



CRAV Real Consultation in a Virtual Environment

A Virtual Consultation
Platform





Challenge

Since April 2012, Caixa Mágica Software faced the challenge of modernizing the CRAV – Real Consultation in a Virtual Environment, the electronic portal of the Directorate-General for Books, Archives, and Libraries (DGLAB). The platform needed to facilitate more efficient interaction between DGLAB and Portuguese citizens, providing access not only to document searches but also to digital reproductions and a wider range of archive services.

The objective was to expand and refresh the platform, improving accessibility, responsiveness, and user experience while ensuring interoperability with existing systems.

Solution & Functionalities

Caixa Mágica developed a comprehensive solution comprising both a front office for citizens and a secure back office for administrators. The platform leverages open-source technologies, enabling modularity, scalability, and seamless integration with internal and external systems, including the Digitalrq digital archive system and payment services such as Unicre and SIBS. Agile methodologies guided the development process, ensuring regular updates, robust documentation, and a responsive design for mobile and desktop devices.

Key functionalities include:

Front Office (Citizen Access)

Document Requests: Inquire about archived documents and receive responses.

Search: Efficiently search archives and view available digital reproductions.

In-Person Consultations: Schedule visits to consult documents physically.

Advance Consultations: Pre-arrange consultation appointments.

Reproductions: Request digital or physical copies of documents.

Certificates: Request official certificates from DGLAB.

Annotations: Submit annotations linked to archived records.

Front Office (Citizen Access)

Dynamic Workflows: Automated and configurable workflows manage all service requests efficiently.

Service Management: Administrators can handle information, search, consultation, reproduction, and certification requests securely.

Payment Processing: Integration with Unicre and SIBS ensures seamless electronic payments for services requested through CRAV.

Functionalities

Digital Signature & Authentication:

It facilitates using the card to electronically sign documents, contracts, and transactions, and enables secure authentication for online government and commercial services.

Integration & Mobile Key Integration:

The middleware allows the Citizen Card to connect with diverse applications, including tax, healthcare, and banking services.

Mobile Digital Key (CMD):

The middleware supports signing via the Mobile Digital Key (CMD)—a certified national tool that links a mobile number to an ID (Citizen Card, passport, etc.) for unified, secure login and digital signing across numerous portals.

Professional Use:

Professional Attributes (SCAP): The System of Certification of Professional Attributes (SCAP) uses the Citizen Card or CMD to allow citizens to digitally sign documents in their professional capacity for public and private entities.



Impact

The renewal of the CRAV platform has significantly enhanced the interaction between DGLAB and its users, providing a more immediate, accessible, and complete digital service. Citizens can now submit requests, receive responses, make electronic payments, and obtain certificates from anywhere, streamlining processes that were previously time-consuming.

Key Outcomes and Impact

Increased Accessibility: Citizens now access archives, request documents, and obtain certificates remotely and efficiently.

Enhanced Efficiency: Automation and digital workflows reduce administrative delays and improve service delivery.

Open Source Integration: CRAV's reliance on open-source tools ensures adaptability, interoperability, and transparency.

Mobile-Friendly Interface: The platform's responsive design allows seamless use on smartphones and tablets.

Digital Transformation Leadership: CRAV serves as a model for public-sector digital transformation, demonstrating how modern technology can bring government services closer to citizens.