

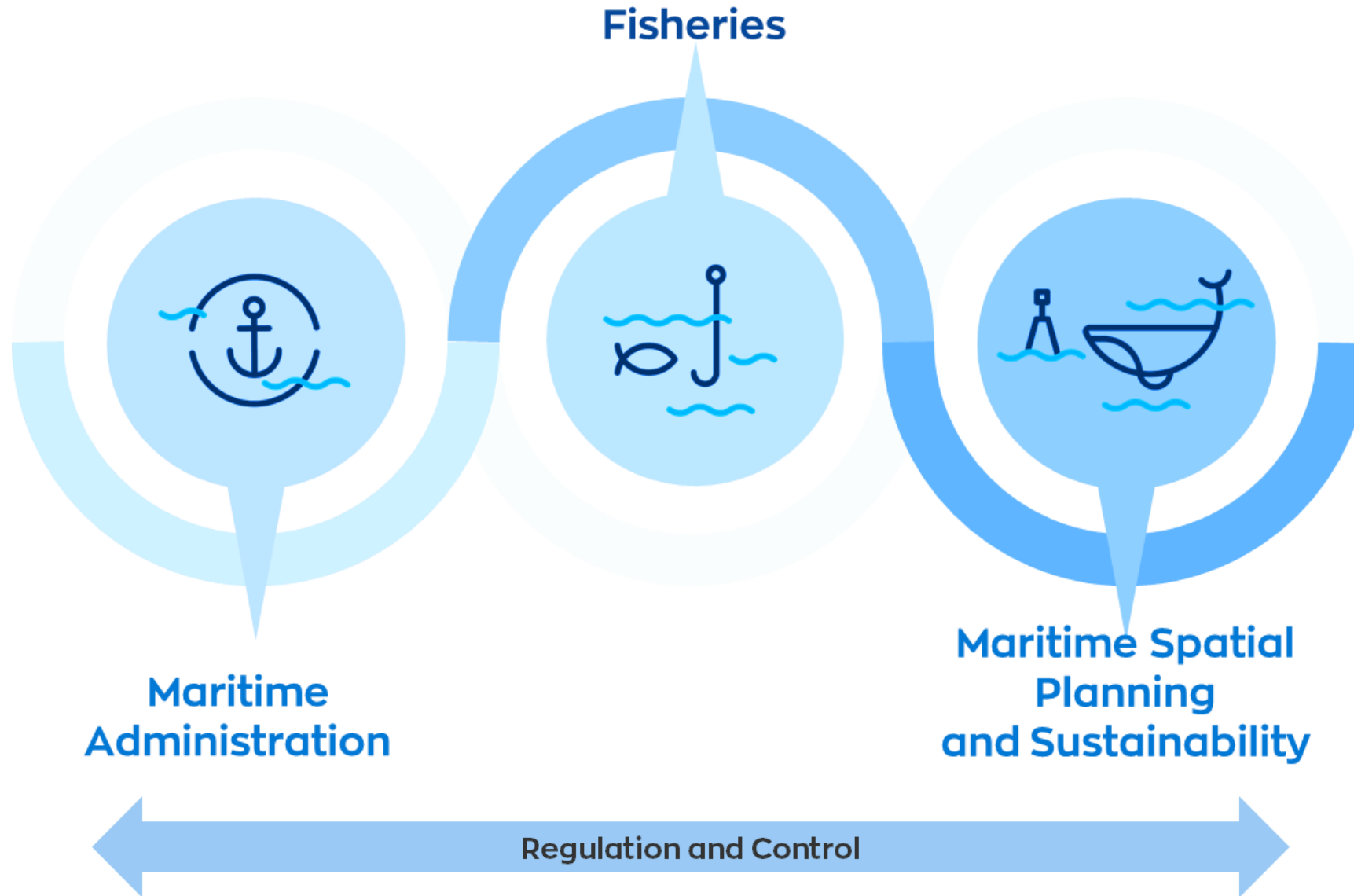


# *e* - Portuguese Maritime Administration Digital services in Portugal

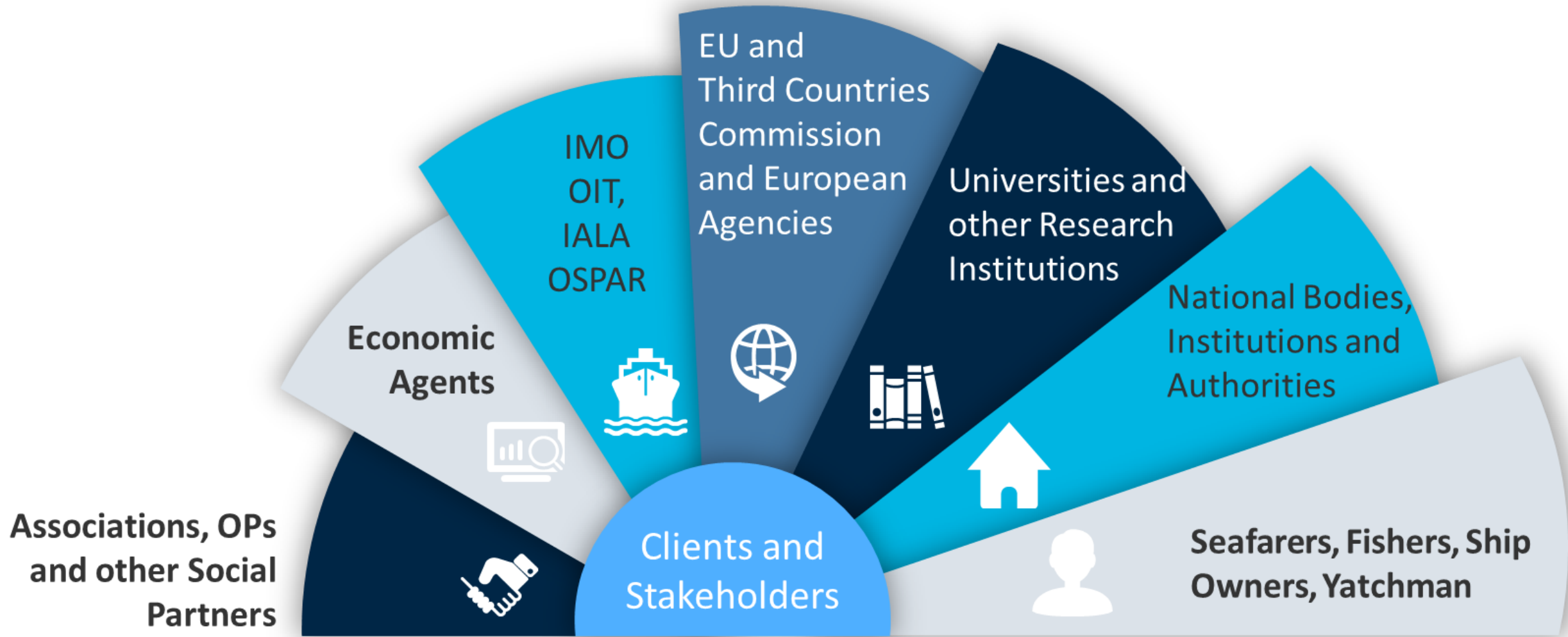
MLC Workshop

18th February 2020 | EMSA, Lisboa

# @DGRM our Mission is



# @DGRM we deliver services to

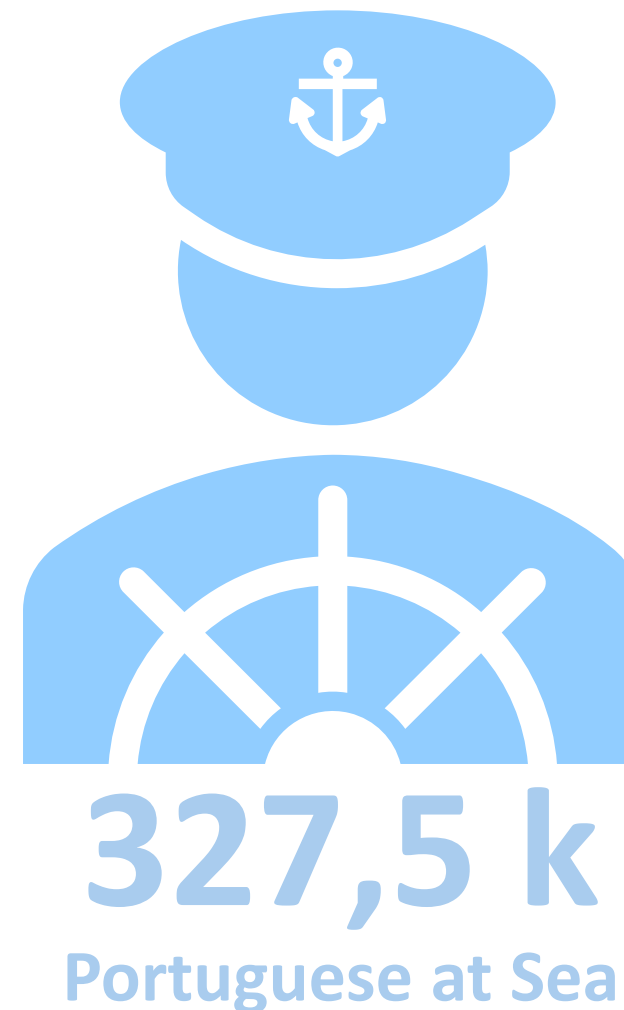


# Seafarers, Vessels and Ships



≈ **700**  
SOLAS\*

**15,3**  
million ton  
Gross Tonnage SOLAS\*



*Where do our clients come from?*



*all over the world*

# Why change ? The recent past ...

@DGRM



## Technology

- More than 170 services provided,
- 42 API IT systems
- Equipment
- Documents issued manually



## Procedures

- More than 170 services provided
- There was no 100% business process totally supported by, one or more, application systems



## Laws and Regulations

- Inaccurate
- Inadequate
- EU Personal Data Regulation

Many business processes, interested parties and applications to manage





Aim



Our Vision



Strategy



Service  
delivery



Features

# Managing change towards digitalization



# Our Aim: Benefits for our Stakeholders

---

- Improve response times to requests
- Concentrating service delivery in one a single point of contact
- Reduce context costs of service delivery
- **Promote network collaborative work in shared service delivery**  
between within the different levels of administration and information sharing within DGRM  
different services, among public entities or authorities (national and international)





