European Commission

WHAT'S INSIDE

eGovernment in Portugal

ISA

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 10,341,330 inhabitants (2016)

GDP at market prices: 179,539.9 million Euros (2015)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 78 (2014)

GDP growth rate: 1.6% (2015)

Inflation rate: 0.5% (2015)

Unemployment rate: 12.6% (2015)

General government gross debt (Percentage of GDP): 129.0% (2015)

General government deficit/surplus (Percentage of GDP): -4.4% (2015)

Area: 89,089 km^2

Capital city: Lisbon

Official EU language: Portuguese

Currency: EUR

Source: Eurostat

Political Structure

Portugal is a **parliamentary republic**. Legislative power is held by a unicameral Parliament comprised of 230 members elected for a four-year term of office (universal suffrage). Portugal is divided into eight regions that consist of 308 municipalities.

Executive power is held by the National Government, led by the Prime Minister. The Head of State is the President of the Republic, who is elected by popular vote for a maximum of two consecutive five-year terms. Under the Constitution, the President "represents the Portuguese Republic", "is the guarantor of national independence, the unity of the State and the proper working of the democratic institutions" and "is the Supreme Commander of the Armed Forces". While not exercising direct executive duties, the President appoints the Prime Minister (the head of the leading party), who appoints the other members of Government (Ministers and State Secretaries). Presidential powers include dissolving the Assembly of the Republic and dismissing the government following a hearing by the Council of State, and promulgating the laws of the Assembly and the Government's law or regulatory decrees.

The Constitution of the Portuguese Republic was adopted on 2 April 1976 and amended for the seventh time in 2005.

Portugal became a member of the European Union on 1 January 1986.

Head of State: President Marcelo Rebelo de Sousa (since 9 March 2016).

Head of Government: Prime Minister António Costa (since 26 November 2015).

Information Society Indicators

Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for Portugal compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of households with Internet access in Portugal
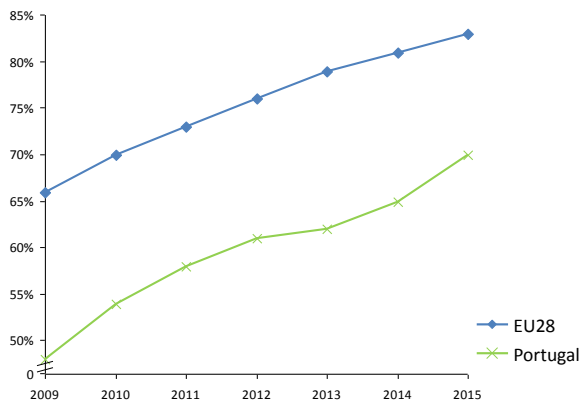
Source: Eurostat Information Society Indicators

Percentage of enterprises with Internet access in Portugal
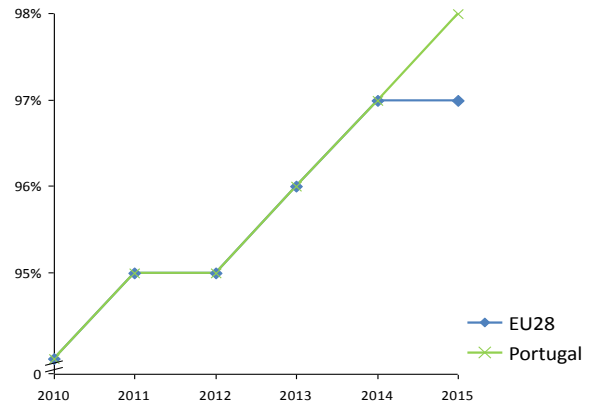
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet at least once a week in Portugal
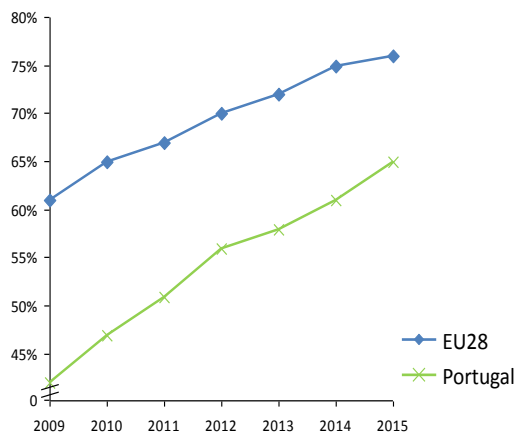
Source: Eurostat Information Society Indicators

Percentage of households with a broadband connection in Portugal
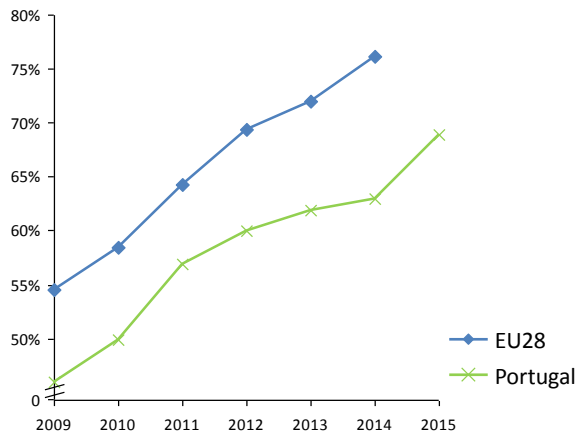
Source: Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in Portugal
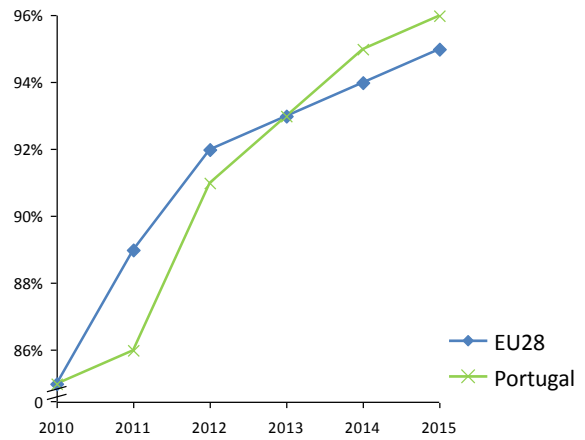
Source: Eurostat Information Society Indicators

Percentage of individuals having purchased/ordered online in the last three months in Portugal
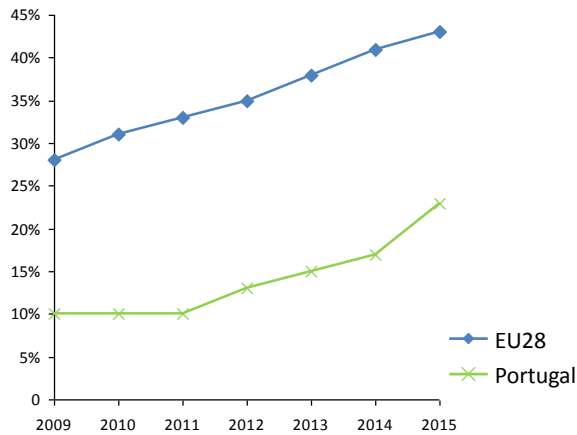
Source: Eurostat Information Society Indicators

Percentage of enterprises having received orders online within the previous year in Portugal
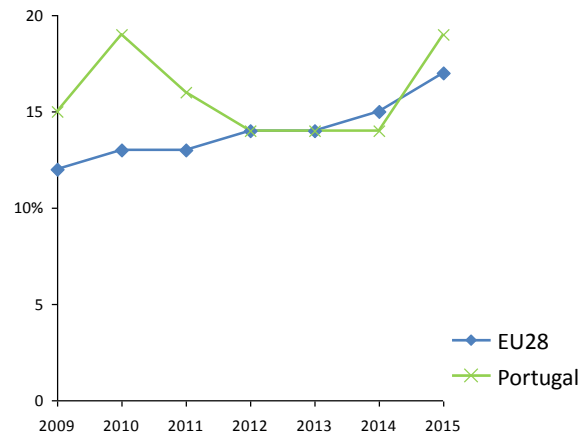
Source: Eurostat Information Society Indicators

eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for Portugal compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Portugal
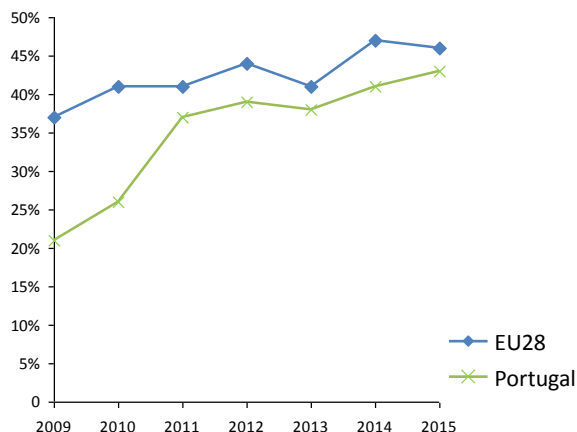
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Portugal
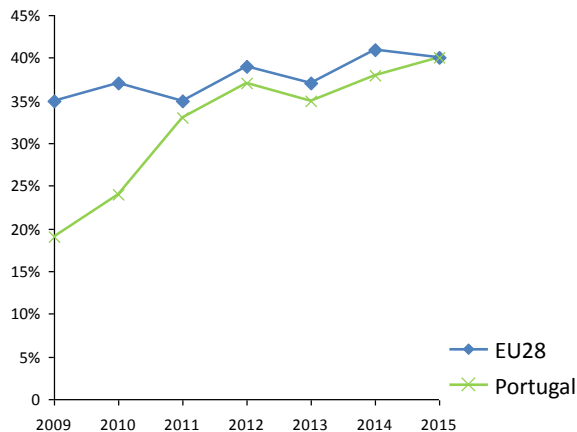
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for downloading official forms from public authorities in Portugal
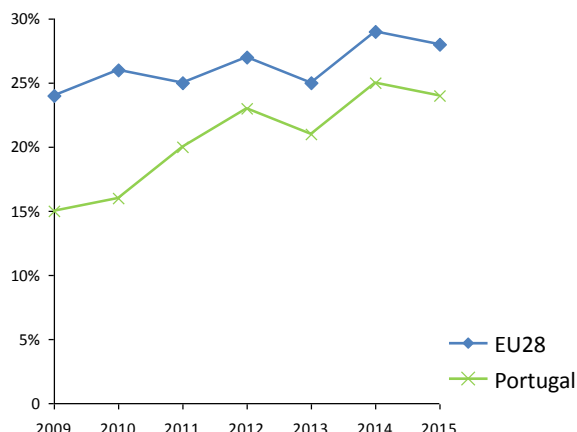
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in Portugal
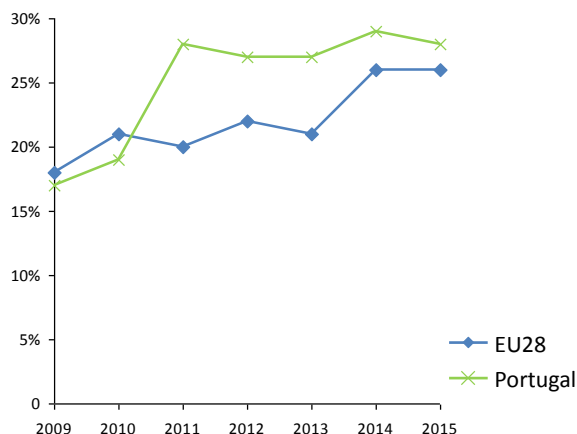
Source: Eurostat Information Society Indicators

eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark[1] study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, Losing and finding a job, Studying, Regular business operations, Moving house, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Portugal compared to the EU average score.
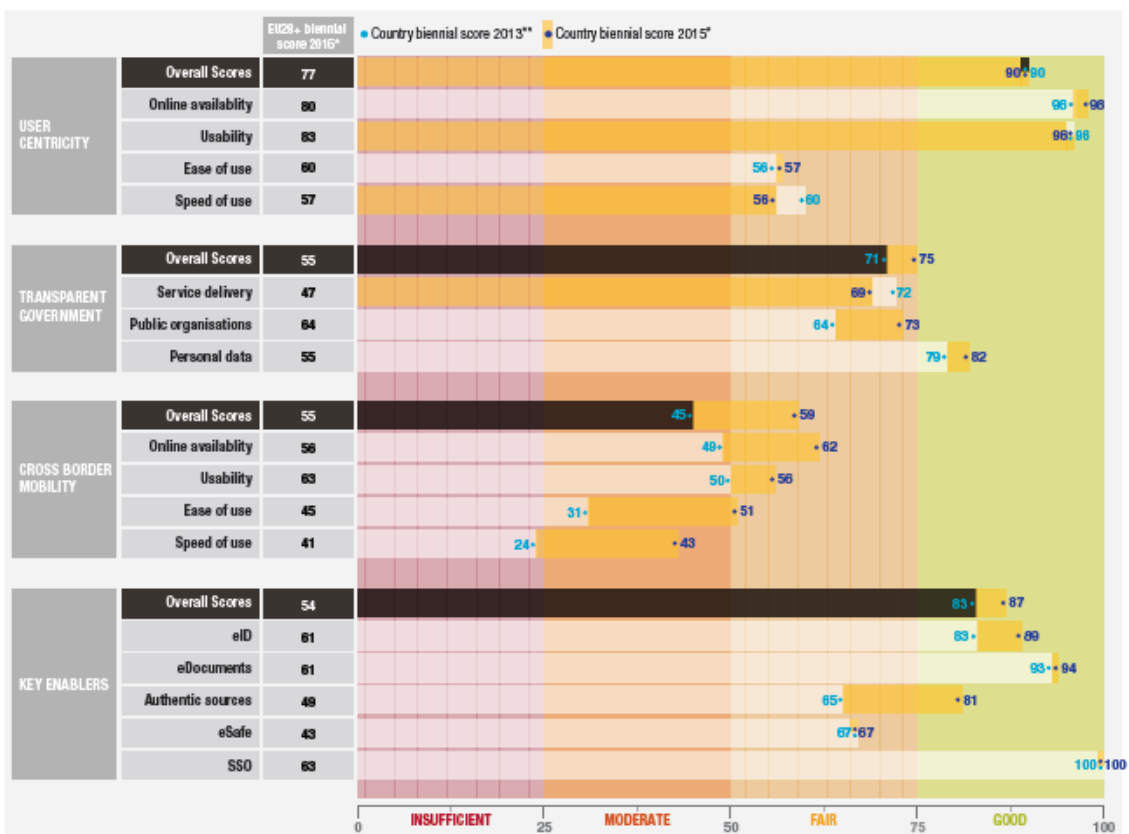
Source: eGovernment Benchmark Report 2016[2] Country Factsheet Portugal

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[1] eGovernment Benchmark Insight Report
[2] The latest version of country factsheet was published in June 2015, however it shall be noted that it summarizes the country's biennial score of the preceding year (2014).

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: Joinup news.

Recent News

December 2015

By the end of 2015, Portugal had 375 Citizen Spots nationwide and almost one million interactions with citizens through this network, managed by the Administrative Modernisation Agency within a strong partnership with local authorities. In the Citizen Spots, citizens can access around 200 online public services, being assisted by local public servants – "mediators" - if required.

November 2015

In November, the "Citizen Map" was enriched, providing citizens with the possibility to withdraw queueing e-tickets for the Citizen Shops, online and via mobile platforms as smartphones and tablets. This functionality allows citizens to withdraw the queueing ticket anytime, anyplace, and further track the progress of the queue, reducing significantly the waiting time and reducing bureaucracy. When arriving in the Citizen Shop, citizens only have to present the e-ticket, in the mobile device, to the civil servant in the Citizen Shop.

The "Unique Licensing for the Environment (LUA)" is launched, being interoperable with the System for the Responsible Industry Regime (SIR), in a strong partnership between the Administrative Modernisation Agency and the Portuguese Agency for the Environment (APA). This integration allowed the harmonisation of several procedures regarding environmental licensing, facilitated through platform "Integrated System for the Environmental Licensing (SILiAmb)".

October 2015

At the end of October 2015, an online public consultation has been launched by Portugal's Public Participation Portal on the revision of the Digital Interoperability National Regulation. Portugal's interoperability regulation aims to define the technical specifications and digital formats to be used and supported by the country's public administrations. The deadline for the participation in the consultation is 7 December 2015. The aim is to involve citizens in decision making to create a more open government. A Discussion paper is available (in Portuguese) to support these consultations.

From 20 to 22 October 2015 in Lisbon, the ICT 2015 Conference showcased the European Commission's new policies and initiatives with regards to R&I in ICT, inviting EU funded

projects to showcase their digital innovations. The conference was organised by the European Commission, together with the [Fundação para a Ciência e a Tecnologia.](#) Presentations and other materials from the conference are available [here](#). Videos from the conference are available on the [YouOnline portal](#).

On 21 October 2015, a group of experts have gathered in Lisbon to discuss the role of the public sector at the '[Public Sector Modernisation: Open(ing) Governments, Open(ing) minds](#)' session. The five experts that discussed the topics related to the open governments were [Christine Leitner](#) (moderator; Centre for Economics and Public Administration (CEPA), UK), [Aet Rahe](#) (Estonian Ministry of Economic Affairs and Communication, State Information Systems Department, Estonia), [Pedro Silva Dias](#) (Administrative Modernisation Agency (AMA, Portugal), [Sandra van Wijngaarden](#) (Genovum, Netherlands), and [Róbert Bjarnason](#) (Citizens Foundation, Better Reykjavik, Iceland). The session is part of the [ICT 2015 (Innovate, Connect, Transform) conference](#) of 20th – 22nd October 2015.

September 2015

On 24 September 2015, a mobile eID solution has received the [2015 ACEPI (Digital Economy Association) award for](#) best digital public administration solution that is an awarded annually since the year 2000. The mobile solution was developed by Portugal's Administrative Modernisation Agency and offers citizens a simple method for electronic authentication with a use of a security code received by text message or e-mail. The authentication can be for instance used in order to access the Portugal's Citizen Map ([Mapa Do Cidadão](#)) that provides information on the government services and a possibility to schedule appointments.

The [Resolution of Council of Ministers 66/2015](#), of 8 September, approved the organisation and working rules of the Operational Network for ICT Shared Services in the Public Administration (RSPTIC). The [Decree-Law 151/2015](#), of 6 August, related to the acquisition of ICT goods and services, established a mandatory preliminary examination of the possibility of such goods and services to be provided by departments or agencies of the Public Administration, through the RSPTIC.

On 4 September 2015, the Portuguese government has launched an online portal '[Simplificar'](#) (Simplify) to help modernise and simplify the public administration. The website and the programme itself has three main principles: only once principle (i.e. citizens will no longer need to provide information that is already available in the country's public administration), digital by default (i.e. making public services available online unless impossible), and one-in one-out (i.e. one euro of cost must be counterbalanced by a reduction of one euro of cost elsewhere). The website ensures that the citizens have means to point out at excessive bureaucracy, suggest solutions, participate in campaigns, etc. The website also includes a [tool](#) to propose amendments for existing legislation, or to suggest new pieces of legislation.

August 2015

During the summer 2015, Portuguese Administrative Modernisation Agency (AMA) added 103 Citizens Spots/Citizen Places where citizens can access over 170 eGovernment services

using computer facilities managed by AMA and local public authorities, with the possibility of provision of assistance by local staff if required.

July 2015

Signature of a Memorandum of Understanding between Portugal and Mozambique, in the context of an official visit of the Mozambique Head of State to Portugal. The Memorandum aims to boost cooperation between the Portuguese Administrative Modernisation Agency (AMA) and the Directorate of Support to the Private Sector (DASP).

The First Forum of Local Administrative Modernisation took place, on the July 13, in the Centre Region of Portugal, Figueira da Foz. Co-organised by the Agency for the Administrative Modernisation and the General Directorate for the Local Autarchies, this event gathered more than 160 representatives of more than 100 municipalities and parishes. It was an important forum to discuss best practices related to the organisation and internal management of autarchies, administrative and regulatory simplification, digitalisation of services and services' delivery models.

June 2015

On 19 June, the [Resolution of the Council of Ministers 42/2015 was published](#), foreseeing the preferential adoption of the Interoperability Platform for the Public Administration (iAP) as a means of exchanging information among departments and entities of Public Administration.
On the 8 June the [Citizen Map](#) was launched. The Citizen Map is a web platform and mobile application (to Smartphones and Tablets, etc.) that enables citizens to find public services and the public entities and branches where those services are available. By downloading the mobile app, citizens can, for example know where the nearest public branch is in which he/she can use the citizen Card, as well as its key contacts and scheduled opening times. Furthermore, it is possible to have information of the queuing times in the Citizen Shops, providing real time information on how many people are waiting and which number is being called in that moment.

May 2015

On the 20 of May, the Development Unit of the Administrative Modernisation Agency started functioning, in Guimarães, North of Portugal, with a team of two people in the areas of Project Management and ICT. The implementation of this Unit resulted from the Protocol signed between AMA, the Municipality of Guimarães and Minho University.

April 2015

On the 28 of April the Public the website TIC.GOV.PT was released, aiming at communicating to the general public the main projects that are being implemented in the Public Administration regarding ICT. This initiative is linked to the PGETIC, a Plan created to improve the ICT governance through cost reduction. The site was presented by the

Minister in the Cabinet of the Prime Minister and for Regional Development and by the Secretary of State for the Administrative Modernisation in Lisbon.

On 24 April, the Administrative Modernisation Agency and the University of the United Nations signed a Cooperation Protocol in the areas of eGov and administrative modernisation, compromising both entities towards the development of these areas in the coming years. In this same day, the Minister in the Cabinet of the Prime Minister and for Regional Development, Miguel Poiares Maduro, inaugurated the Operational Unit for eGov of the University of the United Nations (UNU) and also visited the Development Unit of the Administrative Modernisation Agency. At this stage, this Unit has almost fulfilled its temporary mandate, positioning Portugal in the forefront of the administrative modernisation and eGovernment.

March 2015

A new Citizen Portal was launched on 12 March 2015 in a ceremony chaired by the Minister in the Cabinet of the Prime Minister and for Regional Development, Miguel Poiares Maduro, the Secretary of State for the Administrative Modernisation, Joaquim Cardoso da Costa, and the Polish Minister for Public Administration and Digitalisation, Andrzej Halicki. The Citizen Portal is the central channel to access and deliver electronic public services in Portugal, facilitating the relationship between citizens, business 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 government such as municipalities, and also presents services provided by private entities. The Citizen Portal was developed by the Portuguese Administrative Modernisation Agency (AMA), together with the Portuguese public entities integrated in the Portal.

February 2015

The government announced savings of around 130 million euros during 2014, based on the work done in the "Global Strategic Plan for Rationalisation of ICT Costs in Public Administration (PGETIC)".

January 2015

On 23 January 2015, an open source and open standard conference took place in Lisbon, organised by Portuguese Administrative Modernisation Agency (AMA) and ESO, with the key aim to promote the use of open source software as a more reliable, stable and flexible alternative compared to proprietary software.

At the beginning of the year, AMA announced the expansion of the country's network of Citizen Spaces to two additional areas – Beira Baixa and Medio Tejo – that shall facilitate the use of the online government services to citizens. Citizen Spaces bring together public services from several governmental organisations, i.e. create one-stop-shops for the use several public services such as the renewal of driving licences, or access services regarding employment, social services, and healthcare. Assistance can be provided as well. AMA plans to implement at least a thousand Citizen Spaces by the end of the year. It works

together with local authorities, the national postal service (CTT) and others to achieve this implementation.

December 2014

From the 3 to the 4 December, Portugal received the Share PSI workshop (the European network for the exchange of experience and ideas around implementing open data policies in the public sector. Hosted by the Portuguese Administrative Modernization Agency (AMA), the Lisbon workshop provided an opportunity for a wide variety of stakeholders to come together to discuss and build the relationship between the public and private sectors in the context of Europe's revised PSI Directive and open data movement in the public sector.

November 2014

In 28 November 2014, Portugal and the other countries of the Community of Portuguese Language Countries (CPLP) signed a Declaration, stating the priority domains to be addressed in cross-border e-gov cooperation within CPLP. The Declaration was signed in the context of the 2nd CPLP Conference on Electronic Government that occurred in Luanda, Angola.

October 2014

In 27 - 30 October 2014, Portugal hosted the 8th International Conference on Theory and Practice of Electronic Governance (ICEGOV Conference). Organized by the Administrative Modernization Agency, the University of Minho and the Center for Electronic Governance at UNU-IIST, Macao, China (Series Organizer). Following earlier conferences in Macao, Cairo, Bogota, Beijing, Tallinn, Albany and Seoul, the ICEGOV conference series has become a source of significant research and policy events, able to reach to global and multi-stakeholder audiences.

