

BCO Network WEBseries

5G in Public Administration in Portugal

22 April 2025

Speakers:

Jose Borrego, ANACOM

Jose Fonseca, AMA

Luis Vilela, KPMG

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Save the date

BCO WEBseries

Measuring environmental Impact of Data Centres

Tuesday, April 29, 11:00 AM CEST

To register, please send your contact details to: sofia.profico@broadbandeurope.eu

European Digital Connectivity Awards 2025

The application form and guide
for applicants are available [here](#)

Deadline to apply: 2 June, 2025



Register to 2025 BCO Network In-country workshop

Zagreb, Croatia

11-12 June

Agenda available on [Futurium](#)

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Save the date

2025 BCO Network Annual Conference

Brussels

Monday 6 October

Madou Plaza Tower

Address: Chaussee de Louvain 1, 1210, Brussels

To register, please send your contact details to: sofia.profico@broadbandeurope.eu



5G



THE IMPACT OF 5G ON THE DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATION

ama

01 **AMA and 5G in Public Administration**

02 **5G Strategy Vision Proposal**

03 **Identification of 5G Use Cases**

04 **Examples of Use Cases**

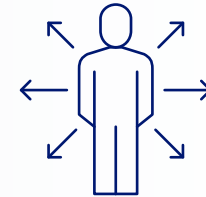
05 **5G Project Monitoring**

A **Appendices**



1. AMA AND 5G IN PUBLIC ADMINISTRATION

Benefits



Modernization of Public Administration

- 1 Development of **new and innovative services** for citizens/businesses
- 2 Enhancement of **technological skills**
- 3 **Pioneering projects** with potentially **cross-cutting impact**

Increase in Operational Efficiency

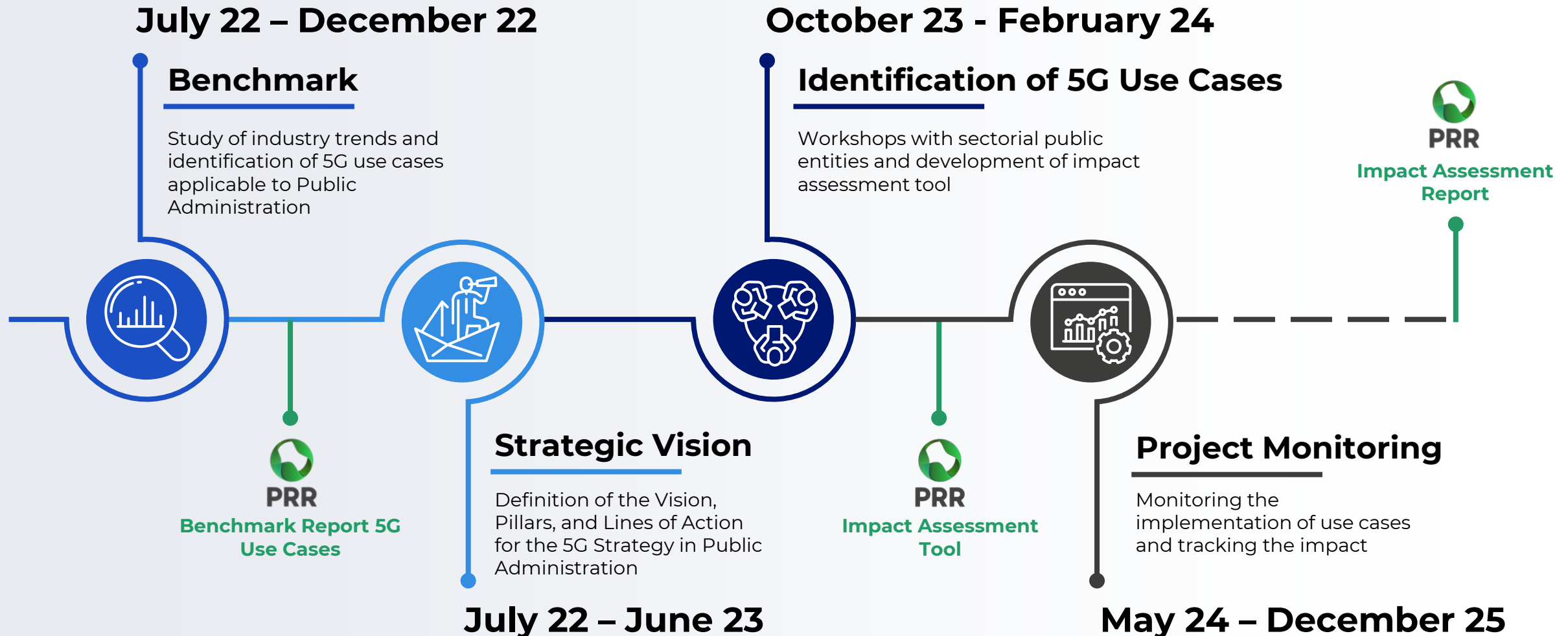
- 1 Enhanced **system connectivity**
- 2 Reduction in **task execution** time
- Optimization of **resource allocation**
- 3

Improvement of User Experience

- 1 Ubiquity of **access to services**
- 2 Increase in **territorial cohesion**
- 3 Greater **security and quality** in the use of services

