



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2022

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2022. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2022 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey: <https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org) and Rachael Purcell (email: purcell@un.org).

COUNTRY NAME*

Contact information

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Please select whichever applies*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I did not have the full information to respond to this questionnaire.
- I mostly provided my own opinion/assessment rather than official information.
- Other: **Most of the questions were answered by AMA, but some specific ones were submitted to other government areas, namely:**

- Finance;
- Justice;
- Culture;
- Economy and Digital Transition;
- Labour and Social Security;
- Environment;
- Education and Higher Education;
- Health;
- Presidency;
- Planning.

Regardless, there is some information that we did not receive in time.

A. Institutional / Organizational Framework

1. What is the official e-government portal at the national level? If more than one exists, please list all. *

The ePortugal portal (<https://eportugal.gov.pt/en>), launched in February 2019 ([Council of Ministers' Resolution No 46/2019](#)), is the Portuguese Single Digital Gateway centralizing all digital public services for both citizens and companies, as well as the information inscribed in the National Catalogue of Entities and Services (directory of public entities, services, points of care, websites, mobile applications, etc.). It has a broader focus: there are services from all the government areas of the Central Government and there are also Local Government services, and even some private entities services.

The portal was developed under the national simplification and modernization programme SIMPLEX and is organized around life and business events according to the core public service vocabulary (e.g. having a child, getting married, retiring) and provides both informational and transactional services, in line with the citizen-driven approach that the Portuguese government has been implementing for the last years.

There are a wide range of transactional services that can be performed directly on the ePortugal portal, including changing the address on the Citizen Card and requesting a variety of certificates. It presents 1466 services for citizens and businesses, from 601 entities, from both the Central Government (ministries), Local Government and private entities.

The portal presents information regarding all the public services, independently of the channel used to perform them. That is, when the service can be done through different channels (online, face to face, etc), the ePortugal.gov.pt has information regarding all the channels available for that particular service.

The portal is available to everyone, and was developed taking into consideration usability and accessibility requirements.

2. Please provide links (Links) for portals providing specific services/features*

E-services or similar

Central portal: <https://eportugal.gov.pt/en/>
 There are portals from different ministries that are connected to the central e-services portal "ePortugal.gov".

E-participation or similar	https://www.simplex.gov.pt/ ; https://participa.gov.pt/ ; https://www.consultalex.gov.pt/ ; https://ogp.eportugal.gov.pt/en/ ; https://www.livroreclamacoes.pt/inicio ; https://participacao.parlamento.pt/initiatives/?type=petitions https://bolsasugestoes.parlamento.pt/ ; https://www.livroamarelo.gov.pt/-/o-que-e-o-livro-eletronico-amarelo-
Open government data	Main open data portal: https://dados.gov.pt/en/ There are other portals such as: https://www.sns.gov.pt/transparencia/ ; https://dadosabertos.turismodeportugal.pt/ ; https://www.dgterritorio.gov.pt/dados-abertos ; https://estatisticas.justica.gov.pt/sites/siej/pt-pt/ . Also, many municipalities make available open data. Some examples include: http://lisboaaberta.cm-lisboa.pt/index.php/pt/ ; https://opendata.porto.digital/ ; https://sig.cm-guimaraes.pt/dadosabertos/ .
Public procurement	https://www.base.gov.pt/Base4/en/ https://www.espap.gov.pt/en/spcp/Pages/spcp.aspx http://www.impic.pt/impic/pt-pt
Others (if any)	https://www.autenticacao.gov.pt/ https://www.tic.gov.pt/ http://www.acessibilidade.gov.pt/

3. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Administrative Modernization Agency (AMA) - <https://www.ama.gov.pt/>

4. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Your name*	Sara Carrasqueiro
Title*	Member of the Board of Directors of AMA
Organization*	Administrative Modernization Agency (AMA)
Email*	eri@ama.pt

Please provide links and details on the above, including coordination/integration between national and sub-national levels on e-government strategies/programmes.

Created in 2007, [AMA](#) is a public institute that assists the Ministry of State Modernisation and Public Administration in the areas of digital government and administrative modernisation and simplification, under the superintendence and tutelage of the Secretary of State for Innovation and Administrative Modernisation.

AMA's activity is divided in three major areas: digital transformation, public services delivery (both physical and digital) and innovation & public participation.

AMA operates in areas such as ICT strategy and governance, administrative simplification, electronic identification (eID), interoperability, open data, emerging technologies, artificial intelligence and other building blocks of the digital government in Portugal.

Furthermore, AMA is the Chair of the [Council for Information and Communication Technologies in the Public Administration's](#) Technical Committee, which gives the Agency a cross-sectorial management role in the Portuguese digital government policy domain, with the guidance of the Minister for State Modernisation and Public Administration.

[AMA](#) coordinates administrative modernization programmes and involves, via a very active model, most of the municipalities on how to implement them at regional and local level. Many of the several existing initiatives focus on areas such as co-financing (SAMA), licensing (Zero Licensing and Industrial Licensing), and integrated public service delivery (Citizen Spots – single multiservice physical desk for assisted digital service delivery – and Citizen Shops – physical one-stop-shop providing a variety of public services and private services of public interest).

Sectoral agencies/departments/ministries

5. Please provide names and links of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development

- **Ministry of Planning:**
<https://www.portugal.gov.pt/pt/gc22/area-de-governo/planeamento>
- **Development and Cohesion Agency**
<https://www.adcoesao.pt/>
- **National Laboratory for Civil Engineering (LNEC):**
<http://www.lnec.pt/en/>
- **Institute of Public Markets, Construction Works and Real Estate (IMPIC):** <http://www.impic.pt/impic/>
- **Mobility and Transportation Institute:** <http://www.imt-ip.pt/>
- **Ministry of Housing and Infrastructures:**
<https://www.portugal.gov.pt/pt/gc22/area-de-governo/infraestruturas-e-habitacao>

The following development authorities in Portugal are more oriented to external development and Official Development Assistance:

- **Camões Institute (Instituto Camões):** <https://www.instituto-camoes.pt/>
- **Diplomatic Portal of the Ministry of Foreign Affairs:** <https://www.portaldiplomatico.mne.gov.pt/>
- **Minister of Foreign Affairs:** <https://www.portugal.gov.pt/pt/gc22/area-de-governo/negocios-estrangeiros>
- **Development Financial Institution:** <http://www.ifd.pt/pt/sobre-ifd/>
- **INE- Statistics Portugal** https://www.ine.pt/xportal/xmain?xpgid=ine_main&xpid=INE

Education

- **Ministry of Education:** <https://www.portugal.gov.pt/en/gc22/ministries/education>
- **Ministry for Science, Technology and Higher Education:** <https://www.portugal.gov.pt/en/gc22/ministries/science-technology-and-higher-education>
- **Secretariat-General of Education and Science:** <https://www.sec-geral.mec.pt>

Health

- **Ministry of Health** <https://www.portugal.gov.pt/pt/gc22/area-de-governo/saude>
- **Shared Services For Ministry Of Health -** <https://www.spms.min-saude.pt/>
- **Directorate-General of Health:** <https://www.dgs.pt/directorate-general-of-health/about-us.aspx>
- **National Health System:** <https://www.sns.gov.pt/>
- **ADSE:** <https://www2.adse.pt/>
- **General Inspection for the Health Activities (IGAS):** <http://www.igas.min-saude.pt/>
- **General Directorate for Intervention on Addictive Behaviors and Dependencies (SIDAC):** <http://www.sicad.pt/pt/Paginas/default.aspx>
- **Portuguese Institute for Blood and Transplantation (IPST):**

Social Welfare
(inclusion, social protection,
etc.)

<http://ipst.pt/>

- **National Authority for Medicines and Health Products (INFARMED):** <http://www.infarmed.pt/web/infarmed-en/about-infarmed>
- **National Institute for Medical Emergencies (INEM):** <https://www.inem.pt/>
- **Central Administration of the Health System:** <http://www.acss.min-saude.pt/>
- **National Health Institute Doctor Ricardo Jorge:** <http://www.insa.pt>

- **Ministry of Labour, Solidarity and Social Security (MTSSS):** <https://www.portugal.gov.pt/en/gc22/ministries/labour-solidarity-and-social-security> – the General Secretariat provides a [Blue Line Information Service](#) to citizens on matters related to the MTSSS.