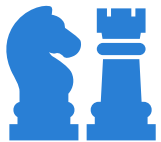
## @DGRM our vision

---

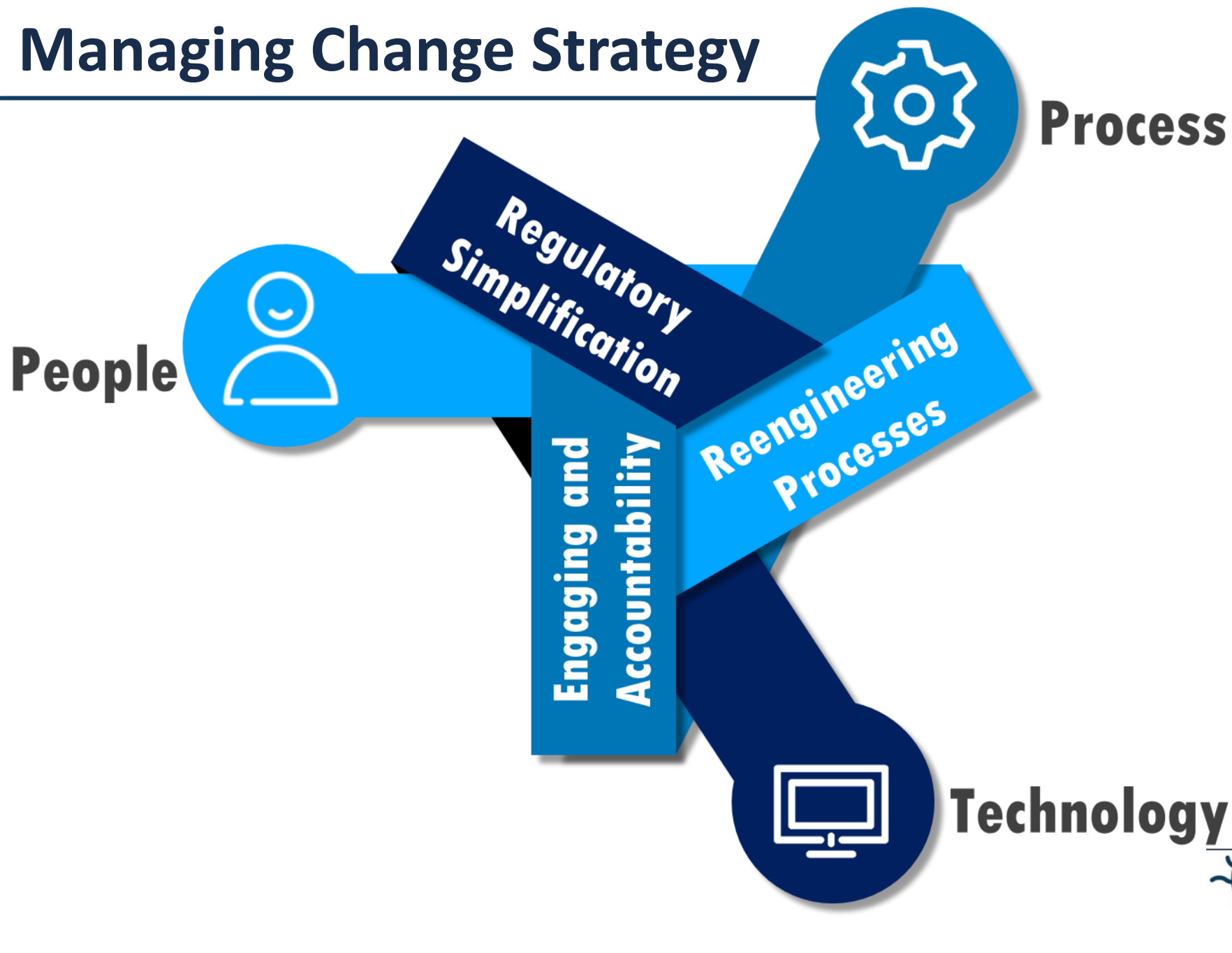


*“to be the first Public Service to  
the deliver innovative eServices  
for citizens, other public services,  
agencies and businesses  
across the world”*





# Managing Change Strategy





# Service Delivery

---



- Simpler and focused Regulations
- One Process. One Point of Contact. One IT System.
- Applicant's form retrieves previous Client Data, if existing
- Payment integration and invoice issued electronically
- Compliant Documents (Hard copy and electronic documents)
- Online Printing and Secure

## Features

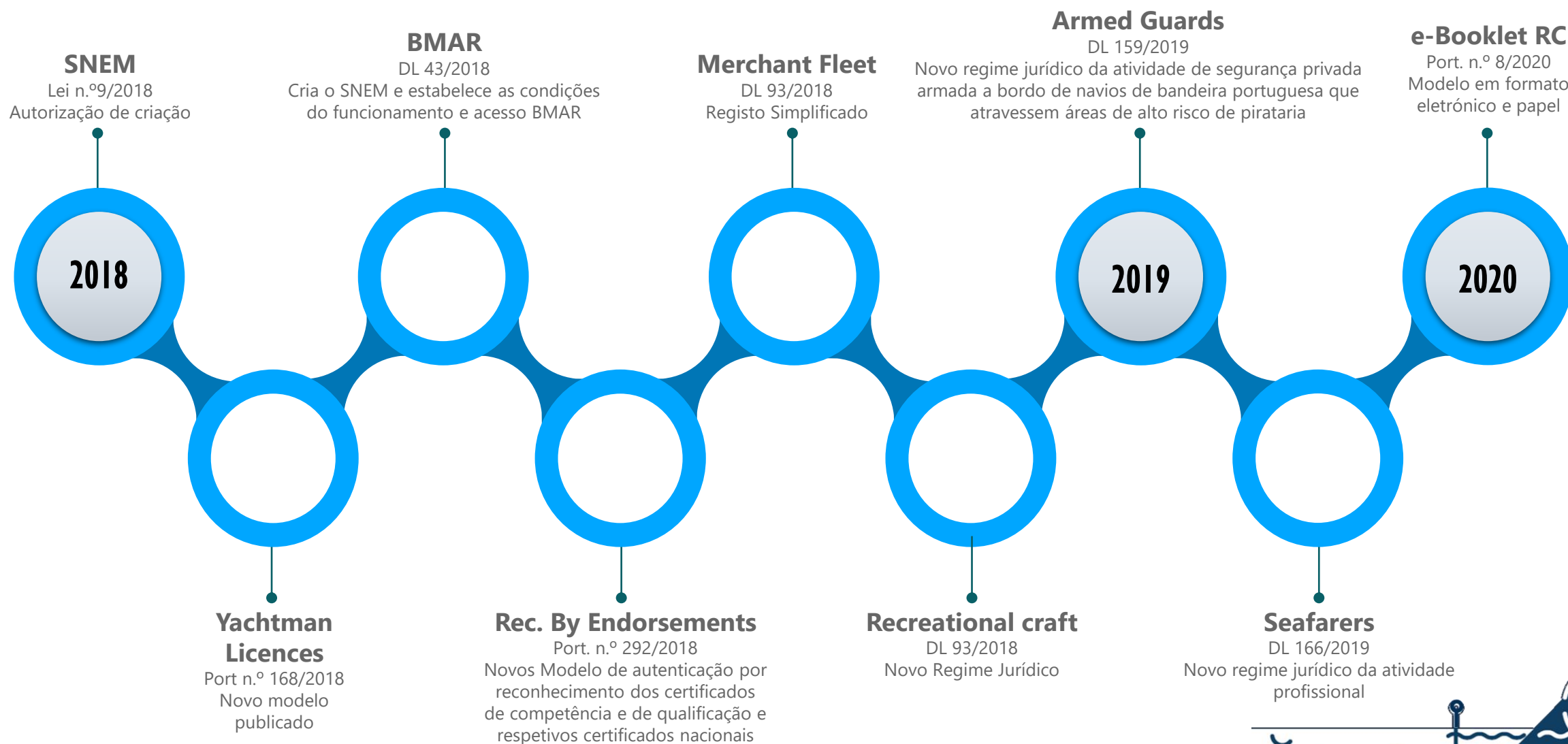
---

- Interoperable Systems
- Electronic and Physical Secure Certificates Issuing
- Online Certificates Traceability
- One Customer Service and Support

