

Track 2.1: Sharing and reuse of IT solutions in practice (I): "Public administrations of the future"

Citizen's Guide of the Region of Epirus

by Nikolaos Ntemos

IT Manager at "Design of e-services for Citizens" Department
in Decentralized Administration of Epirus-Western Macedonia





Citizen's Guide of the Region of Epirus

Agenda

1

Context

2

State of play

3

Design

4

What can it do

5

Impact and results

6

Sustainability

7

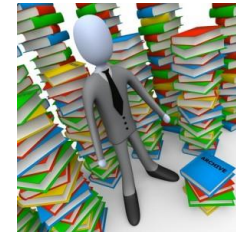
Next steps



Context

Administrative procedures in the Region of Epirus:

- not fully **described** or **documented**
- **lack** of **relevant information**
- **many interpretations**
- **not updated**



Public servants:

- didn't know **what** to implement
- **how** to implement



Citizens / Business:

- **delays**
- **poor service**



... to make administrative procedures available to citizens in an open & transparent way



Citizen's Guide of the Region of Epirus

Characteristics

aims to offer access to a wide range of admin procedures for:

- **citizens**
- **business**
- **public services**

gathers all relevant information from over **260** admin procedures
updated continuously

organize & navigate information via thematic categories / subcat. or via the 5 GAs *General Administrations*

provides access in an easy and simple way via website

Budget

The project was implemented solely by civil servants from the Region of Epirus & Decentralized Administration of Epirus – W. Macedonia

Development = 0€

Maintenance = 0€

Support = 0€

Target audience

- Regions
- Municipalities



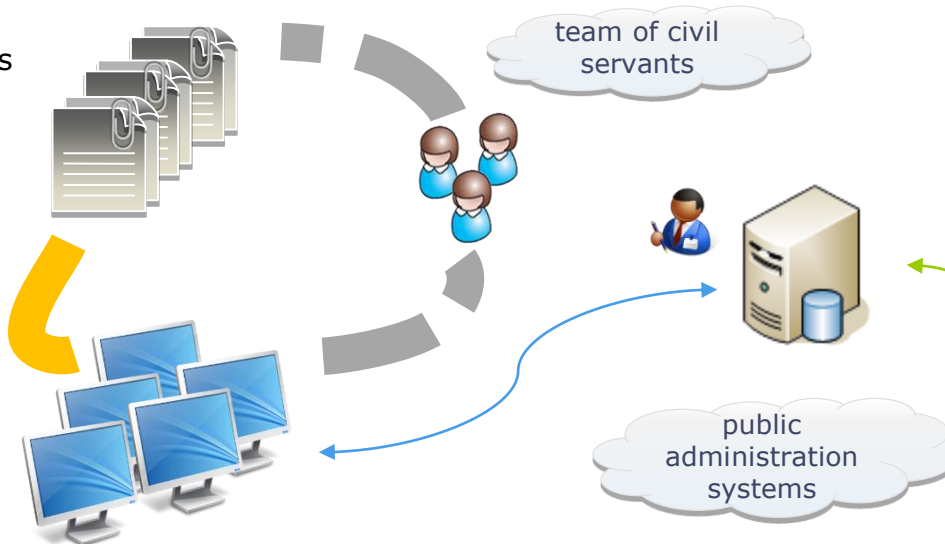
Citizen's Guide of the Region of Epirus

State of play



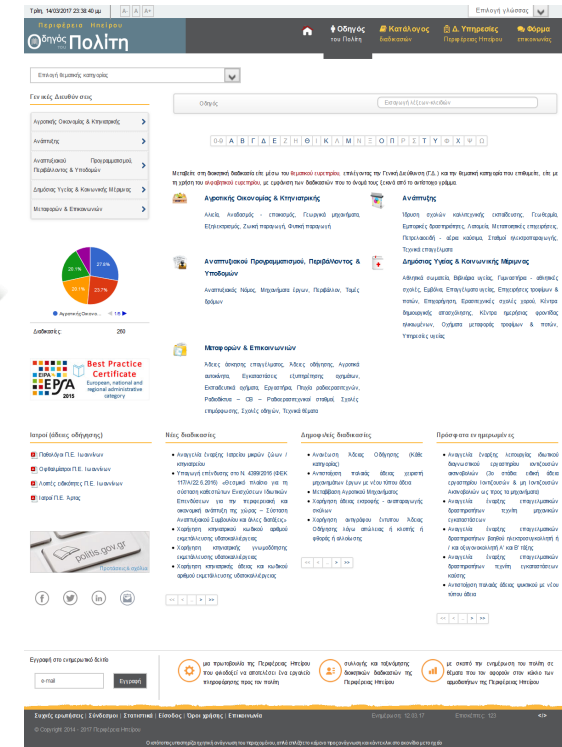
fields:

