

# CYPRUS

## 2024 Digital Public Administration Factsheet

Supporting document






Main developments in digital  
public administrations and  
interoperability

JULY 2024

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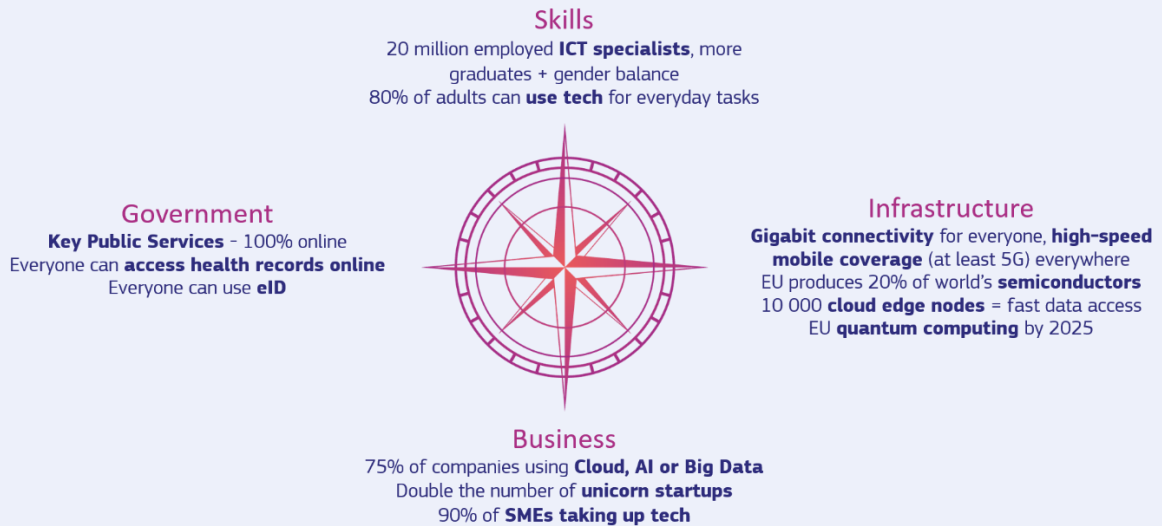
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Icons Glossary		
<i>Political Communication</i>	<i>Legislation</i>	<i>Infrastructure</i>
		

## 2030 DIGITAL DECADE

The **Digital Decade policy programme 2030** sets out digital ambitions for the next decade in the form of clear, concrete targets. The main goals can be summarised in 4 points:

- 1) a digitally skilled population and highly skilled digital professionals;
- 2) secure and sustainable digital infrastructures;
- 3) digital transformation of businesses;
- 4) digitalisation of public services.



The production of the **Digital Public Administration factsheets and their supportive documents** support the objectives and targets of the Digital Decade programme. By referencing national initiatives on the digital transformation of public administrations and public services, as well as interoperability, they complement existing data and indicators included in the Digital Decade reports and related resources. They also highlight and promote key initiatives put in place or planned by EU countries to reach the Digital Decade's targets.



# 1. 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 divided in three pillars. The EIF Monitoring Mechanism (MM) was built on these pillars to evaluate the level of implementation of the framework within the Member States. The mechanism is based on a set of 91 Key Performance Indicators (KPIs) clustered within the four scoreboards (Principles, Layers, Conceptual model and Cross-border interoperability), outlined below.

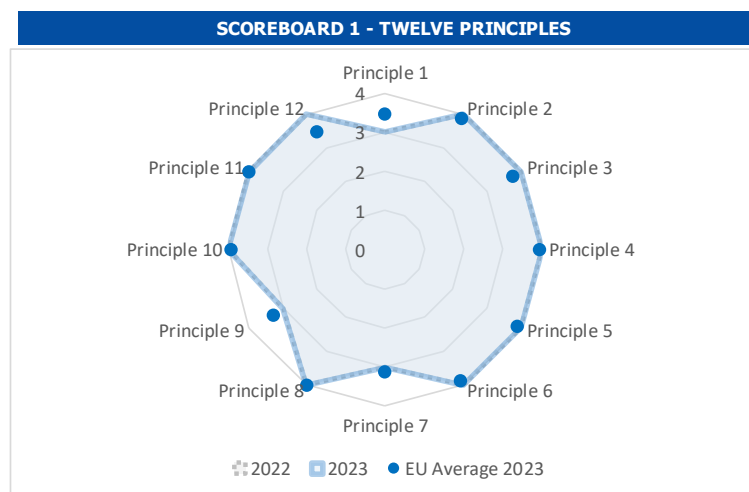
Starting from the 2022 edition, an additional scoreboard, Scoreboard 4, focusing on cross-border interoperability, has been incorporated. This scoreboard assesses the adherence to 35 Recommendations outlined in the EIF framework. Specifically, it encompasses Interoperability Principles 2, and 4 through 11 from Scoreboard 1, all recommendations pertaining to Interoperability Layers from Scoreboard 2, as well as Conceptual Model recommendations 36 to 43 and 46 to 47 from Scoreboard 3.

