



e-Inclusion Ministerial Conference & Expo
30th November – 2nd December 2008
Vienna/Austria



Inclusive Public Services in Portugal: An Engagement of All for All

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Ministry of Science, Technology and Higher Education

ConnectingPortugal



Engagement of All for All

Education for all, engagement of all, a strong political commitment are the key elements of the effort in Portugal towards a sustained inclusive society.

Digital Inclusion in Portugal in One Slide

% Internet users by educational attainment
population 16-74 years old, 2007 (1st Quarter)

→ 7th (90%) of UE27 in people with higher education (following Netherlands, Luxembourg, Denmark, France, Finland, United Kingdom)
average UE27 = 86%

→ 5th (81%) of UE27 in people with secondary education but no higher education (following Netherlands, Luxembourg, Denmark, France)
average UE27 = 63%
digital divide

→ 21st (24%) of UE27 in people without secondary education (only better than Italy, Cyprus, Malta, Bulgaria, Romania, Greece)
average UE27 = 36%

age 55-74 (2.0 million): 5%
age 25-54 (3.2 million): 24%
age 16-24 (0.7 million): 78%

In 2005 was 2%
15%
59%

Source: EUROSTAT

Digital Literacy & Competences e-school programme

All public schools connected to the Internet in broadband since January 2006

The e-School Programme (launched June/2007) aims at making available portable notebook PCs with wireless broadband connectivity to students in the 7th-12th grades, as well as to basic and secondary school teachers (i.e., a total target population of nearly 700.000).

- Three different pricing schemes are available, according to the beneficiaries' economic status, being particularly attractive for disabled students – maximum initial outlay is 150€, plus a monthly broadband communications fee set at 15€.
- Financed by 3G Mobile Telecom Operators (Optimus, TMN, Vodafone), under the terms of their licensing contracts with the Portuguese State, having as additional Programme Partners several businesses active in the Portuguese ICT market .

Schools as drivers to connect the whole country

Inclusive Dimension

Digital Literacy & Competences

e-escolinha

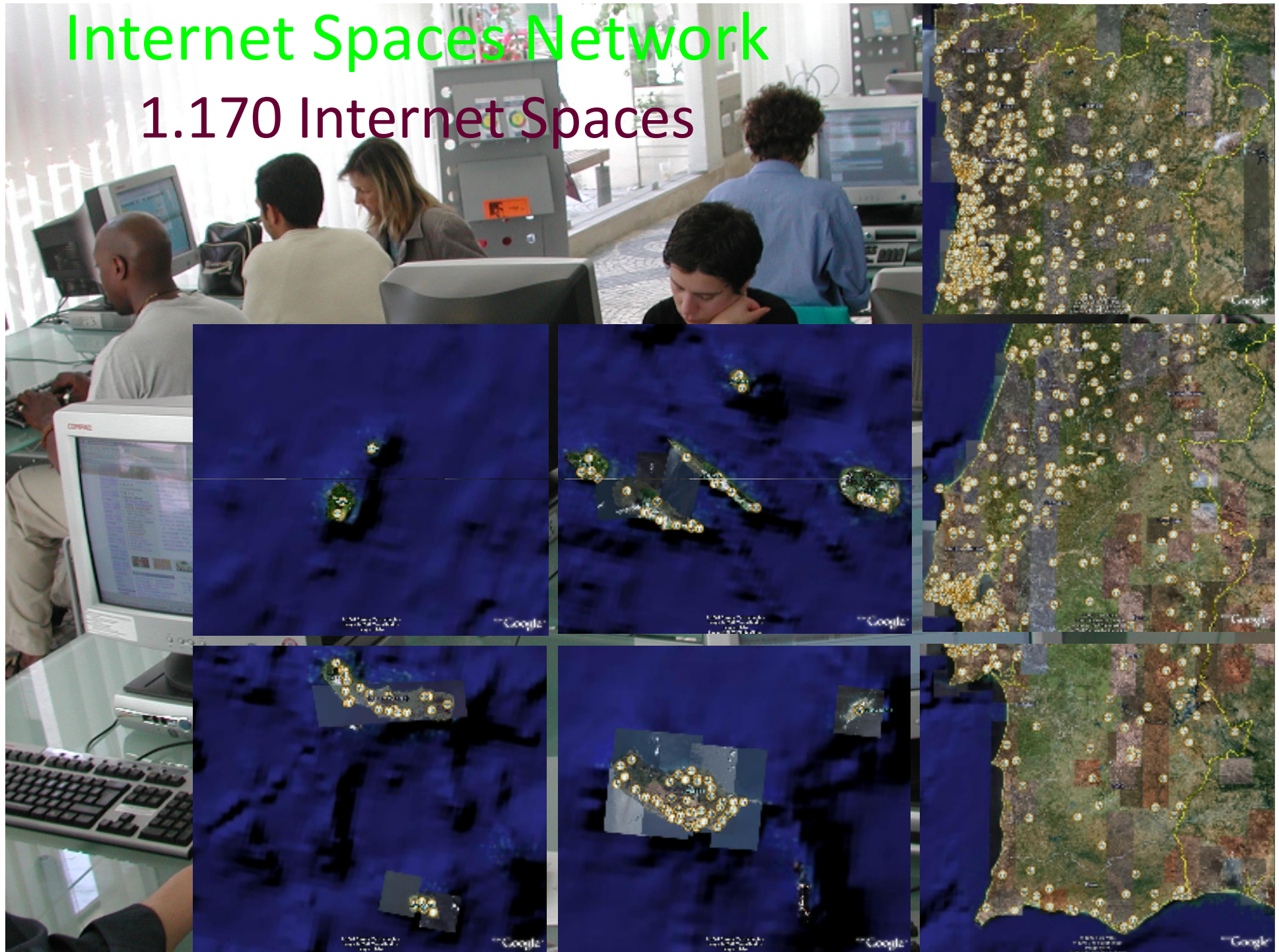
The eSchool Programme was extended in Sept/2008 (e-Escolinha) to cater for students in 1st-4th grades, using the “Magalhães” laptop (based on Intel ClassMate II). This will cover 100.000 children.