The Administrative Modernisation Agency (AMA) and the General Inspection of Finances (IGF) signed a protocol on the 11th November for the evaluation of investments in Information and Communication Technologies (ICT). The protocol is part of the scope of the AMA skills, as regards the preliminary assessment of investments in ICT in Public Administration. A process aimed at securing the approval of investments which provide a special contribution to the development and modernization of management and rationalization costs.

August 2014

Signing of a Protocol between AMA, the University of Minho and the Municipality of Guimarães, and constituting the AMA's R&D unit in the Portuguese city of Guimarães in the 4 of August. This initiative represents a clear commitment for the development of e-Government in Portugal.

July 2014

Approved in July 2014, "Aproximar" program ("Approximate") is a national strategy to reorganize public services delivery in Portugal, based on the delegation of competences in the municipalities. Mobile citizen shops and door to door services are some of the several emblematic projects foreseen.
In 21 July 2014, Portugal launched the "Portal of Municipality Transparency". The site provides citizens with social, financial and budget data of each municipality, such as the amount of taxes collected and what the debt per capita. Allows citizens to know the reality of their municipalities and assess public policies at the local level.

June 2014

In June 2014, Portugal prepared the launching of the "Digital Mobile Key" a complementary authentication solution through mobile devices, safer than the access via username and password, to electronic public services (more security to the State) and simpler to the citizen (more effectiveness and efficiency to citizens and companies).

May 2014

"Simplify Program": Materialized on several legal diplomas from May 2014, the simplify program defines an ambitious agenda for Portugal on administrative modernization domains, aiming to create new services delivery models, simplification principles and strengthen interoperability measures.
The Decree-Law no. 4/97, reviewed by the Decree-Law no. 72/2014, approved in May 2014, creates the Ministerial Network for Administrative Modernisation (RIMA). It establishes, in particular, administrative modernization measures on methodology and mechanisms for regulatory impact assessment of normative acts.
The Decree-Law no. 135/ 99, reviewed by the Decree-Law no. 73/2014, approved in May 2014, establishes important administrative modernization measures, including the "digital by default" principle, according to which the citizen must not be obliged to give the Public Administration the same document twice. The "digital by default" principle will lead to several standards, particularly relating to administrative communications.
The Decree-Law 74/2014, of 13 May, establishes the contact rules between citizens and Public Administration and creates a network of Citizen Spots disseminated throughout the country. For those who cannot, will not or do not know how to use digital tools, the interaction is done with the support of a public servant - a digital mediator - who supports those citizens, aiming to give all citizens the access to the advantages of digital services. It further establishes the *digital by default* rule
In May 2014, the European Commission launched the results of the European e-Government Benchmark 2012-2013, placing Portugal among the top three in Europe concerning the metrics: User Centric, Key Enablers and Transparency.

April 2014

In April 2014, the Common Knowledge Network portal, a collaborative platform to support the share of information about modernisation, innovation and administrative simplification

within the Public Administration, is re-launched with a new interface, simpler and more efficient.

March 2014

Launched in March 2014, the National Administrative Modernization Strategy is based on the digital by default principle in order to reduce the bureaucratic burden on citizens and economic operators, by introducing transparency and efficiency and reducing the constraints generated by the slowness of the different procedural acts.

In March 2014, under the motto "Open Administration + Simple + Close", the new model of the Citizen Spots, that operate in a closer collaboration with local authorities, was announced. The development of the Citizen Spots, widely implemented across national territory and making available several public electronic services with assistance from a public servant or other; a new web and mobile application with info on public services; the Digital Mobile Key, a form of authentication that complements the Citizen Card functionalities; and the re-launch of the Simplex programme were also announced.

February 2014

On 24 February 2014, the latest version of the [Zero Licensing platform](#) came into [operation](#) in the municipalities of Abrantes, Agueda and Tavira. These municipalities are distinguished by their efforts towards modernization and simplification for the companies installed or to be installed in their territory. This platform can be used by all municipalities in the country, a process that wishes to see completed during the current year.

January 2014

In January 2014, the Bank of Portugal issues a resolution stating the Citizen Card and the Interoperability Framework as important instruments for financial security.

November 2013

In November 2013, Portugal organizes the Conference CPLP on e-Government 2013. CPLP, the Portuguese Speaking Countries Community, includes Portugal, Angola, Brazil, Cape Verde, Guiné-Bissau, Mozambique, São Tomé and Príncipe, and East-Timor. The development of the eGov cooperation within this community was the motto.

October 2013

In October 2013, Portugal was the host of the 47th edition of the Annual ICA Conference - International Council for Information Technology in Government Administration.

July 2013

In July 2013, the Public Software Portal is launched. It promotes the sharing of free software, open source, open code and good practices in the usage of open software in the Public Sector.

June 2013

In June 2013, the European Commission awarded the Zero Licensing Initiative with the European Prize for Innovations in Public Administration. The Zero Licensing Initiative was considered an excellence project in the category of innovative initiatives in the Public Administration.

In May 2013, the Zero Licensing Platform is launched. It considerably simplified the licensing procedures necessary to carry out several economic activities by reducing red tape through an electronic point of single contact. The Zero Licensing for Industry initiative, which was approved in August 2012 with the Decree-Law no. 169/2012, regulates the practice of industrial activity. Portugal implemented the Platform through which companies can perform their licensing procedures, in a totally digital way.

December 2012

In June 2013, the European e-Government Benchmark states that Portugal maintains its leading position in the benchmark, in what concerns to electronic public services delivery. The Business Portal is highlighted a success case within the European context.

May 2013

On 20 December 2012, a new Digital Agenda was approved by the Council of Ministers. It aims to contribute to the development of the Digital Economy and the knowledge-based society, preparing the country for a new model of economic activity centred on innovation and knowledge and a new industrial policy, as a basis for the provision of new products and higher value-added services and targeted to international markets.

February 2012

On 7 February 2012, the "Global Strategic Plan for Rationalization of ICT Costs in Public Administration (PGETIC) is formally published in the Ministers Council Resolution n.12/2012". It aims to improve the efficiency and effectiveness of public investment based on a cross-sector, holistic approach regarding the public administration. It responds to a Resolution of the Council of Ministers approved in November underlining Portugal's strong commitment in this domain. The plan incorporates 25 measures for ICT rationalisation, represented by several lines of action. From improving governance mechanisms to implementation of common ICT solutions, global savings estimations of € 500 million per year are anticipated for the central Public Administration.

November 2011

In November 2011, the Entrepreneur's Desk, a national electronic one-stop shop that enables the completion of administrative formalities for businesses, becomes available via

the Business Portal. It serves as a single access point for integrated information presented in a simple and uniform manner on 462 services that are required in carrying out over 450 business activities, of which 130 can be performed completely online.

A high level group responsible for eGovernment delivers to the Deputy and Parliamentary Affairs Minister a comprehensive plan envisaging an extensive ICT domain reform within the Public Administration. The 'Global strategic plan for ICT rationalisation and cost reduction' ('*Plano Global Estratégico de Racionalização e Redução de Custos*') involved representatives from several public bodies with responsibilities in this area.

In November 2011*,* the Entrepreneur's Desk, a national electronic one-stop shop that enables the completion of administrative formalities for businesses, becomes available via the Business Portal. It serves as a single access point for integrated information presented in a simple and uniform manner on 462 services that are required in carrying out over 450 business activities, of which 130 can be performed completely online.

On 24 November 2011, the 'Dados.gov' was launched following the guidance of the Digital Agenda for Europe and all the European efforts that are being made concerning open data domains. It involves 14 entities providing about 100 datasets. The Agency for the Administrative Modernização (AMA) is making efforts to involve more public bodies, civil society organisations, developer communities, national Internet content producers and higher education institutions. The website format is currently in beta version.

Between November 2010 and June 2011, 452 new online services have become available on the national eGovernment portals aimed at citizens (*Portal do Cidadão*,) and businesses (Portal da Empresa,) respectively. This initiative - a mission of the Administrative Modernisation Agency (Agência para a Modernização Administrativa - AMA) in collaboration with various government entities - aims to render the information for citizens and businesses simpler, clearer and more accessible.

June 2011

The number of services and government entities represented on the portal has grown. From 10 June 2011, users can obtain information and use over 1 800 services provided by 392 and 126 authorities registered on the Citizens' portal and on the Businesses' Portal respectively. Users have been able to reach the following services of both portals without leaving their home, or their office: the online request for certificates service; the change of address service; the 'My Street' service for reporting problems in /damage to streets and public spaces; the step-by-step online formation of a company service; and the Simplified Business Information service.

May 2011

In May 2011*,* the Common Knowledge Network wins the 2011 edition of the United Nations Public Services Awards in the knowledge management category. In addition, the Simplex Programme, on the strength of its public participation dimension, obtains the second prize in the 'Promoting participation in policy making processes' category. This marks the first time that a Portuguese project achieves such recognition.

April 2011

In April 2011, the Parliament approves legislation establishing the use of **open standards** in the information systems of Public Administration institutions. It 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.

Portugal **leads** all 32 EU measured countries in the provision of **online public services**, according to the 'Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement'. Portugal has achieved the maximum result (100 %) in terms of availability and sophistication of online public services directed at citizens and businesses. Furthermore, it ranks above the EU average in all other benchmarked indicators.

2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2001 – 2010 can be fully retrieved here.

eGovernment Strategy

Main strategic objectives and principles

Simplex Programme

Under the motto A STRONG, INTELIGENT AND MODERN STATE, the new Simplex Programme wants to promote a better relationship between citizens and public administration, as well as the reduction of costs for companies. The Programme is publicly available online. Simplex generated 255 measures to be implemented by the Portuguese government until 2017.

Assuming that a modern public administration must look within itself and seek to improve the delivery of public services, while spending less, it is essential to ensure the efficiency of public administration. In that sense, the Simplex Programme brings, among many other measures, the sharing of services and resources and the improvement of management tools for public directors.

This programme contains new one-stop shops where you can address a number of issues of daily life, organised according to the needs of citizens, such as a one stop shop for vehicles-related matters, or the Employment One-Stop Shop.

SIMPLEX's objective underpins the whole legislative and administrative simplification process. This effort must improve people's trust in public services and public servants, by facilitating their daily lives and making easier for them to exercise their rights and fulfil their obligations. It must enable companies to obtain licenses and permits more quickly and to comply with other obligations that are necessary to their business – or exempt them from procedures that have proven to be pointless. It must rationalise Public Administration itself and make it more efficient, by increasing the sharing of resources and information between public departments share and their collaboration on cross-cutting issues. And it must boost Portugal's competitiveness, by reducing the context related costs of engaging in an economic activity.

The implementation of the SIMPLEX+ 2016 programme is being continuously coordinated and monitored through cross-cutting mechanisms involving the whole Government and procedures consulting citizens and businesses in the assessment of the impact of the various measures. The Minister of the Presidency of the Council of Ministers and the minister for Administrative Modernisation are tasked with the overall coordination of the programme; the Assistant Secretary of State for Administrative Modernisation, with technical support provided by the Administrative Modernisation Agency (Agência para a

Modernização Administrativa I.P., AMA), is in charge of the design, management and monitoring of the programme. The specific measures are being implemented and executed by the Ministries responsible for them.

The implementation of SIMPLEX+ will be monitored at different levels. Within the Government, the monitoring is being carried out by the 'network of SIMPLEX focal points' that is made up of representatives from the various Ministries. This network played a key role in the design of the SIMPLEX+ 2016 programme and is now focused on the monitoring of the implementation of the measures included in the programme. Mechanisms allowing for an interaction with businesses and citizens are also being developed, building on the experience gained with the SIMPLEX Tour. The aim is to gauge their perceptions about the changes taking place and to assess the impact of the SIMPLEX measures on the lives of people and on the activities of businesses. Data collected in these exercises is being disclosed regularly, together with information on the execution of the programme.

SIMPLEX+ puts in place an innovative public consultation in order to co-create, along with citizens, businesses and public administration itself, a national de-bureaucratisation programme. It included a tour around the country, open events with civil society, meetings with business confederations, associations and local authorities, open channels for the submission of suggestions (eg. website, Facebook, government portal), and also a competition to reward innovative ideas for products to be integrated in the public administration ("Startup Simplex"). Participation and hearings were also promoted within the administration, with devoted sub-programmes involving staff and the creation of a Focal Point Network composed by one representative from each ministry. The programme involved more than 2000 physical participants and 1400 contributions collected, which resulted in the definition of concrete and "real-life" services that took into consideration the issues identified in the participatory process.