1. AMA AND 5G IN PUBLIC ADMINISTRATION

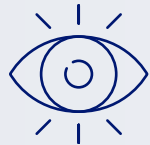
Approach and Roadmap



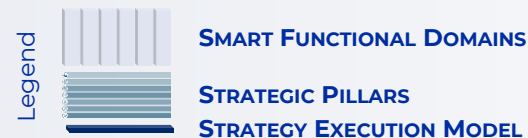
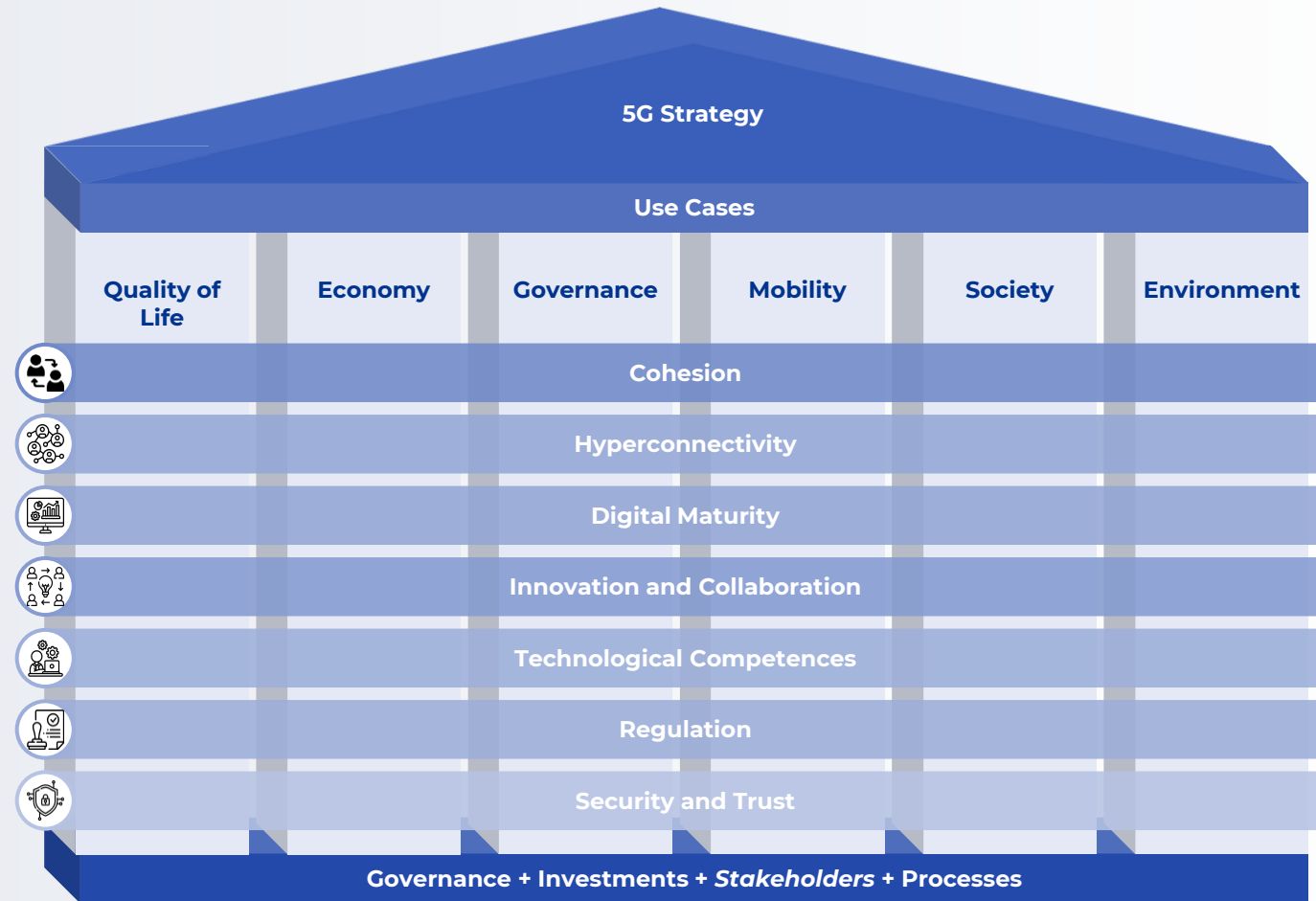
2. 5G Strategy Vision Proposal

5G in Public Administration

VISÃO



Provide new public services **supported by 5G and related technologies** that transform the way Public Administration operates and interacts with citizens and businesses, **accelerating cohesion, increasing efficiency and effectiveness**, enabling **intuitive and intelligent experiences**, and **ensuring security and trust**.



OBJECTIVES




- Increase Cohesion
- Accelerate Digital Transformation
- Promote Innovation
- Develop Technological Competencies
- Manage better
- Strengthen Economic and Social Development

ACTION PLAN

3. IDENTIFICATION OF 5G USE CASES

Summary of Workshops

-  10 Weeks of Workshops
-  +50 Hours of Interactions
-  +150 Involved Participants

-  53 Entities across all Government Areas
-  21 Higher Education Institutions
-  12 Intermunicipal Entities




Realized Workshops

Public Entities

3. IDENTIFICATION OF 5G USE CASES

Summary of Workshops

-  10 Weeks of Workshops
-  +50 Hours of Interactions
-  +150 Involved Participants

-  53 Entities across all Government Areas
-  21 Higher Education Institutions
-  12 Intermunicipal Entities

