

[eGovernment in] Portugal



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- Country Profile
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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Portugal. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 10 636.9 inhabitants (2011)*

GDP at market prices: 172 571.2 million Euro (2010)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 81.0 (2010)

GDP growth rate: 1.4 % (2010)

Inflation rate: 1.4 % (2010)

Unemployment rate: 12.0 % (2010)

Government debt/GDP: 93.3 % (2010)

Public balance (government deficit or surplus/GDP): -9.8 % (2010)

*Provisional value**

Source: [Eurostat](#)

Area: 92 072 km²

Capital city: Lisbon

Official EU language: Portuguese

Currency: Euro

Source: [Europa website](#)

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), in addition to 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 sixth time in 2004.

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

Head of State: President [Anibal Cavaco Silva](#) (since 22 January 2006).

Head of Government: Prime Minister [Pedro Passos Coelho](#) (since 21 June 2011).

Information Society Indicators

Percentage of households with Internet access: 58 % (2011)

Percentage of enterprises with Internet access: 95 % (2011)

Percentage of individuals using the Internet at least once a week: 51 % (2011)

Percentage of households with a broadband connection: 57 % (2011)

Percentage of enterprises with a broadband connection: 86 % (2011)

Percentage of individuals having purchased/ordered online in the last three months: 10 % (2010)

Percentage of enterprises having received orders online within the previous year: 16 % (2009)

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 20.5 %, downloading forms 14.5 %, returning filled forms 16.9 % (2010)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 69 %, downloading forms 70 %, returning filled forms 70 % (2009)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

Recent News

December 2011

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. 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.

During the same month, the [Agency for the Public Services Reform \(AMA\)](#) makes available on the SVN platform the source codes of several projects (e.g. Citizens' Card, Dados.gov, Fix my street, Citizens Portal) in order to provide access to entities in an effort to understand the main steps required in the development process. The agency deems SVN as a key step towards achieving a collaborative approach in terms of open knowledge. At the same time, it seeks to improve the transparency of government and public administrations by developing effective means that enable the active involvement of citizens and businesses.

- ▶ '[Dados.gov](#)' is launched on 24 November 2011 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 Public Services Reform (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.

September 2011

- ▶ The municipalities of Arganil, Oliveira do Bairro, Paredes and Reguengos de Monsaraz have opted to [participate](#) in the '[Simplex for Municipalities](#)' (2010-2011) programme, an initiative to improve the lives of citizens in local communities, to strengthen the competitiveness of municipalities and to improve transparency in decision-making and the overall image of local administration bodies.
- ▶ The [Agency for the Public Services Reform \(AMA\)](#), in collaboration with the [Interministerial ICT Network](#), submits for public consultation a set of rules intended to establish the basis for the upcoming National Regulation of Digital Interoperability. The period of [online consultation](#) takes place between 30 September and 30 October 2011. About 76 norms related to open standards are

taken into public consultation, resulting in almost 900 votes and 178 comments submitted by citizens.

August 2011

The statement of unemployment benefits, which provides proof of benefits being given to a beneficiary in Portugal, can now be [sent](#) over the Internet. According to a Social Security press release issued on 5 August 2011, this eService is available through the 'Social Security Direct ePortal'.

June 2011

- ▶ Between November 2010 and 10 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 Agency for Administrative Modernisation (*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.

The number of services and government entities represented on the portal has grown. On 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.

- ▶ On 7 June 2011, the Portuguese Open Source Business Association (*Associação de Empresas de Software Open Source Portuguesas - ESOP*, in Portuguese) organises an event under the theme of 'Open Source and Open Standards in the Public Administration - Contribution to the growth of the Portuguese economy'. The discussion [focuses](#) on various topics resulted in a consensus among the political parties in attendance. Agreement is reached on the importance of the national software industry for economic growth and the positive impact of open standards and open source technologies in the Public Administration (PA) reform, as well as the need to expand the coverage of the open standards regime to local PA during the next legislative period.