School, Children, Families : a golden ring/link



Internet Spaces Network

1.170 Internet Spaces



Internet Spaces Network – local based, local responsibility

→ Municipalities, Public Libraries, Employment and Training Offices, “Live Science” Centers, Social Solidarity Institutions, NGOs, etc.

- . Free access to multimedia computers and the Internet
- . Help of trained personnel
- . Equipped with assistive technologies

- .access to public e-Services
- .job search
- .basic ICT literacy competence training and certification
- .education & learning
- .access to health information
- leisure

Target groups:

- .Seniors
- .Immigrants
- .Remote communities



UMIC

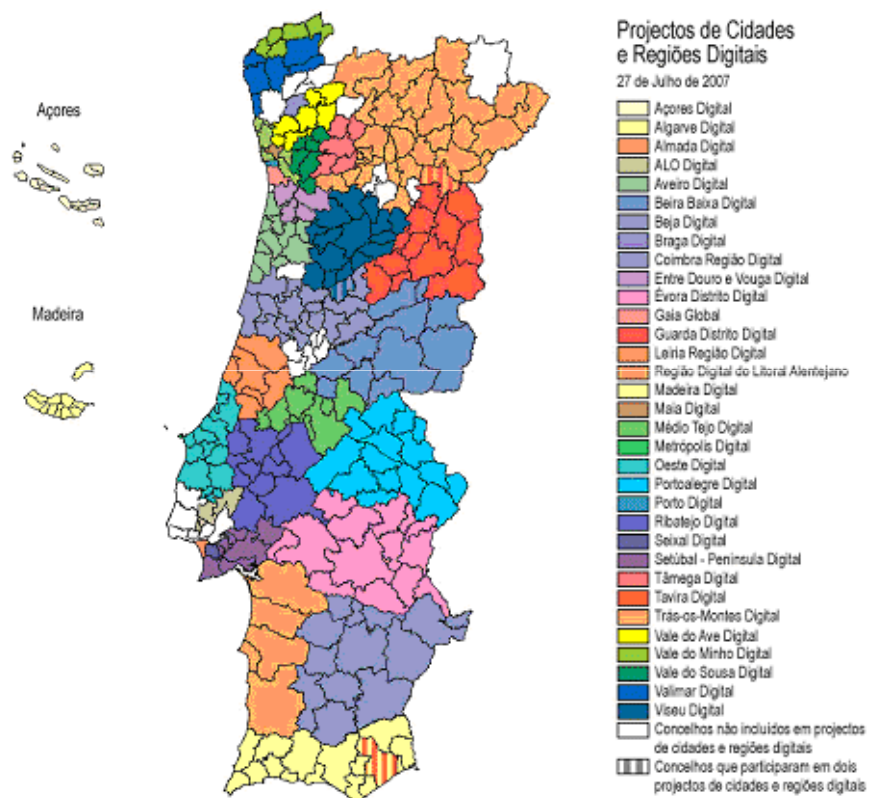
Agência para
a Sociedade
do Conhecimento

