GREECE

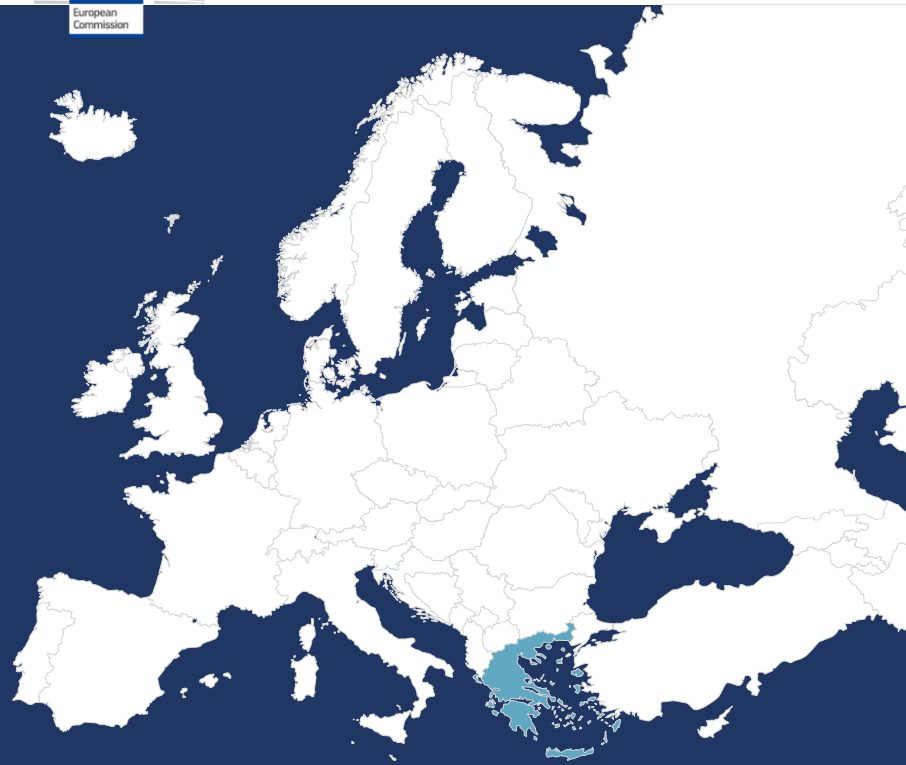## Digital Public Administration Factsheet 2024

Main developments in digital public administrations and interoperability

JULY 2024

HIGHLIGHTS - KEY PROJECTS

- In 2023, several digital transformation projects for 2023-2027 were included in the 'Greece 2.0'. The projects aim to:
  - ❑ Enhance connectivity with the deployment of very high-capacity networks;
  - ❑ Implement the digital transformation of the public sector, through the adoption of digital capacities and advanced digital technologies, such as AI;
  - ❑ Fully digitalise the archives of tax authorities and the public sector;
  - ❑ Promote the harmonisation of digital services with European and international standards;
  - ❑ Foster the population's digital skills; and
  - ❑ Enhance cybersecurity protection.

- Following the Digital Transformation Bible, the Greek Ministry of Digital Governance is developing the National Strategy for Artificial Intelligence (AI). Additionally, Law no. 4961/2022, specifically establishes a National AI Strategy Oversight Committee, a Coordinating Committee for AI in charge of implementing the National Strategy, along with an AI Observatory.

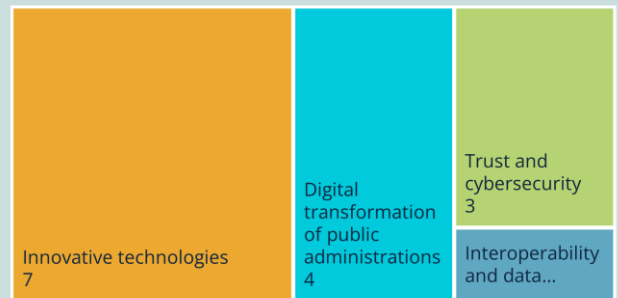## Key figures

15 new initiatives adopted in 2023–2024

Innovative technologies 7

Digital transformation of public administrations 4

Trust and cybersecurity 3

Interoperability and data...

Figure 1

Number of initiatives per topic adopted in 2023–2024

Towards the Digital Decade targets set for 2030: DIGITAL PUBLIC SERVICES

eID scheme (≥1)
NO

eHealth records (0–100)
73.8%

Digital Public Services for Citizens (0–100)
75.9%

Digital Public Services for Businesses (0–100)
86.2%

Source: Digital Economy and Society Index (DESI)

DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- In March 2023, Law No 5027/2023 (Government Gazette 48/A/2-03-2023) was published. Its goal was to foster prototypes design and innovations development, in order to provide effective public services to citizens that meet the modern needs of society.

