

[ eInclusion in ]

# Portugal



ICT & Ageing

Geographic Digital Divide

eAccessibility

# eInclusion

Cultural Diversity

Inclusive eGovernment

Digital Literacy & Competences

Country Profile

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### **Disclaimer:**

This document is not intended to be exhaustive. Its purpose is to give an overview of the general eInclusion 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):** 10 627.3 inhabitants (2009)

**GDP at market prices:** 163 891.1 million Euro (2009)

**GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100):** 76.0 (2008)

**GDP growth rate:** -2.7 % (2009)

**Inflation rate:** -0.9 % (2009)

**Unemployment rate:** 9.6 % (2009)

**Government debt/GDP:** 76.8 % (2009)

**Public balance (government deficit or surplus/GDP):** -9.4 % (2009)

*Source:* [Eurostat](#)

**Area:** 92 072 km<sup>2</sup>

**Capital city:** Lisbon

**Official EU language:** Portuguese

**Currency:** Euro

*Source:* [Europa website](#)

#### Information Society Indicators

**Percentage of households with Internet access:** 48 % (2009)

**Percentage of households with broadband connection:** 46 % (2009)

**Percentage of individuals regularly using the Internet:** 42 % (2009)

**Percentage of individuals using the Internet for uploading self-created content:** 7 % (2008)

**Percentage of individuals using the Internet for reading online newspapers/magazines:** 28 % (2009)

**Percentage of individuals using the Internet for finding information about goods and services:** 40 % (2009)

**Percentage of individuals using the Internet for seeking health-related information:** 28 % (2009)

**Percentage of individuals using the Internet for looking for a job or sending a job application:** 10 % (2009)

**Percentage of individuals using the Internet for doing an online course:** 2 % (2009)

**Percentage of individuals using the Internet for seeking information with the purpose of learning:** 39 % (2009)

**Percentage of individuals using the Internet for interaction with public authorities:** obtaining information 18 %, downloading forms 14 %, returning filled forms 16 % (2009)

Source: [Eurostat](#)

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

## eInclusion History

### Main developments and key milestones (in reverse chronological order)

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

## Recent News

### June 2010

On 22 June 2010, the Portuguese [Minister for Labour and Social Solidarity](#), Ms. Helena André received the 'Excellence Award' for the 10 years of implementation of the European Computer Driving Licence (ECDL) certification programme as a measure to enhance the Information and Communication Technology (ICT) skills of the public sector workforce in Portugal. Portugal has invested considerably in building its ICT infrastructure, with broadband access coverage reaching now nearly 100 %. The Portuguese Government views the ECDL certification, via [ECDL Portugal](#), as a means to raise the country's levels of digital literacy. In 2001, the Portuguese Government had created by Law the Basic IT Competencies Diploma for recognition of IT basic skills as an instrument for eInclusion. Since then more than 650 thousand citizens obtained such diploma.

In its efforts for an inclusive eGovernment, Portugal has, since 26 June 2010, made [Direct Social Security](#) (*Segurança Social Directa*) service available to its citizens via the electronic identity card, called the 'Citizen Card' (*Cartão de Cidadão*, in Portuguese). This step was one of the first achievements of the [Simplex Programme 2010](#) (Simplex'10), which aims to progressively expand online access to other services.

## News 2009 and before

### 2009

- ▶ On 6 November 2009, the [National Statistics Institute](#) (*Instituto Nacional de Estatística*, INE) in collaboration with the [Knowledge Society Agency](#) (UMIC) released the [Survey on the Use of Information Technology and Communication](#) (*Inquérito às Utilizações de Tecnologias da Informação e da Comunicação*, IUTIC), 2009. According to the survey, 46 % of households had broadband access in 2009, an increase over the corresponding figures of 2004. Broadband was found present in 96 % of the Portuguese households with an Internet connection. The survey also showed that in the first quarter of 2009, 56 % of households had access to a computer at home, 48 % to the Internet and 46 % through broadband. Between individuals aged 16 to 74 years old, 51 % used computers, 47 % had accessed the Internet and 10 % had ordered goods or services over the Internet.

According to the statement of the [Office of the National Coordinator of the Lisbon Strategy and the Technological Plan](#), the change in the levels of use of ICT by the Portuguese population reflected the latest governmental policies to improve peoples' skills for the Knowledge Society, a basic strategy of the Technological Plan.

- ▶ In September 2009, the Web portal of [CGD](#) (*Caixa Geral de Depósitos*), the largest bank in Portugal, was made fully compliant with the [WCAG1.0](#) – Web Content Accessibility Guidelines of the W3C. This was achieved with the help of the [Knowledge Society Agency](#) (UMIC) and the automatic validation tool of evaluation of the satisfaction of accessibility guidelines developed by UMIC. CGD adopted the [Dynamic Accessibility Certification Logo](#) of UMIC (text in Portuguese) that provides a dynamically updated diagnostic of the accessibility level of the entire portal.

- ▶ The ACCESSIBLE project launched, in *June 2009*, a set of [online questionnaires](#) aimed at developers, accessibility assessors, the elderly and the disabled, public bodies and service providers respectively. The objective was to identify user needs regarding accessibility of software usage and development.  
ACCESSIBLE is an FP7-funded project spanning over 36 months, which started on 1 September 2008 and aims to improve the accessibility of software development products.
- ▶ On the *25th of February 2009*, the [Knowledge Society Agency](#) (UMIC) published a Portuguese version of the [WCAG 2.0](#) – Web Content Accessibility Guidelines of the W3C (World Wide Web Consortium). The guidelines were approved on 11 December 2008, with Portuguese being the 3rd language of publication after the (original) English and the Hungarian versions.
- ▶ In *January 2009*, the installation of five 'Next Generation Broadband Community Networks' in deprived areas ('Vale do Minho', 'Vale do Lima', 'Terra Quente Transmontana', 'Distrito de Évora') was concluded. The six month project was managed by the [Knowledge Society Agency](#) (UMIC). 1 222 Km of ducts were built and optical fibre cable and active equipment were installed for operation on an open multi-operator basis at up to 10 Gbit/s. These projects aimed to fight eExclusion associated with the lack of modern communications infrastructure in deprived areas of low population density, where market forces failed to deliver.

## 2008

- ▶ In *December 2008*, the [Knowledge Society Agency](#) (UMIC) assured that its 8 web sites with more than 3 000 pages and associated 700 documents were fully accessible, satisfying the 'AAA' accessibility level of the WCAG 2.0 – Web Content Accessibility Guidelines of the W3C – World Wide Web Consortium, becoming one of the very few organisations in the world reaching this level of conformity.
- ▶ In *June 2008*, the [Knowledge Society Agency](#) (UMIC) launched a [web platform](#) for the 'Internet Spaces Network' thus unifying the various 1 172 'Internet Spaces' that had been established throughout the country since 1998, in order to coordinate national eInclusion initiatives.
- ▶ In *May 2008*, the [Fraunhofer Research Center for Assistive Information and Communication Solutions](#) (AICOS) initiated activities in Porto, with the objective of becoming the first Fraunhofer Institute outside Germany, established by the '[Fraunhofer-Portugal](#)' Programme. This R&D centre was to develop technologies and applications to assist people with special needs and the elderly.
- ▶ In *March 2008*, the Portuguese Ministry of Education (ME) ([Ministério da Educação](#)) launched an international tender to equip the country's schools with high-speed broadband access, realised via data communication services (of IP VPN type), internet services, leasing of terminals, and hosting of servers with links between the various school networks and those of the ministry's national and regional bodies.

