

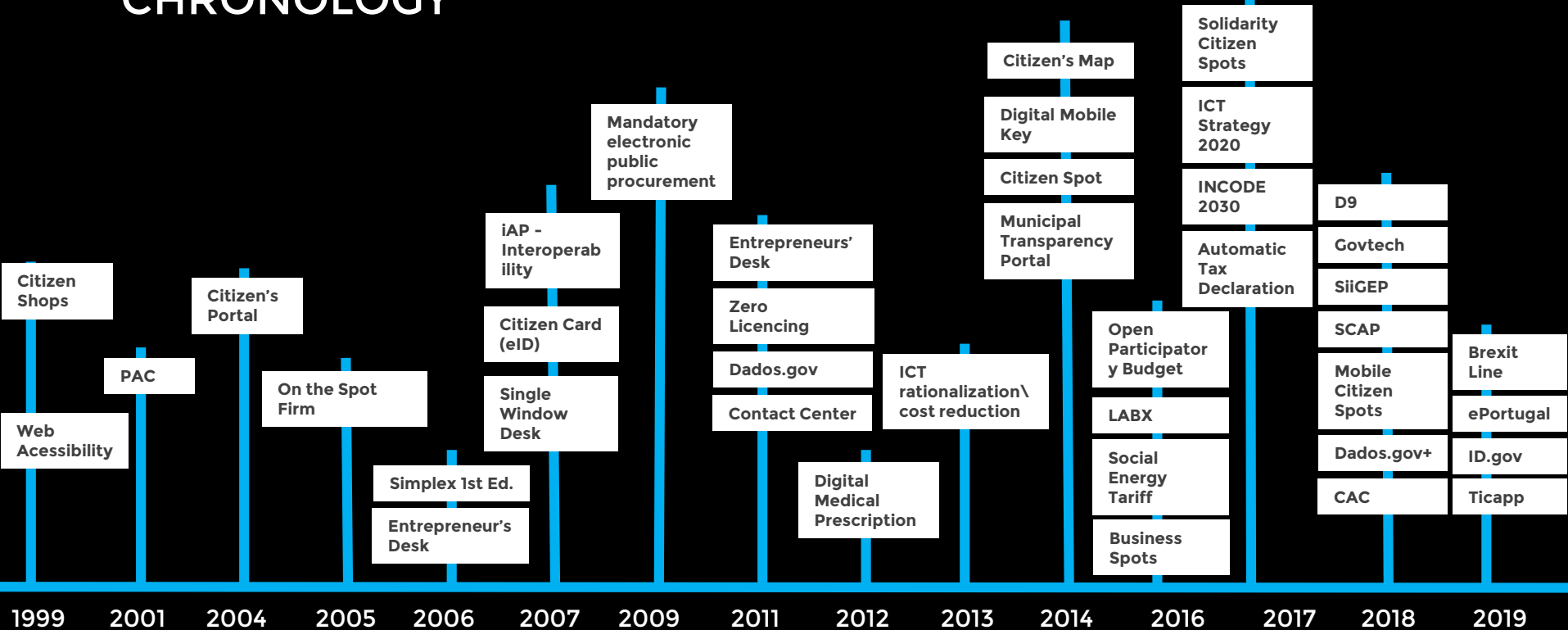
# ADMINISTRATIVE MODERNIZATION AGENCY

---

PEDRO VIANA

PORTUGAL TODAY

# CHRONOLOGY

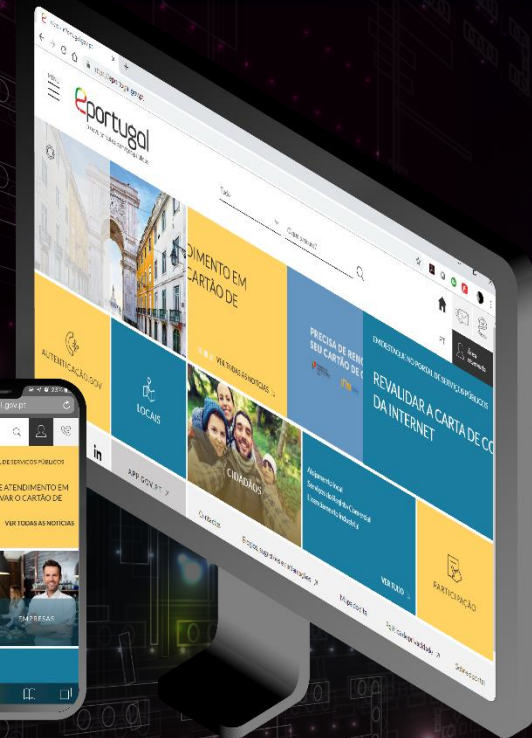




**SERVICE DELIVERY**

# SERVICE DELIVERY ONLINE

- + ACCESSIBLE
- + DIGITAL
- + INCLUSIVE
- + DYNAMIC
- + CONTENTS
- + SERVICES
- + CUSTOMIZED



eportugal.gov.pt

The new public service portal

**7,41M** Access

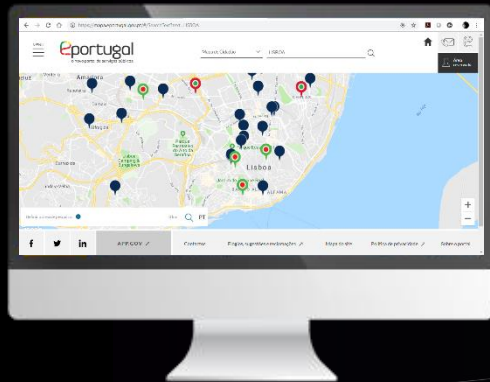
CUMULATIVE SINCE FEB 2019

**1,15k** Services

AVAILABLE

# SERVICE DELIVERY ONLINE

## CITIZEN MAP

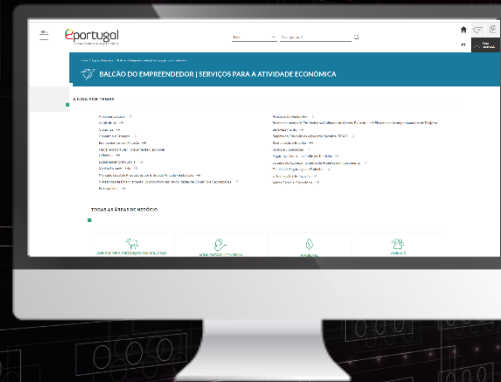


**38,8k**

Queue e-tickets

CUMULATIVE SINCE FEB 2019

