MARCELO TOLENTINO DA SILVA

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REPÚBLICA
PORTUGUESA

Identify the pain points and the opportunities to improve the public services and the relation between citizens, companies and the State

Program Guidelines

Program & Initiatives **c**

d Governance & Monitoring

Creativity & Competition **b**

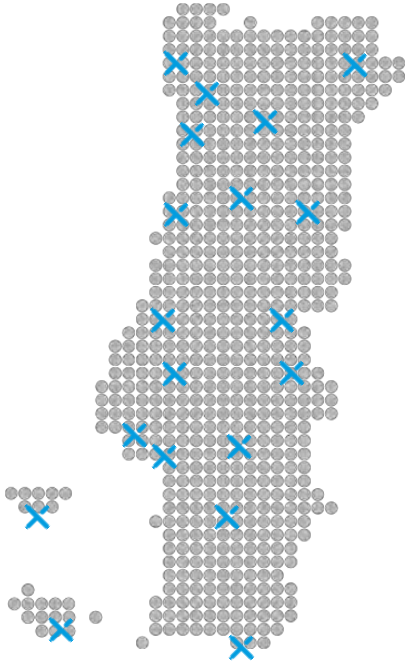
SIMPLEX+

e Communication & Awareness

Participation & Engagement **a**

f Execution & Evaluation

a Participation & Engagement



SIMPLEX Tours 2016-2018

4 months | 10,000 km | 2,000+ Participants

SIMPLEX Channels

Web | Facebook | Email | Forms

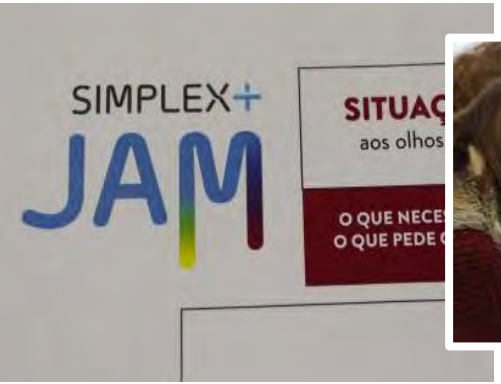
SIMPLEX Meetings

Business reps. | Public Sector

SIMPLEX

a Participation & Engagement

b Creativity & Competition



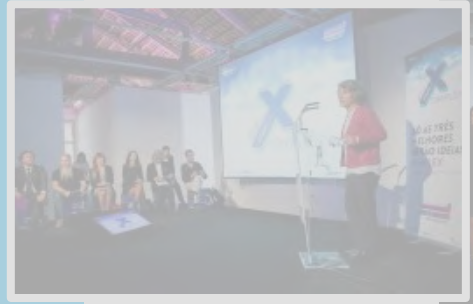
SIMPLEX JAM: Design Thinking Sessions

5 sessions with public employees to brainstorm around shared problems and common solutions

SIMPLEX STARTUP: Challenge

Open contest to prototype solutions

10 selected for pitch – 3 final winners



b Creativity & Competition

5
sessions

150
participants

500
Ideas and proposals

b Creativity & Competition

SIMPLEX JAM: Design Thinking Sessions

5 sessions with public employees to brainstorm around shared problems and common solutions

