

View results

Respondent

169

Anonymous

38:59

Time to complete

1. Country name *

Portugal

Contact information

2. Your name *

Cláudia Barroso

3. Title *

Head of International and Institutional Affairs

4. Organization *

AMA – Administrative Modernization Agency

5. Email *

claudia.barroso@ama.gov.pt ; eri@ama.gov.pt

6. 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 am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Most of the questions were answered by AMA, but some specific ones were submitted to other government areas.

A. Institutional / Organizational Framework

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

Note: E-government and digital government are used interchangeably in this Questionnaire.

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.

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar *

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

9. - 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/>

10. - Open government data

Main open data portal: <https://dados.gov.pt/en/> There are other portals such as: <https://transparencia.gov.pt/pt/> <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/>.
<https://ogp.eportugal.gov.pt/inicio> <http://www.gep.mtsss.gov.pt/estatistica> 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/> .

11. - 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>
<https://www.compraspublicasinovacao.pt/acerca-do-procurei/>

12. - Others (if any)

<https://www.autenticacao.gov.pt/>
<https://www.tic.gov.pt/>
<http://www.acessibilidade.gov.pt/>
<https://transparencia.gov.pt/>
<https://participa.gov.pt/>
<https://mosaico.gov.pt/homepage>
<https://www.iap.gov.pt/>

13. 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/>

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

Yes

No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

João Dias

16. Title *

President of the Board of Directors

17. Organization *

Administrative Modernization Agency (AMA)

18. Email *

joao.dias@ama.gov.pt

19. Are there sectoral/line/ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes

No

20. If yes, please provide link(s) and detail(s) on above, including coordination/integration between national and sub-national levels on e-government development.

Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development *

• PlanApp – Competence Centre for Planning, Policy and Foresight in Public Administration <https://planapp.gov.pt/en/planapp/presentation/> • Gabinete de Estratégia e Planeamento (GEP), Ministério do Trabalho, Solidariedade e Segurança Social (MTSSS) <http://www.gep.mtsss.gov.pt/inicio> • 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

22. 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> • DGES – Higher Education General Directory <https://www.dges.gov.pt/en?plid=1428> • DGEEC- Statistics of Education and Science General Directory <https://www.dgeec.mec.pt/np4/dgeec/>

23. 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): <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>

24. Social Welfare (social inclusion, social protection, etc.) *

• Ministry of Labour, Solidarity and Social Security (MTSSS) <https://www.portugal.gov.pt/en/gc22/ministries/labour-solidarity-and-social-security> The Ministry has the following services and bodies under its administration or supervision and providing information and services to the public: • General Secretariat - provides a Blue Line Information Service to citizens on matters related to the MTSSS <https://www.sg.mtsss.gov.pt/informacao-a-utentes-servico-informativo-linha-azul> • 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.marcaodeatendimento.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: Inclusion desk (balcaodainclusao@inr.mtsss.pt) and 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.cnpdpj.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>

25. Employment and Labour *

• Ministry of Labour, Solidarity and Social Security (MTSSS): <https://www.portugal.gov.pt/en/gc22/ministries/labour-solidarity-and-social-security> The Ministry has the following services and bodies under its administration or supervision and providing services to the public: • General Secretariat - provides a Blue Line Information Service to citizens on matters related to the MTSSS. <https://www.sg.mtsss.gov.pt/informacao-a-utentes-servico-informativo-linha-azul> • 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.marcaodeatendimento.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.marcaodeatendimento.pt/>); Youth information (<https://www.garantiajovem.pt/>); and training and certification of trainers (<https://netforce.iefp.pt/>). • 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>

26. Environment *

• 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/direccao-regional-do-ambiente> • Regional Directorate Environment and Climate Action – Madeira (DRAAC) <https://www.madeira.gov.pt/draac/Estrutura/DRAAC/A-Direção>

27. Justice *

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

28. Economy/finance *

• Ministry of Economy and Maritime Affairs <https://www.portugal.gov.pt/pt/gc23/area-de-governo/economia-e-mar> • GEE - Cabinet of Strategy and Studies: <https://www.gee.gov.pt/pt/> • General Directorate of Economic Activities: <https://www.dgae.gov.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.gpearl.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> • Banco Português de Fomento <https://www.bpfomento.pt/pt/>

