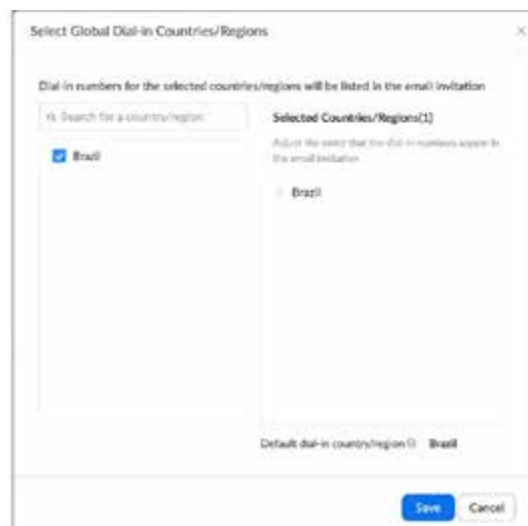a. **Topic: 1st Remote Deliberative Session of the Brazilian Federal Senate.**
b. **Description: Single Item Deliberation - Draft of Legislative Decree...**
c. **Password: Request meeting password. Set a password or use the number randomly generated.**
d. **Videos:**

 i. Host: Off
 ii. Participant: On.

c. **Audio: Ambos (Both).**

 i. Select dial number for Brazil and remove USA.

    f. Options:

      i. Check "Enable join before host".
      ii. Check "Mute participants upon entry".
      iii. Check "Enable waiting room".

        1. This option must be checked if you wish to control who can enter the meeting. Note: The Senate has chosen not to use it.

      iv. Check "Only authenticated users can join"

        1. Upon selecting this option, you must choose the form of authentication, which can be through zoom accounts or another server. Note: The Senate has opted for the creation of specific Senate accounts for authentication.

    g. Alternative host: Enter at least two (2) people as alternative hosts. This is important
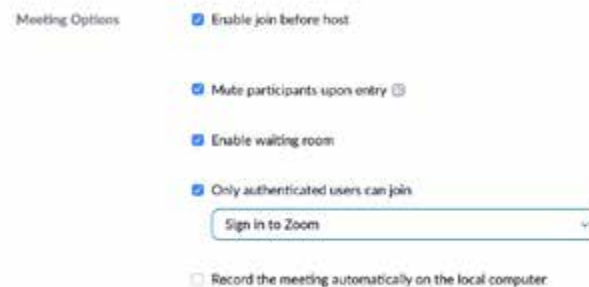
    to ensure continuity in case the meeting host has any problems during the meeting.

6. Once you have finished adjusting the settings, click on Save. At this time, information about the newly scheduled meeting, such as the date and time, as well as the meeting password and other settings, will be presented. You should copy the link of the meeting invitation to send it to the participants. To do so, click on "Copy the Invitation".

Figure 6 - Copy the invitation to the meeting to send it to the person in charge of passing it on to participants

Congratulations! The meeting was successfully scheduled. Now just **send the invitations through the link** so that the participants can access the meeting at the scheduled time. Note that **you can change the settings of the meeting** you have created at any time, **including copying your invitation to send it again.** To do so, simply click on "Meetings" and view the next scheduled ones.
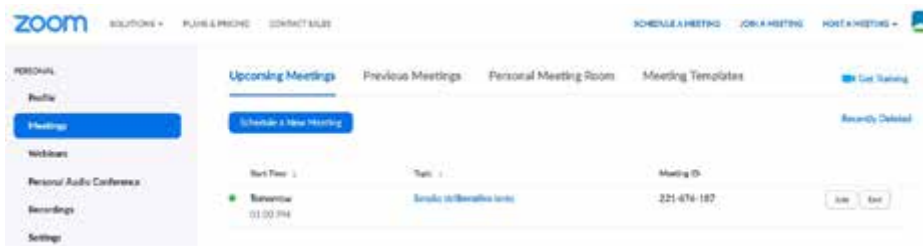

Figure 7 - Click on Meetings to view and edit previously created meetings.

Host's procedures upon entering the meeting (before the start time)

The host, and all those who will support the progress of the session, either physically or remotely, should use the version of **Zoom Meetings** installed on a computer or notebook (Installation on computers and notebooks: see Appendix I).

Before the meeting time it is possible to access it to advance important procedures. They are:

- Prevent participants from unmuting their microphones;
- Prevent participants from renaming themselves;
- Set one (or more) co-host;
- Change your own display name (if necessary);
- Lower the hands of all participants.

First, you must adjust the settings to **prevent participants from enabling their microphones**. For this:

1. In the lower part of the application, select "Manage Participants".

Figure 8 – Click on "Manage Participants" to open the list of participants to the right of the window.

This will make the participants tab visible on the right hand side of the window.

2. At the lower part of the tab, below the list of participants, look for the More button to view more options.
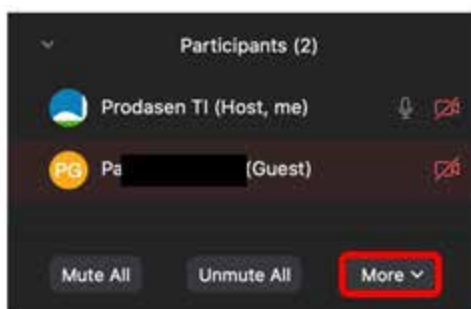

Figure 9 –More options in the participants list.

