OPEN GOVERNMENT PARTNERSHIP

MULTI-STAKEHOLDER FORUM OF OPEN GOVERNMENT

OGP – MULTI-STAKEHOLDER FORUM | AGENDA

COMMITMENT

MULTI-STAKEHOLDER FORUM

II ACTION PLAN

MONITORING

OGP – MULTI STAKEHOLDER FORUM

COMMITMENT

OGP – MSF | COMMITMENT

- Promote transparency

- Foster public participation

- Fighting corruption

- Use new technologies to strenght participative democracy

OGP – MULTI STAKEHOLDER FORUM

MEMBERS

OGP – MSF | MEMBERS

PUBLIC SECTOR

- Agência para a Modernização Administrativa, I.P.
- Autoridade Tributária e Aduaneira
- Secretaria-Geral da Presidência do Conselho de Ministros
- Provedora de Justiça
- Comissão de Acesso aos Documentos Administrativos
- Conselho de Reitores das Universidades Portuguesas

CIVIL SOCIETY

- Associação Nacional de Jovens Empresários
- Associação Nacional de Municípios Portugueses
- Plataforma de Associações da Sociedade Civil
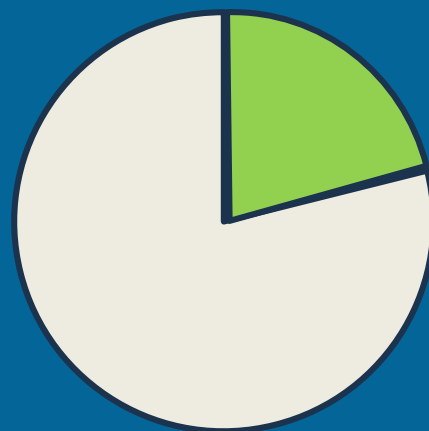- Transparência Internacional

II ACTION PLAN OF OPEN GOVERNMENT

MONITORING
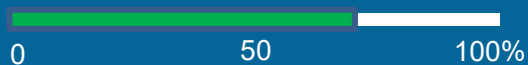
II ACTION PLAN OF OPEN GOVERNMENT
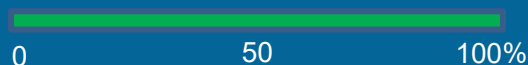
MONITORING BY COMMITMENT
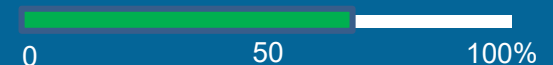
OGP – RNAA | II ACTION PLAN OPEN GOVERNMENT

#1 - Single Education Portal

0   50   100%

#2 - Virtual Assistance in Tax Portal

0   50   100%

#3 - Inclusive channels for access to public services

0   50   100%

#4 - Data Interconnection Best Practices Guide

0   50   100%

#5 –Improvements to the Dados.gov Portal

0   50   100%

#6 - Guide for Good Cybersecurity Practices

0   50   100%

#7 -Strengthening the register of beneficial owners

0   50   100%

#8 - Recovery and Resilience Transparency Plan

0   50   100%

#9 - Promote access to information

0   50   100%
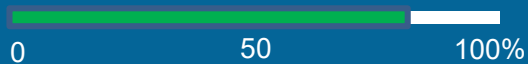
Commitment 1
Single Education Portal

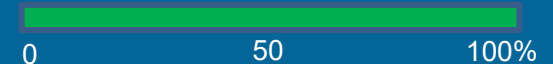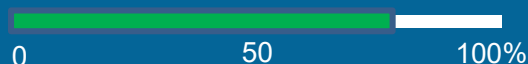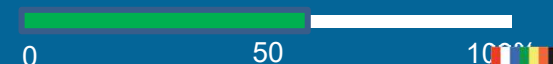Create a single gateway (Portal Único da Educação) that brings together platforms and portals of public entities relating to school life events in compulsory education in Portugal. The Portal must guarantee:
Simplifying login and using the same entity manager, adopting authentication.gov principles;
Compliance with existing standards in Portugal relating to public service;
Standardization compared to other existing services and portals;
Prior consultation with different groups of potential users, namely students, guardians, teachers and staff.

