

# SIMPLEX

Innovation that changes your life

# SIMPLEX PROGRAMME | background

Need of a central policy program to:

- Ensure quicker and more effective response to citizens + businesses
- Improve trust in public services

2000s

Launching of SIMPLEX cutting red tape + eGov policies

- Map main difficulties and requests of end-users
- Design and implement measures to respond accordingly
- + 1000 measures (2006-2011)

2006

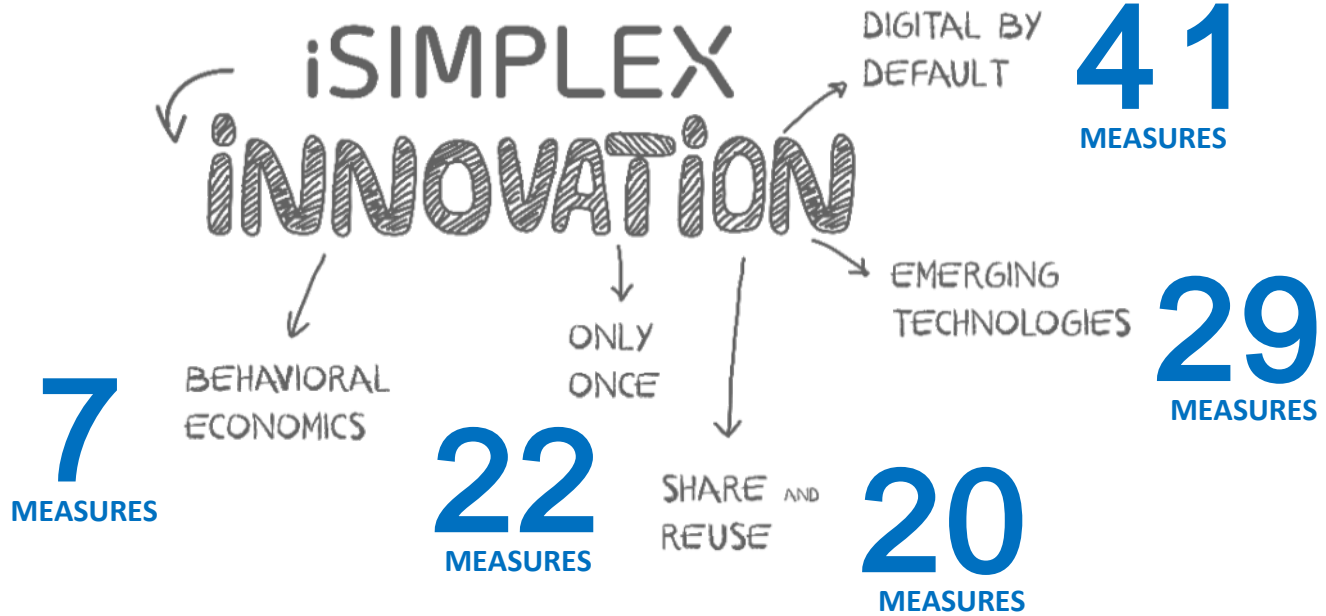
Re-launching as SIMPLEX+ address a new digital society