3. In the list presented, uncheck the option "Allow Participants to Unmute Themselves". This way, control of the audio will be restricted to the host.

Figure 10 – Prevent participants from enabling their own microphones.

4. Then, in the same list, uncheck the option "Allow Participants to Rename Themselves". This way, host and co-host will have control of the names. This is important for the accurate identification of participants during the meeting.

Figure 11 – Prevent participants from renaming themselves.

5. The next step is to define one or more co-host(s). This is important in case of any unforeseen event with the host or the equipment he is using. Then, in the list of participants, find the name corresponding to the desired co-host. With the mouse over the name, click on "More". Then on "Make Co-Host".
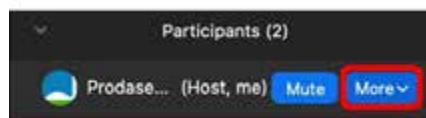

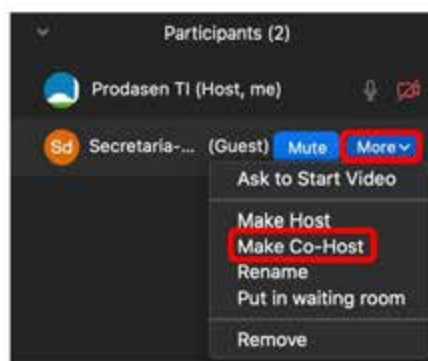Figure 12 – With the mouse on top of the desired name, click on "More".

Figure 13 – Define one or more co-host(s).

6. Then, still in the participant list, place the mouse over your own user name in the session so you can select "More". Then click on "Rename". Do this to change your name to "Secretariat-General of the Board" or a name that makes sense in the session you are organizing. After entering the desired name, click on Ok.

Figure 14 – With the mouse on top of the name, click on "More" to change your name.
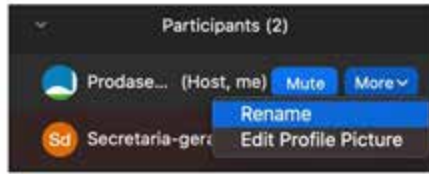

Figure 15 –Click on "Rename" to change your name.

Please note! It is likely that the host will always use the same name, according to the function they perform, such as "Secretariat-General of the Board". In this case, it is indicated to change it in zoom.us◻ Profile ◻Edit. Therefore, your name will appear as defined there by default.

7. To complete the meeting setup, just before it starts, remember to lower the hands of all participants. This is important so that the list of speakers is empty at the beginning of the session. To lower the hand of all participants at once, at the bottom of the list of participants click on "More". Next, check "Lower all hands".
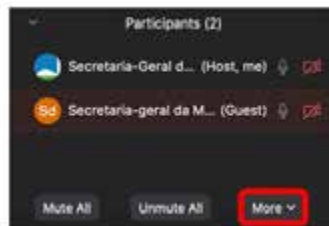

Figure 16 - Click on "More", below the list of participants, to display the option "Lower all hands".
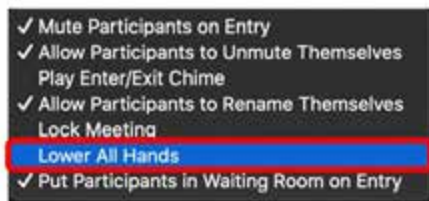

Figure 17 - Immediately before the session, click on "Lower all hands" to empty the list of speakers.

During the Meeting

How to hand the floor to a participant

Please note that when accessing the meeting, all participants will have their microphones muted by default. Microphones will only be unmuted if the President gives the floor. In **t**his case, the person in charge (who will be assisting the President of the Session) should clic**k on the microphone icon corresponding to the participant. The** person responsible may **o**nly do so if they are registered as the host (or co-host) of t**he session. See the following image. It is important to remem**ber to mute the microphone after s**peaking.

Please note! It is important to leave as few microphones unmute as possible simultaneously. If possible, only the one of the parliamentarian who has the floor. This is because transmitting audio to the various participants and capturing this audio through unmute microphones can generate feedbacks in the solution. Thus, the whole pronouncement becomes less clear.

Turning everyone's audio on or off

To mute or unmute all participants at once, access the list of participants and click the corresponding buttons at the end of it. See the image below.

Figure 19– Mute or Unmute all.

To Spotlight a Video

To spotlight a specific participant's video, **click on the desired vide**o and select **Spotlight Video. This option is** especially important when the floor is given to a participant. Although the software automatically spotlights the video of the person who is speaking, sometimes the parliamentarian waits until their video is spotlight to start their speech.

Figure 20 – To spotlight a specific video click on "Spotlight Video".

How to "lower the hand" of a participant

Once a participant has been given the floor and the microphone has been enabled, the host may manually lower the participant's hand if it is raised. This may be necessary in some exceptional cases, such as when the participant's connection is interrupted by unchecking their correct place in the speaker's queue. To "lower your hand" virtually, simply **click on the raised hand icon** next to the name of the participant in question on the **Participants List**.

Figure 21 - Click on the hand icon to lower the virtual hand of a participant who has the floor.