MINISTÉRIO DA CIÊNCIA, TECNOLOGIA E ENSINO SUPERIOR

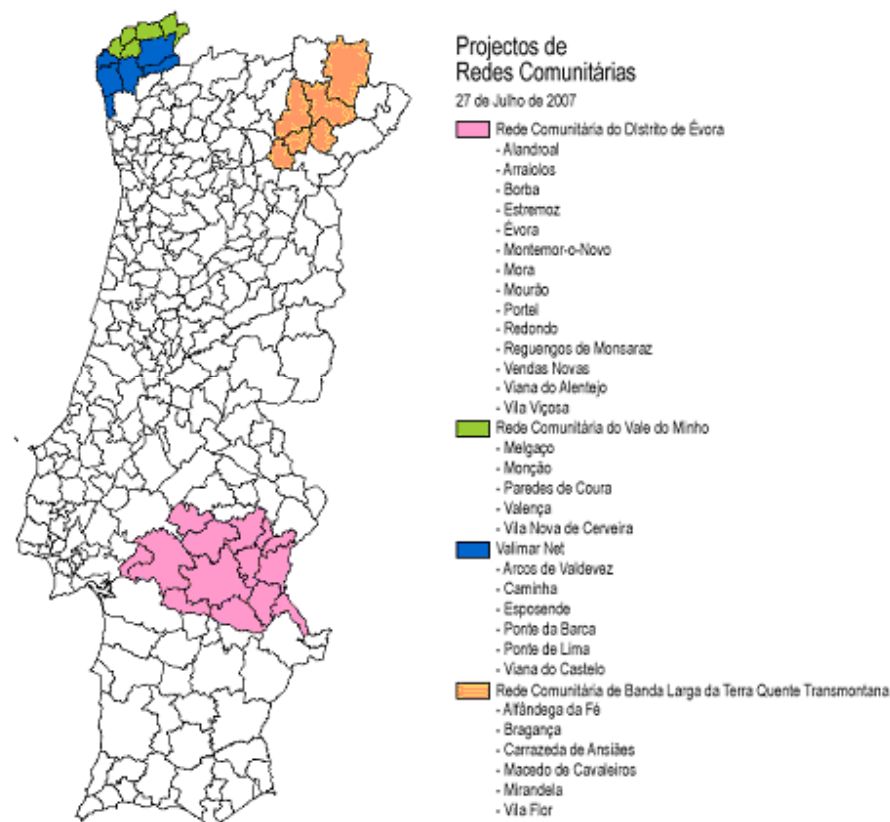
33 Projects Digital Cities and Digital Regions