- procedures steps
- cost
- required time
- legislation
- documents
- contact details
- ...



grouped by:

- GAS
- thematic categories
- subject material



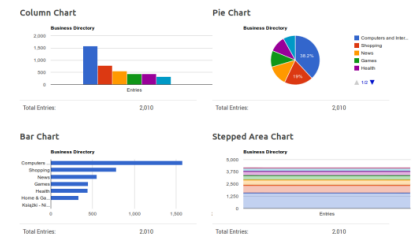
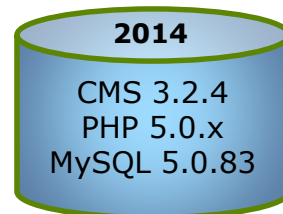
Citizen's Guide of the Region of Epirus

Design

Technology



components modules plugins





Citizen's Guide of the Region of Epirus

What can it do ?

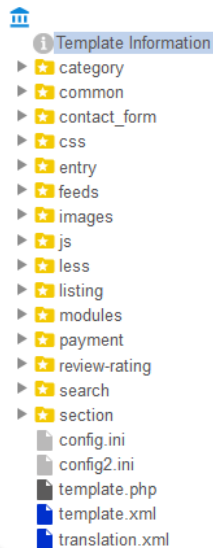
1. **browse & find** admin. procedures
2. **navigate** via thematic categories / subcategories or via the 5 GAs
3. thematic **searches & alphabetical index**
4. view **lists** of **new, updated & most wanted** procedures
5. **rate, comment & share**
6. **voice reading** of site content
7. **support** (phone, live chat, email or skype)

...

The screenshot displays the 'Πολίτη' (Citizen) section of the Region of Epirus website. It includes a top navigation bar with links for 'Οδηγός του Πολίτη', 'Κατάλογος διαδικασιών', 'Δ. Υπηρεσίες Περιφέρειας Ηπείρου', and 'Φόρμα επικοινωνίας'. A search bar is prominently featured. Below the search bar, there's a section for 'Γενικές Διευθύνσεις' (General Directorates) with a list of categories like 'Αγροτικής Οικονομίας & Κτηνιατρικής' and 'Ανάπτυξης'. A pie chart visualizes the distribution of procedures across these categories. The main content area lists various administrative procedures, each with a brief description and a 'Βαθμολογία' (Rating) section. A 'Βέλτιστη Πράξη' (Best Practice) badge is awarded to the 'Αγροτικής Οικονομίας & Κτηνιατρικής' category. At the bottom, there's a 'Εγγραφή στο ενημερωτικό δελτίο' (Register for the newsletter) form and a 'Συχνές ερωτήσεις' (Frequently asked questions) section.

Standards for reuse

- This solution provides features to map administrative procedures used to provide services to citizens
- In fact other Public Administrations can create and build their administrative procedures easily
- Our team works to create tools for making this solution more useful with automatic updates & upgrades



Template creator application

Creates installable template packages of a template including the section settings, fields & categories

A perfect method to:

- develop templates and re-install them on other sites, or
- create pre-configured sections to install on different sites