After the End of the Meeting

How to save the chat data

The chat is used by parliamentarians to ask questions and also by the Secretariat-General of the Board to send the list of speakers to the participants. It is therefore important to save this information at the end of the meeting, which we recommend to be published in the official form in your Parliament at a later date. To save the chat data, in the group chat panel, **click the ellipsis button (…)**.
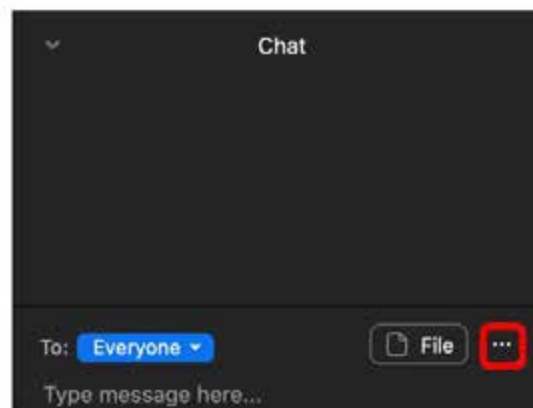

Figure 22 - Access more Chat-related options by clicking on the ellipsis button (…).

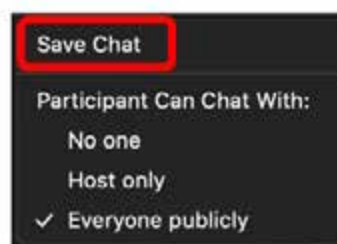Then, in the window that opens, **click on "Save Chat".**

Figure 23 - Save Chat.

How to leave a meeting

Once the meeting is over and the Chat is saved, to exit the host **must click on "End Meeting", in the lower ri**ght corner of the screen.

Figure 24 - End meeting

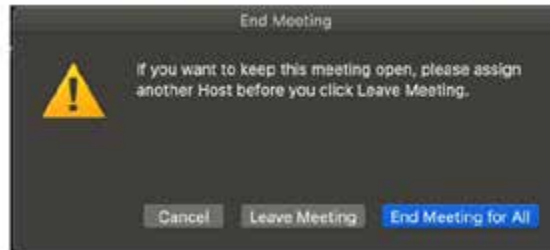**In the window that opens, select "End Meeting for All".**

Figure 25 - Confirm the end of the meeting by clicking on "End Meeting for All".

USER MANUAL - PARLIAMENTARIANS

Before starting, all participants are required to install the Zoom Meetings solution according to the device they will use, as listed below:

- Installation on computers and notebooks: See Appendix I;
- Installation on smartphones: See Appendix II.

In this section the participant will learn **how to join a meeting**, by computer, mobile phone and telephone call. More at the end, it will be explained **how to request the floor**, also by the different methods of access.

How to join a meeting

By entering an online session, some important precautions, if observed, can greatly improve the quality of the meeting. In this sense, it is interesting that the participant watches the **How to Debate in SDR** tutorial that accompanies this manual[6].

There are **two basic ways** to participate in the meeting: **via the Internet**, using a computer, notebook or smartphone; or **via a telephone call**. We will start with the access via Internet.

The user who will attend any meeting over the Internet should receive a link to access it as shown below.

Figure 26 - Forwarding the link for participation in a remote deliberative meeting.

1. When accessing the link (just click on it), the user will be directed to the following page in order to proceed with the authentication.
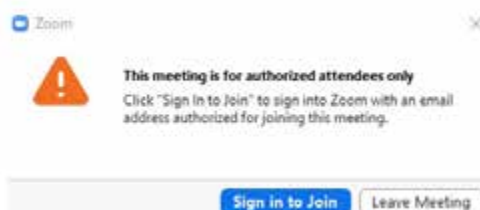

Figure 27 - Participant authentication required.

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6   Quick tips are also available at the Appendix III.

2. By clicking on "Sign in to Join", fields will be displayed to inform the user's e-mail address and a password (also to be provided by the meeting organizer). For example:

  i. Your e-mail. e.g.: 123@sdr.senado.leg.br
  ii. Password: provided by the Secretariat-General of the Board [7].
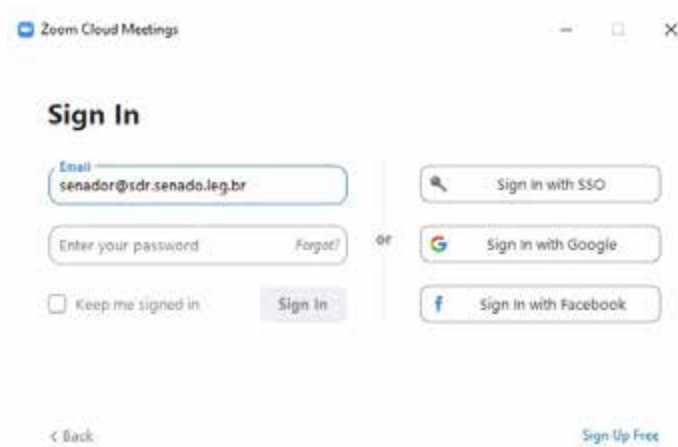

Figure 28 - Authentication screen.

Please note! By joining the meeting, all participants will have their microphones mute by default. Microphones will only be unmute if the President hands the floor. In this case, the person in charge (who will be assisting the President of the Session) should click on the microphone icon corresponding to the participant. See the following image.

