Digital Public Administration factsheet 2020

Lithuania

Table of Contents

1

1 Country Profile

1.1 Basic data

Population: 2 794 184 inhabitants (2019)
GDP at market prices: EUR 45 133 million (2019)
GDP per inhabitant in PPS (Purchasing Power Standard EU 27=100): 69 (2019)
GDP growth rate: 3.9% (2019)
Inflation rate: 2.2% (2019)
Unemployment rate: 6.2% (2019)
General government gross debt (Percentage of GDP): 36.3 (2019)
General government deficit/surplus (Percentage of GDP): 0.3 (2019)
Area: 65 300 km^2
Capital city: Vilnius
**Official EU language**: Lithuanian
Currency: Euro

Source: Eurostat (last update: 26 June 2020)

1.2 Digital Public Administration Indicators

The following graphs present data for the latest Digital Public Administration Indicators for Lithuania compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Lithuania
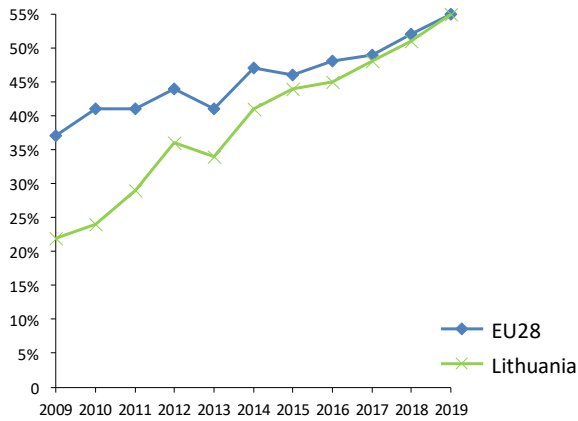
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Lithuania
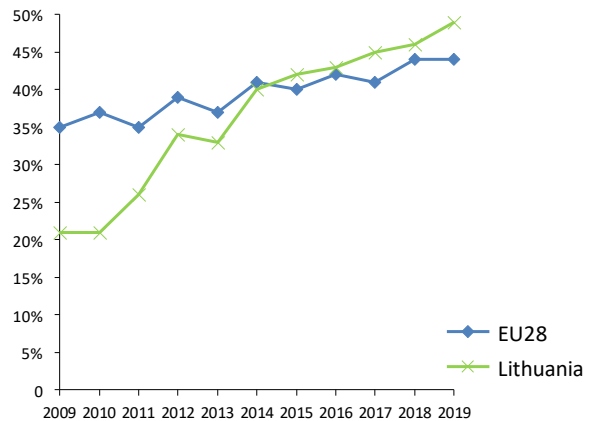
Source: Eurostat Information Society Indicators

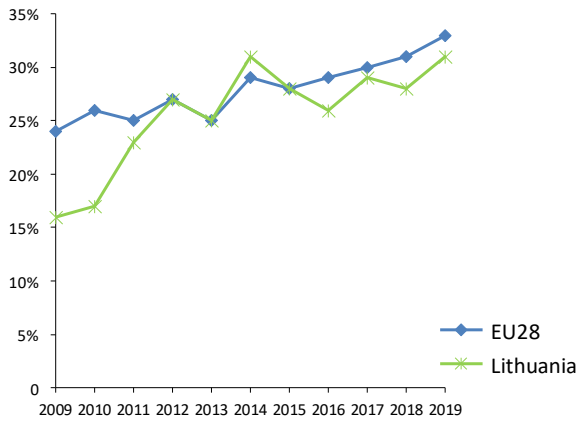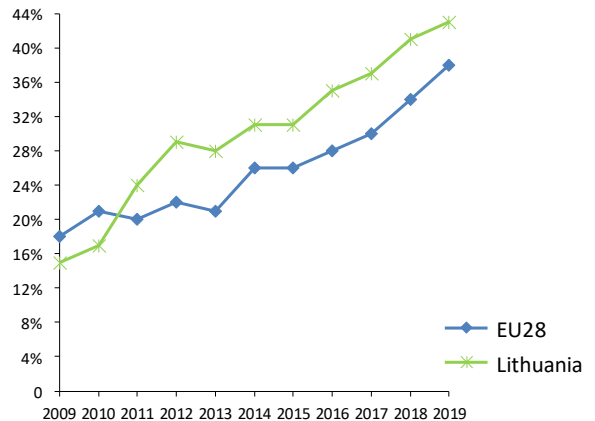Percentage of individuals using the internet for downloading official forms from public authorities in Lithuania

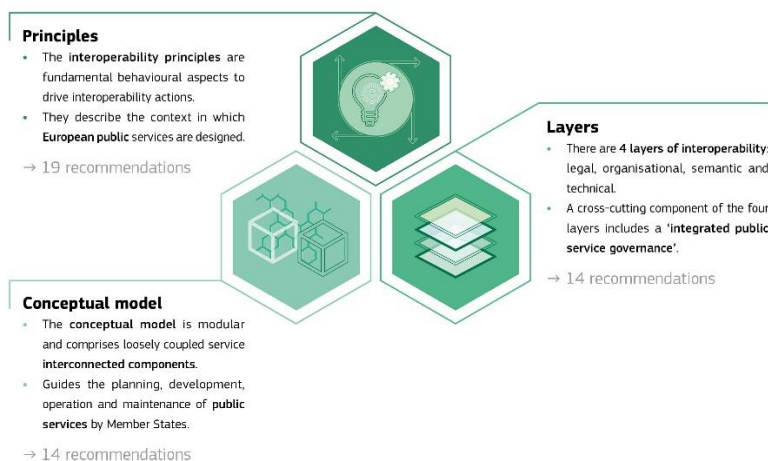Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in Lithuania

Source: Eurostat Information Society Indicators

1.3 Interoperability State of Play

In 2017, the European Commission published the European Interoperability Framework (EIF) to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations. The picture below represents the three pillars of the EIF around which the EIF Monitoring Mechanism was built to evaluate the level of implementation of the EIF within the Member States. It is based on a set of 68 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.

Principles
- The **interoperability principles** are fundamental behavioural aspects to drive interoperability actions.
- They describe the context in which **European public** services are designed.

→ 19 recommendations

Layers
- There are **4 layers of interoperability:** legal, organisational, semantic and technical.
- A cross-cutting component of the four layers includes a '**integrated public service governance'**.

→ 14 recommendations

Conceptual model
- The **conceptual model** is modular and comprises loosely coupled service **interconnected components**.
- Guides the planning, development, operation and maintenance of **public services** by Member States.

→ 14 recommendations

Source: European Interoperability Framework Monitoring Mechanism 2019

For each of the three pillars, a different scoreboard was created to breakdown the results into their main components (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The components are evaluated on a scale from one to four, where one means a lower level of implementation, while 4 means a higher level of implementation. The graph below shows the result of the first EIF Monitoring Mechanism data collection for Lithuania in 2019. It is possible to notice an overall medium performance of the country. The areas of improvements are concentrated within the second scoreboard and are related to the layers of organisational interoperability, interoperability governance and semantic interoperability.
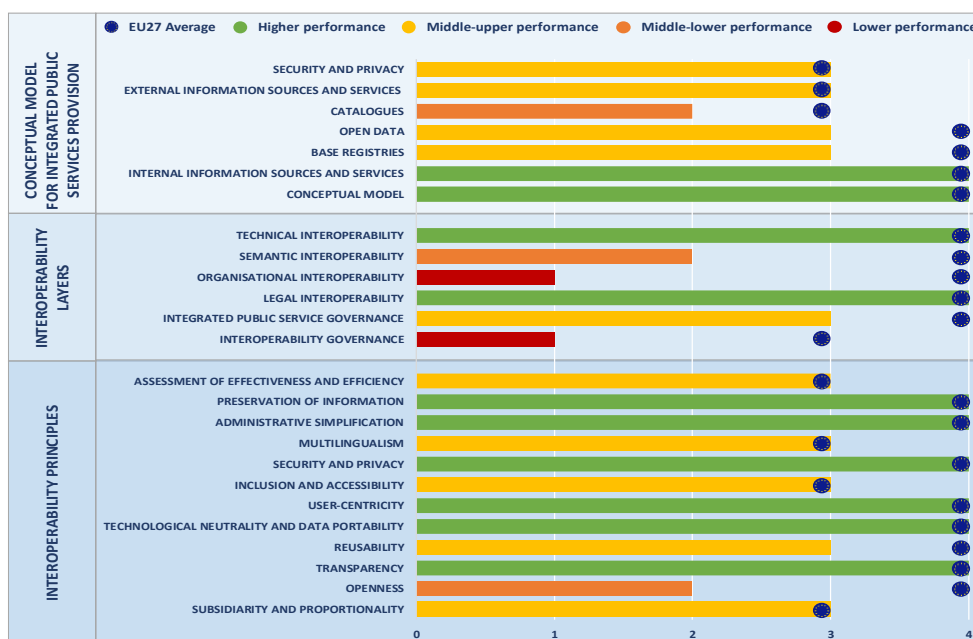
Source: European Interoperability Framework Monitoring Mechanism 2019