Under its Technological Plan for Education, the Portuguese Government's aim was that pupils in their fifth to twelfth years of schooling had Internet access at a speed of at least 48 Mb/s.

- ▶ The [National Action Plan for Inclusion](#) (*Plano Nacional de Acção para a Inclusão*) for 2008-2010, was launched, the latest in a series of similar plans originating in 2001. The plan recognised that addressing the challenges of the information and knowledge society strongly contributed to inclusion and productivity and competitiveness of the country. 'Digital Inclusion Centres' for activities with children and youth (e-Kindergarten) and 'Broadband Community Networks' in disadvantaged regions are among the measures proposed.
- ▶ A new platform was launched by the [Knowledge Society Agency](#) (UMIC) for the 'Solidarity Network', which by then had included 240 Non-Governmental Organisations (NGOs) of/for citizens with special needs, to host the websites of these organisations while increasing their connectivity to the Internet to 8 Mb/s.

## 2007

- ▶ In *2-3 December 2007*, during the Portuguese Presidency of the EU, the [Knowledge Society Agency \(UMIC\)](#) together with the European Commission organised the [Ministerial Meeting on European e-Inclusion Policy](#).
- ▶ Portugal entered the second year of application of its Technological Plan (*Plano Tecnológico*) towards the information society. Eight strategic targets, including eGovernment, eHealth and eInclusion were served by the plan, which tied closely with Portugal's Strategic National Reference Framework (QREN, 2007-2013), concentrating on the three related fields of knowledge, technology and innovation. As it was announced at a special meeting of the plan's Consultative Committee on *23 November 2007*, advances over the past two years included the doubling of the number of households with broadband access, a more than twofold improvement in the ratio of pupils to computers available in the country's schools, and the achievement of putting more than 90 % of public services on-line.
- ▶ A Council of Ministers' Resolution was approved on *27th September 2007* setting out guidelines for the [Accessibility of Government and Central Administration Websites](#) and targets for achieving World Wide Web Consortium (W3C) "A" level conformity within the following 3 months, and 'AA' level conformity for sites with transactional services within the following six months.
- ▶ Under a new scheme, launched in *June 2007*, the Portuguese Government would guarantee access to computers and broadband for more than half a million people. As was announced in parliament on 31 May, significantly reduced prices would apply under the scheme. The programme targeted three main social groups who were "absolutely fundamental to the development of the information and knowledge-based society", namely students, teachers and workers in training.
- ▶ The 'umbrella' strategy on all forms of accessibility was launched under the [National Plan for the Promotion of Accessibility \(Plano Nacional de Promoção da Acessibilidade\)](#), full text) for 2007-2015. The plan, which is still active, comprises aspects of physical accessibility such as those of transport and movement in an urban built-up environment, and eAccessibility via ICTs and supporting technologies.

Action 2.5.(b) refers to electronic access to public services, while Action 2.5(d) provides for availability of public telephones, text communication in shopping centres and transportation stations of the main national cities.

- ▶ In *March 2007*, the project on the Open Library for Higher Education, funded via an open call for projects on Digital Inclusion, designed by the [Knowledge Society Agency \(UMIC\)](#), entered full operation, providing in 10 universities more than 3 000 titles specifically developed for students with special needs.

## 2006

- ▶ In *3-4 November 2006*, the [Knowledge Society Agency \(UMIC\)](#) launched the 'Internet Spaces Network' at a national large scale [meeting](#). The aim was to mobilise the existing 'Internet Spaces' created to promote eInclusion throughout the country, into cooperative work.
- ▶ In *August 2006*, the National Action Plan for the Inclusion of People with Disabilities was launched, followed by the National Action Plan for Inclusion, 2006-2008, approved in September 2006.
- ▶ In *January 2006*, all 1st to 12th grade public schools in Portugal were connected via broadband to the Internet, as a major contribution to eInclusion. Portugal was one of the first countries to assure full broadband connectivity for all public schools.

## 2005

- ▶ The National Action Plan for Growth and Employment 2005-2008 and the National Reform Plan (NRP) were launched under the umbrella of the renewed Lisbon Strategy. Under the same umbrella, the Technological Plan towards the information society (*Plano Tecnológico*) was launched in *November 2005*, focusing (inter alia) on developing human capital for science and technology.
- ▶ In *July 2005*, the '[ConnectingPortugal](#)' (*LigarPortugal*) programme was launched as a broad policy strategy to foster the progress of the Information and Knowledge Society in Portugal for the period 2005-2010.

## 2002

A special Programme was launched in 2002 to promote the use of computers and the Internet in primary schools scattered throughout the country, under a direct and regular support by Higher Education institutions. Hundreds of thousands of students and tenths of thousands of teachers were involved in diverse activities, such as the granting of the 'Basic ICT Competences Diploma', Internet web sites development, personal electronic portfolios creation, use of collaborative platforms, e-Twinning programmes with other schools, among others.

## 2001

- ▶ In *April 2001*, the 'Solidarity Network' consisting of non-profit organisations of/for citizens with special needs was created, and in August of the same year it began to provide such organisations with connectivity to the Internet, e-mail boxes and hosting of web sites. The 'Solidarity Network', managed by the [Knowledge Society Agency](#), subsequently grew to include 127 organisations by the end of 2002.
- ▶ A national training and recognition system for basic ICT competences (the 'Basic IT Competencies Diploma') was created by special legislation in 2001 and has since been maintained by a network of more than 800 registered centres, involving higher education institutions, basic and secondary schools, '*Ciência Viva*' Centres, Internet Spaces and centres for the Diffusion of Information Technologies.

## 1999

In *August 1999*, the 'National Initiative for Citizens with Special Needs in the Information Society', was launched. This was the first action addressing eInclusion issues specifically, focusing on the disabled and (indirectly) the elderly. The initiative established the obligation of governmental websites to comply with web content accessibility guidelines for citizens with special needs. Portugal was the first European country to adopt such accessibility requirements and the fourth worldwide. The unit ACESSO was created within the Ministry of Science and Technology to provide support to web and ICT accessibility. After 2005, this unit operated within the [Knowledge Society Agency](#) (UMIC).

