



GOVERNMENT LEADERS' FORUM 2003

K01

Modernizing Portugal through the Modernization of the Portuguese Government

Dr. José Luís Arnaut
The Minister Assistant to the Prime Minister of Portugal

Key goals for a modern Government within a modern Portugal

The need of integration towards efficiency and convenience

- The Country
 - Citizens satisfaction and convenience
 - Democratic and enthusiastic participation
- The State
 - Cost-efficient public management
 - Public sector leadership

Critical Success Factors

Cross-agency efforts, public-private partnerships, political support

- Citizen focused strategy
- Working hard at both the front and back office
- Strategic investments in key areas
- Quick wins, regular reports to provide confidence
- Bringing together both public and private players to a common ambition

2002-2006 Action Plan

7 areas of actuation, with strategic projects, players and deadlines

The diagram shows a large blue arrow pointing upwards and to the right, representing the progression of the action plan. Seven numbered areas are listed around the arrow:

1. CITIZEN FOCUSED PUBLIC SERVICES
2. EFFICIENT AND MODERN PUBLIC ADMINISTRATION
3. NEW TECHNOLOGICAL CAPACITY
4. RATIONALIZATION OF COMMUNICATION COSTS
5. EFFICIENT PROCUREMENT
6. SERVICES CLOSE TO CITIZENS
7. PROMOTION OF ELECTRONIC PUBLIC SERVICES UTILIZATION

ELECTRONIC GOVERNMENT ACTION PLAN: Promoting Public Sector Quality and Efficiency

1. Citizen Focused Public Services

"Citizen" as the keyword

- Citizen's Portal as the main output
 - **AMBITION:** to be the main point of contact between State (Public Services) and Citizens
 - **EVOLUTION:** from a portal with non-integrated 50 to 100 interactive services (Dec. 2003) to a portal with all public services at a transactional level whenever desirable (2004-2006)
 - Strong **COMMITMENT** from both public and private entities

A small screenshot of the Citizen's Portal is shown in the bottom right corner, displaying various service options and a search bar.

2. Efficient and Modern Public Administration

Better management, better workers, better services

- Information and communication technologies (ICT) to enhance:
 - Processes review towards simplification and cost-efficiency;
 - Workforce better qualifications addressing technologies;
 - A new cultural paradigm: the citizen at the core, technologies as an instrument, services as a fast, simple and cost-competitive delivery.

3. New Technological Capacity

Interoperability and security to maximize infrastructure capacity

- Public investments on ICT need to be carefully coordinated:
 - Heterogeneity promotes non-interoperable systems;
 - Non-interoperable systems difficult the availability of online services;
 - Security enhances services sophistication and citizens confidence.

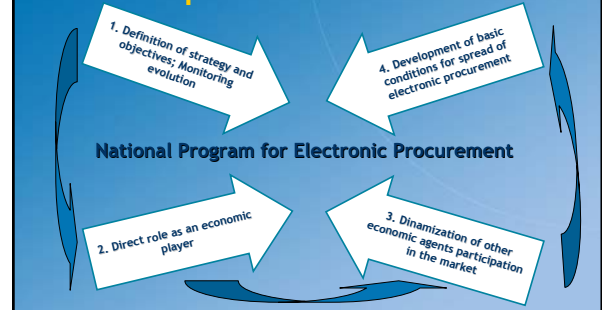
4. Rationalization of Communication Costs

Considerable savings with higher quality service levels

- New communications framework for Public Administration;
- New contract agreements with communications providers;
- Redefinition of public administration infrastructure of communications towards a massive broadband environment;
- New communications management model;
- New profiles for communications users.

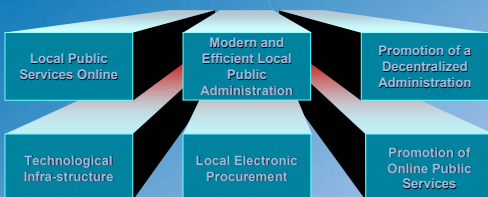
5. Efficient Procurement

Savings, transparency, promotion of competitive environment



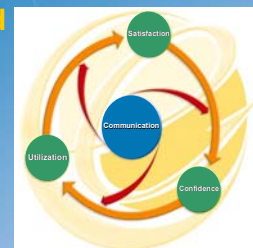
6. Services Close to Citizens

Coordination between Central and Local Administrations



7. Promotion of Electronic Public Services Utilization

A widely used "distribution channel" at the end of a succeeded modernization strategy



In images...
A modern Government, a modern Society, a modern Portugal



The block contains four small images arranged in a 2x2 grid. The top-left image shows a woman in a red dress standing and gesturing. The top-right image shows a man sitting at a desk with a computer monitor. The bottom-left image shows three people sitting around a table in a meeting. The bottom-right image shows a man in a white shirt sitting at a desk.

GOVERNMENT LEADERS' FORUM 2003
ROME, 15 - 17 SEPTEMBER

THANK YOU



The block features a blue background with a white map of Europe on the right side. The text 'GOVERNMENT LEADERS' FORUM 2003' is in a white box at the top left, and 'ROME, 15 - 17 SEPTEMBER' is below it. The large text 'THANK YOU' is centered in the middle.