- + participation
- + innovation
- + co-creation

2016

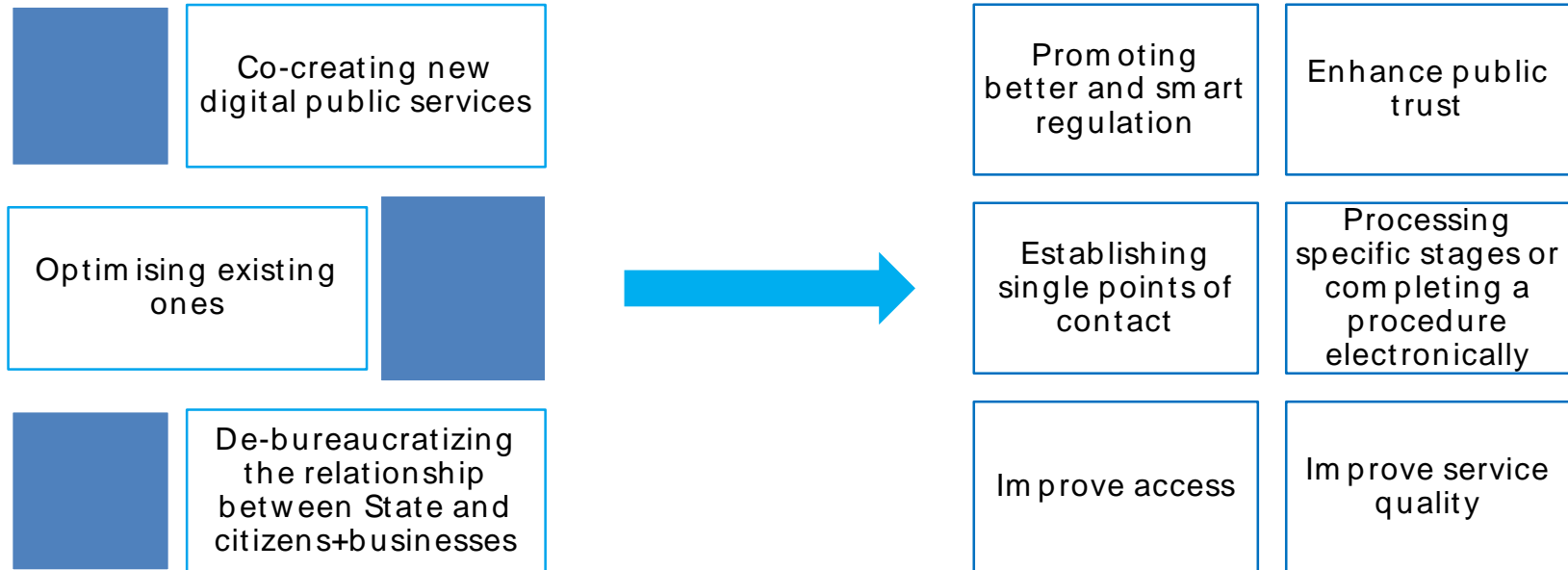
# SIMPLEX PROGRAMME | background

2019: Evolution to **iSIMPLEX** with increased focus on innovation and technology



# SIMPLEX PROGRAMME | objectives

TO MAKE PUBLIC SERVICES AND PROCESSES SIMPLER, FASTER AND MORE TRANSPARENT



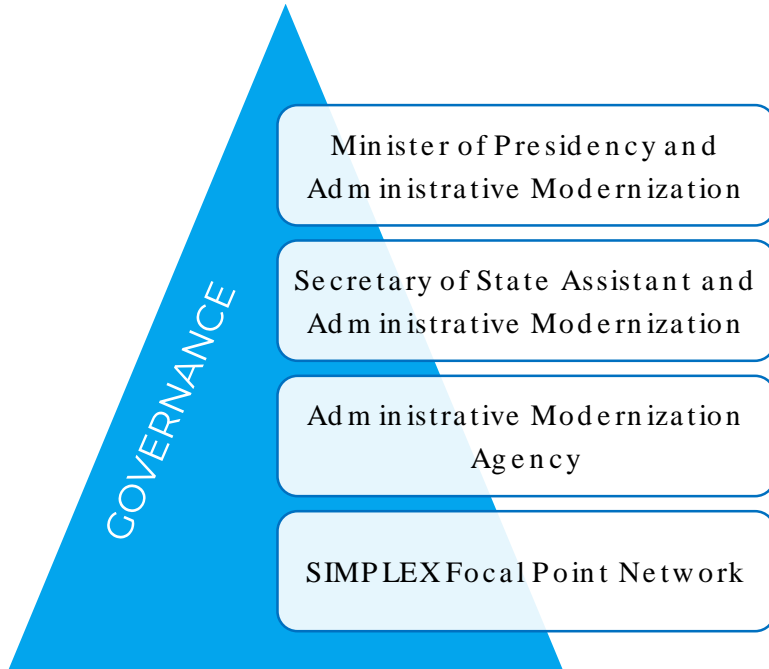
# SIMPLEX PROGRAMME | stakeholders' engagement

Stakeholder's engagement is key to accurately identify effective cost/benefit measures

- **SIMPLEX Tour:** nationwide open events to collect ideas from citizens and entrepreneurs
- **SIMPLEX JAM:** design thinking sessions with public servants from different services / geographies
- **[SIMPLEX website](#):** permanent channel for submitting complaints, ideas or suggestions
- **Startup SIMPLEX (2016):** entrepreneurs to prototype new solutions for the public administration



# SIMPLEX PROGRAMME | implementation



BUDGET: distributed model implying the different governmental areas:

- Estimated 2-3 FTE fixed costs per governmental area
- Each government area finances the respective sectoral measures
- SIMPLEX webportal developed through outsourcing + management by AMA

# SIMPLEX PROGRAMME | implementation

SIMPLEX encompasses three main stages:

## Diagnosis

**Public consultation** to involve citizens, businesses and Public Administration in a co-creation process

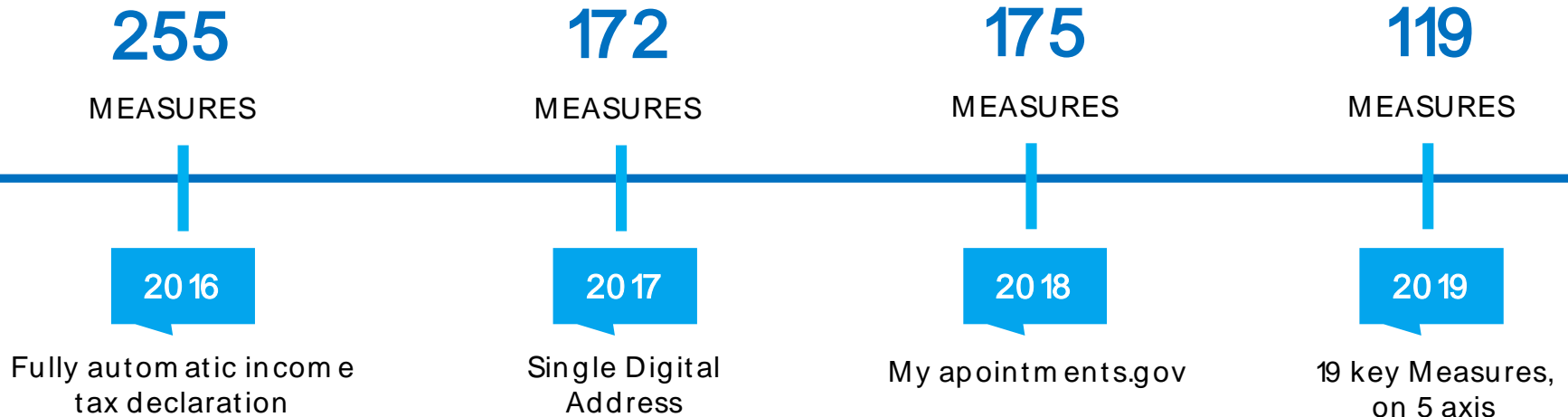
## Analysis and Design

**Processing of the collected ideas** by AMA + Cabinet of Secretary of State and relevant public bodies

## Implementation

**Monitoring** of the measures via an electronic platform accessible by the SIMPLEX Focal Point Network

# SIMPLEX PROGRAMME | implementation

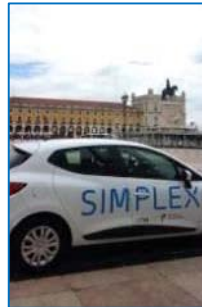




# SIMPLEX PROGRAMME | implementation

Communication is key:

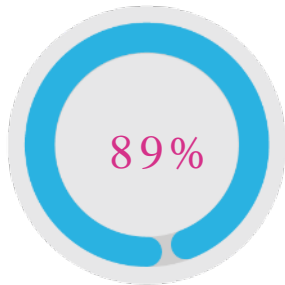
- The launch of the annual SIMPLEX program has high media coverage
- Different communication channels (online, radio, tv, social media)
- Merchandising is produced to raise awareness
- [Organization by life events](#) to maximize the recognition of impact



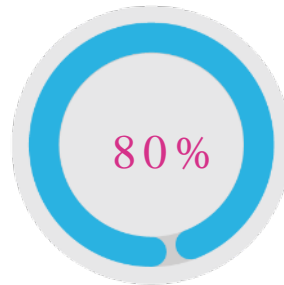
# SIMPLEX PROGRAMME | results

Since 2006:

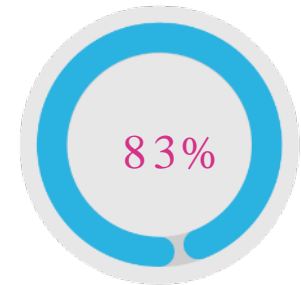
- Over 1600 measures of administrative simplification and eGovernment
- Annual execution rate +80%