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

- ▶ More eGovernment services [enable](#) the online authentication of their users by means of their national eIdentity card (the Citizen's Card - *Cartão do Cidadão*, in Portuguese). According to the [Agency for Administrative Modernisation](#) (AMA), authentication with the Citizen's Card is done using the PIN code assigned to each card. It is possible to obtain more information on the use of the card as a means to (securely and rapidly) access online services through the website of the [Senha 001 initiative](#).
- ▶ Three new entities have recently made their services accessible through authentication with the Citizen's Card: [ADSE Directa](#) (the gateway to the services of the General Directorate for the Social Protection of public administration staff), the [Social Services of the Public Administration portal](#) and the Housing portal services for youth (*'Porta 65 Jovem'*, in Portuguese).

- ▶ 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.

March 2011

The Lisbon City Council [launches](#) the portal '[Lisbon Participates](#)' (*Lisboa Participa*), which promotes the civic participation of its residents through targeted projects. The portal seeks to establish a closer interaction between citizens and local authorities.

February 2011

- ▶ 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.
- ▶ A widget of the Portuguese '[Fix my Street](#)' (*A Minha Rua*) project has been implemented in the digital service of the cable TV operator ZON. This innovation is considered a significant achievement for the **public services multichannel agenda**. Additional widgets for public services are foreseen for 2011. The development of mobile applications for smartphones through strategic partnerships with key content market players is also a central component of the agenda.

January 2011

88 **new** services have been [introduced](#) onto the national public administration portals [Citizen's Portal](#) and [Business Portal](#) between November 2010 and 15 January 2011. During the same time period, over 56 existing services have been restructured, making the information more comprehensible and simplifying access for citizens and businesses. In addition, 34 new service providers have become available.

News 2010-2001

2010

- ▶ On *20 September 2010*, the Ministry of Economy, Innovation and Development presents the '[Digital Agenda 2015](#)', a programme that forms part of the country's '[Technological Plan](#)', a wider effort to promote the development of the information society and to improve the country's competitiveness. The 'Digital Agenda' is the national action plan of record for the promotion of an information and knowledge society in Portugal.

In the same month, the portal '[Ticket 001](#)' (*Senha 001*) is officially launched in September 2010. It contains a national aggregator of online public services that are already made available via the Citizen Card online authentication method. This user-friendly portal invites citizens and enterprises to avoid queues in public services by employing user-friendly and secure online services.

- ▶ On *26 June 2010*, the '[Direct Social Security](#)' service can be accessed using the Citizen Card. This action is the first achievement of the '[Simplex '10 Programme](#)'. The initiative aims to progressively expand online access to other services.
- ▶ A new functionality of the Citizen Card is [presented](#) on *18 May 2010*. It enables card holders to access online the Library of the [European Information Centre 'Jacques Delors' \(CIEJD\)](#) in order to

search for publications and order them electronically. The aim of the project is for the Citizen Card to replace the library card. Thanks to this new functionality, the procedures will be dematerialised, the online registration will be streamlined and a series of new online services will be provided, including the online update of personal data and the online booking of a publication.

In the same month, the [Online Case-Law Database becomes available](#) on the National Institute of Industrial Property portal, allowing users to access material related to court decisions on trademarks or technological matters. The initiative is aimed at developing the necessary internal expertise and providing guidance for any future legal decision that needs to be made, while at the same time offering users a simple and user-friendly tool to access recent Industrial Property case-law.

- ▶ On *10 March 2010*, the Justice Ministry issues Decree-Law no. 145/2010, establishing **permanent certificates of citizen's civil status**. The document becomes accessible online on 20 March 2010 via the '[Civil Online](#)' website. This permanent certificate of civil status means the availability in electronic format of up-to-date information contained in one's birth records.
- ▶ As from the end of *February 2010*, several **Portuguese and Spanish eGovernment services** have become **interconnected**, thus allowing citizens to access and use the services of the other country. As part of the first stage of this collaboration, Portuguese businesses operating in the civil construction sector in Spain will be able to register their employees with the Spanish Ministry of Employment and Immigration online using a Citizen's Card. Likewise, Spanish citizens will have the possibility to set up a company online through the Portuguese [Business Portal](#) following identification with their national eID card (*DNI electrónico*).