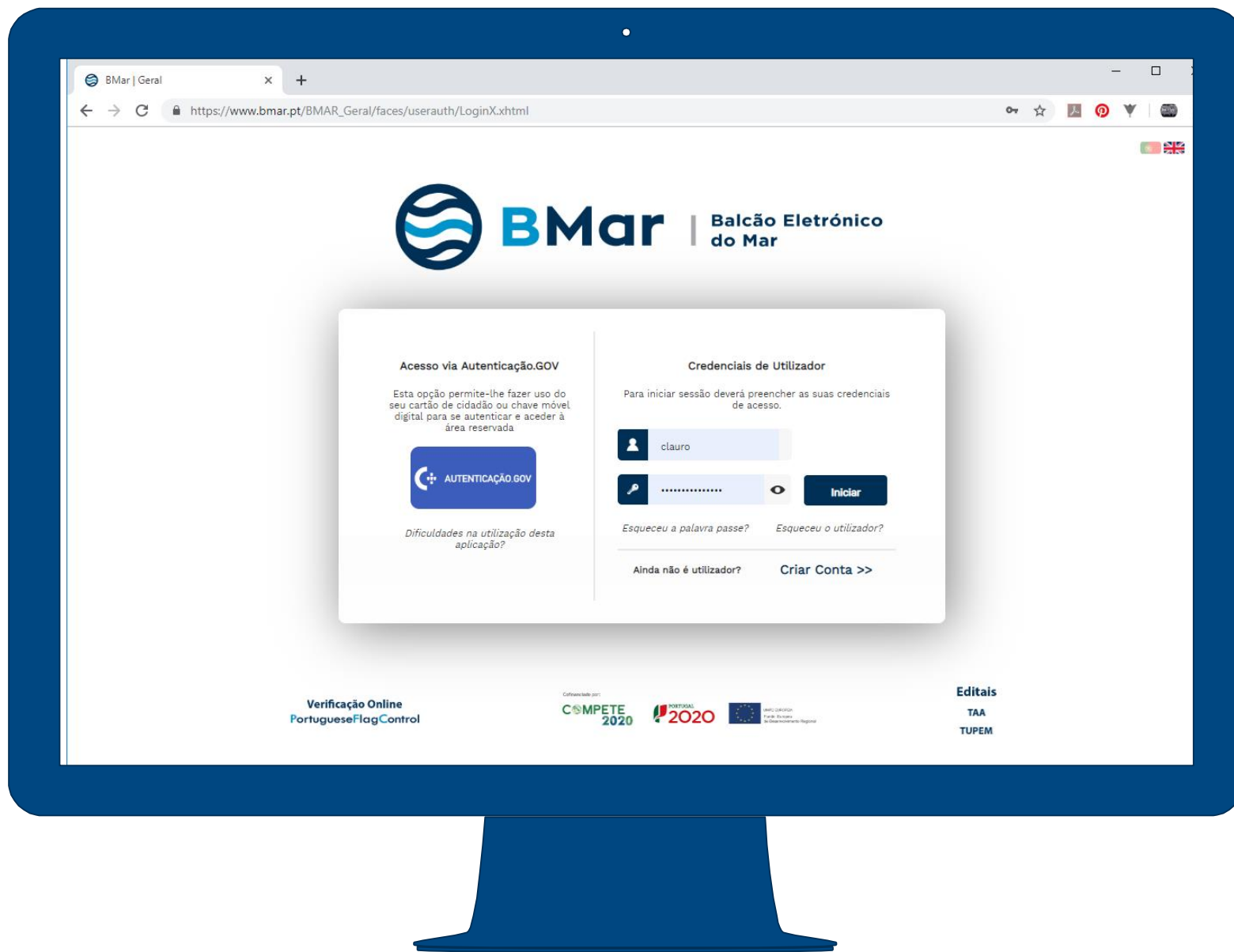


# Results

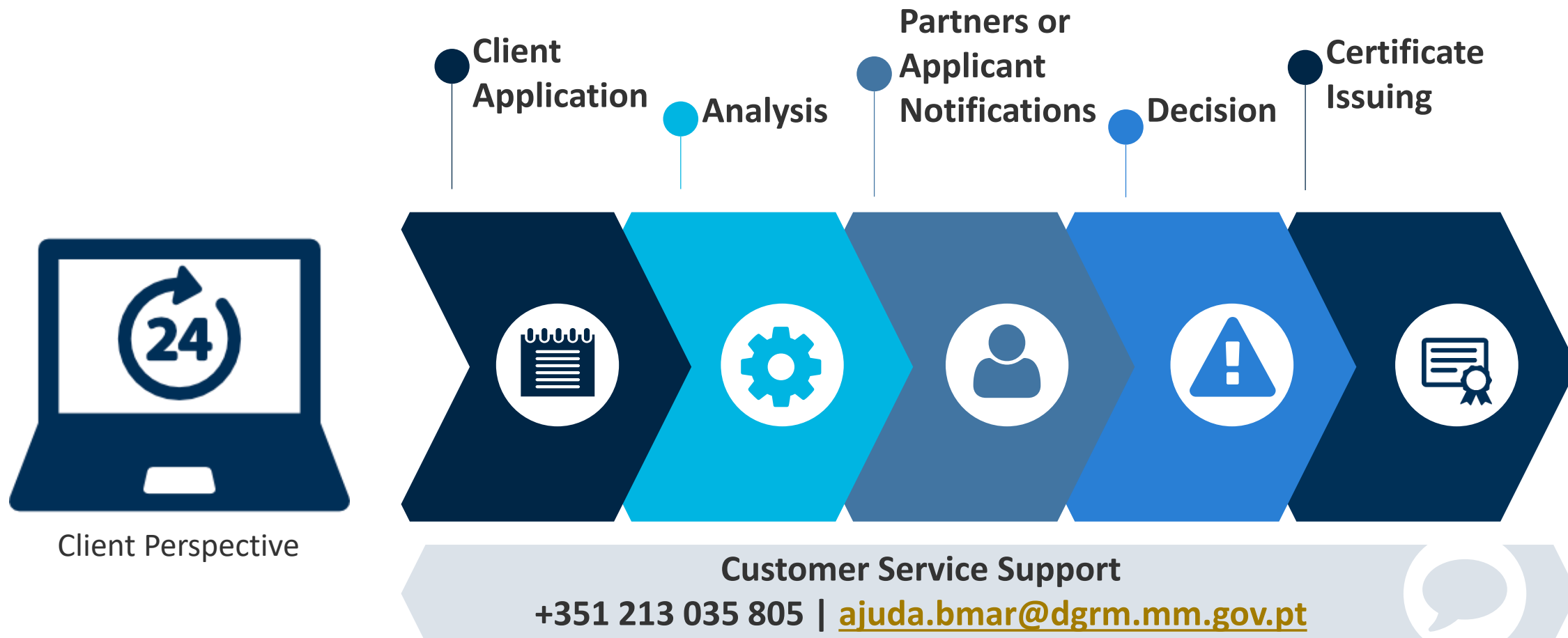
# Regulatory Simplification



# @DGRM Online Services 24/7