Scoreboard 1 Interoperability Principles		Scoreboard 2 Interoperability Layers		Scoreboard 3 Conceptual Model	
	Recommendation(s) n°		Recommendation(s) n°		Recommendation(s) n°
Principle 1 - Subsidiarity and Proportionality	1	Interoperability Governance	20-24	Conceptual Model	34-35
Principle 2 - Openness	2-4	Integrated Public Service Governance	25-26	Internal information sources and services	36
Principle 3 - Transparency	5	Legal Interoperability	27	Basic Registries	37-40
Principle 4 - Reusability	6-7	Organisational Interoperability	28-29	Open Data	41-43
Principle 5 - Technological neutrality and data portability	8-9	Semantic Interoperability	30-32	Catalogues	44
Principle 6 - User-centricity	10-13	Technical Interoperability	33	External information sources and services	45
Principle 7 - Inclusion and accessibility	14			Security and Privacy	46-47
Principle 8 - Security and privacy	15				
Principle 9 - Multilingualism	16				
Principle 10 - Administrative simplification	17				
Principle 11 - Preservation of information	18				
Principle 12 - Assessment of Effectiveness and Efficiency	19				

Scoreboard 4 Cross-border Interoperability

Source: European Interoperability Framework Monitoring Mechanism 2023

Each scoreboard breaks down the results into thematic areas (i.e. principles). The thematic areas are evaluated on a scale from one to four, where one means a lower level of implementation and four means a higher level of implementation. The graphs below show the result of the EIF MM data collection exercise for Cyprus in 2023, comparing it with the EU average as well as the performance of the country in 2022.

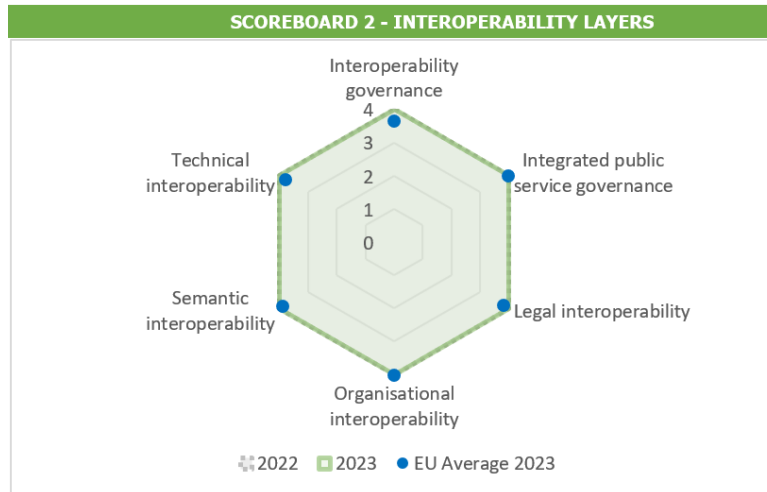


Source: European Interoperability Framework Monitoring Mechanism 2023

Cyprus' results in Scoreboard 1 show an overall good implementation of the EIF Principles, scoring above the European average for several Principles, such as Principle 3 (Transparency) and 12 (Assessment of Effectiveness and Efficiency). However, some areas for improvement remain and these are linked to Principle 1 (Subsidiarity and Proportionality) and Principle 9 (Multilingualism),