Macro Activities

1. Survey of services to be integrated into the portal and the underlying procedures.
2. Portal Availability (phase 1) - availability of public portals without requiring authentication
3. Provision of the Portal (phase 2) - provision of services that require authentication and a personal area.
4. Assessment of Portal functionalities and identification of corrections and developments.

State of play
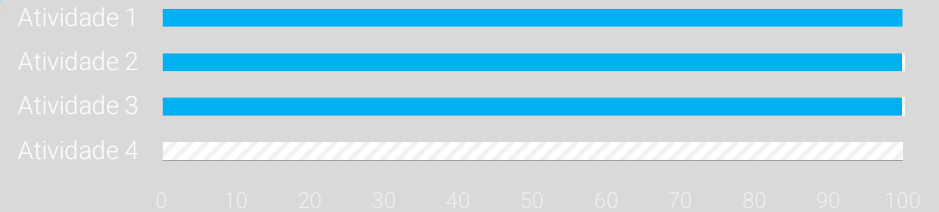
The Ministry of Education created E360, an integrated student management system, which aims to consolidate in a centralized, reliable and safe way, the school management processes of students in pre-school education and basic and secondary education for those in charge of education. , Teachers, Schools and central bodies of the Ministry of Education.

Evidence from the E360 Portal
https://acesso.edu.gov.pt/sso/login.html

Commitment 2
Virtual Assistance in Tax Portal

Strengthen the fiscal support provided to taxpayers, implementing a support line available permanently (24/7), which allows:
the automatic provision of clarifications;
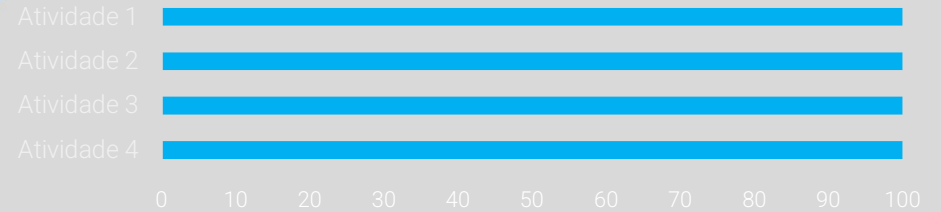speed and precision in responses.
In addition, it contributes to enhancing voluntary compliance and reducing litigation, strengthening and increasing citizens' trust and contributing to the innovation of the services provided.

Macro activities

1. Reinforcement of technological and semantic readiness.
2. Implementation of a relationship diagnosis module, based on indicators collected in the back office and focus groups.
3. Training and continuous adjustment of performance to increase efficiency.
4. Reevaluation and continuous improvement.

State of play

	0	10	20	30	40	50	60	70	80	90	100
Atividade 1											
Atividade 2											
Atividade 3											
Atividade 4											

The Tax and Customs Authority developed the virtual assistant platform, in constant work to improve technological and semantic readiness, in order to guarantee the efficiency of service and simplification of the language.

At the same time, they introduced the voice module component, in order to facilitate and make service more inclusive.

The number of accesses to the virtual assistant doubled and during the IRS campaign it almost quadrupled.

The CATIA virtual assistant provides clarifications to citizens. Only a very small percentage of citizens who use CATIA receive assistance from a Tax Authority employee.

CATIA is available on the Tax and Customs Authority portal

https://www.portaldasfinancas.gov.pt/

Commitment 3
Inclusive channels for access to public services

Provide inclusive service channels for access to public services in order to:
- increase the availability of telephone, videoconferencing, chat or other digital inclusion tools;
- reinforce the availability of multilingual options and Portuguese sign language, whenever and wherever applicable.