The Ministry has the following services and bodies under its administration or supervision and providing information and services to the public:

- **Strategy and Planning Office:** <http://www.gep.mtsss.gov.pt/web/gep/inicio>
- **Directorate General of Social Security (DGSS):** <https://www.seg-social.pt/dgss-direccao-geral-da-seguranca-social>
- **Social Security Institute, I.P. (ISS):** <https://www.seg-social.pt/iss-ip-instituto-da-seguranca-social-ip>
- **Social Security Portal:** <https://www.seg-social.pt/inicio>
- **Direct Social Security:** <https://app.seg-social.pt/>
- **Online appointments for face-to-face service in the Service Management Information System:** <https://siga.marcacaodeatendimento.pt/>
- **Connection to the Social Security Virtual Assistant:** <https://chatbot.seg-social.pt/>
- **National Institute for Rehabilitation (INR):** <https://www.inr.pt/inr>. Available on the INR Portal:

Employment and Labour

- Inclusion desk (balcaodainclusao@inr.mtsss.pt)
- Online complaint form for discrimination (<https://www.inr.pt/formulario-de-queixa>)

- Casa Pia de Lisboa: <http://www.casapia.pt/index.html>
- National Commission for the Promotion of the Rights and Protection of Children and Young People: <https://www.cnpdpcj.gov.pt/inicio>
- António Sérgio Cooperative for the Social Economy (CASES): <https://www.cases.pt/>
- Santa Casa da Misericórdia de Lisboa (SCML): <https://www.scml.pt/>.
- INATEL Foundation: <https://www.inatel.pt/Fundacao.aspx>

- Ministry of Labour, Solidarity and Social Security (MTSSS): <https://www.portugal.gov.pt/en/gc22/ministries/labour-solidarity-and-social-security> – the General Secretariat provides a [Blue Line Information Service](#) to citizens on matters related to the MTSSS.

The Ministry has the following services and bodies under its administration or supervision and providing services to the public:

- Strategy and Planning Office: <http://www.gep.mtsss.gov.pt/web/gep/inicio>
- Authority for Working Conditions (ACT): <https://www.act.gov.pt/>. Includes services like appointment setting (<https://siga.marcacaodeatendimento.pt/>); simulator of Compensation for termination of employment contract ([https://www.act.gov.pt/\(pt-PT\)/CentroInformacao/Simulador/Paginas/default.aspx](https://www.act.gov.pt/(pt-PT)/CentroInformacao/Simulador/Paginas/default.aspx)); information request ([https://www.act.gov.pt/\(pt-PT\)/CentroInformacao/pedidoinformacoes/Paginas/default.aspx](https://www.act.gov.pt/(pt-PT)/CentroInformacao/pedidoinformacoes/Paginas/default.aspx)); and the virtual assistant ACTIA (chatbot).
- Directorate-General for Employment and Industrial Relations (DGERT): <https://www.dgert.gov.pt/>
- Institute of Employment and Vocational Training (IEFP): <https://www.iefp.pt/>. This website provides various services, like job search (<https://iefponline.iefp.pt/IEFP/index2.jsp>), online appointments (<https://siga.marcacaodeatendimento.pt/>); Youth information (<https://www.garantiajovem.pt/>); and training and certification of trainers (<https://netforce.iefp.pt/>).

Environment

- **Commission for Equality in Labour and Employment (CITE):**
<http://cite.gov.pt/index.html>
- **National Agency for Qualification and Vocational Education, I.P. (ANQEP, I.P.):** <https://www.anqep.gov.pt/np4/home.html>

- **Ministry of Environment and Climate Action**
<https://www.portugal.gov.pt/pt/gc22/area-de-governo/ambiente-e-acao-climatica>
- **Portuguese Environmental Agency (APA)**
www.apambiente.pt
- **Institute for Nature Conservation and Forests ICNF**
www.icnf.pt
- **General Secretariat of the Ministry of Environment and Climate Action (SGMAAC)** www.sgambiente.gov.pt
- **Regional Directorate Environment – Azores (DRA)**
<https://eportugal.gov.pt/entidades/direcao-regional-do-ambiente>
- **Regional Directorate Environment and Climate Action – Madeira (DRAAC)**
<https://www.madeira.gov.pt/draac/Estrutura/DRAAC/A-Direcção>

Justice

- **Ministry of Justice**
<https://www.portugal.gov.pt/pt/gc22/area-de-governo/justica>
- **Justice Digital Platform:** <https://justica.gov.pt/>

Economy/finance

- **Ministry of Economy and Digital Transition**
<https://www.portugal.gov.pt/pt/gc22/area-de-governo/economia-transicao-digital>
- **Cabinet of Strategy and Studies:**
<https://www.gee.gov.pt/pt/>
- **Ministry of Finance:**
<https://www.portugal.gov.pt/pt/gc22/area-de-governo/financas>
- **GPEARI – Cabinet of Planning, Strategy, Evaluation and International Relations:**
<https://www.gpeari.gov.pt/web/pt>
- **The Government Shared Services Entity (eSPap) -**
www.compraspublicas.espap.gov.pt
- **Tax and Customs Authority:**
<https://www.portaldasfinancas.gov.pt/at/html/index.html>

Industry/trade

- **IAPMEI - Agency for Competitiveness and Innovation:** <https://www.iapmei.pt>
- **ANI - National Innovation Agency:** <https://www.ani.pt>
- **General Directorate of Economic Activities:** <https://www.dgae.gov.pt>
- **AICEP Portugal Global - Trade & Investment Agency:** <https://www.portugalglobal.pt>

B. COVID-19 Response and Recovery

6. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic*?

Yes No

If yes, please provide link and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic?

- **Estamos ON**

On 18 March 2020, the central administration launched [EstamosOn](#) as the single point of contact for all relevant information on the COVID-19 prevention and containment measures. This national platform, directed to citizens, families and companies, offers:

- Communication campaigns to promote the use of digital public services, introducing the ePortugal portal as a way to minimize social contact;
- Technological tools (and respective tutorials) to operationalise the telework regime and facilitate the pursuit of day-to-day activities;
- A list of the exceptional measures adopted by each governance area, political communications and relevant legislation, accompanied by FAQs;
- A dashboard with the epidemiological evolution in Portugal;
- A section with questions collected from social networks and answered by the competent health authorities;
- A complete, consolidated and reliable list of emergency and support contacts created by the various public services.

All contents are also available through a mobile application ([Android](#) and [iOS](#)), to ensure their dissemination to different end-users.

- **ePORTUGAL**

Services and information were enriched in the Portuguese single digital gateway, the [ePortugal](#). Being the national digital public services portal, it was quickly adapted to provide new information, tutorials and services for citizens and companies, as onsite public delivery was closed and nly available by pre-booking to critical services.

It is worth to mention that there are a wide range of transactional services that can be performed on the ePortugal portal, including changing the address on the Citizen Card, requesting birth, marriage and/or death certificates or requesting over 500 business licenses and permits, to name just a few.

The ePortugal is dynamic and adaptable for individual users, offering several customisation options and a reserved area that allows them to access different information regarding their relationship with the Public Administration (e.g. see when the user's data has been requested for authentication on other portals, using the electronic identification means provided by Autenticação.gov; check the status of user's requests regarding the cancellation or renewal of the Citizen Card, change of address on the Citizen Card, birth/marriage/death certificates; view a list of the user's electronic medical prescriptions). Registered users also have access to a documents folder where they can save and share documents with other registered users or with the public entities that have subscribed to this service.

The portal was developed with a focus on accessibility and usability, adapting to any type of device and presenting a simpler and clearer language.

It was then the privileged vehicle to provide the community the services they need in this context of social distance.

