

Cofinanciado por:



UNIÃO EUROPEIA
Fundos Europeus
Estruturais e de Investimento

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

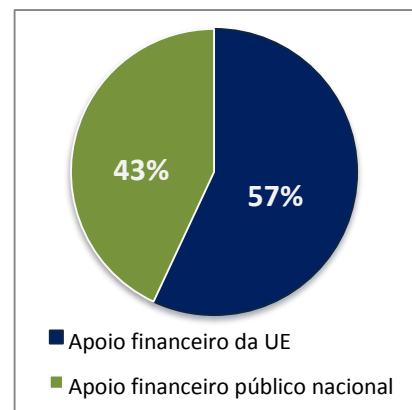
The ICP MFA operation is aimed at an extensive intervention in separate IT fields of the Ministry of Foreign Affairs (MFA), with the objective of creating a single aggregation platform.

Sums Involved

Eligible total cost: 3.334.022,65€

EU financial support: 1.927.200,90€

National public financial support: 1.456.821,75€



Project summary

The ICP MFA 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 Project Sheet
1.docx

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▪ **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.



Ficha Projeto Eixo
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▪ **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 Project Sheet
3.docx

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▪ **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 Project Sheet
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PROGRAMME INDICATORS



OPERATIONAL PROGRAMME INDICATORS

Nº	Indicator	Unit	Pre-Operation	Post-Operation
1	Individuals between the ages of 16 and 74 who filled and submitted official papers or forms through the Internet in the last 12 months, in total	Nº	167565	355000
2	Workers in civil services who considered themselves more capable after attending the training	Nº	380	1130
3	Companies with 10 or more people employed that used the Internet to interact with public bodies, entities and authorities, in total.	Nº	0	150

Target population directly benefitted by the operation

Nº	Indicator	Unit	Pre-Operation	Post-Operation
1	Population served by the entity/entities – in the municipality, the NUTS II or the country	Nº	8500000	9500000
2	Population served by the operation	Nº	10401000	11631000

INFORMATION ABOUT THE PROJECT



Where?

Lisbon, Portugal

What is it?

ICP MFA - Interoperability and
Communication Platform of the MFA

Programme

Support System for the Modernisation
and Capacity Building of the Public
Administration - Operational
Programme for Competitiveness and
Internationalisation

Main Figures

*This platform will benefit more than 11
million Portuguese around the world.*

*There will be an investment of about 4
million euros to modernize the ICT
field.*

Contacts

Tel. (+351) 213946427

Fax (+351) 213946048

E-mail: mne2020@mne.pt