1.4 eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark report, which evaluates the priority areas of the eGovernment Action Plan 2016-2020, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates the extent to which a service is provided online, its mobile friendliness and usability of the service (in terms of available online support and feedback mechanisms).
- **Transparency** – indicates the extent to which governments are transparent about (i) the process of service delivery, (ii) the responsibilities and performance of public organisations and (iii) the personal data processed in public services.
- **Cross-Border Mobility** – indicates the extent to which users of public services from another European country can use the online services.
- **Key Enablers** – indicates the extent to which technical and organisational pre-conditions for eGovernment service provision are in place, such as electronic identification and authentic sources.

The 2020 report presents the biennial results, achieved over the past two years of measurement of all eight life events used to measure the above-mentioned top-level benchmarks. More specifically, these life events are divided between six 'Citizen life events' (Losing and finding a job, Studying, Family life, all measured in 2012, 2014, 2016 and 2018, and Starting a small claim procedure, Moving, Owning a car, all measured in 2013, 2015, 2017 and 2019) and two 'Business life events' (Business start-up, measured in 2012, 2014, 2016 and 2018, and Regular business operations, measured in 2013, 2015, 2017 and 2019).

eGovernment performance across policy priorities

		EU27+ average [%, 2018 2019]	Country average [%, 2018 2019] (growth since 2016 2017)
USER CENTRICITY	Overall scores	86.5	92 (+3)
	Online availability	86.8	96 (+1)
	Usability	90.5	98 (+5)
	Mobile friendliness	76.3	55 (+10)
TRANSPARENCY	Overall scores	65.6	93 (+7)
	Service delivery	57.8	92 (+2)
	Public organisations	74.4	94 (+6)
	Personal data	64.8	93 (+14)
CITIZEN CROSS BORDER MOBILITY	Overall scores	50.8	31 (-1)
	Online availability	62.3	46 (-2)
	Usability	65.0	33 (0)
	eID	9.3	0 (0)
	eDocuments	24.3	0 (0)
BUSINESS CROSS BORDER MOBILITY	Overall scores	67.0	70 (+6)
	Online availability	75.5	87 (0)
	Usability	75.5	67 (+16)
	eID	36.0	44 (+8)
	eDocuments	51.0	37 (+4)
KEY ENABLERS	Overall scores	61.4	92 (+6)
	eID	57.4	87 (+2)
	eDocuments	68.4	93 (+5)
	Authentic sources	56.9	88 (+3)
	Digital post	67.3	100 (+12)

Source: eGovernment Benchmark Report 2020 Country Factsheets

2 Digital Public Administration Highlights

2 Digital Public Administration Highlights

Digital Public Administration Political Communications

No new political communications in the field of digital public administration have been reported.

Digital Public Administration Legislation

On 3 July 2019, the Lithuanian government amended the interinstitutional action plan for the implementation of the National Cybersecurity Strategy. The ruling No 709, amended and recast the first annex of the action plan. The annex contained the objectives, the actions to be undertaken and the allocation of resources and responsibilities among institutional actors.

Digital Public Administration Governance

The Lithuanian Ministry of the Economy and Innovation remains the main governmental body responsible for the policy setting and coordination in the digital government domain.

Digital Public Administration Infrastructure

The Beta version of Lithuanian Open Data Portal was published in January 2020. The portal provides data providers with functionality allowing data providers to inventory data sets and evaluate priorities, to describe data set with metadata, to upload open data to portal and data users to search for and have access to relevant data. The portal is intended for public sector bodies, businesses as well as all the open data users who might be interested.

In September 2019, the Ministry of Economy and Innovation initiated the Gov-Tech Lab. The Lab ensures more cooperation between government and business community in order to address and overcome the digital challenges faced by start-ups and small and medium enterprises.

3

Digital Public Administration Political Communications

3 Digital Public Administration Political Communications

3.1 Specific political communications on digital public administration

2014-2020 Information Society Development Programme: Digital Agenda for Lithuania

The 2014-2020 Information Society Development Programme - Digital Agenda for Lithuania (which is in accordance with the Europe 2020 Initiative Digital Agenda for Europe) replaced the former 2011 – 2019 Lithuanian Information Society Development Programme in March 2014 and was amended in December 2017. The purpose of the programme is to define the priorities, objectives and tasks of information society development in order to maximise the advantages provided by information and communication technologies, primarily the internet as a very important instrument for economic, cultural and social activities. Indeed, the use of the internet allows people to provide or receive progressive eServices, work, access entertainment, communicate and freely express opinions.

The strategic objective of the Programme is to improve the quality of life for Lithuanian residents as well as the business environment for companies through the use of opportunities created by ICTs. Another objective is to increase the percentage of internet users in Lithuania to at least 85 per cent among residents and the percentage of high-speed internet users to 95 per cent among enterprises, by the year 2020. The information society must be developed on the basis of the following priorities:

Enhancement of Lithuanian residents' ability to use ICTs

The first objective is to encourage Lithuanian residents to gain more knowledge and skills required for safe, resourceful and beneficial use of ICTs.
The following tasks have been defined to meet this objective:
- enabling the target groups among the Lithuanian population that until now, for different reasons, have not used or barely used modern digital tools and the internet to gain the necessary digital skills and apply them in various fields, also involving local communities;
- encouraging the Lithuanian population to regularly update their ICT knowledge and digital skills, to securely and purposefully use the opportunities provided by the Internet;
- making society aware of the diversity of ICT professions and encourage citizens to choose ICT-related professions, studies and informal education programmes;
- providing more favourable conditions for teaching and learning, based on modern ICTs, ensuring that the Lithuanian population has the possibility to be involved in life-long learning processes online.

Development of electronic content and services and promotion of their use

The second objective is to create secure, technologically-advanced, public and electronic administrative services convenient to the population and businesses and encourage their use. The following tasks have been defined in order to meet this objective:
- making as many public and administrative services as possible available digitally and to improve the functionality of the services already available;
- creating and developing health-related eServices and ICT products;
- introducing ICT solutions increasing the openness of public governance processes and encouraging closer public involvement;
- developing transport and spatial data-related eServices and ICT products.

Promotion of the Lithuanian culture and language via ICTs

The third objective is to employ ICTs to promote the Lithuanian culture and language by creating digital content (in both written and oral forms) in accordance with society needs, and developing related digital products and eServices. The following tasks have been defined to meet this objective:

- digitising Lithuania's cultural heritage and using that as a basis to create publicly-accessible digital products and electronic services, with a view to achieving long-time preservation of digitised Lithuanian cultural heritage and their dissemination both in Lithuania and the EU;
- creating and developing publicly-accessible written and spoken digital resources in the Lithuanian language and implementing them via ICTs and eServices.

Data openness

The fourth objective is to make the data of State and municipal authorities and agencies (hereinafter referred to as agencies) available to citizens and businesses, encourage the use of such data for innovative solutions and eService creation, and also create favourable conditions for businesses to implement and use ICTs to improve their efficiency and competitiveness. The following tasks have been defined to meet this objective:

- creating effective and innovative solutions ensuring the unified and standardised provision of the open data of State and municipal authorities and agencies, unlimited access to the data and the possibility for citizens and businesses to reuse them;
- creating methodical, legal means for opening the data of State and municipal authorities and agencies and ensuring an effective management structure for opening the data;
- increasing the efficiency and competitiveness of small and medium-sized companies by encouraging them to implement and use ICTs;
- improving the legal, organisational and technical regulation of information society services by providing for new business opportunities and better protection of the rights of citizens and businesses in the digital space.

