



# **Factsheet:**

## Access to Base Registries in Portugal

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## Portugal towards Interoperability

In the last 20 years, successive governments have been committed to transform traditional public administration operations at central and local levels, developing national e-strategies and implementing a wide range of public services involving in most cases Base Registries. Portugal's e-Government is generally considered a success story supported by a set of consistent public policies<sup>1</sup>. This is evidenced by being ranked amongst the top 50 e-Participation performers, by having high scores in the E-Government Development Index (EGDI) and the Online Service Index (OSI), and by supporting sustainable development through e-government as indicated in the United Nations e-Government Survey<sup>2</sup> (2016). At the same time, Portugal has been implementing its national interoperability framework (NIF)<sup>3</sup>. According to an EU-wide assessment dating from 2015, Portugal presented an average implementation level<sup>4</sup> of its NIF.

The national e-Government strategy is named **SIMPLEX**<sup>5</sup> and was initiated in 2006 as an administrative modernisation strategy targeting the Government and public administration services at central and local level. SIMPLEX was created as an answer to existing problems in the relationship between public services and citizens or businesses. This programme is considered as an important instrument to reinforce their trust in the Government and to promote competitiveness. Between 2006 and 2011<sup>6</sup>, several measures were implemented to improve and simplify the lives of citizens and businesses. In 2016, the programme was re-launched (SIMPLEX+) to progress further on the simplification of and access to (online) services by citizens and businesses<sup>7</sup>. SIMPLEX+ consists of a transversal programme under which different governmental sectors are committed to implement measures aimed at simplifying administrative and legislative procedures and modernising related services. It is thus envisaged to be +PARTICIPATIVE, +CO-CREATED and +INNOVATIVE. The guiding principles of SIMPLEX+<sup>8</sup> include:

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<sup>1</sup> See, for example, the “e-Government in Portugal” factsheet published on Joinup: [https://joinup.ec.europa.eu/sites/default/files/ckeditor\\_files/files/eGovernment%20in%20Portugal%20-%20February%202016%20-%20v1\\_00.pdf](https://joinup.ec.europa.eu/sites/default/files/ckeditor_files/files/eGovernment%20in%20Portugal%20-%20February%202016%20-%20v1_00.pdf)

<sup>2</sup> <http://workspace.unpan.org/sites/Internet/Documents/UNPAN96407.pdf>

<sup>3</sup> The National Interoperability Framework (NIF) was first issued as early as 2004 and focused essentially on the technical layer. The Portuguese NIF has been progressively evolving ever since.

<sup>4</sup> See the “NIF Implementation and Monitoring State of Play 2015” report issued by ISA at: [https://joinup.ec.europa.eu/sites/default/files/2015\\_report\\_implementation\\_monitoring\\_final.pdf](https://joinup.ec.europa.eu/sites/default/files/2015_report_implementation_monitoring_final.pdf)

<sup>5</sup> <https://www.simplex.gov.pt/> (available in Portuguese)

<sup>6</sup> An historical perspective about SIMPLEX can be consulted at (available in Portuguese): <https://www.simplex.gov.pt/historia> (last checked on 08/08/2017)

<sup>7</sup> SIMPLEX+ Programme 2016 (available in English) (last checked on 08/08/2017):

<https://www.simplex.gov.pt/app/files/8926586c0ad2c9a5e0cc2bd56e30987f.pdf>

<sup>8</sup> Principles charters (available in Portuguese): <https://www.simplex.gov.pt/app/files/3bff6623e11c54d86d4b70b694d5ead3.pdf> (last checked on 08/08/2017)

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1. Deal with issues related to public administration *once only* and monitor them from a *point of single contact*
  2. Access public services online or at one-stop desks
  3. Obtain documents through one click only
  4. Give information to the State *once only*
  5. Access public information in an easy way
  6. Authenticate oneself towards the State from a distance in a simple and safe way
  7. Schedule meetings and make appointments from a distance
  8. Deal with many other issues in the 'Citizen Spaces'

The most recent programme was issued in 2017<sup>9</sup> and includes measures such as the integration and centralisation of information, base registries and portals to reduce administrative costs.

