[eGovernment in]

Latvia
Latvija

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What's Inside

epractice.eu

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Contents:

Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Latvia. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 2 023.8 inhabitants (2013)

GDP at market prices: 23 372.1 million Euros (2013)

GDP per capita in PPS (Purchasing Power Standards, EU-27 = 100): 60.0 (2013)

GDP growth rate: 4.1 % (2013)

Inflation rate: 0.0 (2013)

Unemployment rate: 11.9 % (2013)

Government debt/GDP: 40.6 % (2012)

Public balance (government deficit or surplus/GDP): -1.3 % (2012)

Source: Eurostat

Area: 65 000 km^2

Capital city: Riga

Official EU language: Latvian

Currency: Euro

Source: Europa website

Political Structure

Latvia is a **parliamentary republic**. Legislative power is held by a unicameral Parliament (*Saeima*), which consists of 100 deputies elected in general, equal, direct, secret and proportional elections for a four-year period (proportional system; universal suffrage; 5 % parliamentary threshold).

The Head of State is the President, elected by the Parliament for a four-year term of office to fulfil a general representative role. The Head of Government is the Prime Minister, who is appointed by the President. The Cabinet, which is composed of the Prime Minister and the ministers chosen by the Prime Minister exerts executive power. The Cabinet has the right to submit draft laws to the *Saeima* pursuant to Article 65 of the Constitution.

Latvia's current Constitution (*Satversme*) was adopted on 15 February 1922. The key articles were renewed in May 1990 and the whole Constitution came into force again in 1993.

Latvia became a member of the European Union on 1 May 2004.

Head of State: President Andris Bērziņš (since 8 July 2011).

Head of Government: Prime Minister Laimdota Straujuma (since 22 January 2014).

Information Society Indicators

Generic Indicators

Percentage of households with Internet access: 72 % (2013)

Percentage of enterprises with Internet access: 91 % (2013)

Percentage of individuals using the Internet at least once a week: 71 % (2012)

Percentage of households with a broadband connection: 70 % (2013)

Percentage of enterprises with a broadband connection: 91 % (2013)

Percentage of individuals having purchased/ordered online in the last three months: 21 % (2013)

Percentage of enterprises having received orders online within the previous year: 7 % (2013)

eGovernment Indicators

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 34 %, downloading forms 14 %, returning filled forms 13 % (2013)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 85%, downloading forms 79%, returning filled forms 88% (2013)

Source: *Eurostat*

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.
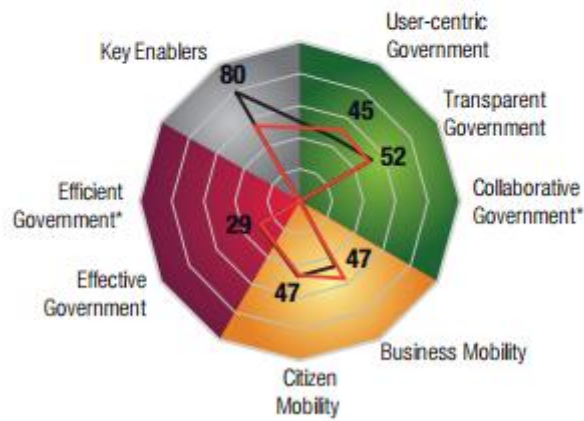
eGovernment State of Play

The spider graph below is the result of the latest eGovernment Benchmark study*, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within the four main priorities (User-empowerment, Single Market, Efficiency & Effectiveness, Pre-conditions) of the eGovernment Action Plan, and are measured using a life-events (mystery shopping) approach. 'Collaborative Government' and 'Efficient Government' were however not part of the 2012 measurement. The spider graph thus compares the development of eGovernment in a specific country compared to the EU27 average.*

EGOVERNMENT MATURITY PER TOP LEVEL BENCHMARK

Synthesis of 4 priorities for eGovernment for EU27+

- User Empowerment
- Single Market
- Efficiency & Effectiveness
- Pre-conditions
- LV
- EU27+

Key Enablers · 80

User-centric Government · 45

Transparent Government · 52

Collaborative Government*

Efficient Government* · 29

Effective Government · 47

Citizen Mobility · 47

Business Mobility

* not part of 2012 measurement

Source: eGovernment Benchmark 2013

eGovernment History [4]

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: ePractice news for eGovernment

Recent News

March 2014

▸ The turnover of Electronic Procurement System has been constantly rising. Statistics released in March 2014 have revealed that turnover of the electronic procurement system reached 31 million euro in 2013, 19 % more than in 2012.

December 2013

▸ The number of started electronic services in portal www.latvija.lv has reached 1 million in 2012 and has increased to 1,16 million (by 16 %) uses in 2013, according to statistics released in December 2013. The most popular electronic services in portal www.latvija.lv are Declaration of the place of residence and Electronic application for undergraduate programmes of study.

October 2013

▸ On 1 October 2013, the Cabinet of Ministers approved Information Society Development Guidelines for 2014 -2020 (in Latvian), which is the current National eGovernment strategy. The Guidelines were elaborated to ensure continuity of existing policies and to determine the priorities in the area of Information and Communication Technology (ICT) for the European Union Structural Funds Programming period for 2014 – 2020.

June 2013

▸ Since June, anybody can follow direct telecasts of the government sessions. Involvement of the society in decision-making processes is also much easier to organise using ICT. In Latvia, there is a unique community initiative platform - ManaBalss.lv (launched in 2011, 'My Voice', in English). This is a community initiative platform where any citizen of Latvia aged 16 years or above can propose and electronically sign an initiative. Any initiative signed by at least 10,000 citizens is debated by the national Parliament.

January 2013

▸ On 15 January 2013, the Cabinet of Ministers approved concept of the organizational model of public ICT management (in Latvian). The implementation of this model will frame public ICT strategies, principles and scenarios that will ensure strategic coordination of public ICT development and maintenance through partly centralized management: competence and responsibility in ICT management will be shared between the national and sector levels. This optimal ICT management model identifies the main parties involved: the public ICT organization, sector ICT organizations, hybrid ICT organisations, public ICT manager forum and sector ICT management councils. To achieve the aim of optimal ICT management, both public- and private-sector resources will be used, providing effective cooperation focusing on benefits for the public and the creation and maintenance of convenient and user-friendly eGovernment solutions.

News 2012-2001

2012

▶ On *20 December 2012*, the Parliament approved a national strategy document – the [National Development Plan 2014-2020](#) - which constitutes the main instrument for medium-term development planning, and is a component of the [Latvia 2030 sustainable development strategy](#). The plan is intended to present the government's vision of the country's development in order to ensure stability over time in various national sectors and businesses. It sets three priorities: economic growth, residents' security, and support to local growth. The pursuit of these priorities is expected to result in an economic breakthrough and, as a result, higher quality of life in Latvia. For each of the priorities, key activities, goals, funding requirements and sources of funding are identified. The plan pinpoints activities in the public ICT sector relating to digital content, e-services, infrastructure and e-skills.

▶ On *7 December 2012* the Cabinet of Ministers approved the [Next Generation Access Network (NGAN) Development 2013-2020 concept](#) (in Latvian), which provides for significantly enhanced broadband availability through a change in speed and quality of service. The concept will help to achieve the aim of Europe's "Europe 2020" growth strategy for enhancing Europeans' access to fast and ultrafast Internet. Furthermore, in view of the remarkable data-transmission speed it offers, NGAN is a major factor for further economic development and improvement of quality of life, and, as it uses a single infrastructure, its implementation will foster the use of different services and make an increasing number of public and non-public services more readily available in a digital environment.

2011

▶ On *20 December 2011*, the Cabinet of Ministers approves the [information report](#) 'Data exchange of individual, legal entities and public institutions with European Union Member States' information registry network (Single Access point)'. The report includes the agreement to the establishment of data exchange between the State Social Insurance Agency ([VSAA](#)) and National Health Service ([NVD](#)) and competent institutions of European Union and European Economic Area Member States. The data will include information on education, employment, taxes, conviction and social sphere but also health records.

