

OECD Workshop on Common Challenges and Shared Solutions: Good Governance in Information Society Strategies. The case study of Spain

From design to realisation: Implementation models for successful IS strategies

Palacio Municipal de Congresos, Madrid, 18 Nov 2009



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Ministry of Science Technology and Higher Education, Portugal

Connecting Portugal

Portuguese Information Society Action Plan 2005-2010

launched 29 July 2005

Overall objectives:

- To promote a modern citizenship, informed, conscious and active, for which ICT is a natural tool for the access to information, education, cooperative work and public debate
- To guarantee a competitive national market of telecommunications
- To assure the transparency of the Public Administration and the simplicity and efficiency of its relationship with citizens and companies
- To promote the increasing use of ICT by companies and the development of new technology based enterprises
- To foster technological and scientific development, launching R&D activities in international cooperation

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**broad
across all sectors
relatively long time span**



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5 General Practical Rules for Success in the Knowledge Society

- Develop human capital
- Foster partnerships and knowledge networks
- Aim at outcomes, establish clear targets and measure
- Leave room for bottom up creativity and flexible organizational adjustments
- Promote internationalization

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Overall coordination of Information Society Policies

Knowledge Society Agency (UMIC)

Ministry of Science Technology and Higher Education

Observation & Benchmarking
– **UMIC**

Public Administration

eEducation

Ministry of Education

eHealth

Ministry of Health

eSocial Security

Ministry of Labour and Social Solidarity

eCivil Protection

Ministry of Interior

eGovernment – AMA

Ministry of the Presidency

eProcurement – ANCP

Ministry of Finance

Academy

eScience – FCCN

eUniversity

International Partnerships – FCT

eJustice

Ministry of Justice

eTaxes

Ministry of Finance and Public Administration

Telecommunications

Ministry of Public Works and Communications

Enterprise

eBusiness

ICT Academies

New ICT Based Enterprises – AdI

Technology Platforms – AdI

Society

eInclusion

eAccessibility

ePrivacy and Security

eContent

Digital Cities & Regions

Community Networks (NGNs)



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eID – Citizen Card w/ electronic signature and 5 services, 2005-2007

Already supplied to 30% of the population

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Citizen Portal, 2004-. Enterprise Portal, 2006-

1st in EU in complete availability and sophistication of basic public services

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eJustice, 2006-

1st in Europe according to Council of Europe 2009

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eTaxes, 2001-

Tax payments through ATM network, 1990s-

100% of VAT handled through the Internet, since 2006

80% of Income Tax declarations filled and sent through the Internet

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eBusiness, 2005-

5th in EU according to EC i2010 Report for 2008

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**Digital Cities & Regions, 1998- . Community Networks (NGNs), 2008- .
33 Digital Cities & Regions, 95% of territory. 4 Community Networks in rural areas, multi-operator open NGNs, 1,200 Km of fiber, operation at 10 Gbps**

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Internet Spaces Network, 2006-

1,170 PIAPs w/ free access to Internet and computers with the help dedicated staff, and organized in a collaborative platform

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eAccessibility, 1999-

Web Content Accessibility, Solidarity Network, Technical Aids Catalogue

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All schools connected in broadband, 2005-Jan2006

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Lap tops and mobile broadband for 5th-12th grade students, Sep2007-
375,888 lap tops delivered, 30% of all students

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Lap tops (computer Magalhães) for 1st-4th grade students, Jul2008-
407,700 lap tops delivered, 80% of all students

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eSecurity&Privacy, 2006- 3 CERTs, Safe Internet project

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eUniversity, 2005- National Virtual Campus integrating all HE, wireless access everywhere, educational content, PCs for HE students

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eScience, 2005-

80% of HE connected in NREN fiber at 10 Gbps,

GRID Computing, nationally subscribed Scientific Digital Library,

Open Access Scientific Repository of Portugal, Zappiens, VoIP for all public HE

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International Partnerships for ICT Research and Innovation, 2006-
 Future Internet, ICT for energy sustainability, Cultural–Digital Media Industry,
 Ambient Assisted Living, health care and research information on the Web

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Critical Factors of Success

- Clear and mobilizing plan
- Well defined quantitative targets
- Regular observation and benchmarking
- Flexibility for evolving, variable geometry and decentralized implementation with appropriate partnerships for each project
- High visibility in the public policy agenda
One of the axis of the Technological Plan (with Science, Innovation, Education). Strong commitment of Government, including Prime-Minister.