To receive as much inputs as possible, a set of collaborative initiatives took place:
. A SIMPLEX+ website and Facebook page with information on the programme, its agenda, and a questionnaire for suggestions;
. A Web application to categorise the information collected in the different events, linked to the SIMPLEX+ website;
. A SIMPLEX+ Tour with open events in the 20 national districts;
. Meetings with representatives of the main economic sectors;
. A Focal Point Network of officials from all ministries;
. A sub-programme for public servants with broad email participation;
. A Startup SIMPLEX competition to reward innovative ideas for products to be adopted by public administration;
. Finally, to complement the online approach, paper questionnaires were used.
The inputs were processed by the Administrative Modernisation public bodies and the public entities involved, resulting in the national simplification programme and its list of measures to implement.

Extend and renovate Simplex to all the public sector
The Simplex Programme is being extended to the central, regional and local public sector, with joint measures for the three levels of administration, involving both public entities and citizens.
The programme includes the following measures and actions, among other:

• **Creation of one-stop shops** to eliminate the need of several journeys to solve a subject and the delivery of the same document to different public entities, such as the "Employment One-Stop Shop", with integrated services covering for example the search of employment, support for the unemployed, support to companies, professional training, work abroad and unemployment;

• **Opening of public data to develop services with social added value**, such as data that reveals the cost of public services or other relevant data to facilitate and support the decision-making related to investment in Portugal;

• **Evaluation of users' satisfaction** regarding public services and definition of indicators to improve quality in the areas that have been evaluated less.

• **Implementation of the fundamental "once-only" principle** so that citizens and companies do not have to provide documents or repeat information they have already delivered to a given administration.

Promote innovation in the public sector

A strong focus on Innovation is present in the administrative simplification actions in Portugal. In this context, a set of advanced measures towards innovation will take place, such as:

• **The Creation of an incubator to test innovative projects** in the Public Administration. These projects may be proposed by public entities, research centres, private companies or entities from the social sector, and other interested parties.

• **Establishment of an award system** to recognise civil servants or groups of civil servants that contributed to innovation in the Public Administration;

• **Creation of "competence centres"** to provide technical support to ministries and deliver services to Public Administration through, preferably, already existing structures and officials;

• **Launch of the "Drop Your Idea" project**, based on a digital platform for "Open Administration" that allows the collection of innovative ideas from citizens and helps to define priorities for their development.

Re-launching SIMPLEX for the private sector in order to reduce time and costs of investment

Bureaucracy is money and time-consuming, can jeopardise investment and prevent entrepreneurs from fully dedicating themselves to the creation of employment and wealth. As so, a new Simplex for companies is being launched, including the following measures, among others:

• **Approving a set of urgent measures of administrative simplification** to reduce context costs in business life, focusing in the most critical aspects of the companies' activity and in the elimination of overwhelming demands;

• **Re-launching the «Zero Licensing» programme**, eliminating licenses and acts of previous control, replacing these latter for a stronger supervision *a posteriori*;

• Revising and simplifying the regime of the Responsible Business Zones (ZER);

• **Launch the «Unique Declaration» programme**, eliminating compulsory declarations and communications to the Public Administration, which are not necessary (namely in the areas of taxes, social security, statistical and environment information), defining a focal-point to receive the information;

• **Approving a "Zero Fee for Innovation"**, exempting the payment of administrative fees and emoluments related to several areas of the day-to-day life of companies, certain types of companies created by young entrepreneurs, and innovative start-ups.

The Simplex Programme will be applied in several areas of public policies and intend to contribute to an agile and efficient State, delivering increasingly better services to citizens and companies. Furthermore, the Simplex Programme will improve the delivery of public service, both on the front and the back-office perspective.

PORTUGAL PARTICIPATORY BUDGET

Through the "Portugal Participatory Budget" (OPP), the Portuguese population is deciding where to invest, in 2017, three million euros in the areas of culture, science, adult education and training and agriculture in Mainland Portugal and justice and internal administration in the Autonomous Regions. OPP is a democratic, direct and universal process through which citizens are proposing projects and ideas, in a complete collaborative and participative way, effectively having a real social impact.

Proposals may be regional - with an impact on more than one municipality of one region - or national proposals - with an impact in more than one region of the country. Participatory meetings a debate between citizens to present national and regional proposals will take place to help to select the chosen proposals for implementation.

LABX

"Experimentation Laboratory of the Public Administration" (LABx) aims to design and test, along with all the interested parties involved, new services and administrative procedures, more adequate to the needs of citizens, businesses and public services. LABx will enable the development of a culture of experimentation to anticipate, accelerate and generate innovation so that the public administration does more – and better.

CTIC

The "Council for Information and Communication Technologies in Public Administration", CTIC, operates under the Prime Minister and establishes the deadline for the appointment of Ministerial Representatives and for the presentation of the ICT Strategy and Action Plan, including ICT Sectoral Plans.

CTIC is the coordination structure responsible for operationalising the strategy and the global action plan for ICT in the Public Administration. It is intended to effectively articulate with SIMPLEX Programme in order recover measures that take advantage of the transformative potential of ICTs and to implement new measures that will improve the quality of citizens' life and reduce the costs for companies. CTIC brings a new governance model for ICT in the Public Administration, open to society and adjusted to the Government's objectives, thereby enabling the effective development of a global ICT strategy.

CTIC aims to:

- Promote the study of ICT in the Public Administration, including the analysis of information systems and organisational structures;

- To study and elaborate the strategy and the plan of action for the ICT in the AP, the "ICT strategy";

- Implement the measures contained in the ICT strategy that it can perform directly;

- Monitor the implementation of measures taken by other entities, including the measures contained in sectoral ICT plans, and monitor the integration and alignment of sectoral action plans within the ICT strategy;

- To propose the annual goals and objectives for the execution of the initiatives and governmental measures, in articulation with the proposed Law of the State Budget, as well as the medium and long term goals.

Programme - "Simplificar" (May 2014 - present)

Materialised on several legal diplomas from May 2014, the Simplify Programme defines an ambitious agenda for Portugal on administrative modernisation domains.
It aims to create new services delivery models, simplification principles and strengthen interoperability measures. The "one in, one out principle", the "SME Test" and the involvement of the citizen trough crowdsourcing mechanisms are just some of the highlights of the simplify programme.

Digital Agenda: Portugal Digital (2012 - present)

The Portugal Digital Agenda, along with the "Strategic Plan of ICT Rationalisation and Cost Reduction", approved by the Council of Ministers Resolution No. 12/2012, on February 7, will make an important contribution to the achievement of the national objectives in the fields of administrative modernisation.

It was approved by the Council of Ministers on December 20 2012, with the aim of contributing to the development of the Digital Economy and knowledge-based society, preparing the country for a new model of economic activity centred on innovation, knowledge and a new industrial policy, as a basis for the provision of new products and higher value-added services and targeted to international markets.

Portugal intends to reap the full benefits of information and communication technologies (ICT) and electronics and digital economy. The Digital Agenda has thus aimed to promote the development and use of digital economy by citizens, businesses and the State, stimulating the production of products, services and competitive technological solutions, targeting international markets.

Therefore, the Portugal Digital Agenda no longer focuses only on Government action and public administration, but also has a strong involvement and participation of civil society and the private sector, in particular, of the entities related to the ICT sector.

The Digital Agenda aligns its areas of intervention with the areas of the Digital Agenda for Europe, creating an environment more favourable to the activity of enterprises, in

particular small and medium-sized enterprises (SMEs), thereby complying with the guidelines endorsed by Portugal under the Small Business Act (SBA) for Europe.

Goals

- To develop an adequate broadband infrastructure so that by 2020, all citizens will have access to broadband with a speed equal or faster than 30 Mbps and also, that 50% of households have access to broadband equal or faster than 100Mbps.
- To increase by up to 50%, in comparison to 2011, the number of companies using e-commerce.
- To ensure that 50% of the population is using eGovernment services, by 2016.
- To rise/increase by 20%, in comparison to 2011, the amount of exports of Portuguese ICT services.

Actions

- Access to broadband and the digital market: To develop infrastructures for Basic broadband and high-speed. To create adequate tools and conditions in order to promote e-commerce, therefore allowing a single European digital market.
- Develop literacy, qualifications and digital inclusion: Promote the access to ICT and develop digital qualifications, thus reinforcing companies' competitiveness and employability. Catalyse the construction and enlargement of a digital market.
- Investment in R&D and Innovation: Reinforce investigation and capacity to innovate within the ICT market.
- Fighting tax evasion: reinforce the role of ICT companies in the fight against parallel economies, simplification of tax declaration, increase companies' efficiency and transparency, and introducing functional improvements in all stages of e-commerce.
- Answering social challenges: Improving the efficiency and reducing spending within Public Administration (civil services).
- Entrepreneurship and internationalisation of the ICT market: Strengthening the support given to entrepreneurship and internationalisation of Portuguese ICT companies.

It is, thus, an agenda with strong public and private commitment, with ambitious objectives and goals, as to ensure that Portugal is one of the most advanced countries in the digital economy in the EU27.

Technological Plan (2005-2010)

Portugal's eGovernment drive is part of its Technological Plan, a wider effort to promote the development of the information society and to improve the country's competitiveness. The Plan, presented in November 2005, constitutes the focal point of the Government's economic policy. It consists of a series of articulated transversal measures aimed, among other objectives, at modernising the Public Administration. The plan is based on three **strategic axes:**

- **Knowledge:** to qualify citizens for the knowledge society by fostering structural measures aimed at enhancing the average qualification level of the population, by implementing a broad and diversified lifelong learning system, as well as mobilising citizens for the information society.

- **Technology:** to overcome the scientific and technological gap by reinforcing national scientific and technological competences, both public and private, by recognising the role played by enterprises in training skilled labour and in R&D activities.
- **Innovation:** to boost innovation by assisting the productive chain to be adapted to the challenges of globalisation by means of diffusion and development of new procedures, organisational systems, services and products.

Spread across these three main axes, the action agenda defines a set of **measures*** in order to achieve its objectives and targets, many of which are directly related to eGovernment:

Public administration:
- creation of the Citizen Card, which combines in one single document the identification, the social security, the national health service, the taxpayer and voter cards;
- creation of the Portuguese electronic passport;
- creation of the common Knowledge Network of the Public Administration;
- creation of the Knowledge Network of the Public Libraries (digital libraries);
- application of an electronic invoice control system by the Public Administration.

Public services online:
- simplification of the use and offer of broadband Internet;
- creation of the universal electronic mailbox;
- promotion of the electronic democracy;
- creation of digital libraries;
- creation of the training and employment web portal.

Enterprises:
- implementation of the on-the-spot firm initiative;
- creation of a national services network operated through technological centres;
- set-up of urban Networks for Competitiveness and Innovation.

Digital Agenda 2015 - New Technologies. Better Economy

Following the approval of the 'Digital Agenda for Europe (2010-2020)', a new phase of the Technological Plan was presented in September 2010, entitled 'Digital Agenda 2015 - New Technologies. Better Economy'. The strategy document seeks to improve the quality of service provision for citizens and businesses through the use of new generation networks (NGNs). It contains 26 measures, some of which are currently being implemented.
Key **eGovernment measures** include:

1. Next Generation Networks (NGNs) – To install a telecommunications network on a national scale, with increased broadband transmission and bandwidth capabilities available to the end user that creates high added value services for citizens and businesses alike, with an impact on their efficiency. Furthermore, NGNs will contribute to the reduction of carbon emissions and promote national equality and unity, be it social or economic. They should eventually create conditions for the development of businesses providing services and advanced products in the Information Technology, Electronics and Communications (ITEC) sector so as to assist them in accessing international markets.

2. Better Governance – To guarantee that citizens and businesses alike can have access to better public services, together with the high level of online availability already achieved; to identify and to promote solutions with an impact on Portuguese society and with high export potential.

3. Excellence in Education – To create platforms that can motivate the various players in the educational community in implementing practices that make possible the use of ICT tools in teaching and learning contexts; to bring a new dynamism into the content market in the context of the Portuguese language.

4. Proximity Healthcare – To develop and to implement intelligent platforms that will optimise the provision of proximity healthcare, generating solutions that can be exported to other markets. To guarantee that health information is available for the public and for the health professionals that provide these services, in a safe and appropriate method, at the time and place in which they are required.

5. Smart Mobility – To develop technological mobility solutions and to support Smart Mobility and energy optimisation with a strong home-grown technological input based on: national competencies in IT; national competencies in smart grids; knowledge of technologies associated with electronic mobility; 'export clusters' which will work in close cooperation with competitiveness hubs, the industrial clusters already in existence and adapting to the new paradigms.