Figure 29 - List of participants with mute microphones

When you click on the menu, a new tab with the list of participants will appear on the right side of the window. There, you must select the option "Raise Hand".
1. Call any of the following numbers: 0800 282 5751 or 0800 878 3108
2. Enter the meeting Id followed by two #. e.g.: 999999999##

Please note! The ID is composed of 9 (nine) digits.

How to request the floor

1. On the computer, to request the floor, the parliamentarian should click on "Participants", located in the bottom bar of the window.

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7   The recorded e-mail and password depend on how the registration was done in the Zoom platform. In the case of the Federal Senate, the registration was done centrally by the Secretariat-General of the Board (SGM). That is why SGM is also in charge of providing the passwords.

Figure 30 - Access to the participants tab.

2. When you click on the menu, a new tab with the list of participants will appear on the right side of the window. There, you must select the option "Raise Hand".
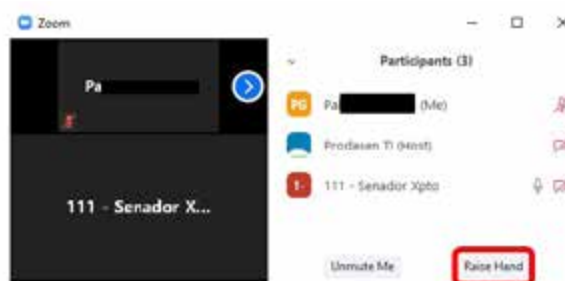
Figure 31 - Button to "Raise Hand" on the Participants tab.

From the smartphone application, click on the bottom of the screen and then the icon +"...". From the available options, select "Raise Hand".
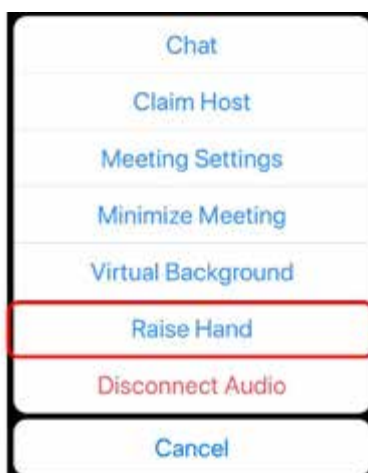
Figure 32 - Button to "raise hand" on smartphones.

To request the floor, **if you are connected to the Session by phone, type** "***9**" (asterisk and then nine).

3. At that moment, the participant's name will be entered into the list to speak next.
4. If you are using some of the alternatives via Internet, after requesting the floor the system will show the icon of a hand next to your name on the Participants List. See the image below.

Figure 33 - Raised hand icon on the Participants tab.

Please note! The instant the floor is granted, the phrase "You are unmuted by host" will appear.

Figure 34 - Warning "You are unmuted by host" indicates that the floor was handed to the parliamentarian.

How to register your vote

If the deliberation is taking place orally, by means of the videoconference solution, the vote will be pronounced at the appropriate time, as indicated by the president of the session.

In the case of using a remote electronic voting system, in the model used by the Federal Senate, see the video tutorial **How to vote in SDR** attached to this Manual.

Using the chat (Chat)

During the session the chat tool can be used to answer questions. In addition, the chat is used by SGM[8] to disseminate the updated list of speakers. To access it, just **click on Chat** at the bottom of the window. A new panel with the chat will appear on the right hand side of the screen.

Figure 35 - Click on "Chat" to access it.

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8   SGM is the acronym used for the Secretariat-General of the Board, the technical body responsible for managing the legislative process in the Federal Senate of Brazil. We remind you that, depending on the Parliament, the body with these attributions can also be called Presidency Secretariat, Legislative Secretariat, Legislative Board, Deputy General Board or simply General Board. When we refer to the SGM, it is a reference to the body that has these powers.
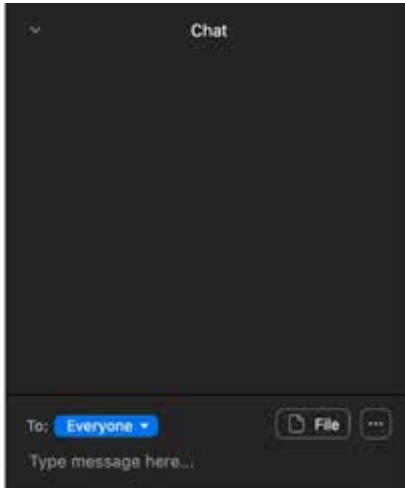
Figure 36 - Group Chat panel will be displayed on the right-hand side of the screen..

SESSION GUIDELINES

To ensure the smooth running of the meeting, a few simple steps proved important in the experience of the Federal Senate. They concern the distribution of responsibilities and tasks.

In addition to the Senators, a group of people participates in the virtual meeting to provide the necessary support. Each of them performs some of the activities listed below. Always with at least one person prepared to replace the first responsible. These people participate in the virtual meeting with both audio and video turned off.

To ensure fast communication, a Whatsapp group was set up with the various parties involved in the operation of the meeting. Every question must have an immediate answer, if only to say that action is being taken.

There are tasks that need to be performed in parallel. Below is a description of the tasks that need to be held in person, in which the president is in charge of the meeting, and the tasks that can be executed remotely.

Tasks that must be held in person

Control microphones to allow the participant's speech.