▶ Since *December 2011*, the Ministry of Environmental Protection and Regional Development (VARAM) and the [State Regional Development Agency](#) (VRAA) organise seminars for teachers under the title 'E-possibilities for everyone' throughout the country. The seminars provide information on current eGovernment topics, the newest public eServices on [latvija.lv](#) and possibilities to use eDocuments in teachers' daily work.

▶ As part of an effort to enhance the functionality of the Latvian eSignature portal (*[eParaksts](#)*), a document sharing tool is [made](#) available to the users of the virtual eSignature. The measure is announced by the Latvia State Radio and Television Centre (LSRTC) in *November 2011*.

A person who signed a document electronically with a virtual eSignature now has the opportunity to use the short-term online virtual document storage tool on the *eParaksts* portal. The document is stored automatically after it has been signed by its author, who can then invite others to sign the document by sending them the link where it is stored, after selecting the desired level of security. All parties can sign the document while logged on *[www.eparaksts.lv](#)*; they can also check who has already signed it and whether their signatures are valid. After the completion of the process, i.e. when all parties have signed the document, they can all download the latter and store it in their respective records.

The document can be stored in the virtual sharing area for 72 hours, but the author can extend this duration. After the deadline has expired, the document is permanently deleted from the site.

▶ Since *November 2011*, [latvija.lv](#) offers three new eServices providing information on:

- awarded [pensions/allowances/compensations](#) and [withholding income tax](#) (for income statement);

- the state funded pension scheme members' [registration and selected investment plan](#);

- the state funded pension scheme members' [account statement](#).

The services are the result of collaboration between the [State Regional Development Agency](#) (VRAA) and the [State Social Insurance Agency](#) (VSAA) and supplement other nine eServices which were established previously this year.

▸ Since *December 2011*, the Ministry of Environmental Protection and Regional Development (VARAM) and the [State Regional Development Agency](#) (VRAA) organise seminars for teachers under the title 'E-possibilities for everyone' throughout the country. The seminars provide information on current eGovernment topics, the newest public eServices on [latvija.lv](#) and possibilities to use eDocuments in teachers' daily work.

▸ Since *October 2011* in order to [change](#) a lost or forgotten PIN, a user can go to the 'My Data' section of the eSignature portal and select the 'PIN Change' option. A PIN change confirmation request is then delivered to the email address specified by the user when signing up for an eSignature, thus allowing the creation of a new PIN, only known to him

Along with the PIN change optimisation, the portal has also improved the change of email addresses registered on it. This can also be performed via 'My Data' by selecting the 'Change E-mail' option and entering the PIN.

In the case where both the PIN and the access information to the email account registered with the portal are forgotten, a user is still required, for security reasons, to visit the nearest virtual eSignature customer service centre and submit a request for the annulment of the active membership agreement.

▸ On *13 September 2011*, the Cabinet of Ministers adopts the concept paper on ['One-stop shop principle establishment for access of state and local authorities' services'](#). The concept paper stipulates the improvement of public service delivery, ensuring citizens with accessible, convenient and comprehensible services in person or electronically throughout the country.

▸ On *30 August 2011*, the Cabinet of Ministers approves the ['Regulations on unified state geospatial information portal'](#). The regulations define the rules to use geospatial information, data set and metadata provided by the portal.

▸ On *2 August 2011* the Cabinet of Ministers approves the information report ['State information systems and development potentialities',](#) which determines to develop unified and centrally managed data exchange among national registries and information systems thus providing mutual cooperation between the government and local authorities through the Integrated State Information System.

▸ Since *August 2011*, four new eServices are available on [latvija.lv](#). The services in question are:

- [revocation of power of attorney](#);

- [information on expected retirement pension amount](#);

- [information on withholding income tax](#);

- [information on payment of pension/allowance/compensation](#).

▸ On *27 June 2011*, Latvia's joint state and municipal eServices portal [latvija.lv](#) [launches](#) a service to facilitate the electronic application to undergraduate programmes in ten universities.

Using the service ['Electronic application for undergraduate programmes of study'](#) has several benefits:

- it is possible to apply for any of the ten universities for more than 250 undergraduate programmes of study;

- up to ten programmes can be specified, listed in order of preference;

- the preference order of the selected programmes can be changed;

- it is possible to follow up results for online applications;

- there is a single application fee of 20 LVL (€28, approximately), regardless of the university and the number of programmes selected.

Following the electronic submission, the candidate has to present the necessary supporting documentation and approve the application at any of the listed university admission points from *12-19 July 2011*.

▸ On *14 June 2011*, three new eServices become available on Latvia's joint state and municipal eServices portal latvija.lv. The new services are the result of a collaboration between the State Regional Development Agency (SRDA) and the State Social Insurance Agency (SSIA). These services provide information on:

- Payments of social insurance contributions and periods of insurance (since 1996), providing online information on the social security contributions and insurance periods to the insured person or their representative.

- The length of registered work service (up to 1996), providing the insured person with online information on their periods of work which have been registered with the SSIA.

- Awarded pensions and allowances (starting from 2008), providing the insured person with online information on pensions and allowances awarded by the SSIA.

In the near future, latvija.lv will provide several more SSIA eServices designed to make citizens' daily lives easier. A video tutorial on how to use the new eServices is also available.

▸ On *18 May 2011*, the Cabinet of Ministers approves the 'Electronic Government Development Plan for 2011-2013'. The Plan lays down measures to: reduce the administrative burden, increase efficiency of the organisational process in the Public Administration, develop electronic services tailored to the needs of the population and enterprises, develop state information systems and ICT infrastructure, foster internet access and facilitate public involvement in the policy-making process.

On that same date, the 'Electronic Skills Development Plan for 2011-2013' is approved by the Cabinet of Ministers taking into account the objectives set in the 'Digital Agenda for Europe' as well as related national policy documents.

▸ In an announcement issued on *17 May 2011*, the Cabinet of Ministers, supported by the Ministry of the Interior, prepared an **identification documents bill** which clarifies the rules relating to eID cards. In contrast with the current 'Personal Identification Documents Law', the new draft law specifies the eID card types.

▸ On *30 March 2011*, the Cabinet of Ministers adopts the concept paper on 'A single authentication mechanism's implementation capabilities in the State Information Systems'. The objective set is the introduction of a **single authentication** mechanism in Public Information Systems. The concept paper determines that by *1 March 2012*, legislation should be drafted to establish a common legal framework for a person's authentication in an electronic environment, thus allowing both citizens and businesses to communicate with the Public Administration and to receive public services electronically.

▸ On *17 March 2011*, a working group is formed by the Cabinet of Ministers, with the purpose of submitting Government-level proposals on the wider use of electronic signatures.

▸ The Population and Housing Census 2011 begins on *1 March 2011*. During its first stage, citizens are requested to fill in an online questionnaire at '*tautasskaitisana.lv*'. Over 650 000 questionnaires were completed online, which represented 30 % of the total population.

▸ In *March 2011*, the Latvia State Television and Radio Centre (LSRTC) develops and introduces a unique and innovative eSignature solution via the eSignature portal '*eparaksts.lv*'.

- In *February 2011*, the Ministry of Transport forms a working group to look into the introduction of an electronic voting system platform in an effort to enable citizens to vote electronically.

- The newly-established Ministry of Environmental Protection and Regional Development becomes responsible for information society issues as from *1 January 2011*.

- As [announced](#) on *28 January 2011,* the **introduction** of electronic identity (**eID**) cards was expected to begin in the summer of 2011. The scheme for introducing eID cards was initially launched in 1999, but it is scheduled to be concluded following recent amendments to the 'Personal Identification Documents Law'.

2010

- On *28 December 2010*, the Cabinet of Ministers approves the legal document '[Centralised electronic tender regulations](#)'. The regulations define cases when the customer (direct regulatory authority) is required to purchase goods or services through an eProcurement system, as well as the goods and services to which procurement rules apply.

- On *21 December 2010*, the Cabinet of Ministers approves amendments to [Cabinet Regulations](#) of 28 June 2005 'Procedures for the preparation, drawing up, storage and circulation of electronic documents in state and local government institutions, and the procedures by which electronic documents are circulated between state and local government institutions, or between these institutions and natural persons and legal persons'. In addition to changes to electronic document formats, these amendments state that electronic document circulation should be provided using the Public Administration document management system integration platform as from 2 January 2012.