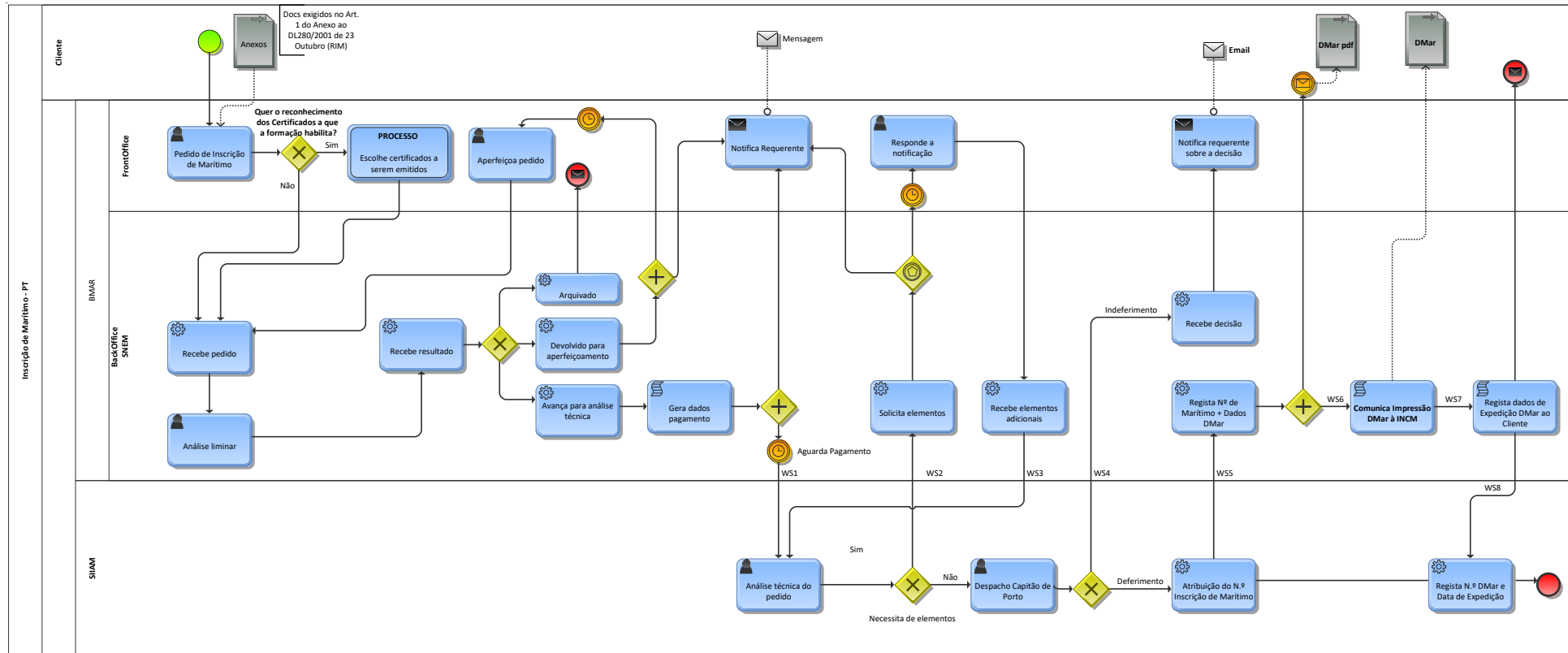


# One Business Process. One Point of Contact.



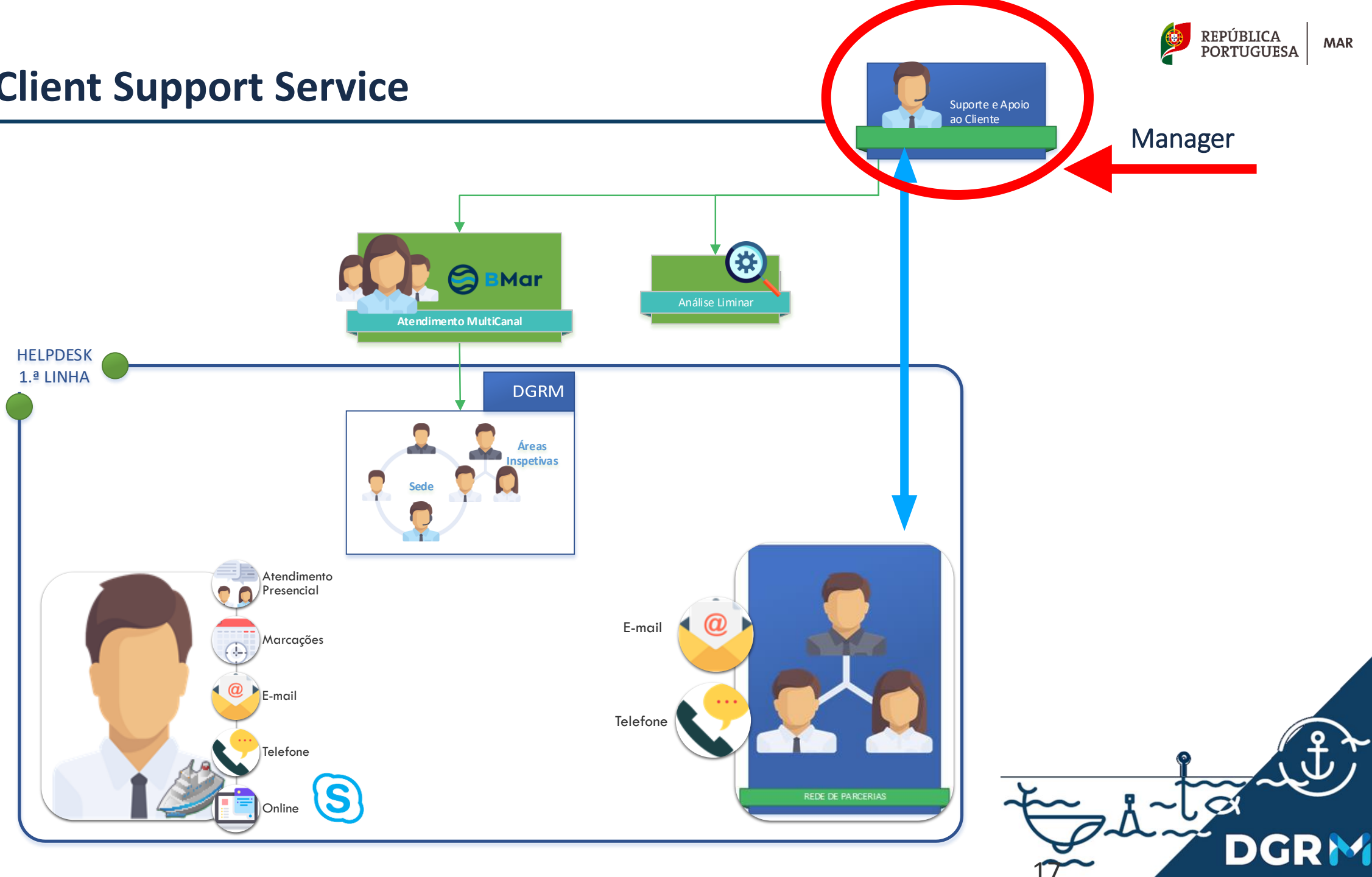
# @DGRM IT Specifications meet Business Process