2009

- ▶ The '[Working in the Public Administration](#)' portal goes live on *7 December 2009*. It consists of systematic information on the legal framework governing public employment. It provides all stakeholders and public administration employees with a practical approach to the rules pertaining to public service.
- ▶ On *6 November 2009*, the National Statistics Institute releases the '[Survey on the Use of Information Technology and Communication](#)' ('*Inquérito às Utilizações de Tecnologias da Informação e da Comunicação*', IUTIC). According to the survey, 46 % of households have broadband access.
- ▶ Spain and Portugal sign on *22 September 2009* a [collaboration agreement](#) concerning the validation of digital certificates. The purpose of the agreement is to enable citizens to use national eCertificates for communicating and dealing with the Public Administration of the other country.
- ▶ The Common Telematic Information Network portal (*Rede Telemática de Informação Comum - RTIC*), is [launched](#) on *17 August 2009*, providing consumers with online information about the status of their grievances in the goods and services sectors.

2008

- ▶ In *October 2008*, the Government [launches 'Base'](#), a new portal for all information on contracts covered by Portugal's new Public Contracts Code. It gives access to IT systems to receive, structure and process data on the formulation and implementation of public contracts for the purchase or rental of goods and services, public works contracts and the contracting out of public services.
- ▶ In *July 2008*, the Government presents the '[Simplex for Municipalities](#)' (2009-2010) programme. The main objectives are to improve the quality of life of all citizens and to reduce the administrative burden for citizens and enterprises. Nine municipalities participate in this first initiative.
- ▶ In *February 2008*, the 3rd edition of the '[Simplex Programme](#)' is presented. It outlines a set of 189 simplification measures for citizens, businesses and the Public Administration.

2007

- ▶ As of *September 2007*, Portuguese inventors are able to [submit patent applications online](#).
- ▶ On *1 July 2007*, Portugal assumes the EU Council Presidency from Germany. The Portuguese Presidency will continue the eGovernment efforts carried out by the European Union and will stimulate the visibility of national policies and the sharing of best practices at European level.
- ▶ As of *June 2007*, Portuguese consumers are able to use the Internet to report poor food hygiene and other violations of trading standards.
- ▶ According to *April 2007* figures, the number of [electronic tax declarations](#) in Portugal has risen from 306 000 to 1.57 million over the previous four years. The figure represents an increase of nearly 39 % over 2006.
- ▶ Portugal officially unveils its **national eID card** on *14 February*. The card is based on the Identification Authentication Signature (IAS) criteria. A [pilot project](#) is launched in the region of Azores.

2006

- ▶ The '[West Digital](#)' project, financed by the Digital Cities and Regions Network of the Portuguese Operational Programme for the Knowledge Society, is officially launched on *14 July 2006*. The occasion also provides an opportunity to present the project's main focus, the '[Oestedigital](#)' information portal.
- ▶ On *30 June 2006*, the Portuguese Prime Minister José Socrates attends a presentation on the launch of '[Empresa On-line](#)', a facility permitting the online registration of companies through the new Business Portal ('[Portal da Empresa](#)').

In the same month, Prime Minister José Socrates presides over the launch of [ViaCTT](#), an electronic post box service for citizens, businesses and institutions. The service will permit the creation of up to 10 million email accounts.
- ▶ In *April 2006*, the Government merges all the different commitments and goals into one far-reaching strategic plan known as the '[Simplex Programme](#)'. In practice, Simplex incorporates an extensive administrative and legislative simplification initiative designed to reduce bureaucracy, to increase the State's transparency and the Public Administration's efficiency, while improving citizens' relationship with public departments.
- ▶ On *8 March 2006*, results of the first tests on the new Portuguese **ID card** are [presented](#) at an official ceremony.

In the same month, the Government [adopts](#) a set of measures aimed at facilitating and encouraging the electronic submission of personal income statements. New measures include an email alert service for the early detection of errors.
- ▶ By the end of *January 2006*, all public schools in Portugal are [equipped](#) with a broadband connection.
- ▶ As of *1 January 2006*, all companies and other legal entities are [required](#) to submit their annual income tax declaration and/or yearly declaration of accounting and fiscal information electronically via the Government's 'eFinance' website.