• **SECTORAL WEBSITES**

Additionally, sectoral ministries made available specific content on their websites addressing information related to the COVID-19 pandemic. One example is the Ministry of Labour, Solidarity and Social Security:

- To learn about the monitoring of measures and social support for companies, workers and families and the effects of the COVID-19 Pandemic on the labour market, the Planning and Studies Office website has a set of Indicators, regularly updated, based on information from Social Security, IEFP and DGERT, among others sources. (<http://www.gep.mtsss.gov.pt/indicadores-covid-19-mtsss>);
- To clarify the impacts of COVID on work, the ACT provides an online service Desk ([https://www.act.gov.pt/\(pt-PT\)/bdact/Paginas/default.aspx](https://www.act.gov.pt/(pt-PT)/bdact/Paginas/default.aspx)) with dedicated areas for employers and workers, including the available measures and compensation calculators, as well as the possibility of scheduling urgent face-to-face meetings;
- COVID-19: Questions and Answers for Workers and Employers - FAQ, in the DGERT website - <https://www.dgert.gov.pt/covid-19-perguntas-e-respostas-para-trabalhadores-e-empregadores-faq>;
- COVID-19 Exceptional Social Support Measures targeting the vulnerable population, to supporting workers, families and employers, cross-border and posted workers, and as social responses can be consulted on the ISS website (<https://www.seg-social.pt/covid-19>).
- In the children's section of the CNPDPCJ's website, there are child-friendly digital resources related to the COVID-19 pandemic and on how children can deal with it. These resources are available at <https://www.cnpdpcj.gov.pt/covid-19>;
- To support people with disabilities on the context on COVID-19, the portal of the National Institute for Rehabilitation (<http://www.inr.pt/covid-19>), includes, besides recommendations and explanatory guides, several videos in sign language. It covers: measures for deconfinement, frequently asked questions, protection and surveillance measures, specific information and useful contacts.

- In the area of volunteering to combat the spread of the outbreak and in order to identify needs arising from the impact that this pandemic has had, and is having, on the lives of the Portuguese, CASES appeals for everyone's participation. (<https://www.cases.pt/voluntariado/covid-19/>)

- **CITIZEN CONTACT CENTRE & BUSINESS CONTACT CENTRE**

Also worth noting are the Contact Centres managed by AMA, supporting citizens and companies regarding digital services in the ePortugal and solutions such as the electronic identification (means of entering in the Health National portal “patient area”). These contact centres provide telephone, email and AI-based (virtual assistant) support.

In a very short timeframe of a few days, AMA set in place, by itself and with other entities, the following actions:

- ✓ Adaptation of the Interactive Voice Response (IVR) used by the Contact Centre, in articulation with the Contact Centres of other public entities providing critical services;
- ✓ Relocation of all Contact Centre operators to teleworking;
- ✓ Reinforcement of human resources allocated to the Citizen Contact Centre with employees of the Citizen Shops (coordinated by AMA, it is a network of one-stop-shops that provide public services and services of public interest in one single facility);
- ✓ Development of an eLearning training program for the workers mentioned in the previous point.

7. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? Please provide link and detail.

No. The national response to the covid-19 pandemic is being implemented with the resources / budget that were already available. However, the Portuguese Recovery and Resilience Plan, submitted to the European Commission on 22APR21, comprises specific measures to overcome the economic and social impact of the pandemic crisis, including in the digital transition domain [e.g., (acceleration of) digital transformation of health, culture, education, public administration and businesses, among other sectors].

8. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g. for digital transformation, digital inclusion)? Please provide link and detail.

No. However, the Portuguese Recovery and Resilience Plan, submitted to the European Commission on 22APR21, comprises specific measures to overcome the economic and social impact of the pandemic crisis, including in the digital transition domain [e.g., (acceleration of) digital transformation of health, culture, education, public administration and businesses, among other sectors].

C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act? *

Yes No

If yes, please provide link and detail.

- Article 268(2) of the [Portuguese Republic Constitution](#) provides for the fundamental right of access to administrative archives and registries, except for information related to state security, criminal investigation and personal privacy.
- [Law No 26/2016](#) of 22 August regulates access to administrative and environmental data, as well as re-use of administrative documents. It transposes the European Parliament and Council [Directive 2003/4/EC](#) on public access to environmental information, and European Parliament and Council [Directive 2003/98/EC](#) on the re-use of public sector information. One of its highlights is the implementation of the principle of active information dissemination, by which entities falling within the scope of the law publish a set of updated information on their websites, without the citizen having to ask for it.
This law is undergoing a process of amendment, to be carried out by 17 July 2021, in order to comply with the duty to transpose Directive (EU) 2019/1024 of the European Parliament and of the Council of 20 June 2019 on open data and the reuse of public sector information.
- Beyond the legislative context, it's worth noting that Portugal joined the Open Government Partnership (OGP) in 2017, publishing its first [National Action Plan for Open Administration](#) (NAP) in December 2018. The NAP was developed by the National Network for Open Administration through a process of co-creation with the public sector and civil society, encompassing eight commitments to promote transparency and access to public sector information, foster public participation and boost the use of public open data.
The co-creation of the [second NAP](#) is underway, and is due for publishing in August 2021.

10. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes No

If yes, please provide link and detail.

- [Portuguese Republic Constitution](#), articles 26, 34 and 35
- [Law No 41/2004](#), of 18 August 2004, transposed 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 concerned 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](#) (Law on the Protection of Personal Data). Its provisions ensure protection of the legitimate interests of subscribers who are legal entities to the extent that such protection is consistent with their nature.
- [Law No 58/2019](#), of 8 August 2019, established the application of Regulation (EU) 2016/679 of the European Parliament and the Council of 27 April 2016, on the protection of individuals with regard to the processing of personal data and to the free movement of such data ([GDPR](#)) in Portugal, repealing Law No 67/98.

11. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes No

If yes, please provide link and detail.

- The National Strategy for Cyberspace Security 2019-2023 ([Resolution of the Council of Ministers No. 92/2019](#)) is the main instrument for national capacity-building in cybersecurity, defining the framework, the objectives, and the lines of action of the State on the security of cyberspace, in accordance with the national interest.

- [Law No. 46/2018](#) establishes the legal framework for cybersecurity, transposing Directive (EU) 2016/1148 of the European Parliament and of the Council of 6 July 2016 concerning measures for a high common level of security of network and information systems across the Union. This law applies to The Public Administration, critical infrastructure operators, operators of essential services, digital service providers and any other entities using network and information systems.

12. Is there any legislation, law or regulation on digital identity? *

Yes No

If yes, please provide link and detail.

- [Law No 7/2007](#), of 5 February, introduced the **Citizen Card** and regulated its issuance, replacement, use and cancellation. Article 18 outlined the provisions for digital certificates, an electronic document using a digital signature. The eSignature based on a qualified certificate is optional and 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 the holder requesting a Citizen Card is deemed unsuitable.
- [Law No 32/2017](#), of 1 June, introduced significant changes to the Citizen Card, in particular the integration of the Professional Attributes Certification System (SCAP), which allows citizens to use their national eID card to digitally sign not only as citizens, but also as certified professionals of a specific recognised profession (e.g. as an engineer or as a physician). It is in the process of being amended to comply with Regulation (EU) 2019/1157 of the European Parliament and of the Council of 20 June, which aims to strengthen the security of Union citizens' identity cards and residence permits issued to citizens of the Union and their family members.

- [Law No 37/2014](#), of 26 June, established the **Digital Mobile Key**, an alternative and voluntary citizens' authentication system in portals and websites of the public administration.

The introduction of [Law No 32/2017](#), of 26 June, added esignature features, allowing citizens to digitally sign documents by entering a mobile phone number, followed by a permanent password and a unique, temporary and automatically-generated numeric code received by SMS or via a specific smartphone app.

[Administrative Rule No 73/2018](#) is also relevant, as it defines the terms and conditions for use of the Professional Attributes Certification System (SCAP), for the certification of professional, business and public attributes through the Citizen Card and Digital Mobile Key, as is [Administrative Rule No 77/2018](#), which regulates the use of the Digital Mobile Key for digitally signing documents.

- [Decree-Law no. 12/2021](#), of 9 February, provided the framework for the application of the regime contained in Regulation (EU) no. 910/2014, of the European Parliament and of the Council, of 23 July, on electronic identification and trust services for electronic transactions in the internal market. It regulates the activity of trust service providers established in Portugal, designating and providing the Portuguese authorities with the powers to carry out the supervisory activities provided for in the Regulation, as well as defining the sanctioning framework applicable in case of violation of the Regulation's rules.

It also consolidates existing legislation both on the validity, effectiveness and probation value of electronic documents, as well as on the State's Electronic Certification System - Public Key Infrastructure.