Development of the ICT infrastructure

The fifth objective is to ensure a geographically-consistent development of broadband electronic communication networks throughout the national territory and to promote the use of electronic communication services. The following tasks have been defined to meet this objective:

- ensuring the development of the broadband electronic communication networks in the areas where the market has failed to ensure this infrastructure development and service provision;
- promoting competition in broadband electronic communication networks market and use of broadband electronic communication services;
- renewing and developing the public internet access infrastructure of public libraries.

Development of safe, reliable and interoperable ICT infrastructure

The sixth objective is to ensure the development of safe, reliable and interoperable ICT infrastructure. The following tasks have been defined to meet this objective:

- encouraging the population to use electronic identification tools and services that ensure the reliability of electronic operations;
- ensuring the optimisation of the ICT infrastructure used by national authorities and the automatic interaction of national informational systems and registers;
- ensuring the cyber security of critical information infrastructure and the State information resources (SIR).

3.2 Interoperability

Baseline for a National Interoperability Framework

The 2014-2020 Information Society Development Programme was adopted in 2014 and amended in 2017. This strategy is currently under the responsibility of the Ministry of Economy and Innovation in cooperation with other relevant government bodies. The strategy covers all areas of the digital economy and society: digital skills, digital content in Lithuanian language, investments in high-speed broadband, eGovernment, use of open public data and innovative eService creation, security, reliability and interoperability. This Programme aims to reduce the digital divide, while improving the quality of life for the Lithuanian population and increasing the efficiency of companies. The 2014-2020 Information Society Development Programme seeks to ensure the development of a secure, reliable and interoperable ICT infrastructure. The evaluation criteria for the achievement of such objective are provided in the Programme. For instance, the percentage of population that trust the security of electronic communication with public authorities, the number of valid qualified eSignature certificates (in thousands), the percentage of eDocuments created and received by public administration authorities, the percentage of State and municipal authorities and agencies that use the services of the Interoperability Platform for State Information Resources, and the percentage of State registers and information systems with built-in automatic interaction.

The State Information Resources Management Law regulates the principles of the interoperability of registers along with the platform of interoperability of State information systems.

Concerning the National Interoperability Framework (NIF), Lithuania has no formal document focused on it. However, Lithuania included its approach towards interoperability in the 2014-2020 Information Society Development Programme, in the State Information Resources Management Law, and the SIRIP platform itself.

3.3 Key enablers

3.3.1 Access to public information

No political communication has been adopted in this field to date.

3.3.2 eID and Trust Services

No political communication has been adopted in this field to date.

3.3.3 Security aspects

National Cybersecurity Strategy

The National Cyber Security Strategy sets out the main national cyber security policy objectives for Lithuania in the public and private sector. The implementation of the strategy is aimed at strengthening the cybersecurity of the state and development of cyber defence capabilities. Furthermore, the strategy aims at ensuring prevention and investigation of criminal offences committed against cyber security as well as promoting a culture of cyber security while developing innovation and working towards a closer collaboration between public and private sectors and international cooperation.

The strategy contains five main targets:

1. strengthening the cyber security of the Country and fostering the development of cyber defence capabilities;
2. ensuring the prevention and investigation of criminal offences in the cyber space;
3. promoting a cyber security culture and developing innovation;
4. fostering a close cooperation between private and public sectors;

5. enhancing international cooperation and ensuring the fulfilment of international obligations in the field of cyber security.

The strategy was adopted via Resolution of the Government of the Republic of Lithuania No 818 of 13 August 2018.

3.3.4 Interconnection of base registries

No political communication has been adopted in this field to date.

3.4 Domain-specific political communications

Operational Programme for EU Structural Funds Investments

On 8 September 2014, a multi-fund operational programme for Lithuania, including the European Social Fund (ESF), was launched to address the Country's goals within the EU 2020 strategy. This multi-fund Operational Programme (OP) brings together several key EU investment funds aimed at helping Lithuania's economic development as well as tackling social exclusion, unemployment and vital issues like energy security.

It reflects the goals of the Europe 2020 strategy with a clear emphasis on boosting research and innovation, SME competitiveness, the shift to a low-carbon economy, the promotion of human capital, especially of young people, and the fight against poverty. Among the several thematic objectives that it covers, ESIF Thematic Objective 2 and 11 are also among its key priorities. Thematic Objective 2 aims to enhance the access to, and the use and quality of information and communication technologies (ICTs), whilst Thematic Objective 11 aims to enhance institutional capacity of public authorities and stakeholders and efficient public administration. Furthermore, under the umbrella of Thematic Objective 11, the programme aims to improve the Lithuanian business environment by reducing the administrative burden for businesses and improving the quality and efficiency of public services in general.

eHealth System Development Programme

On 26 June 2014, the Lithuanian parliament approved the 2015-2025 National Health Strategy. One of the main goals of the strategy was to complete the development of the Lithuanian eHealth system. This goals rests upon the development of Lithuanian eHealth infrastructure and solutions, and the integration into the EU eHealth area.

In order to ensure the smooth development and implementation of the eHealth system, Lithuania's 2017-2025 eHealth System Development Programme was approved by Order No V-878 of the Minister of Health of the Republic of Lithuania on 17 July 2017. The programme aims to ensure that all healthcare institutions participate in the development of the eHealth system, so as to guarantee that all healthcare institutions in Lithuania are able to provide patient's health records through electronic means via a dedicated portal.

The eHealth system development programme is accompanied by an action plan. The Action plan of eHealth System Development Programme for the period 2018-2025 was approved by Order No V-362 of the Minister of Health of the Republic of Lithuania on 29 March 2018.

3.5 Emerging technologies

Lithuanian Artificial Intelligence Strategy

In the first quarter of 2019, the Lithuanian Ministry of Economy and Innovation adopted Lithuania's first Artificial Intelligence strategy.

The strategy, which describes the vision for the development of AI in Lithuania, contained policy recommendations for Lithuanian public administration bodies and researchers alike. The strategy was divided into six key priority areas:

- legal and ethical perspective;
- AI ecosystem and Lithuania;
- AI in the Lithuanian economy;
- skills and competences;
- research & development;
- skills.

4 | Digital Public Administration Legislation

4 Digital Public Administration Legislation

4.1 Specific legislation on digital public administration

Decree on the eGovernment Programme Implementation Plan

The decree for the eGovernment programme implementation plan (2016-2020) was adopted on 13 March 2017. Most eGovernment-related goals are in section 3.2 of the Decree on Modernisation of Public and Administrative Services and Expansion of the Information Society. It encompasses the creation of advanced eServices, surveillance of all public and administrative services (including user satisfaction), introduction of the eVoting system, and increase of the efficiency of business supervision institutions while reducing the burden for businesses. This context is crucial in light of the need to develop the online catalogue of services (PASIS) further (as stressed earlier, this could include the creation of integrated (complex) services, ensuring surveillance of public and administrative services, assessing the electronic identification level needed and ensuring the English translation of the most relevant services descriptions).

Law on Public Administration

On 31 March 2017, the new amendment to the Law on Public Administration came into force, making it mandatory to provide and update information in PASIS to all public and administrative service providers. On 5 July 2017, the rules of this information system were amended by an order from the Minister of Interior. In connection with this change, on 11 July 2017 a new description regarding the delivery of the information to PASIS (to service providers) was adopted.
Articles 6, 7 and 8 of the new law contained provisions regarding digital public services. All public institutions were now required by law to provide detailed descriptions of their services on their own website as well as in the respective digital service portal (PASIS), and to also include the link to the digital service portal on their websites. This will allow for better monitoring in terms of the quality and availability of digital services at national level. The law also provides for a new, clearer definition of digital public services.

