

# PORTUGAL

## Digital Public Administration Factsheet

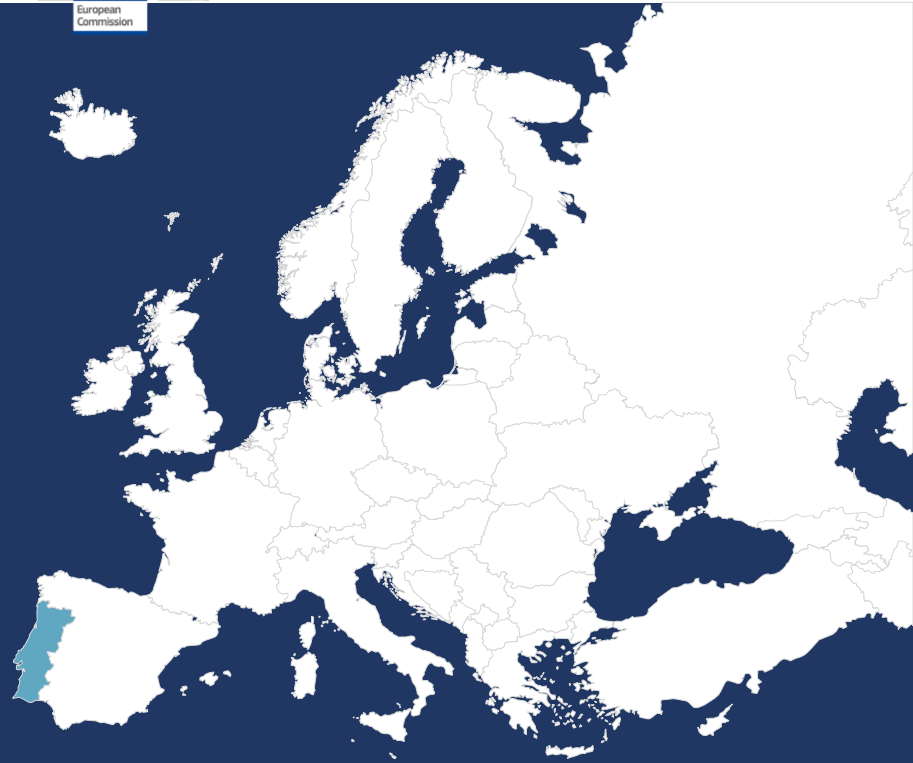
### 2024

Main developments in digital public administrations and interoperability

JULY 2024

#### HIGHLIGHTS - KEY PROJECTS

- In May 2023, Portugal developed a [generative AI virtual assistant](#) (VA) on ePortugal.gov.pt (the national single digital gateway) to further support citizens in accessing digital public services. This VA offers a permanent service and the avatar answers in writing and by voice (with lip sync) to citizens' queries. Currently responding to eID-related questions, its goal is to broaden the scope of supported services and languages, aiming to better serve the general population, specifically the foreign community.
- In December 2023, the [National Strategy for Smart Territories](#) was launched aiming to streamline data utilization for user convenience. Developed collaboratively with local authorities, regional commissions, technology firms, and educational institutions, it comprises 16 initiatives and 31 recommendations. Key among these is the establishment of a National Smart Territories Portal, coordinated by the Administrative Modernization Agency, to enhance service delivery and information sharing via interoperable platforms.



#### Key figures

**20** new initiatives adopted in 2023-2024

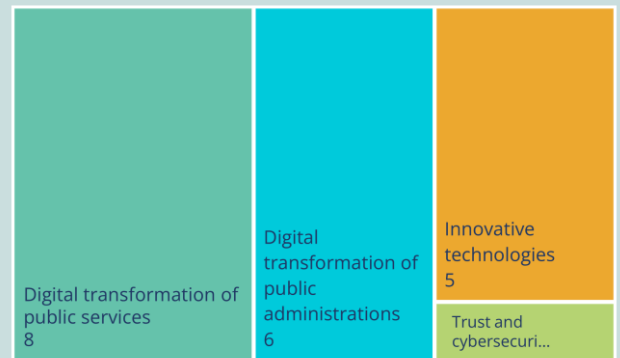


Figure 1

Number of initiatives per topic adopted in 2023-2024

#### Towards the Digital Decade targets set for 2030: DIGITAL PUBLIC SERVICES

eID scheme (≥1)  
YES

eHealth records (0-100)  
86%

Digital Public Services for Citizens (0-100)  
81.5%

Digital Public Services for Businesses (0-100)  
81.9%

Source: Digital Economy and Society Index (DESI)

## DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

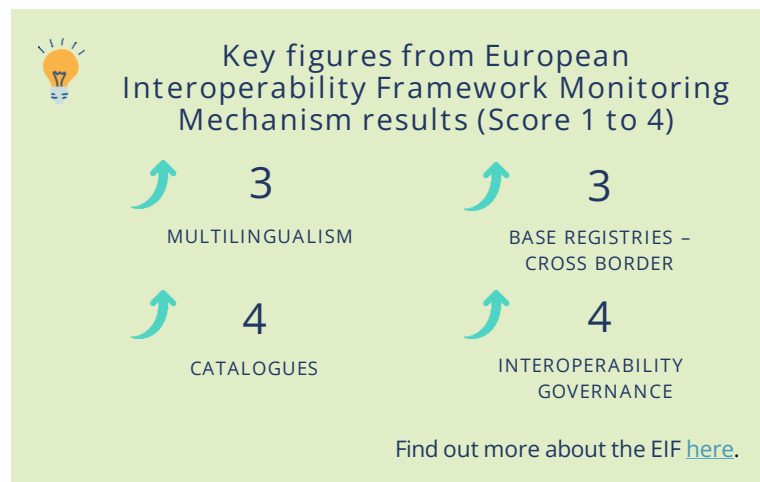
- [AP Digital](#), an Incode 2023 initiative, aims to strengthen the digital skills of workers in public functions and accelerate digital transformation of the public administration. It centers on three key areas: digital productivity tools, specialized training for IT professionals, and education in emerging technologies and management support.
- Under the scope of the Portuguese Resilience Plan, the [Agendas for Business Innovation](#) will fund projects that contribute directly or indirectly to the green transition as well as to the valorisation of biodiversity and the protection of the environment. These projects must contribute to addressing the challenges of the Covenant European Ecology, namely national energy, and climate objectives, contained in the National Energy and Climate Plan 2030 as well as the Roadmap to Carbon Neutrality 2050.
- In July of 2023, a [Technical Assistance Project was signed](#), with the aim to strengthen Portugal's policy framework, stimulate the greening of SMEs and green entrepreneurship, and support start-ups and scale-ups in industrial ecosystems through incubation and acceleration. The project is led by the Directorate-General for Economic Activities under the Ministry of Economy and Maritime Affairs and is funded by the European Commission and OECD's Technical Assistance. It will run until March 2025.

## DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- In 2023, as a SIMPLEX measure, the [Multipurpose One-Time Attestation](#) was launched to allow the information contained in the Medical Certificate of Multipurpose Incapacity to be shared with the relevant entities. The goal is to ensure seamless information exchange.
- Launched in 2023, [CLIC](#) is Social Security's new digital transition programme which aims to modernise, automate and personalise Social Security, while boosting interoperability with the public administration and companies and upgrading the technological infrastructure. Moreover, by setting up the e-CLIC channel, the goal is to ease and maximize the interaction with citizens and companies.
- The IMT, in 2023, introduced the [Online Driving Licence Certificate](#) that aims at dematerialising the process of issuing and making available driving license certificates, allowing them to be requested online and accessible anywhere in the world.

## INTEROPERABILITY AND DATA

- No new initiatives in this field have been reported.



## TRUST AND CYBERSECURITY

- The [C-Academy](#) is an advanced training programme in cybersecurity assembling different levels of training on cybersecurity related matters, providing sets of technical and cross-cutting skills and know-how to qualify and upskill human resources in public administration and private sector. The C-Academy is developed by the National Cybersecurity Centre (CNCS) under the Recovery and Resilience Plan with the purpose of specialising at least 9800 trainees until the first quarter of 2026. The 44 courses available in the C-Academy are managed by the CNCS and held by Higher Education Institutions.

## INNOVATIVE TECHNOLOGIES

- In March 2024, IP and Alcatel Submarine Networks (ASN) signed a contract for the Execution of the Design, Construction, Supply, Installation, Assembly, and Entry into Operation of Submarine Telecommunications Fiber Optic Cable for the [new CAM Ring](#) (Continente Açores Madeira). The CAM Ring system will span 3,812 kilometers and will have an estimated capacity exceeding 150 Tbps, surpassing by far the current cable capabilities. Beyond telecommunications, it will incorporate an innovative SMART (Science Monitoring And Reliable Telecommunications) component for seismic detection, climate and environmental monitoring, and scientific data transmission. Submarine cable repeaters will be equipped with wet sensors enabling real-time collection of Oceanographic and Environmental data such as seabed temperature, sea level, and salinity, among others. This real-time data collection will need the inclusion of data storage and processing capabilities.



The Digital Public Administration factsheets are produced by the [National Interoperability Framework Observatory \(NIFO\)](#) under [Interoperable Europe](#) (DG DIGIT) and the [Digital Decade Programme](#). More information on the state-of-play on digital public administrations and interoperability in this country can be found in its [supporting document](#).