

SIMPLEX+ Program

Submitted by the Portuguese Administrative Modernisation Agency (AMA)

★★★★ *Nominee Candidate*

Administrative Modernisation Agency

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Size of organisation

100-500; people involved: >15

Type of sector

Education; Employment and labour-related affairs; Environmental protection, climate change and agriculture; Health; Information society and digitalisation; Public administration, modernisation and reform; Public order and safety, justice and human rights; Science, research, innovation; Social protection; Transport and infrastructure; Taxation, customs, finances

Key words of project

Administrative Simplification; Citizen-Engagement; Co-creation; Digital Transformation; Public Service Delivery; Open Government

SIMPLEX+ is the Portuguese simplification and modernisation program which follows a citizen-driven approach - with a strong focus on co-creation, with the ultimate goal of having the everyday experience of citizens and businesses in their interaction with the public administration as seamless as possible.

The responsibility for the program lies with the Minister of the Presidency and of Administrative Modernisation, with direct support from the Prime Minister. The Secretary of State Assistant and of Administrative Modernisation is in charge of co-ordinating and monitoring the program, with the technical support of the Administrative Modernisation Agency.

SIMPLEX+ combines in a single governmental program the objectives of better regulation, reduction of administrative burden, service inter-operability, digitalisation of procedures, and promotion of digital government promotion. Moreover, some of the initiatives encompass more than one area and ministry, making the teamwork and co-ordination between different entities a fundamental part of the process.

The program is highly inclusive and innovative, with the involvement of citizens, entrepreneurs and public servants in the process of determining and designing the initiatives to be implemented by the public administration. Several meetings and design thinking sessions are held each year, engaging different stakeholders across the country, and in each of these meetings several measures are regularly identified. Another relevant channel is the SIMPLEX+ web site, which facilitates the submission of suggestions and ideas. The web site provides transparency, publicising SIMPLEX+ activities and projects, their implementation stage and timelines and the entities in charge of each initiative.

The SIMPLEX+ program is also an opportunity to stimulate innovation. With that in mind, the “Startup Simplex” competition was launched in the 2016 edition, inviting start-ups to present ideas for services and products aimed at improving the Portuguese public administration.

Overall, so far SIMPLEX+ launched a total of 602 simplification measures, 255 of which are relative to the 2016 edition, 172 to 2017 edition and 175 to 2018 edition. Some of the most emblematic initiatives of SIMPLEX+ include the Medical ePrescription+, encompassing the prescription and dispensation of medicines through secure digital means, for both citizens and health professionals; the Professional Attributes Certification System, allowing professionals to digitally authenticate and sign, according to certified professional/business attributes; the Automatic Tax Declaration, where yearly tax submissions are fully digital and automatic; and the Paperless Invoice, eliminating invoice printing and replacing it by electronic proof. SIMPLEX+ has proved a successful and replicable model, with an execution rate of 92% for SIMPLEX+ 2016 and 83% for the 2017 and 2018 editions.