29. 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>

30. Sustainable Development Goals (SDGs) [NEW] *

Resolution No. 5/2023 establishes the model for coordinating and monitoring the implementation of the Sustainable Development Goals: the Council of Ministers delegates "the competence of the Government member responsible for the Presidency of the Council of Ministers to, at government level, coordinate and monitor the implementation of the Sustainable Development Goals (SDGs) established by the 2030 Agenda for Sustainable Development (Agenda 2030), at the internal level, without prejudice to the competences of the governmental area of foreign affairs at the external level and in cooperation policy, as well as in other areas of government within the scope of implementation at sectoral level"

Thus, the coordination and monitoring of the SDGs are, internally, under the responsibility of the governing area of the Presidency and, externally, under the responsibility of the governing area of Foreign Affairs. The public services that support each of those areas are:

- Foreign Affairs – Directorate-General for Foreign Policy and Camões – Institute for Cooperation and Language;
- Presidency of the Council of Ministers – General Secretariat of the Presidency of the Council of Ministers and Competence Center for Planning, Policies and Foresight

It is foreseen, shortly, the launch of PTSustainable, an official website that will aggregate varied information on the implementation and national follow-up of the 2030 Agenda and the SDGs.

Statistical monitoring is under the responsibility of the National Institute of Statistics. INE publishes specific statistics for this area.

- PlanApp – Competence Centre for Planning, Policy and Foresight in Public Administration
<https://planapp.gov.pt/en/planapp/presentation/> also holds some competencies in the area.

31. Climate Change [NEW] *

- Ministry of Environment and Climate Action

<https://www.portugal.gov.pt/pt/gc22/area-de-governo/ambiente-e-acao-climatica>

- General Secretariat of the Ministry of Environment and Climate Action (SGMAAC) www.sgambiente.gov.pt
- Regional Directorate Environment and Climate Action – Madeira (DRAAC) <https://www.madeira.gov.pt/draac/Estrutura/DRAAC/A-Direção>
- APA – Portuguese Agency for the Environment <https://apambiente.pt/>

32. Others (Please specify) *

- Portugal Digital Mission Structure <https://portugaldigital.gov.pt/en/> • [Dados.gov.pt](https://dados.gov.pt) • [Tic.gov.pt](https://tic.gov.pt) • [Participa.gov.pt](https://participa.gov.pt) • [Recuperar Portugal](https://recuperarportugal.gov.pt) • [App.gov.pt](https://app.gov.pt) • [Transparencia.gov.pt](https://transparencia.gov.pt) • [Bussola.gov.pt](https://bussola.gov.pt) • [1Bilhete.pt](https://1bilhete.pt) - Nationwide Ticketing System for Public Transport • The Education and Training Courses Portal • [Qualifica Portal](https://qualifica.gov.pt) • [Electronic Yellow Book](https://electronicyellowbook.gov.pt) • [travelBI](https://travelbi.gov.pt)

B. Crisis/Emergency Response and Recovery [NEW]

33. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW]

*

- Yes
- No
- Recovery and Resilience Facility

34. Please provide links and details. *

The Recovery and Resilience Plan is a nationally applicable programme, with an exceptional implementation period lasting until 2026. The Plan will implement a set of reforms and investments aimed at restoring sustained economic growth, supporting the goal of convergence with Europe over the next decade. The European Council, faced with the serious impacts of the pandemic on European economies, has created Next Generation EU, a strategic instrument to mitigate the economic and social impact of the crisis; this is capable of promoting economic convergence and resilience, helping to ensure long-term sustainable growth and meeting the challenges of the transition to a greener and more digital society. The Recovery and Resilience Mechanism has been developed on the basis of this instrument, and the RRP fits into this framework. The RRP is an investment plan for all Portuguese people, based on three structuring dimensions: Resilience; Climate Change; Digital Transition.

<https://recuperarportugal.gov.pt/?lang=en>

35. Is there a specific national portal addressing crisis/emergency? [NEW * Yes No**36. If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency? [NEW]**

Estamos On <https://covid19estamoson.gov.pt/>

The Portuguese Government launched the website covid19estamoson.gov.pt in view of the need to inform citizens about the new coronavirus / COVID-19. The information is included in a single platform, serving as a practical guide to support citizens, families and businesses. In addition to providing information on prevention and containment measures, exceptional measures adopted by the government for each government area, and official emergency contacts, citizens are also allowed access, including forms, to access the support available from the government. The Frequently Asked Questions section, which is updated regularly, includes questions collected by VOST Portugal volunteers on social media, and answers by the competent health authorities, such as DGS, SPMS, INEM, INSA and INFARMED. This initiative has partners in the technology area (AWS, CISCO, Google and Microsoft) and telecommunications operators (Altice, NOS, Vodafone and APRITEL), making it possible to operate the teleworking regime. Citizens, schools, public services and companies can find on this website a set of tutorials of good practices that aim to facilitate the process of adapting their activities during this period.