## 1997

- ▶ The first strategic document on the Information Society in Portugal was the [Green Book on the Information Society in Portugal](#) (*Livro Verde para a Sociedade da Informação em Portugal*). Prepared by the 'Mission Group for the Information Society', led by the Ministry of Science and Technology, it was put forward by the government for public discussion. The Green Book dedicated a whole chapter (VIII) to social implications of the Information Society, such as citizens' quality of life and social well-being, info-education and info-exclusion, protection of minors and support measures for social groups at risk of exclusion.

- ▶ To serve the needs for eAccessibility, the Access Unit - Accessibility for Citizens with Special Needs to the Information Society was set up under the remit of the Ministry of Science and Technology.

## eInclusion Strategy

### Main strategic objectives and principles

#### eInclusion policies

The [Knowledge Society Agency](#) (UMIC), of the Ministry of Science, Technology and Higher Education, (*Ministério da Ciência, Tecnologia e Ensino Superior*), whose mission is to coordinate national Information Society policies, states that ICT access and user skills are seen as a differentiating factor of major importance for social opportunities. Strategically, the Portuguese Government considers that ICTs are a powerful tool for social inclusion and cohesion that open new horizons in terms of corresponding policies and schemes. Relevant ongoing programmes and actions embody the following common principles and objectives:

- ▶ Allow info-excluded groups access to the benefits of the information society.
- ▶ Use ICT to facilitate the social inclusion of immigrants and other groups at risk of social exclusion.
- ▶ Ensure access to ICT for citizens with special needs (particularly people with disabilities and the elderly) and use the Internet as a key tool to achieve their inclusion and participation in society.
- ▶ Increase the number of free public 'Internet access spaces' (for example, community centres) which make available direct support to users as well as training.
- ▶ Minimise digital barriers to the creation and conception of content, with particular attention paid to content made available by public administrations.
- ▶ Minimise content-related accessibility barriers.

#### Action programmes to realise policies in eInclusion

The umbrella policy initiative for most ongoing actions on ICT and eInclusion is the [ConnectingPortugal](#) (*LigarPortugal*) programme, itself a component of the government's 'Technological Plan ([Plano Tecnológico](#)): Mobilising the Information and Knowledge Society', initially launched in November 2005. The aim of the plan was to enable the country to reach the European average in innovation and competitiveness within the next ten years (i.e. by 2015).

Inclusion and accessibility projects enabled by the '[ConnectingPortugal](#)' programme should adhere to the basic principles for eInclusion policies stated above. Specific target outputs and actions of the programme include:

- ▶ Doubling the Internet Spaces Network in municipalities, enabling free public broadband access, accompanied by specialised monitors and conditions for users with special needs.
- ▶ Creating a public Citizenship Internet service which would ensure free online access to all basic public services and other services of public Interest.
- ▶ Developing a social inclusion platform aimed at the 25 to 54 year old population with basic skills or lower, providing help staff, in particular in residential areas of urban centres.
- ▶ Developing a social inclusion platform aimed at the elderly with specific schemes applicable to 'centres for the elderly'.
- ▶ Developing a multi-institutional platform to fight info-exclusion and to facilitate the integration of immigrants and other social groups via the use of ICT, as well as improve the network of community centres with Internet access to support these groups.

- ▶ Enhancing the Public Internet Spaces Network to provide ICT accessibility for citizens with special needs.
- ▶ Promoting ICT research, dissemination and training for citizens with special needs.

Under the [ConnectingPortugal](#) banner, more than 100 projects have already been launched by the [Knowledge Society Operational Programme](#) (*POS-Conhecimento*), co-financed by national and Communal funds.

## eAccessibility

The 'umbrella' strategy on all forms of accessibility is contained in the 2007 [National Plan for the Promotion of Accessibility](#) (*Plano Nacional de Promoção da Acessibilidade*, full text). The plan comprises aspects of physical accessibility such as those of transport and movement in an urban built-up environment, and eAccessibility via ICTs and supporting technologies. Implementation covers two periods, namely 2007-2010 and 2011-2015.

More specific actions for eAccessibility have been included in several national programmes, such as:

- ▶ Action 1.2 of the National Programme for the Inclusion of Disabled People in the Information Society (2003) established a mechanism for monitoring and receiving suggestions and claims concerning public website accessibility and general ICTs used in public administration services. Action 7.2 of the programme promoted training and incentives regarding Internet usage by those disabled.
- ▶ Between 2000 and 2004, several training actions for the webmasters of public administration organisations were promoted by the [Knowledge Society Agency](#) (UMIC), aiming at the improvement of accessibility provisions for those with special needs. Since 2004, UMIC has continued to offer direct consultancy to teams responsible for web site/portal development in public organisations regarding their accessibility facilities.
- ▶ Under Axis 1, 'Accessibility and Information, Strategy 1.2' of the 1st Action Plan for the Integration of the persons with Disability or Incapacity (PAIPDI) (2006-2009), there was a measure to guarantee the application of web accessibility standards to all public websites.
- ▶ Action 2.5(b) of the National Plan for the Promotion of Accessibility (PNPA), 2007-2015, refers to electronic access to public services. This action intends to ensure accessibility for people with a disability (namely, people with vision and hearing impairments) to public services available in electronic format. Action 2.5(d) provides for availability of public telephones, text communication in shopping centres and transportation stations of the main national cities.
- ▶ The government has supported the creation of the Solidarity Network (*Rede Solidária*), a network for internet access, free to all Non Governmental Organisations (NGOs) with activities in the field of aiding the disabled, which currently includes more than 280 Internet access points.

## Broadband policy and next generation's networks

The country's strategy focuses on developments beyond the existing broadband communications infrastructure. The government's strategy for the development and investment on next generation networks is described in [Resolution no. 120/2008](#) of the Council of Ministers. The Resolution serves eInclusion by calling for measures to:

- ▶ broaden access to the new networks by as many people as possible throughout the country;
- ▶ foster investment on remote or low population density areas.

## Social inclusion and Information Technology Education

The [National Action Plan for Inclusion](#) (*Plano Nacional de Acção para a Inclusão*) for 2008-2010, is the latest in a series of similar plans originating in 2001. Actions under Priority 2 of the plan aim to correct the disadvantages in education and training/qualification. The plan acknowledges that addressing the challenges of the information and knowledge society strongly contributes to the inclusion, productivity and competitiveness of the country; therefore, the Portuguese population should increase its specific competences in information and communication technology. Specific measures comprise:

- ▶ technological infrastructure for schools;
- ▶ training under the Technological Plan for Education (*Plano Tecnológico da Educação*);
- ▶ training at work and skills for industry;
- ▶ a schools' portal offering digital access to educational resources;
- ▶ digital inclusion centres for activities with children and youth (e-Kindergarten);
- ▶ broadband Community Networks in disadvantaged regions.

