**Highlights**

**Political Communications**


**Legislation**


**Governance**

The Administrative Modernisation Agency (AMA) is the public institute in charge of digital government and administrative modernisation and simplification, focusing on three main areas: digital transformation and strategy; omnichannel public services delivery; and innovation and public participation.

**Infrastructure**

The *ePortugal.gov* is the Portuguese single digital gateway for digital public services, providing informational and transactional services for both citizens and companies.

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**Digital Public Administration indicators**

*Percentage of individuals using the internet for*

- Interacting with public authorities: 49% (EU27 average: 58%)
- Obtaining information: 42% (EU27 average: 47%)
- Downloading official forms: 27% (EU27 average: 38%)
- Submitting completed forms: 34% (EU27 average: 44%)

Source: Eurostat 2022

**State-of-Play of Interoperability**

**eGovernment indicators**

*eGovernment performance across policy priorities*

Source: eGovernment Benchmark report 2022

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**SCOREBOARD 1**

**THE TWELVE PRINCIPLES**

- Principle 1
- Principle 2
- Principle 3
- Principle 4
- Principle 5
- Principle 6
- Principle 7
- Principle 8
- Principle 9
- Principle 10
- Principle 11
- Principle 12

**SCOREBOARD 2**

**INTEROPERABILITY LAYERS**

- Technical interoperability
- Semantic interoperability
- Business process interoperability
- Organisational interoperability

**SCOREBOARD 3**

**CONCEPTUAL MODEL**

- Security and identity
- Information and data services
- Basic legal acts
- Catalogues
- Open Data

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**Digital Public Administration infographic 2022**

Portugal