In order to ensure a successful implementation of the renewed SIMPLEX programme, the Government decided to put in place a national **ICT Strategy (2017-2020)**<sup>10</sup>. This strategy is organised around three axis, one of which focusing on 'integration and interoperability'. One of the measures of this particular axis specifically deals with interoperability. It is aimed at making available a catalogue of electronic services, enlarge interoperability to archive and document management solutions, and massively extend the use of the **Interoperability in Public Administration Platform (iAP)**. The latter consists of a central, service-oriented platform, with the primary aim to provide all levels of public administration with shared tools for interconnecting systems, identified federation, authentication, messaging, payments, as well as to enable the composition and availability of multichannel electronic services which are closer to the needs of citizens and businesses. More specifically, the iAP does not store data, but presents a catalogue of available web-services. These web-services are only available through a closed circuit network. All newly implemented services are now made available through the iAP. Overall, the iAP is a central point for accessing web-services, an inter-ministerial tool for communication, a facilitator for connection between base registries and is planned to be the source of all information relating to interoperability projects.

While the Ministry of the Presidency and Administrative Modernisation is responsible for the global coordination of the SIMPLEX+ programme, the Assistant Secretary of State and of Administrative Modernisation, together with the technical support from the Agency for Administrative Modernisation (AMA), are in charge of the design, management and monitoring of the programme. The responsibility of implementing the programme's measures lies with specific Ministries as identified in the programme. At the same time, AMA is also responsible for the Portuguese National Interoperability Framework (NIF). AMA has been playing a central role in developing and maintaining the **Interoperability in Public Administration platform (iAP)**<sup>11</sup>.

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<sup>9</sup> SIMPLEX+ Programme 2017 (available in Portuguese):  
<https://www.simplex.gov.pt/app/files/967ff098fcc6a0f72d2af69cfab39e70.pdf> (last checked on 08/08/2017)

<sup>10</sup> Resolution of the Council of Ministers no. 108/2017 (available in Portuguese):  
<https://dre.pt/web/guest/pesquisa/-/search/107757007/details/normal?l=1> (last checked on 11/08/2017)

<sup>11</sup> <http://www.iap.gov.pt>, [http://www.iap.gov.pt/Guia\\_Adesao\\_iAP\\_v3\\_0\\_2.pdf](http://www.iap.gov.pt/Guia_Adesao_iAP_v3_0_2.pdf) (in Portuguese)

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With regard to **Base Registries**, these are **centralised at national level** and are coordinated by the **Institute of Registries and Notaries (IRN)**<sup>12</sup>. IRN is a public organisation integrated in the indirect administration of the State (particularly under the Ministry of Justice). IRN's website lists the services available to citizens and businesses. Examples include civil registry, civil identification, vehicle registry, land registry, or business registry. Legal charges and fees apply to several services provided by registries and notaries. Both the paid and free services are lawfully defined in a regulatory framework<sup>13</sup>. As part of its mission, IRN makes available data from base registries to public administration entities. As a result of the consecutive e-Government national strategies and related programmes (e.g. SIMPLEX), many base registries and respective services are available online. The iAP is already connected to the base registries of Social Security, Tax and Customs Authority, Health, and Justice. These connections allow for the collection of specific information within these base registries.

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<sup>12</sup> <http://www.irn.mj.pt/sections/cidadaos>

<sup>13</sup> Decree Law no. 322-A/2001, last updated in June 2017 (in Portuguese: Regulamento Emolumentar dos Registos e do Notariado):  
[http://www.pgdlisboa.pt/leis/lei\\_mostra\\_articulado.php?nid=471&tabela=leis&so\\_miolo=](http://www.pgdlisboa.pt/leis/lei_mostra_articulado.php?nid=471&tabela=leis&so_miolo=) (last checked on 11/08/2017)

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## Legal Interoperability

A general overview of the most important legal documents referring to interoperability is provided below in a chronological order. This overview comprises the last 10 years.

In 2007, a law was issued to create the Portuguese eID (hereafter referred to as 'Citizen Card')<sup>14</sup>. The **Citizen Card** is an authentic document that contains relevant identification information about each citizen, including civil identification, fiscal identification, social security identification, and health services' user identification. Every national citizen is obliged to obtain the Citizen Card at the age of 6. The Citizen Card allows citizens to authenticate information through electronic means. The interconnection or cross-checking of information recorded in the base registries above mentioned is forbidden unless in cases lawfully authorised or by the Portuguese Data Protection Authority<sup>15</sup>. As part of the administrative modernisation reform initiated in 2006, the **norms for identification, authentication and electronic signature by citizens towards the public administration** were defined in a Resolution issued by the Council of Ministers in 2009<sup>16</sup>. This Resolution also created the ICT Inter-Ministerial Network whose attributions are described further below in this factsheet. An information system was specifically created to manage the Citizen Card (i.e. the Citizen Card Lifecycle System). This system only connects to other systems using the Interoperability in Public Administration Platform (iAP). This strategic approach allows for the use of the Identity Federation to exchange citizen information with other information systems in an anonymous way. The Agency for Administrative Modernisation (AMA) also has an Identity Provider (that uses the Citizen Card) and a Digital Mobile Key that allow attributes to be collected (using the iAP) with citizens' authorisation. They are used in the authentication process. All-in-all, the Citizen Card, the existing secure authentication methods and the iAP are part of the same ecosystem. They are crucial levers for promoting interoperability within Public Administration.