4 Projects Community Networks

MAPA DE LOCALIZAÇÃO DOS PROJECTOS DE CIDADES E REGIÕES DIGITAIS



MAPA DE LOCALIZAÇÃO DOS PROJECTOS DE REDES COMUNITÁRIAS



ConnectingPortugal

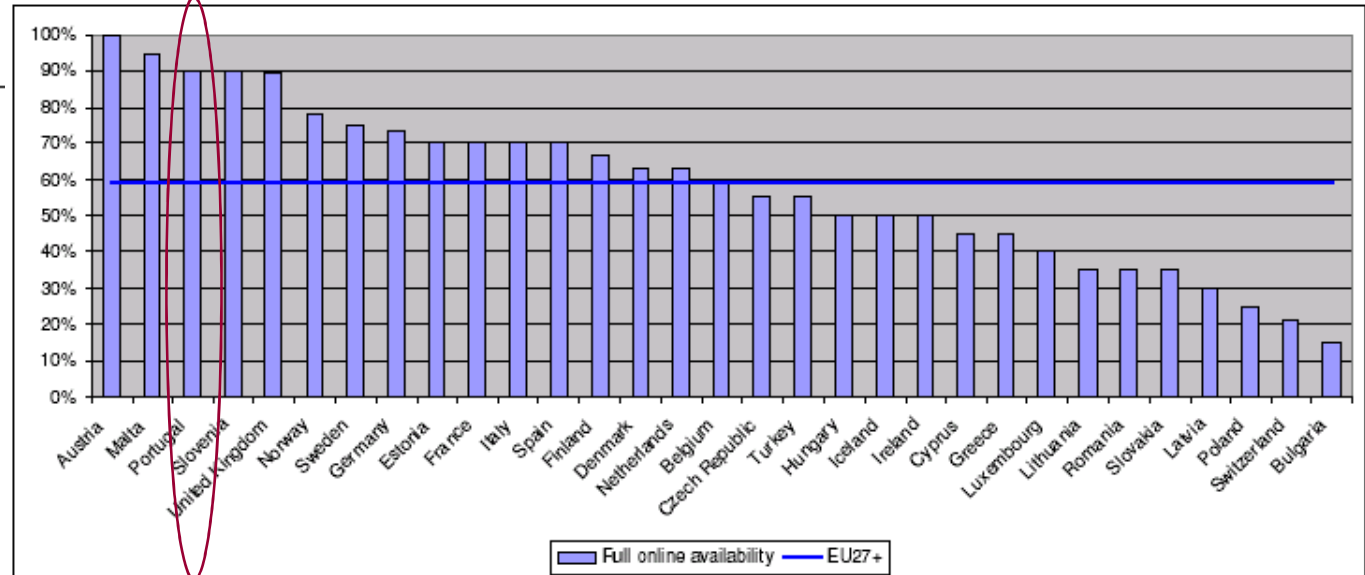
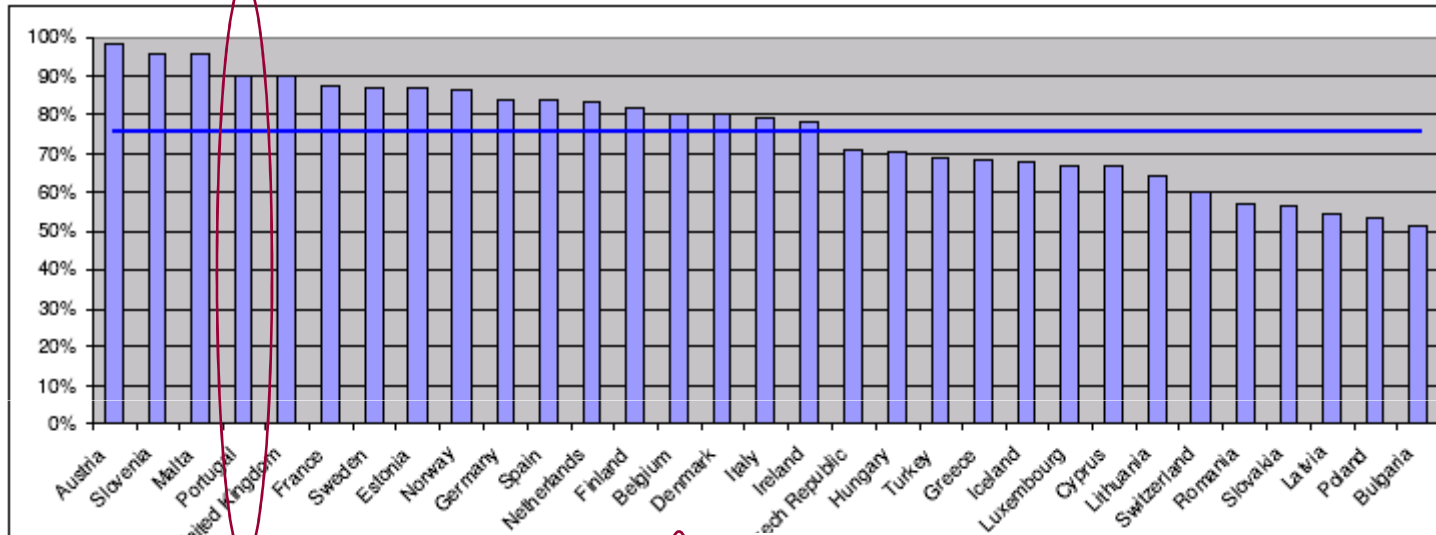


