

# NIFO Factsheet – Portugal

The main online source for the Portuguese interoperability activities is iAP - Interoperability in Public Administration platform: <http://www.iap.gov.pt/>

The Agency for Administrative Modernization (AMA) coordinates measures, programmes and projects aimed at modernising and simplifying the Public Administration, the electronic administration and the distribution of public services: <http://www.ama.pt/>

Other useful sources of interoperability-related information:

- Interoperability in Public Administration document: [http://www.iap.gov.pt/Guia\\_Adesao\\_iAP\\_v3\\_0\\_2.pdf](http://www.iap.gov.pt/Guia_Adesao_iAP_v3_0_2.pdf)
- Balcão do Empreendedor - an electronic counter grouping digital services: <https://www.portaldaempresa.pt/CVE/services/balcaodoempreendedor/cat-alogolicencas.aspx>
- Simplex Programme: <http://www.simplex.pt/english.html>
- svn.gov.pt - for sharing self-made open software
- Common Knowledge Network portal (RCC) to share knowledge and good practices: <http://www.rcc.gov.pt/Paginas/Home.aspx>

## Main interoperability highlights

The Portuguese National Interoperability Framework has been developed by the *Agency for the Public Services Reform* (Agência para a Modernização Administrativa - AMA)<sup>1</sup> and the first version dates from 2004. The main focus of this NIF lays currently on the technical interoperability through the availability of a service-oriented integration layer between all public Information Systems. However, AMA is in the process of updating the NIF to include a wider focus on all levels of interoperability and the delivery is expected soon.

The *iAP - Interoperability in Public Administration*<sup>2</sup> is a central, service-oriented platform, with the primary aim to provide the Public Administration with shared tools for interconnecting systems, identified federation, authentication, messaging, payments, and also to enable, in an agile form and achieving economies of scale, the composition and availability of multichannel electronic services more closely to the needs of citizens and businesses.

A document *Interoperability in Public Administration*<sup>3</sup> is available on the iAP platform which describes all the necessary procedures for accessing various services accessible through the iAP and technologies required for integration of information systems.

## Summary of the NIF

The Portuguese National Interoperability Framework touches upon all levels of interoperability (legal, organisational, semantic and technical), the primary focus of this document is on the

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<sup>1</sup> <http://www.ama.pt/> (in Portuguese)

<sup>2</sup> <http://www.iap.gov.pt/> (in Portuguese)

<sup>3</sup> [http://www.iap.gov.pt/Guia\\_Adesao\\_iAP\\_v3\\_0\\_2.pdf](http://www.iap.gov.pt/Guia_Adesao_iAP_v3_0_2.pdf) (in Portuguese)

technical interoperability through the availability of an integration layer (i.e. the Interoperability Platform) between all public Information Systems.

The legal interoperability framework only addresses point-to-point integration aspects. Other interactions are presumed out of scope due to data privacy concerns. The NIF acknowledges the need for a broader legal framework in order to promote sharing and reusing information within public administrations and with European and private entities.

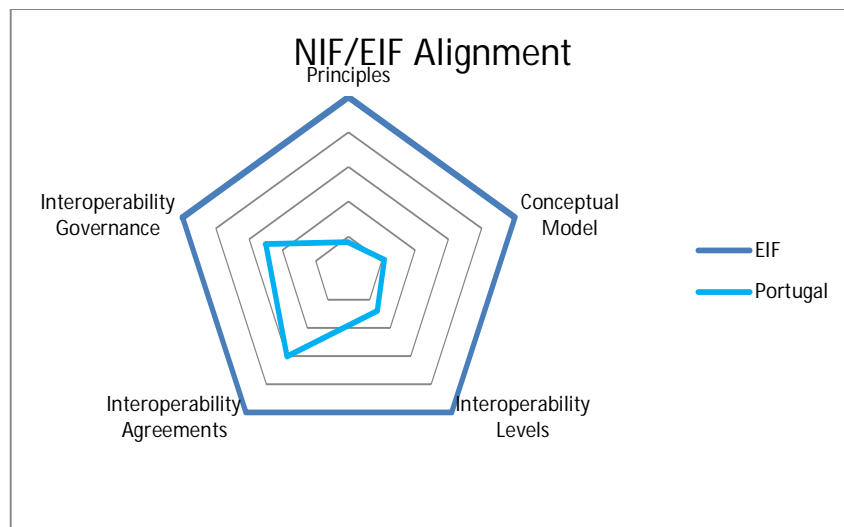
The organisational interoperability layer describes an inter-ministerial network for ICT. This collaborative network of public administration agents has the goal of promoting the elaboration and definition of transversal guidelines and standards in the ICT area.

The semantic interoperability layer describes a canonical data model present in the Interoperability Platform. This data model allows exchange of information without changing the underlying public Information System data model.

The technical interoperability layer describes mainly the central service-oriented 'Interoperability Platform' that can connect to all public Information Systems.