- The Ministry of Regional Development and Local Governments [carried out](#) in *October 2010* a survey which showed that many of the country's local government authorities wished to comply with the **one-stop-shop principle**. The Ministry's proposed solution - the one-stop-shop principle for local government - allows citizens and businesses to receive services electronically from home.

- On *1 June 2010*, the Parliament approves the '[Sustainable Development Strategy of Latvia until 2030](#)'. ICT is considered a significant tool for the future strategic development of Latvia in that it allows better implementation of services and information accessibility.

- As of *June 2010*, the holders of a [Mobile-ID](#) provided by a Latvian telecommunications company are able to [access](#) a number of electronic services held in the single state and local government services portal ([‘latvija.lv’](#)). Mobile-ID holders are now able to securely sign in to the portal's online services simply using a mobile phone and a single purpose five-digit password to remotely access their bank accounts and electronic services provided by the portal.

- On *30 May 2010*, the Ministry of Regional Development and Local Government closes its public debates concerning the 'Draft eGovernment Development Plan for 2010-2013'. It introduced [actions](#) aimed at improving eGovernment.

- On *25 May 2010*, the Cabinet of Ministers endorses regulations to determine the order in which information has been exchanged between a single service site manager and the responsible public authorities.

- On *22 April 2010*, the Ministry of Regional Development and Local Government encourages the public to contribute to the 'Draft Electronic Skills Development Plan 2010-2013' via an open consultation. The plan foresaw actions and targets aimed at improving citizens' digital skills and fostering the use of ICT through a series of training courses.

- On that same date, the Council of Ministers [approves](#) a plan for the improvement of the use of the [Electronic Procurement System (EPS)](#) for 2010-2012. It has been designed under the '[Guidelines for the development of Information Society (2006-2013)](#)'.

- On *23 March 2010*, the Ministry of Regional Development and Local Government [presents](#) to the Cabinet of Ministers an information report on the implementation of the 'eGovernment Development Programme 2005-2009'.

- On *10 February 2010*, the Cabinet of Ministers approves the eID card concept for the introduction of a national eID card. The roll out is intended to boost the use of eSignature and eAuthentication, thus promoting eGovernment services.

2009

- On *15 December 2009,* the Cabinet of Ministers approves the regulations that govern the protection of critical State Information Systems and information systems' integrators.

- On *1 December 2009*, the Ministry of Education and Science announces that open source could be used to teach computer science classes to secondary school students.

- On *3 November 2009*, the Ministry of Regional Development and Local Government, the State Regional Development Agency (SRDA) in collaboration with the Office of Citizenship and Migration Affairs (OCMA), present a jointly-developed electronic service: online declaration of place of residence.

- On *8 October 2009*, the Latvian Protocol on Pollutant Release and Transfer Registers (PRTR) comes into force. The objective of the PRTR Protocol was to enhance public access to information through the establishment of coherent, nation-wide pollutant release and transfer registers.

- On *27 August 2009*, the State Secretary announces the draft rules elaborated by the Ministry of Regional Development and Local Government. These rules determined the procedures upon which cooperating authorities would be based in order to exchange information in an electronic format so as to ensure and certify the accuracy of information.

- Since *1 June 2009*, the State Regional Development Agency becomes responsible for the implementation of eProcurement and eServices.

- During the same month of *June 2009*, the services which were accessible on the '*latvija.lv*' portal were digitalised in cooperation with state and municipal institutions.

- On *1 April 2009*, the Cabinet of Ministers adopts an order stating that from *1 June 2009*, the Ministry of Regional Development and Local Government would assume the functions of the Secretariat of Special Assignments Minister for eGovernment Affairs and become responsible for Information Society and eGovernment policy development, implementation and coordination.

- The CERT NIC.LV (academic network) is established to provide security services and incident response for both academic and commercial customers. CERT NIC.LV has been a full member of the Forum of Incident Response and Security Teams (FIRST) since *April 2009*.

- On *12 March 2009*, the Parliament approves the new government headed by Valdis Dombrovskis. The Declaration of the Intended Activities of the Cabinet of Ministers includes a series of eGovernment objectives, i.e.:

  - ensuring availability of inter-compatible public data bases and eGovernment services to regular public and business representatives aiming at simplification;

  - improvement of the eProcurement system through full-scale utilisation in the public sector; improving the legal basis of eGovernment; and

  - ensuring safety, reliability, collaboration and development of the State Information Systems.

- On *6 March 2009*, the Secretariat of the Special Assignments Minister for eGovernment Affairs announces that it had expanded the opportunities which enabled citizens to pay State and local services fees online.

- Implementation of the 'Net-Safe Latvia' project begins in *January 2009*. It combined awareness, hotline and helpline activities in an effort to inform citizens, most notably children and youth, about Internet safety.

2008

▸ On *2 July 2008*, the National Library of Latvia launches its new digital collection of newspapers and magazines published between 1895 and 1957, as a first step in order to digitise and make accessible all periodicals that had been published in Latvia and abroad by Latvian exiles.

▸ In *May 2008*, Latvian farmers become among the first in the EU to apply for subsidies online.

▸ In *April 2008*, *Latvenergo*, Latvia's state-owned energy company, creates a new portal which provided a whole new range of online services for its clientele.

▸ In *June 2008*, Minister for eGovernment Affairs Ina Gudele announces plans to introduce at least 25 new inter-institutional eServices, allowing citizens to carry out procedures online through '*latvija.lv*'; access required the use of a certified eSignature.

▸ On *10 December 2008*, the Secretariat of the Special Assignments Minister for eGovernment Affairs unveils the eID card solution (eID card concept) which would be introduced in Latvia in the coming years.

2007

▸ In *November 2007*, Latvia successfully completes the development stage of its national Visa Information System (VIS).

▸ In *September 2007*, the Government introduces new regulations for the development, maintenance and use of the Court Information System (CIS), a database of legal proceedings aimed at automating the administrative cycle (data registration, processing, storage and availability).

▸ Pursuant to the Cabinet of Ministers regulation of *7 August 2007*, the functions of the Information Society National Council were integrated into the National Development Council. The Council was responsible for ensuring coordinated planning and monitoring of State development, including all issues relating to eGovernment and the information society.

▸ In *July 2007*, the 'Development and implementation of eGovernment applications for a local authorities' project is completed. It involves the development and introduction of two central applications: the Common eServices Infrastructure for Local Authorities (PVEPI) and the Document Management System (DVS).

▸ In *January 2007*, the Government awards a contract to a Munich-based technology firm for the production of 1.1 million ePassports over the next five years. The first electronic passports are scheduled to be rolled out in the third quarter of 2007.

2006

▸ In *October 2006*, the Electronic State Procurement Agency (EIVA) concludes an eProcurement agreement (the first following a pilot agreement concluded at the end of 2005) for the supply of printing equipment to state and municipal authorities.

▸ The 'Information and Communication Technologies (ICT) for Quality Education 2007-2013' project is adopted on *20 October 2006*. It aimed to provide an ICT infrastructure for all educational establishments, electronic teaching materials and programmes, as well as improved ICT skills for students and teachers.

▸ The qualified eSignature service becomes available in *September 2006*. All public sector institutions were required to accept electronic documents signed with a qualified electronic signature.

▸ In *September 2006*, the Office of Citizenship and Migration Affairs (PMLP), in collaboration with the Secretariat of the Special Assignments Minister for eGovernment Affairs, launches a project for the introduction of a new range of eServices for citizens.

- On *11 September 2006*, the Cabinet of Ministers reviews the progress made until then in the implementation of the 'eGovernment Development Programme 2005-2009' and finds that the implementation measures complied overall with the set objectives and deadlines.

- The state portal '*latvija.lv* is launched in *August 2006*, constituting a central portal for Latvian state institutions offering a variety of eGovernment services for citizens and businesses.

- The 'Guidelines for the development of Information Society (2006-2013)' are adopted in July 2006.