Such changes must be preceded by prior consultation with different groups of potential users.

Macro activities

1. Survey of the most sought-after services and assess responsiveness to user profiles with vulnerabilities.
2. Detailed design of the work model for videoconference assistance, in the service-user and user-service flows.
3. Adaptation of the service to respond to the needs and difficulties of users with vulnerabilities.
4. Tests and fixes.
5. Provision of at least three services with inclusive care.

State of Play
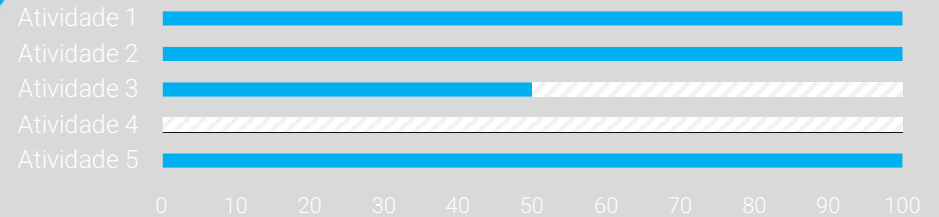
A partnership was formed between AMA, INR, ACM and CIG. For this project, 3 areas of activity stand out:

AXIS 1 - Development of pilot actions in face-to-face, telephone, video call and web channels, in Lojas de Cidadão, Linha do Cidadão and ePortugal portal, to test and develop service approaches suited to the different needs and specificities of citizens.

Pilot at LC Aveiro, Setúbal, Faro running from July to December, via in-person channels, web video call and telephone (25 JUL);

AXIS 2 - Design of Pedagogical Content, Tutorials and Training and Training Programs for service professionals at Lojas de Cidadão, adapted to the new challenges and what is intended to be the service of the future in matters of inclusion and non-discrimination.

Design of training and training programs for care professionals in the context of inclusive care;

The initial training took place from June 20-28, and registered a total of 81 trainees, workers in the pilot LCs (AMA, IEFP, AT, SEF, CMF, IRN, ISS and IMPIC).

The online component of the course took place in July.

AXIS 3 - Preparation and dissemination of scripts and guidelines on the topics of human rights, accessibility, inclusion and non-discrimination, for the entire Public Administration.

Construction of 3 sub-guides for inclusive service

Commitment 4
Data Interconnection Best Practices Guide

Develop and disseminate a Manual of Good Practices for sharing data between Public Administration bodies, integrated into the common model for developing digital services, with the aim of:
Increase and standardize the level of knowledge and appropriate nomenclature by different bodies;
Serve as a knowledge base for the development of projects in this field.
The creation of this document must guarantee the:
The involvement of public entities and civil society partners;
Compliance with the requirements of the General Data Protection Regulation (GDPR).

Macro activities

1. Publication of the best practices manual for availability at IAP.
2. Workshop sessions on interoperability best practices.
3. Improvement of interoperability processes.

State of Play

	0	10	20	30	40	50	60	70	80	90	100
Atividade 1											
Atividade 2											
Atividade 3											
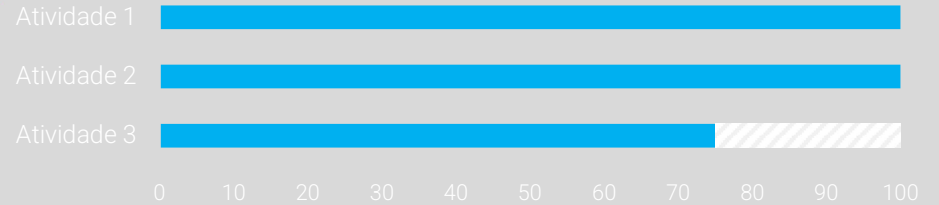
The mosaic portal was launched with good practices for using IAP, support guides, indications on interoperability as well as information on legal, organizational and technological aspects and other practical tools.

