# LATVIA
# 2023 Digital Public Administration factsheets
## Annex 1. Selection of Topics: 2023

## INTEROPERABILITY & INTEROPERABLE PUBLIC SERVICES

### Cross-border interoperability

The 'Public Service Development Plan 2020–2023' strengthens personalised and innovative public administration services. The plan implements several fundamental changes in the provision of public services among which a new approach to develop cross-border services instead of national oriented services. In addition, in 2021 Latvia implemented a new Natural Persons Register which significantly facilitates cross-border accessibility of e-services via the eIDAS gateway. Additionally, Access to Latvian e-services by foreigners using notified eID means and eIDAS infrastructure is supported by identity means integration shared service (so called "unified access module") that simplifies technical solution for opening of e-services for cross-border access.

### Reuse of solutions

The most reused shared service/component in public administration of Latvia is the electronic identity integration service (incl. software module), enabling all e-service providers with technical access and unified agreements with all popular banking identification providers in addition to national eID smart card and mobile eID services. Shared payment service is the second most popular shared component in e-services of different public administration institutions.

## INNOVATIVE USE OF TECHNOLOGIES BY THE PUBLIC SECTOR

### Artificial Intelligence (AI)

In February 2020, the Latvian Government released its national AI strategy on developing artificial intelligence solutions. The objective of the Latvian strategy is to promote the uptake and growth of AI in the whole economy. Moreover, in 2021, the Cabinet of Ministers approved the informative statement 'On the Development of Artificial Intelligence Solutions'. The aim of this document is to provide insights into AI technology, and the current situation with the use of AI solutions in Latvia and in the world, to describe growth potential and risks, raise awareness, and promote the deployment of AI technologies in both the State administration and the Latvian economy. Additionally, in Latvia there are developed AI (machine learning) based natural language processing solutions (specialised machine translation, voice recognition and speech generation components) that are widely used across public administration and are published for public use at www.hugo.lv. Locally developed language processing solutions for "small language speakers" are critical to avoid falling behind technology developments for the most popular natural languages produced by global corporations.

## Data spaces and Smart Data Platforms

In 2017, the Ministry of Environmental Protection and Regional Development launched the Latvian Open Data portal providing a single point of access to open government data. Currently, the portal features 730 datasets from 96 data publishers, but the number is expected to grow as more data publisher will gradually join the Latvian Open Data portal. The portal contains data sets such as statistics on Latvija.gov.lv e-services, types of legislation, vacancies, procurement results (E-tenders), a list of public persons and institutions, statistics on the state budget, the number of services in the catalogue of services by institution, statistics on positions and employees of public administration institutions and distribution of posts in public direct administration institutions according to the classification of the catalogue of posts.

## Data exchanges with and within public administrations

In Latvia a central infrastructure to access records of different base registers and state information systems has been developed to efficiently support centrally hosted e-services. The central infrastructure has been recently developed further by adding different technical solutions to enable centrally controlled cross-domain data exchange within public administration.