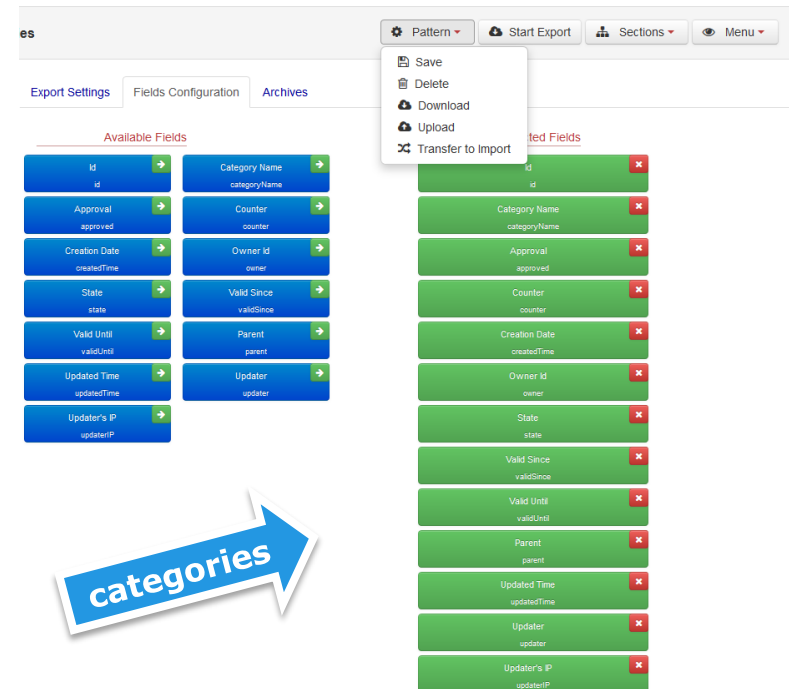
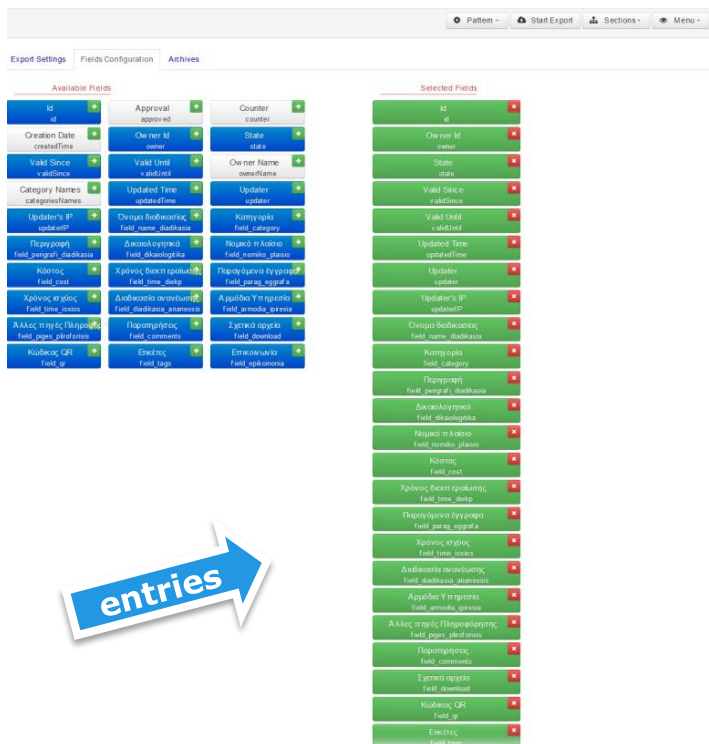
link to get the template package:

http://www.politis.gov.gr/images/opendata/politis_template.zip

Citizen's Guide of the Region of Epirus

Import/Export application

enables to import data to a section from a csv file & export data from a section to a csv or xml file



The pattern can now be exported & imported to use them on different sites

link to get categories & entries:
http://www.politis.gov.gr/images/opendata/default_1480608098_7455_categories.zip
http://www.politis.gov.gr/images/opendata/default_1480608229_3036_entries.zip

Involvement

Region of Epirus (1 of the 13 Regions of the Greece | <http://www.php.gov.gr>)

- Regional Unit of Ioannina
- Regional Unit of Arta
- Regional Unit of Thesprotia
- Regional Unit of Preveza