In 2011, **open standards**<sup>17</sup> for IT systems in public administration were legally adopted. This legislation makes mandatory the utilisation of open standards in all processes of implementation, licensing or evolution of informatics systems in public administration, as well as in all digital text documents exchanged, archived or published by the public administration. This legal document also defined the conditions for establishing the **National Regulation for Digital Interoperability** (RNID). The RNID<sup>18</sup> was developed by AMA and legally approved in 2012. It defines the **technical specifications** and digital formats to be adopted by the public administration. The RNID is in line with European guidelines for interoperability, contributes to the

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<sup>14</sup> Law no. 7/2007 (consolidated version after revisions available in Portuguese): <https://dre.pt/web/guest/legislacao-consolidada/-/lc/69738113/201703071616/exportPdf/maximized/1/cacheLevelPage?rp=indice> (last checked on 11/08/2017)

<sup>15</sup> Comissão Nacional de Protecção de Dados

<sup>16</sup> Resolution of the Council of Ministers no. 109/2009 (available in Portuguese): <http://data.dre.pt/eli/resolconsm/109/2009/10/02/p/dre/pt/html> (last checked on 11/08/2017)

<sup>17</sup> Law no. 36/2011 (available in Portuguese): <http://data.dre.pt/eli/lei/36/2011/06/21/p/dre/pt/html> (last checked on 11/08/2017)

<sup>18</sup> Resolution of the Council of Ministers no. 91/2012 (available in Portuguese): <http://data.dre.pt/eli/resolconsm/91/2012/11/08/p/dre/pt/html> (last checked on 11/08/2017)

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universal access to and use of information, the preservation of electronic documents and to a reduction of software licensing costs. Also in 2012, the Project Group for ICT (GPTIC) presented the **global strategic plan for ICT streamlining and cost reduction in public administration (PGETIC)**<sup>19</sup>. This strategic plan is organised around five intervention axis, of which one focuses on administrative modernisation. One of the measures of this strategic plan specifically deals with 'interoperability in public administration' (measure 11). This measure is aimed at consolidating the national interoperability framework (NIF) by considering three out of four interoperability layers, namely semantic, technical and legal. The technical implementation of interoperability is to be done through the iAP platform. This particular measure is in line the recommendations of the European Interoperability Framework so that transnational services can be created in the future. According to the online monitoring tool<sup>20</sup> which follows up the implementation of this strategic plan (PGETIC), the global execution rate of measure 11 was nearly 60 % by summer 2017.

The '**once-only**' principle was first enshrined in a national law in 2014<sup>21</sup>. Within the framework of administrative modernisation, one of the goals of this legislation consisted in promoting a systematic use of interoperability mechanisms that relieve the user from requesting and sending documents that already exist in public administration services and organisations. Also in 2014, the '**digital by default**' principle was defined in national legislation<sup>22</sup>. According to this law, public administration services should also be progressively provided through the internet. Public administration should be brought closer to citizens through physical spaces (i.e. front-offices called 'Citizen Shops'<sup>23</sup>), and they should be able to access public administration services according to their convenience (i.e. digitally from anywhere at any time). Specific spaces were also created to support citizens with difficulties in accessing digital public administration services. The 'Citizen Spaces' ensure that citizens have a digitally-assisted service to access online public administration services. These spaces result from partnerships between AMA and municipalities, NGOs, foundations or associations that provide public services.

In order to make both principles (i.e. once-only and digital-by-default) truly operational, in 2015, a Resolution<sup>24</sup> was adopted to determine the preferential use of the **iAP platform** to exchange information between services and organisations of Public Administration, including base registries. The extended and

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<sup>19</sup> This strategic plan was approved by the Resolution of the Council of Ministers no. 12/2012 (available in Portuguese): <http://data.dre.pt/eli/resolconsm/12/2012/02/07/p/dre/pt/html> (last checked on 11/08/2017)

<sup>20</sup> More information regarding the implementation of measure 11 can be found here (in Portuguese): <https://tic.gov.pt/pgetic/medidas/interoperabilidade-na-administracao-publica> (last checked on 11/08/2017).

<sup>21</sup> Decree Law no. 73/2014 (available in Portuguese): <http://data.dre.pt/eli/dec-lei/73/2014/05/13/p/dre/pt/html> (last checked on 11/08/2017).