- In *March 2006*, a portal ('latviesi.com') targeting Latvian expatriates is launched by the Government.

- The Electronic State Procurement Agency (EIVA) is set up in *January 2006*. It was responsible for managing the newly-established national eProcurement system.

2005

- In *October 2005*, the Government adopts 'The Concept of the Electronic Procurement System', aimed at the completion of an eEnabled public procurement system streamlining public purchases, reducing bureaucracy and the risk of corruption.

- The Government adopts the 'Latvian eGovernment Development Programme 2005-2009' on *29 September 2005*.

- In *June 2005*, the Government signs an agreement for the introduction of qualified digital signatures.

- In *January 2005*, the Special Assignments Minister for eGovernment Affairs assumes the functions of the Information Society Bureau (ISB) and responsibility for eGovernment policy development, implementation and coordination.

2004

- In *December 2004*, the Parliament approves the composition of a new government, including the appointment of a Special Assignments Minister for eGovernment Affairs.

- In *September 2004*, two key bodies are established: the Information Society National Council tasked with facilitating the development of a knowledge-oriented society and the eGovernment Coordination Council, in charge of coordinating the implementation of Latvia's eGovernment programme.

- In *September 2004*, the national programme 'Development and Improvement of eGovernment Infrastructure Base for 2004-2006' is adopted.

2002

- In *August 2002*, the Cabinet of Ministers adopts the 'eGovernment Conception', which sets the strategic principles and a functional model for implementing eGovernment in Latvia.

2001

- In *November 2001*, the Cabinet of Ministers adopts the 'Conception of State Unified Libraries Information System' whose aim was to provide universal information services for readers in terms of search and delivery of books, publications, references and documents originating from Latvia and from international information sources.

- In *July 2001*, the Cabinet of Ministers adopts the 'Public Administration Reform Strategy 2001-2006'. It envisages a uniform, purposeful and forward-thinking Public Administration whose objectives included achieving citizen involvement in state governance processes and providing high quality public services to citizens.

News 2000 and before

▸ In *2000*, the Cabinet of Ministers adopts the 'Socio-Economic Programme eLatvia - Strategic Guidelines', which was intended to improve the effectiveness and competitiveness of Latvia in the global economy.

▸ In *2000*, the Cabinet of Ministers adopts the 'Conception of Identification Cards', which foresaw the introduction of an electronic identity card.

▸ An updated version of the national programme 'Informatics', which sought to take into account better the priorities of the 'eEurope Action Plan', is approved in *2000.*

▸ In *1999*, the Cabinet of Ministers adopts the National Programme 'Informatics' which covered the period 1999-2005.

▸ In *1998*, the 'Integrated State Significance Information System' (mega system) project was developed. It determined the principles for the integration of prime registers of state and local government information systems.

eGovernment Strategy

Main strategic objectives and principles

Information Society Development Guidelines for 2014 -2020

The Information Society Development Guidelines for 2014 -2020 were elaborated to ensure continuity of existing policies and to determine the priorities in the area of Information and Communication Technology (ICT) for the European Union Structural Funds Programming period for 2014 – 2020.

Guidelines were developed in close cooperation with ICT industry, national ICT associations, Latvian Chamber of Commerce and Industry, Latvian Confederation of Employers, Latvian national committee of UNESCO, representatives of all ministries and representatives of local (municipal) governments. Wide coverage of different stakeholders involved in the development of the Guidelines provides a solid ground for 360 degree analysis of current shortcomings, as well as thorough understanding of future development needs and priorities, following the overall objective of enhancing the national competitiveness, economic growth and job creation.

The goal of the Guidelines is to provide the opportunity for anyone to use ICT, to create a knowledge-based economy and to improve the overall quality of life by contributing to the national competitiveness, and increasing an economic growth and job creation.

The focus of the Guidelines is economic growth and job creation. Each action line of Guidelines aims at improving competitiveness, economic growth and job creation.

Special attention in the Guidelines is devoted to implementation of open data principle in the public administration. This principle unleashes the growth potential of the digital economy, by making data and information resources created by public administration easily available to society, thereby establishing a precondition for the spur of new innovative, data-driven business ideas, services, and products. The other cornerstone of the Guidelines is optimising operating processes in the public administration and increasing its efficiency as well as simplifying delivery of public services, by means of efficient and effective eServices and interoperable information systems. It is expected to have an indirect, but very clear positive impact on economic growth, since eGovernment will lead to reduced administrative burden and costs for entrepreneurs, streamlining their interactions with public administration, and allowing them to spare more resources for their entrepreneurship.

Considering the national priorities in the area of Information Society, and objectives of the European Digital Agenda, Guidelines define seven action lines.

Main Priorities and Action Lines

1. ICT education and eSkills.

Activities in the field of eSkills will focus on the areas that will facilitate small and medium sized enterprises as well as citizens' motivation for acquiring eSkills. Planned actions include: public information campaigns, development of eSkills for both citizens and entrepreneurs, increasing the ICT competences of public administration, fostering skills of ICT practitioners and professionals to be in line with the requirements of the labour market, as well as increasing focus on algorithmic thinking (the learning of the "programmers" way of thinking by studying mathematics and computer sciences) and information literacy in education programs.

2. Widely available access to the Internet.

Actions planned under this priority include mapping of transport networks, provision for further broadband development, covering all elements of electronic communications network infrastructure. Detailed description of the required actions in those fields is included in the Concept for Development of the Next Generation Broadband Electronic Communications Networks for 2013–2020.

3. Modern and efficient public administration.

The main benefits of this action will be reflected in improved efficiency of the public administration (decision-making process, accuracy, conformity to the real situation, the possibility of involving wide public groups in policy planning, evaluation and reduction of administrative costs) as well as delivery of clear, timely and consistent information to citizens about their rights and services of the public administration. Actions will create opportunities for citizens to be widely involved in decision-making and law-making processes using modern technologies. Cooperation and synergies between public and private sector services has a significant administrative burden reduction potential.

Action for the modernization of the public administration will be focused on the modernization of the public administration processes, public eParticipation and eDemocracy and ICT infrastructure optimisation. One of the focal points for eGovernment infrastructure modernisation will be establishment of central building blocks and integration infrastructure to be used by all institutions of public administration for modernisation of public service delivery and for connecting national eGovernment infrastructure to cross-border platforms. Another focus is on open interfaces (API's) allowing also for third party developers to develop end-user applications for government services and develop their own products and services using government data.

4. E-services and digital content for the public.

Digital content has an increasingly crucial role in the country economic and social development. Digital content plays a key role in a research and education as well as in cultural and the public administration sector services. eGovernment solutions enable opportunities for institutions to offer the citizens more accessible and convenient public services, including education and health services, cultural and educational content, and create conditions for better business environment, social processes.

A series of actions are planned within this stream of activity:

- opening public administration data and transaction services to other users;
- developing shared platform and re-usable software components and modules for providing public services;
- implementing an official electronic addresses for citizens and entrepreneurs;
- delivering and accepting automated electronic invoices;
- digitisation and accessibility of the cultural heritage and digitization of public services;
- encouraging use of Latvian language in the digital environment; and
- efficient implementation of e-health solutions for safe and patient-centered health care.

5. Cross-border cooperation for Digital Single Market.

By the free movement of people, goods and services Latvia must be a part of the Digital Single Market. To provide cross-border cooperation in the Digital Single Market, free movement of goods and services as well as the free flow of citizens, national eGovernment solutions should be able to interoperate with the EU solutions (building blocks provided by EU projects such as e-SENS, STORK, PEPPOL etc.). Accordingly, actions are planned to ensure that the national e-government solutions are interoperable with EU platforms, and have content for cross-border services and solutions for exchange of information across different sectors.

6. ICT research and innovation.

Investments in innovation, research and development are crucial also for the companies whose products and provided services in the digital age are subject to even faster technological and process rate changes. Development of ICT research in computer science, information technology, electronics, telecommunications, communication studies as well as innovative support for companies developing new ICT products and technologies, support for development and establishment of new innovative companies, development of technology transfer systems must be seen in connection with overall objectives of the Information Society.