2005

- ▶ On *30 June 2005*, the Portuguese Council of Ministers [approves](#) a decree enabling the new 'Company in One Hour' (*'Empresa na Hora'*) service. That decree will permit any citizen to create a new business with a single visit to a Government office. The Council has approved a resolution which mandated the Public Administration to have fully switched to electronic invoicing by 31 December 2006.

In the same month, the new '[Connecting Portugal](#)' (2005-2010) action programme for the information and knowledge society is launched. This document has aimed to create a transparent, modern and efficient Public Administration.

- ▶ In *April 2005*, the Government [approves](#) the 'Citizen Card' project. The multi-use citizen card combines ID, tax, social security, health insurance and electoral information, thus enabling citizens to carry one single card instead of five different ones.
- ▶ In *January 2005*, the National eProcurement Portal is launched. Developed under the framework of the '[National eProcurement Programme](#)', the portal has aimed to establish a new standard for public procurement.

In the same month, the '[Operational Programme for Public Administration 2004-2006](#)' is presented. The programme intends to support projects and investments to modernise the Public Administration.

The '[Operational Programme for the Knowledge Society \(POSC\)](#)' is introduced in *January 2005*.

2004

- ▶ The '[Information and Knowledge Society \(2005-2006\)](#)', the Government's new strategy for the development of an information and knowledge society, is presented in *November 2004*. To reinforce the national commitment in this area, the Mission Unit for Innovation and Knowledge (UMIC) – a temporary body created in November 2002 – is renamed Knowledge Society Agency (UMIC) - a permanent Government agency.
- ▶ In *February 2004*, the [Citizen's Portal](#) (*Portal do Cidadão*) is launched. It replaced INFOCID and was the result of a collaborative effort by approximately 120 public and private entities. The new eGovernment portal targeted businesses as well as citizens, with a separate section for each category of users.
- ▶ The '[Future 2010 - Operational Programme for the Knowledge Society](#)', known as the 'knowledge and innovation' initiative, is presented in *January 2004*. The aim of this strategic initiative is to foster the development of a true knowledge society in Portugal. Among other actions, the initiative will promote public sector reform through the continued use of ICT and the development of eServices.

2003

- ▶ In *July 2003*, the Council of Ministers approves the strategic lines of a large-scale **Public Administration reform**, aimed at building a more outcome-oriented and flexible public sector in order to enhance development and improve productivity.
- ▶ In *June 2003*, the Government adopts the '[National eProcurement Programme](#)'. The programme aims at saving between 10 % and 20 % on public procurement costs from 2003 to 2006, thanks to the deployment of eProcurement systems across government bodies.

In the same month, two further action plans are officially approved by the Government: the '[Action Plan for the Information Society](#)' and the '[eGovernment Action Plan](#)'. The latter constitutes an integral part of the former, becoming the main instrument for the strategic and operational coordination of information society policies in Portugal. The overall goal is to transform public sector bodies into client-focused organisations, thereby placing the public sector among the country's best service providers.

2002

In *November 2002*, the Innovation and Knowledge Mission Unit ([UMIC](#)) is created as part of the Office of the Prime Minister. UMIC is tasked with coordinating and providing focus for the Government's activities in the information society, eGovernment and innovation.

2001

INFOCID is re-launched as the Government's citizen portal in *February 2001*, providing a single entry point to public information and services for citizens and businesses. The portal provides access to the 'Direct Public Service' application, enabling users to request birth, marriage, death, building and commercial certificates online.

News 2000 and before

- ▶ In *2000*, the '[Operational Programme for the Information Society \(POSI\)](#)' is adopted. It aims to develop ICT skills across society, assist the transition to a digital Portugal and transfer public services online.

The Government launches the '[Internet Initiative](#)' in *2000*, establishing as a strategic priority the rapid increase in the use of the Internet by schools, households, enterprises and Public Administration.