- [Law Nº 37/2014, of 26 June, with the amendments inserted by the article 407º of Law Nº 2/2020](#) (which guarantees citizens the portability of their personal data), supports the [ID.gov.pt](#) app, launched on January 2019 (for both iOS and Android) as a "digital wallet" that allows citizens to view, save and share certified versions of their legal documents and ID data in real-time. Its activation is simple and secure, based on a first authentication with the Digital Mobile Key, which is fully compliant with the EU's eIDAS Regulation. These digital documents have the same legal

value as the original, paper-based versions and can be validated by public and private authorities in real time, through a QR code available on the app or by inserting a time-limited code in a reserved area at autenticacao.gov.pt. Furthermore, the user is entitled to download and share certified PDFs of the document(s).

13. Is there any legislation, law or regulation on digital signature? *

Yes No

If yes, please provide link and detail.

- [Law No 7/2007](#), of 5 February, introduced the **Citizen Card** and regulated its issuance, replacement, use and cancellation. Article 18 outlined the provisions for digital certificates, an electronic document using a digital signature. The eSignature based on a qualified certificate is optional and 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 the holder requesting a Citizen Card is deemed unsuitable.
- [Law No 32/2017](#), of 1 June, introduced significant changes to the Citizen Card, in particular the integration of the Professional Attributes Certification System (SCAP), which allows citizens to use their national eID card to digitally sign not only as citizens, but also as certified professionals of a specific recognised profession (e.g. as an engineer or as a physician). It is in the process of being amended to comply with Regulation (EU) 2019/1157 of the European Parliament and of the Council of 20 June, which aims to strengthen the security of Union citizens' identity cards and residence permits issued to citizens of the Union and their family members.
- [Law No 37/2014](#), of 26 June, established the **Digital Mobile Key**, an alternative and voluntary citizens' authentication system in portals and websites of the public administration.

The introduction of [Law No 32/2017](#), of 26 June, added esignature features, allowing citizens to digitally sign documents by entering a mobile phone number, followed by a permanent password and a unique, temporary and automatically-generated numeric code received by SMS or via a specific smartphone app.

[Administrative Rule No 73/2018](#) is also relevant, as it defines the terms and conditions for use of the Professional Attributes Certification System (SCAP), for the certification of professional, business and public attributes through the Citizen Card and Digital Mobile Key, as is [Administrative Rule No 77/2018](#), which regulates the use of the Digital Mobile Key for digitally signing documents.

- [Decree-Law no. 12/2021](#), of 9 February, provided the framework for the application of the regime contained in Regulation (EU) no. 910/2014, of the European Parliament and of the Council, of 23 July, on electronic identification and trust services for electronic transactions in the internal market. It regulates the activity of trust service providers established in Portugal, designating and providing the Portuguese authorities with the powers to carry out the supervisory activities provided for in the Regulation, as well as defining the sanctioning framework applicable in case of violation of the Regulation's rules.

It also consolidates existing legislation both on the validity, effectiveness and probation value of electronic documents, as well as on the State's Electronic Certification System - Public Key Infrastructure.

14. Is there any legislation, law or regulation on e-procurement? *

Yes No

If yes, please provide link and detail.

- [Decree-Law No 18/2008](#), of 29 January, approved the Public Procurement Code (PPC) and transposed the following EU Public Procurement Directives:

- Directive No 2014/23/EU of the European Parliament and of the Council of 26 February 2014 on the award of concession contracts;
- Directive No 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive No 2004/18/EC;
- Directive No 2014/25/EU of the European Parliament and of the Council of 26 February 2014 on procurement by entities operating in the water, energy, transport and postal services sectors and repealing Directive No 2004/17/ EC;
- Directive No 2014/55/EU of the European Parliament and of the Council of 16 April 2014 on electronic invoicing in public procurement;
- Delegated Regulation No 2019/1828 of the European Commission amending Directive No 2014/24/EU of the European Parliament and of the Council regarding thresholds for public supply contracts, public service contracts and public building contract, as well as for design contests.

The application rules for the PPC are further defined by the following ordinances:

- Ordinance No 371/2017, 14 December 2017, defines notice templates for the types of open procedures foreseen by the code and the rules and conditions for the sellers to present legal documentation for the pre-award phase of public contracts;
- Ordinance No 57/2018, 26 February 2018, provides guidance and technical data blocks to be registered on the national public contract register, portal BASE, and defines the terms for public buyers to demand labels, test results, certifications and other means of proof It was updated by Ordinance No 284/2019, 2 September 2019, which provides for further data on market prices for goods and services, as well as electronic invoicing.
- [Law 96/2015](#), of 17 August, regulates the provision and use of public procurement electronic platforms and transposes article 29 of Directive 2014/23/EU.
- [Decree-Law No 72/2018](#), of 12 December, creates the National State Suppliers Portal, whose purpose is to simplify and expedite the procedures to verify that there are no impediments to contracting, as provided for in the Public Procurement Code.

15. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes No

If yes, please provide link and detail.

- Public Procurement Code - [Decree-Law 111-B/2017](#), of 31 August.
- [Law 151/2015](#), of 11 September, approves the Budgetary Framework Law, with article 73 establishing the duty to disclose budget information to the general public, through an electronic platform made available on the internet with public and universal access.
- Law No. 64/2013, of August 27, regulates the mandatory disclosure of benefits granted by the Public Administration to individuals.

16. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes No

If yes, please provide link and detail.

- [Decree-Law No 135/ 99](#), of 22 April, introduced the “once only” principle, according to which citizens shall not be obliged to give the public administration the same document twice.

- Council of Ministers' Resolution No 91/2012, of 8 November, introduced the National Digital Interoperability Regulation and the standards that can be used to provide interoperability in public administrations' information systems.
It was revised by the [Ministers Council Resolution No 2/2018, of 5 January](#).
- [Council of Ministers' Resolution No 42/2015](#), of 19 June, foresaw the preferential adoption of the [Interoperability Platform for the Public Administration](#) (iAP) as primary means for exchanging information among public administration departments and entities.
- [Law 27/2021](#), of 17 May, approves the Portuguese Letter for Human Rights in a Digital Age - art. 19d recognizes citizens' right to have the data they already provided to a public administration service, shared with another public administration service, in the cases provided for by law.

17. Is there any legislation, law or regulation on open government data? *

Yes No

If yes, please provide link and detail.

- Article 10 of Law No. 26/2016, of August 22, in its current wording, provides for the active disclosure of administrative information on websites, which must be indexed in the public information online search system, in www.dados.gov.pt, pursuant to article 49 of Decree-Law no. 135/99, of 22 April, in its current wording, in open format and in terms that arise access to content in a manner unconditional, favouring the availability in machine-readable formats, which for its further automated processing and reuse.
- [Law 27/2021](#), of 17 May, approves the Portuguese Letter for Human Rights in a Digital Age - art. 19e recognizes citizens' right to benefit from "open data" regimes that provide access to data contained in public services IT applications and allow their reuse, under the terms provided for by law.

18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes No

If yes, please provide link and detail.

- Launched in April 2017, [Portugal INCoDe.2030](#) is an integrated public policy program that aims to strengthen the digital skills of Portuguese citizens, preparing them for the emerging digital-based employment opportunities.
The [National Strategy for Artificial Intelligence](#), launched in June 2019, was promoted by the Portugal INCoDe.2030 coordination structure in cooperation with the Science and Technology Foundation (FCT), the National Innovation Agency (ANI), *Ciência Viva* and the Administrative Modernization Agency (AMA). Developed within Portugal INCoDe.2030's axis 5 ("Research"), the strategy is aligned with the European Coordinated Plan on AI and is based on seven pillars:
 - Promoting a better society;
 - Fostering AI skills and "digital minds" for all;
 - Promoting new jobs and developing an economy of AI services;
 - Fostering Portugal as a living lab for experimenting new developments;
 - Securing AI niche markets through key specialized services in Portugal;
 - Contributing to generating knowledge and new developments through AI research and innovation;

- Providing better public services for citizens and businesses and adopting evidence-based approaches on public policies and decision-making processes.

The [Advanced Computing Portugal](#), which also falls within the scope of Portugal INCoDe.2030 and is closely related to AI Portugal 2030, is a science, innovation and growth strategy aimed at promoting and expanding advanced supercomputing infrastructure in Portugal until 2030. Its purpose is to generalise access to scientific computing and foster cooperation based on advanced scientific computer networks, as well as promoting international collaboration to support advances in different areas and fields.