We highlight the digital transformation of Public Administration with the Mosaic theme, the tool for the design and development of digital public services centered on citizens and companies.

WS dedicated to the topic of interoperability promoting data sharing in Public Administration.

Availability of information on the iAP platform at https://www.iap.gov.pt/

which includes the description of the services that can be used, the catalog of available services.

There are developments to be made in order to provide new forms of access and interaction with entities registered in the IAP, namely and to complement the experience of use and transactional monitoring of the entities present in the iAP, AMA is in the final phase of developing the new Area Reserved from the platform.

In this authenticated access zone, it will be possible for each entity manager in the iAP, in a self-service model, to have visibility over the status of protocols, ongoing incidents and also the number of transactions carried out.

Commitment 5
Improvements on Dados.gov Portal

Evolve the dados.gov portal, through:
New components to improve data analysis, as well as its reliability;
Greater volume of data made available, increasing the portfolio of public entities;
Investment in communication and pedagogy on the Portal to inform and listen to the needs of civil society.

Macro activities

1. Carry out a survey, to be distributed among entities, with the purpose of assessing the level of involvement with dados.gov, the need for data, the degree of maturity in data sharing and the status of compliance with the Directive (EU) 2019/1024.
2. Conducting focus groups to listen to users' needs.
3. Hold workshops with civil society to increase involvement on this topic.
4. Introduce improvements to the dados.gov Portal

State of Play

Atividade 1
Atividade 2
Atividade 3
Atividade 4

0   10   20   30   40   50   60   70   80   90   100

The dados.gov Portal is constantly developing and updating with a view to improving the portal and making more data available.
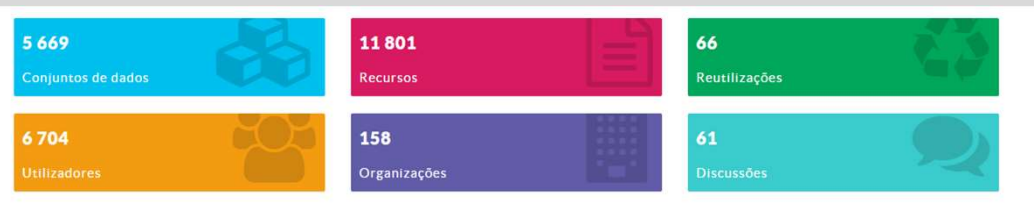
Workshops have also been held with academia and civil society to ensure that needs and opportunities for improvement are heard, specifically:

Open Gov Week 2022 - Webinar, with 61 participants and 112 comments on proposals for future opportunities.

Open data webinar - December 2, 2022 – debate of opportunities and challenges.

Workshop on Data Strategy in Public Administration (AP) – January 20, 2023 – discussion of 20 topics.

Open Gov Week 2023 – Webinar dedicated to the Mais Transparência Portal, open data. Around 160 participants.

| 5 669 Conjuntos de dados | 11 801 Recursos | 66 Reutilizações |
| 6 704 Utilizadores | 158 Organizações | 61 Discussões |

Fonte de Informação: Plataforma Dados.gov

Commitment 6
Guide for Good Cybersecurity Practices

Develop a set of initiatives to produce and share knowledge and good cybersecurity practices, which allow:
Increased notoriety and awareness of the topic of cybersecurity;
Increasing the ability to interpret and implement already established security standards and rules, among entities that use digital media for their activities;
Training the business community and Public Administration to develop digital security strategies for their businesses while maintaining adequate protection of their business data.
This approach will also allow the National Security Office and the National Cybersecurity Center to contact the needs and problems faced by the business community and the Public Administration in the area of cybersecurity and support the adaptation of their procedures.