SIMPLEX '10 - The simpler, the better

Besides the Technological Plan, eGovernment is closely linked with 'Simplex', a yearly comprehensive **administrative** and **legislative simplification** programme which addresses the need for simplifying the public sector and its service provision.

Objectives and actions for the latest instalment have been laid down in the 'Simplex '10 Programme', whose overall aim is to improve the exchange between citizens and public services, to reduce businesses' contextual costs in their interactions with such services and to make Public Administration more efficient.

The following five major **objectives** have been put forth:

▸ **User-friendly services:** simplified services with less administrative burden, more transparency and shorter waiting times.
▸ **Services closer to the citizen:** one-stop shop services that are either physical or virtual for life events which reach out to the citizen and business via SMS or by phone.
▸ **Tailor-made services:** services that cater to the citizen, where participation is sought and valued for the selection of priorities in planning measures to simplify and to evaluate services.
▸ **Most valued services:** services deemed to be significant, associated with statistical indicators, the number of users, response times, costs, simplification of the savings for enterprises and the degree of citizen satisfaction to improve public services.
▸ **Do more with less:** efficient services with enhanced cooperation between departments within the Central Government and Local Administration, with a better use of existing capacities, sharing and reuse of resources for the effectiveness of public services.

Simplex 10 contains 129 **measures,** which involve the Public Administration and are designed to: make life easier for citizens with respect to public services; eliminate and/or decrease the bureaucratic burden imposed on business activities; improve the efficiency of public services, reduce operating costs and simplify the interaction with their employees. The 2010 'Simplex' public consultation resulted in 343 contributions from citizens and enterprises which were in turn forwarded to ministerial contact points for follow up.

Simplegis (2010-2011)

'Simplegis' is a sub-programme of 'Simplex', which envisages a less complicated and a more transparent legal system in Portugal? Among its objectives is the elimination of unnecessary formalities, the simplification of procedures and/or the introduction of new services online or at one-stop shops.
It seeks to bring about relevant benefits for citizens and businesses, which are mainly focused on the following aspects:

- ▸ **Transparency:** information for citizens and businesses about the rules and regulations which apply to their daily lives and activities.
- ▸ **Cost reduction:** an estimated yearly savings of € 200 million in direct costs otherwise incurred by citizens and companies.
- ▸ **Improved enforcement:** greater efficiency while ensuring that laws fully produce the intended results.
- ▸ **International prestige:** permanent compliance with Portugal's obligations towards the EU as regards the transposition of legislation with consequent gains in the country's global prestige.

Simplex for Municipalities (2010-2011)

The simplification programme for local Government adopted the same goals as the 'Simplex Programme' for central administration, while strictly observing the autonomy of the participating municipalities. It is open to the participation of all local government bodies that wish to implement the proposed measures, as well as to put forward their own simplification initiatives.

In 2011, the municipalities of Arganil, Oliveira do Bairro, Paredes and Reguengos de Monsaraz joined the current instalment of the programme.
'Simplex for Municipalities' involves 126 municipalities and contains 746 simplification measures (municipal, inter-municipal and inter-sectoral), centred on four key **action areas**:
- ▸ improve and optimise the internal operation of municipal services;
- ▸ improve the provision of services to citizens and businesses;
- ▸ promote interactions between the different Public Administrations;
- ▸ contribute to strengthening citizenship and the quality of democracy.

EGov Innovation Hub (2015 - present)

The EGOV Innovation Hub is a partnership between the Development Unit of the Administrative Modernisation Agency (AMA), University of Minho and the Operational Unit on Policy-Driven Electronic Governance of the United Nations University (UNU-EGOV).
The EGOV Innovation Hub aims to articulate synergies and develop the enormous potential for research, training and internationalisation on the Electronic Governance area. Located in the Minho University (Guimarães, North of Portugal), the Hub promotes both the region and the country as an internationally-recognized centre of excellence on Electronic Governance in the triple perspective of public policies, technology and capacity building.

Previous eGovernment Strategies

PGETIC - Global Strategic Plan for ICT Rationalisation and Cost Reduction (2012-present)

A holistic approach for a transversal change in the Portuguese Public Administration – towards an efficient, cost-effective, citizen-centric public service.
Nowadays one of the main challenges that organisations face is reducing costs and optimising their operations. Although a Public Administration can be considered a particular organisation, it is confronted with the same challenge.
On the 14 November 2011, in order to address the technological component of this issue, the Portuguese Government decided through the Council of Ministers Resolution n.46/2011 to set up the "Project Group for Information and Communication Technologies" (PGICT) to create a global rationalisation and cost reduction Plan in Public Administration regarding the management and use of ICT.
The PGICT Group designed the "Global Strategic Plan for Rationalisation of ICT Costs in Public Administration (PGETIC)" in order to improve the efficiency and effectiveness of public investment based on a cross-sector, holistic approach regarding the public administration. On 7 February 2012, it was formally published in the [Ministers Council Resolution n.12/2012](#).

This strategic plan is organised around five **main action areas:**
- improvement of governance mechanisms
- cost reduction
- using ICT to enhance administrative change and modernisation
- implementing common ICT solutions ;
- stimulating economic growth.

25 measures are identified for ICT rationalisation based on their transverse character and potential impact on public administrations as a whole.

▶ Concerning **governance mechanisms**, 5 measures are set out, including defining and implementing a model that enables the holistic management of ICT, ending the current fragmentation and reduced maturity of the IT function and consolidating a national strategy for information security.
▶ Likewise, concerning **cost reduction**, 5 measures are also set out, namely mandatory preliminary and subsequent assessment of the cost and benefit of ICT investment and expenditure according to architectures and transverse guidelines previously outlined, the rationalisation of means (data processing centres, communications and information systems) and the rapid adoption of transverse human and financial resources management solutions.
▶ **ICT use to enhance administrative change and modernisation** includes the increase of organisational, semantic and technical interoperability in public administrations and its alignment with the European[3] "meta framework", the use of alternative channels already developed and made available to all for the provision of

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[3] European Interoperability Framework (EIF) for European public services.

public services (v. g., ATM and pay shop networks, television, mobile phone, among others), but also greater efficiency in the management of all public entities (i.e. printing centralisation, dematerialisation of internal processes, etc., among many other measures).

▸ The **implementation of common ICT solutions** foresees namely the provision of specific expertise to public administrations' human resources, the creation of a software catalogue strengthened with applications developed by the State itself, which should be shared within the Administration (and in some cases with the civil society, helping companies to add value) as well as the cost and benefit assessment of adopting a computing cloud for the whole Administration, concentrating and providing infrastructures, platforms and services to the vast community that is the country's public sector.

▸ Finally, among the measures to **stimulate economic growth,** the Plan foresees the adoption of open source software for the State's systems, the improvement of public procurement processes and solutions, the international spread of methodologies, ICT solutions and knowledge through national competitiveness clusters and, in the scope of the Open Government strategy, the wide provision of public sector information in reusable format through projects such as dados.gov.pt, favouring the coproduction of services with the civil society, with added value for both the State and the economy.

With the official approval of the PGETIC, AMA became responsible for the implementation of the Portuguese ICT strategy, in close collaboration with the Prime-Minister's cabinet.

Some results:
▸ Negotiation with global software providers allowed an average reduction of expenditure of more than 10%, which corresponds to an estimated reduction of 3 million euros per year.
▸ In 2012 more than 6 million euros were already saved (Ministry of Health) and 4.4 million euros (in the Ministry of Internal Affairs) based on this procurement model.
▸ The centralization of the IT function of the General Directorate of Cultural Activities (IGAC) with the Administrative Modernisation Agency (AMA) plus the adoption of open source software allows a reduction of more than 50% of ICT expenditure.
▸ A survey was carried out to map Public Administration's ICT infrastructure.
▸ Analysis of total cost of ownership (TCO) software licensing versus open software – promotion of open software.
▸ New public acquisition model: negotiation of major software contracts in the public administration.
▸ Some of other main achievements include the capacity to gather all ministries around this Global Strategic Plan for Rationalisation of ICT Costs in Public Administration, based on a sustained strategy alignment around a common goal, resulting on strong support on its implementation. It succeeded in creating and introducing this ambitious plan, addressing the Portuguese public administration as whole.

Administrative Modernisation Strategy (2014 - present)

Launched in March 2014, the National Administrative Modernisation Strategy is based on the *digital by default* principle in order to reduce the bureaucratic burden on citizens and economic operators, by introducing transparency and efficiency and reducing the constraints generated by the slowness of the different procedural acts. It is not sufficient

to provide services, as their quality needs to be high, which implies simplifying all processes and removing constraints.

The administrative modernisation of the State requires both a broad view of the State as well as a *governance as a service* approach.

The "Citizen Spot" is the result of cooperation between the central Government and the local Government, but can and should also be open to cooperation with other entities. The Citizen Spots are governed by a principle of *franchising* that allows all of these entities to integrate in the services they already provide to the community, and other services provided by the State that are available in digital format.

Approximate Programme – "Aproximar" (July 2014 - present)

Approved in July 2014, "Aproximar" programme is a national strategy to reorganise public services delivery in Portugal, based on the delegation of competences in the municipalities. Citizen Spots and door to door services are some of the several emblematic projects being implemented.

Connecting Portugal (2005-2010)

The 'Connecting Portugal' (2005-2010) initiative was part of a broader strategy for the wide mobilisation of people and organisations for knowledge-based growth and employment through the general use of ICT. eGovernment projects were intended to simplify and to improve the provision of public services for citizens and businesses through: efficiency and ease of use for services provided to citizens by the State, supported by ICT; realisation of the one-stop-shop principle in the State's dealings with citizens and businesses; and development of modern public services.

Specific guidelines for the modernisation of Public Administration were laid down, including: acquisition of a full range of telecommunications services by all public institutions; digital skills training for all civil servants; interactive access to public services; general electronic invoicing in most commercial transactions and full adoption of electronic invoices in the Public Administration.

Action Plan for the Information Society (2003-2006)

The eGovernment strategy for the period 2003-2006 was laid down in the 'eGovernment Action Plan'. The document was an integral part of the 'Action Plan for the Information Society', which was the main instrument for the strategic and operational coordination of information society policies in Portugal.

The strategic goal of the eGovernment plan was to transform public sector bodies into client-focused organisations, thereby placing the public sector among the country's best service providers. This vision was to be implemented through the creation of high-quality, efficient public services supported by comprehensive IT solutions.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment
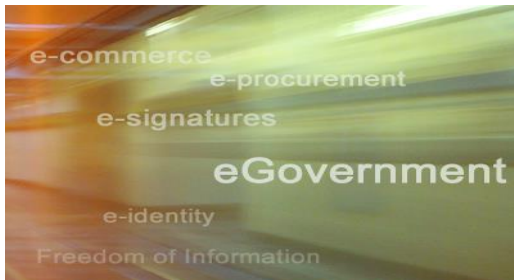
eGovernment Legislation

Current status
There is currently no distinctive overall eGovernment legislation in Portugal. Several legal texts constitute the national framework for a number of eGovernment domains.

Operational Network for ICT Shared Services in the Public Administration (RSPTIC)
The Decree-Law 151/2015, of 6 August, related to the acquisition of ICT goods and services, establishes a mandatory preliminary examination of the possibility of such goods and services to be provided by departments or agencies of the Public Administration, through the Operational Network for ICT Shared Services in the Public Administration (RSPTIC). This law also regulates the acquisition and use of goods and communications services by the public authorities. The Resolution of Council of Ministers 66/2015, of 8 September, approves the organisation and working rules the RSPTIC.

Resolution of Council of Ministers on the Interoperability Platform for the Public Administration (iAP)
The Resolution of the Council of Ministers 42/2015, of 19 June, foresees the preferential adoption of the Interoperability Platform for the Public Administration (iAP) as the means of exchange information among departments and entities of Public Administration.

Decree-Law on the Ministerial Network for Administrative Modernisation
The Decree-Law no. 4/97, reviewed by the Decree-Law no. 72/2014, approved in May 2014, creates the Ministerial Network for Administrative Modernisation (RIMA).
It establishes, in particular, administrative modernisation measures on methodology and mechanisms for regulatory impact assessment of normative acts.

Decree-Law on Digital Services
The Decree-Law 74/2014, of 13 May, establishes the contact rules between citizens and Public Administration and creates a network of Citizen Spots disseminated throughout the country. For those who cannot, will not or do not know how to use digital tools, the interaction is done with the support of a public servant - a digital mediator - who supports those citizens, aiming to give all citizens the access to the advantages of digital services. It further establishes the *digital by default* rule.