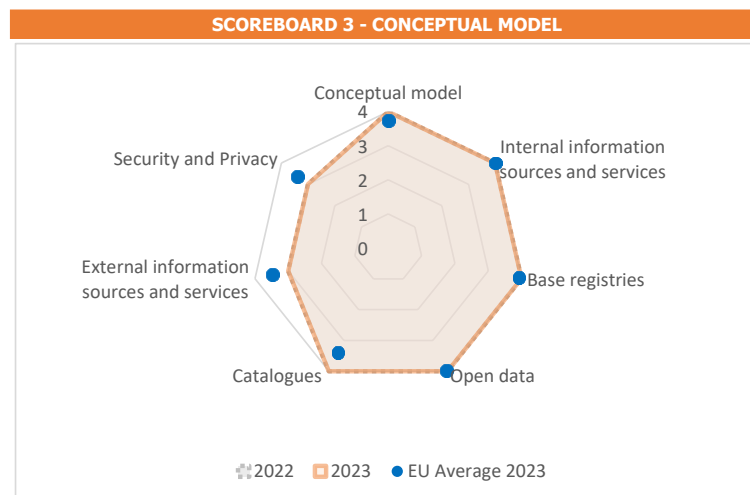


where both scores are 3, slightly below the EU average in 2023. More specifically, Cyprus should further ensure that national interoperability frameworks and interoperability strategies are aligned with the EIF and, if needed, tailor and extend them to address the national context and needs (i.e. Recommendation 1). It should also further use information systems and technical architectures that cater for multilingualism when establishing a European public service (i.e. Recommendation 16).



Source: European Interoperability Framework Monitoring Mechanism 2023

The Cypriot results on the implementation of the interoperability layers assessed for Scoreboard 2 show an overall good performance with only scores of 4 in line with the European average. Concerning areas for improvement, Cyprus may focus on interoperability governance. In particular, it could concentrate on further consulting relevant catalogues of standards, specifications and guidelines at national and EU level, in accordance with your NIF and relevant DIFs, when procuring and developing ICT solutions (i.e. Recommendations 23).

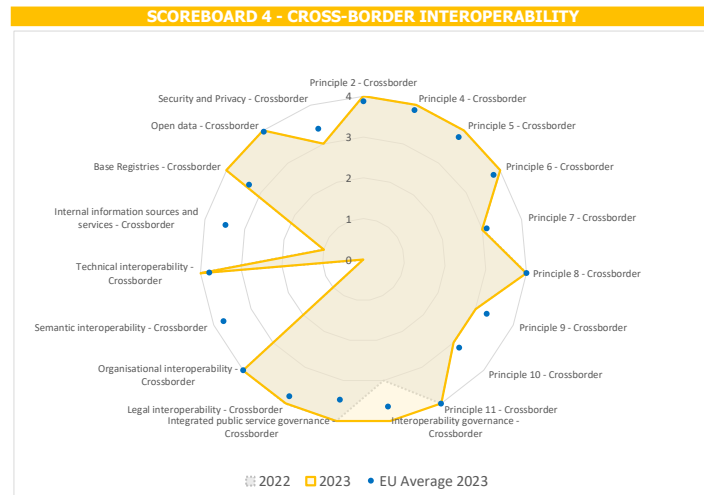


Source: European Interoperability Framework Monitoring Mechanism 2023

Cyprus' scores assessing the Conceptual Model in Scoreboard 3 show an overall good performance in the implementation of almost all recommendations, aligned with the European average. In terms of areas for improvement, Cyprus may focus on the use of external information sources and services while developing European public services (External information sources and services – Recommendation 45), as well as on the use of trust services according to the Regulation on eID and Trust Services as mechanisms that ensure secure and protected data exchange in public services (Security and Privacy – Recommendation 47).

## SCOREBOARD 4 - CROSS-BORDER





Source: European Interoperability Framework Monitoring Mechanism 2023

The results of Cyprus concerning Cross-border Interoperability in Scoreboard 4 show an at least upper-middle performance of the country in several indicators. In addition, the implementation of the recommendations relating to interoperability governance led to an increase in Cyprus' score from 3 to 4 in 2023. However, Cyprus has still margin for improvement in relation to some indicators where the country obtained a low performance. For instance, efforts could be focused on the use of information systems and technical architectures that cater for multilingualism when establishing a European public service (i.e. Recommendation 16), and on the development of a shared infrastructure of reusable services and information sources that can be used by all public administrations (i.e. Recommendation 36).

Additional information on Cyprus' results on the EIF Monitoring Mechanism is available online through [interactive dashboards](#).