SIMPLEX STARTUP: Challenge

Open contest to prototype solutions

10 selected for pitch – 3 final winners

b Creativity & Competition

POW

Public Digital Wallet

Firerisk

Real-time push notifications about fires

Muu

Cows tracking system

SIMPLEX

C Program & Initiatives

255
MEASURES

172
MEASURES

2016

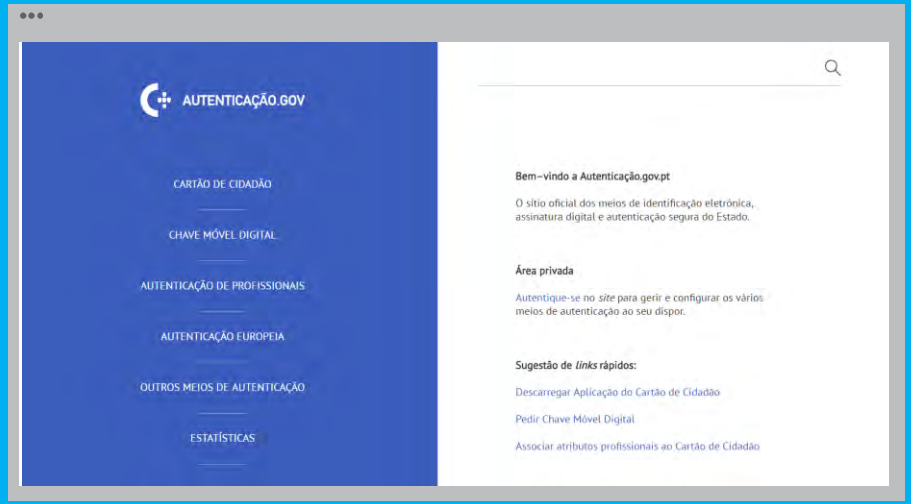
2017

Fully automatic Income Tax Declarations

Single Digital Address for every citizen

SIMPLEX

AUTHENTICATION.GOV



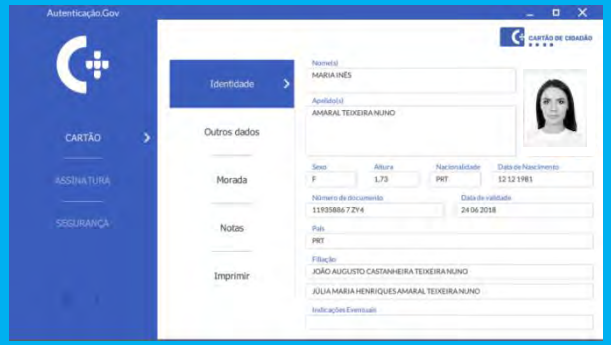
- Authentication.Gov is responsible for authentication solutions aimed at **ensuring physical and digital safety, reducing the risks of fraud and preserving the rights of confidentiality and privacy of personal data**

- Its main objectives include simplification, safety, and development of efficient and rational digital services, in conformity with European Union requirements

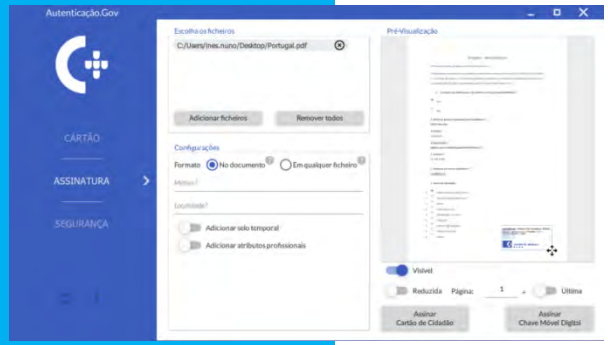
For more information, visit **autenticacao.gov.pt**

SIMPLEX

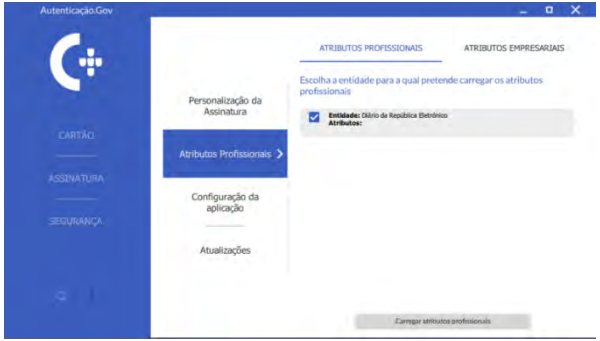
AUTHENTICATION.GOV



CITIZEN CARD (2007)



ELECTRONIC SIGNATURE



PROFESSIONAL ATTRIBUTES (2017)

For more information, visit **autenticacao.gov.pt**

SIMPLEX

DIGITAL MOBILE KEY

- A single PIN for every public site (no need to memorize multiple passwords)

- A two factor authentication, ideal for smartphones: PIN Code + One Time Password (by SMS or APP)

It also allow digital signatures!

SIMPLEX

DIGITAL MOBILE KEY

- Criminal Record certificate request service, an example of a public administration site that use digital mobile key.
- Provides the request of the certificate online.

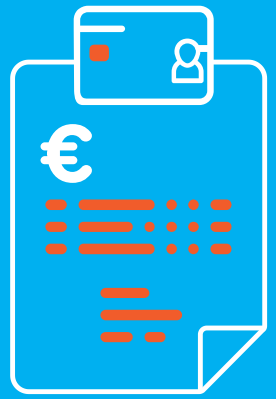
SIMPLEX

DIGITAL MAILING

- **Single Digital Address** for every citizen.
- Provide the public electronic notification service associated with **Single Digital Address**, enabling citizens and companies to be notified of messages from public services, at their personal email address.
- **Reduce the use of paper letters.**

SIMPLEX

DIGITAL BANK ACCOUNTS OPENING



- Enable the **opening of a bank account** only with the presentation of the **Citizen Card** , automatically communicating the necessary data relating to **identification**, **address** and **work situation** of the client.