Decree-Law on Administrative Modernisation

The Decree-Law no. 135/ 99, reviewed by the Decree-Law no. 73/2014, approved in May 2014, establishes important administrative modernisation measures, including the "digital by default" principle, according to which the citizen must not be obliged to give the Public Administration the same document twice. The "digital by default" principle will lead to several standards, particularly relating to administrative communications.

PGETIC

On the 14 November 2011, in order to address the technological component of this issue, the Portuguese Government decided through the Council of Ministers Resolution n.46/2011 to set up the "Project Group for Information and Communication Technologies" (PGICT) to create a global rationalisation and cost reduction Plan in Public Administration regarding the management and use of ICT.

The PGICT Group designed the "Global Strategic Plan for Rationalisation of ICT Costs in Public Administration (PGETIC)" in order to improve the efficiency and effectiveness of public investment based on a cross-sector, holistic approach regarding the public administration. On 7 February 2012, it was formally published in the Ministers Council Resolution n.12/2012.

This strategic plan is organised around five **main action areas:** improvement of governance mechanisms, cost reduction, using ICT to enhance administrative change and modernisation, implementing common ICT solutions and stimulating economic growth.

CTIC

Successor of PGETIC, the "Council for Information and Communication Technologies in Public Administration"**,** was established by Ministers Council Resolution no**.** 33/2016, of June 2016, with the respective attribution of competences.

Law on the use of Open Standards in Public Administrations Information Systems

The Law no. 36/2011, which was approved in June 2011, establishes the use of **open standards** in the information systems of public administrations. It is considered as 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 Resolution of Cabinet n. º 91/2012, of 8 November, establishes the standards that can be used to provide interoperability in the information systems of public administrations.

Decree-Law on the 'Zero Licensing'

The Portuguese 'Zero Licensing' programme is one of the most representative initiatives of the eGovernment agenda. Its main objective is to considerably simplify the licensing procedures necessary to carry out several economic activities by reducing red tape through an electronic point of single contact. One of the first objectives was achieved in April 2011, following the approval of Decree-Law no. 48/2011, which saw a significant reduction in the required licenses for the establishment and adaptation of food and beverage establishments.

Decree-Law on the Responsible Industry Regime

Also known as the Zero Licensing for industry, the Decree-Law no. 169/2012, which was approved in August 2012, regulates the practice of industrial activity. This Decree-Law was revoked by Decree-Law no. 73/2015, in May 2015.

Freedom of Information Legislation and Re-use of Public Sector Information (PSI)

Law of Access to Administrative Documents

Article 268 no. 2 of the Portuguese Constitution establishes the fundamental right of access to administrative archives and registries, except for information related to state security, criminal investigation and personal privacy.

The Law of Access to Administrative Documents no. 46/2007 was adopted on August 26. It allows any citizen to demand access to administrative documents held by the state authorities, public institutions and local authorities in any form. Requests have to be made in writing. Government agencies are required to respond no later than 10 days following such a request. Those denied access to documents can appeal to the Commission for Access to Administrative Documents (CADA), an independent Parliamentary agency.

Law on the Access to and Reuse of Administrative Documents

Article 268 no. 2 of the Portuguese Constitution establishes the fundamental right of access to administrative archives and registries, except for information related to state security, criminal investigation and personal privacy. A further law regulates the right of access to public documents (Law no. 65/93, of 26 August, republished by Law no. 94/99, of 16 July). On 7 September 2007, Portugal notified full transposition of the European Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information, brought about by Law 46/2007.

Access to administrative documents and to administrative information is regulated by Law no. 26/2016, of August 2016.

Data Protection/Privacy Legislation

Law on the Protection of Personal Data

Law no. 41/2004, of 18 August transposes into national law Directive 2002/58/EC concerning the processing of personal data and the protection of privacy in the electronic communications sector, except for Article 13 which concerns unsolicited communications. This legislation applies to the processing of personal data within the context of publicly available electronic communications services and networks, while complementing the provisions of Law no. 67/98 of 26 October (Law on the Protection of Personal Data). Its provisions shall ensure protection of the legitimate interests of subscribers who are legal entities to the extent that such protection is consistent with their nature.

eSignature Legislation

Decree-Law on Electronic Signatures

The Decree-Law on Electronic Signatures no. 62 of 3 April 2003 aims to align the legal regime for digital signatures established in a previous Decree-Law (Decree-Law no. 290-D/99) to Directive 1999/93/EC on a Community framework for electronic signatures. The

[Decree-Law no. 165/2004, of 6 July](#) and the [Regulatory Decree no. 25/2004](#) of 15 July constitute further legislation in this area.

Law on Citizen Cards

The Law no. 7/2007 of 5 February 2007 created the Citizen's Card and regulates its issuance, replacement, use and cancellation. Article 18 lays down the provisions for digital certificates, an electronic document which uses a digital signature. They include, among others: an eSignature based on a qualified certificate is optional; it can only be activated and used by citizens over the age of 16; no eSignature based on a related qualified certificate can be activated, if a holder requesting a Citizen's Card is deemed unsuitable.

eSignature based on a qualified certificate

The provisions of [Decree-Law no. 290-D/99](#), [Decree-Law no. 165/2004](#), [Decree-Law no. 62/2003](#) and [Decree-Law no. 116-A/2006](#) shall apply to an eSignature based on a qualified certificate, while these certificates are subject to the applicable rules and regulations pertaining to the [State Electronic Certification System (SECS)](#).

eAuthentication

Law on the Digital Mobile Key

[Law no. 37/2014](#), of 26 June 2014 establishes an alternative and voluntary authentication system of citizens in portals and websites of the Public Administration, the Digital Mobile Key.

eCommerce Legislation

Decree-Law on Electronic Commerce

The Decree-Law on Electronic Commerce no. 7/2004, of 7 January and the [Joint Order no. 357/2006](#) of 28 April transposed into national law the EU Directive on eCommerce ([Directive 2000/31/EC](#)). This Decree-Law governs unsolicited communications for direct marketing purposes, and provides for protection measures against the invasion of privacy. The obligation on providers to obtain the previous consent of the recipient to send messages with direct marketing purposes has already been provided for in this legislation, as well as the obligation to maintain, on their own or through bodies that represent them, an updated list of persons who have expressed their wish not to receive such advertising communications.

An amendment ([Decree-Law no. 62/2009](#)) considers these lists to be insufficient and that it should be incumbent on the General Consumer Directorate (DGC) to permanently maintain an up-to-date national list. A further amendment by [Law no. 46/2012](#) has been performed on 29 August 2012.

eCommunications Legislation

Law on Electronic Communications

Published on 10 February 2004, Portugal's Law on Electronic Communications no. 5/2004 transposes most of the EU regulatory package on electronic communications ([2002/19/EC](#), [2002/20/EC](#), [2002/21/EC](#), [2002/22/EC](#) and [2002/77/EC](#)). It was amended by [Decree-Law](#)

no. 116-A/2006 which transposes the EU Directive 1999/93/EC on electronic signatures regulating the Community framework for recognised electronic signatures. The first amendment (Decree-Law no. 88/2009) to Decree-Law no. 116-A/2006 undertakes the harmonisation of these two legal documents, mainly with regard to the use of qualified certificates by public bodies. These bodies may issue electronic documents bearing a qualified electronic signature in line with the rules of this amendment and with the provisions of Decree-Law no. 116-A/2006.

The European Directive 2002/58/EC on privacy and electronic communications was transposed by the Law no. 41/2004 of 18 August.

eProcurement Legislation

Decree-Law on eProcurement
Public Procurement Code (PPC) Decree-Law no. 18/2008 published on 29 January, transposes the EU public procurement directives (2004/17/EC and 2004/18/EC).
eProcurement provisions are based on three major innovations:
- full adoption of eProcurement for any open, restricted or negotiated procedure in awarding a public contract, avoiding traditional paperwork and increasing speed, transparency and competitiveness;
- increase of accessibility through electronic publication by an official portal ('base.gov.pt') of all notices and contract announcements;
- Full specification of the multi-criteria model to be adopted by the jury in selecting the most economically advantageous proposal and its presentation in the procedure documents to be known by any tenderer so that equity and equal treatment will be fully respected.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy & Coordination

Minister of the Presidency and for Administrative Modernisation

The Minister of the Presidency and for Administrative Modernisation is responsible for the modernisation of public administration and eGovernment.

Secretary of State Assistant and of Administrative Modernisation

The Secretary of State Assistant and of Administrative Modernisation is responsible for the modernisation of public administration and eGovernment.

Administrative Modernisation Agency (AMA)

AMA develops policies to modernise and simplify public administration. Created in 2007 within the Presidency of the Council of Ministers, AMA is the Portuguese public body which is in charge of public services modernisation and administrative and regulatory simplification. The promotion of eGovernment and the improvement of public services delivery are some of its main competences. AMA also coordinates measures, programmes and projects aimed at modernising and simplifying the public administration, the electronic administration and the distribution of public services.

Implementation

Administrative Modernisation Agency (AMA)

AMA implements initiatives to modernise and to simplify public and electronic administration.

Individual Government Ministries and Agencies

Individual Government Ministries and Agencies carry out projects within the framework of their competences.

Support

Organisation for Information and Communication Technology (CEGER)

CEGER, under the Prime Minister's Office, provides support to government bodies in the field of IT. It is responsible for the management of all the technological infrastructure of the Government network, including maintenance of the Data Processing Centre, technological equipment, systems and the electronic communication network. In addition, CEGER focuses on electronic security and on advanced systems in support of Government decision-making. It also acts as the certification manager for the Electronic Certification System of the State - management of Public Keys (SCEE). It is the responsible entity for registration of GOV.PT Internet sub-domains.

Audit/Assurance

Court of Auditors

The Portuguese Court of Auditors is in charge of auditing public funds, public revenue and expenditure, as well as public assets, with a view to ensuring that administration of these resources complies with the law and principles of financial responsibility.

Data Protection

National Commission for Data Protection

The National Commission for Data Protection is an independent body with powers of authority that extend throughout the country. It supervises and monitors compliance with the laws and regulations in the area of personal data protection, with strict respect for the human rights and the fundamental freedoms and guarantees enshrined in the Constitution and the law.

Regional & Local eGovernment

Policy/Strategy & Coordination

Minister of the Presidency and for Administrative Modernisation

The Minister of the Presidency and for Administrative Modernisation, and the Secretary of State Assistant and of Administrative Modernisation are responsible for the modernisation of public administration and eGovernment.

Minister Assistant and the Secretary of State of Local Administration

The Minister Assistant is responsible for formulate, drive, implement and evaluate a comprehensive and coordinated policy in what concerns to local government, citizenship and equality, as well as monitor the inter-ministerial measures of the execution of the Government Programme. The Secretary of State of Local Administration reports to the Minister Assistant.

Administrative Modernisation Agency (AMA)

AMA coordinates programmes of administrative modernisation that involve, via a very active model, most of the municipalities in with regards to their implementation at the regional and local level. Among several initiatives, highlight for areas such as co-financing (SAMA), licensing (Zero Licensing and Industrial Licensing), Citizen Spots (One-Stop-Shops with a stronger role of municipalities). Furthermore, the Common Knowledge Network electronic platform works as an enabler.

Regions and Municipalities

Regions and Municipalities are in charge of related policies/strategies within the framework of their competences.

Implementation

Regions and Municipalities & AMA

Regions and Municipalities carry out projects within their competences. Furthermore, AMA not only coordinates, but also plays an active part in the implementation of several initiatives such as licensing (Zero Licensing and Industrial Licensing) and public services delivery Citizen Shops and Citizen Spots (One-Stop-Shops with a stronger role of municipalities), together with regional/local entities. The Common Knowledge Network electronic platform works as an enabler.

Support

National Association of Portuguese Municipalities (ANMP)

The ANMP is the representative body of the Portuguese Municipalities. It promotes their interests and provides support services in various areas, including ICT and public management.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Government Members responsible for eGovernment

Maria Manuel Leitão Marques
Minister of the Presidency and for Administrative Modernisation

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Head of Administrative Modernisation and Digital Government

Pedro Silva Dias
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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

Citizen's portal

The Citizen's portal is the central channel for electronic access to public services. It currently offers more than 1000 citizen-oriented 24/7 services provided by around 160 bodies and public entities. Users are able to consult two different kinds of information: first, information concerning daily life events such as birth, death and employment, and second, information on specific areas of interest, such as justice, health, tax systems and education.