MINISTÉRIO DA CIÊNCIA, TECNOLOGIA E ENSINO SUPERIOR

Portugal: % Sophistication of online Public Services

The 4th - online sophistication
The 3th - online availability

7th Measurement - Online Public Services - 2007



Citizen Shop 1st Generation (CS_1G) 1999 - 2007

68 millions of (face-to face) transactions



Public Sector:

Taxes, Social Security, Labour, Frontiers,
Justice, Health, Passport, Drivers License

Private Sector:

Utilities, Post Office, Bank, Transportation



Characteristics of CS_2G

- A **single face of contact** for all public service
- **Life events**
 - I lost my wallet (developed)
 - I'm getting old (end 2008)
 - I want to buy a house
 - I want to change my car
 - I want to find a job
- A **mix** between “process one-stop-shop” and sectorial services
- **Integration** of the front and back office (when justified)
- **Citizen Shop 24H** (Internet self-service)
- **Business Space**

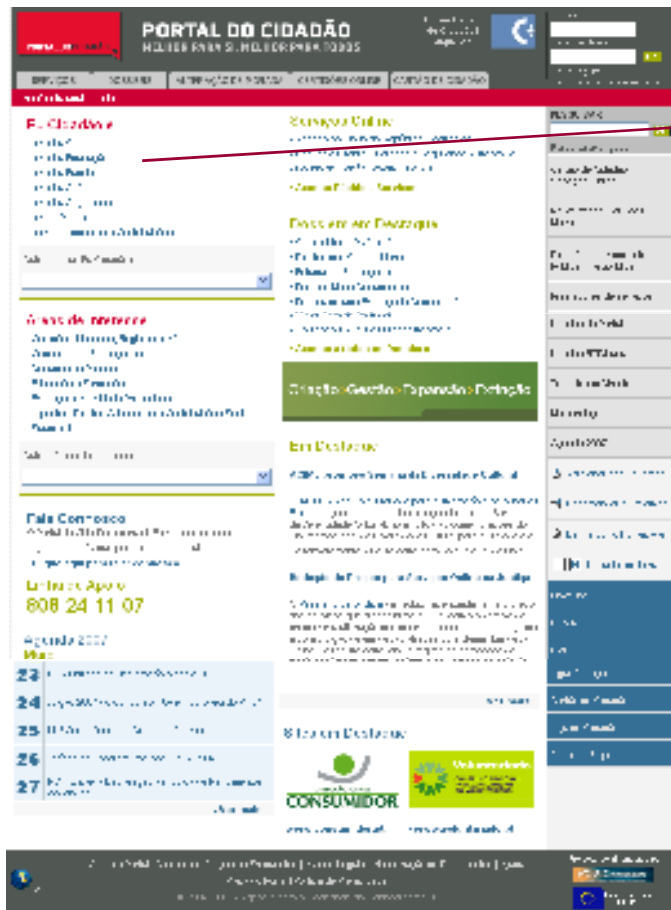


Walking inside of CS_2G



Citizens' Portal – *Better to You, Better to All*

683 services provided by 125 entities



CERTIDÕES.ONLINE
SERVIÇO PÚBLICO DIRECTO

17.332
certificates
online
Fev 2008

- More than 300.000 registered users
- 120.000 newsletter subscribers
- 3.000.000 page views/month