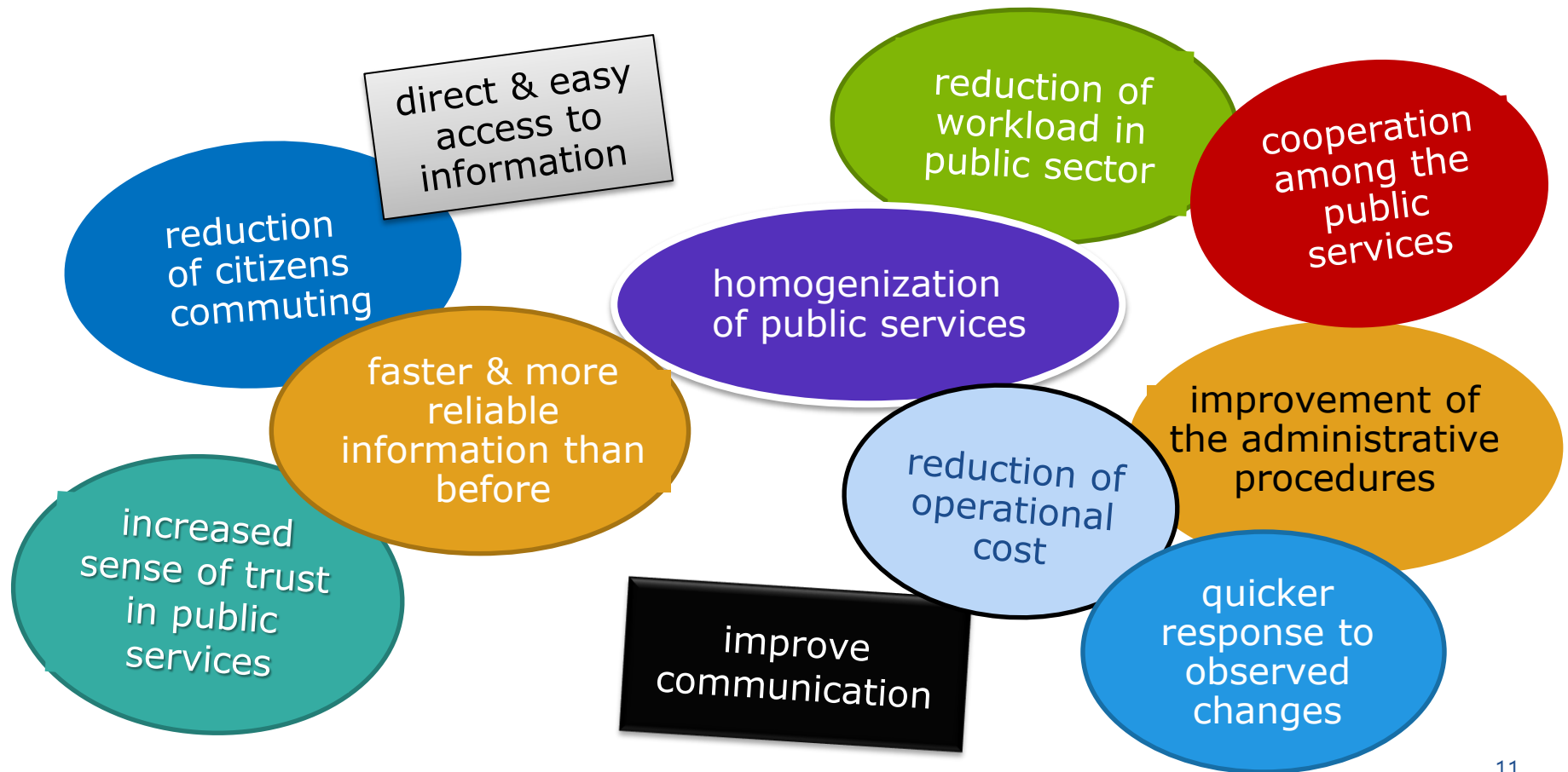


Decentralized Administration of Epirus & Western Macedonia

(is 1 of the 7 Decentralized Administrations of Greece | <http://www.apdhp-dm.gov.gr>)

Impacts & results

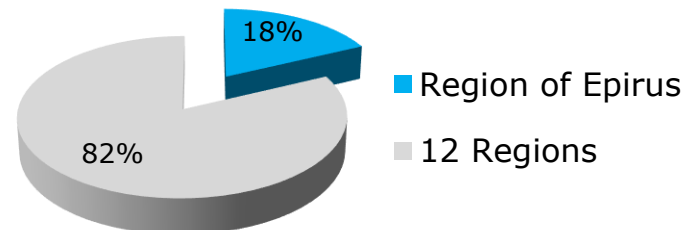
Benefits for the citizens & public services



Citizen's Guide of the Region of Epirus

Level of usage

Because there was **no comparable solution** in Greece, CG has established itself as the **gateway** procedures for citizens throughout the country