C. Legal Framework

37. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? * Yes No**38. 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.

39. Is there any legislation, law or regulation on data privacy and/or protection? * Yes No

40. 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.

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

Yes

No

42. 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.
- National Cyber Defense Strategy: The Resolution of the Council of Ministers n.º 106/2022 of November 2 approved the National Cyber Defense Strategy. The present resolution aims to characterise and densify the strategic vision, the inter-organizational framework and ensure the development of this capacity, which is crucial for digital sovereignty.
- National Cybersecurity Framework: In 2019, the National Cybersecurity Centre (CNCS) published the National Cybersecurity Framework to allow organisations to reduce the risk associated with cyber threats, providing the basis for any entity to meet the minimum security requirements of networks and information systems. In 2022 the CNCS developed a national certification scheme of compliance with the National Cybersecurity Framework which will enable public and private organisations to attest, through certification, the implementation of their organisational, procedural, technological and human cybersecurity practices.

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

Yes

No

44. 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.
- Decree Law 88/2021 Develops the citizens' electronic authentication system "Digital Mobile Key" and added Citizen's mobile device biometric secure identification capabilities
-

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).

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

Yes

No

46. 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.

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

Yes

No

48. 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.

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

Note: This is related to SDG Indicator 16.6.1

Yes

No

50. 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.
 - Law 75-B/2020, of 31 December, article 360.^o - creates the Mais Transparência (More Transparency) Portal, which is a platform that allows citizens to access information made available by the State in a more accessible way, strengthening their relationship of trust with the Public Administration.
- Mais Transparência is an open data platform on management and public resources and funding.

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

Yes

No

52. 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.

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

Yes

No

54. 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 Law 68/2021, of 26 august applications and allow their reuse, under the terms provided for by law.
- Approves the general principles on open data and transposes 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 into the internal legal order , amending Law No. 26/2016, of August 22

55. 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

56. If yes, please provide link(s) and detail(s).

• 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.

GuIA – Guide for Artificial Intelligence was launched in 2022 as a reference to help public entities when devising AI-based solutions, so that these solutions are transparent and auditable, do not discriminate or increase biases. The Guide, whose development included a public consultation to collect contributions, considers five dimensions of evaluation of AI projects: Accountability; Transparency; Explainability; Fairness; Ethics. The model for developing AI projects proposes concrete steps, resources and methodologies for participatory, responsible and sustainable ideation processes. Additionally, an online tool for self-assessment of risk was made available to be applied in AI projects. It was developed in line with the guidelines of the Guide and recommends concrete actions and suggestions for further readings, depending on the level of maturity of the users

57. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes

No

58. If yes, please provide link and detail.

Portuguese Charter on Human Rights in the Digital Age: Law no. 27/2021 of May 17th adopted the Portuguese Charter on Human Rights in the Digital Age. Its Article 9 states that the use of artificial intelligence and robots shall be "guided by the respect of fundamental rights, guaranteeing a fair balance between the principles of explicability, security, transparency and responsibility, which takes into account the circumstances of each specific case and establishes processes aimed at avoiding any prejudice and any form of discrimination".

GuIA – Guide for Artificial Intelligence was launched in 2022 as a reference to help public entities when devising AI-based solutions, so that these solutions are transparent and auditable, do not discriminate or increase biases. The Guide, whose development included a public consultation to collect contributions, considers five dimensions of evaluation of AI projects: Accountability; Transparency; Explainability; Fairness; Ethics. The model for developing AI projects proposes concrete steps, resources and methodologies for participatory, responsible and sustainable ideation processes. Additionally, an online tool for self-assessment of risk was made available to be applied in AI projects. It was developed in line with the guidelines of the Guide and recommends concrete actions and suggestions for further readings, depending on the level of maturity of the users

D. Strategy and Implementation

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

- Yes
- No

Please provide information where relevant:

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

- Two-year
- Three-year
- Five-year
- Ten-year
- Other

61. **Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]**

*

- Yes
- No

62. **If yes, please provide link and detail.**

Action Plan for Digital Transition - The investments associated with the Action Plan's measures are essentially multiannual and are associated with the entities that are responsible for the measure (decentralized budgets). Some examples of entities are: Portugal Digital, Startup Portugal, Institute of Employment and Professional Training, Directorate-General for Economic Activities, Agency for Investment and Foreign Trade of Portugal, Agency for Administrative Modernization, Imprensa Nacional da Casa da Moeda. Only the operating budget of the Portugal Mission Structure (i.e., not specific to the measures that Portugal Digital implements) is annual, as a result of the budgetary process for Portuguese public entities.

National Recovery and Resilience Plan: The Portuguese Recovery and Resilience Plan, which was submitted in April 2021 to the European Commission, is a national investment plan, with an exceptional implementation period lasting until 2026. It is based on three structuring dimensions: resilience, climate change and digital transition. In what regards digital transition, the aim is to ensure that Portugal accelerates the transition to a more digital society. For that purpose, significant reforms and investments are planned in the following areas: empowerment and digital inclusion of people through education; training in digital skills and promotion of digital literacy; digital transformation of the business sector; and digitalisation of the State. The measures to support digital objectives represent 22% of the total allocation of the plan (ca. EUR 3,660M), exceeding the threshold of 20% set by European regulation: 12 of the 20 components of the Plan have a direct contribution to achieve the digital agenda.

63. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail **including specific reference to an implementation roadmap.** *

- Yes
- No

64. 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.
On the other hand, the National eGovernment Strategy is aligned with the broader recovery and resilience plan

65. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

Yes

No

66. Please provide link and detail.

<https://www.tic.gov.pt/estrategias/estrategia-2021-2026> 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).

67. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

Yes

No

68. Please provide link and detail.

<https://www.tic.gov.pt/estrategias/estrategia-2021-2026>
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.
We can highlight the in this Strategy, in Strategic line 2 - Data Valuation - MEASURE 2.2 SERVICES WITH RESOURCES OF AUTOMATIC DECISION MODELS- a specific mention to data science and AI as a potential engine of economic and social development, namely, in the functioning of cities, among others, therefore PA should promote the uptake of these transformative technologies to better decide and provide quality and reliable public services.
National Smart Cities Strategy: The National Smart Territories Strategy, to be published in 2023, is a guiding document to accelerate the transformation of Portuguese municipalities. It aims to create integrated planning in smart territories' implementation, thus allowing for scaling up small projects between municipalities and defining common practices and principles, applicable to all initiatives in Portugal. <https://portugaldigital.gov.pt/promover-servicos-publicos-mais-digitais/territorios-mais-digitais/estrategia-nacional-de-smart-cities/>

69. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

Yes

No

70. Please provide link and detail.

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.

71. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

Yes

No

72. Please provide link and detail.

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.

73. Does the national e-government strategy make specific reference to national digital identity? *

Yes

No

74. Please provide link and detail.

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.

75. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

Yes

No

76. 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

77. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? *

Yes

No

78. Please provide link and detail.

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 through the Interoperability Platform of the Public Administration.

79. **Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]**

Yes

No

80. **Please provide link and detail.**

The strategy states that "Priority is given to intersectoral services (or multi-services), with a "whole-of-Government" approach, in a logic oriented to life events (of the citizen or the company), and with the minimum effort for the recipient through the use of interoperability and reusability of the data, implementing, whenever possible, proactive or automatic services"

The MOSAICO - Common Model for Designing and Development of Digital Public Services, launched in 2022, establishes the Principle 1 -"Understand users and their needs principle" which advocates an understanding of the entire life cycle and ecosystem associated with the user's need, even the aspects that fall outside the scope of the Government. <https://mosaico.gov.pt/principios/1>

81. **Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]**

Yes

Maybe

82. **Please provide link and detail.**

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. 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.

83. **Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]**

Yes

No

84. **Please provide link and detail.**

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, there is a goal for the digitalization of 25 new public services until 2026.

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

Artificial intelligence (AI) - please provide link and detail:

See below (91).

86. Robotics - please provide link and detail:

See below (91).

87. Blockchains - please provide link and detail:

See below (91).

88. 5G - please provide link and detail:

See below (91).

