

# ADMINISTRATIVE MODERNIZATION AGENCY

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UCD LAB KICK-OFF MEETING

# ADMINISTRATIVE MODERNISATION AGENCY

## PUBLIC INSTITUTE, CREATED IN 2007

Identify, develop and evaluate programs, projects and modernisation actions and administrative regulatory simplification and to promote, coordinate, manage and evaluate the public service delivery system.

The activity of AMA encompasses three major pillars:

**SERVICE  
DELIVERY**

**DIGITAL  
TRANSFORMATION**

**PUBLIC  
PARTICIPATION**



**SERVICE DELIVERY**

# SERVICE DELIVERY



LOJA DE CIDADÃO  
CITIZEN SHOP

**56**

Citizen Shops

**172,5 M**

Attendances



ESPAÇO CIDADÃO  
CITIZEN SPOT

**603**

Citizen Spots

**5,5 M**

Attendances



espaço  
empresa  
BUSINESS SPOT

**32**

Business Spots

**352,0 K**

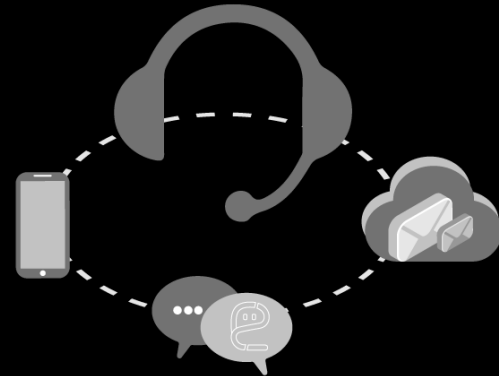
Attendances



## TELEPHONE **CONTACT CENTRES**

### CONTACT CENTRES

- Citizen
- Citizen Spot
- Business Spot
- Portals
- SAMA
- Prior Report
- Consular Call Centre (Brexit Line)