- As of April 2023, an innovative IT project in the Public Sector, the 'Human Resources Management System Operation Service' (HRMS), is currently in the implementation phase. This will be used by the General Secretariat for Human Resources of the Public Sector of the Ministry of Interior, along with the entire public administration, to design, implement and monitor policies and strategic decisions on HR-related issues.

- Signed in May 2023, the Single Digital Platform Serving Citizens & Businesses (CRM) aims to fully embrace of a citizen-focused service culture by the public administration across the multichannel service system. It will enhance the efficiency and productivity of ICT projects by providing easy and quick access to new advanced citizen services through the new horizontal CRMS system in a flexible manner. The project contract is set to be completed by 2026.

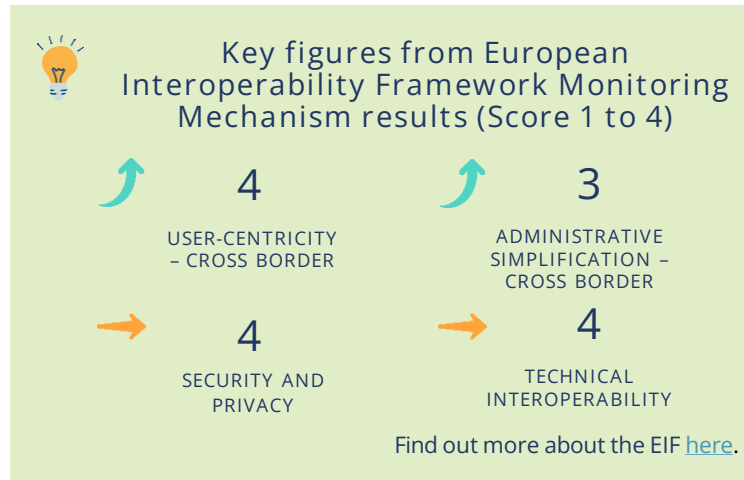## DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- No new initiatives in this field have been reported.

TRUST AND CYBERSECURITY

- In 2023, Greece issued a new secure identity card for citizens, in compliance with European regulations. In September 2023, the id.gov.gr platform was launched. This platform enables citizens to schedule their appointments digitally for obtaining or replacing IDs.

- In September 2023, in the National Intelligence Service (NIS), a Cybersecurity Operations Center (SOC – Security Operation Center) was created. It operates in the Cyberspace Division and is in charge of monitoring, detecting and reacting to cyber threats and security breaches.

- In October 2023, a Grant Agreement was signed with the European Cyber Security Competence Center (ECCC) for the financing, development and operation of the Unified Cyber Security Reference Center (SOC). This will offer Greece a strategically important technical infrastructure, as well as valuable know-how, to prevent and deal with malicious actions in cyberspace.

INTEROPERABILITY AND DATA

- In 2023, the Greek Government published 2 regulatory acts on digital accessibility. First, the Decision No. 10202/2023 on a National Disability Portal and Disability Certification System, which aims to create a single, digitally accessible reference point for issues related to people with disabilities. Second, the Decision No. 16996 on the establishment of a Digital Registry of Persons with Disabilities and the Disability Card Subsystem, which aims to create a digital platform containing a comprehensive registry of individuals with disabilities.

Key figures from European Interoperability Framework Monitoring Mechanism results (Score 1 to 4)

4
USER-CENTRICITY – CROSS BORDER

3
ADMINISTRATIVE SIMPLIFICATION – CROSS BORDER

4
SECURITY AND PRIVACY

4
TECHNICAL INTEROPERABILITY

Find out more about the EIF here.

INNOVATIVE TECHNOLOGIES

- Following the Declaration on Cooperation Framework on Quantum Communication Infrastructure for the Hellenic Republic, Greece submitted the project proposal 'Deploying advanced national QCI systems and networks in Greece' (HellasQCI) within the framework of the Digital Europe Program (DEP) (call DIGITAL-2021-QCI-01), that started in January 2023.

- A milestone in the digital transformation of the State is the first AI-powered Digital Assistant (mAigov), launched in December 2023 at the Single Digital Portal (gov.gr). The aim is to make citizens' daily lives easier by simplifying their interactions with the government.

- In 2024, Greece joins the European sovereign blockchain project known as Europeum. This will enable the country to participate in the European digital transformation, providing a platform for secure and automated data exchange.

- The ongoing use of the European Digital Innovation Hub for GovTech has made a significant contribution within the DigiGov innovation hub. Numerous workshops are currently being implemented and planned to set priorities and needs in the realm of Digital Governance and emerging technologies.