## eInclusion Legal Framework

### Main legal texts impacting on the development of eInclusion

#### eInclusion legislation

The main legislative documents referring to eInclusion are in the form of 'Resolutions of the Council of Ministers' (Government Resolutions):

- ▶ Resolution 96/99 (August 1999) – launched the National Initiative for Citizens with Special Needs in the Information Society.
- ▶ Resolution 97/99 (August 1999) – on the eAccessibility of websites of the public administration (central and local).
- ▶ Resolution 110/2003 (August 2003) – launched the National Programme for the Participation of Citizens with Special Needs in the Information Society.
- ▶ Resolution 120/2006 (August 2006) – launched the National Action Plan for the Inclusion of People with Disabilities.
- ▶ Resolution 9/2007 (January 2007) – launched the National Action Plan for Accessibility 2006-2015 (which also includes eAccessibility issues).
- ▶ Resolution 155/2007 (October 2007) – stated a set of new eAccessibility guidelines for all Public Administration websites.

#### eAccessibility legislation

##### Accessibility of Government and Central Government Internet sites

The [Council of Ministers' Resolution No.110/2003 \(text in Portuguese\)](#) of 12th August and the [Council of Ministers' Resolution No. 9/2007 \(text in Portuguese\)](#) of 17th January regulate accessibility of central government sites. The comprehensive set of guidelines for accessibility of all government and central administration services and public bodies' websites for citizens with special needs is contained in the [Council of Ministers Resolution No. 155/2007 \(text in Portuguese\)](#), approved on 27 September 2007. Technical requirements are clearly defined, conformant to the World Wide Web Consortium (W3C) guidelines for accessibility of Internet content. For merely informative content sites, the target date for compliance was set to 'A' conformity within three months (i.e. by the end of 2007), while for sites that incorporated services to citizens on a transactional basis, the target date was set to 'AA' conformity within six months (i.e. by the end of March 2008).

Prior to 2003, the [Council of Ministers' Resolution No. 97/99 \(text in Portuguese\)](#) of 29th July, had already established that central government services would have had to adopt appropriate organisational formats and means of presenting information on the Internet to ensure accessibility for citizens with special needs, without, however, defining a norm to be complied with. This resolution, which was part of the National Initiative for Citizens with Special Needs, approved by [Council of Ministers' Resolution No. 96/99 \(text in Portuguese\)](#), of 29th July, made Portugal the first country in Europe and the fourth worldwide to approve legislation for this purpose.

## eCommunications legislation

### [Law on Electronic Communications](#) (*Lei das Comunicações Electrónicas*)

The 'Law on Electronic Communications' (Law nº5/2004) transposes the EU Universal Service Directive and includes certain accessibility requirements. Article 91 states that specific measures for users with disabilities could be developed in relation to public phones; emergency services, phone directory and its information services are specifically mentioned. The specific offers could include:

- ▶ the offer of phones or public places with text or similar measures, for deaf persons or with speech communication disabilities;
- ▶ the provision of services of phone information, or similar measures, free for blind persons or persons with vision disabilities;
- ▶ the provision of a detailed invoicing in alternative formats upon request made by a blind person, or a person with a vision disability.

The law also states that the National Regulatory Authority could adopt specific measures to ensure that users with disabilities can have a choice of service provider as is the case for the majority of users.

The legislation has imposed obligations and/or made an impact in the following areas:

- ▶ Telecommunication equipment has become available free of charge for disabled users.
- ▶ There is a legal obligation to apply special tariffs to disabled people.
- ▶ The national regulatory authority is obliged to evaluate the situation and decide upon offering special price packages.
- ▶ Directory services are produced in Braille by the universal service provider; a special number 118 Braille has become available for blind and partially sighted clients free of charge (20 calls per month) for information services.
- ▶ The 112 emergency call service has to become available for deaf and speech impaired people.
- ▶ Installation of text phones in the 112 emergency call centres across the country and training of staff are to take place.

## Broadband

### [Resolution no. 120/2008 of the Council of Ministers](#)

The resolution (30th of July 2008) describes the government's strategy for the development and investment on next generation networks. eInclusion-related actions aim to:

- ▶ broaden access to the new networks by as many people as possible throughout the country;
- ▶ foster investment on remote or low population density areas;
- ▶ ensure access by all operators, under equal terms, to the network of ducts and remaining relevant facilities, and eliminate barriers to the roll-out of optical solutions in connection with next generation networks in buildings, including the introduction of the appropriate changes to the technical regulations currently in force.

## Broadcasting

### [National Television Act](#) (*Lei da Televisão, n°27/2007*)

The Act (30th of July 2007), which updated the previous Act no 32/2003, states that the operator holding the public television service concession is responsible for ensuring that its transmissions can be followed by people with special needs, namely, through subtitling, sign language, audio-description and other techniques deemed appropriate. It also provides that programmes specifically aimed at this audience are transmitted according to a schedule defined in the multi-annual plan by the regulator (Article 51(j)). The law also states that the national media regulator will define a set of obligations for all operators that shall enable people with special needs to follow broadcasts, based on a multi-annual plan and taking into account technical and market conditions (Article 34(3)).

Similar obligations have been placed upon operators by the Resolution of the Council of Ministers no. [120/2008](#).

On the 21st August 2003, the public television broadcaster established a protocol with the two private TV broadcasters for the introduction of **accessibility in TV programmes** with a reduction of advertising in the 1st public channel of the TV operator. The protocol was updated on the 15th February 2005. This agreement has resulted in:

- ▶ the commitment by the two private TV broadcasters to start broadcasting at least 2.5 hours each week of programmes with informative, educational, cultural or entertainment content in sign language, between 8 a.m. and 12 p.m.;
- ▶ the commitment by the private TV broadcasters to broadcast not less than 5 hours per week of fiction or documentary programmes with subtitling through teletext;
- ▶ the public broadcaster's obligation to offer programmes which double the above limits of minimum performance imposed upon private operators.

Portugal officially launched its Digital Terrestrial TV service on the 29th April 2009 in 29 municipalities, with the aim to pass to digital transmissions by 2012.

## eInclusion Actors

### Main roles and responsibilities

#### National eInclusion

##### Policy/Strategy

##### **Ministry of Science, Technology and Higher Education** (*Ministério da Ciência, Tecnologia e Ensino Superior*)

The ministry has the overall responsibility for policies and strategies related to technology and to technology application on societal issues. As such, it has the overall responsibility for eInclusion policies.

##### **Ministry of Labour and Social Solidarity** (*Ministério do Trabalho e da Solidariedade Social, MTSS*)

The ministry, among others, has the responsibility for policies on social security, social inclusion and rehabilitation of the disabled.

##### Coordination

##### **Knowledge Society Agency (UMIC)** (*Agência para a Sociedade do Conhecimento*)

UMIC is the Portuguese public agency with the mission of coordinating policies for the Information Society and mobilising it through dissemination, qualification and research activities. Among its operational objectives is the promotion of qualifications, inclusion and accessibility to and with ICT. It operates within the Ministry of Science, Technology and Higher Education.

UMIC is part of an advisory working group aiming to contribute to identifying technical accessibility requirements, namely, those for 'A' and 'AA' conformity levels and to further cooperate in a technical consultancy role. Subordinate organisations include:

- ▶ AMA – Agency for Administrative Modernisation
- ▶ INR, I.P. – National Institute for Rehabilitation
- ▶ CEGER – Government Informatics Network Management Centre.