The Programme '[Digital Cities](#)' is extended in *2000*, and intended to be developed through 20 to 25 large-scale projects stimulating regional innovation throughout the entire country.

- ▶ In *1998*, the Programme '[Digital Cities](#)' is launched and designed to foster the development of a digital culture at local and regional levels. The purpose is to bring local administration and services closer to citizens, to enhance local and regional competitiveness and to improve quality of life.
- ▶ In *1997*, the Council of Ministers approves the '[Green Paper on the Information Society in Portugal](#)', containing a set of recommendations aimed at the development of the information society. Following its publication, several task forces are set up to develop operational implementation plans.
- ▶ In *1996*, the Government launches a '[National Initiative for the Information Society](#)', structured around four main themes: school (IT in education); enterprises (electronic business); local and regional Public Administration (open administration); and knowledge (libraries, museums, databases, R&D institutions).
- ▶ In *1997*, the Interdepartmental Information System for the Citizen (INFOCID) is created. Until 2004 INFOCID had been a public network of all State organisations dealing with citizens and aimed to provide a simpler method of interacting with the Public Administration.

eGovernment Strategy

Main strategic objectives and principles

Technological Plan (2005-present)



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 the 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.

* The full set of measures is available on the Technological Plan [website](#).

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 capacities 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.

Previous eGovernment Strategies

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.

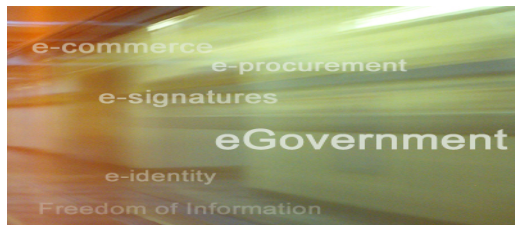
Action Plan for the Information Society (2003-2006)

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 make up the national framework for a number of eGovernment domains.

[Law on Electronic Billing](#)

The Resolution of Cabinet no. 137/2005 of 17 August, provides for the adoption of the electronic billing system for the services and organisations of the Public Administration.

[Law on Public Administration Structure](#)

The Government Organic Law no. 321/2009, the Decree-Law that establishes the Public Administration structure, foresees that all public bodies, including public enterprises, are required to make their online public services available on the citizen and business portals.

[Decree-Law on the use of Open Standards in Public Administrations Information Systems](#)

The Decree-Law no. 98/XI, which was approved in April 2011, establishes the use of **open standards** in the information systems of Public Administration institutions. 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 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 licences for the establishment and adaptation of food and beverage establishments.

Freedom of Information Legislation

[Law of Access to Administrative Documents](#)

The Law of Access to Administrative Documents no. 65/93 was adopted in August 1993 and amended by Law no. 8/95, of 29 March, by Law no. 94/99, of 16 July and by Law no. 19/2006 of 12 June. 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.

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.

eSignatures 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.

[Decree-Law on Citizen Cards](#)

The Decree-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 \(SECS\)](#).

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.

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 is transposed by [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.

Re-use of Public Sector Information (PSI)

[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.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

[Deputy Secretary of State of the Deputy and Parliamentary Affairs Minister](#)

The Deputy Secretary of State is responsible for the modernisation of public administration and eGovernment.

[Agency for the Public Services Reform \(AMA\)](#)

The AMA develops policies to modernise and simplify public administration.

Coordination

[Agency for the Public Services Reform \(AMA\)](#)

The AMA coordinates measures, programmes and projects aimed at modernising and simplifying the public administration, the electronic administration and the distribution of public services. Furthermore, it is in charge of coordinating and monitoring the 'Simplex' Programme.

[Knowledge Society Agency \(UMIC\)](#)

The UMIC is the public agency tasked with coordinating policies for the information society and mobilising the Information and Knowledge Society through dissemination, qualification and research activities.

Implementation

[Agency for the Public Services Reform \(AMA\)](#)

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

[Government Network Management Centre \(CEGER\)](#)

The 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.