27

Realized Workshops

86

Public Entities

3. IDENTIFICATION OF 5G USE CASES

Selection Process

Registered Use Cases

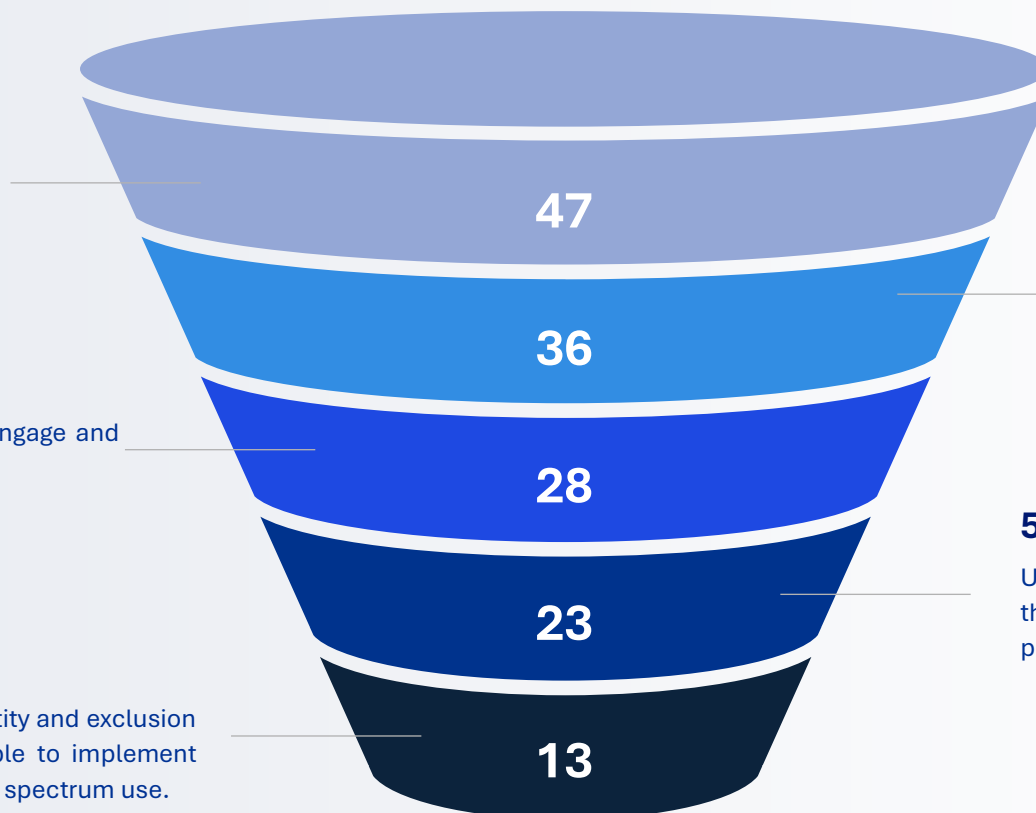
Registered following the 5G workshops in Public Administration.

Confirmed Use Cases

Use cases that owners confirmed interest in engage and have support from AMA and KPMG.

Selected Use Cases

Selection of only one use case per entity and exclusion of projects that would not be feasible to implement under the current regulation of private spectrum use.



Use Cases Pre-Selected in the Sessions

Use cases whose owners confirmed interest to proceed with AMA's involvement.

5G Potential Use Cases

Use cases that, after analysing the information gathered through the form and interest confirmation sessions, demonstrate potential for follow-up.

3. IDENTIFICATION OF 5G USE CASES

Use Cases under follow-up

 National Defence	Portuguese Army	Military Unit Security with 5G
	Military Judicial Police	Crime Scene Examination and Aerial Surveillance
 Education and Science	Science and Technology Foundation	5G eSIM Pilot in Higher Education Institutions
	Tâmega and Sousa Intermunicipal Community	Inclusion Desk - Mobile Unit in Low-Density Areas
 Local Government	Coimbra Intermunicipal Community	5G in On-Demand Flexible Public Transportation
	Viseu Dão Lafões Intermunicipal Community	Assistance to Elderly People Using 5G
	Oeste Intermunicipal Community	Sensoring and Connectivity in Municipal Water Management
 Universities and Polytechnics	Lisbon Nursing School	Simulation of Clinical Procedures with 5G Virtual Reality
	University of Évora	Digital Transformation of Herdade da Mitra
	Polytechnic Institute of Viseu	5G Events on Campus
 Justice	National Institute of Legal Medicine and Forensic Sciences	Custody Chain Safeguard Platform
	Agency for Administrative Modernization	Mobile Vans - Mobility Services
 Youth and Modernization	Portuguese Institute of Sport and Youth	Universal System for Active Living

4. 5G Military Unit Security



Portuguese Army



Military Unit Security with 5G



National Defense

Description

The Portuguese Army is deploying a **5G-enabled private network** at a military base to enhance surveillance. It supports high-definition **perimeter cameras** and a **drone equipped** with night vision and gas detection sensors. The drone operates remotely or autonomously, leveraging 5G's low latency and high bandwidth for real-time security and situational awareness.

Purpose of this Use Case

To enhance area monitoring using advanced technologies and **automated detection** for **improved security** and **situational awareness**.

