

## Portugal

### Dimension Context & Principles

Area	Analysis
Context	There is a NIF in place (since 2007). However, this framework is not completely institutionalised and complete. The Agency for the Public Services Reform (AMA) is responsible for the IT department and developments (e.g. Project E-ID card), the common platforms used for the various public administrations and defining the various policies.
Principles	The following guiding principles are used: <ul style="list-style-type: none"><li>■ Service integration - Citizen shall have an integrated perspective of the services available by PA</li><li>■ Single Sign On - Citizen will only identify and authenticate once across the PA services</li><li>■ Privacy and security - Citizens and PA bodies will guarantee citizen privacy, confidentiality and data security</li><li>■ Keep current information systems – The current information system will be kept without the need for major changes or re-structuring.</li><li>■ Service Orchestration – Public service shall be orchestrated considering citizen's needs</li></ul>
Effectiveness	A network of people (Information Technology Network) defines guidelines and standards and reports if these standards are followed by the public administrations. Enforcement is done mainly for new projects and incompliance can have financial consequences for the funding of projects.

### Dimension Interoperability

Area	Analysis
Political	The government sees interoperability as an important topic. However, it remains sometimes difficult to impose (this also depends on the maturity level of the public administration office). Interoperability on a European level is also seen as important (e.g. identification between member states). Several pilots are running on this area.
Legal	The guidelines and standards are supported by a specific interoperability law.
Organisational	Implemented a 'network of people'. Each ministry has a representative to define new standards and guidelines which the public administration(s) must follow (e.g. e-ID has to be used for certain services).
Semantic	Some pilots are started on the semantic area to achieve a common data model and harmonisation of concepts and attributes. However, currently at the organisation level there is not enough control to enforce everyone to use the same semantic standards (this is a priority for next year).
Technical	An implemented interoperability platform (2007) publishes and makes subscription to services possible (via a service-oriented architecture). A set of technical standards (e.g. web services, open standards for integration, XML) are in use. A common National eID infra-structure (Portuguese Citizen Card) is in place and is being used as a common framework for eID Interoperability and for eServices authentication.

## Dimension Services Support

Area	Analysis
General	The group 'Information Technology Network' maintains the documents and makes these available via the Intranet. A website available for all stakeholders (including the public) is not available (but might be brought online in the future).
Tool Support	There are courses / training for open source initiatives. There is a need to provide more training on various areas in the future.
Integration	Next to the Information Technology Network, various groups are formed dynamically) to discuss guidelines and standards used within the public administrations.
Security	Security is managed cross-departmental. A set of guidelines is defined each public administration must follow and is monitored for compliance.