89. Internet of Things (IoT) - please provide link and detail:

See below (91).

90. **Invisible/anticipatory/proactive/seamless services [NEW]:**

See below (91).

91. Others - please provide link and 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. The Digital Transition Action Plan includes Strategies in the area of AI, Advanced Computing, Smartcities (IoT), and data, in addition to these the Web3 Strategy was added.
https://portugaldigital.gov.pt/wp-content/uploads/2022/01/Portugal_Action_Plan_for_Digital_Transition.pdf . Also, a 5G Benchmark for Public Administration was approved <https://www.tic.gov.pt/areas-tematicas/5-g>

92. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

93. Please provide link and detail.

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.

PT is following closely the negotiations towards a UN "Global Digital Compact" to ensure the alignment of the national e-government strategy with the guidelines that should be adopted and emerge at the Summit of the Future to be held in September 2024.

94. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

Yes

No

95. Please provide link and detail.

- PlanApp – Competence Centre for Planning, Policy and Foresight in Public Administration
<https://planapp.gov.pt/en/planapp/presentation/>
- The AMA/LabX team has developed 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. <https://labx.gov.pt/projetos-posts/antecipatory-innovation/?lang=en>
- 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.

96. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

Yes

No

97. Please provide link and detail.

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.

- Technology Free Zones (ZLT), which correspond to regulatory sandboxes, consist of physical environments, geographically located, in a real or quasi-real environment, used for testing and experimentation (support and monitoring of the respective competent entities) arising from the development of new technologies and solutions; innovative technology-based products, services and processes; cross-cutting and integrated models (i.e. that cross more than one sector and may therefore be subject to separate regulations and regulators). ZLT regime was approved by Decree-Law nr. 67/2021, of 30.07.2021.
- Test Beds: The Testbed concept aims to provide infrastructure and equipment through entities that could provide these services to SMEs and startups. Such services include testing and experimentation with innovative products and services, in physical or virtual spaces, for SMEs and startups. There are currently 33 Test Beds, aimed at providing product testing services in the area of 5G, Artificial Intelligence, and big data, blockchain, among others.

98. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? [NEW]

Yes

No

99. Please provide link and/or details.

But within CTIC - Council for ICT, there are working Groups dedicated to this subject. <https://www.tic.gov.pt/sobre-nos/governo-digital>

According to Decree-Law 32/2022, May 9, that approves the government's regime and organization, the Action Plan for Digital Transition is headed by the Prime Minister of Portugal, with the possibility of delegation to the Secretary of State for Digitization and Administrative Modernization, as it happens currently. In order for public digitization policies to be more successful in their implementation, the Interministerial Council for Digitization was created in 2022, where each government area is represented by its Secretary of State, aiming to give greater engagement to digital in public policies from all areas of government, support for the development and implementation of the strategy, and also for it to be a place where accountability on digital policies and policy coordination is usually rendered. In addition to the political alignment to the importance of a digital strategy, a Mission Structure (Portugal Digital) was created in 2020 with the specific goal of coordinating the Action Plan for the Digital Transition, monitoring the achievement of strategic objectives, communicating and promoting public policy, and following and monitoring the different measures of the Action Plan.

RCM129/2021 gives AMA -Administrative Modernization Agency powers to follow up and monitor projects in the area of Digital Transformation financed by the Recovery and Resilience Facility.

E. Digital Inclusion and E-Participation

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

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

Yes

No

101. If yes, please provide link and detail.

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.

Furthermore, Portugal has the initiative "Eu Sou Digital – I am digital". It's a digital inclusion programme for info-excluded adults based on a national network of volunteers, centres spread throughout the country and free access to digital resources. The basic training contents covered in the programme involve, among others, the creation and management of an email account, online search capabilities, consultation and use of digital public services, access to services such as home banking or access to social networks.

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

Yes

No

103. 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. II NAP in execution/monitoring <https://ogp.eportugal.gov.pt/pt/ii-panaa> and the III NAP in co-creation phase.
- The Portuguese Participatory Budget (PPB) aims to ensure people's participation in the decision-making relevant to the country through the direct choice of allocation of part of the State's budget. The PPB is a deliberative process that promotes the sharing of decision-making power by allowing people to submit proposals and prioritize, through voting, investments reflected in the State Budget for the following year. The PPB focuses on matters within the competence of the central administration, without prejudice to may have local territorial scope of execution. The PPB is aligned with the Public Administration budget and management cycle. OPP promotes the democratization of participation, reinforcing social cohesion by creating conditions for the participation of all people, as well as territorial cohesion by stimulating projects that, although they may have different territorial scales, always focus on a common purpose and relevant for the country. The two previous editions of Portuguese Participatory Budget involved more than 2500 project applications that resulted in 1300 projects to vote. The were 60 projects with more votes. In total, the number of total votes had been more than 200.000 votes.

