

Cofinanciado por:



UNIÃO EUROPEIA
Fundos Europeus
Estruturais e de Investimento

Project n.º 37834

Operation Code: POCI-05-5762-FSE-037834

ICPMFA – Interoperability and Communication Platform of the MFA

The ICPMFA operation is aimed at an extensive intervention in separate IT fields of the Ministry of Foreign Affairs (MFA), with the objective of creating a single aggregation platform.

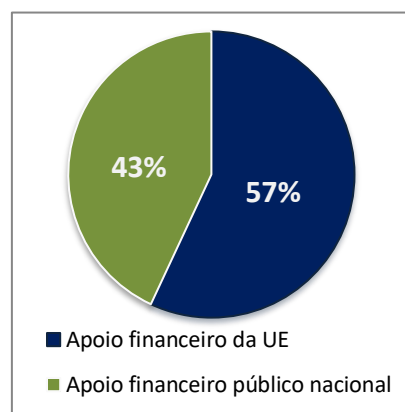
Sums Involved

Eligible total cost: 4.280.235,82€

EU financial support: 2.437.594,30€

National public financial support: 1.842.641,52€

Project summary



The ICPMFA operation consists of the following four fields of activity:

▪ **Axis 1 - Digital MFA: Integrated Management of the Presence of the MFA on the Web:**

The intention is to reformulate the presence of the MFA on the internet with the creation of portals that comply with the standards established in the National Digital Interoperability Regulation. If these standards are fulfilled, these portals will integrate the current portals and form the communications interface between the MFA, the citizen, and the public and private institutions – both national and international – through the integrated provision of services.



Axis 1 Project
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[FOR MORE INFORMATION +](#)

▪ **Axis 2 – e-ISMS: Integrated Service Management System:**

The intention is to develop a new information system, the Consular Management System (e-CMS), which will allow the consular network to overcome the current limitations and respond to the urgent and emerging operations requirements of today's new challenges.



Axis 2 Project
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[FOR MORE INFORMATION +](#)

■ Axis 3 – ICBIS: Institutional Capacity Building for Information Security

The aim of this initiative is to enable the investment not only in improving the safety of the common and transversal communications infrastructure, but also in making it capable of providing a high level of performance and availability/resilience. This will prepare the MFA for the expected challenges posed by the IT platform that will be created, particularly its interconnection with the interoperability platform and services of the Public Administration.



Axis 3 Project
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[FOR MORE INFORMATION +](#)

■ Axis 4 – I-2020: Voice and Communication Infrastructures in Horizon 2020

The MFA intends to modernize its voice infrastructure, which is currently based on analogue technology, as well as ensuring the interconnection between the various internal and external services (embassies, missions, consulate) by making a commitment in modern technology based on IP Voice (VoIP).



Axis 4 Project
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Tipo de Indicador	Código	Indicador	Unidade de Medida	Metas contratualizadas
Realização	-	Novos modelos de inovação e de experimentação na Administração Pública implementados/testados	Nº	3
Realização	-	Ação de promoção e divulgação com vista à disseminação de melhores práticas e partilha de conhecimento de novas formas de organização interna e de prestação de serviços públicos-aos cidadãos e às empresas	Nº	0
Resultado	-	Processos objeto de reengenharia e/ou simplificação implementados, um ano após a conclusão da operação (acréscimo em p.p.)	%	0
Resultado	-	Serviços em que a metodologia de avaliação de satisfação, monitorização de níveis de serviço e/ou avaliação da qualidade, foi implementada um ano após a conclusão da operação (acréscimo em p.p.)	%	0
Resultado	-	Indivíduos que preencheram e enviam pela Internet impressos ou formulários oficiais, no âmbito dos resultados da operação (acréscimo em p.p.)	%	1,44
Resultado	-	Empresas que utilizam a Internet para interagir com organismos, entidades e autoridades públicas, no âmbito dos resultados da operação (acréscimo em p.p.)	%	0

INFORMATION ABOUT THE PROJECT



Where?

Lisboa and Oporto, Portugal

What is it?

ICPMFA - Interoperability and
Communication Platform of the MFA
[Programme](#)

Operational Programme for
Competitiveness and
Internationalisation - Capacity of the
Public Administration Services

[Main Figures](#)

This platform will benefit more than 11
million Portuguese around the world.
There will be an investment over 4
million euros to modernize the ICT
field.

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