##### Implementation

##### **Knowledge Society Agency (UMIC)** (*Agência para a Sociedade do Conhecimento*)

UMIC has an implementation and execution responsibility on various eAccessibility initiatives, such as Action 2.5(d) of the **National Plan for the Promotion of Accessibility** (PNPA) 2007-2015, executed together with the Portuguese communications operator and the National Communication Authority (UMTS) working group.

##### Support

**National bodies** with responsibility for disability law and policy implementation include:

##### **Secretary of State Adjunct and for Rehabilitation** (*Secretária de Estado Adjunta e da Reabilitação*)

The Secretary of State Adjunct and for Rehabilitation within the [Ministry of Labour and Social Solidarity](#) is in charge of integrated policies aimed to promote equal opportunities for all citizens and to fight against discrimination towards people with disabilities.

**[National Institute for Rehabilitation](#) (*Instituto Nacional para a Reabilitação, INR, I.P.*)**

The National Institute for Rehabilitation is the national body competent to promote this policy in partnership with other public entities and NGOs. The institute operates within the Ministry of Labour and Social Solidarity, to plan, execute and coordinate the national policies aimed to promote the rights of people with disabilities.

## eInclusion Who's Who

### Main eInclusion decision-makers and executives

#### Minister responsible for eInclusion



**José Mariano Rebelo Pires Gago**  
Minister of Science, Technology and Higher Education

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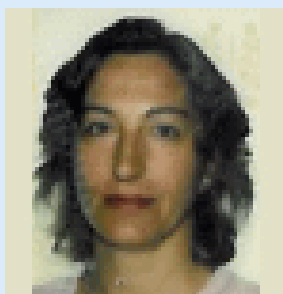
#### eInclusion executives



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## eInclusion Areas

### Riga Declaration Priorities

#### ICT & Ageing

##### Status in ICT & Ageing

It is evident from statistics that the elderly do not, in general, use ICT in their daily activities. The picture emerges from the European Commission's report on "Europe's Digital Competitiveness" for 2010, where the index on regular Internet use for those between 65 and 74 is 0.13, as opposed to an EU-27 average of 0.33. This was also confirmed for digital skills: the issue of the same report for 2009 showed a relatively high disparity in digital skills observed between those in the 65-74 age group (index at 0.10) and the EU-27 average (index at 0.29) for the year 2007. We should note here that the lower the value of this index is, the higher the level of disparities it represents.

From the demographic point of view, figures by the [European Social Fund Operational Programme](#) for 2007-2013 for Portugal confirm that the country's population is ageing fast, with the old-age dependency ratio projected to increase from 25.2 % in 2004 to 58.1 % in 2050.

##### Actions to support ICT & Ageing

###### Solidarity Network

Comprising more than 240 Non-Governmental Organisations (NGOs) for and of the disabled, the elderly or those at risk of exclusion, the [Solidarity Network](#) (*Rede Solidária*) can be traced back to when social solidarity institutions joined the RCTS - Technology and Society Network. The RCTS was set up in 1997 to replace the National Scientific Computation Network, extending this network of scientific and higher education institutions to elementary and secondary schools, public libraries, solidarity institutions and other scientific and cultural institutions.

The [Knowledge Society Agency](#) (UMIC) has sponsored the development of the Solidarity Network (*Rede Solidária*) portal and has supplied content management facilities to the network's institutions since June 2005. In addition, it continues to monitor activities and to provide the broadband Internet connection to the Solidarity Network institutions and a number (approx. 650) of email inboxes for their use.

###### The European Social Fund

Regions suffering higher rates of social exclusion and unemployment, or with elderly populations, are eligible for help by 'Priority 6: Citizenship, inclusion and social development of the [European Social Fund Operational Programme](#) (2007-2013) in order to develop better social networks, prevent youngsters from leaving school at early age and reduce social exclusion among vulnerable groups.

#### Geographic Digital Divide

##### Status of Common Access to Electronic Content and Services

As remarked in the European Commission's "Europe's Digital Competitiveness" report for 2010, despite the high availability of DSL, fixed broadband penetration is relatively low in Portugal (18.6 % as opposed to an EU-27 average of 24.8 %), standing at the 22nd place in the EU. Nevertheless, 98 % of the connections are at least 2 Mb/s. Household connectivity went up only by 2 percentage points in 2009, standing at 48 %. A positive development here is that 96 % of connected households have a broadband connection. Despite the low figures for fixed broadband among households, fixed broadband penetration

among enterprises has made significant progress since 2006, and exceeded the EU average in 2009. Wireless internet markets are developing at a high rate: both laptop and 3G mobile phone use are above average and Portugal is one of the leading countries in mobile broadband. According to the same report:

- ▶ Coverage of rural areas by DSL was at 89 %, and national coverage was 96 %, in December 2009.
- ▶ The rate of growth in regular Internet use between 2008 and 2009 was approx. 48 %.
- ▶ In general, even though growth in fixed broadband penetration has been slowing down over the past two years in Europe, Portugal was among the few countries where the number of net additions in 2009 was greater than in 2008.

According to the European Commission's Communications Committee (COCOM) report for 2009, very high speed internet penetration, at speeds larger than or equal to 10 Mbit/s, was at 11.3 % of the population, representing the 3rd highest in the EU and close to twice as that of the European average. The same report showed that the penetration of mobile broadband through dedicated data services (cards, modems and keys) was the 2nd highest in Europe at 16.1 %, exceeding the European average by more than three times.

#### Actions to support Common Access to Electronic Content and Services

##### Internet Spaces Network

[Internet Spaces](#) (*Rede de Espaços Internet*) are places of free public access which make regular use of computers and the Internet, and provide support staff to help users. Many of these spaces meet accessibility criteria for citizens with special needs. Development and maintenance of the network is supervised by the [Knowledge Society Agency](#) (UMIC), which has integrated the current set of 1 172 Internet Spaces into an organised community distributed throughout the country. In particular:

- ▶ 329 Internet Spaces have been set up with specific public hardware in municipalities; the aim is to increase this number, under additional support by the ['Connecting Portugal'](#) programme.
- ▶ 251 operate in welfare institutions, most of them having been set up using support from the Operational Programme for the Information/Knowledge Society (POSI/POSC) under the 'Solidarity Click' initiative.
- ▶ 187 operate in public libraries, having been set up using financing from POSI/POSC under a cooperation protocol between the [Knowledge Society Agency](#) (UMIC) and the [National Association of Portuguese Municipalities](#) (*Associação Nacional de Municípios Portugueses*).
- ▶ 132 operate in 'Digital Inclusion Centres', set up by POSI/POSC under the scope of the [Choices Programme](#) (*Programa Escolhas*).
- ▶ 123 operate within the auspices of the ['Digital Cities and Digital Regions'](#) (*Cidades e Regiões Digitais*) projects supported by POSI/ POSC.
- ▶ 30 operate in Employment and Training Centres, financed by POSI/POSC under the scope of a project run by the [Institute for Employment and Vocational Training](#) (*Instituto de Emprego Formação Profissional*, IEFP).
- ▶ 55 in Cultural, Recreational and Sports Collectives (*Colectividades de Cultura, Recreio e Desporto*), set up with the support of POSI/POSC, most of them within the scope of the Madeira Technopolis–Scientific and Technological Centre for Madeira (*Madeira Tecnopolo - Polo Científico e Tecnológico da Madeira*) project and the '2001 Associations' (*2001 Associações*) project.
- ▶ 54 Internet Clubs (*Clubes Informáticos*), set up with the support of POSI/POSC for the Information Solidarity Network of the Azores (*Rede Solidária da Informação Açores*, RSIA).
- ▶ 11 Internet Spaces in 'Ciência Viva' Centres, set up as ['Ciência Viva' Centres](#) (*Centros Ciência Viva*).