Keywords



Drones



Surveillance



Secure Network

+Main Benefits:

- Enhanced **Security** with Real-Time Monitoring
- **Faster Detection** and Response to Incidents
- Accurate Data Supporting **Decision-Making**
- Automated **Drone Patrols** Increasing Efficiency
- Reliable Private Network Ensuring **Secure Operations**

-Challenges:

- **Infrastructure** Deployment Complexity
- High Implementation **Costs**
- Ongoing Management and **Maintenance**

4. 5G VR for Clinical Simulations

Lisbon Nursing School



Simulation of Clinical Procedures with 5G Virtual Reality



Universities and Polytechnics

Description

This project leverages 5G-enabled **virtual reality (VR)** to provide nursing students with practical training in clinical procedures. Through **immersive simulation**, students gain hands-on experience in a controlled and realistic environment, enhancing their skills and preparedness for real-world clinical settings. The 5G technology ensures **low-latency, high-quality streaming of VR content**, enabling **real-time interactions** and feedback during training sessions.

Purpose of this Use Case

To enhance nursing education with realistic, hands-on **VR training powered by 5G**, improving **skill development** and **preparedness for clinical practice**.

Keywords



5G Virtual Reality



Skill Development



Safe Learning Environment

+ Main Benefits:

- **Enhanced learning**, providing immersive and practical training
- **Low-latency 5G** enables instant feedback and dynamic sessions
- **Safe environment**
- Supports multiple users simultaneously, **accommodating larger groups**
- **Remote accessibility**, enabling training from anywhere with 5G connectivity

- Challenges:

- Cost of **VR equipment and 5G infrastructure** implementation
- **Ongoing Maintenance**
- **User Adaptation**

4. 5G Self-Driving Innovation at Herdade da Mitra

University of Évora



Digital Transformation of Herdade da Mitra



Universities and Polytechnics

Description

This project aims to establish an **innovative infrastructure** supporting transdisciplinary approaches to developing **Immersive Reality (IR), Virtual Reality (VR), and Augmented Reality (AR) tools**. These tools drive innovation in public services, particularly in education, professional training, and scientific research. The initiative includes:

Purpose of this Use Case

To advance digital innovation by integrating VR, AR, and **self-driving technologies** into education, training, and research, fostering **interactive** and **scalable learning experiences**.

Keywords



Virtual Reality



Education and Research



Digital Innovation

+Main Benefits:

- **Fostering innovation** by developing advanced tools for education and public services
- Simplifies the **creation of IR, VR, and AR content** with accessible software
- Strengthens **scientific research** through immersive simulations and tools
- Enhances **vocational training** with realistic, interactive scenarios
- Establishes a **robust digital ecosystem** at Herdade da Mitra

-Challenges:

- **Significant resources needed** for infrastructure and software development
- **Adoption barriers**

4. 5G Custody Chain Platform for Forensic Sciences

National Institute of Legal Medicine and Forensic Sciences



Custody Chain Safeguard Platform



Justice

Description

The National Institute of Legal Medicine and Forensic Sciences is developing a **5G-enabled platform** to ensure secure and real-time traceability of the custody chain. It manages **participant data**, **sample conditions**, **geolocation**, and **operational images**, leveraging high-speed, low-latency 5G for reliable monitoring and data exchange..

Purpose of this Use Case

To enhance **forensic investigations** by ensuring secure, transparent, and real-time tracking of evidence custody, improving accuracy, accountability, and trust in legal processes.

+Main Benefits:

- **Real-Time Monitoring** for Custody Transparency
- High-Speed Transmission of **Critical Data**
- Enhanced Security for **Sensitive Forensic Information**
- Operational Efficiency Through **Process Automation**
- **Scalable Connectivity** for Diverse Forensic Scenarios

-Challenges:

- Ensuring 5G **Coverage in Remote Locations**
- Integration with **Legacy Forensic Systems**

