

Cofinanciado por:



Project n.º 12646 – Support in the framework of the incentives system

Operation Code: POCI-02-0550-FEDER-012646

ICP MFA – Interoperability and Communication Platform of the MFA

▪ 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 Investment Framework:

N.º	Designation	Eligible total cost	EU financial support	National public financial support	Sums already spent
1	Building <i>e-learning</i> courses	93.234,42€	53.097,00€	40.137,42€	29.424,06€
2	Upgrade the remote management and training platform	100.000,00€	56.950,00€	43.050,00€	19.372,50€
3	Computer-based support to the CF	45.600,00€	25.969,20 €	19.630,80 €	-
4	Specific training	3.000,00€	1.708,50 €	1.291,50 €	-
5	Development of the MFA Portal	230.000,00 €	130.985,00 €	99.015,00 €	-
6	JDEIC Portal	160.000,00 €	91.120,00 €	68.880,00 €	-
TOTAL		631.834,42 €	359.829,70 €	272.004,72 €	48.796.56

Summary of the Activities

The project to fund the modernization of the Training Platform used by the Ministry of Foreign Affairs will result in a much more extensive and simplified use. For the same reason, the project of building a significant number of *online* courses was integrated in the application. This will allow for a significantly wider use of the Training Platform (these two projects will be implemented in parallel).

The successful implementation of these two projects lacks - in an integrated and coherent manner - specialized, permanent and dedicated computer-based support (at least until the end of 2017). For this reason, the co-funded project is also integrated, playing an essential role in the success of the implementation – in due time and in accordance with the intended agreement – of the other two projects aforementioned.

The intention is to develop, through the “MFA Portal”, a portal with the purpose of being a gateway to all the informative and transactional services provided to the citizens, companies and partners by the MFA. This portal would also have Travel Advices and an *online* complaints book, which will allow the citizen to evaluate the services that were provided to him.

The Jacques Delors European Information Centre (JDEIC) played, on a national level, a leading role in the use of the Internet as a way for the European Union to better communicate its policies to the citizens.

In order to continue being a rigorous and credible reference in the access to European information and documentation in Portuguese, it will be necessary to build a new integrated architecture of information: an accessible, friendly and people-centred new portal.