**496 441**

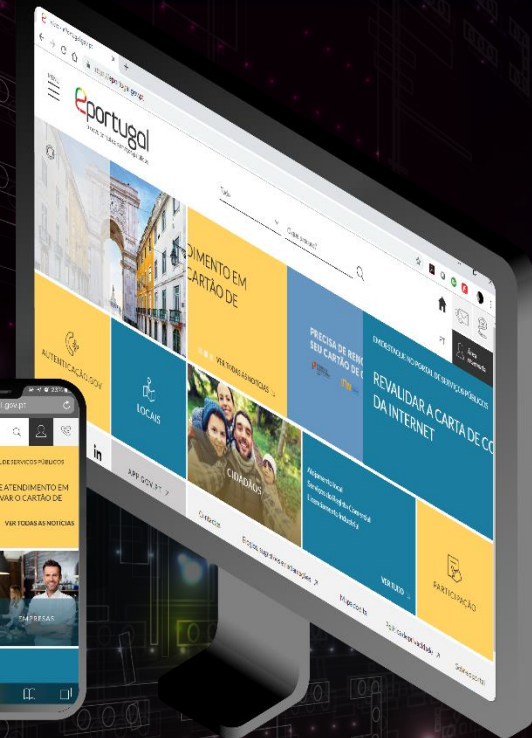
TELEPHONE

**107 665**

E-MAIL

# SERVICE DELIVERY ONLINE

- + ACCESSIBLE
- + DIGITAL
- + INCLUSIVE
- + DYNAMIC
- + CONTENTS
- + SERVICES
- + CUSTOMIZED



eportugal.gov.pt

The new public service portal

**6,46M** Access

CUMULATIVE SINCE FEB 2019

**1,15k** Services

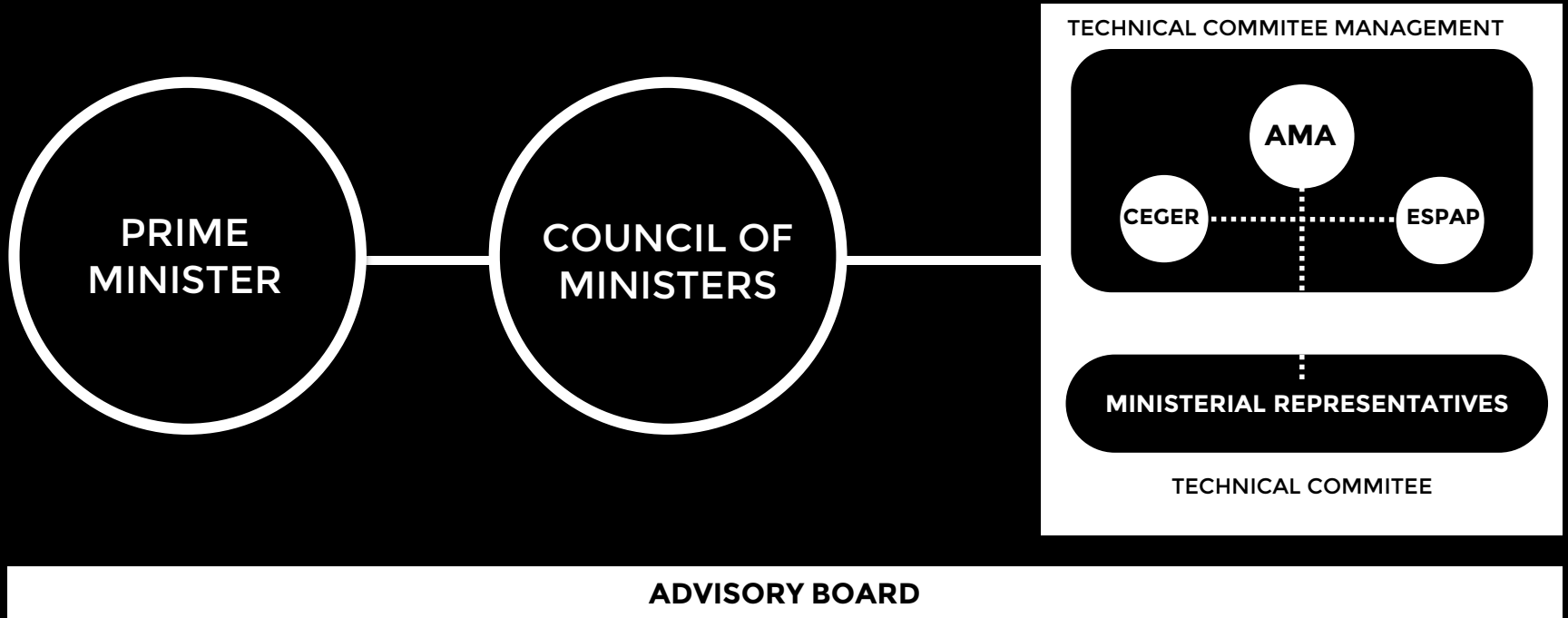
AVAILABLE

An aerial photograph of a densely populated city, likely Lisbon, Portugal, characterized by its iconic red-tiled roofs. The city is built on a hillside, with a large body of water, possibly the Tagus River, visible in the background under a cloudy sky. A white rectangular frame is superimposed over the center of the image, containing the text 'DIGITAL TRANSFORMATION'.

# DIGITAL TRANSFORMATION

# DIGITAL TRANSFORMATION CTIC

COUNCIL FOR INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE PUBLIC ADMINISTRATION



# DIGITAL TRANSFORMATION

INTEROPERABILITY AND OPEN DATA

**5,1M**  
SMS  
PER MONTH



iAP

**5,3M**

AUTHENTICATIONS  
PER YEAR (2019)