### Alignment NIF/EIF

The Portuguese NIF has a fair alignment with the EIF on the 'Interoperability Agreements' and 'Interoperability Governance'. There is a weak alignment with the EIF on the 'Principles', the 'Conceptual Model' and the 'Interoperability Levels'. An increase in the alignment is expected when the new version of the NIF will be published.



The Portuguese NIF only aligns with three of the twelve EIF principles: 'user centricity', 'security and privacy' and 'openness'.

No Conceptual Model has been put forward by the NIF. The NIF promotes a Service-Oriented platform, the 'Interoperability Platform', which integrates all public Information Systems. The NIF describes a certain number of authentic sources. No evidences have been observed in the NIF describing access and control mechanisms to ensure compliance with security and privacy legislation.

The NIF describes the four interoperability levels but puts focus on the technical interoperability layer through the availability of an integration layer (i.e. the Interoperability Platform) between all public Information Systems. The legal framework concerns data privacy but needs further



elaboration to address the entire concept of interoperability. No evidences were observed addressing organisational interoperability. It is planned in March 2013 to define ICT sectoral plans regarding the project group for information and communication technologies (GPTIC), to govern a strategic plan that defines the major action lines and restructuration of ICT. One of the areas of this plan is Interoperability. The interoperability platform has a canonical data model (i.e. Reference informational Architecture for public administration) to address semantic interoperability and assures that the associated public Information Systems data models remain unchanged. In 2014 the Public Administration Information Architecture is planned to be expanded. Technical interoperability was addressed mainly by creating a central Interoperability Platform that connects all public information systems. The Platform was built based on SOA principles using web based services using the most common open standards.

The interoperability agreements described are fairly aligned with the EIF. The interministerial network for ICT defines guidelines and standards with consensus of all sectors of public Administration. These guidelines and standards go through a legal process after which they will have binding force to be adopted by all public administration.

No formal governance activities have been defined. However, the goal of the Inter-ministerial network for ICT is: to promote, to elaborate and to define transversal guidelines and standards in the ICT area that can be applied to all public Administration. It is planned for 2015 to define and implement governance in Public Administration.

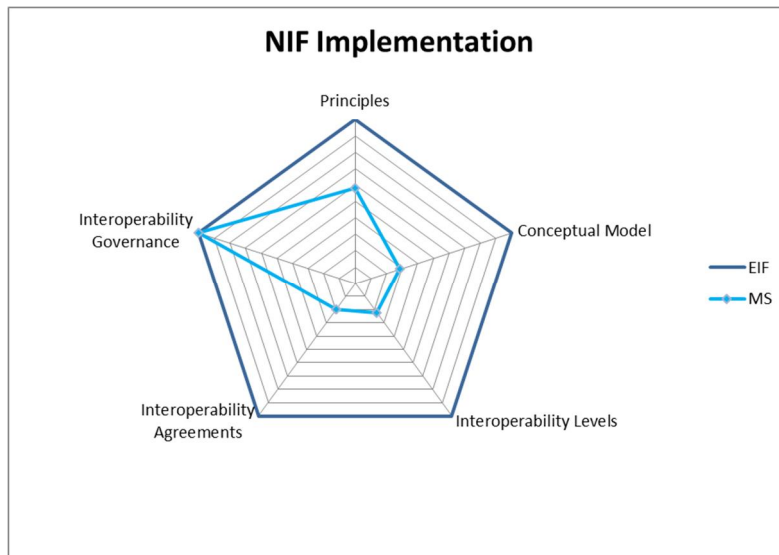
More detailed information on NIF / EIF alignment is provided on the NIFO Community on JoinUp on the [Compare NIFs](#) page.

#### Example of alignment –EIF Conceptual Model Interconnection of service components

Portugal has an Interoperability Platform that is a service oriented central platform based on open standards with the objective of providing a shared tool for public administration to interconnect the different information systems and deploy multichannel electronic services. The Platform was built as a web based service oriented application using the most common open standards: e.g SOAP over HTTP, XML as base language for main standards that structure web services (SOAP and WSDL), WS-addressing because we have an one way implementation (asynchronous services).

## Implementation of NIF

Concerning the implementation of the NIF, all categories are covered, with interoperability governance well covered.



Nine of the twelve principles show examples of implementation. The user centricity and accessibility principles are implemented through projects, such as Citizen Spaces, a 'one-stop-shop' bringing together public services from several governmental organisations and Citizen Shops, a national network of public services with a strong regional presence and close proximity to the citizens. There are several initiatives to provide multilingualism, such as on the public portal<sup>4</sup> with English, Portuguese and Spanish. Balcão do Empreendedor - the Entrepreneur's desk<sup>5</sup>, and Zero Authorization were conceived to speed up administrative simplification. Transparency is implemented for example through the Municipal Transparency Portal<sup>6</sup>. On the Citizen's Portal there is a service called Citizen Console which allows citizens to visualise the federated data of the different systems which involve them. Openness is implemented through the National Digital Interoperability Regulation (RNID) with open formats, and AMA is making available practical open source software solutions available at Software Publico<sup>7</sup>. Technology neutrality and adaptability is implemented through the central platform iAP<sup>8</sup> - Interoperability in Public Administration. Effectiveness and efficiency is implemented through the PGETIC<sup>9</sup>, a strategic plan for rationalizing and cost savings in public administration ICT.