## ENTREPRENEUR'S DESK



**388,1k**

Requests

**114,8k**

Simulations (SIR)

CUMULATIVE

# SERVICE DELIVERY



LOJA DE CIDADÃO  
CITIZEN SHOP

**56**

Citizen Shops  
34+22

**173,2 M**

Attendances



ESPAÇO CIDADÃO  
CITIZEN SPOT

**611**

Citizen Spots

**5,7 M**

Attendances  
22 Entities / 249 services



espaço  
empresa  
BUSINESS SPOT

**32**

Business Spots  
9+23

**356,0 k**

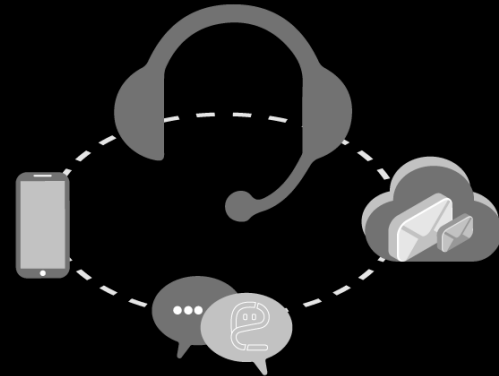
Attendances



# TELEPHONE **CONTACT CENTRES**

## CONTACT CENTRES

- Citizen
- Citizen Spot
- Business Spot
- Portals
- SAMA
- Prior Report
- Consular Call Centre (Brexit Line)