- **Address change** of the bank is carried out through the communication of the address of the Citizen's Card, **eliminating the process of proofing** the new address.

SIMPLEX

IAP - INTEROPERABILITY IN PUBLIC ADMINISTRATION

(Services, Payments and Messaging)

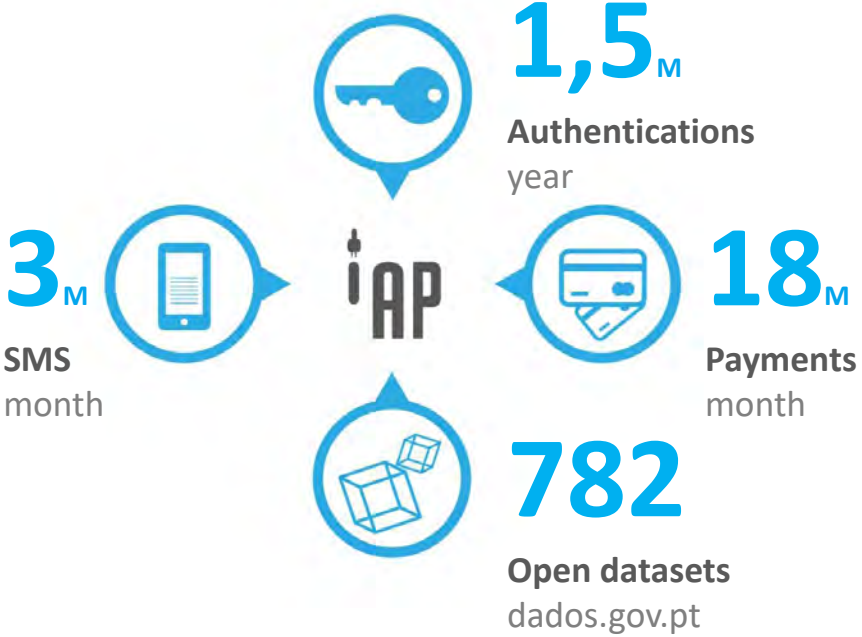
Central, Services-oriented platform, providing the Portuguese Public Administration shared tools that enable, in an agile and cost-effective way, automated electronic services.

- INTEGRATION PLATFORM (via webservices)
- PAYMENTS PLATFORM
- SMS GATEWAY

SIMPLEX

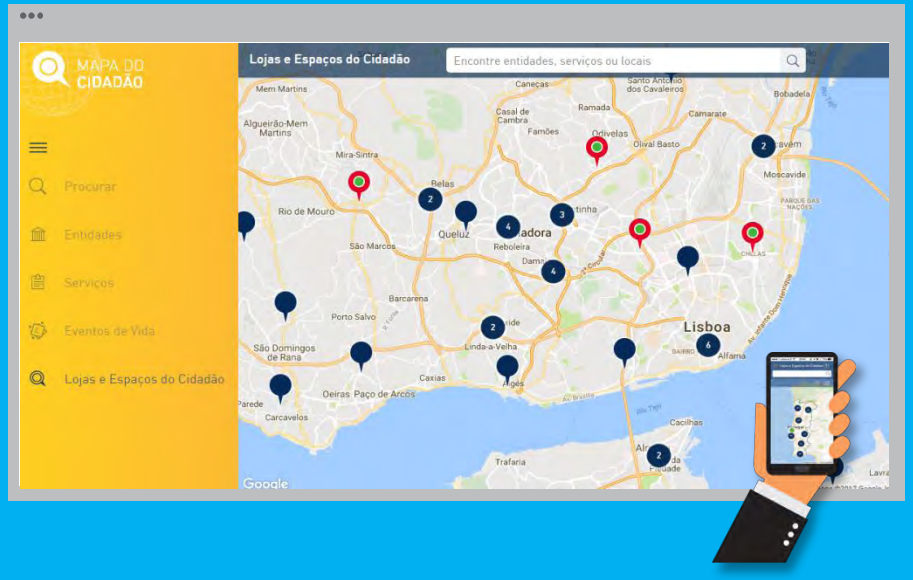
IAP - INTEROPERABILITY IN PUBLIC ADMINISTRATION

(Services, Payments and Messaging)



SIMPLEX

CITIZEN MAP



- Is a website offering information about **all points of assistance of Public Administration**, namely hospitals, police stations, tax offices, registration offices, Citizen Shops and Spaces.