7. Trust and security.

Secure and reliable electronic information space where the continuity of essential services for the public administration and the public is ensured, is an essential component for successful development of the Information Society. An important aspect for development of Information Society is the trust in electronic environment. ICT security, human safety and trust in electronic environment are areas where further action is planned.

The implementation of the Guidelines will build upon the technological potential and experience obtained from the previous period (2007 - 2013).

Implementation of the Guidelines is planned from the state budget as well as with attracting the EU Structural Funds and private funding. In long-term, implementation of the Guidelines will facilitate effective and efficient use of budgetary resources for ICT, improving the efficiency of business processes, the quality and availability of the public services.

The Digital Single Market remains as a keynote of the Digital Agenda for Europe. Latvia by following these Guidelines will ensure its contribution to implementation of Digital Agenda at national level, as well as to development of the Digital Single Market.

Concept of the organizational model of public ICT management

On 15th January 2013, the Cabinet of Ministers approved concept of the organizational model of public ICT management. The implementation of this model will frame public ICT strategies, principles and scenarios that will ensure strategic coordination of public ICT development and maintenance through partly centralized management: competence and responsibility in ICT management will be shared between the national and sector levels. This optimal ICT management model identifies the main parties involved: the public ICT organization, sector ICT organizations, hybrid ICT organizations, public ICT manager forum, sector ICT management councils. To achieve the aim of optimal ICT management, both public- and private-sector resources will be used, providing effective cooperation focusing on benefits for the public and the creation and maintenance of convenient and user-friendly eGovernment solutions.

Previous eGovernment strategies

National Development Plan 2007-2013

The 'National Development Plan (2007-2013)' (NDP) aims to facilitate a balanced and sustainable development of Latvia, as well as to ensure an increase in its competitiveness. It is not an action plan per se, but rather a strategic document which lays down guidelines for drafting planning documents at all levels and sectors, making it essential to interrelate the NDP with other planning documents and to the detailed development, mutual balance and implementation of other measures, programmes and activities favouring national growth.

Development of ICT infrastructure and the efficient use of opportunities enabled by ICT facilitate the social and economic growth and competitiveness of Latvian regions, as well as raise the living standards. The modernisation of ICT infrastructure in Public Administration (PA) institutions is to be oriented towards improving services to citizens. One of the actions laid down for strengthening the capacity of the PA is to improve the accessibility and quality of its services, as well as related information exchange, by developing eGovernment solutions.

Main tasks

The following **tasks** have been outlined in the development of ICT infrastructure and services and their accessibility in public networks:

▸ facilitate digitalisation and development of services provided at national and local government levels;

- ensure compatibility of national and local information systems and facilitate development of national and local information systems;

- provide national and local government institutions with the needed ICT infrastructure and Internet connections, as well as improve the proficiency of employees in using new ICT;

- provide access to the broadband data transfer network and develop access to the public Internet, thus facilitating balanced regional development.

eGovernment Development Plan (2011-2013)

The 'eGovernment Development Plan (2011-2013)' is a short-term development planning document primarily based on the 'National Development Plan 2007-2013' (NDP). It introduces 192 actions which aim to boost eGovernment, to strengthen state policy and to complement regulatory actions in a wide range of domains (e.g. eSkills, broadband access, eIdentification, eProcurement, eInvoice, eJustice, eHealth, mobility and social security) by taking into account the priorities of the EU Ministerial Declaration on eGovernment policy and the EU Digital Agenda for Europe.

Activities are being implemented within the framework of projects funded by the European Regional Development Fund (ERDF), the European Social Fund (ESF), the Latvian and Swiss cooperation programme funds, and the national budget.

Guidelines for Development of the Public Administration Policy (2008-2013)

The 'Guidelines for Development of the Public Administration Policy for 2008-2013 - Better governance: administration quality and efficiency' comply with the priority tasks as stipulated in the 'National Development Plan (NDP) 2007-2013'. Moreover, the definition of the lines of activity, tasks and results is based on the NDP as well as the 'Guidelines for the development of Information Society (2006-2013)', among other policy planning documents. The Guidelines are intended to strengthen the capacity of Public Administration (PA). They represent the third planning cycle of PA policy development aimed at enhancing the existing system and cover a number of issues related to Public Administration and its performance, including eGovernment. Implementation is carried out by direct PA institutions, their subordinate agencies and local governments.

Strategic Development Plan (2010-2013)

One of the three key priority areas of the 'Strategic Development Plan for 2010-2013', which was accepted on 19 April 2010 by the Cabinet of Ministers, is the Public Administration (PA) reform. Actions identified are intended to increase the efficiency of PA and the services available to the public, as well as to achieve the government efficiency index target of 84 % set for 2013.

Key **actions** include the implementation of the 'one-stop shop' principle in state and local government services and the promotion of eGovernment and administrative procedures that facilitate the tasks of state and local government.

Information Society Policy (2006-2013)

Latvia's eGovernment drive forms part of a wider policy for the development of the information society, whose objectives and priorities have been set out in the 'Guidelines for the development of Information Society (2006-2013)'. Adopted by the Government in July 2006, the Guidelines aim at complying with the EU Lisbon Strategy objectives and the European initiative i2010.

This document targets the achievement of a 'vision', according to which Latvian citizens and businesses are able to fully access and use ICT-based information resources, as well as public services that are

tailored to their needs. Furthermore, it is envisaged that the State administration will become increasingly efficient, while dramatically cutting its administrative costs.

Focus areas and actions

- **infrastructure expansion and higher ICT service availability** (expansion of Internet access infrastructure, of the broadband services accessibility and use of EU funding to develop ICT and services);

- **increase of ICT users' know-how and skill** (train the general population and various social groups at risk of social exclusion, upgrade the educational system through ICT and promote lifelong learning through ICT).

- **development of services and electronic content** (facilitate the development of public services by setting up various eServices delivery channels, further develop eSignature infrastructure, develop eContent regarding digitally excluded target groups and introduce various digital resources (museums, archives and library databases) which form the 'culture environment infrastructure'.

- **use of ICTs in commerce and innovations** (establish various competence and know-how/commercial centres and subsidise basic infrastructure and consulting services, develop support programmes to promote ICT-based innovations and support the use of Latvia's intellectual property and innovations in the economy.

- **promotion of ICT science and research work** (develop and support modern engineering education infrastructure and information society research, and introduce support programmes promoting scientific R&D and launching new ICT products).

eGovernment Development Programme (2005-2009)

The overall **objectives** of the 'eGovernment Development Programme 2005-2009' were to implement information technology and optimise Public Administration processes. This was to be achieved by:

- improving the quality and accessibility of state government services;

- developing a more efficient, open, democratic and cost-effective government.

The development of eGovernment was based on several basic policy **principles**, including: society participation in state administration; orientation towards citizen needs; multi-channel, secure and electronic provision of services; equal opportunities for all; concentration of public bodies on basic tasks; and use of private sector expertise through outsourcing; Government investment in information technology; and ensure of the security of eGovernment services.

National Programme 'Development and Improvement of eGovernment Infrastructure Base' (2004-2006)

The National Programme 'Development and Improvement of eGovernment Infrastructure Base' (2004-2006) was aimed at filling the existing gaps in the state and municipal eGovernment infrastructure and providing the basis for eGovernment systems in central and local government through the use of EU Structural Funds.

The programme consisted of 19 projects, including the 'eGovernment portfolio', which sought to develop a state and municipal information system in order to allow for qualitative and efficient use of information and to improve the information exchange capability within and between organisations.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

Current status

There is currently no overall eGovernment legislation in Latvia. However, the 'Law on State Information Systems' provides a legal framework for the operation of State Information Systems and the cooperation of concerned organisational units.

Law on State Information Systems (2002)

Adopted in May 2002 and with amendments up to 2014, this Law aims at ensuring the availability and quality of information services provided by state and local government institutions in State Information Systems. The Law determines unified procedures, by which State Information Systems are created, registered, maintained, used, reorganised or closed. It regulates cooperation of the State Information System managers, determines the functions of the keeper of the State Information System and the rights and duties of the State Information System data subject. Finally, it regulates the security management of State Information System and specifies the requirements for the protection of critical State Information Systems and State Information System management integrators.