**Curious about the state-of-play on digital public administrations in this country?**

Please find here some relevant indicators and resources on this topic:

- [Eurostat Information Society Indicators](#)
- [Digital Economy and Society Index \(DESI\)](#)
- [eGovernment Benchmark](#)
- [Repository of good practices on the EIF implementation](#)



## 2. Digital transformation of public administrations

### Main digital strategies, action plans and legislations

#### Digital Strategy 2020–2025

A new holistic **Digital Strategy 2020–2025** has been elaborated and is at execution stage, the Council of Ministers and the Minister of Research, Innovation and Digital Policy (DMRID) being the competent executive bodies for its deployment. The strategy has a solid governance and KPI metrics to safeguard its proper execution; 2021 was acknowledged as a pivotal year for enhanced digital fitness of the society, the entrepreneurial landscape and eGovernment transformation. The national strategy for digital transformation includes the following pillars:

1. Promote eGovernment by redesigning the Ministry's enterprise architecture and governance model, optimising the service delivery model, and delivering a resilient, robust and secure ICT infrastructure;
2. Deliver a stronger digital economy and increasing the number of digital and competitive industries;
3. Design a National Broadband Plan to facilitate high-speed network connectivity and increase take-up;
4. Promote an accessible and inclusive society that has the skills and the motivation to embrace the national digital transformation and actively participate in digital communities; and
5. Ensure **data and infrastructure** security and increase public trust in online transactions.

#### Research and Innovation Strategy 2024 – 2026

The **Research and Innovation Strategy** was approved by the Council of Ministers for the period 2024–2026. The R&I strategy is structured around four strategical pillars and enablers and one thematic pillar: (i) world-class institutions and infrastructures for ground-breaking research; (ii) unleashing R&I in businesses, fuel business success; (iii) people as drivers of growth for the research and innovation ecosystem; (iv) becoming an R&I leader within the EU and beyond. The thematic pillar focuses on targeted investments to drive growth. The ambition of this R&I policy is to amplify the positive influence of R&I activities throughout the entire spectrum of social and economic endeavours. At the same time, it focuses on elevating Cyprus' role as a regional hub for research and innovation entrepreneurship and high-tech attracting international and local investments and businesses.

#### Smart Specialisation Strategy 2030

The aim of the revised **Smart Specialization Strategy 2030 (S3CY)**, which was approved by the Council of Ministers in March 2023, is to address the technology and innovation needs of Cyprus's critical sectors. Within the framework of the Smart Specialisation Strategy, 8 Priorities with added value to the economy and society have been identified and categorised into four pillars: (i) technological priority areas: digital technologies, innovative materials; (ii) ecosystems - priorities of particular importance for the Cypriot ecosystem: agri-food, shipping, renewable energy; (iii) emerging priorities/ecosystems: space; (iv) enablers: health and the environment.

#### Innovation and Digital Policy 2022–2024

After the announcement in September 2021, a new strategic plan was put in place in 2022 by the Minister for Research, Innovation and Digital Policy (DMRID) as the executive body for its deployment. The government chose to bring back its focus on research, innovation and information and communication technologies (ICT). The plan aims to contribute to the creation of a modern, efficient society and a user-friendly State as well as a dynamic digital economy as tools for sustainable development, social welfare and international competitiveness.

The objectives of the strategy are: (i) quality services for citizens; (ii) a citizen-centred approach (serving society and citizens); (iii) trust and personal responsibility in every relationship; (iv) security and privacy; (v) flexibility, adaptability and an innovative approach; and (vi) accessibility, open governance and transparency.



### Law on Electronic Money

Law No. 81(I)/2012 on Electronic Money regulates the rights to issue electronic money directly from the Cypriot Republic and defines the authorities designated to issue money. Furthermore, it regulates institutional authorization and supervision related to the issuance of electronic money.



### Memorandum of Understanding in the area of Digital Government between the Republic of Cyprus and Austria

A Memorandum of Understanding (MoU) was signed in 2023 between the governments of Cyprus and Austria to foster collaboration in the realms of e-governance and ICT innovation. This partnership aims to facilitate the exchange of experiences, expertise and know-how, with the goal of aiding the Cypriot government in devising and implementing strategic plans and digital solutions tailored to meet the specific needs of modernising governance and public administration. The areas of cooperation outlined in the MoU encompass, among others: facilitating the transfer of knowledge in e-governance, digital services, economic development, and innovation; providing support for the execution of various projects and digital solutions within the framework of the e-government program, with particular emphasis on leveraging Austrian e-government best practices. Several projects will start under the MoU, the first one being the Social Insurance Reform and the digitalisation of the Pension Fund account.