<http://www.portaldocidadao.pt>

Business Portal – *Simpler from start to end*

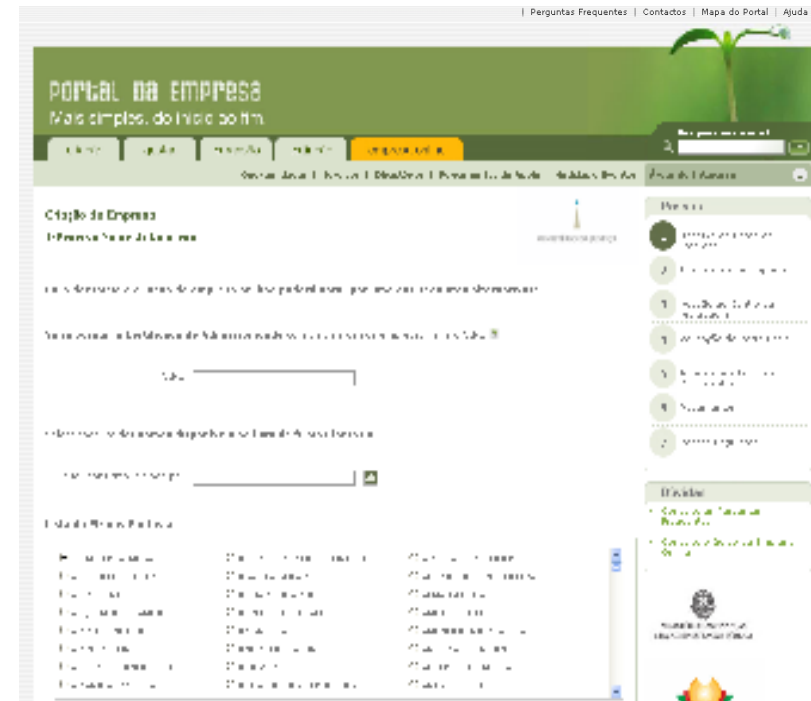
48.000 “ON the SPOT FIRM” / Create a BUSINESS ONLINE

Create an enterprise face to face in less than one hour or do it online: strong authentication and digital signature

450 services (information and transactional) from 78 different public entities



<http://www.portaldaempresa.pt/cve/pt>



Finances and the relation with taxpayers

2007 Electronic Tax Returns: 12.702.828

The screenshot shows the homepage of the Portuguese electronic tax return system. The left sidebar contains a navigation menu with the following items: Início, Serviços Online, Declarações, Validação Dec, Acompanhamento, Alterar Morada, Mensagem, Pedidos, Taxa de Entrega, Contribuintes, IRIS, Votações, Multas e Penalizações, Pedidos, Declarações, Estatísticas, Simuladores, Impostos, Legislação, and Ajuda. A red circle highlights this menu. The main content area features the 'finanças' logo and the text 'Bem Vindos às Declarações Eletrónicas'. Below this, there is a section titled 'Atividade Recentes' with three items: 'É possível aceder à sua conta, empresa e um Ecrã de Finanças', 'É possível a entrega de Decl. Modelo 14 (Impostos directos em SOCOT)', and 'É possível a consulta e resposta de Penhoras de Certificadas de Afirmação e de Penhoras de Rendias. [mais informação]'. There are three service tiles: 'Tributos do Património' (Tax on Wealth), 'CADERNETA FISCAL URBANA' (Municipal Tax Cadastre), and 'CALENDÁRIO FISCAL' (Tax Calendar). At the bottom, there is a navigation bar with links for IRS, IRC, IVA, and PATRIMÓNIO. The right sidebar contains a 'Notícias' section with various news items.

<http://www.e-financas.gov.pt/de/jsp-dgci/main.jsp>

SOLIDARITY Network

- **Over 260 NGOs of/for people with special needs, senior citizens and groups at risk of social exclusion. Solidarity network integrates the Science, Technology and Society Network.**

Public Website Accessibility - Government approved a resolution requiring all central administration Internet sites to be compliant with W3C accessibility levels A, and AA if they are transactional, within 6 months (Oct 2007).

ACCESS Unit

- **Promotes the development, deployment and awareness of ICT tools to allow Citizens with Special Needs (namely disabled and elderly people) to overcome the barriers to their full integration in Society.**
- **Promotes the adoption of good practices for e-accessibility.**

C&T Research

Fraunhofer – Portugal Programme (18 Apr 2007)

Creation in Portugal (Porto) of the 1st Fraunhofer Institute outside Germany (on *Technology, Applications and Services for **Ambient Assisted Living***).

ICT, Biotechnology, Nanotechnology, Advanced Manufacturing Engineering, Logistics. **Will involve Universities, Associate Labs, large and SMEs.**

Five golden rules...

- Assure education **for all**.
- See the world through the **citizens** eyes.
- Provide **multi-channel** services to citizens and enterprises.
- Involvement of **local social mediators**.
- Foster **partnerships and knowledge networks**.



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