<sup>22</sup> Decree Law no. 74/2014 (available in Portuguese): <http://data.dre.pt/eli/dec-lei/74/2014/05/13/p/dre/pt/html> (last checked on 16/08/2017).

<sup>23</sup> More information about Citizen Shops and other assistance models that allow citizens and companies to efficiently interact with the State can be found here (in English): <https://www.ama.gov.pt/web/english/citizen-shop> (last checked on 16/08/2017).

<sup>24</sup> Resolution of the Council of Ministers no. 42/2015 (available in Portuguese): <http://data.dre.pt/eli/resolconsm/42/2015/06/19/p/dre/pt/html> (last checked on 16/08/2017).

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preferred use of this platform was again reinforced in the national ICT Strategy<sup>25</sup> covering the period between 2017 and 2020.

As far as base registries are concerned, each registry has its own specific legislation. Some examples of legal provisions defining the scope of base registries include:

- The **Civil Registry** was first regulated by Decree Law no. 131/95<sup>26</sup>. Since then several modifications have been made to this legal document. This law prescribes the civil facts that must be registered, identifies the civil registries and their mandates, and describes the archiving procedures, among others.
- The **Commercial Registry** is regulated by the Decree Law n<sup>o</sup> 403/86<sup>27</sup>. Several amendments have been made to this legislation since then. This law establishes the different types of businesses, identifies the authorities responsible for the registration, and describes the registration process, among others.
- The **Land Registry** is regulated by the Decree Law no. 224/84<sup>28</sup>. This legal document was revised multiple times during the last decades. It encompasses, among others, the facts that must be registered and a description of the registration process.
- The **Vehicle Registry** is regulated by the Decree Law no. 54/75<sup>29</sup>. After several amendments, this legislation describes a complex registration system for vehicles.

Base registries must comply with the **Law on the Protection of Personal Data**<sup>30</sup>. Together with Article 35 of the Portuguese Constitution, these legal documents define the rights of citizens in relation data, namely the rights to information, access, modification and elimination, and opposition. The Portuguese Data Protection Authority<sup>31</sup> is an independent body in charge of supervising and monitoring compliance with legal provisions related to personal data protection.

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<sup>25</sup> Resolution of the Council of Ministers no. 108/2017 (available in Portuguese): <https://dre.pt/web/guest/pesquisa/-/search/107757007/details/normal?l=1> (last checked on 11/08/2017)

<sup>26</sup> The consolidated version of the Decree Law no. 135/95 can be accessed here (available in Portuguese): <http://data.dre.pt/eli/dec-lei/131/1995/p/cons/20170302/pt/html> (last checked on 16/08/2017).

<sup>27</sup> The consolidated version of the Decree Law no. 403/86 can be found at (available in Portuguese): <https://dre.pt/web/guest/legislacao-consolidada/-/lc/34444675/view?q=Decreto-Lei+n%C2%BA%20403%2F86> (last checked on 16/08/2017).

<sup>28</sup>The consolidated version of the Decree Law no. 224/84 is available in Portuguese at: <https://dre.pt/web/guest/legislacao-consolidada/-/lc/34544675/view?q=Decreto-Lei+n%C2%BA%20224%2F84> (last checked on 16/08/2017).

<sup>29</sup> The consolidated version of Decree Law no. 54/75 can be accessed in Portuguese at: <https://dre.pt/web/guest/legislacao-consolidada/-/lc/34433775/view?q=Decreto-Lei+n%C2%BA%20%2054%2F75> (last checked on 16/08/2017).

<sup>30</sup> The consolidated version of Law no. 67/98 can be accessed in Portuguese here: <http://data.dre.pt/eli/lei/67/1998/p/cons/20150824/pt/html>. An English version of the Law can be found at: <https://www.cnpd.pt/english/bin/legislation/Law6798EN.HTM>. Both websites were last checked on 16/08/2017.

<sup>31</sup> In Portuguese: Comissão Nacional de Protecção de Dados. More information can be consulted in English at: [https://www.cnpd.pt/english/index\\_en.htm](https://www.cnpd.pt/english/index_en.htm).

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The **rules to access administrative and environmental information and to reutilise administrative documents** are regulated by Law no. 26/2016<sup>32</sup>. This legislation reflects the provisions of the EU Directives 2003/4/CE and 2003/98/CE. According to this law, administrative documents can be consulted for free either electronically or in person at the public services that hold that information. In case the applicant requests a copy or a certification of the document, a fee will be applied. To ensure the compliance with the legal provisions referring to the access to administrative information a **Commission on Access to Administrative Documents**<sup>33</sup> (CADA) was created.