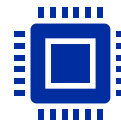
Keywords



Mobility



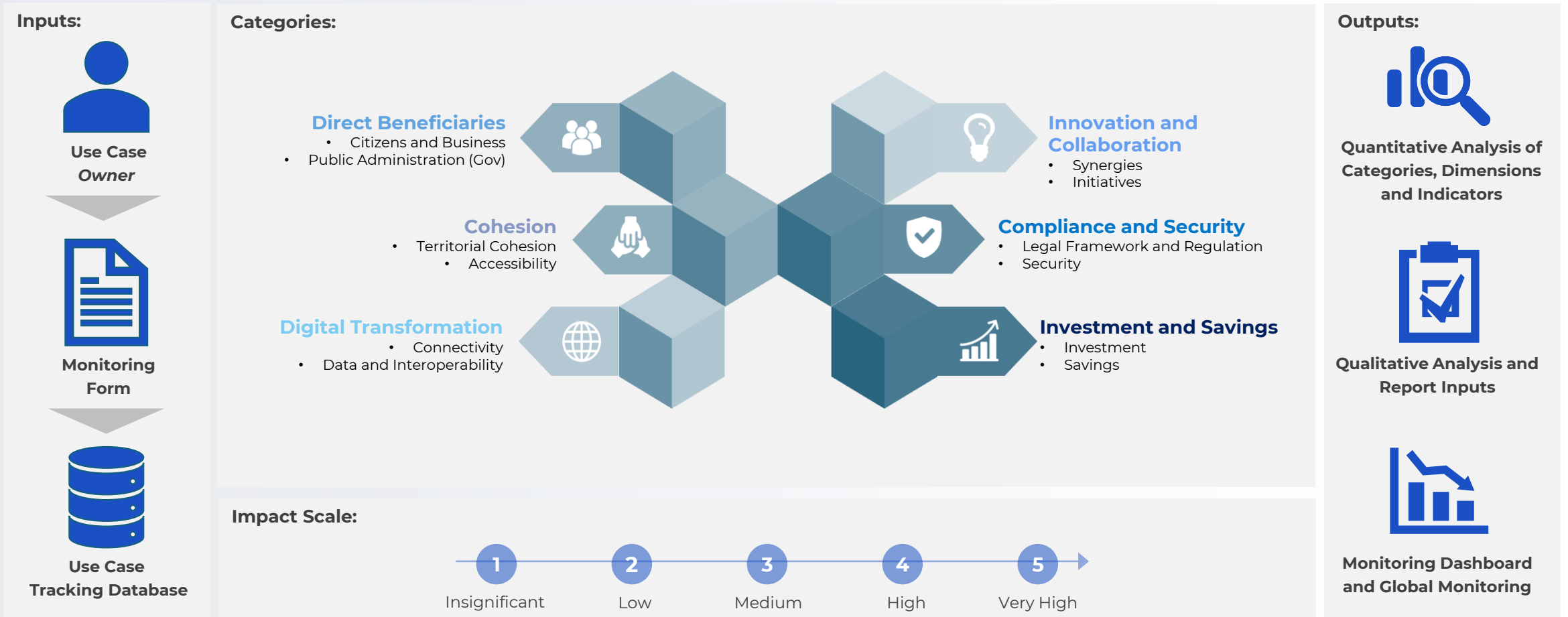
Automation



Smart Sensors

5. 5G PROJECT MONITORING

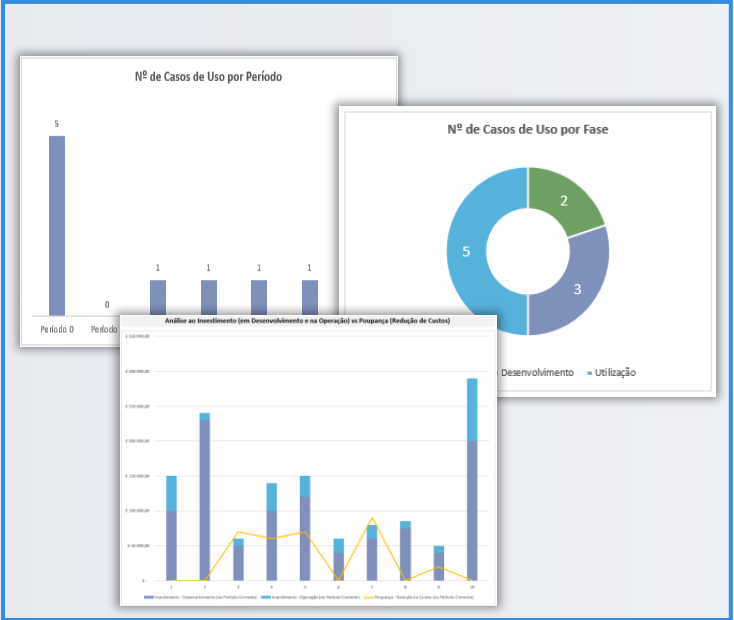
Impact Evaluation Model



5. 5G PROJECT MONITORING

Model Dashboards

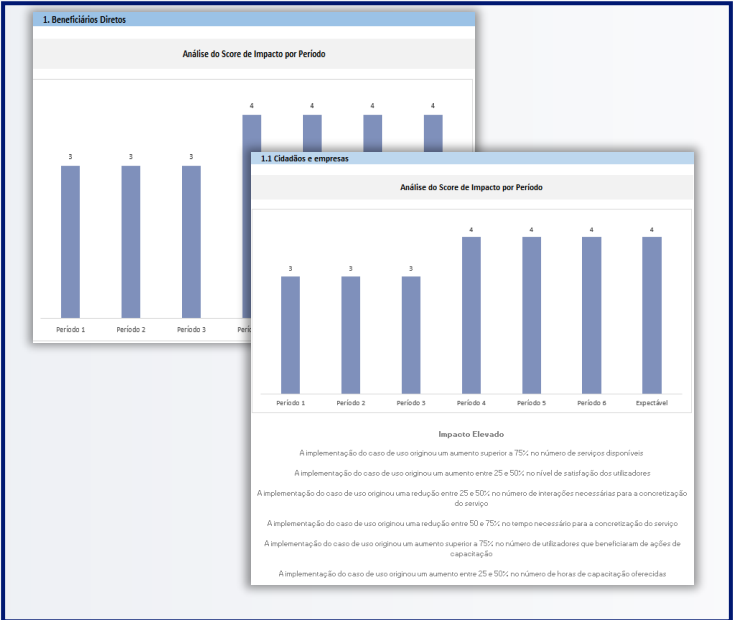
General Dashboard for Monitoring Use Cases