Freedom of Information Legislation

Freedom of Information Law (1998)

The Freedom of Information Law was enacted in November 1998. It guarantees public access to all information held by state and local government institutions in any form. Information can only be restricted if: there is a law providing it; if the information is for the internal use of an institution; if it is a trade secret not relating to public procurement, or information about the private life of an individual; and, if it concerns certification, examination, a project, tender and similar evaluation procedures. Public bodies have to respond to requests for information within 10 days if the information is requested in electronic form only and if it does not require supplementary processing. Response time cannot exceed 15 days if the information does not require supplementary processing; or 30 days if the information requires supplementary processing and if the requestor is informed about it within 15 days. The requestors have the right to appeal. The amendments (last of which took place in 2009) further clarified and strengthened the right of access by fixing the duration of the restriction to one year and the right to request information electronically apart from the written or spoken manner. Furthermore, the law also states that public authorities shall create information registers to be made available online at the relevant body website.

Data Protection/Privacy Legislation

Personal Data Protection Law (2000)

The Law on Personal Data Protection was adopted by Parliament on 23 March 2000. It is based on standard fair information practices and is fully compliant with the EU Data Protection Directive (95/46/EC). The aim of this Law is to protect the fundamental human rights and freedoms of natural persons, in particular the inviolability of private life with respect to the processing of personal data. Application of the Law is overseen by the State Data Inspectorate, which is also responsible for spam supervision.

Information Technologies Security Law (2011)

The Information Technologies Security Law came into force on 1 February 2011. It aims to improve information technologies security by defining the key requirements for organisations to guarantee the security of essential electronic services. The law provides for the identification and protection of critical infrastructure, the establishment and organisation of an IT Security Incident Response Institution (national CERT), the determination of conduct in information technology security incidents, the setup of minimum security requirements for state and municipal institutions and the implementation of Directive 2009/140/EC by electronic communications service providers.

eSignatures Legislation

Electronic Documents Law (2003)

The Electronic Documents Law came into force on 1 January 2003. The Law transposes the EU Directive on a Community framework for electronic signatures (1999/93/EC), and defines the legal status of electronic documents and digital signatures. According to the Law, electronic documents have to be accepted by every public institution (state and municipal). In addition, citizens and businesses can request an electronic reply from the Public Administration.

eIdentification Legislation

Personal Identification Documents Law (2002)

The Personal Identification Documents Law was adopted in May 2002. It states that identification documents shall contain a machine readable zone. Moreover, in 2004, the Cabinet of Ministers adopted the Regulation 'On the citizen's identity cards, non-citizens identity cards, citizen's passports, non-citizens passports and stateless person's travel documents', which provided for the inclusion of electronic chips in future identity cards.

A new Personal Identification Documents Law was submitted to the Parliament in June 2011. The law defines the eID card types (citizen, non-citizen, EU-citizen, third-country citizen residence permit and accredited persons eID). The eID card would contain biometric data and information in electronic form which enables electronic verification of the holder's identity and creation of a secure electronic signature. As such, the eID card can serve as an identity and travel document within the EU, a personal identification tool for eServices, and in order to provide a secure electronic signature. The law came into force in January 2012. The eID cards have being issued since March 2012.

eCommerce Legislation

Law on Information Society Services (2004)

The Law on Information Society Services, which transposes the EU Directive on certain legal aspects of information society services (2000/31/EC), with particular emphasis on electronic commerce, was approved by the Parliament on 4 November 2004.. This Law governs the procedure for the provision of electronic services, the conditions to be respected by eService providers and their responsibility, and the requirements for the protection of consumer rights.

eCommunications Legislation

Electronic Communications Law (2004)

The Electronic Communications Law entered into force on 1 December 2004. It aims to promote and regulate the provision of electronic communications services, transposing the EU regulatory framework for electronic communications. The law provides for forms of various electronic networks, including public and private electronic networks. In addition, it provides for the duties and rights of providers, subscribers and users of electronic networks.

eProcurement Legislation

Law on Public Procurement (2006)

The Law on Public Procurement of 1 May 2006 fully complies with the EU Directive on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts (2004/18/EC). The Law regulates the overall use of electronic communication means in public procurement for the Government sector. Another new procurement mechanism introduced concerns electronic reverse auctions. Contracting authorities are permitted to decide whether the award of a public contract will be preceded by an eAuction once an initial full evaluation of the tenders has taken place. Full introduction of eProcurement will offer the possibility of managing all steps of the procurement procedure using IT. Regulations issued by the Cabinet of Ministers on 28 December 2010 set the obligation for public institutions to provide procurement via the eProcurement system 'eis.gov.lv'.

Law on Procurement for the Needs of Public Services Providers (2010)

The Law on Procurement for the Needs of Public Services Providers of August 2010 implements the Directive 2004/17/EC, thus regulating the use of electronic communication means in the public procurement process for the utility sector.

Re-use of Public Sector Information (PSI)

Freedom of Information Law (2009)

The Freedom of Information Law was lastly amended on 12 June 2009, transposing the Directive on the re-use of Public Sector Information (2003/98/EC) into national law. According to the amendment, an application for the re-use of existing information at the disposal of an institution shall be drawn up in writing in accordance with documentation requirements specified for the relevant information group. In addition, the application shall indicate that the information is requested for the purpose of re-use and the goods or services for which the requested information is necessary. The Law also states that the information re-use conditions shall not be imposed.

eGovernment Actors [21]

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Environmental Protection and Regional Development

The Ministry of Environmental Protection and Regional Development is the leading state regulatory authority for eGovernment and the information society.

Electronic Government Department

Within the Ministry of Environmental Protection and Regional Development, the Electronic Government Department draws up national policies in the domains of eGovernment, information society development and public information systems development.

Two divisions under the Electronic Government Department deal with policy issues:

- **State Information Systems Division** drafts the national policy on information systems development, including the national information system architecture and interoperability policies, the national information system maintenance and security policy, in addition to a policy on government information technology development and management.

- **Information Society Policy Division** drafts the information society development policy and participates in the elaboration of eGovernment and public information systems' development policies.

- State Information and Communications Technology Division focuses on technical aspects of government ICT development and management.

Public Services Department

Public Services Department deals with planning of electronic services and electronic services infrastructure (**Electronic Services Division**) and implementation of one-stop-shop-principle (**One – Stop Shop Division**).

Coordination

The **Electronic Government Department** coordinates the implementation of national policies in information society development, eGovernment and public information systems' development.

The **Public Services Department** coordinates the implementation of the Public Administration electronic one-stop-shop principle and implementation of eServices.

Implementation

Electronic Government Department

The Electronic Government Department implements national policies in information society development, eGovernment and public information systems development.

Public Services Department

Public Services Department coordinates the implementation of electronic services and electronic services infrastructure (**Electronic Services Division**) and implementation of one-stop-shop-principle (**One – Stop Shop Division**).

State Regional Development Agency (SRDA)

The SRDA operates under the supervision of the Ministry of Environmental Protection and Regional Development. Its aim is to put into practice a well-balanced support policy for state development by implementing national and EU financial instruments that require research work, high-calibre eServices and IT infrastructure for regional development.

Central Government and bodies

The various ministries and subordinate institutions hold responsibility for the implementation of respective ICT projects.

Support

Ministry of Environmental Protection and Regional Development

The Ministry of Environmental Protection and Regional Development provides ongoing support for eGovernment-related activities to such bodies as the State Regional Development Agency (SRDA).

Audit/Assurance

State Audit Office

The State Audit Office is the supreme audit institution of the country. Its mandate covers all public bodies at both national and local levels. It provides oversight on the financial statements of the ministries, central state institutions and local governments.

Data Protection

Data State Inspectorate

The Data State Inspectorate supervises personal data protection in Latvia. Furthermore, it controls the observation of information systems' security requirements concerning personal data processing and maintains a register of systems processing personal data, as foreseen by the 'Personal Data Protection Law'.

