





SIMPLEX+



Europe's Digital Transformation – The Portuguese Successful Story

# SIMPLEX

## Program Guidelines

Program &  
Initiatives **3**

Creativity &  
Competition **2**

Participation &  
Engagement **1**

SIMPLEX+

**4** Governance &  
Monitoring

**5** Communication &  
Awareness

**6** Execution &  
Evaluation

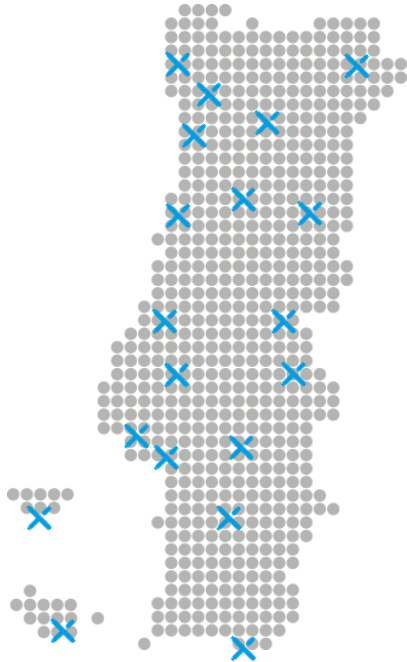


# 1

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## SIMPLEX

### Participation & Engagement



## SIMPLEX TOUR

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

The SIMPLEX tour was an important initiative to foster awareness and engage different types of participants

A SIMPLEX team organized open events to collect the views of citizens and businesses, all over the country



# 1

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## SIMPLEX

### Participation & Engagement

## Other channels for participation

Meetings arranged with business confederations and associations to identify most pressing needs from business leaders

Specific “Request for Ideas” from public administration staff

Digital SIMPLEX channels (web and Facebook) for real time interaction

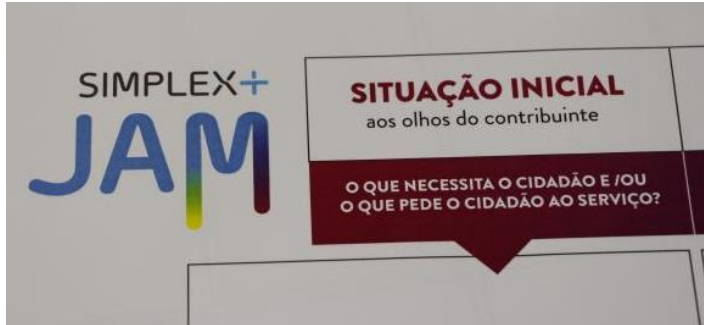


# 1

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## SIMPLEX

### Participation & Engagement



## SIMPLEX JAM: Design Thinking Sessions

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

Measures were designed, implemented and evaluated by those who know best (public administration staff)



# 2

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## SIMPLEX

### Creativity & Competition



## SIMPLEX STARTUP: Fostering Innovation

It all started with a contest to select 3 winners

Applicants (individuals or start-ups) had to come up with a prototype to facilitate processes in public administration

A short-list of 10 candidates had to present and pitch their proposals in front of a jury



3

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**SIMPLEX**

**Program & Initiatives**

255

MEASURES

2016

172

MEASURES

2017





3

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**SIMPLEX**

**Program & Initiatives – 16 key initiatives**

1. To be born a Citizen with a family doctor
2. Documents Always at Hand
3. School 360º
4. Automatic Income Tax Returns
5. Single Environmental Certificate
6. Driving License on Wheels
7. Mobile Early Voting
8. Direct Payment of Taxes



**key initiatives of  
'16 programme**

9. Always Valid Documents
10. Online Criminal Records
11. Citizens' Facility, Paris Consulate
12. Passing Away Facility
13. Simpler Aquaculture
14. Payroll Statements to Interactive Social Security
15. Tourist licenses + simple
16. Mobile Citizens' Counters



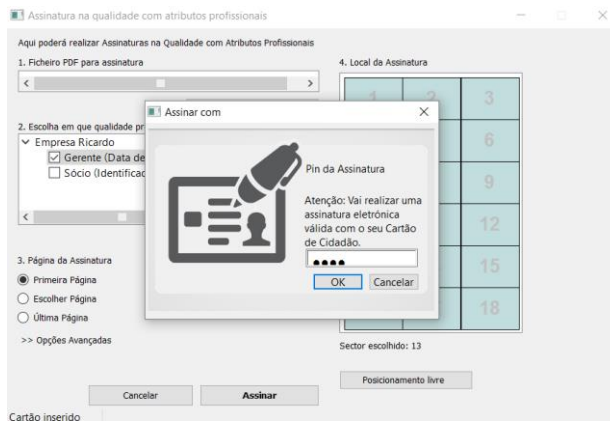
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# 3 SIMPLEX

## Program & Initiatives – eID for professionals

### eID for professional attributes

A digital authentication and signature system that certifies specific professional attributes (e.g., public servant, physician, architect, engineer, etc.)