ACP.2030 encompasses three major domains of activity:

- Creating a national supercomputing infrastructure at the service of research and innovation;
 - Developing and retaining high-value people with advanced computing skills;
 - Implementing a public policy info-structure to fill in the gap between infrastructures and people in a way that fosters the creation of high-value services and software.
- The [Strategy for Innovation and Modernization of the State and Public Administration 2020-23](#) highlights the use of AI to improve the interoperability and integration of services and the decision-making capacity of the public administration.
 - The Council for Information and Communication Technologies in Public Administration (CTIC) created a working group (CloudAP) that presented, in NOV20, a [strategy for cloud computing](#) to be adopted by the public administration, to increase the efficiency, flexibility and push forward the innovation and digital transformation.
 - [Law 27/2021](#), of 17 May, approves the Portuguese Letter for Human Rights in a Digital Age - art. 9 provides guidelines for the ethical use of AI.

D. Strategy and Implementation

19. Is there a national e-government strategy or equivalent? *

Yes No

If yes, please provide link and detail.

- The new **Strategy for the Digital Transformation of Public Administration 2021-26** and the corresponding **Transversal Action Plan for the Digital Transformation of Public Administration**, both to be launched soon, are the guiding documents for the digital transformation of the Portuguese public administration.
- Devised by the Council for Information and Communication Technologies in Public Administration (CTIC), this Strategy succeeds to the previous [ICT Strategy 2020](#) (also elaborated by CTIC) and has as its vision a “More digital Public Administration: better services, greater value” with the objective of making the Public Administration more responsive to the expectations of Citizens and Companies, providing simpler services, integrated and inclusive, working more efficiently, intelligently and transparently by exploiting the transformative potential of digital technologies and the intelligent use of data. This vision is based on six strategic lines of action:
 - i) Digital public services;
 - ii) Valorization of Data;
 - iii) Reference Architectures;
 - iv) ICT skills;

v) ICT infrastructure and services;

vi) Security and Trust.

Furthermore, it is aligned with the Strategy for Innovation and Modernisation of the State and Public Administration 2020-23 and also the Action Plan for Digital Transition (both detailed below), as well as with the national Recovery and Resilience Plan.

o [Strategy for Innovation and Modernisation of the State and Public Administration 2020-23](#) - presented in July 2020, with 14 strategic objectives distributed among 4 transformative axes:

- [Investing in People](#), aiming to attract and mobilize public officials, including through renewed and dynamic leadership models;
- [Developing Management](#), strategically managing employees and leveraging performance through business models focused on value creation;
- [Exploring Technology](#), providing citizens and businesses with secure, accessible, integrated and seamless services;
- [Strengthening Proximity](#), bringing decision-making and public action closer to citizens.

These objectives are achieved through cross-cutting and sectoral measures, uniting government in a common purpose: developing a permanent transformative capacity in public administration to respond promptly and to anticipate the challenges it must address.

o [Action Plan for Digital Transition](#) - published on 21 April 2020, it encompasses three pillars: (i) digital empowerment of people, (ii) Businesses' Digital Transformation and (iii) digitization of the State. This latter involves a set of measures aligned with the abovementioned ICT Strategy 2020 and the Strategy for Innovation and Modernisation of the State and Public Administration 2020-23.

20. How long is the period/cycle of the national e-government strategy or equivalent? *

- Two-year
- Three-year
- Five-year
- Ten-year
- Other 4 years

21. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail.

Portugal doesn't have a National Development Strategy; nevertheless, the national eGovernment strategy (as well as other digital strategies previously referred to in question 19) addresses the SDGs, as detailed in the next question.

22. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

Yes. The Strategy for the Digital Transformation of Public Administration 2021-26 is aligned with various SDGs, as it promotes, for example: interoperability between different public entities and between the

public administration and companies (SDG 9, 11, 16, 17); the availability of public sector data, the participation of citizens and businesses in the co-creation of services and the promotion of inclusion through digital services, ensuring their usability and accessibility and that we leave no one behind (SDG 5, 10, 16); sectorial innovation initiatives for improved effectiveness (SDG 8, 12); improving ICT skills of public employees (SDG 4); and resource sharing (SDG 12).

Also, although it has a wider scope, the [Strategy for Innovation and Modernisation of the State and Public Administration 2020-23](#) addresses some challenges arising from the SDGs, with specific measures aiming to: improve working conditions in the Public Administration, develop skills and promote the family-work conciliation (SDGs 4, 5, 8); incorporate the environmental dimension in public management models (SDGs 7, 12, 13); advance the digital transformation of the public sector, focusing on the real needs of citizens and businesses and leaving no one behind (SDGs 5, 7, 9, 16, 17); promote a more integrated and inclusive delivery of public services (SDGs 10, 16, 17); and strengthen the collaboration between the central and local authorities (SDGs 11, 16).

23. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

The solutions developed/promoted under the Strategy for the Digital Transformation of Public Administration 2021-26's pillars, such as the ones related with interoperability, eID, data, usability and accessibility, among others, are available – and encouraged - for adoption by the local authorities.

Also, the 4th pillar of the [Strategy for Innovation and Modernisation of the State and Public Administration 2020-23](#), “strengthening proximity”, aims to bring decision-making and public action closer to citizens, through four strategic objectives: (i) promoting integration and inclusion, (ii) encouraging citizen participation; iii) **reinforcing decentralization of competences for local authorities**, and (iv) **strengthening public services deconcentration at regional level**.

24. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

Yes. The Strategy for the Digital Transformation of Public Administration 2021-26's vision envisages the delivery of public services that are more inclusive and driven by citizens and business's needs and expectations, reflecting a more efficient, intelligent and transparent public administration. These topics are further operationalized, for instance, under the “Digital public services” pillar, which specifically addresses “promoting inclusion through digital services, assuring its usability and accessibility”, and the “ICT Skills” pillar, which includes a strategic objective focused on “promoting the collaboration of civil society in the development of public sector projects”. One of the standout measures in this domain include the creation of an action plan to promote inclusive digital services.

Also, the 4th pillar of the [Strategy for Innovation and Modernisation of the State and Public Administration 2020-23](#), “strengthening proximity”, aims to bring decision-making and public action closer to citizens, through four strategic objectives: (i) **promoting integration and inclusion**, (ii) **encouraging citizen participation**; iii) reinforcing decentralization of competences for local authorities, and (iv) strengthening public services deconcentration at regional level.

25. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

Yes. One of the Strategy for the Digital Transformation of Public Administration 2021-26's pillars is focused on the “valorization of data”, encompassing strategic objectives like: making available public sector data in real-time; increasing the number of public open data datasets available for re-use;

elaborating guidelines for the public sector's development and implementation of data science based projects; promoting evidence-based decisions in public management; among other. Furthermore, data management stands out as a cross-cutting topic in the various strategic pillars. Standout measures in this domain include: creating an action plan for public open data; and increasing the transparency of the main services and essential areas of the State through the availability of dashboards, reusing open data available at data.gov.pt.

Also, the 3rd pillar of the [Strategy for Innovation and Modernisation of the State and Public Administration 2020-23](#), "exploring technology", includes specific measures to:

- Define and develop the mechanisms of data governance of the Public Administration;
- Strengthen [Dados.Gov](#) (the open data portal of the public administration) as the public sector's transparency portal, promoting its use by making available more datasets, real-time data and identifiers for data referred to in official documents.

26. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Yes. The Strategy for the Digital Transformation of Public Administration 2021-26's "Security and Trust" pillar specifically addresses digital identity, focusing on the uptake of secure eID mechanisms, particularly through the mobile channel. One of the standout measures in this domain include making available a mechanism for citizens to authorize access to personal data.

Also, the 3rd pillar of the [Strategy for Innovation and Modernisation of the State and Public Administration 2020-23](#), "exploring technology", explicitly addresses the promotion of digital authentication through the Digital Mobile Key - the Portuguese mobile eID mechanism, fully compliant with the eIDAS Regulation -, exploring the possibility of biometric authentication and ensuring a single digital gateway to public services through the ePortugal portal.

27. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? Please provide link and detail.

The digital provision of public services by default was previously established by [Decree-Law No 74/2014](#), of 13 May (further amended by Decree-Law No 105/2017, of 29 August), which also establishes the digitally assisted provision of public services, via a Citizen Spot network, as an essential complement for those who cannot, will not, or do not know how to use digital tools – the objective is to give all citizens the possibility to access digital services, benefiting from the onsite support and guidance of a public servant/digital mediator.