Regional & Local eGovernment

Policy/Strategy

Ministry of Environmental Protection and Regional Development

The Ministry of Environmental Protection and Regional Development is responsible for the development of information society policy, eGovernment at regional and local levels.

Implementation

Ministry of Environmental Protection and Regional Development

The Ministry of Environmental Protection and Regional Development is the central implementation body dedicated to eGovernment across regional and local levels.

Latvian Association of Local and Regional Governments (LALRG)

Local and regional authorities hold responsibility for the implementation of their respective ICT projects.

Support

State Regional Development Agency (SRDA)

The SRDA provides development and maintenance for the Joint Information System for Municipalities (JISM), which offers technological support to municipalities in accessing their services electronically by creating compatible joint data accounting and exchange systems.

Audit/Assurance

State Audit Office

The State Audit Office contributes to the financial governance and the accountability of funds at local level, as well as to fair and transparent decision-making processes in the public sector.

Data Protection

Data State Inspectorate

The Data State Inspectorate oversees personal data protection at local and regional levels.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment

Romāns Naudiņš
Minister of Environmental Protection and Regional Development

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Head of eGovernment

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

'*latvija.lv*: State and local government services portal

The state and local government services portal provides citizens in Latvia and abroad with access to the online resources of Latvian state institutions, as well as with centralised access to eServices supplied by different institutions. It is the most visible part of a developed national shared services platform, offering 65 eServices.

The portal consists of three levels: information, consultation and eProcedures (from basic eDocuments sent by email to advanced fully automated eServices).

'Directory of Public Services' provides descriptions of more than 1 500 public services, representing the information and consultation level. The most popular eServices are 'Declaration of a Personal Property', 'My Cadastral Data', as well as access to personal data as represented in the eServices of the 'Population Register' and the State Social Insurance Agency.

An authentication certificate embedded in a qualified digital signature smart card or eID and six i-banking authentication tools are available as an authentication tool for access to eServices. The portal also provides the opportunity to carry out eServices payments.

Online Latvia

The website mainly serves as a starting point for becoming acquainted with Latvia. It provides background information, a variety of publications on current events occurring within the country, an extensive news section, ePresentations and videos about Latvia, as well as links to other Latvian government and private Internet sites. Information is available in multiple languages.

Networks

Integrated State Information System (IVIS)

The IVIS is tasked with the Unification and central management of the integration of platform-independent standardised data exchange between national registries and information systems. It also provides a platform for sharing resources and for Public Administration in using electronic services in the creation and delivery. Together with the state portal '*latvija.lv*', it creates a single national electronic service delivery platform.

Web-based document flow system (DAUKS)

DAUKS was launched by national authorities in April 2007. This electronic processing and assignment control system has been in operation and in use by the Public Administration since 1 September 2008. The objective is for national institutions to switch to a new, fully-automated electronic system permitting the standardised and automatic circulation of documents between the State Chancellery and the ministries. DAUKS allows the simple and secure transfer of data to other systems and offers an external XML-based interface which enables the exchange of documents between various local systems.

eIdentification/eAuthentication

Electronic Identity (eID) card

The eID card concept for the introduction of a national eID card was approved by the Government in 2010. A new personal identification documents law is in force; it defines the eID card types. The eID card contains biometric data and information in electronic form to enable electronic verification of the holder's identity and creation of a secure eSignature. As such, the eID card can serve both as an identity and travel document within the EU and as a personal identification tool for eServices, in addition to providing a secure electronic signature. The law came into force in January 2012. The eID cards are being issued since March 2012.

eSignature portal

The online self-service website (`eparaksts.lv`) solution was developed by the Latvia State Television and Radio Centre (LSRTC), which is the only certification authority and fully responsible for the public key infrastructure. The portal does not need smart cards, special equipment or software in creating documents with a trusted eSignature, having a lower cost. It can be used from any device with an Internet connection. A document is signed electronically within minutes and is then received by the beneficiary via email. The portal offers both citizens and businesses extensive information and advice on eSignatures.

Electronic passport

In November 2007, Latvia started issuing its first electronic passports. A microchip contains information on the bearer and the document in a letter-number format, and individual biometric information such as the bearer's photo and fingerprints. The information embedded on the microchip is protected by a security mechanism and a unique eSignature of the issuing institution that verifies the authenticity of the information. The passport complies with the requirements set by the institutions of Latvia and the EU, as well as with the international standards.

eProcurement

Electronic procurement system (EPS)

Latvia follows a non-centralised approach to eProcurement. The State Regional Development Agency organises and manages the EPS, which is the first eProcurement system in the Baltic States. The EPS offers faster procurement process, organisation of procurement activities for state and municipal institutions, the possibility of order combination for the conservation of State budget resources, as well as transparency, openness and accessibility to information about the procurement process.

Knowledge Management

National Digital Library of Latvia (NDL)

The National Library of Latvia has been engaged in the development of the Latvian National Digital Library since 2006. Its goal is to create an infrastructure and methodology for the digitisation of printed library items and acquisition of born-digital materials, as well as the preservation of and access to digital holdings. It currently holds the digital collections of newspapers, pictures, maps, books, sheet music, audio recordings and harvested websites. NDL is the national aggregator of digitised cultural content into the European digital library 'Europeana'.

State Integrated Library Information System (SILIS)

The aim of SILIS is to create the IT infrastructure for all state and municipal libraries in Latvia initiated by the state agency Cultural Information System (CIS). Since the launch of the project in 2001, SILIS performs the implementation of regional- and state-level electronic catalogues, retro-converts card catalogues, establishes access to popular fee-based databases and trains librarians and library patrons, focusing on development of existing eSkills. Private foundation funding has enabled the creation of free internet access points in all public libraries.

State Integrated Archival Information System (SIAIS)

The objective of SIAIS is to create the IT infrastructure for a state archival system and an integrated platform for receiving archive services. Furthermore, it seeks to ensure the safe long-term storage of state and municipal electronic documents and information, and the public availability of state archival information resources. The project is managed by the State Agency for Information Systems for Culture and co-financed by the European Regional Development Fund (ERDF).

National union catalogue of museum holdings (NUCMM)

NUCMM is an integrated software platform for storage and access of information on holdings of state, municipal and private museums. The project enhances the functionality of the catalogue; develops digitisation methodology; created 300 000 new records and will digitise 100 000 museum objects. It is managed by Cultural Information Systems Centre and co-financed by the European Regional Development Fund (ERDF).

State Information Systems (SIS)

To ensure that state and local authorities offer functions and services to citizens, enforcement authorities create and maintain a variety of electronic databases or State Information Systems (SIS). SIS are a structured set of information technology and database (data/information, which is considered as one unit) aggregate. Individual SIS are an important information resource for the Public Administration.

State information system register (SISR)

The SISR was set up for the registration of State Information Systems (SIS), in which data on the national information systems - their use, technical resources and administrators - is stored. It supplies information to natural and legal entities on the data contained in the registers, as well as to system developers and organisations that integrate SIS. There are 173 registered SIS in the SISR.

Other Infrastructure

Legal eServices

Court Information System (CIS)

The CIS is a database of legal proceedings aimed at automating the administrative cycle - data registration, processing, storage and availability - thus affecting the efficiency of the court process. It was created for court working needs and ensures electronic registration and reflection of administrative court, district court and regional (city) court bookkeeping and legal procedures, as well as court statistics record keeping.

eEducation

National Database on Learning Opportunities

The National Database on Learning Opportunities (2007) was developed and is currently maintained by the State Education Development Agency. It publishes information about the learning opportunities offered by Latvian education providers. It contains information on current learning opportunities in general education, vocational education at secondary level, higher education, adult training (formal and informal) and pre-vocational education in arts and music for schoolchildren. This information is constantly updated. The website consists of two parts – the database and the portal – which provide useful additional details such as an overall review of the national education system. Users can also sit for a variety of self-assessment tests. It also offers a free eGuidance service.

The National Database was created within the framework of the 'KIPNIS' project, which was co-financed by the European Social Fund and the Ministry of Education and Science and is integrated with the EC's portal PLOTEUS (Portal on Learning Opportunities Throughout the European Space).