### Next generation networks

In January 2009, the installation of five 'Next Generation Broadband Community Networks' in deprived areas ('Vale do Minho', 'Vale do Lima', 'Terra Quente Transmontana', 'Distrito de Évora') was concluded. The six months project was managed by the Knowledge Society Agency (UMIC). 1 222 Km of ducts were built and optical fibre cable and active equipment were installed for operation on an open multi-operator basis at up to 10 Gbit/s. These projects aimed to fight e-Exclusion resulting from the lack of modern communications infrastructure in deprived areas of low population density, where market forces failed to deliver.

## eAccessibility

### Status of eAccessibility

[Government Resolution 155/2007](#) (published on 2 October 2007) stated new eAccessibility guidelines for all public administration websites, essentially requiring all websites to conform to W3C-WCAG 1.0 by April 2008.

According to the results of the [Measuring progress of eAccessibility in Europe](#) (MeAC) project, the results of the evaluation for WCAG 1.0 Level A accessibility criteria (using automatic and manual methods of evaluation of 12 websites) for Portugal, as measured in July 2007, were as follows:

- ▶ 3 out of 5 of the selected public websites passed the automatic evaluation, but none passed both the automatic and manual evaluations;
- ▶ 1 out of 6 of the sectoral/commercial websites passed the automatic evaluation.

For telecommunication services, the following situation was identified by the same study in 2008:

- ▶ The main emergency number (112 or other) had not yet been directly accessible by means of text telephones.
- ▶ Neither a text relay service, nor a video relay service was available.
- ▶ Of the two main landline telephony operators, one operator provided eAccessibility-related information to customers with disabilities via its website. One operator offered models that are labelled as hearing aid compatible via their online sales channel.

The successor of the above study [Monitoring eAccessibility \(2009-2011\)](#), which is still in progress, is expected to provide renewed assessments of the level of public websites' accessibility, also in comparison with legislative provisions and the deadline for implementation of WCAG 2.0.

Portugal for 2010 appears relatively well-placed in Europe, exhibiting 26 % non-conformity for its public sector sites.

### Actions towards eAccessibility

#### Access Programme

The objective of the [Access Programme](#) (*Programa Acesso*) of the [Knowledge Society Agency](#) (UMIC) is to promote the development, availability and dissemination of Information and Communication Technology (ICT) instruments that enable citizens with special needs, namely the disabled, the elderly and the bedridden to overcome their difficulties. It also aims to reduce obstacles that the disabled may face in accessing ICT benefits. This programme more specifically aims to:

- ▶ support the development of new products, content and services that may improve the quality of life of citizens with special needs;
- ▶ encourage the use of ICT by citizens with special needs and by their organisations;

- ▶ minimise the digital barriers in content, software and hardware interfaces, particularly in content offered by the central government on the Internet, in the documentation and software used at work, in educational multimedia applications and in mobile communication and digital television interfaces;
- ▶ improve the information system and availability of technical assistance;
- ▶ encourage more human resources and support materials, namely in hospitals and schools;
- ▶ foster the exchange of specialised knowledge and experience between professionals and people with special needs;
- ▶ include accessibility and support technology knowledge in ICT professionals' training, retraining and education.

One of the Access Programme's components is its support for the [Solidarity Network](#) (see under 'ICT and Ageing'). The network comprises 13 videoconference connections among schools and hospitals allowing bedridden students attending classes remotely and keeping in touch with family and friends.

In addition, through the Access Programme, the [Knowledge Society Agency](#) (UMIC) has become a member of the [EDeAN – European Design for All eAccessibility Network](#), established in 2002 in the scope of the European eEurope2002 initiative. The network involves around 160 European organisations. The National Contact Point for Portugal is the [National Institute for Rehabilitation](#) (*Instituto Nacional para a Reabilitação*).

### Open Library of the Higher Education project

In March 2007, the project of the Open Library of the Higher Education, funded within an open call for projects on Digital Inclusion designed by the [Knowledge Society Agency](#) (UMIC) entered in full operation, providing in 10 universities more than 3 000 titles specifically developed for students with special needs.

### 'Paediatrics ICT' project

The '[Paediatrics ICT](#)' (*TIC Pediátrica*) project was launched in late 2005, managed by the Foundation for Disseminating Information Technologies (FDTI). Other institutional promoters were the Secretary of State for Young People and Sport and the Ministry of Health and it was sponsored by several companies. The projects make technological resources available to children hospitalised in paediatric wards, enabling them to relax and be in contact with their families, school and friends via web-cams, personal computers and small family blogs. The project has been through various stages of implementation since 2005 and by August 2009 it had been instituted in 22 hospital units.

### Ambient Assisted Living Organisation

Portugal is represented by the [Knowledge Society Agency](#) (UMIC) in the [Ambient Assisted Living \(AAL\) Association](#), which was set up in Brussels on 19th September 2007 to manage European R&D projects (via the Framework Programmes for research) in the area of intelligent Ambient Assisted Living based on Information and Communication Technologies (ICT).

### Fraunhofer-Portugal Programme

As part of the preparations for the Fraunhofer-Portugal Programme (and as part of the 'Partnerships for the Future' ([Parcerias para o Futuro](#)) initiative, the first [Fraunhofer Institute](#) outside Germany will be set up in Porto, specialising in technologies' applications, content and services applicable to the Ambient Assisted Living field. The new institute will lay emphasis on developing technology, content and services for the less privileged citizens, such as the elderly and the people with special needs.

### 'AAA' accessibility under WCAG 2.0

Since December 2008, the [Knowledge Society Agency's](#) (UMIC) 8 web sites with more than 3 000 pages and associated 700 documents have been made fully accessible, satisfying the 'AAA' accessibility level of the WCAG 2.0 – Web Content Accessibility Guidelines of the W3C – World Wide Web Consortium. UMIC became one of the very few organisations in the world able to reach this level of full conformity.