An electronic payments platform has been introduced, allowing for different forms of payments. The platform enables the issuing of payment orders which can be processed through the unified Automated Teller Machine (ATM) network widely available in Portugal, or without leaving home or the office for eBanking users. Development of the portal has been continuous. Besides improvements with the user interface, it has been offering services supported by SMS and access through WAP protocol by mobile phones and PDAs.

Business portal

The Business portal, which is included in the Citizen Portal, provides electronic access to public services supplied to businesses by way of an integrated access point. The additional services now provided include the complete setting up of a business through the Internet ('Online Business'), as well as the 'Business Electronic Dossier', where the different interactions of each business with the public administrations are gathered and made easily and securely available to business partners or their representatives through identity authentication by advanced eSignature certificates. This ensures full transparency on the status of the respective processes.

The Business portal also brings together information of interest for business activities related to the management, expansion and closure of enterprises, and provides information on opportunities for businesses.

Autentication.gov Portal

Authentication.Gov is a secure authentication service that allows citizens to confirm their identity for access to online public services. It also allows citizens to access and to authenticate himself in portals and Internet sites of different public entities (for example Portal do Cidadão). Usable authentication tools are the Citizen's Card, the identification document of the Portuguese citizen, and the Digital Mobile Key, an alternative means of authentication using the mobile phone. After making a previous registration, the citizen can authenticate himself with his Mobile phone no., personal PIN and a security code received   by   SMS.

'Dados.gov' Open Data Portal

Following international practices in the area (e.g. the US or the UK Data.Gov projects), the Administrative Modernisation Agency (AMA) is committed to the development of a wide and open platform containing all kinds of data from public bodies. The 'Dados.gov' Portal makes available to citizens an extensive range of information from very diverse areas.

The objective of this policy - keeping in mind the right of any citizen to consult public administration information - is to democratise that access by facilitating the means to obtain it. It is based on the premise that the average citizen is interested in consulting such a vast amount of data. However, the main objective is to make this data available to be studied by researchers. On the other hand, as seen in other countries, the availability of data fosters the development of software applications that render them useful for several purposes.

The 'Dados.gov' project is a key initiative of the Portuguese open government agenda. A beta version was made available to the public in November 2011, incorporating about 100 datasets from 14 public bodies.

Taxes Portal

The Ministry of Finance makes available to citizens and companies the Finances Portal, which allows for tax submission, and fiscal situation consultation, among a wide range of services. The online income tax service allows complete online declaration, notification and assessment of personal taxes. Users can consult their tax files, statistics and conduct simulations. Advanced functionalities have been recently integrated into the system allowing for enhanced usability. The income tax declaration is automatically prefilled with all relevant data, conforming to data protection regulations. The declaration receipts and the notification of the final tax calculation can now be confirmed electronically.

Direct Social Security

Citizens can access to their Social Security data and perform a wide range of services from submitting requests for unemployment benefits, child allowances, leaves, payments and have access to the whole information needed regarding their rights and duties in the social security domains. Authentication via Citizen Card (eID) is available and the platform presents lots of information already prefilled, based on back office automatisation and interconnection with other public organisations.

Portal of Municipality Transparency

In 21 July 2014, Portugal launched the "Portal of Municipality Transparency". The site provides citizens with social, financial and budget data of each municipality, such as the amount of taxes collected and the debt per capita. Allows citizens to consult the state of their municipalities and assess public policies at the local level.

Networks

RIMA

The Ministerial Network for Administrative Modernisation (RIMA) establishes, in particular, administrative modernisation measures on methodology and mechanisms for regulatory impact assessment of normative acts.

CTIC

CTIC, the "Council for Information and Communication Technologies in Public Administration", is the coordination structure responsible for operationalising the strategy and the global action plan for ICT in the Public Administration. It is intended to effectively articulate with SIMPLEX Programme in order recover measures that take advantage of the transformative potential of ICTs and to implement new measures that will improve the quality of citizens life and reduce the costs for companies. CTIC brings a new governance model for ICT in the Public Administration, open to society and adjusted to the Government's objectives, thereby enabling the effective development of a global ICT strategy.

SIMPLEX

Under the motto A STRONG, INTELIGENT AND MODERN STATE, this new Simplex Programme wants to promote a better relationship between citizens and public administration, as well as the reduction of costs for companies. The Programme is publicly available online. Assuming that a modern public administration must look within itself and seek to improve the delivery of public services, while spending less, it is essential to ensure the efficiency of public administration. In that sense, the Simplex Programme brings, among many other measures, the sharing of services and resources and the improvement of management tools for public directors. This programme includes new one-stop shops where you can address a number of issues of daily life, organised according to the needs of citizens, such as a one stop shop for vehicles-related matters, or the Employment One-Stop Shop.

eIdentification/eAuthentication

Chave Móvel Digital - Digital "Mobile Key"

The Digital "Key Mobile" is a complementary and alternative authentication mechanism to the Citizen Card. It is a form of secure online authentication of citizens to the Public Administration, based on a system similar to home banking solutions, through the introduction of username, password and a single-use code with limited validity, sent by SMS or e-mail to a mobile phone or email account recorded by the citizen for the effect.

In sum, the main objective is making available a complementary authentication solution through mobile devices, safer that the access via username and password, to electronic public services (more security to the State) and simpler to the citizen (more effectiveness and efficiency to citizens and companies).

Electronic Identity Card (eID)

The Citizen's Card is the Portuguese electronic identity card (eID) that provides visual identity authentication with increased security and electronic identity authentication using biometrics and electronic signatures. It allows the holder to provide identification when dealing with computerised services and to authenticate electronic documents. It enables holders to take advantage of a multi-channel delivery system in their interactions with public and private services.

Portuguese Electronic Passport (PEP)

The PEP represents the beginning of a new generation of eID documents and adheres to the most rigorous security patterns. It preserves the features of the current passport in the identification of its holder, but integrates innovative devices ranging from facial recognition to the incorporation of a contactless chip. All the information contained in the chip can only be read by specialised equipment.

State Electronic Certification System (SCEE)

The SCEE is an infrastructure of public keys which supports electronic signatures and other electronic security services activated by public keys (algorithms). The SCEE architecture constitutes a hierarchy of trust that guarantees the electronic security of the State and the strong digital authentication of electronic transactions among several public services and organisations, and between the State and citizens and businesses. It allows interoperability with the infrastructures that fulfil the necessary rigorous authentication requirements through adequate technical mechanisms and compatibility in terms of certification policies, primarily within the scope of the EU Member States.

eProcurement

Public eProcurement Portal

The national eProcurement platform is mandatory for all public authorities and is led by ESPAP. There are several private platforms for eProcurement that operate at different institutional tiers.

The national portal publishes electronically all notices and contract announcements, and lists all certified eTendering platforms. Public entities can acquire eTendering services with minimal effort. Calls for tenders are published in the Electronic Official Journal (DRE). Publication requests can only be submitted electronically. Some innovations are not in general use (e.g. eAuctions, dynamic purchasing systems), and eProcurement in the post-award phase (e.g. ordering, invoicing and contract management), is still in its infancy.

All public administration contracts are required to be published on this central portal. A user can perform a thorough search, analyse expenses by public sector, public body and enterprise, among other actions. The portal is one of the key examples of recent transparency efforts involving all Public Administration activity as a whole.

Knowledge Management

RCC - Common Knowledge Network

The Common Knowledge Network is a collaborative platform to support the sharing of information about modernisation, innovation and administrative simplification of Public Administration. It is a network of knowledge sharing based on open membership by public bodies, central and local administrations, private entities and any citizen who wishes to participate. Furthermore, the platform is now expanding to include social networks. A wiki space is already functional and accounts by leading social networking services are now being used dynamically.

The Online Knowledge Library (b-on) is a virtual library which provides unlimited and permanent access to international scientific journals from a wide range of publishers, through subscriptions negotiated on a national basis with these publishing houses.

[PORBASE, the National Bibliographic Database]
The primary objective of PORBASE is the permanent update and promotion of the National Library's general catalogue, current national bibliography and the Portuguese library's collective catalogue. It reflects the collections of the National Library and over 170 Portuguese private and public libraries. PORBASE currently contains over 1.5 million bibliographic records. The database is updated daily and its average annual growth is estimated at 100.000 bibliographic records.

Other Infrastructure

Legal/Financial eServices

Nearest Justice

This <u>new portal</u> fosters citizens' participation regarding ideas, initiatives and projects to improve Justice in Portugal. It intends to be a participatory tool, also giving access to various information on Justice actors, training and news.

[CITIUS]
The CITIUS service enables electronic submission of documents for use in court cases. Lawyers are able to present evidence and documents to the courts, check their distribution, look up cases and keep track of fees electronically. For civil cases and injunctions, most of the correspondence can be conducted electronically. Sets of copies and duplicates are no longer needed. The system is secure in that the use of personal, non-transferable electronic certificates is required.

[Permanent Business Certificate (PBC)]
The PBC discloses the legal information of any business so as to ensure the safety of its transactions. This service allows any entity whose record is in the Information System of Commercial Registry (SIRCOM) database to have a permanent certificate available over the Internet. This ensures that while such a certificate is online, no entity, be it public or private, can demand a paper certificate.

[Simplified Business Information (IES)]
IES is the delivery of declarative obligations related to accounting, taxation and statistics via electronic means and in a completely dematerialised form. All information which businesses have to provide concerning their annual accounts is transmitted collectively and to a single entity.
The IES submission has to be made through the Business portal, by choosing IES and filling in the form directly or by opening and sending the corresponding file previously formatted according to specifications laid down by law. It is then submitted electronically to the IES, and the automatically-generated ATM reference has to be retained to allow the payment

of the accountability submission registration. The registration for the accountability submission has to be paid within five working days.

Interoperability

Interoperability in Public Administration (iAP) platform
The iAP is a services-oriented central platform that aims to make available to all public administrations a shared tool that allows multichannel services for citizens and enterprises. The iAP comprises four independent services: 'Integration Platform' provides a simple and integrated delivery of cross-cutting electronic services, becoming a cornerstone in the administrative modernisation process; 'Authentication Supplier' allows authentication using the Citizen's Card in portals duly accredited and authorised for that purpose; 'Payments Platform' permits the availability and integrated management of multiple payment methods for different channels; 'SMS Gateway' enables the sending and receiving of SMSs via short numbers between citizens and public administration bodies, thus enlarging the number of available contact channels for managing the relationship with citizens.

eInclusion

Citizen Spots
By the end of 2015, Portugal had 375 Citizen Spots nationwide and almost one million interactions with citizens through this network managed by the Administrative Modernisation Agency with a strong partnership with local authorities. In the Citizen Spots, citizens can access around 200 online public services, being assisted by local public servants – "mediators" - if required. This promotes digital skills and bring online public services to citizens that usually do not or cannot access these kind of services.

Access Unit Portal
The overall purpose of the "Access Unit Portal" run by the public FCT - Foundation for Science and Technology is to promote the development, availability and dissemination of ICT accessibility rules and regulation to enable citizens with special needs to overcome their difficulties. To do so, it aims to minimise the digital barriers in content, software and hardware interfaces offered by the Central Government on the Internet.

Solidarity Network
The Solidarity Network consisted of around 280 Internet access points belonging to NGOs of and for people with disabilities, the elderly or those at risk of exclusion. Today it is an information aggregator portal for NGOs and the referred target groups.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport (electronic passport)

Responsibility: Central Government

Website: http://www.pep.pt/

Description: For information purposes only.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Central Government, Institute of Employment and Vocational Training

Website: http://www.netemprego.gov.pt/; http://www.portaldocidadao.pt/

Description: The Institute of Employment and Vocational Training offers services for jobseekers and employers. Jobseeker online services include provision of information on the labour market, job-search facilities with regional, national and international scopes, CV advertising services and job matching facilities, among others.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance and Public Administration, Taxation Authority

Website: http://www.portaldasfinancas.gov.pt/

Description: The online income tax service allows complete online declaration, notification and assessment of personal taxes. Users can consult their tax files, statistics and conduct simulations. Advanced functionalities have been recently integrated into the system allowing for enhanced usability. The income tax declaration is pre-populated with all relevant data, conforming with data protection regulations. The declaration receipts and the notification of the final tax calculation can now be confirmed electronically.

Unemployment benefits

Responsibility: Central Government, Ministry of Labour, Solidarity and Social Security

Website: http://www.seg-social.pt/

Description: Information and forms for download and submission purposes. It allows several services to be done via online.