- Life cycle
- Impact
- Investment and Savings

Non-exhaustive

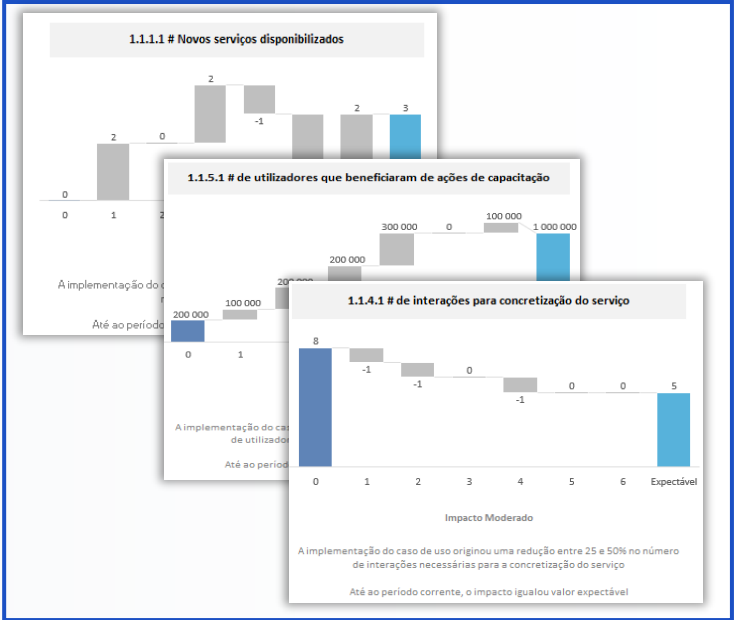
Impact Score by Dimensions and Categories



- Direct Beneficiaries
 - Citizens and Businesses
 - Public Administration (Government)

Non-exhaustive

Variations in Absolute Value by Indicator



- Number of new services made available
- User satisfaction
- Number of service users

Non-exhaustive

5. Project Team

Support team for monitoring use cases

Project Management – AMA Team



Ana Pio
Project Manager

Head of the Policy and Digital Government Team at AMA with over 20 years of experience in public modernization and skills development in technology.



José Luís Fonseca
Project Manager

Project Manager at AMA with over 15 years of experience in public modernization, digital transformation, and management. Previously served as Head of Financial Services at the Ministry of National Defense.



Project Support – KPMG Team



Hugo Nunes
Director

With over 20 years of experience in public sector transformation journeys, this professional is responsible for developing this practice at KPMG.



Luís Vilela
Senior Manager | Telco CoE

Senior Manager at KPMG in the Corporate and Public Sector area, leading the Telco CoE, with over 16 years of experience.



Cândido Lopes
Senior Advisor | Telco CoE

Senior Advisor at KPMG in the Corporate and Public Sector area, specializing in Telecommunications and Technology.



Marta Amorim
Advisor

Advisor at KPMG in the Corporate and Public Sector area, specializing in digital transformation.

APPENDICES

A



A1. DETAILED USE CASES

Military Judicial Police



Crime Scene Examination and Aerial Surveillance



National Defense

Description

This project proposes the use of professional **drones equipped with high-resolution cameras** and sensors by the Military Judiciary Police (PJM) for **real-time collection of detailed data and imagery in crime scenes, surveillance operations, and evidence searches**.

The system enables **live streaming** for evidence detection and continuous monitoring while **minimizing risks of contamination in hazardous environments or direct confrontations**.

The initiative includes establishing a **mobile command post** and **acquiring/developing two drones equipped with navigation systems, high-resolution cameras, 3D sensors (LiDAR), and thermal and infrared cameras**. The drones will enable immediate streaming to the mobile post, enhancing analysis and operational decision-making.

Keywords



Drones



Aerial Surveillance



Crime Scene Investigation

+ Main Benefits:

- Captures **high-quality data** and **imagery in real-time**
- **Improved Operational Safety**
- Facilitates **immediate streaming** and **faster decision-making**
- **Reduces time** and **resources** needed for manual inspections
- Advanced **Technology Integration**

- Challenges:

- **High Equipment Costs**
- Personnel need **specialized training** to operate drones and analyze data
- **Operational challenges**

A2. DETAILED USE CASES

Science and Technology Foundation



5G Data eSIM Experimentation Pilot



Education and Science

Description

This project involves **conducting a pilot** to validate **the use of eSIMs for mobile data connectivity**, particularly utilizing 5G networks. Initially focused on academic and research communities, the project aims to explore the potential of eSIM technology to enhance operational capabilities in secure and **high-performance environments**, such as those required by the Science and Technology Foundation.

Additionally, the pilot seeks to validate the possibility **of integrating these eSIMs with an address from the ministerial network (RCTS)**, enabling them to function as an extension of this network.

This effort will assess the **feasibility, performance, and security of eSIMs** for critical communication infrastructures, supporting the specific demands of military and judicial operations.

+ Main Benefits:

- **Seamless 5G Connectivity**, high-speed communication for critical operations
- **Secure integration** with the ministerial network (RCTS)
- No need for physical SIMs, **lowering logistics and replacement costs**
- **Real-time access to AI tools**, surveillance, and remote operations

- Challenges:

- **Integration** with the existing systems
- **Operational Adoption and Scalability**
- Protecting **sensitive information** in a 5G-enabled environment

Keywords



eSIM Technology



5G Connectivity



Secure Communication

A3. DETAILED USE CASES



Tâmega and Sousa Intermunicipal Community



Inclusion Desk - Mobile Unit in Low-Density Areas



Local Government

Description

Despite ongoing efforts through public policies aimed at **expanding access to social and proximity services**, certain territories still face a continuous cycle of demographic recession, depopulation, and aging.

These **factors negatively impact socio-economic conditions**, particularly in areas with fewer services and populations struggling to access services electronically or digitally.

To address this, the **project proposes the creation of a mobile unit—an Inclusion Desk**—that will bring services directly to **vulnerable and isolated populations in the Tâmega and Sousa** region. This initiative will enhance service accessibility, promoting **proximity and ensuring equal access to essential services** for communities facing demographic challenges.