- The citizen can know the distance, the best route, the working hours, documentation required, costs and legal deadlines for any service in the approximately **7000 georeferenced assistance points.**

For more information, visit **mapadocidadao.pt**

SIMPLEX

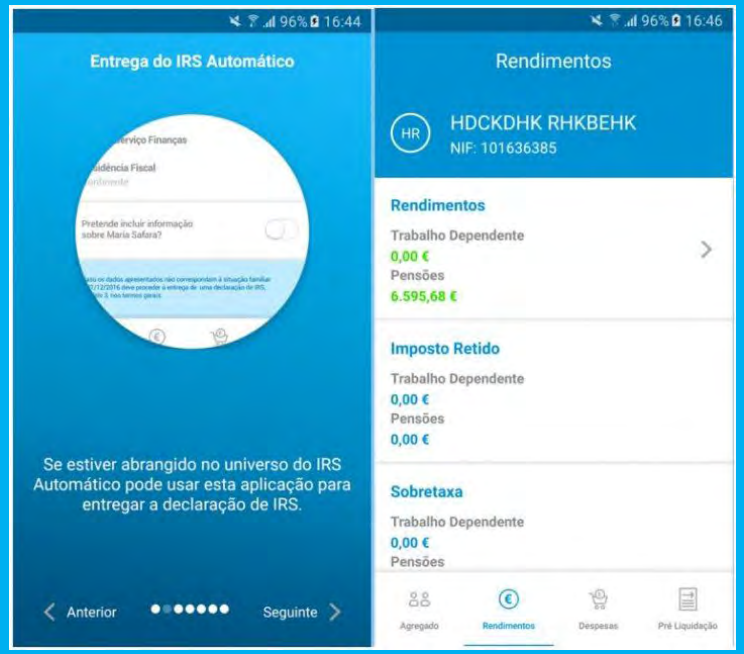
CITIZEN MAP

For more information, visit **mapadocidadao.pt**

64k App Downloads
95k Eletronic Tickets

SIMPLEX

AUTOMATIC INCOME TAX FORMS



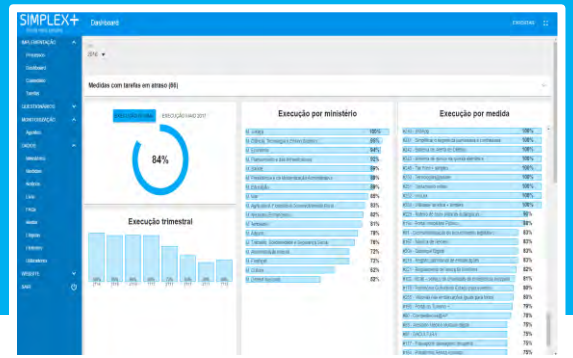
- Fully pre-filled forms for income tax (data sharing with other entities for once only principle)
- One-click validation step for citizens (optional)
- More than 3M families already eligible