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance and Public Administration, Taxation Authority

Website: http://www.portaldasfinancas.gov.pt/

3. Vehicles

Driving licence

Driver's licence

Responsibility: IMT – Institute for Mobility and Transport

Website: http://www.imt.pt

Description: IMT, I.P. has competencies of the Ministries of Internal Affairs; of Planning and Infrastructure; of the Environment; and of the Sea, under supervision and authority of the Ministry of Planning and Infrastructure. IMT is responsible for technical regulation, licensing, coordination, supervision and planning in the sector of road transport, inland waterways and related infrastructures. It encompasses also economic aspects of the sector of commercial ports and maritime transportation.

EASYToll system

Responsibility: Infraestruturas de Portugal, S. A.

Website: http://www.portugaltolls.com/en/web/portal-de-portagens/home

Description: The EASYToll system is a new solution for automatic payment of electronic tolls, for tourists and immigrants, with the association of a credit card (Mastercard and Visa) to the license plate of the vehicle.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, Ministry of Justice, Directorate for Registration and Notaries

Website: http://www.irn.mj.pt/; http://www.automovelonline.mj.pt/

Description: The '*Automóvel On-line*' service can be used by any citizen who possesses one of Portugal's new eID cards; it can also be accessed by lawyers and notaries. The system makes it possible to obtain current registration data on a car over the Internet. Following its purchase, it also has to be registered under the new owner's name. An all-electronic car registration costs € 15 less than its paper-based equivalent. Authentication is accomplished via the digital certificate on the eID card.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government, Administrative Modernisation Agency and Institute for Registration and Notaries

Website: http://www.portaldocidadao.pt/

Description: Centralised and automated service that communicates the user's change of address to a number of institutions via the Citizen Card, in which the change of address is done through the Citizen Portal.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Institute for Registration and Notaries

Website: http://www.portaldocidadao.pt/

Description: Online request for civil certificates.

Criminal Record Certificate

Responsibility: Direção de Serviços de Identificação Criminal – Serviço de Consulados

Website: http://www.dgaj.mj.pt/sections/files/identificacao-criminal/

Description: The request should be made personally (the request is made verbally, with no forms), with the presentation of identification documents (ID card, passport) and the written mandate. If the citizen lives outside Portugal, a form is available for download that can be send to the department.

Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Public Security Police, Ministry of Interior - Public Administration

Website: http://www.psp.pt/; https://queixaselectronicas.mai.gov.pt/

Description: Run by the Ministry of Internal Administration, the '*Queixa Electrónica*' service enables citizens to report an offence online that can range from domestic violence and assault to fraud, pollution and marriages of convenience. Users have to launch an eight-step reporting process providing details such as the time and date, identification of the complainant and the place where the offence occurred. Complaints are subsequently forwarded to the relevant law enforcement authorities.

Housing (building and housing, environment)

Responsibility: Local Government

Website: http://www.portaldocidadao.pt/

Description: Information and forms for download purposes.

Passport (electronic passport)

Responsibility: Central Government

Website: http://www.pep.pt/

Description: For information purposes only.

Waste management

Responsibility: GEOTA - Group of Spatial Planning and Environment Studies, Sociedade Ponto Verde

Website: http://www.omeuecoponto.pt/scid/

Description: Information on the collection of waste and general waste management is available on the portal. Citizens can also use the portal to figure out find out which is the entity responsible for Urban Solid Waste Management of the municipality, including the collection of packaging form of waste.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government, Ministry of Science, Technology and Higher Education, Directorate-General for Higher Education

Website: http://www.dges.mctes.pt/

Description: Provides information and a simulator allowing users to find out whether or not they would be accepted for enrolment in a particular university/area. Enrolment is done online via DGES Portal, as well as other services related to the Higher Education life event.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Local Government

Website: http://porbase.bnportugal.pt/

Description: PORBASE, the National Bibliographic Database, is the Portuguese libraries´ union catalogue with over 1.3 million bibliographic records. The database is updated daily and its average annual growth is estimated at 100 000 bibliographic records. PORBASE reflects the collections of the National Library and over 160 Portuguese private and public libraries.

Student grants (Student Finance)

Responsibility: Central Government, Ministry of Science, Technology and Higher Education, Directorate-General for Higher Education

Website: http://www.dges.mctes.pt/DGES/pt

Description: Information, forms for download purposes and interactive grant simulator.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Portugal

Website: http://www.euraxess.pt/

Description: EURAXESS Portugal provides national and local information and support to researchers moving to and from Portugal. The Portuguese services centres assist researchers and their families on matters relating to your stay here in Portugal. The EURAXESS Portugal portal is intended to replace, first partially and later fully, the ERACareers portal.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Local Government

Website: http://porbase.bnportugal.pt/

Description: PORBASE, the National Bibliographic Database, is the Portuguese libraries´ union catalogue with over 1.3 million bibliographic records. The database is updated daily and its average annual growth is estimated at 100 000 bibliographic records. PORBASE reflects the collections of the National Library and over 160 Portuguese private and public libraries.

Research funding support

Responsibility: Foundation for Science and Technology, Innovation Agency

Website: https://www.fct.pt/; http://www.adi.pt/

Description: The State is the main R&D funding agent in Portugal; it manages both the national funds and the structural funds provided by the EU. Information on available funding opportunities for the researchers is available both on the portal of the Foundation for Science and Technology and on the portal of the Innovation Agency (AdI).

6. Health

Planned and unplanned healthcare

e-health (Telematic Health Network)

Responsibility: Administração Central do Sistema de Saúde

Website: http://www.rtsaude.pt/paginas_frontoffice_ingles/home_english.php

Description: Rede Telemática da Saúde® allows the access to clinical information and promotes the communication between certified health professionals in a secured away, contributing for a better access to medical care.

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health

Website: http://www.portaldasaude.pt/

Description: The Citizen's portal provides a wide range of information on pubic healthcare. In Portugal, an appointment at a hospital can be made by an intermediary or a health centre. An electronic network links those centres with hospitals.

Medical costs (reimbursement or direct settlement)

Responsibility: Serviço Nacional de Saúde (SNS)

Website: http://www.portaldasaude.pt/portal

Description: This service is not relevant to Portugal. Healthcare services are free. The provision of services by local Health Centres is part of the National Health Service. Expenses outside the National Health Service (Serviço Nacional de Saúde (SNS)) are not refundable.

When living abroad

European Health Insurance Card (EHIC)

Responsibility: Central Government, Social Security portal

Website: https://app.seg-social.pt/sso/

Description: Application can be made at the local social security office (Centro Distrital de Segurança Social), or at the nearest Citizen's Shop (Loja do Cidadão). The applications can also be made online via the portal of the Portuguese Social Security (in Portuguese).

7. Family

Children, couples

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Institute for Registration and Notaries

Website: http://www.portaldocidadao.pt/

Description: Online request for civil certificates.

Child allowances

Responsibility: Central Government, Ministry of Labour, Solidarity and Social Security

Website: http://www.seg-social.pt/

Description: Information and forms. The request may be submitted online.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection

Responsibility: The Portuguese Association for Consumer Protection (DECO) / Associaçáo Portuguesa para a Defesa do Consumidor (DECO)

Website: http://www.deco.proteste.pt/

Description: Main activities of DECO are consumer information that is provided by dissemination of test magazines and others publications such as guides and brochures of interest to consumers; consumer's advice and support;

alternative dispute resolution; consumer education in schools; professional training in consumer law; consumer representation and advocacy and lobbying. This material is in several cases provided on their portal.

Energy supply

Living facilities and energy (electricity supply)

Responsibility: Portuguese Energy Services Regulatory Authority

Website: http://www.erse.pt/eng/Paginas/extinctiontariffs.aspx

Description: ERSE regulates the electricity sector and can advise consumers on electricity contracts. The information about the new laws are available on the ERSE's portal, where also an online price calculator is available.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Public contracts**
7. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Central Government, Administrative Modernisation Agency (in partnership with the other public institutes related to starting-up a business)

Website: http://www.portaldaempresa.pt/

Description: The service '*Empresa On-line*' offers the possibility to completely carry out the declaration of a new business via the website and to set it up in less than one hour at a smaller cost than before. The portal assists entrepreneurs on a range of legal procedures and administrative formalities and furthermore provides advisory services, such as business simulators and mobile telephony provider comparisons.

Intellectual property rights

Intellectual property

Responsibility: Portuguese Institute of Industrial Property (INPI - Instituto Nacional da Propriedade Industrial)

Website: http://www.marcasepatentes.pt/

Description: Information on the intellectual property processes in Portugal are freely available at the web portal of the Portuguese Institute of Industrial Property. Furthermore, it offers the several online services such as intellectual property search online and registration of trademarks, patents, and designs. The Digital library also offers access to legislation related to the intellectual property; and set of legislation related to the activities of

protection and maintenance of Industrial Property rights and correlated subjects.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

Electronic Invoicing (eInvoice)

Responsibility:	Autoridade Tributária e Aduaneira (AT)
Website:	https://faturas.portaldasfinancas.gov.pt/home.action
Description:	This electronic service enables electronic communication and consultation of invoices. The portal provides access to two types of users: the consumers (in order to verify and register their invoices and related features) and the traders (to send and consult SAFT-PT files, collect and check invoices and access the functionality supporting their compliance).

VAT: declaration, notification

Responsibility:	Central Government, Ministry of Finance and Public Administration, Taxation Authority
Website:	http://www.portaldasfinancas.gov.pt/
Description:	Allows registered businesses to file their VAT returns online.

Excise duties

Corporate tax: declaration, notification

Responsibility:	Direcção-Geral dos Impostos (Portuguese Tax Authority)
Website:	http://www.portaldasfinancas.gov.pt/at/html/index.html
Description:	Corporate income tax (IRC) must be paid by the taxpayer with the income declaration that must be filed each year by the last working day of May, by electronic data submission.

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility:	Central Government, Ministry of Finance and Public Administration, Directorate for Customs and Excise Duties
Website:	http://www.dgaiec.min-financas.pt/
Description:	Online declaration for customs' operations.

3. Selling abroad

Competition rules, unfair contract terms, consumer guarantees, defective products

Portuguese legislation – Gazette Online

Responsibility:	Portuguese Mint and Official Printing Office
Website:	https://dre.pt/
Description:	The Official Gazette published and regularly updated online.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Registration with the Social Security Regional Centre

Responsibility: Social Security Regional Centre (agency)

Website: http://www.seg-social.pt/

Description: The employers shall communicate the admission of employees to the Portuguese Social Security services of the area of the employee's workplace, by any written means, or online at http://www.seg-social.pt/.

Social contributions for employees

Responsibility: Central Government, Ministry of Labour, Solidarity and Social Security

Website: http://www.seg-social.pt/

Description: Online declaration and payment of social contributions for employees.

Health and safety

Health and safety information portal

Responsibility: Ministry of Solidarity, Employment and Social Security, Authority for Working Conditions (ACT)

Website: http://www.act.gov.pt/(pt-PT)/Paginas/default.aspx

Description: The website of Authority for Working Conditions (ACT) contains all necessary information in regards to the legislation related to the safety and health at work. Furthermore it provides relevant contact details for more information as well as some other online functionalities such as compensation simulator calculator.

5. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

Commercial and industrial norms

Responsibility: The Economic and Food Safety Authority (ASAE)

Website: http://www.asae.pt/

Description: ASAE is the national specialised administrative authority for food safety and economic surveillance. Detailed information on these areas is available on the portal as well as contact details for further inquiries. In order to report any infringement under the responsibilities of ASAE or information about crime, persons can use the forms contained on the website.

Chemicals (REACH)

REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk

Responsibility: Portuguese Environment Agency, Directorate General for Health

Website: http://www.reachhelpdesk.pt/

Description: The portal offers ample information. The portal also offers a dedicated users' helpdesk area.

6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government

Website: http://www.base.gov.pt/

Description: The national portal publishes electronically all notices and contract announcements, and lists all certified eTendering platforms.

7. Environment

EMAS certification, energy labels, eco-design, EU eco-label

Environment-related permits (incl. reporting)

Responsibility: Central Government, Portuguese Environment Agency

Website: http://www.iambiente.pt/

Description: The service provider offers the possibility to entirely complete the delivery of environment-related permit electronically. Case handling, decision and delivery of a standard procedure to obtain an environment-related permit can be performed via eServices. In addition, customised and segmented (by sector and size) information on new environment-related regulations and obligations for businesses can be obtained.

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European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

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