Portugal created a portal, Dados.gov<sup>34</sup>, to publish and aggregate information produced by Public Administration. Open standards are used so that data can be accessed and reutilised by any citizen. This **open data portal** was put in place to ease the access to public information, promote transparency in relation to Public Administration, and help create electronic public services by the civil society. The portal Dados.gov is a project of AMA in collaboration with the Municipality of Lisbon. Several agencies of the Central, Regional and Local Public Administration participate in the project.

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<sup>32</sup> Law no. 26/2016 (available in Portuguese): <http://data.dre.pt/eli/lei/26/2016/08/22/p/dre/pt/html> (last checked on 17/08/2017)

<sup>33</sup> In Portuguese: Comissão de Acesso aos Documentos Administrativos (CADA). More information about CADA can be accessed in Portuguese at: <http://www.cada.pt/> (last accessed on 17/08/2017).

<sup>34</sup> More information about the open data platform can be found here (available in Portuguese): <http://www.dados.gov.pt/>

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## Organisational Interoperability

The **Agency for Administrative Modernisation (AMA)** was established in 2007 within the framework of the Restructuring Programme of the Central Administration of the State (PRACE). It is a public institute responsible for promoting and developing the administrative modernisation in Portugal. This institute is overseen by the **Assistant Secretary of State and of Administrative Modernisation**. AMA is in charge of defining strategic guidelines and policies related to electronic administration and administrative simplification, including the interoperability of the Public Administration. For instance, they developed the National Regulation for Digital Interoperability (RNID)<sup>35</sup> and are in charge of managing and maintaining the interoperability platform iAP and the Common Knowledge Network. AMA also holds important responsibilities in the implementation of public policies (or specific policy measures), such as the ICT Strategy 2020 or the SIMPLEX+ programme.

The **Council for TIC in Public Administration (CTIC)**<sup>36</sup> was legally established in 2016<sup>37</sup>. The CTIC is aimed at pursuing the actions undertaken by its predecessor Project Group for ICT (GPTIC) which ended its mandate in the end of 2015. The CTIC is a coordinating structure that is in charge of operationalising the strategy and global action plan for TIC in Public Administration, as well as of improving the technological and financial efficiency of ICT. More concretely, until December 2019, the CTIC will analyse information systems and organisational structures in public administration, develop the strategy and global action plan for ICT in public administration (i.e. the ICT strategy mentioned earlier in this factsheet), implement the measures of the ICT strategy that are under its responsibility, monitor the implementation of measures attributed to other entities (e.g. those included in the ICT sectorial plans to be implemented by Ministries), and propose milestones and objectives for governmental initiatives and measures. The CTIC is composed of a representative of three distinct public agencies (including AMA) and of ministerial representatives from each governmental area. Alongside the iAP platform<sup>38</sup> and the 'Citizen Portal'<sup>39</sup>, the Common Knowledge Network<sup>40</sup> (RCC) was created in 2009 to help share initiatives of modernisation, innovation and administrative simplification of public administration. The RCC is a collaborative platform that brings together a directory of good practices from the Portuguese public administration as well as from Portuguese-speaking

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<sup>35</sup> Resolution of the Council of Ministers no. 91/2012 (available in Portuguese): <http://data.dre.pt/eli/resolconsmin/91/2012/11/08/p/dre/pt/html> (last checked on 11/08/2017)

<sup>36</sup> In Portuguese: Conselho para as Tecnologias de Informação e Comunicação na Administração Pública.

<sup>37</sup> Resolution of the Council of Ministers no. 33/2016 (available in Portuguese): <http://data.dre.pt/eli/resolconsmin/33/2016/06/03/p/dre/pt/html> (last checked on 17/08/2017).

<sup>38</sup> <http://www.iap.gov.pt>

<sup>39</sup> The Citizen Portal can be accessed here: <https://www.portaldocidadao.pt/>. It brings together a vast number of public administration services that are made available online. More information about the Citizen Portal can be found here (available in English): <https://www.ama.gov.pt/web/english/citizen-portal> (last checked on 16/08/2017).

<sup>40</sup> In Portuguese: Rede Comum do Conhecimento. This collaborative platform can be accessed here (available in Portuguese, English and Spanish): <http://www.rcc.gov.pt/Paginas/Home.aspx>. More information about RCC can be found at JoinUp: <https://joinup.ec.europa.eu/community/nifo/case/common-knowledge-network-portal-way-share-best-practices-among-portuguese-speaki>.

countries. Most importantly, this platform seeks to build knowledge and standardise the provision of public administration services. The RCC was endowed with the United Nations Public Service Awards in 2011 in the category of ‘Knowledge Management in Government’<sup>41</sup>. To sum up, **the iAP, the Citizen Portal and the RCC can be regarded as cornerstones of efficient and user-centric base registries**: they ensure the exchange of information through interoperable solutions, they improve the experience of citizens and businesses when interacting with public administration services (i.e. information is digitally accessible by citizens and businesses and it is provided once only), and they allow for the reutilisation of existing and effective solutions.