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

Yes

No

105. If yes, please provide link and detail.

Some (non-exhaustive) examples are:

- Social tariff for the provision of broadband internet access services: Social tariff that includes broadband internet access services to low-income or special social needs consumers, whether landline or mobile. Basic broadband internet service package at an affordable price which allows access to: E-mail; Search Engines; Training and Educational Tools; Newspapers and news; Online shopping; Job offers; Public and banking services; Social networks; instant messaging; calls; and video calls.

- 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. This channel also provides a solution that guarantee the realization of multiple online services provided in ePortugal by video call. The service is available by scheduling.

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.

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

Yes

No

107. If yes, please provide link and detail.

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; Also, the SNS 24 website follows the recommendations of the Decree-Law no. 83/2018, of 19 October, which transposes Directive (EU) 2016/2102 of the European Parliament and of the Council, on the accessibility of websites and mobile applications. <https://www.sns24.gov.pt/acessibilidade/>

- 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));

- Online information and forms to apply for social support measures

<https://www.seg-social.pt/iss-ip-instituto-da-seguranca-social-ip#>

•

- Also, the Strategy for Innovation and Modernisation of the State and Public Administration 2020-23 includes some specific measures in this domain, such as:

- o Launching a pilot project for an immigrant's one-stop shop, providing services related to the regularization of stay in the national territory;

- o 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.

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

Yes

No

109. 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>

Estratégia Nacional de Combate à Pobreza 2021-2030
https://www.consultalex.gov.pt/ConsultaPublica_Detail.aspx?Consulta_Id=215

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>

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

Yes

No

111. If yes, please provide link and detail.

- The National Initiative for Digital Skills e.2030, Portugal INCoDe.2030, with emphasis on axes 2 and 3, includes qualification, requalification and inclusion measures for vulnerable audiences <https://www.incode2030.gov.pt/>
- The "Engineers for 1 Day" Programme promotes, among students of non-higher education, the option for engineering and technology, deconstructing the idea that these are male domains and that has already reached 12.500 girls along five editions.
- IEFEP, 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

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

Yes

No

113. 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/>.

114. If yes, 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 refer to the previous answer.

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

Yes

No

116. If yes, please provide link (URL) 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

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

Yes

No

118. 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).

119. Does the Government collect usage data with dis-aggregation by gender? *

No.

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

Yes

No

121. 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).

122. Does the Government collect user satisfaction data with dis-aggregation by gender? *

No

G. Partnership and International Cooperation [NEW]

123. **Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW] ***

UNDP – contributes to online register of Alliance for Digital Public Goods.
 ITU – Organization of the event Accessible Europe: ICT 4 ALL - acessibilidade.gov.pt during the Portuguese Presidency of the Council of the European Union in 2021.
 PT is currently the Chair of the Commission of Science, Technology for Development, where the discussions on WSIS+20 already started. PT is very involved in both the discussions on the future of e-government and digital technologies within WSIS+20 and on the Global Digital Compact, working together with UNDESA and UNCTAD. Under the CSTD is possible to organize side-events on this subject during either the inter-sessional panel of the CSTD to be held in Lisbon, on 6-7 November, or the 27th CSTD (March 2024).
 PT is also co-organizing with the Portuguese spoken countries the first cultural IGF dedicated to the Portuguese on the Internet, where e-government may start to be one of its segments. This first event will be held in São Paulo, Brazil, on 18-19 September.

124. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW] *

- 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.
- 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

THANK YOU

125. Please provide any other information that will help us in understanding e-government development in your country. [NEW] *

- 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 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 – 2022(published by the European Commission). https://joinup.ec.europa.eu/sites/default/files/inline-files/DPA_Factsheets_2022_Portugal_vFinal_0.pdf
 - Portugal Today - video with an overview of the digital solutions provided by the Portuguese public administration.

126. **Consent to publish this Questionnaire**

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

Yes

No

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