### Cyprus - Greece cooperation in the field of Digital Policy

The governments of Cyprus and Greece moved towards closer cooperation through the signing of a Memorandum of Cooperation in the field of Digital Policy and Cybersecurity (April 2022). The Memorandum aims to promote cooperation between the two countries, including the exchange of good practices in the fields of electronic communications, advanced digital infrastructure and technologies, and digital governance in priority areas such as health, justice, education and digital skills. It also establishes bilateral cooperation to address cybersecurity risks and threats more effectively, as well as joint participation in European and national programmes. As the exchange of know-how and good practices will focus on providing concrete solutions, a new collaboration is commencing with the Digital Citizen project to be implemented in 2024.



### Recovery and Resilience Facility

The Recovery and Resilience Facility (hereafter called the Facility) is the centrepiece of 'Next Generation EU', a temporary recovery instrument that allows the Commission to raise funds to help recover from the immediate economic and social damage brought about by the coronavirus pandemic. The Facility is also closely aligned with the Commission's priorities, ensuring a long-term sustainable and inclusive recovery that promotes the green and digital transitions. The Facility will provide EUR 648 billion in loans and grants available to support reforms and investments undertaken by the Member States.

Within this context, the Deputy Ministry of Research, Innovation and Digital Policy of Cyprus has submitted a **comprehensive plan** for reforms and investments in digital transformation areas, to be included in the national plan, amounting to a total of EUR 128 million. Proposals in the areas of research and innovation have also been included.

The proposed projects fall under the following policy domains and specific strategic portfolios, which are perfectly aligned with the Digital Strategy 2020–2025:

- Upgrading the infrastructure for connectivity (EUR 45 million);
- Promoting eGovernment (EUR 46 million);
- Smart Cities (EUR 35 million); and
- Digital Skills (EUR 1.85 million).

All of the above projects and initiatives are aligned with the National Digital Strategy, and their implementation will accelerate Cyprus digital transformation and improve its position in the DESI index, moving closer to the EU average.



### Programme 'THALIA 2021\_2027'

The "THALIA 2021-2027" Programme sets out the development strategy regarding the use of the resources allocated to Cyprus through the Cohesion Policy Funds for the Programming Period 2021-2027. A **total budget** of about EUR 85 million (5.5% of the programme's total budget) has been allocated to specific objective 1 (ii) "Harnessing the benefits of digitalisation for citizens, business, research organisations and public authorities". These funds will be used to support actions in both public and private sectors and will enable and accelerate Cyprus' digital







transformation. The interventions set out in the specific objective aim to increase the services of the wider public sector (including local government authorities) provided electronically to citizens and businesses, as well as to improve their quality. Additionally, the framework of the specific objective aims to strengthen the digital identity of businesses and to increase the number of businesses that use information and communication technologies.

### Smart Cities Platform

The Deputy Ministry has undertaken the responsibility of centrally leading and implementing a National 'CY Smart Platform' and certain smart city projects at national level. At present, the three priorities that will be implemented first are smart parking, smart street lighting, and smart waste collection management solutions such as smart digital locks and sensors for monitoring the fill level of bins.

The CY Smart City Platform's high-level requirements are:

- Bridging and connecting devices, people, processes and applications with a broad and open approach;
- Serving all Cypriot municipalities (20);
- Connecting data and services together to create a unique shared information system;
- Defining the interconnection and configuration of sensors and other equipment to implement the smart vertical solutions;
- Being able to later include additional vertical Smart City solutions;
- Being able to interconnect with existing Smart City solutions already deployed in certain municipalities;
- Being able to interoperate with other existing or future platforms;
- Being able to interconnect and interoperate with other public authorities' relevant Information Systems; and
- Being able to interoperate with platforms developed by other initiatives, such as Smart Villages or Public Transport Systems.