Portugal is pursuing an omnichannel approach regarding the delivery of public services. Although the digital-by-default is highlighted, there is complementarity with other means of delivering the service, so that no one's left behind – notwithstanding, there is an effort to evangelize and teach citizens to use the digital channel.

28. Does the national e-government strategy make specific reference to data-once-only principle or similar? Please provide link and detail.

Yes. The Strategy for the Digital Transformation of Public Administration 2021-26's has interoperability at its core, in order to deliver more integrated, efficient, proactive, automated and simpler public services, at both national and cross-border level. While these concerns are transversal to all pillars, they are particularly addressed by the "digital public services" and "reference architectures" axes. One of the standout measures in this domain include the development of more automatic/seamless services thought the Interoperability Platform of the Public Administration.

Also, the 3rd pillar of the [Strategy for Innovation and Modernisation of the State and Public Administration 2020-23](#), “exploring technology”, encompasses the improvement of interoperability and public service integration, by promoting and supporting the use of the [Interoperability Platform of the Public Administration](#) for the integration of services and data reuse, including artificial intelligence, quality and data analysis services.

29. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)?

Please provide link and detail.;

Artificial intelligence (AI); link/detail: _____

Robotics; link/detail: _____

Blockchains; link/detail: _____

5G; link/detail: _____

Internet of Things (IoT); link/detail: _____

Others; link/detail: The “valorization of data” pillar of the Strategy for the Digital Transformation of Public Administration 2021-26 explicitly addresses the adoption of emerging technologies (such as data science, AI or machine learning) by the public administration. Standout measures in this domain include the creation of an Observatory of Digital Innovation and Emerging Technologies and providing guidelines for adoption/evaluation of public sector solutions that make use of data science, AI and machine learning (among other emerging technologies), in accordance with ethical, responsibility and transparency principles.

30. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

Yes. The Strategy for the Digital Transformation of Public Administration 2021-26 is naturally aligned with the European guidelines / legislation regarding digital government, e.g., eIDAS Regulation, General Data Protection Regulation, eGov Action Plan, European Interoperability Framework, Open Data Directive, Single Digital Gateway Regulation, among others. Furthermore, it addresses the challenges arising from the SDGs (detailed in question 22) and takes into account recommendations/guidelines published by international entities, like the UN eGov Survey and the OECD Recommendation of the Council on Digital Government, regarding topics such as digital government governance, transparency, public participation and co-creation, data sharing and reuse, interoperability, inclusion and usability, among others.

31. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

The AMA/LabX team is developing an Anticipatory Innovation Starter Kit in a partnership with the Observatory for Public Sector Innovation from OECD. This kit aims to be a practical instrument that will help public sector entities in the choice of the most suitable tools for the application of anticipatory innovation on their own contexts. Read about this work on <https://oecd-opsi.org/anticipatory-tools-closing-the-impact-gap/>.

Another example is the focus on public administration’s orientation towards an evidence-based management of data (data-driven), namely in decisions related to public service, which is duly reflected on the reflected in the “valorization of data” pillar of the Strategy for the Digital Transformation of Public Administration 2021-26.

32. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

Yes. [Decree-Law 126/2019](#), of 29 August, authorizes the implementation of experimental projects by using the “right to challenge”, which allows the temporary suspension of legal regimes, for a certain period of time and by a limited set of public entities, so that they can try out innovative solutions before their application. In this context, it’s possible to evaluate in advance the need for new normative instruments, with the intervention of the interested parties.

There is also a project developed under the Simplex 2020’21 programme called “[Sandbox4all](#)”, that intends to provide citizens and businesses a service that allows to submit an email for analysis to find out if it is a malicious message.

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

33. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind?*

Yes No

If yes, please provide link and detail.

As mentioned in question 27, [Decree-Law No 74/2014](#), of 13 May (further amended by Decree-Law No 105/2017, of 29 August) creates a national network of assisted digital assistance, the Citizen Spots, to ensure that the digital provision of public services does not imply the exclusion of those who do not know or cannot use the public services available online.

The [Citizen Spot](#) is a multiservice physical counter where a specialised mediator assists citizens in accessing a portfolio of digital public services and further teaches them how to operate autonomously thereafter. The services provided are essentially those already available on various websites, but some citizens may not feel capable or comfortable to use them by themselves. They include civil registration documents, forms to request the European Health Insurance Card, the Tax Authority’s land registry, social security and tax services, just to name a few.

All Spots are equipped with a double-screen system (one screen for the mediator and one for the citizen) that allows citizens to follow the steps being taken by the mediator. The service is provided in a completely transparent way, allowing the citizen to learn and control all the steps and procedures done by the assistant and hence reducing the chances for abuse of power/corruption to virtually zero.

Moreover, all the operations are supported by electronic identification tools developed by the Administrative Modernization Agency, namely the PIN-protected Citizen Card and the Digital Mobile Key, thus strengthening the citizens’ trust in digital services and helping them understand the emphasis put on rights to privacy, data and consumer protection.

The Citizen Spot concept have been extended in recent years, with the launch of the **Solidarity Citizen Spot**, which specifically targets day-care centres, nursing homes and residential structures for the elderly and comprises the operation of mobile kits by a trained mediator, and the **Mobile Citizen Spots**, where equipped minivans provide digital assistance in remote locations or in catastrophic situations (this project was first mobilised to the areas affected by the severe fires that occurred in Portugal in October 2017).

The combination of public digital services with the onsite assistance of a specialised mediator has proven to be an effective way to engage citizens in the use of digital services.

Other example is the Action Plan for Digital Transition, which includes actions taken in the field of education, reinforced and accelerated during the COVID-19 pandemic, such as:

- Lending and subsidising computers and internet access to students in need, namely those from disadvantaged backgrounds;
- Providing training in digital tools and other necessary skills to educators and trainers;
- Emphasising the need for digital skills to be included in the national curriculum, with an increasing use of digital technologies in the classroom.

34. Is there a national e-participation policy/strategy or similar? *

Yes No

If yes, please provide link and detail.

The Portuguese public administration is committed with the engagement of all stakeholders in the co-creation of public services and decision-making processes. Some (non-exhaustive) examples are:

- The [SIMPLEX](#) programme, which involves citizens, entrepreneurs and public servants in determining and designing the modernization and simplification initiatives to be implemented by the public administration. Participants are offered various channels for their involvement, including nationwide physical meetings, brainstorming sessions, ‘Start-up Simplex’ competitions and the SIMPLEX website;
- The [Participa.gov.pt](#) platform, which centralizes Public Administration’s participatory processes (e.g. participatory budgets), making use of blockchain technology for attributing votes to citizens in a transparent, secure and anonymous way;
- The [National Action Plan for Open Administration](#) (NAP), published in December 2018 in the scope of Portugal’s participation in the Open Government Partnership (OGP). The NAP was developed by the National Network for Open Administration through a process of co-creation with the public sector and civil society, encompassing eight commitments to promote transparency and access to public sector information, foster public participation and boost the use of public open data. The co-creation of the [second NAP](#) is underway, and is due for publishing in August 2021
- The [Strategy for Innovation and Modernisation of the State and Public Administration 2020-23](#) was developed through a participatory process that involved public servants, academia and the private sector. The involvement of these stakeholders was guaranteed, among other initiatives, by means of workshops promoted under the Public Management Innovation Incentive System (SIIGeP), which brought together more than 800 public officials, and meetings of the Commission for Administrative Modernisation, composed of business associations, social partners, consumer protection associations, professional associations and representatives of local authorities. Overall, more than 1 000 people participated in the process, with over 1 100 contributions.

35. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

Yes. Some (non-exhaustive) examples are:

- The web accessibility and usability ecosystem, aggregated in the [acessibilidade.gov.pt](https://www.acessibilidade.gov.pt) web portal, with information about laws, guidelines, best practices and also practical online tools for public entities, which include:
 - An accessibility and usability kit for public sector's websites (with all resources available on [Github](#));
 - An accessibility WCAG 2.1 validator;
 - An accessibility statement generator;
 - A usability and accessibility seal of excellence.

The [Usability and Accessibility Seal](#), in particular, is an indicator of the quality of the contents and services made available online by public and also private entities, according to three levels of compliance with standard requirements: Bronze seal (conformity to level 1 requirements), Silver seal (intermediate level) and Gold seal (highest level of conformity).