Client Application      Analysis      Partners or Applicant Notifications      Decision      Certificate Issuing





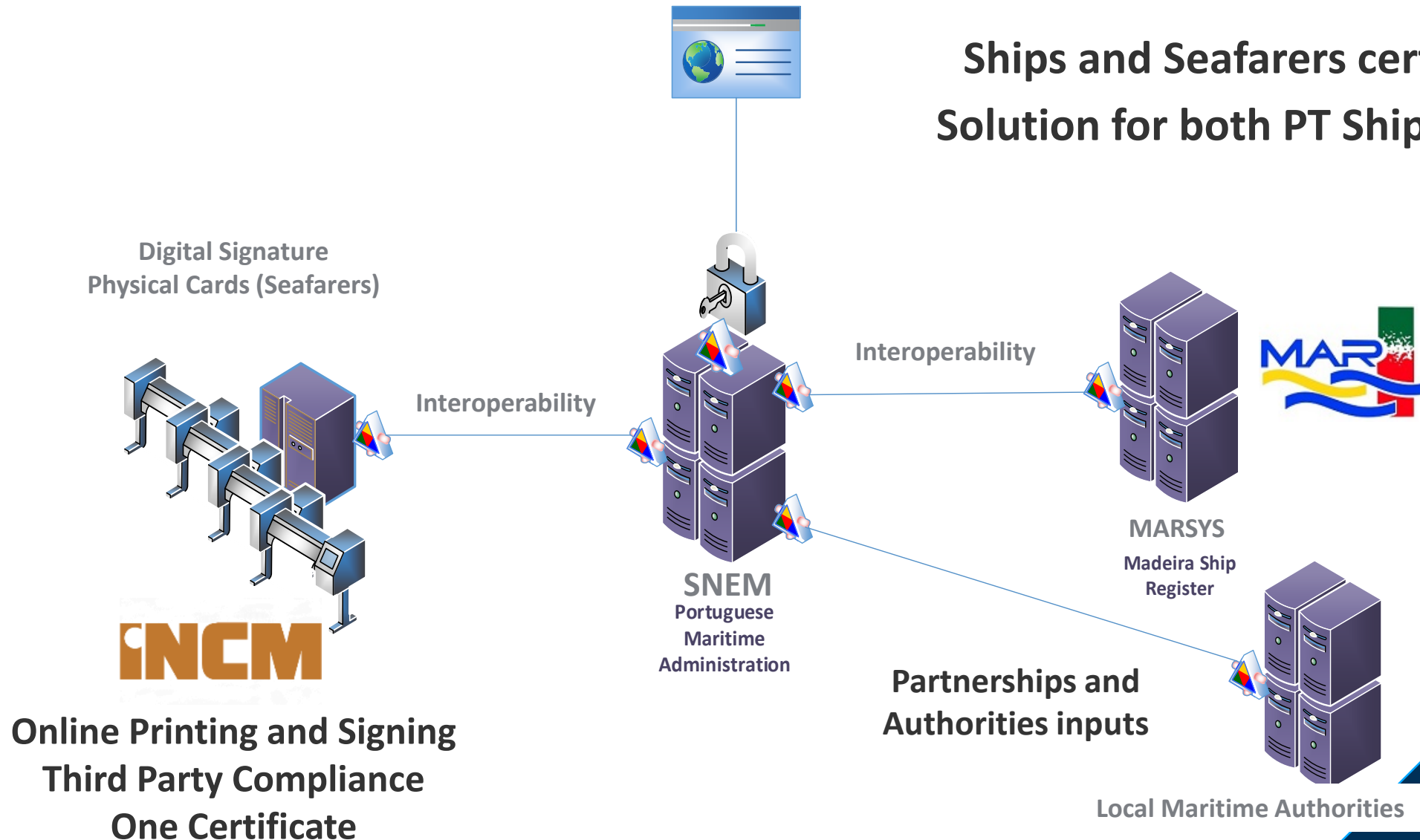
# One Client Support Service



# Interoperable Systems

as result of Networking and Partnerships

**Ships and Seafarers certificates**  
**Solution for both PT Ship registers**



# Certificates Compliance

We went from this...



**REPÚBLICA PORTUGUESA**  
PORTUGUESE REPUBLIC

Autenticação N.º \_\_\_\_\_  
Endorsement No \_\_\_\_\_

Emitida em \_\_\_\_\_  
Issued on \_\_\_\_\_

**AUTENTICAÇÃO ATESTANDO O RECONHECIMENTO DE UM CERTIFICADO DE ACORDO COM AS DISPOSIÇÕES DA CONVENÇÃO INTERNACIONAL SOBRE NORMAS DE FORMAÇÃO, DE CERTIFICAÇÃO E DE SERVIÇO DE QUARTOS PARA OS MARÍTIMOS, 1978, CONFORME EMENDAS DE 1995**  
**ENDORSEMENT ATTESTING THE RECOGNITION OF A CERTIFICATE UNDER THE PROVISIONS OF THE INTERNATIONAL CONVENTION ON STANDARDS OF TRAINING, CERTIFICATION AND WATCHKEEPING FOR SEAFARERS, 1978, AS AMENDED IN 1995**

O Governo da República Portuguesa certifica que o Certificado n.º \_\_\_\_\_  
The Government of the Portuguese Republic certifies that Certificate No \_\_\_\_\_

emitido a \_\_\_\_\_  
issued to \_\_\_\_\_

peço, ou em nome do Governo de \_\_\_\_\_, está devidamente reconhecido em conformidade com o disposto na Regra I/10 da  
by or on behalf of the Government of \_\_\_\_\_ is duly recognized in accordance with the provisions of regulation I/10 of  
Convenção acima mencionada, conforme Emendas, e que o legítimo titular está autorizado a exercer as seguintes funções aos níveis especificados, sujeito às restrições  
the above Convention, as amended, and the lawful holder is authorized to perform the following functions at the levels specified, subject to any limitations indicated  
indicadas, até \_\_\_\_\_  
until \_\_\_\_\_

FUNÇÃO FUNCTION	NÍVEL LEVEL	RESTRIÇÕES APLICÁVEIS (SE EXISTENTES) LIMITATIONS APPLYING (IF ANY)

...aimed at having ...