Law no X-239 Amending Article 19 of the Public Administration Act

The law, passed on 9 June 2005, provided the basis for the exchange of electronic documents between the State and municipal institutions, and the public. It stipulated that requests submitted by citizens via electronic means have to bear an electronic signature. Furthermore, all replies from State institutions to citizens shall be signed by the head of the public administration institution concerned, or a person authorised, by means of an "advanced eSignature", in the sense set out in the EU Directive on a "Community framework for electronic signatures" (1999/93/EC).

Public Administration Act

The law sets the necessary legal preconditions to implement the Constitution of the Republic of Lithuania, according to which all public institutions serve the people. In this context, it stipulates the definition of public administration bodies and their systems, their operating principles, the administrative regulation of public services and the internal administration administrative and institutional framework, as well as administrative examination procedures and the task of dealing with personal requests and complaints.

4.2 Interoperability

Recommendations on Recording Administrative Services Delivery

The legal act was brought by the Minister of the Interior on 1 December 2009. It lays down procedures for recording administrative services delivery and is applicable to all Lithuanian public administrations delivering such services.

4.3 Key enablers

4.3.1 Access to public information

Law on the Right to Receive Information from State and Local Authorities and Institutions

The original law of 2000 was amended to comply with the PSI Directive (2003/98/EC). The amended law (No X-383 of 10 November 2005) transposed the Directive and regulated the right of private companies and citizens to obtain information from central and local government and to re-use it. It defines the use of public sector information resources and determines the obligation of central and local government to provide this type of information to all those concerned.

The transposition of the Directive of the European Parliament and the Council 2013/37/EU amending Directive 2003/98/EC on the Re-Use of Public Sector Information (PSI) into the national law occurred with the adoption of the amendments to the Law on the Right to Receive Information from State and Local Authorities and Institutions (No XII-2666, 11 October 2016). The Law increased the scope of information intended for re-use, including in libraries, museums and archives, which account for a significant part of the public sector information resources, in particular upon the increase in digital materials as a result of implementation of digitisation projects. Therefore, these cultural heritage resources have a huge innovation potential for re-use in such sectors as education and tourism. The new Law established the conditions for the open licence to use public sector information based on the creative commons licence, which enables an information recipient to publish the information received without obtaining any institutional consent, by any method including making it public online or by means of other electronic communications networks, reproducing it in any format or by any method, translating it into other languages, adapting, processing or re-making it, distributing or providing (transmitting) it to third parties. These activities would be subjected to minimal requirements such as, for example, the requirement to specify the source and date of the information received. The Law established the use of open electronic data formats in the provision of data. In order to facilitate information re-use, the access to the public sector databases and the metadata contained therein will be provided through a single access point – the public sector data portal.

The law was amended in 2018 to transpose the Directive (EU) 2016/2102 of the European Parliament and of the Council on the accessibility of websites and mobile applications of public sector bodies.

4.3.2 eID and Trust Services

Law on Electronic Identification and Trust Services for Electronic Transactions

Adopted on 26 April 2018, the law ensured the compliance of the Lithuanian legal framework with the eIDAS Regulation. The main purpose of the law is to create a legal basis for effective operation of electronic identification and the market of trust services in the Republic of Lithuania, in order to ensure the best possible protection of service users and their interests. This law regulates the legal effect of electronic signatures, electronic seals, electronic time stamps and trust services, the obligations of trust

service providers and users, the terms of and the procedure for the suspension and revocation of qualified certificates for electronic signatures, electronic seals or certificates for website authentication and the supervision of trust service providers.

Order on the Approval of the Specifications for the Procedure Granting Qualified Trust Service Providers and Qualified Trust Services Status, the Incorporation Thereof in the National Trusted List and the Provision of Activity Reports on Qualified Trust Service Providers

The order detailed the procedure for granting status of qualified trust service providers and qualified trust services. It also incorporates the actors in the national trusted list and provides for activity reports on qualified trust service providers. The procedure was approved by Order No 1V-588 of the Director of the Communications Regulatory Authority of the Republic of Lithuania on 21 June 2018.

Order on the Specifications for the Identification of Personal Identity and Additional Specific Attributes when Issuing Qualified Certificates for Electronic Signatures, Electronic Seals and Website Authentication

The order laid down the specifications for the identification of personal identity and additional specific attributes when issuing qualified certificates for electronic signatures, electronic seals and website authentication. The specifications were approved by Order No 1V-1055 of the Director of the Communications Regulatory Authority of the Republic of Lithuania on 26 October 2018.

Law on Identity Cards of the Republic of Lithuania

Adopted in 2001, the law defined the purpose of ID cards, the procedures for their issuance, change and usage, as well as the data to be recorded on them. The law was amended in June 2008 in order to allow personal identity cards to be used for electronic personal identification and for signing electronic documents.

4.3.3 Security aspects

Ruling No 709 Amending the Interinstitutional Action Plan for the Implementation of the National Cybernet Security Strategy

On 3 July 2019, the Lithuanian government amended the interinstitutional action plan for the implementation of the National Cybersecurity Strategy. Ruling No 709 amended and recast the first annex of the action plan. The annex contained the objectives, the actions to be undertaken and the allocation of resources and responsibilities among institutional actors.

Lithuanian Law on Cybersecurity

The law, adopted on 11 December 2014, was last amended on 27 June 2018 in order to implement the Security of Network and Information Systems (NIS) Directive (EU)2016/1148/EU) into law. The law defined the organisation, management and control of the cyber security system, the competence, functions, rights and duties of State institutions responsible for cyber security policy making and implementation and the duties and responsibilities of cyber security entities. It also established cyber security assurance measures.

On the 1 January 2018, the amendments to the law on Cyber Security, and to the Law on the Management of State Information Resources, entered into force. The laws consolidated cybersecurity policy making and implementation functions under one roof – the Ministry of National Defence. On 1 January 2018 the National Cyber Security Centre (NCSC) under the Ministry of National Defence became the only agency in

Lithuania to organise cyber incident management and assist other State institutions, businesses and residents according to the one stop shop principle.

Code of Administrative Offences of the Republic of Lithuania

Regarding the implementation of the Directive on Security of Network and Information Systems – Directive 2016/1148/EU – into national law, the amendments to the Code of Administrative Offences of the Republic of Lithuania were enacted on 27 June 2018. The provisions of the Code of Administrative Offences imposed upon the cyber security entities the responsibility to provide the requested information on their IT systems, in compliance with the provisions of organisational and technical cyber security requirements.

Organisational and Technical Cyber Security Requirements Imposed on Cyber Security Entities

Adopted on 13 August 2018, alongside the National Cyber Security Strategy, the law set out the organisational and technical cyber security requirements for cyber security entities.

Critical Information Infrastructure Identification Methodology

Adopted on 13 August 2018, alongside the National Cyber Security Strategy, the law set out the criteria and the process for identifying critical information infrastructure.

National Cyber Incident Management Plan

Adopted on 13 August 2018, alongside the National Cyber Security Strategy, the law established cyber incident categories, the information procedure for the notification of cyber incidents, the cyber incidents management requirements for cyber incident investigation and the cyber incident analysis after the investigation.

Law on Legal Protection of Personal Data

The Law on Legal Protection of Personal Data was adopted on 11 June 1996, and last amended on 16 July 2018. The purpose of this law is the protection of the fundamental rights and freedoms of an individual's right to personal data protection, and the guarantee of a high level of personal data protection. This law established the peculiarities of personal data processing, the legal status and powers of the State Data Protection Inspectorate, the powers of the Supervisor of Journalism Ethics, the procedure for investigating infringements of the law governing personal data and/or privacy protection and for the issue of administrative fines by the State Data Protection Inspectorate and the Supervisor for Journalism Ethics. The law is compliant with the GDPR Regulation.

4.3.4 Interconnection of base registries

Law on State Information Resources Management

The aim of this law is to ensure proper creation, management, disposal, use, supervision, interaction, planning, financing, and protection of State information resources. This law established:
1. the types of State information resources;
2. the establishment and implementation of the State Information Resources Policy;
3. the activities of the State Information Resources Management Council and the people authorised for data management;
4. the rights, duties, and responsibilities of registers and State information systems managers, registers and State information systems administrators, natural and

legal persons from the Republic of Lithuania, natural and legal persons from EU Member States and (or) European Economic Area countries, entities not having the status of legal person, their branches and representative offices whose data, information, documents and (or) copies thereof are submitted to or received from registers and State information systems;

5. the main principles for creation and management of State information resources;
6. the planning of State information resources establishment and management;
7. the interaction platform of the State information resources;
8. the assessment of management and protection of information technology tools used to process information managed by the institution while performing its statutory functions;
9. the financing of expenses incurred during the establishment, management and supervision of State information resources.