- The Citizen Spots, detailed in question 33, where a specialised mediator assists citizens in accessing a portfolio of digital public services and further teaches them how to operate autonomously thereafter. These Spots are oriented to people with little confidence/literacy in the use of digital services; to elderly people in day-care centres / nursing homes (Solidarity Citizen Spot - foresees the operation of mobile kits by a trained mediator); and populations that live in remote areas or locations in catastrophic situations (e.g., areas affected by fires) (Mobile Citizen Spot - foresees the use of minivans);
- The Telephone Translation Service, made available by the High Commissioner for Migration, puts on a conference call the immigrant who wants to access a given public service but doesn't speak Portuguese, a translator and the technician of the service provider institution.
- The Contact Centers managed by the Administrative Modernization Agency, providing support to citizens and businesses regarding the digital services available on the ePortugal portal and digital solutions such as electronic identification. The Contact Centers also provide specific support to the public sector, clarifying doubts from Citizen Spots mediators or from public entities that intend to apply for financing related to the digital transformation of Public Administration. The Contact Center can be accessed via phone and e-mail, as well as through the virtual assistant SIGMA, integrated in ePortugal, having processed, in 2020, an accumulated total of 1.8 million calls and 2.29 million emails.

36. Does the Government provide any specific e-service(s) for women and other vulnerable groups?

Yes No

If yes, please provide link and detail.

Yes. Some (non-exhaustive) examples are:

- The [SNS24](#) hotline, a single contact point (phone, email, web) which provides citizens with a set of information and services that facilitate access, ensure equity and simplify the use of the National Health System (NHS). This hotline includes, since April 2020, a digital service for deaf people, through video call and assured by six Portuguese sign language interpreters who provide assistance 24 hours a day, 7 days a week. After contact between the deaf citizen and the interpreter, the latter mediates with the health professional at the NHS Contact Centre, through a voice response platform. This new functionality could also be used to ensure communication between health professionals and the deaf patient during hospital admission or interactions at the health centre;
- The online registration of complaints about violation of parental protection legislation (<http://cite.gov.pt/index.html>) and about sexual or moral harassment (<https://assedio.cite.gov.pt/queixa-por-assedio/>);

- The Inclusion desk (balcaodainclusao@inr.mtsss.pt), providing specialized and accessible information and mediation to people with disability, their families, organizations and others who directly or indirectly intervene in the disability area. It offers telephone, email, video calls (for deaf persons) and face-to-face service.
- An online Complaint Form to people with disability (<https://www.inr.pt/formulario-de-queixa>);
- Online reporting of situations of children in danger (<https://www.cnpdpcj.gov.pt/comunicar-situacao-de-perigo>);
- Online complaints and reports about working conditions ([https://www.act.gov.pt/\(pt-PT\)/Itens/QueixasDenuncias/Paginas/default.aspx](https://www.act.gov.pt/(pt-PT)/Itens/QueixasDenuncias/Paginas/default.aspx));
- Also, the [Strategy for Innovation and Modernisation of the State and Public Administration 2020-23](#) includes some specific measures in this domain, such as:
 - Launching a pilot project for an immigrant's one-stop shop, providing services related to the regularization of stay in the national territory;
 - Launching the “Domestic Violence” and “Violence Against Women” portals, strengthening the information management system on domestic violence, by aggregating information from the governmental areas of internal administration, justice, science, technology and higher education, education, labour, solidarity and social and health security.

37. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

Several public consultations, for example:

- National Strategy on the rights of People with Disability 2021-2025: <https://www.portugal.gov.pt/pt/gc22/comunicacao/noticia?i=estrategia-nacional-da-inclusao-das-pessoas-com-deficiencia-2021-2025-em-consulta-publica>
- National Strategy for the Rights of the Child 2021-2024: <https://www.portugal.gov.pt/pt/gc22/comunicacao/noticia?i=estrategia-nacional-para-os-direitos-da-crianca-em-consulta-publica>
- National Council of Children and Young People (Established and steered by the CNPDPCJ, it is integrated by children aged 8-17 and is regularly consulted by the latter for contributes on decision-making processes): <https://www.cnpdpcj.gov.pt/conselho-nacional-criancas-e-jovens>

38. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

- IEFP, the Public Employment Service, provides a specific training in digital skills where 50% of the trainees have to be women - <https://www.iefp.pt/noticia?item=10692142>;
- The CNPDPCJ contributes to build the digital literacy/skills of children by developing awareness raising actions and documents in child-friendly language, namely on preventing risk behaviour while surfing the Internet, including preventing situations of online sexual abuse, sexual

exploitation or trafficking of children and who to contact for help in situations of danger. (<https://www.cnpdpcj.gov.pt/centro-de-recursos>).

- The Citizen Spot network (see question 33) is providing support to the use of the self-scheduling service for covid-19 vaccination, only available through an electronic platform and which is having a significative demand by Citizen Spots' users.
- The Administrative Modernization Agency promotes [specific training actions](#) in Digital Accessibility and Usability, with the aim of promoting good practices in this domain within both the public and private sectors and thus enable the use of online services by people with disabilities. In this regard, we also highlight the Portuguese hosting of the "Accessible Europe 2021: ICT 4 ALL" forum, organized by the International Telecommunication Union and the European Commission with the support of the Portuguese Government, in the context of the Portuguese Presidency of the Council of the European Union. The institutional video of the event is available [here](#), while the special message of the Portuguese State Secretary for Innovation and Public Administration, Maria de Fátima Fonseca, is available [here](#).

39. Does the Government use social media platform(s)? *

Yes No

If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

Most of the Portuguese public entities (at central and local level) have by now social media accounts (linkedin, twitter, youtube, Instagram, facebook...) and publish information regarding their work and initiatives on a regular basis, namely the government itself: <https://twitter.com/govpt> or <https://www.youtube.com/user/GovernoPortugal>.

In the Administrative Modernization Agency (AMA), institutional communication aims to disseminate products and services that, in one way or another, impact the lives of citizens, companies and the Public Administration. Depending on the brands and services it owns, it operates different channels, such as dissemination at the network of Citizen Shops and Spots (onsite public service delivery), Diagrama (digital publication), Minuto Cidadão (radio spot), Compass (Public Administration's intranet), institutional websites, social networks, among others.

AMA, as an organization, makes itself known through its products, disseminated according to the target audience, with a clear objective of information for the benefit of its recipients, so its external image, and consequent communication, is strongly linked to the dissemination of brands, products and services, and not to the notoriety of the organization itself, other than for its brands.

Thus, communication operates according to principles of dissemination and information of public interest, without a traditional marketing or advertising objective. For instance, AMA uses social media to share several contents (audio, video, graphics, etc), mostly dedicated to explain the ways citizens can engage with the public administration in an easier and more efficient way, always a view to improve transparency and promote the State-citizen relationship. Some examples of AMA's social media:

- https://www.youtube.com/channel/UC_lavOMR0h7ZJdAqYW0273g;

- <https://www.facebook.com/ama.gov.pt/>,

- https://twitter.com/ama_gov_pt?lang=pt_pt;

- <https://www.instagram.com/ama.gov.pt/>;

- <https://pt.linkedin.com/company/ama-gov-pt>;

- <https://www.facebook.com/simplexportugal/>.

Please include any guidelines for government officials/institutions on the use of social media.

There are no written guidelines for government officials to use social media. Please see the previous answer.

40. Does the Government publish information on how people's voices, including those among women and vulnerable groups, are included in policy decision-making? *

Yes No

If yes, please provide link and detail.

Several public consultations, for example:

- National Strategy on the rights of People with Disability 2021-2025-
<https://www.portugal.gov.pt/pt/gc22/comunicacao/noticia?i=estrategia-nacional-da-inclusao-das-pessoas-com-deficiencia-2021-2025-em-consulta-publica>
- National Strategy for the Rights of the Child 2021-2024
<https://www.portugal.gov.pt/pt/gc22/comunicacao/noticia?i=estrategia-nacional-para-os-direitos-da-crianca-em-consulta-publica>
- National Council of Children and Young People (Established and steered by the CNPDPCJ, it is regularly consulted by the latter for contributes on decision-making processes)

<https://www.cnpdpcj.gov.pt/conselho-nacional-criancas-e-jovens>

F. Usage, User Satisfaction and Evaluation

41. Does the Government monitor/collect usage statistics of e-government services? *

Yes No

If yes, please provide link and detail.