- One Design, Various Certificates
- Personalised Data and Signature
- Online Secure Print – third party
- Unique Traceability Details
- Security Details Printed
- Electronically Signed
- Compliant with FAL.5/Circ.39 - 20 April 2016 - Guidelines for the use of electronic certificates

# New Generation of Certificates

**INCM**  
IMPRESA NACIONAL CASA DA MOEDA



e-doc

Digital Signature

Certificado por emissão GERAL DE RECURSOS NATURAIS, SEGURANÇA E SERVIÇOS MARÍTIMOS (dgrm-financas@dgmrn.gov.pt) - DIREÇÃO GERAL DE RECURSOS NATURAIS, SEGURANÇA E SERVIÇOS MARÍTIMOS, certificado emitido por MULTICERT Certification Authority (002)

Panel de assinaturas

REPUBLICA PORTUGUESA  
PORTUGUESE REPUBLIC

Autenticação  
Endorsement

N.º NO.  
Data de emissão Issuing date Validade até Valid until

O Governo da República Portuguesa certifica que o certificado n.º  
The Government of the Portuguese Republic certifies that certificate no.

emitido pelo, ou em nome do Governo de  
issued by or on behalf of the Government of

a lo  
Nacionalidade Nationality  
Data de nascimento Date of birth

está devidamente reconhecido em conformidade com o disposto na Regra 1/10 da Convenção Internacional sobre Normas de Formação, de Certificação e de Serviço de Quartos para os Marítimos, 1978, conforme emendas.  
O (A) titular desta autenticação pode exercer o cargo ou cargos a seguir mencionado(s) em conformidade com os requisitos de lotação de segurança fixados pela Administração:  
is duly recognized in accordance with the provisions of the regulation 1/10 of the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers, 1978, as amended.  
The lawful holder of this endorsement may serve in the following capacity or capacities specified by the applicable safe manning requirements of the Administration:

Cargo Capacity

Restrições aplicáveis (se existentes) Limitations applicable (if any) De acordo com o certificado original According to the original certificate

Autoridade emissora Issuing authority DIREÇÃO GERAL DE RECURSOS NATURAIS, SEGURANÇA E SERVIÇOS MARÍTIMOS (DGRM)  
Av. de Brasília, 1442 - 030 Lisboa | Portugal | www.dgrm.gov.pt

A pessoa autorizada  
Duly authorized official

Assinatura do titular  
Signature of the holder

João Carlos Simão

O documento digital serve como original e deve estar disponível de acordo com o parágrafo 11 da regra 1/2 da convenção STCW durante o serviço a bordo. Uma impressão deste documento pode ser facultada a fim de facilitar a sua utilização.  
The digital document serves as original and must be available in accordance with regulation 1/2, paragraph 11 of the STCW Convention while it's holder is serving on a ship. A printout of the original can be presented to facilitate the holder's use.

Nota: Este documento existe em formato digital e é assinado digitalmente de acordo com a ISO 15924-3:2011. A autenticação e validação deste documento pode ser obtida através do site [www.portuguesasgoverno.pt](http://www.portuguesasgoverno.pt) utilizando para isso o Unique Tracking Number apresentado no final deste documento. A autenticação e validação deste documento também pode ser verificada pelo código QR.  
Note: This document exists in digital format and is signed electronically in accordance with ISO 15924-3:2011. The validity and authenticity of this document can be verified by using the QR Code.

Unique Tracking Number wK9DUKYQH7wBZmerVOLMrQ

QRCode

hard copy

REPÚBLICA PORTUGUESA | PORTUGUESE REPUBLIC  
AUTENTICAÇÃO  
ENDORSEMENT

n.º | nr.

Data de emissão | Issuing date Válido até | Valid until  
O Governo da República Portuguesa certifica que o certificado n.º  
The Government of the Portuguese Republic certifies that the certificate nr.

emitido pelo, ou em nome do Governo de | issued by or on behalf of the Government of  
a | lo

Nacionalidade | Nationality  
Data de nascimento | Date of birth  
está devidamente reconhecido em conformidade com o disposto na regra 1/10 da Convenção Internacional sobre Normas de Formação, de Certificação e de Serviço de Quartos para os Marítimos, 1978, conforme emendas.  
is duly recognized in accordance with the provisions of the regulation 1/10 of the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers, 1978, as amended.

Autoridade emissora | Issuing authority  
Pessoa autorizada | Duly authorized official

Assinatura do titular | Holder's signature

QR Code

Hologram

Official Signature

INCM

O (A) titular desta autenticação pode exercer o cargo ou cargos a seguir mencionado(s) em conformidade com os requisitos de lotação de segurança fixados pela Administração:  
The lawful holder of this endorsement may serve in the following capacity or capacities specified by the applicable safe manning requirements of the Administration:

Cargo / Capacity

Restrições aplicáveis (se existentes) / Limitations applicable (if any)  
De acordo com o certificado original / According to the original certificate

O original desta autenticação deve, nos termos do parágrafo 11 da Regra 1/2 da Convenção, encontrar-se a bordo do navio no qual o(a) titular presta serviço.  
The original of this endorsement must be kept available in accordance with regulation 1/2, paragraph 11, of the Convention while it's holder is serving on a ship.

Complex Design

High security offset elements imprinted

## THIRD PARTY COMPLIANCE

- Digital Signature or and Security Details Printed for Authenticity
- One Design, Various Certificates. Personalised Data
- Hard copy: IVO ink, Rainbow effect; hologram, complex Design; QRCode
- E-docs: signed digitally; QRCode and UTN



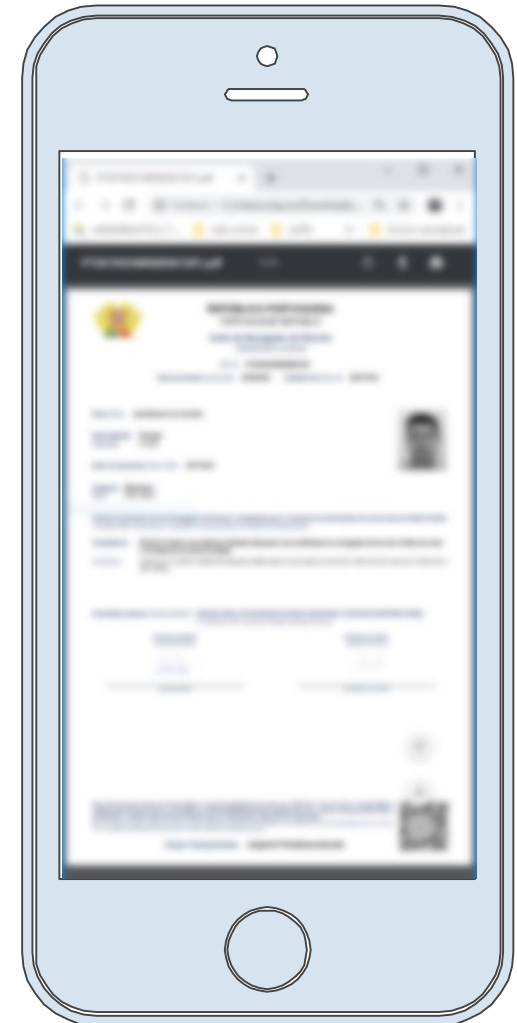




## Try It!



A new generation of electronic certificates  
and control procedures: faster and safer.