The law was last amended on 21 November 2017 by transferring the remaining responsibilities in the field of electronic information security from the Ministry of the Interior to the Ministry of National Defence. The last amendments to the law on 20 December 2018 set out the provisions for the creation of a Governmental Network, detached from a public internet, for those State institutions that have functions related to mobilisation. This will ensure that even in the time of conflict, fundamental institutions are protected and able to exchange information.

Law on Offence Registries

On 1 July 2015, a new Law of the Republic of Lithuania on the Offences Registry (under Lithuanian Administrative Code no 2571, 260, 272, 288, 292, 294, 299, 302, 3025, 3028, 306, 308, 309, 312, 313, 314) entered into force. The main purpose of this register is to collect all the offences recorded in accordance with the administrative procedure of violations.

The information recorded in the registry will be available to the competent State authorities dealing with administrative offenses, and the people who have committed administrative violations will be able to take advantage of newly developed electronic services designed to quickly and conveniently pay fines. To this end, a register integrated with the Tax Accounting Information System (MAIS) and the Taxpayer eEducation, Counselling and Information Services System (Eski) has been developed.

Regulation on the Establishment of the Registry of Legal Persons and Legal Entities

The Regulation on the Establishment of the Registry of Legal Persons and Legal Entities states that the Registry of Legal Persons is the main State registry for legal entities, their branches and representative offices of foreign legal persons and other organisations. According to the regulation, the Ministry of Justice is the body in charge of the Registry, and it defines exactly what types of entities can be recorded in the Registry. Registry documents, data and information can be provided for a fee, as long as the request is in compliance with the Official Secrets Act, the Lithuanian Personal Data Protection Act and the Lithuanian Law on Competition. Some documents, data and information can be provided free of charge under exceptions determined by the law.

Population Registry Law

The law established the Lithuanian Population Registry and defined its management procedures, the types of data processed and the data policy. The law defined the registry as the main State registry with the duties of collecting, storing and processing data of Lithuanian citizens and residents. Furthermore, the law specified the basic personal data to be processed in the Registry. The Ministry of Justice is the body managing the Registry.

Real Estate Registry Law

The Law sets out the legal framework for the Real Estate Registry, whose purpose is to record real estate, properties and other real rights and constraints thereto. All real estate entries made in the registry are considered correct and complete until contested. Additionally, according to the law, the Registry is managed by the Ministry of Justice, and more specifically by the Central Registrar and some of its local branch registrars.

Regulation on the Registry of Road Transport Vehicles

The regulation sets out the Road Vehicles Registry's management bodies, their rights and obligations, the registry data, its interaction with other registries, as well as registry data safety and reorganisation. The body in charge of the Vehicle Registry is the Ministry of Interior as defined by the legislation. The legislation also describes the exact data to be processed in the registry, such as: technical data concerning road vehicles, restrictions, the unique identification code of the registry object and the vehicle registration plates.

Regulation on Real Property Register

Pursuant to the amended Regulations on Real Property Register, all activities related to the submission of cadastral files pertaining to a real property, its checking and approval as well as the entry, change, cancellation and correction of real property data into the register is done via electronic means as of 1 January 2018. The abovementioned is performed in the subsystem of the Real Property Register *Matininkas* (Surveyor) with regard to buildings and in the subsystem of the Real Property Register *Geomatininkas* (GeoSurveyor) with regard to land parcels.

4.3.5 eProcurement

Law on Public Procurement

Public procurement procedures in Lithuania are regulated by the Laws on Public Procurement. The most recent version of the laws, transposing the Directive 2014/24/EU and Directive 2014/25/EU came into force on 1 July 2017.
As concerns eProcurement, the aforementioned Laws contain provisions on obligation to use CPP IS for communication and information exchange between public buyers and economic operators, the electronic publication of tender notices and submission of tenders, and the use of eAuctions and dynamic purchasing systems.

eInvoicing Legislation

Lithuania launched a new standard eInvoicing module on 1 July 2019. It enables contracting authorities and entities to receive and process electronic invoices from other EU countries that comply with the European standard EN 16931-1:2017. Electronic invoices of a new standard may be delivered by suppliers through any certified PEPPOL Access Point that uses PEPPOL AS4 Profile. Lithuanian businesses and contracting organisations are encouraged to get ready for changes in advance and to harmonise the content and format of their electronic invoices with the new standard eInvoicing module. Lithuania is in the process of transposing Directive 2014/55/EU into national law. Further changes are needed to implement Directive 2014/55/EU of the European Parliament and the Council of 16 April 2014 on electronic invoicing in public procurement. Respective provisions of the Directive will be transposed into the Law on Public Procurement of the Republic of Lithuania.

4.4 Domain-specific legislation

Law on Services

On 15 December 2009, the Lithuanian Parliament adopted the Law on Services. The law was adopted to implement Directive 2006/123/EC of the European Parliament and the Council of 12 December 2006 on Services in the Internal Market (OJ 2006 L376/36). The law intends to simplify procedures and formalities that service providers need to comply with. In particular, it requires that unjustified and disproportionate burdens be removed in order to foster the establishment of businesses and the cross-border provision of services. The law also strengthens the rights of the recipients of such services and prohibits discriminatory conditions based on the nationality or the place of residence of the service recipient, (e.g. discriminatory tariffs).

Law on Information Society Services

The law was adopted in May 2006 to ensure the implementation of EU Directive 2000/31/EC on certain legal aspects of information society services, in particular on electronic commerce in the Internal Market (eCommerce Directive). The main purpose was to establish legal grounds to regulate the provision of information society services. The law defines the requirements for the information provided and the conclusion of agreements by electronic means, regulates responsibilities, rights/duties and activities of service providers and, furthermore, establishes the means of dispute resolution.
The law also protects the freedom to provide information society services towards a party established outside the country. Restrictions may apply in certain cases, such as intellectual property rights, freedom of choice of law applicable to a contract, and others.

4.5 Emerging technologies

No legislation has been adopted in this field to date.

5 | Digital Public Administration Governance

5 Digital Public Administration Governance

5.1 National

5.1.1 Policy

Ministry of the Economy and Innovation

The Lithuanian Ministry of the Economy and Innovation is the main actor responsible for the setting up of policy in the domain of digital government. More specifically, it works on setting up policy to harness emerging new technologies, better service delivery to citizens and businesses and open data.

Elijus Čivilis
Vice-Minister responsible for Digitalisation policy

Contact details:
Ministry of the Economy and Innovation of Lithuania,
Gedimino pr. 38, LT-01104 Vilnius
E-mail: elijus.civilis@eimin.lt
Source: https://eimin.lrv.lt/lt/struktura-ir-kontaktai/vadovybe/elijus-civilis

5.1.2 Coordination

Ministry of the Economy and Innovation

The Lithuanian Ministry of the Economy and Innovation is the main actor in charge of coordinating the efforts in the domain of digital government. More specific, it works on setting up policy on the harnessing of emerging new technologies, better service delivery to citizens and businesses, and open data, among other things.

Information Society Development Committee

The Committee is a body under the Ministry of Economy and Innovation, which coordinates processes related to the development of information society in the country. The Committee is also responsible for the coordination of State information resources development, the re-use of documents and the provision of information technology services.

5.1.3 Implementation

Information Society Development Committee

The Committee is a body under the Ministry of Economy and Innovation, which coordinates processes related to the development of information society in the Country. The Committee is also responsible for the coordination of State information resources development, the re-use of documents and the provision of information technology services.

Communications Regulatory Authority

The Communications Regulatory Authority of the Republic of Lithuania is the national supervisory body for trust services *(as stated within Article 17(1) of Regulation (EU) No 910/2014)* and the body responsible for establishing, maintaining and publishing the Lithuanian Trusted List referred in Article 22(1) of Regulation (EU) No 910/2014.