**559 596**

TELEPHONE

**120 747**

E-MAIL



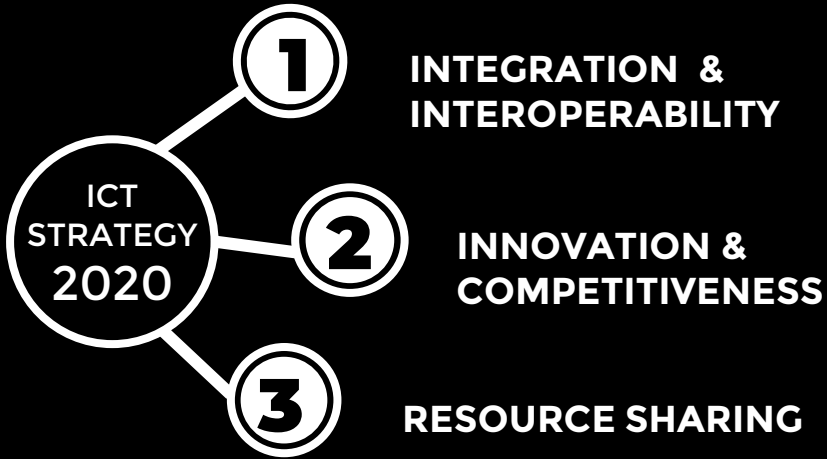
An aerial photograph of a city, likely Lisbon, Portugal, showing a dense urban landscape with numerous buildings featuring red-tiled roofs. In the background, a large body of water is visible under a cloudy sky. The text 'DIGITAL TRANSFORMATION' is overlaid in the center of the image within a white rectangular border.

# **DIGITAL TRANSFORMATION**



# DIGITAL TRANSFORMATION CTIC

COUNCIL FOR INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE PUBLIC ADMINISTRATION



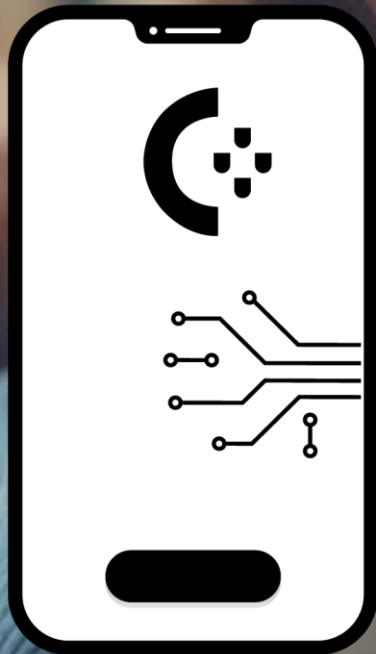
- + Governance
- + Common Strategy for Transformation
- + Sectorial Action Plans (17)





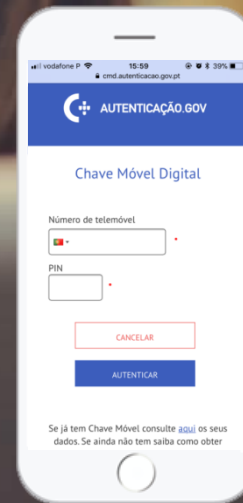
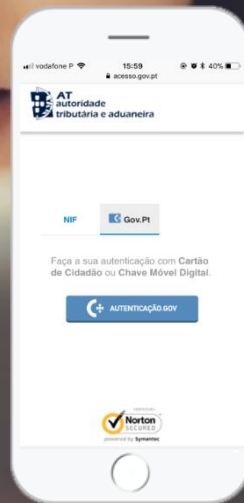
# DIGITAL TRANSFORMATION

ELECTRONIC ID – DIGITAL MOBILE KEY



+1M

SUBSCRIPTIONS  
**DIGITAL MOBILE KEY**



# DIGITAL TRANSFORMATION

## INTEROPERABILITY

The Public Administration has at its disposal a tool to empower interoperability, the iAP (interoperability in Public Administration), which includes 3 macro-services:



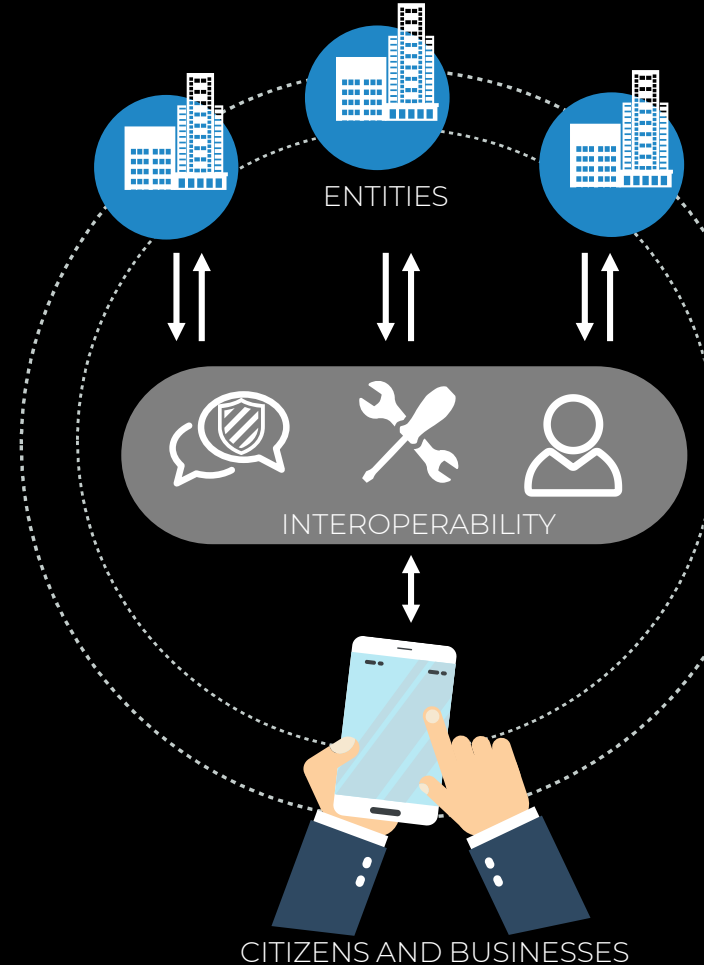
**INTEGRATION  
PLATFORM**



**PAYMENTS PLATFORM**



**SMS GATEWAY**



# DIGITAL TRANSFORMATION

INTEROPERABILITY AND OPEN DATA

**+515M**

TRANSACTIONS  
Year

**6,5M**  
SMS  
PER MONTH



iAP



**6,1M**

AUTHENTICATIONS  
PER YEAR (2019)



**28,2M**  
PAYMENTS  
EUR/ PER MONTH  
YEAR 2019

**2185**

DATASETS  
DADOS.GOV.PT

# DIGITAL TRANSFORMATION

INTEROPERABILITY – SOCIAL ENERGY TARIFF

## From 80k to 800k

FAMILIES WITH AUTOMATED SOCIAL ENERGY TARIFF

- **ONLINE PROCESS WITHOUT MAN INTERVENCTION**
- **INTEGRATION OF ENTITIES (PUBLIC AND PRIVATE)**
- **TECHNICAL AND SEMANTIC ELEMENTS**
- **CONFIDENTIALITY AND INFORMATION SECURITY (ISO 27001 cert.)**

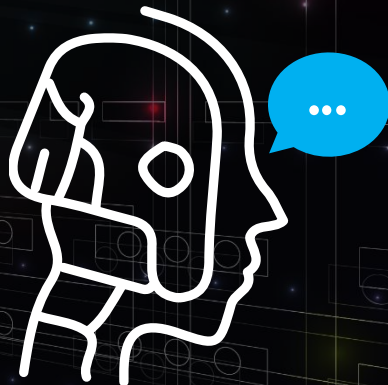


# DIGITAL TRANSFORMATION

EMERGENT TECHNOLOGIES

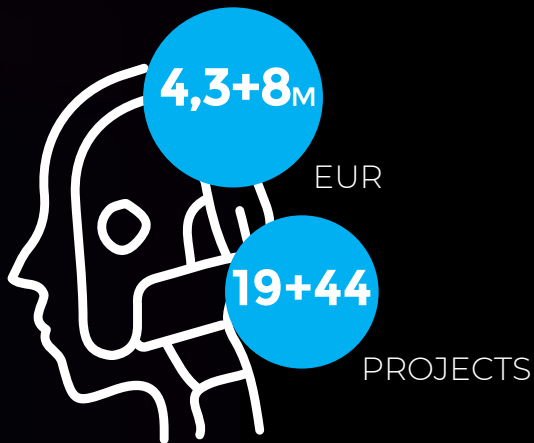
## ARTIFICIAL INTELLIGENCE

*NATURAL LANGUAGE*



## AI & DATA SCIENCE

*R&D PROJECTS*



## BLOCKCHAIN

*GOVTECH*



# DIGITAL TRANSFORMATION TICAPP

ICT COMPETENCES CENTRE

# ticAPP



**ARCHITECTURE | SPECIFICATIONS**  
**TRANSFORMATION | PROJECT MANAGEMENT**  
**USABILITY | TESTS | DATA SCIENCE**





**PUBLIC  
PARTICIPATION**

# PUBLIC PARTICIPATION

SIMPLEX – PORTUGAL PARTICIPATORY BUDGET – GOVTECH – LABX - OGP

SIMPLEX

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ORÇAMENTO  
PARTICIPATIVO  
PORTUGAL