# Online Services

## Yachtsman Licence



- Licence:
  - Renewal
  - Re-issuing
  - Recognition
  - Renewal through Exam (new)
- Nearly 12000 docs per year

## Foreign Seafarers



### Certificates

- SRA's
  - Endorsements
- Nearly 15000 docs per year

## Licensed Sea Activities



- Maritime Space
  - Aquiculture
- More than 1000 interactions year

## Merchant Fleet



- Vessels
  - >100 TAB
  - All documents
  - Partnership with CTMAR
- Cerca de 10000 docs/ano

## Commercial Fishery Fleet



### Licensing

- FAO Compliant
  - > 4000 issued docs
- More than 5000 docs /ano

# Portuguese Flag – People and Fleet

Seafarers



Ship  
Certificates



Licencing  
Details



OUR AIM :

1st in class worldwide in Digitalisation

# BMar Numbers 21.NOV.19

14,4k

REQUESTS

89%

CONCLUSION RATE

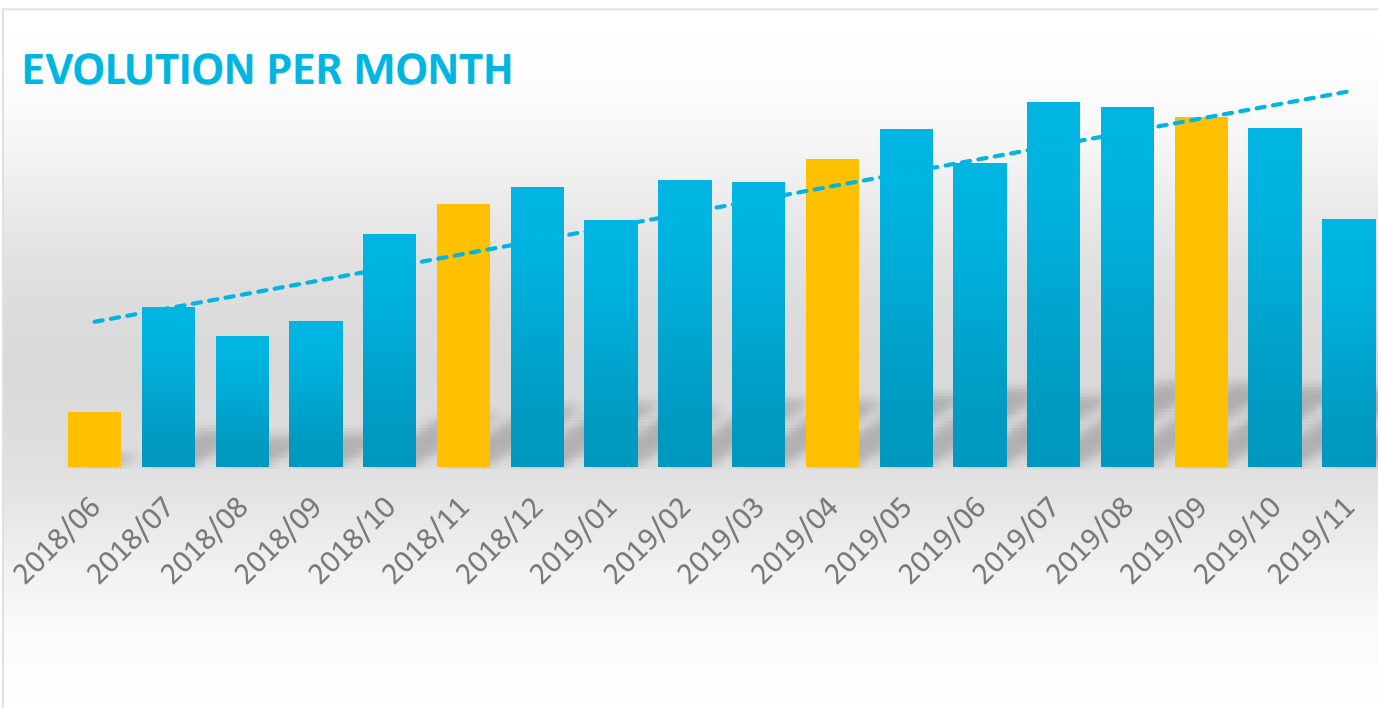
37,5k

e-DOCS

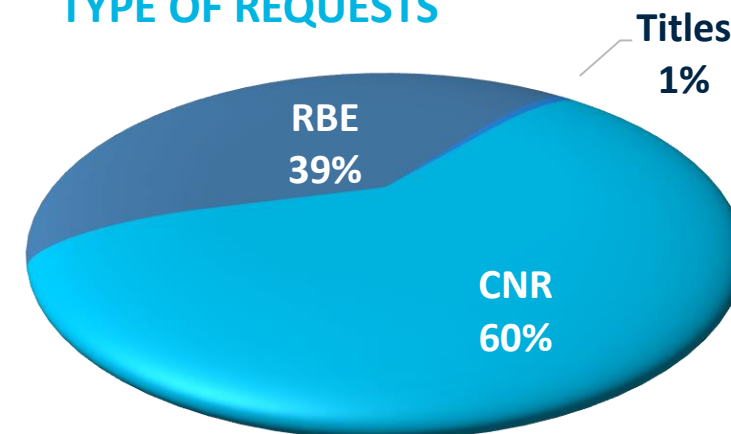
13,5k

ISSUED DOCS

EVOLUTION PER MONTH



TYPE OF REQUESTS





# The future is ...

- All Services Online ... increasing
- Online assessment tests for seafarers

## How to increase security and mobility together?

- Mobile Friendly Design Documents
- WALLET DOCS to have all the electronic certificates in one place
- More interoperability with other systems
- Seamen's Book + Passport (2 in 1) – SCHENGEN



# Thank You | Obrigado

---

Claudia Lauro  
Chefe de Divisão de TI | Head of IT Division  
[clauro@dgrm.mm.gov.pt](mailto:clauro@dgrm.mm.gov.pt)

Avenida Brasília. 1449-030 Lisboa, Portugal

Telefone: (+351) 21 303 57 00 | Fax: 21 3035702

[www.dgrm.mm.gov.pt](http://www.dgrm.mm.gov.pt) | [dgrm@dgrm.mm.gov.pt](mailto:dgrm@dgrm.mm.gov.pt)