[Information and Knowledge Society Observatory \(OSIC\)](#)

The OSIC, under the Knowledge Society Agency (UMIC), is in charge of statistical indicators and studies on the information society and the use of ICT in Portugal. To monitor the development of the information society, it carries out regular surveys and analyses on ICT use by citizens, businesses and

Public Administration, as well as on the ICT sector job market and the quality of Public Administration websites. These assessments are evaluated against the progress observed in other countries.

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

Regions and Municipalities

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

Coordination

Ministry for Internal Administration (MAI)

The MAI is in charge of coordinating central government policies with local authorities.

Agency for the Public Services Reform (AMA)

AMA coordinates '[Simplex for Municipalities](#)', a national programme of administrative modernisation that involves - via a very active model - most of the municipalities.

Implementation

Regions and Municipalities

Regions and Municipalities carry out projects within their competences.

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

Ministers responsible for eGovernment



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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 950 citizen-oriented 24/7 services provided by a total of 163 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 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 processes of each business within the Public Administration 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 brings together information of interest for business activities related to the management, expansion and closure of enterprises, and provides information on opportunities for businesses.

['Ticket 001' platform](#)

Ticket 001 (*'Senha'* 001) is a platform developed by the Agency for the Public Services Reform (AMA) that promotes and provides a single website access to a variety of Public Administration online services and information. The portal's main focus is to bring together eGovernment services and to promote their use, thus preventing displacement and saving time for citizens through the use of straightforward language and a user-friendly display. Citizens can find information on how to use their Citizen's Card via the web and to deal with various issues in a secure, reliable and accessible manner, such as to change an address; to schedule a medical appointment; to set up a business; and to access tax and revenue services. Ticket 001 also features a physical promotional kit, which includes a smart card reader and a brochure that links to the main website.

['Dados.gov' project](#)

Following international practices in the area (e.g. the [US](#) or the [UK](#) Data.Gov projects), the Agency for the Public Services Reform (AMA) is committed to the development of a wide and open platform containing all kinds of data from public bodies. The 'Dados.gov' project intends to make 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.

['RES' support system](#)

Launched in May 2010, the RES is an integrated system of support for grievances, positive feedback and suggestions for the Public Administration. The main objective is to make Government more aware of the views of citizens and to assess their satisfaction with on site attendance at public services. The RES enables all citizens to develop, in a dematerialised form, grievances, positive feedback and suggestions related with on-site services and to monitor their status. Citizen's Shops and Business Shops throughout the country are participating in the RES, as are a number of authorities from Social Security, Taxation and Registration and Notary services. The RES remains in its infancy; however a strong growth is foreseen for the remainder of 2011.

['Fix my Street' portal](#)

Launched in September 2009, 'Fix my Street' (*'A Minha Rua'*) is a key collaborative initiative whereby government seeks civic involvement in resolving specific public service issues. By means of a central government portal, any citizen can report a local problem concerning a public area, such as lighting issues, gardens maintenance, abandoned vehicles and the collection of damaged appliances. A problem is reported either in writing, or by submitting a photo, which is then forwarded to the respective municipality. The municipality in question follows up with the citizen on the process to be carried out and the eventual solution. 'Fix my Street' is expected to expand to about 120 municipalities by the end of 2011.

An immediate priority is to broaden its accessibility to other channels, from digital TV widgets to smartphone applications. A first step in this direction was taken in February 2011 with the launch of a 'Fix my Street' widget in the digital service of the cable TV operator ZON.

Networks

[Interministerial ICT Network](#)

The Interministerial ICT Network was created by the Agency for the Public Services Reform (AMA) with the aim to forge a strong collaboration between public bodies in defining common ICT guidelines. The key **objectives** are the following:

- ▶ define ICT standards and interoperability norms that can be used by the entire Public Administration;
- ▶ promote the exchange of knowledge, practices and the creation of synergies;
- ▶ develop a collaborative working model that can connect Public Administration, civil society and academic actors;
- ▶ articulate and integrate local or disperse teams through collaborative networking.

Several working groups have been set up in order to develop the following themes: electronic identification and signature; integration; information architecture; software policies; and document management.