175.00 users



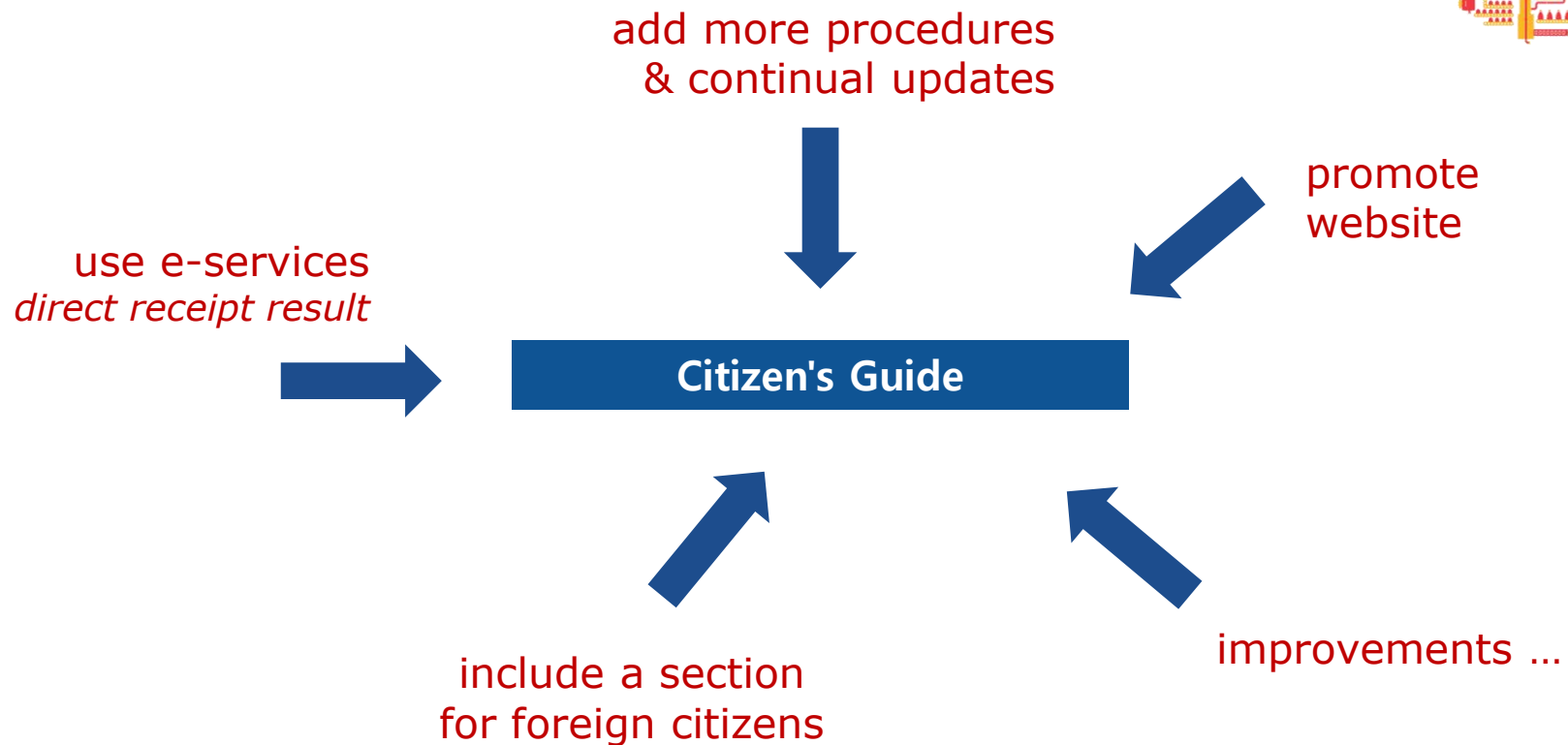
Sustainability

- ☐ The CG has been in operation for about 3 years.
- ☐ The employees are using it in every day work.
- ☐ Authorized users are responsible for updating, detection of errors and the homogenization of the procedures for all the 4 Regional Units of Region.
- ☐ It is the most extensive and analytical collection of administrative procedure records of all the public sectors in Greece.
- ☐ The solution has set an example for other Regions & Municipalities and many of them are interested in adopting it or they have almost copied it.
- ☐ The CG has receive a lot of distinctions nation wide ...
- ☐ The project sustainability is guaranteed by technological progress and the policies of the Region of Epirus with the aim of improving citizens quality of service.

Success = we made it, we know it, we work it, we support it

Next Steps

The next steps of the project are to:



Citizen's Guide of the Region of Epirus

Contact Details



Join us on [Facebook](#) **politis.gov.gr**



Follow us on [Twitter](#) **@politisgov**



Join our group on [LinkedIn](#) **politisgov**



Contact us at info@politis.gov.gr



Visit us at www.politis.gov.gr



Ευχαριστώ !!!