SIMPLEX+ 2016



SIMPLEX+ 2017



SIMPLEX+ 2018

# SIMPLEX PROGRAMME | results

## 2017: NOVA UNIVERSITY evaluation

- 13 measures, SIMPLEX 2016, businesses



### POTENTIAL SAVINGS TO COMPANIES



### WORK HOURS SAVED IN PA

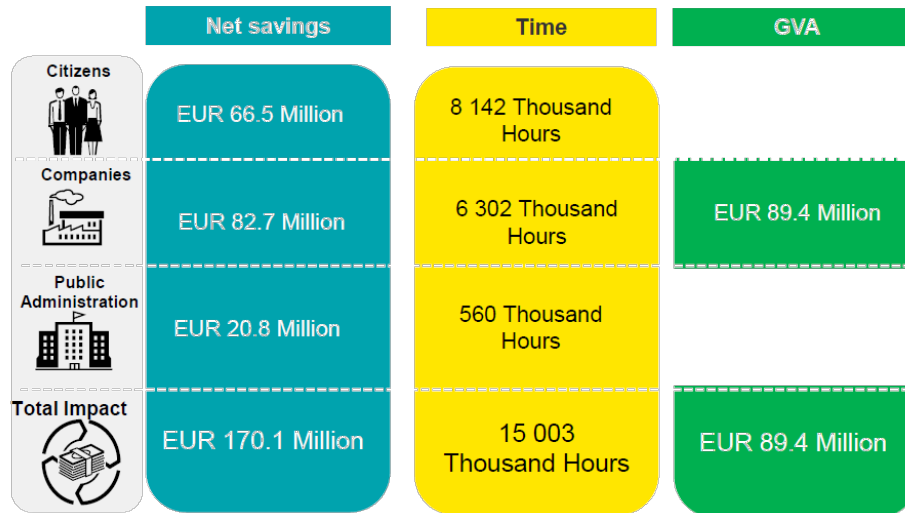


# SIMPLEX PROGRAMME | results

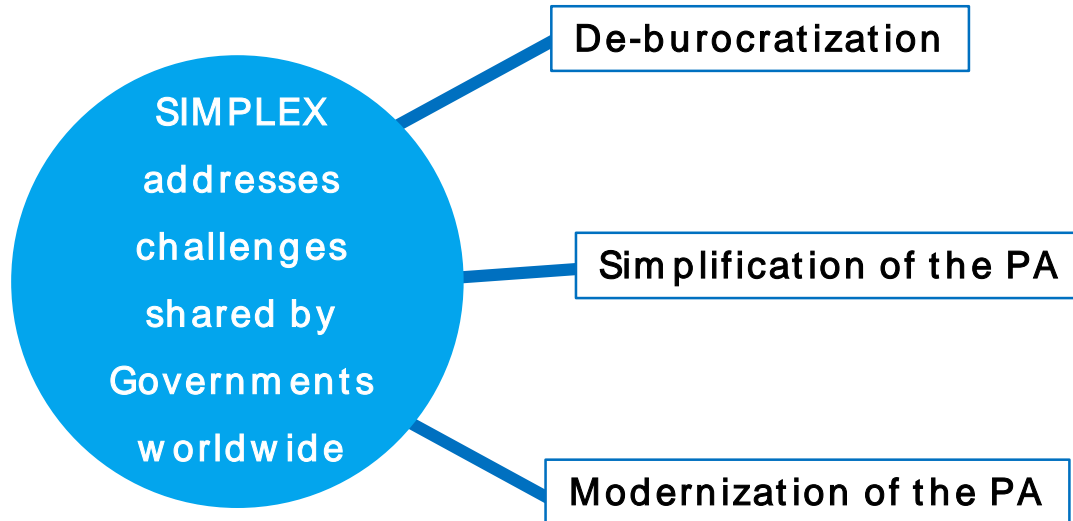
2019: EY evaluation, commissioned by EC in coordination with PT



- 40 measures, SIMPLEX 2016/2017



# SIMPLEX PROGRAMME | **adaptability**



## METHODOLOGY FOCUSED ON CO-CREATION AND ENGAGEMENT OF SEVERAL STAKEHOLDERS

- Deliver **relevant** measures
- Can be used at **national/cross-sector** level or **specific** governmental areas/regions
- **Simple lifecycle** (diagnosis, analysis+design, implementation), adaptable to different contexts
- Paper forms also available to prevent the **digital divide**

**Public Interoperability Platform (AMA):** key for implementing cross sectoral initiatives

## METHODOLOGY FOCUSED ON CO-CREATION AND ENGAGEMENT OF SEVERAL STAKEHOLDERS

High-level political support + ministerial **Focal Point Network**

- Assure **sustainability** (financial + RH)
- Strengthen **commitment** by public entities
- Push **coordination** between PA
- Ensure **implementation** of the different measures

# SIMPLEX PROGRAMME | adaptability





THANK YOU!

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