As mentioned above, the **Institute of Registries and Notaries**<sup>42</sup> (IRN) manages key base registries in Portugal. The table below provides meta-information on key Base Registries:

Base Registry	Authority	Master Data	Organisation
<b>Civil Registry</b> <i>(Registo Civil – Civil Online)</i>	Ministry of Justice	Civil status (marriage, separation, divorce, etc.); birth, death.	Publicly managed by the IRN. Accessed via multiple online portals, namely: <a href="http://www.civilonline.mj.pt/CivilOnline/">http://www.civilonline.mj.pt/CivilOnline/</a> . Data is charged with fees.
<b>Business Registry</b> <i>(Registo Comercial – Empresa Online)</i>	Ministry of Justice	Legal situation of sole traders, commercial companies, civil law companies having a commercial form, individual establishments with limited liability, cooperatives, public enterprises, additional company groups and European Economic Interest Groups, as well as individuals and associations required by law to register.	Publicly managed by the IRN. Accessed from its own portal: <a href="https://bde.portaldocidadao.pt/evo/landiingpage.aspx">https://bde.portaldocidadao.pt/evo/landiingpage.aspx</a> . Data is charged with fees.

<sup>41</sup> More information is available here: <http://unpan1.un.org/intradoc/groups/public/documents/un-dpadm/unpan048624.pdf> (last checked on 17/08/2017).

<sup>42</sup> <http://www.irn.mj.pt/sections/cidadaos>

<b>Base Registry</b>	<b>Authority</b>	<b>Master Data</b>	<b>Organisation</b>
<b>Land Registry</b> <i>(Registo Predial – Predial Online)</i>	Ministry of Justice	Technical and legal information on the buildings and parcels.	Publicly managed by the IRN. Accessed from its own portal: <a href="http://www.predialonline.pt/PredialOnline/">http://www.predialonline.pt/PredialOnline/</a> Data is charged with fees.
<b>Real Estate</b> <i>(Casa Pronta)</i>	Ministry of Justice	Ownerships and legal status of the buildings and parcels.	Privately owned. Accessed from the Casa Pronta portal: <a href="https://www.casapronta.pt/CasaPronta/">https://www.casapronta.pt/CasaPronta/</a>
<b>Vehicle Registry</b> <i>(Registo de Veículos - Automóvel On-line)</i>	Ministry of Justice	Registration of actions on cars, purchase and sale, mortgage, leasing, registration certificates, retention title, transfer of property, other.	Publicly managed by the IRN. Accessed from its own portal: <a href="http://www.automovelonline.mj.pt/AutoOnline/">http://www.automovelonline.mj.pt/AutoOnline/</a> Data is charged with fees.
<b>Tax Administration Registry</b> <i>(base de dados da Administração Fiscal – Finances Portal)</i>	Tax and Customs Authority	Tax payers data, tax declarations, files, statistics, simulations, etc.	Publicly managed by the Tax and Customs Authority Accessed from its own portal: <a href="http://www.portaldasfinancas.gov.pt/at/html/index.html">http://www.portaldasfinancas.gov.pt/at/html/index.html</a> .

The iAP is currently connected to the base registries of Social Security, Tax and Customs Authority, Health, and Justice. These connections allow for the collection of specific information within these base registries. As recommended in the ICT strategy covering the period between 2017 and 2020, the iAP should be progressively and commonly used by public administration services, including base registries. As such, more base registries will be able to exchange basic data among them.