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](), to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility:	Central Government, State Revenue Service (VID)
Website:	http://www.vid.gov.lv/default.aspx?hl=2
Description:	The Electronic Declaration System (EDS) enables taxpayers to submit tax returns, declarations and other documents electronically through the appropriate web forms or by transferring XML files with data prior to sending them to the State Revenue Service (VID). The authentication of users is provided by PIN codes or by means of an authentication certificate via a digital signature smart card. All necessary checks of declarations' data are performed and users are informed of the results online by email.

2. Job search services by labour offices

Responsibility: Central Government, State Employment Agency

Website: http://www.nva.gov.lv/

Description: The State Employment Agency's online job market enables job seekers to add their CVs in a database, as well as to view vacancies submitted by employers. Employers can access the CV database, as well as register a vacancy and add relevant information.

3. Social security benefits

a. Unemployment benefits

Responsibility: Central Government, State Social Insurance Agency

Website: http://www.vsaa.lv/

Description: Information and application forms available for download.

b. Child allowances

Responsibility: Central Government, State Social Insurance Agency

Website: http://www.vsaa.lv/en/services/parents

Description: This website provides information about the service. It is possible to electronically fill in and send via email approved documents with a qualified digital signature.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Health Payment Centre

Website: http://www.vnc.gov.lv/eng/agency/general_information/

Description: Health insurance covers the costs of services provided to insured persons, the financing of certain medicines and products. Insurance is organised by the Health Payment Centre, which realises and implements state policy regarding availability of health care services, and moreover administers the state budgetary funds prescribed for healthcare. It is the competent institution for the reimbursement of costs for services to other EU institutions.

d. Student grants

Responsibility: Central Government, Ministry of Education and Science

Website: http://www.izm.gov.lv/

Description: Every university in Latvia provides its own grant system. University students who meet the requirements can register for a grant using an online university system ('www.luis.lv').

4. Personal documents: passport and driver's licence

a. Passport [31]

Responsibility: Central Government, Office of Citizenship and Migration Affairs (OCMA)

Website: http://www.pmlp.gov.lv/

Description: The OCMA issues identification and travel documents as well as entry visas in the country.

b. Driver's licence

Responsibility: Central Government, Road Traffic Safety Directorate

Website: http://www.csdd.lv/

Description: Enables users to register in order to book driving tests and receive information on driving licences and penalty points electronically.

5. Car registration (new, used, imported cars)

Responsibility: Central Government, Road Traffic Safety Directorate

Website: http://www.csdd.lv/

Description: Online information on vehicles, in addition to a service fees and taxes billing system.

6. Application for building permission

Responsibility: Ministry of Economics, Local Government

Website: http://www.em.gov.lv/em/2nd/?cat=30226

Description: The Ministry of Economics website provides information related to planning and construction permits. Applications are handled by local authorities.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, State Police

Website: http://www.vp.gov.lv/

Description: An eService is available via the state portal which enables a user to electronically submit an application to the State Police and receive a reply regarding the applicable laws and regulations, using an eSignature.

8. Public libraries (availability of catalogues, search tools)

Responsibility:	Central Government, Ministry of Culture
Website:	https://kopkatalogs.lv/ (Union catalogue of state-level libraries) http://www.biblioteka.lv/ (Libraries of Latvia portal) http://www.kulturaskarte.lv/ (Culture Map) http://www.lndb.lv/ (National Digital Library of Latvia)
Description:	The catalogue of state-level libraries is a shared electronic catalogue, giving access to information about the holdings of the National Library and the major academic libraries. 'Libraries of Latvia' is the central access point to all state and municipal libraries. 'Culture Map' is the central access point to all cultural institutions.

9. Certificates (birth, marriage): request and delivery

Responsibility:	Central Government (Ministry of Justice) and Local Government, General Registry Offices
Website:	http://www.latvija.lv/
Description:	The providers of the service are local authorities, which supply information about the certificates as well as application forms for download and filling in. The municipalities of Riga and Ventspils offer a repeat application eService for these certificates via the '*latvija.lv*' portal.

10. Enrolment in higher education/university

Responsibility:	Central Government, Ministry of Education and Science, Universities
Website:	http://www.aip.lv/; http://www.latvija.lv
Description:	The regulations of each university differ and information about the admission procedure is available on university websites. *latvija.lv* offers a service to facilitate the electronic application to undergraduate programmes in ten universities.

11. Announcement of moving (change of address)

Responsibility:	Central Government, Office of Citizenship and Migration Affairs (OCMA) and Local Government
Website:	http://www.pmlp.gov.lv/
Description:	A place of residence and/or a change of place of residence have to be declared within 30 days after arrival in Latvia, or 6 months after leaving Latvia. A specific form has to be completed using the eSignature or an i-bank authentication. This eService is available at the '*latvija.lv*' portal. However, a declaration form can be downloaded (available at the OCMA website) and an electronically signed declaration form sent using the eSignature to the respective local government institution where the new place of residence is located.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility:	Central Government, Ministry of Health and Health Payment Centre
Website:	http://www.vm.gov.lv/; http://www.vnc.gov.lv
Description:	Information on how and where to obtain treatment, patient fees, detailed information, including regulations of the Cabinet of Ministers on healthcare in Latvia.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1.   Social contributions for employees

2.   Corporate tax: declaration, notification

3.   VAT: declaration, notification

4.   Registration of a new company

5.   Submission of data to statistical offices

6.   Customs declarations

7.   Environment-related permits (incl. reporting)

8.   Public procurement

1. Social contributions for employees

Responsibility:	Central Government, State Revenue Service
Website:	http://www.vid.gov.lv/
Description:	The Electronic Declaration System (EDS) enables taxpayers to submit social contributions declarations online.

2. Corporate tax: declaration, notification

Responsibility:	Central Government, State Revenue Service
Website:	http://www.vid.gov.lv/
Description:	The EDS enables taxpayers to submit tax returns online.

3. VAT: declaration, notification

Responsibility:	Central Government, State Revenue Service
Website:	http://www.vid.gov.lv/
Description:	The EDS enables taxpayers to submit declarations and statements electronically.

4. Registration of a new company [35]

Responsibility: Central Government, Register of Enterprises

Website: http://www.ur.gov.lv/

Description: The website provides businesses with the possibility to follow the flow of documents. There is information and forms for download purposes. By using a digital signature, a business can submit documents if there is no requirement for a notarial certification. Application for registration as a VAT payer is submitted together with an application for registration in 'Register of Enterprises' as a single application, which automatically forwards this application to the State Revenue Service (SRS).

5. Submission of data to statistical offices

Responsibility: Central Government, Central Statistical Bureau

Website: http://www.csb.gov.lv/; https://eParskats.csb.gov.lv

Description: Forms of statistical reports are available and businesses can complete and submit statistical questionnaires electronically through the 'eQuestionnaire' system.

6. Customs declarations

Responsibility: Central Government, State Revenue Service

Website: http://www.vid.gov.lv/

Description: Customs declaration forms are available for download. Entrepreneurs have to use the Computerised Transit Control System (NCTS) to submit their customs declarations. The permit to use the 'Entrepreneurs Module' of the NCTS system is issued after signing a contract with the Customs Board of the State Revenue Service.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of Environmental Protection and Regional Development, State Environmental Administration, Environmental Boards

Website: http://www.vvd.gov.lv/; https://www.latvija.lv/

Description: There is a standard procedure to obtain an environment-related permit concerning the start of a corporate activity. Regional Environmental Boards provide the possibility of an electronic intake with an official electronic form to start the relevant procedure. Information on the service is available via '*latvija.lv*'.

8. Public procurement [36]

Responsibility: Central Government, Procurement Monitoring Bureau, Department of eServices of State Regional Development Agency

Website: http://www.iub.gov.lv/; http://www.vraa.gov.lv/; https://www.eiepirkumi.gov.lv/ (National eProcurement System)

Description: The website of the Procurement Monitoring Bureau provides access to calls for tenders, supports online notification of tenders and limited interaction (online filling of forms). Furthermore, it is responsible for organising and managing the eProcurement system, which allows state and municipal authorities to purchase standard goods and services electronically.

European
Commission