In the conceptual model domain, the interconnection of service components is implemented by the central platform iAP - Interoperability in Public Administration, which also providing access to authentic sources of information. A part of this platform is the Identity Federation which allows personal data to be exchanged between different systems in a secure way.

<sup>4</sup> <https://www.portaldocidadao.pt/pt>

<sup>5</sup> <https://bde.portaldocidadao.pt/evo/landingpage.aspx>

<sup>6</sup> <https://www.portalmunicipal.pt/home?locale=pt>

<sup>7</sup> <http://www.softwarepublico.gov.pt/>

<sup>8</sup> [www.iap.gov.pt](http://www.iap.gov.pt)

<sup>9</sup> <https://tic.gov.pt/pgetic>



In the Interoperability levels domain, two elements are implemented. Legal interoperability is implemented with AMA,<sup>10</sup> responsible for transversal interoperability in public administrations. It has to review all legislation that concerns Interoperability in public administration. Technical interoperability was addressed mainly by creating the central Interoperability Platform iAP that can connect all public information systems.

In the interoperability agreements domain, the National Digital Interoperability Regulation (RNID) defines the technical specifications and digital formats to be adopted by the Government and addresses open formats.

For the governance domain, Measure 11 of PGETIC addresses interoperability, its governance and strategy in the different Ministries.

### Other initiatives on interoperability

Portugal has launched a public consultation to gather feedback on the revision of the country's National Digital Interoperability Regulation (RNID). This is the first revision of the 2012 regulation, itself one of the outcomes of a 2011 law on the adoption of open standards in government IT systems. "The use of non-proprietary open formats is essential to ensure technical and semantic interoperability, for interaction with citizens and companies and to gain the necessary independence from ICT suppliers", writes Portugal's Agency for Administrative Modernisation (AMA) in a discussion paper introducing the survey. "In line with European guidelines on interoperability, the regulation aims to contribute to the universality of access and use of information, and the preservation of electronic documents while simultaneously reducing software licensing costs".

Simplificar (<https://www.simplificar.gov.pt>) was launched on 4 September 2015. The site will regularly host campaigns to get citizens and companies to identify red tape. Simplificar programme's three main principles are: (1) Ask only once - since May, Portugal's citizens can no longer be asked to present to the state information that is already available in the country's public administration; (2) Digital by default - since May 2014, public services in Portugal are to be made available online, unless this is impossible; (3) One-In, One-Out - Every euro of costs created by new legislation or rules, must be counterbalanced by a reduction of one euro in the costs for other rules or services.

In 2011, Portugal launched the national open data portal (<https://dados.gov.pt>). This was announced by AMA, the Portuguese agency for the modernization of administrative bodies. End of 2014, it counted over 6000 datasets.

A project is on-going to link professional attributes to the eID called 'Citizen Card' (CC). This project intends to make several databases available that can validate professional attributes for Citizens.

Balcão do Empreendedor<sup>11</sup> is an electronic counter which groups digital services and makes them available for the citizens and enterprises. Zero Authorization is one of the services offered which intends to reduce the administrative burden by eliminating licences and authorisations, and replacing them with a better supervision.

The Simplex Programme<sup>12</sup> was launched in 2006 and has the objective to implement simplifications to the administrative burden imposed by the government to citizens and enterprises. All government institutions are encouraged to propose ideas.

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<sup>10</sup> <http://www.ama.pt/>

<sup>11</sup> <https://www.portaldaempresa.pt/CVE/services/balcaodoempreendedor/catalogolicencas.aspx>

<sup>12</sup> <http://www.simplex.pt/english.html>



On [svn.gov.pt](http://svn.gov.pt) public administrations can voluntarily place self-made open software, where it is shared with other public administrations and even to the public to use and also to improve it.

Mid April 2014 the Agency for Modernisation of Public Administration (AMA) has launched a revamped version of the **Common Knowledge Network portal (RCC)**<sup>13</sup>. The RCC portal is one of the main projects of the Agency Modernisation of Public Administration. The portal was launched in 2008 and aims to share knowledge and good practices among Public Administration. The portal currently publishes approximately 400 Best Practices, and continues to be an important tool for information sharing in the areas of modernisation, innovation and administrative simplification. More than 200 public organisations in Portugal have subscribed to the portal and use it to share knowledge and good practices.

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<sup>13</sup> <http://www.rcc.gov.pt/Paginas/Home.aspx>