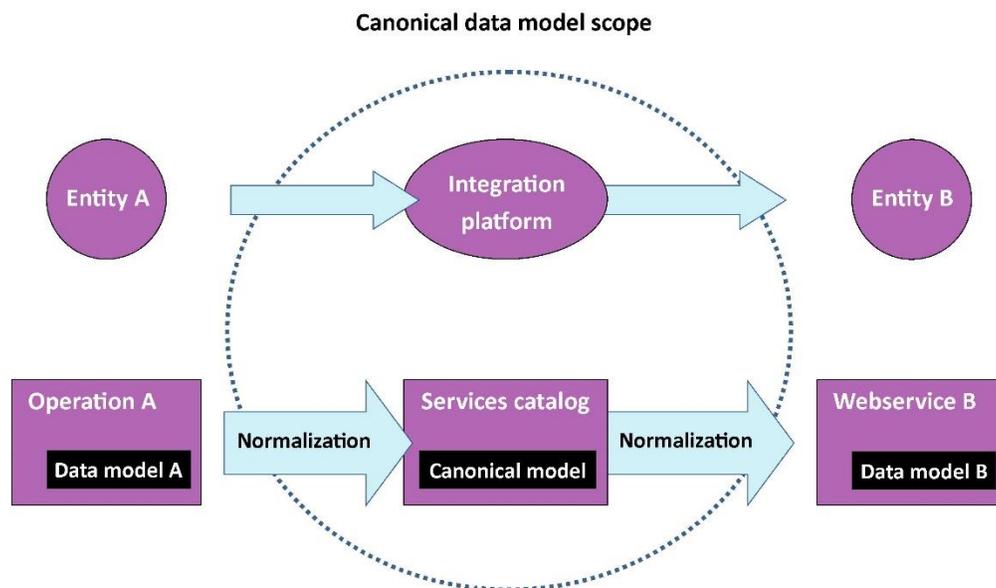
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## Semantic Interoperability

AMA developed the Interoperability in Public Administration (iAP) platform to make possible the exchange of data and documents between public administration entities and digital platforms that contain relevant information in Portugal. With the existence of a single central platform, it is ensured that one entity is securely connected to all other public entities, as all communication is done over a secure network.

In the context of the iAP, AMA also developed a **“Canonical Data Model”** (CDM). This “common data model” is put forward as a point of reference in data communication between various entities subscribing to the services of iAP. It allows the exchange of information without changing the legacy data model underlying the public administration and registry systems providing data to other public administration services. The goal of the CDM is to standardise the concepts used by the catalogue of services offered by the iAP platform. This catalogue of services must be seen as a set of “canonical services” (i.e. standard services, “Serviços Canónicos”) that can be consumed by any information system that interoperates through the platform. As each service is described using the CDM and specific functional and technical metadata, the rest of integrated entities can have automatic access to data they need, use and consume. Each entity trying to use one of these electronic services defines or maps their own internal data model to the data model of the Catalogue (the CDM).

The figure below illustrates the process through which data are standardised in the platform:



**Figure 1: Data conversion for communication between entities**

Stakeholders use the platform to exchange information as follows:

- Government to Government (G2G)

- 
- Government to Business (G2B)
  - Government to Citizen (G2C)
  - Business to Government (B2G)
  - Citizen to Government (C2G)

The iAP provides public services with (i) real time access to data kept by Base Registries and other authentic information sources integrated in the Platform; (ii) an Identity Federation Mechanism; (iii) an Authentication Provider; and (iv) SMS services for different purposes such as voter registration, transactional and information services. For a more detailed list of specific services offered by base registries in particular and public administrations in general visit the iAP website<sup>43</sup> or read the iAP guidelines<sup>44</sup>.

The services offered through the iAP (as per 2010) are the following:

- Sharing / exchange
  - Receive from administrations
  - Send to administrations
  - Grant access to documents to administrations
  - Access data/documents in registers
- Others
  - Safe-keep official documents
  - Notifications for received messages (e-mail, SMS, etc.)
  - Mobile access
  - Integration with payment schemes
  - Application integration (e.g. Web Services)

Portugal promotes the use of open standards and formats. In April 2011, legislation establishing the use of **open standards**<sup>45</sup> in the information systems of Public Administration institutions was issued. This is considered a fundamental step for the sovereignty of and the control over documents that public institutions own, thus reducing the dependence on businesses and external applications that can properly interpret information stored electronically. The **National Regulation for Digital Interoperability** (RNID)<sup>46</sup>, published in 2012, establishes the open standards to be used to ensure technical and semantic interoperability in the information systems of public administration.

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<sup>43</sup> Available in Portuguese at: <http://www.iap.gov.pt/services/IntegrationPlatform.aspx>

<sup>44</sup> Available in Portuguese at: [http://www.iap.gov.pt/Guia\\_Adesao\\_iAP\\_v3\\_0\\_2.pdf](http://www.iap.gov.pt/Guia_Adesao_iAP_v3_0_2.pdf)

<sup>45</sup> Law no. 36/2011 (available in Portuguese): <http://data.dre.pt/eli/lei/36/2011/06/21/p/dre/pt/html> (last checked on 11/08/2017). :

<sup>46</sup> Resolution of the Council of Ministers no. 91/2012 (available in Portuguese): <http://data.dre.pt/eli/resolconsmin/91/2012/11/08/p/dre/pt/html> (last checked on 11/08/2017)

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## Technical Interoperability

Technical interoperability for the exchange of information between systems is granted by the iAP platform at the national level. The architecture used in the iAP is service oriented (SOA), and it places the provision of services at the very centre of its business thus emphasising and prevailing the business to the technology.