Microphone control is one of the most critical functions of the meeting. Turning the devices on and off during the meeting occurs many times, as well as in the face-to-face session. However, it is important to consider some aggravating factors in a remote meeting. To begin with, it is not possible to control all the noises (cars and barks, for example) of the various locations from where the participants will be connected. Even if the necessary care is taken, control is much more reduced when compared to control in a closed plenary with adequate acoustics.

Moreover, the existence of multiple microphones enabled simultaneously has the potential to generate an unpleasant echo effect capable of rendering speech indecipherable. This distortion can even be passed on to other possible broadcasting means making the experience negative for any viewer.

Because of that, **it is important to have a person responsible solely for microphone control.**

When the President gives the floor to a participant, the person responsible for microphone control must:

- Mute the president's microphone;
- Unmute the participant's microphone;
- "Lower hand" of the participant, if it is raised.

To spotlight the participant's video

By default, *zoom* spotlights the video of the participant who is speaking. In some cases, the participant waits for their image to be in the spotlight to start speaking. To avoid this situation, someone may be responsible for spotlighting the video of the next person to speak, as one of the steps in the tasks of the previous item.

Answer sensitive questions in the chat under the guidance of the President

During the meeting, the president may want to forward inquiries to participants, including answering any questions. The person responsible for this task will send a message to everyone through the chat.

Support the president with an updated list of registered speakers

By means of an activity that can be performed remotely (detailed in item **e. Control the registration of speakers**), the person responsible for this task receives, in the Whatsapp group, from time to time or upon their request, the updated list of registered speakers.

That person is responsible for sending the list through the chat when the President requests it. They also inform the president if the next Member on the list is still online at the meeting.

Tasks that can be performed remotely

Control the registration of speakers

Likewise**, monitoring the registration order to take the floor is an activity that requires extreme care**. In the videoconferencing system, the registration is made by pressing a digital button described as **"Raise Hand"**. This action causes a raised hand icon to appear next to the participant's name. The action of raising your hand digitally in the session by clicking on the corresponding button is considered as the registration to take the floor.

Even though the program displays the order of the requests, in the Federal Senate the Secretariat-General of the Board also keeps a list in parallel. This written list is important as the participant may, for example, accidentally disconnect from the meeting. When this occurs, when reconnecting, the participant will have to click on the "Raise hand" button again, which will place them at the end of the queue. Therefore, keepi**ng a parallel list is very useful.**

Periodically or upon request, the person responsible for this activity sends the updated list of registered speakers to the Whatsapp group, excluding those who have already taken the floor.

Monitor the chat

Another activity that can be carried out remotely is monitoring the statements made through the chat. If the doubt does not depend on the explicit direction of the president, the person responsible for this activity can answer the question or alert the other participants through the Whatsapp group.

Turn off participant's camera if you notice an inappropriate situation

Since this is a new procedure, we realized the need to turn off the camera of some participants to avoid exposure of inappropriate situations, like other people accessing the video area inadvertently.

The person in charge of this task keeps monitoring the videos of the participants. When noticing a situation of possible negative exposure, they switch the camera off and alert everyone through the Whatsapp group.

Manage participant's name

During the meeting it is important to keep the list of participants with their correct names, both the names of participants and of those supporting the meeting. For the Senate, we have chosen to include "Sen." before all Senators' names.

This is important to guide the people who are taking part in the meeting, including the president. It is also important for the quorum count and for monitoring the speakers list.

Identify participants connected by phone

When a participant joins the virtual meeting by phone, the description that appears in the participant list is the phone number through which the call is being made.

The person in charge of this task, who has a list of telephone numbers, will identify the corresponding senator and change their identification name at the meeting. If the phone number is not on the list, the person sends it to the Whatsapp group for everyone's information and investigation. In the case of the Senate, the area code is used to help identify the senator.

Monitor the quorum

During the course of the meeting, an extremely relevant information is the number of participants (Senators) connected at a given time.

The person in charge of this task does the counting using the participant list and then submits it to the Whatsapp group. In the Senate we have determined that this submission should be made every 15 minutes or whenever requested.

Record oral votes

When voting is done orally, it must be manually recorded by a designated person. That person should record the manifestation of each parliamentarian in an appropriate place (we remind you that a model spreadsheet prepared for this purpose is attached to this manual). If possible, it is important that this is the only task of that person, and that they also have the help of a reviewer.

APPENDIX I

INSTALLATION OF THE ZOOM MEETINGS TOOL ON PCs AND NOTEBOOKS

1) From a browser, access the link: https://zoom.us/download.
2) Among the options provided, select "Zoom Client for Meetings" by clicking on "Download".

Figure 37 - Download window

3) Run the Zoominstaller.exe installer after the download is complete.
4) At the end of the installation the following window should appear.

Figura 38 - Window displayed at the end of the installation.

Please note! On PCs and notebooks the standard language of the application is English. Although it is not mandatory, you can change the installation language to English. To do so, **look for the Zoom icon** () on your computer's taskbar in the lower right corner. **Right-click on it** and select **Change Language**. Just click on **Portuguese**.
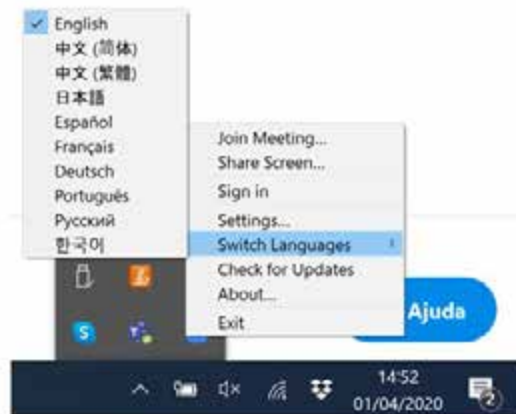
Figure 39 - Change languages.