Yes, most portals use analytics and/or a combination of service data to monitor and improve services. Some of this data is published in the official open data portal, <https://dados.gov.pt/pt/>

There are also sectorial portals that publish specific data on their own pages, such as:

- <http://www.portaldasfinancas.gov.pt/pt/main.jsp?body=/portal-dgci/Stats.jsp>
- <https://partilha.justica.gov.pt/Transparencia/Dados-e-Estatisticas>
- <https://www.sns.gov.pt/transparencia/>

Besides, the Statistics Portugal's annual Survey on ICT usage in Households and by Individuals collects information regarding the usage of websites or apps to interact with the public administrations, disaggregated by purpose of usage (www.ine.pt).

42. Does the Government measure user satisfaction of e-government services? *

Yes No

If yes, please provide link and detail.

Citizens can manifest their satisfaction in different ways, and their feedback is checked consistently and regularly:

- Most of the public administration websites have emails accounts or contact forms dedicated to complaints or suggestions, for example: on the [ePortugal portal contact page](#) and the feedback / support widget that is present in every page. There are also occasional surveys that are published on the portal, such as [this one for citizens](#) or [this one for businesses](#)) and [SIMPLEX](#);

ePortugal also has a feedback section on the bottom of every page asking if the content was useful. The feedback provided is then processed in AMA to ensure an ongoing improvement of the portal' s content;

- The [Electronic Yellow Book](#) is an online platform where everyone can leave a complaint, a suggestion or write a compliment regarding the public administration and its services (onsite or digital).

G. Other information

43. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) *

- Portugal is actively represented in several European Union and OECD (Organization for Economic Co-operation and Development) working and thematic groups related to e-government, such as the eGovernment Action Plan Steering Committee, the eIDAS Cooperation Network, the Single Digital Gateway Committee, the eHealth network (eHN) - voluntary network composed of national authorities, under art. 14 of Directive 2011/24 / EU on cross-border healthcare, with a view to actively share knowledge and best practices among MS; the eHN is collaborating on the implementation of the EU Digital COVID Certificate) - and the OECD eLeaders, to name just a few.
- Portugal is also a member of the [Digital Nations](#), a network of 10 advanced digital nations, namely: Canada; Denmark; Estonia; Israel; Mexico; New Zealand; South Korea; United Kingdom; Uruguay; and Portugal. The group's main goal is to share experiences and debate good practices regarding ICTs and digital services.
- Besides, Portugal is part of the International Council for Information Technology in Government Administration ([ICA](#)), a non-profit international organization that facilitates the exchange of experiences regarding the use of ICT in the public administration.
- Also noteworthy is Portugal's participation, since 2017, in the [Open Government Partnership](#), a multilateral initiative that aims to promote transparency, empower citizens, fight corruption and harness new technologies to strengthen participatory democracy.
- Another important organization is the Community of Portuguese Speaking Countries ([CPLP](#)), which develops cooperation in the field of digital government through the network of e-government focal points and the more recent Ministerial Meetings of Electronic Government, whose first edition occurred in October 2020.
- Regarding the cooperation with Portuguese-Speaking Countries, we highlight Portugal's participation in the Project to Support the Improvement of Quality and Proximity to Public Services in African Portuguese Speaking Countries and Timor-Leste (PASP / PALOP-TL), which was financed by the European Union and co-financed and implemented by Camões Institute, with the technical coordination of the Administrative Modernization Agency. This project was implemented between 2014-18 and supported the dematerialization of public services in the six PALOP-TL countries, including actions such as: the technical training of around 400 Public Administration staff from the

PALOP-TL countries; the acquisition of videoconferencing equipment for all beneficiary countries; the carrying out of technical assistance missions, many of which were organized and promoted by AMA, in Portugal, with the collaboration of other national public bodies; and the realization of the study “Promoting the Digital Transformation of African Portuguese-Speaking Countries and Timor-Leste”, contracted to OECD. In addition, all beneficiary countries developed National Projects based on their respective priorities, focusing on areas such as the digitalization of civil (São Tomé E Príncipe and Guinea Bissau), commercial and automotive (Cape Verde) registers, the creation of the State's electronic certification system (Mozambique), the expansion of the issuance of identity cards (Timor-Leste) and the promotion of digital inclusion and literacy (Angola).

- Another example of multilateral cooperation is the “[5+5 Dialogue](#)”, that brings together five countries from the south of Europe and five countries from northern Africa, including cooperation in digital technologies.
- Moreover, Portugal have several bilateral Memorandums of Understanding with other countries in the field of digital government and cooperate, in a regular basis, with other regional organizations, namely: the *Centro Latinoamericano de Administración para el Desarrollo* (CLAD); the Inter-American Development Bank (IADB); the CAF-Development Bank of Latin America; the *Red de Gobierno Electrónico de América Latina y el Caribe* (Red GEALC); the European Bank for Reconstruction (BERD); the World Bank (WB); among others.

In this regard, we highlight the following examples:

- The ongoing technical cooperation Portugal-Paraguay, financed by the IADB and focused on the digital transformation of the Paraguayan public administration, namely the simplification and dematerialization of the process of opening a business;
- The cooperation with CAF in the elaboration of a report focusing on the digital transformation strategy of Portugal, presenting it as a use case for providing recommendations for Latin American countries.
- It's also worth mentioning the cooperation in the scope of the [Ibero-American General Secretariat](#), an international organization that supports the 22 countries that make up the Ibero-American community: 19 from Latin America, Spanish and Portuguese-speaking countries, and Spain, Portugal and Andorra, in the Iberian Peninsula.

Ibero-American Cooperation is the channel through which the agreements and political commitments assumed by the Ibero-American Heads of State and Government at the Summits are translated into concrete actions. It is a unique cooperation model thanks to its multi-dimensional and multi-actor regional approach and a flexible and horizontal design in which participation is voluntary and countries participate according to their national priorities in the context of the 2030 Agenda of Sustainable Development, including digital government, civic engagement and other related issues.

44. Please provide any other information related to e-government development in your country.

Portugal's investment in public policies and programs dedicated to innovation and digital government has placed the country at the forefront of this domain, which is evidenced by its top position in various studies and rankings carried out by multilateral organizations:

- The UN eGovernment Study 2020 positions Portugal in the restricted group of countries with very high performance in the Electronic Government Development Index;
- The OECD Digital Government Index, published for the first time in 2020 and which evaluates the performance of 33 countries in six dimensions considered as the basis for a fully digital

government, attributes Portugal the 10th place in the overall ranking, with an above-average performance and particularly positive results in the dimensions “Government as a Platform” (provision of clear and transparent guidelines, as well as tools, data and software for integrated and citizen-oriented public services), “Proactivity” (capacity of governments and public officials to anticipate users' needs, for more effective and efficient services) and “Digital by design” (evaluates the incorporation of digital as a mandatory transforming element in all policy processes);

- The European eGovernment Benchmark 2020 report, an annual study conducted by the European Commission that assesses the performance of European countries in terms of dematerialization and the provision of public services online, ranks Portugal in 12th place in 34 evaluated countries, highlighting the good results in the digital services indicators aimed at national citizens and companies, namely "Transparency" (6th place), "Citizen Centered Services" (9th place) and “Technological Facilitators” (11th place);
- The European Commission’s Digital Economy and Society Index 2020 (DESI), which tracks the evolution of the different Member States of the European Union in five main dimensions - Connectivity, Human Capital, Internet Use, Integration of Digital Technology and Digital Public Services - ranks Portugal in 13th place in the “Digital Public Services” dimension, above the European average.

This diversity of positive evaluations, which give Portugal a prominent place in terms of the provision of Electronic Governance, reflects the country's commitment to simplifying the provision of services with a view to administrative modernization and innovation.

Finally, we highlight the following documents/materials with relevant info about the Portuguese Digital Government:

- [Digital Public Administration Factsheet – 2020](#) (published by the European Commission).
- [Portugal Today](#) - video with an overview of the digital solutions provided by the Portuguese public administration.
- [Portugal Today & International Alignment](#) - video with an overview of the main achievement for the last decade and alignment with international values.
- Testimony from the Secretary of State for Innovation and Modernization regarding the [modernization of public service delivery through the simplification program SIMPLEX](#).

H. Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this *OPTIONAL* Respondent Satisfaction Survey: <https://forms.office.com/r/yTrKyZCjdT>