**24,8M**  
PAYMENTS  
EUR/ PER MONTH  
YEAR 2019

**2151**

DATASETS  
DADOS.GOV.PT

# DIGITAL TRANSFORMATION TICAPP

ICT COMPETENCES CENTRE

# ticAPP

ARCHITECTURES      DIGITAL TRANSFORMATION      DATA ANALYTICS

ARCHITECTURE | SPECIFICATIONS

TRANSFORMATION | PROJECT MANAGEMENT

USABILITY | TESTS | DATA SCIENCE





**PUBLIC  
PARTICIPATION**

# PUBLIC PARTICIPATION

SIMPLEX – PORTUGAL PARTICIPATORY BUDGET – GOVTECH – OGP

SIMPLEX



ORÇAMENTO  
PARTICIPATIVO  
PORTUGAL

govtech  
govtech.gov.pt

Open  
Government  
Partnership  
**Portugal**

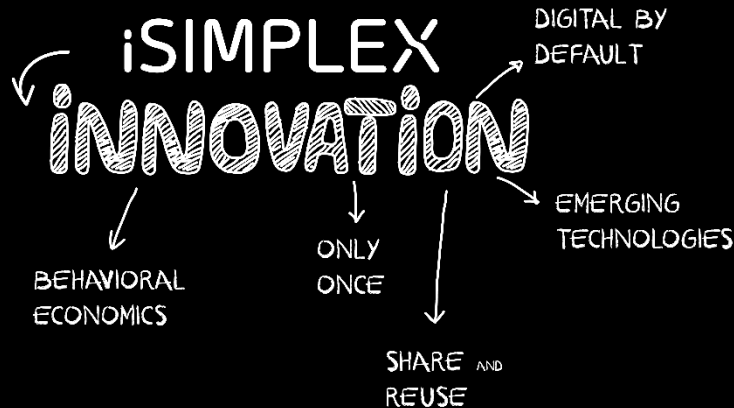
# PUBLIC PARTICIPATION

SIMPLEX

## iSIMPLEX 2019

Innovative measures of technological nature with impact at the behavioral economics level, allowing citizens and businesses to interact “only once” with the State.

Sharing & reuse of resources by using emergent technologies like Artificial Intelligence.



**6 SESSIONS** of “Design Thinking”  
**2 THEMATIC SESSIONS** of co-creation

# PUBLIC PARTICIPATION

SIMPLEX

**255**

MEASURES

2016

Fully automatic  
income tax  
declaration

**172**

MEASURES

2017

Pension  
simulator

**175**

MEASURES

2018

My  
apointments.gov

**119**

MEASURES

2019

19 key Measures,  
on 5 axes

# PUBLIC PARTICIPATION

PORTUGAL PARTICIPATORY BUDGET



ORÇAMENTO  
PARTICIPATIVO  
PORTUGAL

## A NEW MODEL OF PARTICIPATION

2017

### Allocation of 3M EUR

AREAS OF GOVERNANCE: AGRICULTURE, CULTURE, EDUCATION, INTERNAL AFFAIRS, JUSTICE AND SCIENCE

2018

### Allocation of 5M EUR

ALL AREAS OF GOVERNANCE

# PUBLIC PARTICIPATION

PORTUGAL PARTICIPATORY BUDGET

2017

2018

EUR BUDGET (MILLIONS)

3

5

CITIZENS

2191

1533

PARTICIPATORY MEETINGS

50

37

IDEAS

+1000

+1400

PROJECTS

600

691

VOTES

80k

120k

WINNERS

2 national, 36 regional

3 national, 19 regional



# PUBLIC PARTICIPATION

OPEN GOVERNMENT PARTNERSHIP

Open  
Government  
Partnership



Launched in September 2011, by eight countries (South Africa, Brazil, USA, Philippines, Indonesia, Mexico, Norway and United Kingdom).

## OBJECTIVES

PROMOTE  
TRANSPARENCY

EMPOWER  
CITIZENS

FIGHT  
CORRUPTION

USE ICT TO PROMOTE  
STATE/CITIZEN RELATIONS

# PUBLIC PARTICIPATION

OPEN GOVERNMENT PARTNERSHIP - NACIONAL ACTION PLAN

4

AXES  
OF ACTION

1

OPEN DATA

2

TRANSPARENCY

3

ICT & DIGITAL INCLUSION

4

PUBLIC PARTICIPATION

# EXPERIMENTATION LABORATORY OF THE PUBLIC ADMINISTRATION



LABORATÓRIO  
DE EXPERIMENTAÇÃO  
DA ADMINISTRAÇÃO  
PÚBLICA

LabX is a safe place to discover, conceive and experiment solutions aiming to innovate the public services and improve citizens' and enterprises' lives.



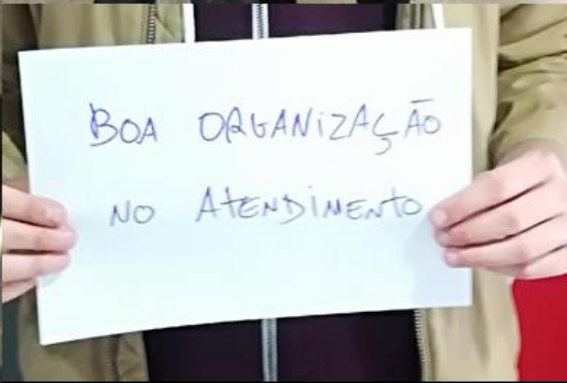
INVESTIGATE




CONCEIVE



EXPERIMENT



# INTERNATIONAL RELATIONS



AMA ensures the Portuguese external representation at the digital government and administrative modernisation level.

International partnerships  
CEF | H2020 | PASP/PALOP-TL

International Community  
EU | OECD | UN | ICA | CPLP | OGP | D9



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