+ Main Benefits:

- **Improved Service Accessibility** bringing services directly to remote and vulnerable populations
- Ensures **equal access to social services**
- Targets areas with **demographic and socio-economic vulnerabilities**
- Facilitates **access to digital services** for populations with limited electronic access

- Challenges:

- Ensuring **reliable connectivity and the integration of digital services** in remote areas
- Securing **long-term funding and resources**

Keywords



Mobile Unit



Digital Inclusion



Vulnerable Populations

A4. DETAILED USE CASES

Coimbra Intermunicipal Community



5G in On-Demand Flexible Public Transportation



Local Government

Description

The public transportation system has struggled to meet the **mobility needs of the population**, particularly in rural areas of the Coimbra Intermunicipal Community (CIM). In response, a flexible transportation system has been introduced in **18 municipalities within the region**.

This system provides **on-demand public transport** in **areas lacking service or where it is insufficient**, using taxi operators to fulfill the service. CIM covers the cost of the service, and passengers pay only the equivalent of a bus ticket. Currently, the service relies on paper tickets, with no digital ticketing or efficient management system.

This project aims to **implement a digitized and simplified ticketing system**, improving both **operator and user experience**, while also enabling **automatic data collection** on ticket sales for better oversight and management.

Keywords



Demand Transport



5G Connectivity



Rural Mobility

+ Main Benefits:

- **Improved Mobility** addressing transportation gaps in rural areas
- **Cost efficiency**, reducing financial burden on passengers
- **Digital automated system** to streamline ticketing process
- Automatically **collects data** on ticket sales
- **On-demand transport** tailored to the specific needs of passengers

- Challenges:

- **Integration with Existing Systems**
- Ensuring reliable **5G connectivity** for digital systems in **rural areas**
- **User Adoption** new ticketing system

A5. DETAILED USE CASES



Viseu Dão Lafões Intermunicipal Community



Assistance to Elderly People Using 5G



Local Government

Description

The Viseu Dão Lafões region, characterized by **low population density** and an **aging demographic**, faces numerous **social challenges**, including **limited access to healthcare services**, **social isolation**, and difficulties in **accessing support services** for elderly residents. 5G technology offers transformative solutions to address these issues by providing innovative, personalized support to aging populations in rural areas.

Proposed initiatives include **remote health monitoring**, **in-home monitoring**, **video communication**, **access to remote healthcare services**, and **management of health treatments**. These services will improve the quality of life for the elderly, fostering better healthcare access and reducing social isolation.

Keywords



Elderly Assistance



5G Healthcare



Remote Health Monitoring

+Main Benefits:

- **Improved healthcare access** enabling remote health monitoring
- **Reduces isolation** through video communication
- Tailored healthcare solutions based on **real-time data**
- Facilitates **aging in place** by monitoring **health and safety**
- **Efficient health management** simplifying health treatment management and coordination via digital tools

-Challenges:

- Ensuring **reliable 5G connectivity** in remote, **low-density areas**
- **Safeguarding sensitive health information** while ensuring secure communication

A6. DETAILED USE CASES

Oeste Intermunicipal Community



Sensoring and Connectivity in Municipal Water Management



Local Government

Description

This pilot project focuses on analyzing and evaluating a **municipality’s water distribution network using 5G-enabled sensors and communication devices**. The system continuously collects data from selected points to assess and classify water efficiency, aiming to promote responsible water usage.

The water performance classification in the **region guides the adoption of best practices** and technologies that enhance water efficiency. To ensure data security, a **5G Access Point Name (APN) similar to a Virtual Private Network (VPN)** is used, directing data from sensors to a virtual machine, potentially in a DMZ, which acts as a data concentrator and gateway to the FTPS (File Transfer Protocol Secure) of the water monitoring system. The system collects data every 5 minutes, with the goal of providing **1,440 daily measurements per sensor** to enable predictive analytics and the identification of abnormal conditions.

Keywords



Data Security



5G Sensing



Sustainability

+ Main Benefits:

- **Enhanced Water Management** by real-time data collection for better monitoring and optimization of water use
- Promotes water conservation through **efficient management and technology adoption**
- **Reduces operational costs** by identifying inefficiencies
- Provides **highly accurate measurements** for better decision-making

- Challenges:

- Ensuring the **new system integrates smoothly** with existing water infrastructure
- Requiring **specialized knowledge** for system maintenance

A7. DETAILED USE CASES

University of Évora



Digital Transformation of Herdade da Mitra



Universities and Polytechnics

Description

This project aims to establish an **innovative infrastructure** supporting transdisciplinary approaches to developing **Immersive Reality (IR), Virtual Reality (VR), and Augmented Reality (AR) tools**. These tools drive innovation in public services, particularly in education, professional training, and scientific research. The initiative includes:

Digital Innovation Laboratory (LID): A space equipped with **specialized hardware** and software to develop IR, VR, and AR content, leveraging the expertise and resources of the University of Évora.

Custom Scene Builder Platform: A **user-friendly platform** for creating **virtual content, built collaboratively** with primary, secondary, and higher education teachers. The platform includes a growing 3D content library to support diverse educational needs.