APPENDIX II

INSTALLATION OF THE ZOOM MEETINGS TOOL ON SMARTPHONES

- From your smartphone, access the app store (Apple Store or Play Store).
- Search for Zoom Cloud Meetings on the search engine.
- Click "Install" or a similar button.

Figure 40 - Application store window to proceed with the installation of Zoom Cloud Meetings.

APPENDIX III

QUICK TIPS FOR PARTICIPATING IN MEETINGS

1. Place the camera in a central position;
2. Avoid images from the bottom up;
3. Avoid lights behind the participant;
4. Avoid touching the camera and the microphone;
5. Keep the mobile phone still, preferably on a stand;
6. Choose a quiet room with the least chance of interruption.

APPENDIX IV

TECHNICAL INFORMATION

Authentication settings

All participants in the meeting must be authenticated in some way. The system allows integration with Active Directory or other LDAP solution in order to perform Single Sign-on. In the case of the Senate, however, new users have been registered on the Zoom platform. The Single Sign-on solution, which is more practical, is under consideration[9].

In order to maintain standardization, e-mail accounts have been created on a separate domain within the directory structure of the Federal Senate. The domain was named sdr.senado.leg.br, and thus the email addresses have all been set to the standard user@sdr.senado.leg.br. The creation of new mailboxes in the internal structure of the organization allows a reliable third party, in the jargon of information technology security, to register parliamentarians in the Zoom tool, access the mailboxes to click on the address confirmation links and then pass the control of the accounts to the actual holder.

At this point, two additional steps may have to be taken:

    i.   A new MX record must be inserted in the external DNS in order to enable the recognition of the mail domain for sdr.senado.leg.br;

    ii.   The anti-spam infrastructure should allow receiving emails from the Zoom tool.

Another advantage in creating a specific domain is the possibility of automatically blocking any user outside the domain from trying to access the meeting. Although it is up to the host to accept or refuse new participants to the meeting, the Senate solution automatically refuses the connection of any user with an email address on a domain other than @sdr.senado.leg.br.[10]

This security restriction can be enforced directly by the Host at the time of starting the session, as shown in the image below:
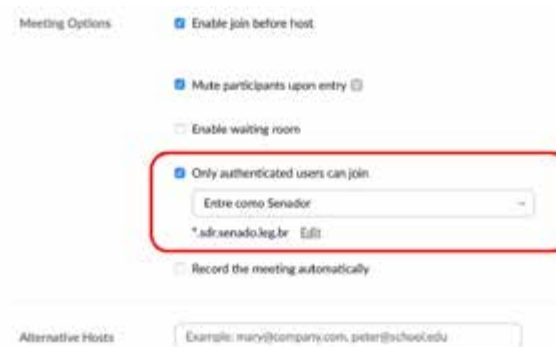
Figure 41 - Setting the address of a domain authorized to connect to the session.

The possibility of Single Sign-on through integration with Active Directory is under consideration in the Federal Senate both for providing better usability and for enabling better permission management.

Please note! We recommend that you read more information on safety and the manufacturer's recommendations available at https://zoom.us/security.

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9   See https://support.zoom.us/hc/en-us/articles/360037756671-Authentication-Profiles-for-Cloud-Recordings for further information.
10   Note that it is not necessary to create new mailboxes for all users. Sometimes creating an alias @sdr.senado.leg.br that points to the actual user may be enough.

ANNEX I

RULE OF THE STEERING COMMITTEE No. 7, OF 2020

Establishes the Remote Deliberation System of the Brazilian Federal Senate

THE STEERING COMMITTEE OF THE BRAZILIAN FEDERAL SENATE, exercising the powers conferred upon it by law, CONSIDERING the Covid-19 virus pandemic, internationally recognized by the World Health Organization;

CONSIDERING the difficulties and risks involved in holding in-person sessions of the Federal Senate for parliamentarians, the press and the public, DECIDES:

Article 1 The Brazilian Federal Senate Remote Deliberation System (SDR) is hereby established.

Sole Paragraph. SDR consists of a technological solution that makes it possible to discuss and vote on matters, to be used exclusively in situations of war, social upheaval, public calamity, pandemic, epidemiological emergency, collapse of the transportation system or situations of force majeure that prevent or make it impossible for the Senators to meet in person in the National Congress building or in another physical location.

Article 2 SDR will be based on a platform that allows debate, with video and audio, among parliamentarians, and will have the following operational requirements:

I - work on mobile communication platforms or computers connected to the Internet;
II - request two-stage verification requirements for the authentication of parliamentarians;
III - allow simultaneous access of up to 600 (six hundred) connections;
IV - allow the recording of the entire debate and the safe export of the result of voting;
V - enable the President to grant the floor and control speaking time;
VI - allow connected parliamentarians to ask the President to speak;
VII - allow nominal and open voting by parliamentarians, by means of a single-purpose alphanumeric code to be provided at the time of the vote to the parliamentarian;
VIII - capture the image of the parliamentarian when the voting button is pressed;
IX - ensure that operators, the President, or other parliamentarians and connected users will not know the result of the voting before it is closed;
X - allow for the monitoring of the session by the parliamentary office staff and the legislative and media advisory bodies, especially the Senate TV and the Senate Radio.