The Communications Regulatory Authority of the Republic of Lithuania (CRA) is entrusted with the responsibility of maintaining the Trusted List specified in Art. 22 of the eIDAS Regulation. The CRA makes the Lithuanian Trusted List available to the interested public in machine-readable form, specifically in XML format based on ETSI TS 119 612. The Lithuanian Trusted List is updated after any modification and at least once every six months.

Ministries and other State Institutions

Ministries and other State institutions are responsible for implementing eGovernment projects, such as front and back office services, pertinent to their respective areas of competence.

5.1.4 Support

Gov-Tech Lab

The Gov-Tech Lab ensures more cooperation between government and the business community in order to address and overcome the digital challenges that start-ups and small and medium enterprises face. For instance, through the Lab's Gov-Tech Challenge Series programme, any public sector institution is able to identify its own digital challenges and put them forward for discussion at a private sector, academic or individual level.

Infostruktūra

Infostruktūra is a State-owned company created in 1992, which provides IT infrastructure and services to central and local governments. The company has created and maintained networks such as the State Institutions Computer Network (SICN) and the Secure State Data Communications Network (SSDCN).

5.1.5 Interoperability coordination

Ministry of Economy and Innovation

In Lithuania, the Ministry of Economy and Innovation is the main body responsible for interoperability activities and the Information Society Development Committee is responsible for their implementation.

5.1.6 Base registry coordination

State Enterprise Centre of Registers

The State Enterprise Centre is a public entity incorporated by the government of the Republic of Lithuania on the basis of the State-owned property cadastre on 8 July 1997. The mission of the Centre is to meet the needs of society by managing the entrusted State information resources in an efficient and reliable manner.

5.1.7 Audit

National Audit Office of Lithuania

The mission of the office is to assist in the management and use of funds and other resources to support the parliament in the execution of parliamentary control and to promote efficient public services.

5.1.8 Data Protection

State Data Protection Inspectorate

The State Data Protection Inspectorate (SPDI) is one of the personal data protection supervisory authorities in Lithuania. The mission of the Inspectorate is to safeguard the human right to personal data protection. The tasks of SDPI include: supervision of activities of data controllers and processors during data processing; control of personal data processing compliance with the law; prevention of personal data protection violations and protection of the rights of data subjects. The Inspectorate also provides consultation to data subjects, data controllers and processors, develops and publishes methodological guidance on the protection of personal data and privacy. The Inspectorate is one of the authorities responsible for supervision under the Republic of Lithuania Law of Electronic Communication.

Ministry of National Defence

At the beginning of 2015, Lithuania took the steps deemed necessary to create and manage a national cybersecurity system. Appropriate legislation was passed, responsible institutions were selected to manage various aspects of security (electronic information security, cyber security, personal data security etc.) and military and civilian responsibilities were apportioned. However, after several years of operation of such legal and institutional system, Lithuanian authorities concluded that the functions of the Country's institutions responsible for cyber and electronic security overlapped and that public sector financial resources and cyber security personnel were deployed inefficiently.

The Lithuanian government decided to consolidate all cyber responsibilities under the Ministry of National Defence in order to create a single window for everyone, to ensure the sharing of Lithuania's cyber experience with others and, finally, to strive for the best solution regarding civil-military synergies in cyber security. In order to finally consolidate the management of cyber security and electronic security, amendments to the Law on Cyber Security and the Law on Management of State Information Resources were made and adopted on 21 November 2017. The Ministry of National Defence took on the leadership role for Lithuania's overall cyber and electronic security from the beginning of 2018. A unified National Cyber Security Centre became the main computer emergency response team (CERT) that brings together the Lithuanian public, private, governmental and military spheres.

In 2019 the Ministry of National Defence established a Governmental Network, detached from a public internet and encompassing State institutions having functions related to mobilisation. This will ensure that even in the event of a conflict, fundamental State institutions will remain protected and able to exchange information. In addition to national initiatives, Lithuania, represented by the Ministry of National Defence, is a lead nation of EU's Permanent Structured Cooperation in Security and Defence Project Cyber Rapid Response Teams and Mutual Assistance in Cyber Security. Together with eleven other EU Member States, Lithuania is creating a common capability to respond to cyber-attacks – a multinational team with a well-developed cyber toolkit, which will be able to support Member States in times of need.

5.2 Subnational (federal, regional and local)

5.2.1 Policy

Counties and Municipal Authorities

The strategic responsibility for eGovernment at the regional and local levels lies with each individual county and municipal authority.

5.2.2 Coordination

Counties and Municipal Authorities

Regional and local eGovernment initiatives are coordinated by each individual county and municipal authority. Municipalities belong to counties which since 2010 have been territorial but not administrative units.

5.2.3 Implementation

Counties and Municipal Authorities

All 60 municipalities of the Republic of Lithuania implement eGovernment initiatives and projects within their respective areas of competence. Municipalities belong to counties which since 2010 have been territorial but not administrative units.

5.2.4 Support

Infostruktūra

Infostruktūra is a State-owned company, which provides IT infrastructure and services to central and local governments. In 2019, *Infostruktūra* was transformed into a State institution which operates a secure governmental network capable of exploiting the benefits of peacetime systems while ensuring their viability in case of possible military action.

Association of Local Authorities in Lithuania (ALAL)

The Association is a non-profit organisation in the form of a legal entity, which represents the common interests of its members - i.e. local authorities – before all State authorities and foreign and international organisations of local authorities. ALAL has limited power to coordinate eGovernment initiatives in all municipalities.

The Network of Public Libraries

Lithuanian Network of Public Libraries plays an important role for Lithuanian communities by providing free access to information and communication technologies, reducing the digital divide between the Lithuanian residents, developing electronic services skills and raising awareness. This network assists in the effective delivery of access to digital government.

5.2.5 Interoperability coordination

No responsible organisations have been reported to date.

5.2.6 Base registry coordination

No responsible organisations have been reported to date.

5.2.7 Audit

National Audit Office of Lithuania

The mission of the office is to assist in the management and the use of funds and other resources to support the parliament in the execution of parliamentary control and to promote efficient public services.

5.2.8 Data Protection

No responsible organisations have been reported to date.

6 Digital Public Administration Infrastructure

6 Digital Public Administration Infrastructure

6.1 Portals

6.1.1 National Portals

eGovernment Gateway

The State Information Resources Interoperability Platform (SIRIP) is the main public interoperability platform,. It was established and is currently managed by the Information Society Development Committee.
SIRIP consists of two main parts:
- a data exchange platform;
- a central electronic services eGovernment gateway portal.

Launched in January 2004 and massively revamped in 2015, the eGovernment gateway portal offers a one-stop-shop for public information and services for citizens and businesses. Also, services are categorised by important life events. The eGovernment gateway includes links to public information and public services redirecting citizens and businesses to appropriate public authorities websites. In the last year the portal had 21.5 million visitors (5.09 million visitors in the first two months of 2019). In 2019, the portal provided access to over 603 eServices.

PASIS

The Network for Information Systems Interoperability Among Public Administration Institutions (PASIS) enables State and municipal institutions, establishments and companies to provide electronic public services under the one-stop-shop principle. Furthermore, it allows the centralised authentication of a person and the subsequent payment for the service rendered using a secure inter-institutional data exchange.

SIRIP

The State Information Resources Interoperability Platform (SIRIP) was created and is managed by the Information Society Development Committee. It is a system that delivers centralised access to public services. It is a convenient electronic platform that offers an easy way for public administrations to design, deliver and manage eServices. It is also a universally accessible virtual space where these services can be applied for. SIRIP provides a possibility to determine the identity of service users in a flexible, safe and reliable way. System users can connect using a mobile or electronic signature, EU identity cards or electronic banking systems. It also enables recipients to pay for services in a safe and convenient manner through different payment methods, while allowing external systems to perform and administer them in the SIRIP space. Payment processing is simplified by payment intermediary services. Moreover, institutions don't need to conclude separate payment agreements with each bank.
SIRIP web portal is not only a way to access but also a convenient tool for designing eServices. With the integrated development environment, process building becomes a straightforward procedure that does not require advanced programming skills. Public service providers can request form, data structure, process and integration interface creation without leaving the comfort of the SIRIP environment. The platform also provides access to services designed using SIRIP as well as external systems.
These solutions enable the heads of legal entities to authorise their employees to perform certain actions in the electronic space.
It is easy to use the tool offering a range of electronic services. For example, a service implemented by SIRIP ensures functionality of collection, management and storage of electronic documents, enabling budgetary institutions with a small organisational structure to manage documents easily.