[Management Centre for the Electronic Government Network \(CEGER\)](#)

CEGER provides strategic support to the Government on ICT. It is responsible for the effective use of ICT, digital communication networks, electronic collaboration within and across Government and the Internet.

CEGER is the entity responsible for the registration of 'gov.pt' Internet sub-domains, upon request of the following bodies and in accordance with their competences:

- ▶ departments and members of Government;
- ▶ services and organisations in the Public and Regional Administrations;
- ▶ other non-permanent organisations and entities.

The '[Arxive@gov.pt](#)' project aims to build novel international standards in the domains of preservation and archival of Government information, including identity mechanisms and electronic signatures. The new standards are expected to be delivered in 2010-2011.

[Common Knowledge Network](#)

The Common Knowledge Network is a collaborative platform to support the share of information about modernisation, innovation and administrative simplification of Public Administration. It is a network of knowledge share 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.

[e-U: Electronic University/Virtual Campus - Education](#)

The e-U initiative is targeted at students, professors and researchers of higher education institutions. The project developed an extensive wireless network of campuses with more than 5 000 access points, as well as higher education electronic services, contents and applications. On account of the e-U, Portugal has the world's largest academic wireless network presently in operation. The e-U wireless access is available in almost every higher education institution across the country and allows national mobility of its users (roaming) among institutions. The wireless e-U network integrates the European project '[eduroam](#)', which enables roaming among several European higher education institutions. The e-U initiative has also developed a large network of content and service sharing between universities. 57 e-U projects have been implemented, covering more than 87 % of the entire Portuguese academic community (over 360 000 students, and 40 000 professors and researchers).

[Solidarity Network](#)

The Solidarity Network consists of over 280 Internet access points belonging to NGOs of and for people with disabilities, the elderly or those at risk of exclusion. It maintains 650 email inboxes for use by these target groups, as well as specific contents of interest, and furthermore includes 13 videoconference connections between schools and hospitals which allow bed-ridden students to remotely attend classes and to keep in touch with family and friends.

eIdentification/eAuthentication

[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.

[Electronic Certification System of the State \(SCEE\)](#)

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 Administration 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](#)

Even though the national platform is mandatory for all public authorities, approach to eProcurement is not centralised. Vortal, the leading company in Portugal offering eProcurement services, implemented the national platform and provides eProcurement services on behalf of the National Procurement Agency. There are several private platforms for eProcurement that operate at different institutional tiers.

Source: 'Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement'

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

[Networks of Competence](#)

The Networks of Competence initiative, with its strong ICT focus, promotes the creation of innovation and knowledge networks of enterprises, research centres, technological centres, universities, polytechnics and other higher education institutions, public bodies and business associations. They aim at creating partnerships for innovation and knowledge that can contribute to the social and economic development of a region or economic sector. The initiative is being implemented through the Innovation Agency. To date, it has supported the creation and initial development of 16 Networks of Competence.

[b-on: Online Knowledge Library](#)

The Online Knowledge Library (b-on) is a virtual library which provides unlimited and permanent access to over 22 000 international scientific journals from 19 publishers, through subscriptions negotiated on a national basis with these publishing houses.

[PORBASE, the National Bibliographic Database](#)

The primary objectives of PORBASE are 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

[CITIUS service](#)

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.

eInvoicing

[Electronic Invoices in the Public Administration](#)

In August 2005, the Government decided that electronic invoices should be fully adopted by the Public Administration by the end of 2006, and based on that action, commissioned the Knowledge Society Agency (UMIC) to monitor and evaluate its implementation. The UMIC set up a stakeholder working group which was mainly comprised of actors from several public bodies (especially from fiscal

authorities) and NGOs promoting digital economy and eCommerce. The aim was to analyse and propose legislation, as well as to prepare an electronic invoice guide. This guide was published in March 2006, setting off a period of public consultation on eInvoicing improvements. A monitoring process based on electronic enquiries has been initiated to monitor the adoption of eInvoicing by public bodies.