Article 3 The sessions held on SDR will be virtual and will be summoned for the day and time previously notified at least 24 (twenty-four) hours in advance, for deliberation on legislative matters of an urgent nature, which cannot wait for the normalization of the situation referred to in the sole paragraph of Article 1.

Article 4 At the time of the session, parliamentarians in office will receive an e-mail address through which they can connect to the deliberative virtual session.

Article 5 Each session will have a single agenda subject and will last up to six hours, which may be extended by the President, depending on the urgency.

Article 6 Documents correlated to the matter to be discussed in the session must be previously available, with amendments and opinions, if any.

Sole Paragraph. Motions to amend by dividing an issue and amendments must be submitted to the Board in advance, before the beginning of the session.

Article 7 The session will begin directly with the Order of Business and discussion of the item on the agenda.

Article 8 Only speeches related to the subject matter on the agenda will be admitted, and may not extend for more than five minutes.

Article 9 After discussing the matter, the President may open the vote and the leaders will be allowed to instruct their benches for a period of one minute.

Paragraph 1 In the discussion, the rules provided for matters of urgency dealt with in Article 336, item I, of the Standing Rules of the Federal Senate will be applied.

Paragraph 2 - If no speakers ask to take the floor to discuss the matter, voting can be started after the guidance of the leaders has been given.

Article 10 Once the voting has begun, the parliamentarian must access the system with their three-digit identification code and personal password, receiving then, on a previously registered device, a unique alphanumeric code for that vote.

Article 11. Once authenticated, the parliamentarian may vote YES, NO, ABSTENTION or OBSTRUCTION.

Paragraph 1 When the vote is registered, the device will capture the parliamentarian's image through its front camera, which must be unobstructed, and this capture will be sent to SDR for checking in an eventual audit.

Paragraph 2 The quorum will be determined during the voting, irrespective of the number of parliamentarians connected during the discussion phase of the matter.

Paragraph 3. The attendance of parliamentarians, for administrative purposes, will be determined based on the voting records drawn up by SDR.

Article 12. After voting, the parliamentarian will receive, for checking, in a device previously registered, a message confirming their vote cast on the matter.

Article 13. If the remote electronic voting system does not work, the President will call each parliamentarian by name in the form laid down in the Standing Rules to declare their vote orally.

Article 14. Disclosure to a third party of the parliamentarian's single-use alphanumeric code for voting or the authenticated device for recording their vote will be contrary to parliamentary decorum, pursuant to Article 55, II of the Federal Constitution, and will result in the annulment of the vote recorded by SDR and the correction of the result of the vote.

Paragraph 1 If there is a lack of quorum for a decision as a result of the cancellation of votes as provided for in the head paragraph, the vote will be repeated.

Paragraph 2 The images captured by the user's device when the voting button is pressed will constitute evidence for the purposes of this article.

Article 15. It is up to the parliamentarian:

I - to provide a device with sufficient broadband Internet connection for video streaming;

II - to provide a device with an enabled and unobstructed front camera;

III - to provide the Secretariat-General of the Board with an updated telephone number through which they can receive the single-use alphanumeric code for voting;

IV - to maintain in their exclusive possession the device referred to in item II during the time designated for the virtual session.

Sole Paragraph. For the purpose of validation in the event of repudiation analysis, it is the parliamentarian's duty to position their face opposite the front camera of the device when voting.

Article 16. SDR will be developed, in whole or integrated to solutions acquired on the market, by the Federal Senate Secretariat of Information Technology (Prodasen).

Sole Paragraph. SDR must be approved by the Secretary-General of the Board prior to going into operation.

Article 17. The Secretariat-General of the Board will provide a hot line to support parliamentarians during the virtual sessions held through SDR.

Article 18. The Secretary-General of the Board will provide the supplementary rules necessary to implement the provisions of this Rule.

Article 19. This Rule will enter into force on the date of its publication.

Meeting Room, March 17, 2020.

Senator Davi Alcolumbre - President,
Senator Antonio Anastasia - 1st Vice-President,
Senator Sérgio Petecão - 1st Secretary,
Senator Eduardo Gomes - 2nd Secretary,
Senator Weverton - 2nd Substitute Secretary.

Published:
- Brazilian Federal Senate Administrative Bulletin, No. 7267, section No. 2, of March 17, 2020, p. 1.

ANNEX II

INSTRUCTION NORM OF THE SECRETARIAT-GENERAL OF THE BOARD No. 13, of 2020

> Provides for procedures for the remote submission of legislative proposals and documents to the Secretariat-General of the Board during the Covid-19 virus epidemiological emergency.