The services available through the iAP platform are published in a common repository and made publicly accessible to private and public consumers through its description and service definition, also accessible in the repository. This approach is aligned to the vision and recommendations expressed in the European Interoperability Framework (EIF) (version 2.0).

The main technical norms and protocols used by the iAP platform are quite standard and commonly used in SOA-based architectures: HTTP, HTTPS, SOAP, WSDL, WS-Addressing, WS-RM, WS-Security, WS-Security Username Token Profile, and SAML 2.0.

The iAP platform has four core and independent macro-services: (i) the Integration Platform; (ii) the Authentication Provider; (iii) the Payment Platform for public administrations; and (iv) the SMS Gateway. The Integration Platform was designed taking into account the following principles:

- **Application de-coupling**, minimises the integration dependencies with other stakeholders. Each system is free to evolve independently without imposing their own data or process models nor impacting on other systems;
- **Independence from proprietary technological parties or specifications**, the use of standard interfaces reduces the impact on the integration between systems with different technologies. In this case, the use of largely used communication protocols grants this “independence” objective;
- **Asynchronous communication patterns**, the persistence and asynchronous delivery of messages increases the reliability of the exchange of information thus neutralising the effects of unstable systems and communication infrastructures;
- **Service monitoring**, the iAP back-office permits the control of any transaction using the platform services and grant the quality of the data needed for the execution of a process. The entities adhered to the platform can control the status of the services and can activate or deactivate the services depending on the needs of their information systems;
- **Reduction of the cost of the communications**, the platform enables the adherence to a varied set of services provided by various entities through a single access point instead of a number of point-to-point links. This minimises the costs of both links as its maintenance and monitoring;
- **Service Level Agreements**, AMA ensures compliance with the SLAs defined by constantly monitoring and providing technical assistance. This is carried out by the iAP’s technical team.

More low-level technical details, e.g. about the VPN integration to the Integration Platform, are specified in the iAP guidelines<sup>47</sup>.

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<sup>47</sup> Available in Portuguese: <http://www.iap.gov.pt/services/IntegrationPlatform.aspx>

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## Cross-border Interoperability

Portugal is involved in the interconnection of their national systems in Trans-European Interconnections Systems like:

- EULIS, European Land Information Service, providing direct access to the Portuguese Land Registry;
- ECRIS, European Criminal Records Interconnection System;
- BRIS, Business Registries Interconnection System, sharing data and documents obtained through the Integrated Business Registration System” (SIRCOM).
- ERRU, European Register of Road Transport Undertakings, data provided by the Directorate General of Traffic (DGT) through the intermediation platform (SARA + sTesta-II);
- RESPER, RESau PERmis de conduire.

None of these systems use the iAP platform but data are provided directly from the central registries/databases to the other EU Member States’ systems.

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## E-Government Public Services making use of Base Registries data

The main One-Shop-Stop portal in Portugal is the “**Citizen Portal**”. This portal is the central online channel to access and deliver electronic public services to citizens and companies. It thus eases the relationship between citizens, businesses and public administration. The portal can be defined as the **single point of contact for online services** provided by public authorities, from **both central and local governments (such as municipalities)**, and also allows for the provision of services by **private entities**. The Citizen Portal was developed by AMA, in collaboration with Portuguese public entities integrated in the Portal.

The amount of online public services currently being offered directly from hub portals is quite rich. Some examples follow:

- Government-to-Citizen (G2C): income taxes (declaration), notification of assessment, job search services by labour offices, social security benefits, personal documents (passport and driver’s licence), car registration (new, used, imported cars), applications for building permission, declaration to the police (e.g. in case of theft), public libraries (availability of catalogues, search tools), certificates (birth and marriage), request and delivery, enrolment in higher education/university, announcement of moving (change of address), or health related services (interactive advice on the availability of services in different hospitals);
- Government-to-Business (G2B): social contributions for employees, corporate tax (declaration, notification), VAT (declaration and notification), registration of a new company, submission of data to statistical offices, customs declarations, environment-related permits (incl. reporting), or public procurement.

At the local government level, several online services are available. For instance, through “my street”, citizens can obtain information and have the possibility to electronically communicate issues in their street or neighbourhood, or submit suggestions for improvements directly to the municipality or the parish council.

Some of these services, e.g. “My Street” or “change of address”, use the iAP platform to obtain data, transform them into the common data model, and notify the competent authorities.