## Digital Literacy and Competences

### Status on Digital Literacy and Competences

Digital literacy and competences in Portugal rate low on certain social groups such as the aged and those in geographically remote areas. The European Commission's 'Europe's Digital Competitiveness' reports for 2009 and 2010, note that Portugal has one of the lowest rates of regular and frequent internet use in the EU, and half of the population has never used the Internet. Use varies according to educational level, however. According to Eurostat data for 2009, internet users in Portugal were 93 % of the population with higher education (above the EU-27 average of 91 %), 87 % of the population with secondary but no higher education (ranking 6th in EU-27, above the EU-27 average of 71 %), and 30 % of the population without secondary education (below the EU-27 average of 43 %).

Overall usage of online services is also relatively low. The main exception is the use of the Internet for the purpose of learning (39 % of the population as opposed to an EU-27 average of 32 %, for 2009, according to Eurostat). Further numerical evaluations by the above reports show that:

- ▶ The index on 'Digital Literacy by Risk Groups and Country' was at 0.64 for the 'Riga Total-at-Risk Groups' for the year 2009, as opposed to a corresponding European (EU-27) average of 0.71.
- ▶ The index of 'Digital Literacy Disparities in At-Risk Groups by Country' was at 0.56 for the year 2007, as opposed to an EU-27 average of 0.68. This shows that the country had a higher level of disparity compared to the European average.
- ▶ Use of the Internet for training and education has been on a steep increase in Portugal. The country had the highest reported increase in internet use in Europe (by 83 %) for this purpose between 2007 and 2009.

### Actions towards stimulating Digital Literacy and Competences

Under the framework of the Technological Plan (*Plano Tecnológico*) and of the European Alliance on Skills for Employability, a memorandum of understanding was signed in early 2006 between the Portuguese Government and the Microsoft Corporation, spanning a potential target population of 1 million citizens, covering (inter alia) digital literacy and certification.

Eleven (11) projects specifically targeting digital literacy and certification of basic ICT competences were financed by the Knowledge Society Operational Programme, in the period 2006-08. Other actions for digital literacy supported by the [Knowledge Society Agency](#) (UMIC) include:

#### ICT in schools

- ▶ In January 2006, all state schools from the 1st to the 12th years had broadband Internet connections, with the exception of a small number of those that would cease operating in summer 2006. In 2005, only 18 % had a broadband connection.
- ▶ A special Programme was launched in 2002 to promote the use of computers and the Internet in primary schools scattered throughout the country, under a direct and regular support by Higher Education institutions. Hundreds of thousands of students and tenths of thousands of teachers were involved in diverse activities, such as the granting of the 'Basic ICT Competences Diploma', Internet websites development, personal electronic portfolios creation, use of collaborative platforms, eTwinning programmes with other schools, among others.

#### **Basic ICT Skills Diploma**

The '[Basic ICT Skills Diploma](#)' (*Competências em TIC*) represents a way for recognising and promoting basic Information Technology (IT) competences, instituted by [Decree Law No.140/2001](#), as an instrument for fighting eExclusion, consolidating citizenship and promoting social cohesion in the context of the Information Society.

### ICT Academies

Higher education [ICT Academies](#) (*Academias TIC*) deliver vocational training in Information and Communication Technologies (ICT), and the corresponding internationally-recognised certification based on widely-recognised training programmes, prepared by companies of international standing in the areas of ICT. The project involves 62 partnerships between companies and Higher Education institutions, involving the following companies: Microsoft, Cisco Networking, Sun Microsystems (soon to be enlarged concluding agreements with Oracle, SAP, SAS, Business Intelligence Software, LPI – Linux Professional Institute).

### CET - Technology Specialisation Programmes

The CET - 'Technology Specialisation Programmes' (*CET - Cursos de Especialização Tecnológica*) are post-secondary education programmes with professional certification in polytechnics and universities. They now amount to 119 registered programmes, in 38 institutions, in 30 towns (e.g. Multimedia Development, Network and Information Systems Installation and Maintenance, Computer Management Applications, among others).

### eSchool programme

The [eSchool](#) (*e-escola*) programme, under the framework of the Technological Plan (*Plano Tecnológico*), initially launched in June 2007, aims at making portable notebook PCs with wireless broadband connectivity available to students, adult trainees and teachers, thus targeting nearly 750 000 citizens. Different pricing schemes are available according to the beneficiaries' economic status, with even more favourable conditions applicable to disabled persons and those who belong to low socio-economic status groups. The programme is financed by ICT companies under the terms of licensing contracts with the government and has so far, delivered over 1 300 000 portable PCs.

### Training

'Priority 4: Advanced training for competitiveness' of the [European Social Fund Operational Programme](#) (2007-2013) for Portugal provides funds for more training in science and technology aiming for greater mobility and an enriched workforce.

## eInclusion and Cultural Diversity

### Status on eInclusion and Cultural Diversity

Following the Riga Dashboard, the 'Index of Regular Internet Use in At-Risk Groups by Country', compiled by the European Commission's "Europe's Digital Competitiveness Report" (2010), evaluates Portugal at 0.57 for the "Riga Total-at-Risk Groups" as opposed to a corresponding European (EU-27) average of 0.68.

### Actions towards eInclusion and Cultural Diversity

#### 'Choices' Programme

The 'Choices' Programme ([Programa Escolhas](#)) promotes the social inclusion of children and young people from disadvantaged social and economic backgrounds. With the support of local institutions (schools, training centres, associations and other social agents) responsible for designing, implementing and evaluating projects, it promotes inclusion through school, occupational training, leisure activities, and participating in the life of the community, amongst others. Some of these social action projects involve cultural and artistic activities, and play a key role in the social integration of the communities they target.

The programme is government-sponsored, currently run by the [High Commission for Immigration and the Intercultural Dialogue](#) (*Alto Comissariado para a Imigração e Diálogo Intercultural*, ACIDI), and

funded by the Ministry of Labour and Social Solidarity (*Ministério do Trabalho e da Solidariedade Social*, MTSS) and the Ministry of Science, Technology and Higher Education (*Ministério da Ciência, Tecnologia e Ensino Superior*). Having started as a crime prevention programme for young people in problem neighbourhoods in Lisbon, Porto and Setúbal (the first-generation Choices Programme which ran from 2001 to 2003), the second-generation Choices Programme (2004-2006) sought to encourage the social inclusion of children and young people from disadvantaged social and economic backgrounds, on a platform of solidarity and social justice. The aim of the third-generation Choices Programme (2007-2009) was to promote the social inclusion of children and young people (aged 6 to 24 years) from lower socio-economic backgrounds, taking into account the increased risk of social exclusion, particularly of the descendants of immigrants and ethnic minorities. In addition, the fourth generation (2010-2012) has recently been launched.

Source: Council of Europe/ERICarts, *'Compendium of Cultural Policies and Trends in Europe'*, 11th edition, 2010.