The centralised software licence management service is a tool implemented by SIRIP and designed for State institutions to manage software licences. This is the way it provides a content management service to institutions through the My Government portal. The portal is the internet gateway to the government of the Republic of Lithuania that provides swift and easy access to information on the Cabinet of Ministers and the work of government institutions (currently 87 institutions), as well as a possibility to become actively involved by using eDemocracy services.

SIRIP created the structure and transferred onto an electronic space the 65 most important services provided by the Country's municipalities as well as 29 services and 111 electronic applications for the provision of services to 14 State institutions.

The implemented solutions guarantee a convenient and easy receipt of State and municipal services by residents, businesses and foreign nationals. It increases transparency and efficiency of State and municipal institutions, agencies and companies while new electronic services reduce time and costs for service design, provision and use.

The SIRIP portal is common to nearly all important public and administrative services in Lithuania. Services can be combined or complex, and are accessible to users in one click.

This multifunctional, continuously improved, user-friendly SIRIP system allows quick new electronic services and ensures mutual accessibility between governmental institutions and residents.

In July 2018, a project to further develop SIRIP was launched. The main goal was to increase the quality of services in the SIRIP environment and to create four additional complex public electronic services based on life events.

SIRIP currently brings together 241 institutions, provides access to over 603 services and has more than 2.9 million unique visitors each year. For further information, visit the SIRIP website.

i.APS

The main purpose of the eAccounting system is to provide all natural persons (self-employed according to a business certificate or self-employed according to a certificate of self-employment) with the opportunity to manage and use more simplified accounting services for their data, while assisting in reducing the administrative burden and ensuring more effective control on tax compliance and income accounting.

Implementation:
- there is no obligation to start using the subsystem;
- automatic calculation of various types of taxes (income, social security, etc.);
- invoicing/storage subsystem for natural persons;
- analytic reports for users of the subsystem;
- automatic notification about the obligation to be registered as a VAT payer;
- the invoicing subsystem will be used by natural persons.

Essential changes introduced thanks to the system:
- in order to save taxpayers' time, tax returns are prefilled based on preliminary information;
- the accounting/storage subsystem for natural persons is accessible via internet;
- information about income and expenses incurred can be entered electronically into a register in the income and expenses accounting subsystem

Register of Legal Acts

The Law on Legislative Framework of 1 January 2014 established a centralised information system to track and coordinate the legislative process (TAIS) and a paperless information system for publishing legislative acts (TAR). TAIS is used for drafting legal acts and for ensuring that the outcomes of the legislative process are accessible to the public in a single spot. The Register of Legal Acts (TAR) is used for registering and publishing legal acts, their consolidated versions, depersonalised rulings,

and international treaties, all of these publicly available, free of charge, 24/7. The system users are State and municipal institutions, and other legal bodies involved in legislation. Once a legal act is registered and published on the TAR, it is considered officially promulgated. A legal act reaches the TAR in the form of an eDocument bearing an eSignature.

Open data in Lithuania

The Beta version of the Lithuanian Open Data Portal was published in January 2020 as the single access point to all open data sets in Lithuania. Currently, the portal provides more than 317 metadata described within the DCAT dictionary requirements and linked to data sources, which all will be available to users in machine readable formats (CSV) by May 2020. More than 120 datasets are available for users. This portal will integrate subnational open data portals, too. Open public finances data are already available via this single access point.

The portal provides data providers with functionalities allowing them to stocktake data sets and evaluate priorities, describe data sets with metadata and upload open data to portals, It also allows data users to search for and have access to relevant data. The portal is intended for public sector bodies, businesses as well as all the open data users who might be interested. The portal provides space for sharing best practices, solutions and open data use cases. Data users are able to make comments about data sets or send requests for new data sets.

6.1.2 Subnational Portals

Municipal open data portals

Municipal open data portals are going to be integrated into the National Open Data Portal. However, for now, each municipality is responsible for collecting and providing open data sets to users and citizens. The cities of Vilnius, Kaunas and Klaipeda already offer open data portals to their communities and society at large.

6.2 Networks

Secure State Data Communications Network (SSDCN)

The SSDCN provides secure nationwide communication services for public institutions in Lithuania. The SSDCN is the national network (national domain) for the EU's pan-European administrative network TESTA, built on the basis of the State Institutions Computer Network (SICN). It was originally developed between 1994-1998. The State enterprise *Infostruktūra*, supervised by the Ministry of the Interior, is the service provider for the SSDCN. The SSDCN network currently covers all Lithuania and connects 487 State institutions plus another 396 institutions on a dial-up connection (the latter include health centres, libraries, etc.). All main State registers are also connected to the SSDCN. According to the amendments to the Law on Management of State Information Resources of 20 December 2018, the Ministry of National Defence plans to establish a government network in 2019. This government network will be detached from public internet, it will include State institutions having functions related to mobilisation. The Network will be operated by *Infostruktūra*. Users of the Network will be established by governmental decree. The accomplished initiative of Ministry of National Defence will ensure that even in a time of conflict, fundamental institutions are protected and able to exchange information.

6.3 Data Exchange

ESPBI IS

The Electronic Health Services and Cooperation Infrastructure Information System (ESPBI IS), is a national system of organisational, technical, and software measures that developed a centralised database of health data and enable the exchange of such data among patients, healthcare professionals, and institutions.

ESPBI IS strives to ensure a higher level of patient awareness about health and a more effective use of available resources for the provision of healthcare services and seeks to base those services on modern technologies.

The structure of ESPBI IS is based on a repository database, which consists of separate databases of patient electronic health records (EHRs), medical devices, classifiers, medical images, ePrescriptions, as well as reports and statistical information.

Before ESPBI IS was launched, there was no central or unified national database of patient medical records in Lithuania. ESPBI IS was created as a single data centre which stores the medical records of each resident (patient) and also allows integrating data from all internal Information Systems (IS) of healthcare institutions into a unified system. Such integration allows for the creation, storage and transfer of EHRs according to the "one patient one EHR" principle. For the smaller healthcare institutions that do not own internal IS, a special eHealth portal was developed. Authorised healthcare professionals can now provide the required patient data to the central EHR database or other ESPBI IS databases of through their computers. This means that patient data can be transferred to ESPBI IS either directly via a special eHealth portal or by integrating the internal IS of larger healthcare institutions.

Since mid-2017, the number of electronic medical records, including electronic prescriptions, has grown significantly. In March 2019, about 850 (out of 900) healthcare institutions were connected to the central eHealth system (ESPBI IS) and have sent at least one document electronically to the central eHealth system. All pharmacies are connected to the central eHealth system and can dispense medicines based on electronic prescriptions. In April 2019, 91% of all reimbursed drugs were prescribed electronically, while all birth and death certificates were issued electronically.

The data stored in ESPBI IS is also accessible to patients via special national internet portal.

Social Support and Family Information System (SPIS)

The Social Support Family Information System (SPIS) is an information system operating under cooperation agreements between the Ministry of Social Security and Labour and all municipalities of the Country. The purpose of SPIS is to uniformly record and accumulate information on social assistance provided in the municipalities (social benefits and compensations, social support for children, social services, activities carried out in the field of children's rights protection, etc.), analyse the data by municipalities, types of support and beneficiaries, as well as prevent several municipalities from providing the same benefits at the same time.

Bailiff Information System

After the implementation of the "Creation of eServices for Participation in the Enforcement Process, Auctions and Forced Auctions" project in 2015, the following Maturity Level 4 services were developed: the Bailiff Information System, consisting of internal and external portals, a subsystem of electronic auctions and electronic forced auctions was modernised; the Electronic Enforcement File Portal was developed; the Cash Restrictions Information System was developed.