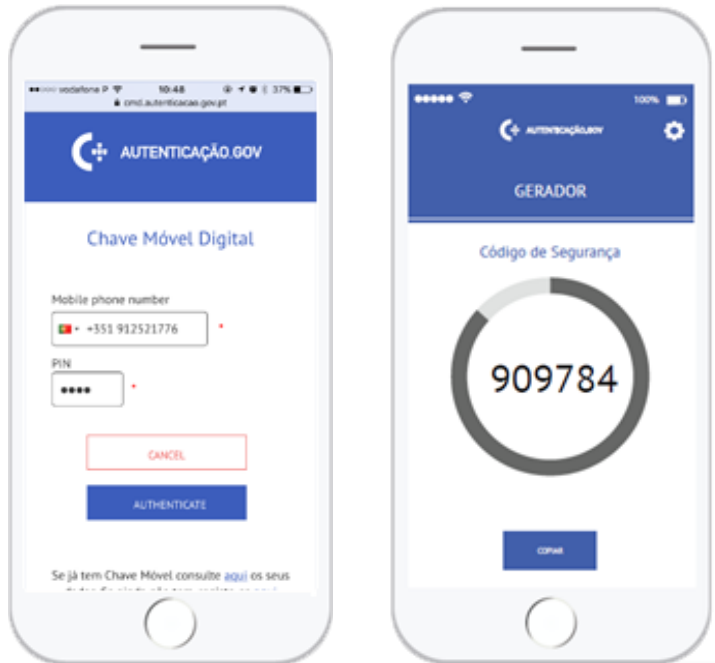




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## SIMPLEX

### Program & Initiatives – Digital Mobile Key



## Digital Mobile Key

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

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

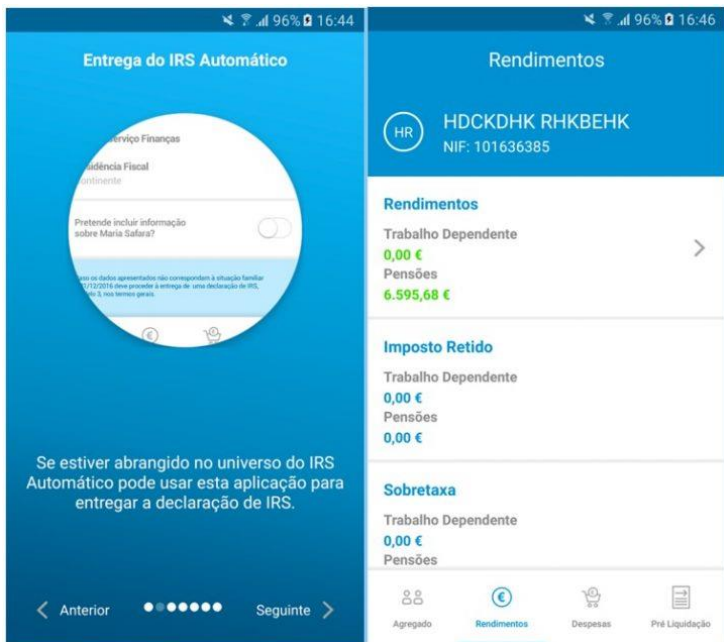
Soon: will also allow digital signatures



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## SIMPLEX

### Program & Initiatives – Automatic Income Tax Forms



## Automatic Income Tax Forms

Fully pre-filled forms for income tax (data sharing with other entities for once only principle)

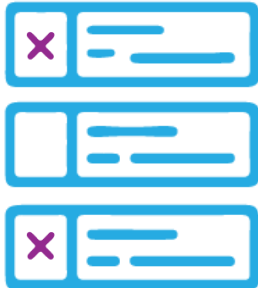
One-click validation step for citizens (optional)

More than 800.000 families already eligible

# +4

## SIMPLEX

### Governance & Monitoring



## Governance – continuous involvement

A network of SIMPLEX focal points was set up, with a representative from every Ministry

Progress reviews are made every 2 weeks with strong focus on removing implementation barriers