The SECRETARY-GENERAL OF THE BOARD, exercising the powers conferred upon him by Article 71, item XIV, of the Standing Rules of the Brazilian Federal Senate, consolidated by the Brazilian Federal Senate Resolution No. 13 of 2018,

CONSIDERING the competence of the Secretariat-General of the Board to implement, coordinate, manage and regulate the Electronic Legislative Process;

CONSIDERING the issuance of Rules Nos. 2, 3 and 4, of 2020, by the President of the Brazilian Federal Senate, establishing measures, procedures and rules for prevention and containment of COVID-19 within the Federal Senate;

CONSIDERING the need to provide for the continuity of legislative activities – in strict accordance with the measures, procedures and rules of prevention and containment of COVID-19 established in the aforementioned Rules –, in particular the submission of legislative proposals and documents within the bodies of the Secretariat-General of the Board, DECIDES:

Article 1 During the period of effectiveness of Rules 2, 3 and 4 of 2020 of the President of the Federal Senate, the submission of legislative proposals and documents will be made remotely, and the handing over of documents in person will be prohibited.

Article 2 The legislative proposals submitted during the period of effectiveness of the aforementioned Rules will be numbered, made available in the legislative systems and published in the Journals of the Federal Senate and the National Congress, irrespective of the holding of plenary sessions.

§ 1 The Journals will have a regular and weekly edition on Thursday.

§ 2 Exceptionally, the Journals may have extraordinary issues.

Article 3 The remote submission of legislative proposals and documents will comply with the following procedure:

I - registration and submission of the document by means of Sedol or Autenticador;
II - sending an institutional e-mail, from the parliamentarians themselves or from their office, with the following content:

a) recipient - institutional box of the section that should receive the matter:

1 - Federal Senate Legislative Secretariat (SLSF): slsf@senado.leg.br
2 - National Congress Legislative Secretariat (SLCN): slcn@senado.leg.br
3 - Secretariat for Support to Parliament Bodies (SAOP): saop@senado.leg.br
4 - Board Support Coordination (COAME): coame@senado.leg.br
5 - Standing Committees:

CAE: cae@senado.leg.br
CAS (Committee on Social Affairs): cas@senado.leg.br
CCJ (Committee on Constitution and Justice): ccj@senado.leg.br
CCT (Committee on Science, Technology, Innovation, Communication and IT): cct@senado.leg.br
CDH (Human Rights Committee) : cdh@senado.leg.br
CDR (Committee on Regional Development and Tourism): cdr@senado.leg.br
CE (Committee on Education, Culture and Sport): ce@senado.leg.br
CI (Infrastructure Services Committee): ci@senado.leg.br
CMA (Environment Committee): cma@senado.leg.br
CRA (Committee on Agriculture and Agrarian Reform): cra@senado.leg.br
CRE (Committee on Foreign Affairs and National Defense): cre@senado.leg.br
CSF (Future Senate committee): csf@senado.leg.br
CTFC Committee on Transparency, Governance, Oversight and Control and Consumer Protection): ctfc@senado.leg.br
CMO (Joint Committee on Planning, Public Budgets and Supervision): cmo.decom@camara.leg.br

6 - Coordination of Support to Special and Parliamentary Investigation Committees (COCETI): coceti@senado.leg.br

7 - Joint Committees Coordination (COCM): protocolompv@senado.leg.br

b) Subject: Filing of legislative proposal;

c) Contents of the e-mail: identification number of the Sedol or Autenticador, with a brief description of the subject (type and abridgement).

Sole Paragraph. In the case of proposals by several authors, the other subscribers should send an institutional e-mail to the body of the Secretariat-General of the Board receiving the proposal providing the following information:

I - subject: subscription of legislative proposal;
II - content of the e-mail: identification number of the proposal in the Sedol or the Autenticador, brief description of the subject (type and abridgement) and a statement by the parliamentarian that they subscribe to the proposal.

Article 4 The proposal will be received by Legis and its receipt will be available in the Sedol or the Autenticador.

Sole paragraph: A confirmation will be emailed to the sender within the business day following receipt of the document.

Article 5 With respect to the receipt of complaints, representations and other documents by the Ethics and Parliamentary Decorum Council and by the Federal Senate Office of Internal Affairs, the submission of the documents will comply with the following procedure:

I - sending: exclusively by institutional e-mail to saop@senado.leg.br;

II - subject: representation or complaint (one or the other);

III - annexes: text of the representation or complaint and documents. It must comply with the provisions of Senate Resolution No. 17 of 1993 (Parliamentary Internal Affairs Office) and Resolution No. 20 of 1993 (Code of Parliamentary Ethics and Decorum);

Sole paragraph: A confirmation will be emailed to the sender within the business day following receipt of the document.

Article 6 The procedures provided for in this Instruction Norm will be widely disseminated through the electronic means available to parliamentarians and their advisors.

Article 7 Omissions will be referred to the Secretary-General of the Board for decision.

Article 8 The Directors of the Secretariat-General of the Board will reduce their staff to the minimum necessary for the fulfillment of their activities.

Article 9 This Instruction Norm will enter into force on the date of its publication, with effect until the suspension of the epidemiological emergency measures.

Federal Senate, March 18, 2020.

Luiz Fernando Bandeira de Mello
Secretary-General of the Board.

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SDR
Remote Deliberation

Translation Team:
Livia Aguiar Salomão, Ana Claudia Sardeiro de Alcantara, Miguel Araujo de Matos (translators);
Maria Iracema Lima Martin (editing translator);
Elder Loureiro de Barros Correia (translation coordinator).

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