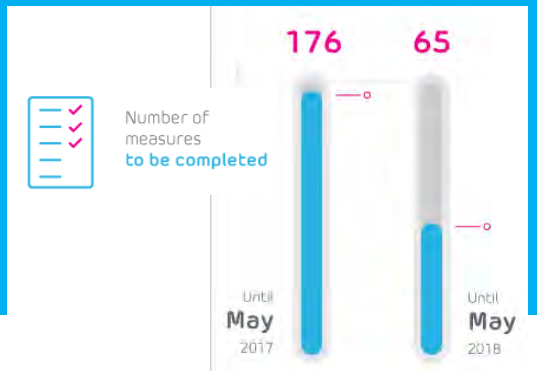
SIMPLEX

d Governance & Monitoring

Governance – strong high level leadership

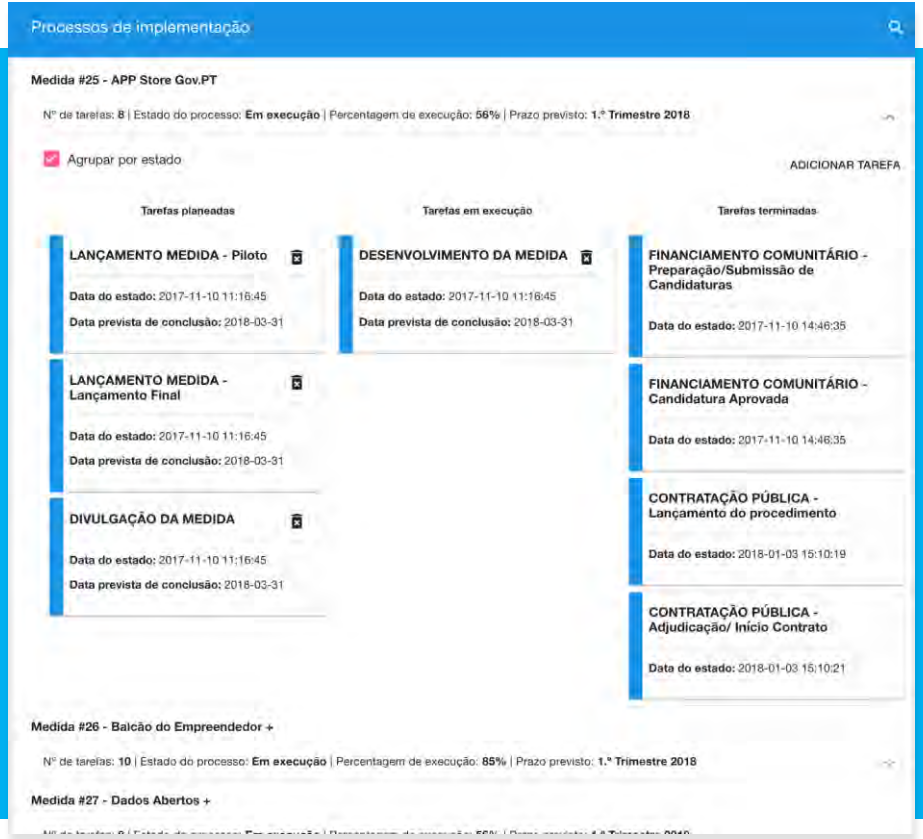
- Network of SIMPLEX focal points, with a representative from every Ministry
- Progress reviews every 2 weeks focusing on implementation barriers removal
- Specific platform for monitoring and progress evaluation
- Quarterly reports to Prime-Minister with all indicators





SIMPLEX

d Governance & Monitoring



- Each measure has an **implementation process** associated, composed of tasks.
- Each task, one status: **TODO**, **DOING**, **DONE**.
- Every focal point **create** and **update** each implementation process.
- All the reports are **automatically generated** using this platform.
- Allows an accurate **weekly monitoring**.

e Communication & Awareness

Media | Online | Merchandising

- For a program of this nature, communication is considered fundamental to reach all relevant targets
- The launch of the annual SIMPLEX program is a highly covered media subject
- Merchandising is also produced to raise awareness

e Communication & Awareness

MINUTO CIDADÃO

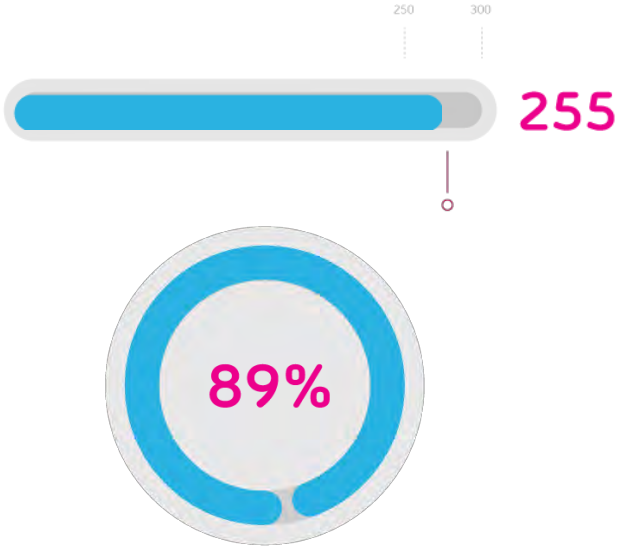
Social Media and innovative formats

- **SIMPLEX+ vehicle**
- **Citizen Minute** - a nationwide public radio program that covers the most relevant initiatives
- **Letter of Principles** – document with some basic rights of citizens and companies

SIMPLEX

Execution & Evaluation

Execution: SIMPLEX+ ‘16 status



Evaluation: 14 flagship initiatives

Rework elimination		190 M€ (0.1% GDP)
Legislative simplification		60 M€

MA+S

MONITORIZAÇÃO AVALIAÇÃO IMPACTO SERVIÇOS

MAIS evaluation

- Simple evaluation forms to measure the impact of each initiative.
- Sent automatically for citizens in the end of the service.
- Mobile by default.

MAIS evaluation numbers

55%

Know the measure

58%

Satisfaction degree: *Good* or *very good*

68%

Recommends the use

73%

Want to receive more evaluation forms

> 12.000 answers

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