## Inclusive eGovernment

### Status on Inclusive eGovernment

According to the latest version of the [benchmarking-based measurement](#) for eGovernment, prepared for the European Commission (2009), the online availability index for eGovernment services puts Portugal among the four European countries with 100 % online availability of the 20 basic services as opposed to an EU-27 average of 71 %. In the same report, Portugal and Malta occupy the top positions in sophistication of the 20 basic public services at 100 %, as opposed to an EU-27 average of 83 %. According to Eurostat, usage of electronic services related to public administration in 2009 was at 21 % of the population (EU-27 at 30 %), comprising 18 % for obtaining information (EU-27 at 28 %), 14 % for downloading forms (EU-27 at 18 %) and 16 % for returning filled in forms (EU-27 at 13 %). This means that despite the availability of online services, approximately only one sixth of the population were involved in a full electronic transaction with the administration.

### Actions towards Inclusive eGovernment

#### Citizen's Portal

The Citizen's Portal ([Portal do Cidadão](#)) is the central digital channel for public services. Launched in the first quarter of 2004, it now offers more than 900 citizen-oriented 24/7 services provided by 125 public administration bodies. It is already a well-known brand, recognised by more than 30 % of the Portuguese population. More than half a million users access it on a regular basis, with 4 million page views per month originated from more than 30 countries of all world continents.

The Citizen's Portal is regularly classified among the ten best Portuguese sites (KPBI30, Internet performance Portuguese index, January 2005). According to the latest version of the [benchmarking-based measurement](#) for eGovernment prepared for the European Commission (2009), the portal reaches 55 % on the 'Usability' metric and 83 % on 'User Satisfaction Monitoring'. The report observes that all User Experience scores are above the EU-27 average with the exception of accessibility which scores relatively low and is in need of further investigation. The portal scores 86 % on the 'One-Stop-Shop Approach' and 100 % on the 'User-focused Portal Design' parameters.

The development of the portal has been continuous. Besides improvements on the user interface, since February 2005 it has offered services supported by SMS, and access through WAP protocol by mobile phones and PDAs. An electronic payments platform was introduced at the end of 2005 allowing for different forms of payments. The platform enables the issuing of payment orders which can be completed through the unified ATM network widely available in Portugal, or even without leaving home or the office for people who use home banking. The services provided to citizens will be further

enhanced by the adoption of identification/authentication services based on the Citizen Card - the Portuguese electronic identity card - already available.

### **Common Knowledge Network**

Portugal's new [Common Knowledge Network](#) (*Rede Comum de Conhecimento*) is a portal linking central and local public bodies, private entities and citizens who want to participate. Run by Portugal's [Agency for the Public Services Modernisation](#) (*Agência para a Modernização Administrativa, AMA*), the network collects and publishes information on administrative modernisation and simplification, interoperability, inclusive governance, the distribution of public services and other issues. At the next stage of development, physical presence events (workshops, conferences and seminars) will complement the online activities. Administrative good practice proposals can be submitted to the network by filling in an online form; those having submitted proposals will subsequently be contacted by the portal's editorial team.

## The Future of eInclusion

### Research in Practice & Future Challenges

#### Research in Practice

The [Seventh Framework Programme](#) (FP7) comprises, under its umbrella, EU research initiatives that play a vital part in attaining the objectives of growth, competitiveness and employment. The broad objectives of FP7 have been grouped into four categories: [Cooperation](#), [Ideas](#), [People](#) and [Capacities](#). eInclusion aspects hold a prominent place in this programme, which has been operational since 2007 and will expire in 2013.

Approximately € 400 million have been allocated to FP7's **Challenge 7: 'ICT for Independent Living, Inclusion and Governance'**, one of the seven 'Challenges' of the [ICT Work Programme](#) 2009 – 2010 under FP7. The aim of 'Challenge 7' is to create ICT products, through research and development, which will foster independent and active living among Europe's ageing population, improving living standards and mitigating ICT complexity in order to encourage groups with special needs to uptake and use ICT tools and technologies to their benefit.

'Challenge 7' set three objectives:

Objective ICT-2009.7.1: [ICT & Ageing](#)

- ▶ Service robotics for ageing well
- ▶ Open Systems Reference Architectures, Standards and ICT Platforms for Ageing Well
- ▶ RTD roadmaps and stakeholder coordination.

Objective ICT-2009.7.2: [Accessible and Assistive ICT](#)

- ▶ Embedded Accessibility of Future ICT
- ▶ ICT restoring and augmenting human capabilities compensating for people with reduced motor functions or disabilities
- ▶ RTD research agendas & coordination of constituencies.

Objective ICT-2009.7.3: [ICT for Governance and Policy Modelling](#)

- ▶ Governance and Participation Toolbox
- ▶ Policy Modelling, Simulation and Visualisation
- ▶ Roadmapping and Networking for 'participation, governance and policy modelling'.

**Portugal is involved in the following FP7 projects:**

1. [Accessibility assessment simulation environment for new applications design and development](#) (ACCESSIBLE)

**Research area:** ICT-2007.7.2 Accessible and inclusive ICT

**Project start date:** [2008-09-01]

**Project end date:** [2011-08-31]

2. [Extending professional active life](#) (ePAL)

**Research area:** ICT-2007.7.1 ICT and Ageing

**Project start date:** [2008-02-01]

**Project end date:** [2010-01-31]

## Future Challenges

Targets highlighted for the year 2010 have been set forward in the Technological Plan ([Plano Tecnológico](#)) and the [Connecting Portugal](#) programme:

- ▶ increase the share of population regularly using the Internet to at least 60 % (40 % in Q1/2007, 35 % in Q1/2006);
- ▶ 50 % of homes to have broadband Internet access (30 % in Q1/2007, 24 % in Q1/2006);
- ▶ five students per PC in public schools (10.3 in school year 2006-07, 11.5 in 2005-06);
- ▶ 100 % of public administration agencies being on-line (88 % in Q1/2006 for the central administration and less for regional and local administrations).

From a more general perspective, the most important challenge facing Portugal on the way to the knowledge society is digital literacy. As shown in the Riga Declaration Priorities chapter, digital literacy and competences in Portugal rate low on certain social groups, such as the aged and those in geographically remote areas. Portugal has one of the lowest rates of regular and frequent internet use in the EU, and half of the population has never used the Internet. Overall usage of online services is also relatively low.

Ageing is another important challenge. As shown in the Riga Declaration Priorities chapter, the use of ICT by the aged is quite limited in the country and there is a relatively high disparity in digital skills observed between those in the 65-74 age groups and the EU-27 average. Moreover, population is ageing fast, with the old-age dependency ratio projected to increase from 25.2 % in 2004 to 58.1 % in 2050.

### **European Commission - eInclusion Practice**

eInclusion practice ([epractice.eu](http://epractice.eu)) is an information and exchange service for European professionals.

The eInclusion factsheets are one of the [epractice.eu](http://epractice.eu) services. The factsheets present an overview of the eInclusion status and progress in the European countries.

The eInclusion factsheets are produced and updated once a year.

eInclusion practice is an initiative of the Directorate General for the Information Society and Media, European Commission.

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