The Bailiff Information System assists bailiffs in creating an enforcement file, checking financial situation of a debtor in real time, creating procedural documents, validating them with eSignature and sending them to the recipients by electronic means and by

post, submitting cash restrictions or write-offs to the Cash Restrictions Information System by electronic means, forming and submitting property seizure acts to the Register of Property Seizure Acts by electronic means. Information about enforcement files, legal proceedings executed, and enforcement measures taken enable the Ministry of Justice, which supervises activities of judicial officers, to control the activities of judicial officers.

The Electronic Enforcement File Portal enables citizens and businesses to participate in the enforcement process, familiarise with enforcement files, either personal or of an authorised person, and general and financial information, look through procedural documents, form and submit enforcement document applications by electronic means and other free applications to judicial officers.

The electronic forced auctions service allows bailiffs and bankruptcy administrators to announce forced auctions of property sold by electronic means. This service is used for the electronic sale of State-owned and municipal property organised by State Enterprise *Turto Bankas*, municipalities and other institutions. This solution ensures higher transparency of public sector solutions and procedures and openness and accountability vis-à-vis society, while decreasing the risk of corruption and saving money.

Cash Restrictions Information System

The Cash Restrictions Information System is an automatically-operating information system, which enables any institution holding the right to forced recovery to place orders with credit institutions to write off cash and impose restrictions in a uniform approach. The system ensures the sequence of write-offs in accordance with the priority to satisfy the claims and distributes the debtor's funds proportionally to the institutions holding the right to forced recovery. The system allows to control the processes related to debtor cash restrictions and/or write-offs and ensures effective data exchange among those participating in the cash restrictions process.

Information System on Participants of Legal Entities (JADIS)

JADIS was developed to collect and store data about beneficial owners of legal entities by using information technology tools and to provide data to the natural and legal entities having the right to receive them.

JADIS has been operational since 2014, and currently collects and stores data about shareholders of private limited-liability companies, members of small partnerships, part owners of public institutions, members of cooperatives companies (cooperatives), members and shareholders of farming enterprises.

The main functions of the JADIS are as follows:
- entering data about participants of legal entities and form a lists of such participants;
- collecting, processing and managing the data about legal entities participants;
- providing data and documents to natural and legal entities in the manner prescribed in the JADIS Regulations;
- systematising, analysing and summarising JADIS data;
- exchanging data with other institutions.

6.4 eID and Trust Services

Trust Services

There are three qualified trust service providers established and supervised in Lithuania:
- Identity Documents Personalisation Centre under the Ministry of the Interior of the Republic of Lithuania (issuance of qualified electronic signature certificates);
- Centre of Registers – a State enterprise (issuance of qualified electronic signature certificates, qualified electronic seal certificates and creation of qualified electronic time stamps);

- JSC BalTstamp (creation of qualified electronic time stamps).

Estonian qualified trust service provider SK ID Solutions (issuing qualified electronic signature certificates) is active on the Lithuanian market and issues qualified electronic signature certificates with mobile SIM cards and Smart-ID app.

As of December 2018, there were more than 926 000 valid qualified electronic signature certificates issued to Lithuanian citizens (more than 688 000 of them issued by Lithuanian qualified trust service providers).

It is also worth mentioning that according to the latest market overview, prepared by the Communications Regulatory Authority, usage of electronic signature is growing steadily (2014 – 6% citizens using electronic signature, 2017 – 14%, 2018 – 18%).

ePassports

Pursuant to EU Council regulation no 2252/2004 on standards for security features and biometrics in passports and travel documents issued by the Member States, on 8 August 2008 Lithuania started issuing passports containing biometric data (facial image), secured by basic access control. The body in charge of personalising and organising the printing of such travel documents is the Personalisation of Identity Documents Centre under the Ministry of the Interior.

6.5 eProcurement

Central Public Procurement Portal

The Central Public Procurement Information System is the official procurement portal of Lithuania, acting as a one-stop-shop portal for public procurement. Its use is mandatory to all of the public buyers. CPP IS covers the entire procurement cycle, from tender notices to publication of awarded contracts; it allows electronic communication between buyers and economic operators, the publication of procurement plans, a market consultation notice, and is a source of statistical information. CPP IS has been available since September 2008, gradually expanding its functionalities. It is managed by the Public Procurement Office.

eInvoicing cross-border LT

The project eInvoicing Cross-Border LT, partially financed by INEA, has been ongoing since September 2017. The project aims to establish a national four-corner model infrastructure. Furthermore, the eSaskaita eInvoicing portal will be upgraded to comply with the eInvoicing Standard. Lithuania is avoiding the creation of a national CIUS. An *eDelivery* project partially financed by INEA with a consortium of private companies is establishing an independent PEPPOL eDelivery Access Point for open access.

eInvoicing in the public sector has been mandatory since 2017. The next step for the implementation of the Directive on eInvoicing in public procurement is to mandate public sector entities to accept English-conformant eInvoices. This obligation will apply to public entities at all levels, below and above the threshold stated in the Directive. The Lithuanian eInvoicing portal will incorporate changes to allow the processing of English eInvoices.

6.6 ePayment

No particular infrastructure in this field has been reported to date.

6.7 Knowledge Management

No particular infrastructure in this field has been reported to date.

6.8 Cross-border platforms

European Land Information Service

Regarding cross-border interoperability, Lithuania has mostly invested efforts towards connecting to European Information Services. Accordingly, Lithuania is one of only six member countries of the European Land Information Service (EULIS) with a fully implemented and live connection.

European Car and Driving License Information System

Lithuania is a participant in the European Car and Driving License Information System (EUCARIS), and is thus providing vehicle and driving licence information based on the EUCARIS Treaty. Lithuania is also a participant in the EU Driving Licence Network (RESPER).

European Criminal Records Information System

Lithuania is a member of the European Criminal Records Information System (ECRIS) allowing for easy request of and access to criminal records in Lithuania.

European Business Register

Lithuania is a member country of the European Business Registry (EBR), making it easy for anyone to find out information about Lithuanian firms and businesses.

Cyber Rapid Response Teams and Mutual Assistance in Cyber Security

In addition to national initiatives, Lithuania is a lead nation in the EU's Permanent Structured Cooperation in Security and Defence, Cyber Rapid Response Teams and Mutual Assistance in Cyber Security projects. Together with eleven other EU Member States, Lithuania is creating a common capability to respond to cyberattacks, a multinational team with developed cyber toolkit that will be able to support Member States in times of need.

6.9 Base registries

Catalogue of Registries and Information Systems

Lithuania's organisation and governance of base registries are among the most streamlined and straightforward in Europe. With the creation of the Catalogue of Registries, data and data owners are easy to retrieve, while the State Enterprise Centre of Base Registries, i.e. a single body, is charged with the most relevant and most used base registries in the country.
The Catalogue of Registries and Information Systems is available in Lithuania and can be accessed even without credentials. The catalogue contains information such as the name of the registry, its identification code, and the registry object.

7 Cross-border Digital Public Administration Services

7 Cross-border Digital Public Administration Services for Citizens and Businesses

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. Your Europe is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

7.1 Life and Travel

For citizens, the following groups of services can be found on the website:
- Travel (e.g. Documents needed for travelling in Europe);
- Work and retirement (e.g. Unemployment and Benefits);
- Vehicles (e.g. Registration);
- Residence formalities (e.g. Elections abroad);
- Education and youth (e.g. Researchers);
- Health (e.g. Medical Treatment abroad);
- Family (e.g. Couples);
- Consumers (e.g. Shopping).

7.2 Doing Business

Regarding businesses, the groups of services on the website concern:
- Running a business (e.g. Developing a business);
- Taxation (e.g. Business tax);
- Selling in the EU (e.g. Public contracts);
- Human Resources (e.g. Employment contracts);
- Product requirements (e.g. Standards);
- Financing and Funding (e.g. Accounting);
- Dealing with Customers (e.g. Data protection).

The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from Arūnas Cijūnaitis, Director of the Digital agenda department, Ministry of the Economy and Innovation.

The Digital Public Administration Factsheets are prepared for the European Commission by Wavestone.

An action supported by ISA²

ISA² is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

ISA² supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

ISA² solutions can be used free of charge and are open source when related to IT.

Contact ISA²

isa2@ec.europa.eu

Follow us

@EU_ISA2
@Joinup_eu

isa² programme