Macro activities

1. Prepare a diagnosis of the areas identified with the greatest need for further development.
2. Conduct clarification sessions with specific audiences (businesspeople from different areas, entrepreneurs, citizens in general) to "translate" existing references on cybersecurity, as well as training and adoption of practices in defense of cyber threats, allowing the detection, mitigation and recovery of vulnerable situations .
3. Presentation of results at the national meeting - Cybersecurity days - CDAYS 2022.
4. Participation in the Public Administration Cybersecurity Forum.
5. Evaluation of the results obtained through updating the diagnosis carried out (activity 1), identification of new areas of activity.

State of Play
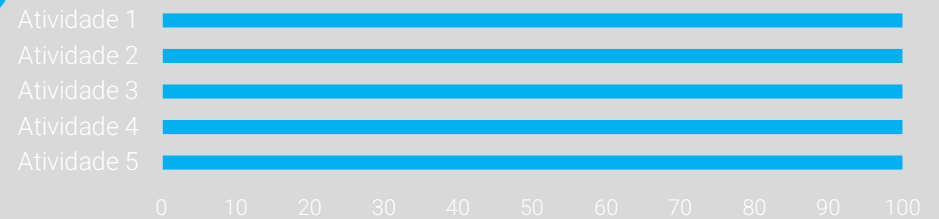
The 2021 Society Report was published in December 2021. The 3rd edition analyzes data on attitudes, behaviors, education and awareness regarding cybersecurity. The new feature is the highlighting of some indicators correlated with possible impacts of the National Cyberspace Security Strategy; a new chapter on the uses of digital technologies in general; further investigation into awareness-raising actions; and a set of recommendations.

Between January 2021 and March 31, 2022, several awareness-raising actions were carried out on various topics related to Cybersecurity and "translation" of existing references in this area: General Cybersecurity Courses, General Cyber-Hygiene Courses, Cybersecurity Awareness-Raising Actions for different audiences, National Roadshow 2022 (consists of several awareness sessions relocated throughout the country on the Framework relating to the Legal Regime of Cyberspace Security and respective regulations referred to in Decree-Law no. 65/2021, of 30 July), MOOCs on Cybersecurity, among others. Altogether, these awareness initiatives reached around 7000 citizens and the MOOCs reached more than 37000 participants.

The Public Administration Cybersecurity Forum (FCSAP) took place on June 7, 2022, an initiative of the National Cybersecurity Center.

Commitment 7
Strengthening the register of beneficial owners

Contribute to increasing the notoriety and effective implementation of RCBE:

Promoting initiatives that increase knowledge and awareness of its existence;

Providing support for its implementation;

Contributing to the identification of other sources of public data that allow creating intelligence and alarming;

Adopting procedures that encourage greater transparency and public scrutiny.

Macro activities

1. Implementation of the Beneficial Ownership Data Standard, or similar, to ensure that access to the RCBE is in accordance with best international practices in terms of access to public information and open data.
2. Develop an awareness campaign aimed at obliged entities about the indispensability of registering their beneficial beneficiaries, informing them about the social usefulness of the RCBE and instructing them on the functioning of the registration mechanism so that all entities can carry it out with maximum autonomy.
3. Establish the connection between the RCBE and other public data sources, such as the Public Contracts Portal (Base.gov).

State of Play

Atividade 1

Atividade 2

Atividade 3

0 10 20 30 40 50 60 70 80 90 100

An RCBE procedure guide was created, made available and disseminated.

The guide is available at:

https://justica.gov.pt/Guias/guia-do-registo-central-do-beneficiario-efetivo-rcbe

Released:

https://www.linkedin.com/company/instituto-dos-registos-e-donotariado/posts/?feedView=images

Commitment 8
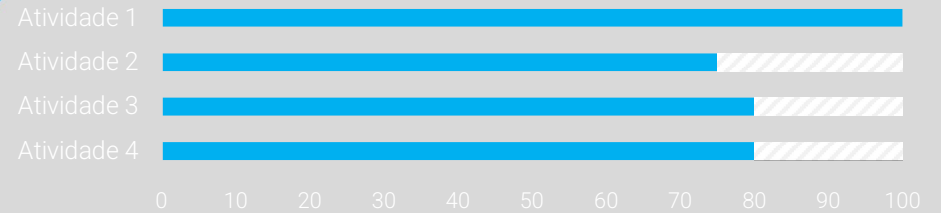## Recovery and Resilience Transparency Plan