Interoperability

[Interoperability in Public Administration \(iAP\) platform](#)

The iAP is a services-oriented central platform that aims to make available to all Public Administration entities 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

['Access programme'](#)

The overall purpose of the 'Access programme' run by the Knowledge Society Agency (UMIC) is to promote the development, availability and dissemination of ICT that enable citizens with special needs, namely the disabled, the elderly and the bedridden to overcome their difficulties. With respect to eGovernment, it aims to minimise the digital barriers in content, software and hardware interfaces offered by the Central Government on the Internet.

[Public Internet Spaces](#)

'Public Internet Spaces' provide free access to computers and the Internet to citizens throughout the country, including special needs groups. In all the Internet Spaces, trained personnel offer permanent support to users and assume the role of mediators with respect to ICT in local and remote communities.

'Public Internet Spaces' have set the following objectives:

- ▶ establish a national collaborative framework for Internet Spaces;
- ▶ jointly promote the use of ICT and social inclusion activities;
- ▶ foster exchange of best practices and dissemination initiatives;
- ▶ maximise the collective contribution of the various individuals and entities involved and their drive to develop and to exploit the instrument for inclusion that this network offers, given its dimension and penetration within Portuguese territory.

Local eGovernment

[Digital Cities and Digital Regions](#)

More than 25 projects for the development of 'Digital Cities and Digital Regions' are being publicly supported, with a total investment of over € 200 million. These projects involve eGovernment solutions for local Public Administrations, conditions for reinforcing the competitiveness of SMEs and a wide variety of citizen-centred services (e.g. information, health, education and safety).

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility:	Central Government, Ministry of Finance and Public Administration, Directorate General for Taxation
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.

2. 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.

3. Social security benefits

a. Unemployment benefits

Responsibility: Central Government, Ministry of Labour, Social Affairs and Family

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

Description: Information and forms for download purposes.

b. Child allowances

Responsibility: Central Government, Ministry of Labour, Social Affairs and Family

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

Description: Information and forms for download purposes.

c. Medical costs (reimbursement or direct settlement)

Responsibility: N.A

Website: N.A

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 are not refundable.

d. Student grants

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.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government

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

Description: For information purposes only.

b. Driver's licence

Responsibility: Central Government, Ministry of Interior, Directorate-General for Traffic – DGV

Website: <http://www.mai.gov.pt/>

Description: The Portuguese Directorate-General for Traffic (DGV) is responsible for administering the traffic system and road safety, as well as for studying and implementing operational measures and regulations for traffic enforcement. Information and forms for download can be found on the DGV website.

5. 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.

6. Application for building permission

Responsibility: Local Government

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

Description: Information and forms for download purposes.

7. 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.

8. Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Local Government

Website: <http://www.porbase.org/>

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.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Directorate for Registration and Notaries

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

Description: Online request for civil certificates.

10. 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.

11. Announcement of moving (change of address)

Responsibility: Central Government

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

Description: Centralised service that communicates the user's change of address to a number of institutions. Currently, the downloadable form has to be signed and delivered offline.

12. 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 public 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.

Further information on the services and on the latest official online sophistication ratings is available in the ['Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement'](#) report, prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

Responsibility: Central Government, Ministry of Labour, Social Affairs and Family
Website: <http://www.seg-social.pt/>
Description: Online declaration and payment of social contributions for employees.

2. Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Finance and Public Administration, Directorate General for Taxation
Website: <http://www.portaldasfinancas.gov.pt/>
Description: Allows registered businesses to file their taxes online, consult their online files, statistics and conduct simulations. Both the declaration receipts and the notification of the final tax calculation can be confirmed electronically.

3. VAT: declaration, notification

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

4. Registration of a new company

Responsibility: Central Government, Centre for Corporate Procedures (CFE)

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.

5. Submission of data to statistical offices

Responsibility: Central Government, National Institute of Statistics (INE)

Website: <http://www.ine.pt/>

Description: Service is not available.

6. Customs declarations

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.

7. 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.

8. Public procurement

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.

Further information on the services and on the latest official online sophistication ratings is available in the '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)' report, prepared for the European Commission, Directorate General for Information Society and Media, December 2010.



European Commission - eGovernment Practice

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment status and progress in the European countries.

The eGovernment factsheets are produced and updated twice a year.

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