A specific platform was developed for monitoring



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## SIMPLEX

### Governance & Monitoring

#### Political support

Every program is launched and promoted by highest political level

Focus on rigorous monitoring facilitates public accountability



#### Staff engagement

Initiatives are assigned to individual entities for implementation

Implemented initiatives are publicized for awareness and motivation

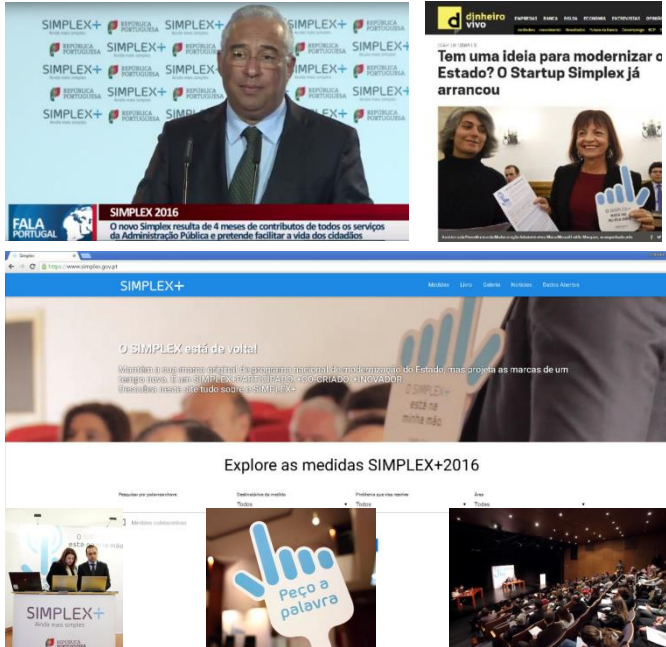


# 5

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## SIMPLEX

### 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 coveted media subject

Merchandising is also produced to raise awareness



# 5

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## SIMPLEX

### Communication & Awareness



MINUTO CIDADÃO

## Social Media and innovative formats

**Letter of Principles** – document with some basic rights of citizens and companies

**SIMPLEX+ vehicle**

**Citizen Minute** - a nationwide public radio programme that covers the most relevant initiatives



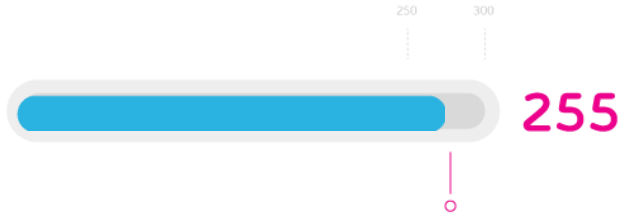


# 6

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## SIMPLEX

### Execution & Evaluation



## Execution: SIMPLEX+ 2016 status

The SIMPLEX+ 2016 contains **255** initiatives, of which 79 have an implementation period of more than one year

The implementation rate for SIMPLEX+ 2016 is **89%**, after 1 year



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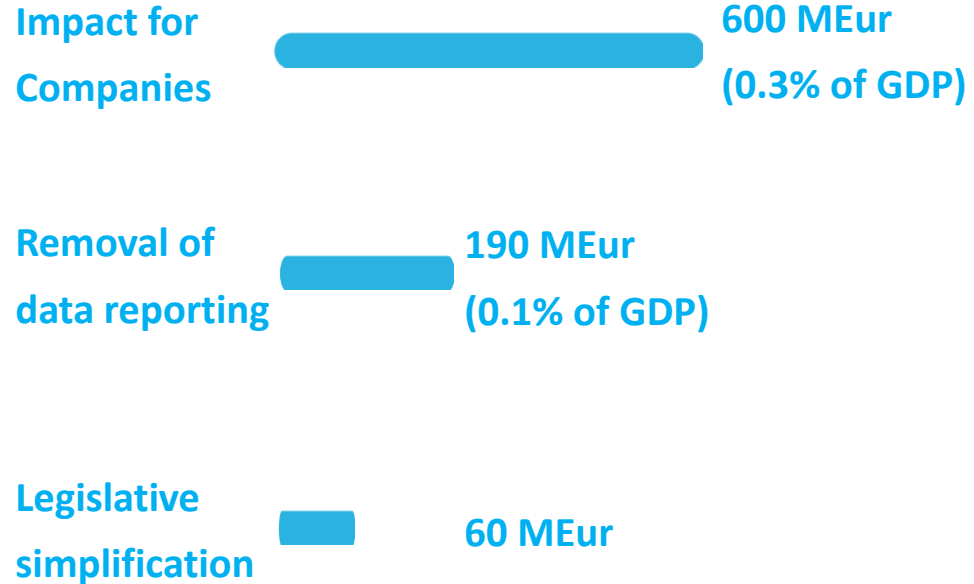
## SIMPLEX

### Execution & Evaluation



## Impact Evaluation

14 flagship initiatives were assessed in terms of their impact on the economy





SECRETARY OF STATE ASSISTANT AND FOR ADMINISTRATIVE MODERNISATION