Promote transversal and simplified monitoring of existing information sources, contributing to their evolution and intelligibility in the sense of:
accountability of political decision-makers and public institutions;
prevention of embezzlement and corruption;
increasing the confidence of citizens and companies

Macro activities

1. Incorporate into the Mais Transparência Portal all information about public investments in the different areas of execution of the PRR, including execution values, beneficiaries and suppliers.
2. Develop a communication and awareness campaign focused on the features of the Mais Transparência Portal aimed at different audiences, promoting its use.
3. Promote the development of civic monitoring tools to prevent corruption, namely public procurement data visualization dashboards and the implementation of Integrity Pacts, by fund management authorities.
4. Connect the Mais Transparência Portal to other data sources, such as the Base Portal, automatically and accessible to non-specialized users.

State of Play

Atividade		
Atividade 1		100
Atividade 2		75
Atividade 3		80
Atividade 4		80

0 10 20 30 40 50 60 70 80 90 100

On December 22nd, data on beneficiaries and projects were made available on the portal.

As part of monitoring the PRR, the Independent Commission was created to monitor and inspect Special Public Procurement Measures (CIMEC), which sends recommendations on the processing of procedures every six months.

It is possible, through the portal, to see the contracts that are on the base portal, through direct redirection.

Open Gov Week 2023 – Webinar dedicated to the Mais Transparência Portal, open data. Around 160 participants.

WS forecast for July.

Portal Mais Transparência serves as a source for various content shown in the media.

Commitment 9
Promote access to information

The commitment aims to promote, among Citizens, access to information about the SIOE and enhance the implementation of Law 26/2016, of 22 August.
In this sense, increase the volume and quality of information accessible to Citizens to safeguard their basic right to access information.

Macro activities

1. Determine the identification of all those responsible for access to administrative and environmental information on the institutional websites of all eligible public entities.
2. Develop an awareness campaign about LADA and good practices for making information available to different audiences, including public agents.
3. Develop a communication campaign focused on the SIOE functionalities, especially aimed at schools and higher education institutions, promoting its use by younger audiences.
4. Ensure that the interface of the SIOE - State Organization Information System is improved in accordance with the developments reported by DGAEP when implementing commitment #5 included in the I PNAA.

State of Play

Atividade 1
Atividade 2
Atividade 3
Atividade 4

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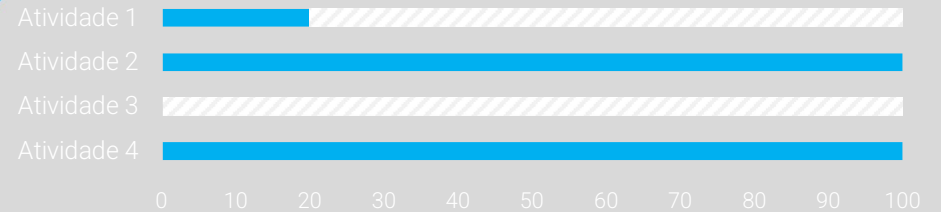
The communication that entities make to CADA regarding the designation of person responsible for access to information is carried out voluntarily; in general, it arises from information resulting from a complaint about refusal of access or a request for an opinion from entities on the decision to be taken in response to access requests. Currently, there are 218 registered entities.

CADA was and is always available to participate in awareness campaigns about LADA, such campaigns could have a double dimension:

To make individuals (citizens and companies) aware of their right to access administrative information, which is a fundamental right;

To raise awareness among entities to which LADA applies to the duty to provide access.

Since 2021, awareness-raising actions have been carried out about LADA in collaboration with various entities.