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govtech  
govtech.gov.pt

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Open  
Government  
Partnership  
**Portugal**

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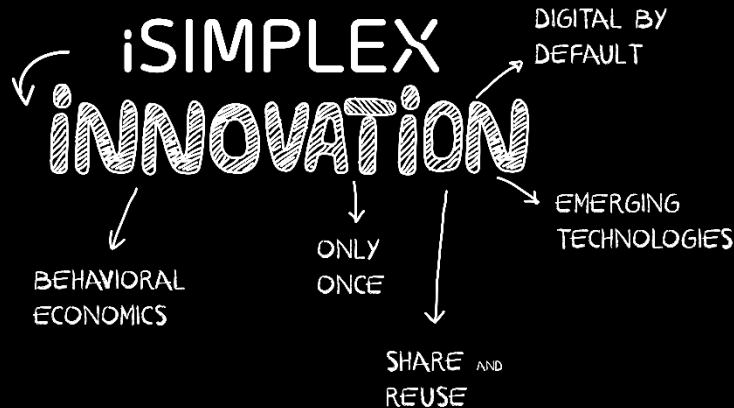
# PUBLIC PARTICIPATION

SIMPLEX

## iSIMPLEX 2019

Innovative measures of technological nature with impact at the behavioral economics level, allowing citizens and businesses to interact “only once” with the State.

Sharing & reuse of resources by using emergent technologies like Artificial Intelligence.



**6 SESSIONS** of “Design Thinking”  
**2 THEMATIC SESSIONS** of co-creation



# PUBLIC PARTICIPATION

SIMPLEX

**255**

MEASURES

2016

Fully automatic  
income tax  
declaration

**172**

MEASURES

2017

Pension  
simulator

**175**

MEASURES

2018

My  
apointments.gov

**119**

MEASURES

2019

19 key Measures,  
on 5 axes



# PUBLIC PARTICIPATION

PORTUGAL PARTICIPATORY BUDGET

2017

2018

EUR BUDGET (MILLIONS)

3

5

CITIZENS

2191

1533

PARTICIPATORY MEETINGS

50

37

IDEAS

+1000

+1400

PROJECTS

600

691



# PUBLIC PARTICIPATION

GOVTECH 2018

**113** COMPETING PROJECTS

**17** CATEGORIES (SDGs)

**6** FINALISTS

**3** WINNERS



# EXPERIMENTATION LABORATORY OF THE PUBLIC ADMINISTRATION



LABORATÓRIO  
DE EXPERIMENTAÇÃO  
DA ADMINISTRAÇÃO  
PÚBLICA

LabX is a safe place to discover, conceive and experiment solutions aiming to innovate the public services and improve citizens' and enterprises' lives.



INVESTIGATE



CONCEIVE



EXPERIMENT

**WHAT'S AHEAD?**

*WHAT'S AHEAD?*

# Gov will transform to live up to the citizens expectations

- Citizen centric
- Innovative
- Context aware
- Data driven
- Proactive
- Interoperable cross Sector and cross Border

## WHAT'S AHEAD?

# Gov will put People at the heart of public-sector transformation

- Participative processes
- Transparency
- Co-creation
- Behavioural science
- Capacitate Public Sector Officials



## WHAT'S AHEAD?

# Gov will actively promote uptake of digital services

- Citizens eReadiness
- Better communication of the existing services
- Inclusive and universally accessible digital services
- Coherent UX

## WHAT'S AHEAD?

# Gov will consolidate the main principles of digital services

- Digital by default services delivered on the citizens preferred channels
- Interoperability
- Share and reuse
- Once only
- Single Digital Gateway
- Open and auditable

**ama** | ADMINISTRATIVE  
MODERNIZATION  
AGENCY  
PRESIDENCY OF THE COUNCIL OF MINISTERS

Pedro Viana

Digital Transformation Director  
pedro.viana@ama.pt



REPÚBLICA  
PORTUGUESA



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[linkedin.com](https://linkedin.com)