

II - 1998 - Feb.2001

► New concept of information



► New channels

New Concept of Information

► Information:

- New contents
- Consolidation of existing inf.

(simple and easy to understand BUT also a good start for Jurists)

► FORUM - personal information on-line

► Themes by experts

► Partnerships

► Data base of licenses

New Channels (multiple delivery)

► SIBS - Interbanking Services Company - multibank Kiosks

► Newspaper, booklets, cd-roms.

► Information both to emigrants and imigrants

► Priority : Infocid as a need and a tool

FORUM

► April.1999

► 4 Jurists

► Average time for response: 5 days

III - 5.Feb.2001 - ...



PORTAL.Why?

"Electronic Europe":

Single Internet PORTAL for PA

- architecture of the administrative institutions (flow-charts);
- online directory of all these institutions,
- access to the Internet sites of each of them (links);
- "citizens´guide", with the main administrative procedures.

E-EUROPE

And also...

- ▶ Online forms (if possible, in the Portal)
 - 1st phase: print -fill - send offline
 - 2nd phase: fill online - send online
- ▶ **services online**
- ▶ portal for business
- ▶ ...

INFOCID - Portal

- ▶ Address Management Programme
 - directory
 - links
- ▶ Flow-charts
- ▶ Information
- ▶ Direct Public Service



Direct Public Service

- » RCM 156/2000, 16/Nov.
- » Within INFOCID.
- » Progressive access to public services in an easy, accessible way.
- » Priority to services with a greater demand (citizens and economic agents - stakeholders of PA).



First challenge:

Electronic request of
certificates

- Civil
- Commercial
- Real estate



The Project

Study of viability : Dez.1999
 Aproval : Jan. 2000
 Partnership with Min.Justice
 General cooperation
 Informatic apic.: Ag.2000 - Jan.2001
 Cost : 80 000 Euros

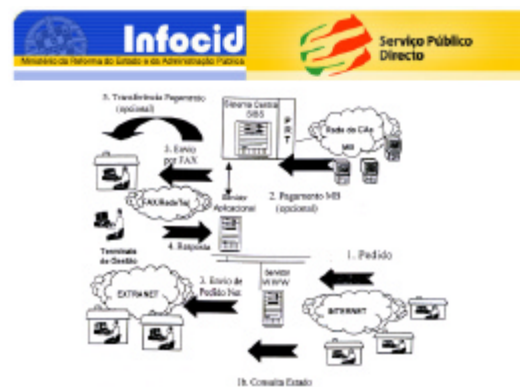
Certificates - why?

- » General demand
- » No requirements of authentication
- » National ambit
- » Wide demand (emigrants)

Via Internet ???!

How??!!

Registry bureaus are not informatized !!!!!





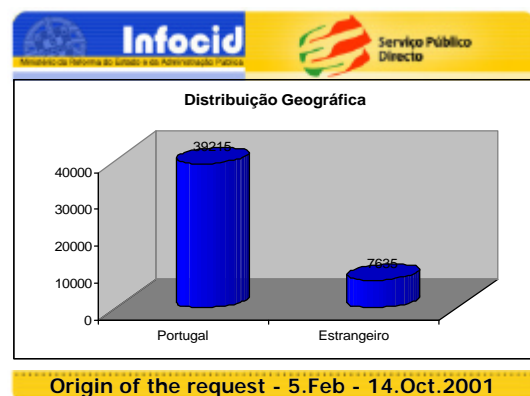
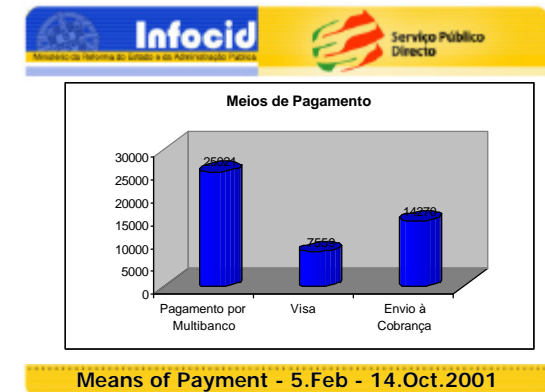
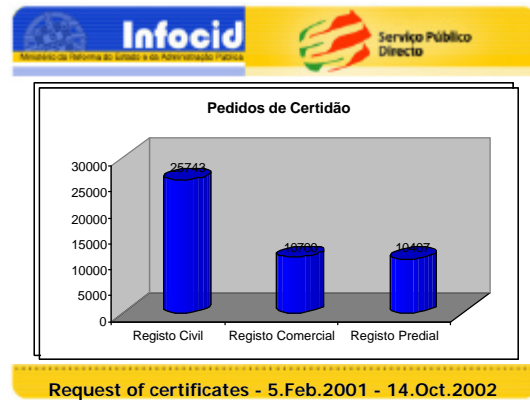
Means of payment

- » Cash on delivery
- » Debit card
- » Credit card(emigrantes)

Adhesion

5.February - 15.October.2001:

46 850 requests



Considerations

- ▶ Information: is it enough to have links to the sites of all the departments (institutional information), or shall we produce specific information?
- ▶ How can we decide what is useful to citizens?(citizens want: convenience,customisation,empowerment)
- ▶ Online services/ back office/ front office: which complementarity?
- ▶ Need for criterious, careful management of sites (information updated and provided in time).
- ▶ Use of Internet>>>VISION about future needs and INTERACTIVITY.
- ▶ Is a Portal a need to organize the chaos? Or an instrument of modernisation(nets)?
- ▶ Need for human interfaces between Internet and citizens (technological illiteracy).
- ▶ NEXT STEP: increase the value of customer self-service and the two way flow of information.

▶ Graça R.M.L.Pombeiro

Deputy Director of the Secretariat for Administrative Modernisation

**Responsible for the Management of
INFOCID - The Portal of Portuguese
Public Administration**

<http://www.infocid.gov.pt>

graca.pombeiro@infocid.pt
gracapombeiro@netcabo.pt