+ Main Benefits:

- **Fostering innovation** by developing advanced tools for education and public services
- Simplifies the **creation of IR, VR, and AR content** with accessible software
- Strengthens **scientific research** through immersive simulations and tools
- Enhances **vocational training** with realistic, interactive scenarios
- Establishes a **robust digital ecosystem** at Herdade da Mitra

- Challenges:

- **Significant resources needed** for infrastructure and software development
- **Adoption barriers**

Keywords



Virtual Reality



Education and Research



Digital Innovation

A8. DETAILED USE CASES

Polytechnic Institute of Viseu



5G Events on Campus



Universities and Polytechnics

Description

This project aims to enhance the experience of events hosted on campus by leveraging 5G technology to **create on-demand, localized networks without overburdening existing infrastructure**. These networks will provide **integrated services tailored to the needs of various participants**, offering immersive and engaging experiences.

The solution ensures a **high Quality of Service (QoS)**, including **low latency and high availability**, for large audiences with different user profiles (organizers, administrators, speakers, students, faculty, alumni, and the general public). Features include **real-time translation, transcription, accessibility services like sign language interpretation**, and location-based guidance, making events more inclusive and seamless for all attendees.

Keywords



5G Technology



Immersive Events



Real-Time Translation

+ Main Benefits:

- **Provides immersive and engaging experiences** for participants
- Ensures **reliable network performance** for diverse user profiles
- Creates **localized networks** that adapt dynamically to event requirements
- Prevents **overloading existing** infrastructure during large events
- Promotes **accessibility for individuals with disabilities**

- Challenges:

- **Requires training for staff and organizers** to use 5G-enabled systems effectively
- **Network Reliability**

A9. DETAILED USE CASES

National Institute of Legal Medicine and Forensic Sciences



Custody Chain Safeguard Platform



Justice

Description

The project, led by the National Institute of Legal Medicine and Forensic Sciences, leverages 5G technology to establish a robust platform for safeguarding the chain of custody.

The platform ensures the traceability of custody processes by collecting and managing critical data such as participant information, sample temperatures, geolocation, and operational images captured by cameras.

The integration of 5G provides high-speed data transmission, low latency, and reliable connectivity, enabling real-time monitoring and secure data exchange. This ensures the integrity and transparency of the chain of custody, essential for forensic investigations, while also enhancing the precision and accountability of operations.

+ Main Benefits:

- **Real-Time Monitoring** for Custody Transparency
- High-Speed Transmission of **Critical Data**
- Enhanced Security for **Sensitive Forensic Information**
- Operational Efficiency Through **Process Automation**
- **Scalable Connectivity** for Diverse Forensic Scenarios

- Challenges:

- Ensuring 5G **Coverage in Remote Locations**
- Integration with **Legacy Forensic Systems**

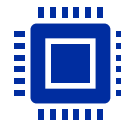
Keywords



Mobility



Automation



Smart Sensors

A10. DETAILED USE CASES

Agency for Administrative Modernization



Mobile Vans - Mobility Services



Youth and Modernization

Description

The Mobile Citizen Shops initiative aims to extend the reach of public services, typically provided at fixed Citizen Shops, to remote areas of Portugal. These shops aggregate various services, such as Social Security, Finance, Civil Registry, and other essential services like energy and postal services. These services are generally available at fixed service counters.

With the integration of 5G technology, this case of use introduces mobile units (vans) that will travel to more isolated regions, providing the same range of services through advanced connectivity. The high bandwidth, low latency, and reliability of 5G enable real-time data exchange and efficient service delivery.

By leveraging 5G, the initiative ensures equal access to essential public services, promotes territorial cohesion, and reduces regional inequalities, bringing the convenience of the Citizen Shop experience to underserved areas.

Keywords



Mobility



Territorial Cohesion



Inclusivity

+ Main Benefits:

- **Equal Access** to Public Services
- **Faster Service** Delivery with Low Latency
- Extended **Connectivity to Remote Areas**
- Enhanced Security for **Citizen Data**
- Promotes **Territorial Cohesion** and Inclusivity
- **Real-Time Data Processing** and Updates

- Challenges:

- 5G Infrastructure **Deployment in Remote Areas**
- Operational **Logistics of Mobile Units**

A11. DETAILED USE CASES

Portuguese Institute of Sport and Youth



Universal System for Active Living (SUAVA)



Youth and Modernization

Description

SUAVA is an innovative initiative designed to promote active societies through the power of 5G technology. The project focuses on encouraging physical activity, with features tailored to activities such as running, swimming, and cycling, helping users adopt a more active lifestyle.

The SUAVA mobile app leverages 5G's ultra-low latency and high bandwidth to provide real-time tracking, route analysis, and gamification. Users can track their progress, earn rewards, and engage in an interactive experience. The app also includes a social feed, allowing users to share their achievements and experiences with friends, fostering a sense of community and friendly competition.

By utilizing 5G technology, SUAVA creates an engaging platform that promotes physical activity across various settings- family, community, workplace, and sports-while contributing to a healthier, more active society.

Keywords



Physical Activities



Gamification



Connected Community

+ Main Benefits:

- **Real-Time Data** Processing
- Wider Coverage for **Broader Accessibility**
- Advanced **Personalization** with 5G Connectivity
- **Immersive** Experiences through 5G Technology
- Enhanced **Social Interaction** via 5G Network

- Challenges:

- 5G Infrastructure **Deployment in Remote Areas**
- **User Adaptation** to 5G Technology



The Agency for Administrative Modernization, I.P. (AMA)

WWW.AMA.GOV.PT

