

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 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 operation requirements of today's new challenges.

#### ▪ Axis 2 Investment Framework:

N.º	Designation	Eligible total cost	EU financial support	National public financial support	Sum already spent
8	New Consular Management System (eCMS)	554.438,00€	315.752,44 €	238.685,56 €	-
TOTAL		554.438,00€	315.752,44 €	238.685,56 €	-

### Summary of the Activities

The aim is to create an instrument that facilitates the services in Portugal and abroad as much as possible, avoiding the unnecessary duplication of time-consuming tasks. At the same time, this instrument would enable a more rational and homogeneous management of the services, reinforcing the control and supervision capacity of the central services of the MFA.

In this context, the system needs to be capable of interacting with the central systems of the issuance of identification, travel, examination of visa applications, civil registry and notary documents, as well as documents of interoperability with other ministries, public bodies and, in due time, local Administration. This will enhance the application of innovative principles like *Only Once*, improving the quality of the services provided in Portugal and abroad and clearly benefiting all the Portuguese citizens and companies, wherever they are.

Among other projects, the generalisation of the online appointment of services stands out due to the fact that it is a tool of great utility to the management of available resources, depending on the applications. The integration of this tool with the Digital Mobile Key will be of great importance to the fight against the illegal appropriation, with commercial purposes, of placements in services by organised operators.