At the functionality level, the CY Smart City Platform shall include modules supporting the following areas: Visualisation, Analytics, Device Management, Data Management, GIS integration points, Reporting Tool, and Application enablement. The main layers of the logical architecture of the Smart City Platform shall include the following: device layer; external third-party services; connectivity layer; data in/out layer; knowledge and data management; internal interoperability layer; operations layer; IoT applications layer; native and third-party applications; external interoperability layer; presentation layer; and authentication and authorisation modules. Additional vertical smart city solutions would include: early detection of wildfires; air quality monitoring; smart pedestrian crosswalk; smart sign recognition with AI; smart public safety and e-health.

## Digitalisation of internal processes

### Public Administration Reform

In January 2022, the Cyprus Parliament launched a **Public Administration Reform (PAR)** and approved a set of legislative acts introducing in the public service: (i) a new performance appraisal system for assessing employees' performance; and (ii) a new system of appraisal and selection of candidates for filling the promotion posts in the public service from the year 2024 onwards. With this recent reform, all the appraisal criteria are prescribed with corresponding weights, in order to ensure meritocracy, objectivity and fairness. New criteria have also been introduced (e.g. assessment centres) to ensure that candidates are evaluated based on modern methods and exercises, to verify their skills and competencies, and to eventually select the most suitable candidates. The legislation on the new performance appraisal system, starting from the annual evaluation for the year 2023, provides a framework for the performance appraisal of the employees based on criteria and detailed framework of competencies and skills in line with their hierarchical level. Moreover, regulating teleworking and other flexible working arrangements was deemed imperative in the framework of modernising the functioning of the public service and taking into account the challenges for the public service during the Covid-19 pandemic. A reform called 'Regulating flexible working arrangements in the public sector' has been included in the Cyprus Recovery and Resilience Plan 2021–2026 to ensure better levels of productivity and effectiveness, a reduction in absenteeism and sick leaves and the improvement of employees' satisfaction. This reform is expected to be concluded by the end of 2024.



## Governmental Unified Network and Government Internet Node

The Governmental Unified Network (GUN) is the largest digital infrastructure project in Cyprus to date, as it connects approximately 18 000 public sector employees in about 400 government buildings in a cost-efficient and secure manner. The project has upgraded the entire network infrastructure of the government by combining the use of digital technologies and functional capabilities. The deployment of this high-end unified network for voice, data and video payloads enables Cyprus' government, among others, to lay the foundations for delivering innovative and flexible services to government officers and/or citizens and businesses (such as the establishment of a central service phone number for the entire government), while at the same time reducing costs for network operations, management and maintenance, and achieving energy efficiency. The unified data and voice network forms the basis for the provision of teleconferencing, videoconferencing and voice over IP telephony services, as well as voice mail, unified messaging and IP desktop/telephony to government officials. The project has been co-financed by the ERDF 2014–2020 and it was completed in early 2022. The GUN furthermore facilitates a secure and fast connection of government organisations to the Government Internet Node (GIN). The GIN provides an interface between government information systems and the internet, thus offering internet, extranet and intranet services to all public entities, civil servants, and citizens/businesses. These include connections to private networks of the European Union.



## Electronic Application System for Permanent Public Posts

The Public Service Commission, which is the body responsible for the appointment of permanent public servants, developed an electronic application system allowing applicants to locate the advertised public posts and submit their application through the Ariadne government gateway or the Public Service Commission's homepage. The applicants maintain their account on the system and may use their existing application data in order to easily submit a new application. The applicants may use their account in order to be informed on the stage of their applications and follow up the submitted applications. The Public Service Commission uses the system to communicate with the applicants and request the submission of further data or to invite them to oral examinations. The system is also used by the Public Service Commission in the examination and screening of the applications.



## Monitoring Information System for the Recovery and Resilience Plan of Cyprus

The Monitoring Information System (MIS) for the Recovery and Resilience Plan of Cyprus has been developed by the Directorate General for Growth of the Ministry of Finance. Its main objectives are:

- Monitoring the implementation of the investments and reforms of the Recovery and Resilience Plan; and
- Recording and storing the relevant data related to the implementation of the Recovery and Resilience Plan, in particular the achievements of milestones and targets, data on final recipients, contractors, subcontractors and beneficial owners.



## SYSXXO - MECI's Grants Management Electronic System

The Ministry of Energy, Commerce and Industry (Industry and Technology Service) is developing an electronic system to ensure full management of its subsidy grants. The project, currently under way, aims to develop a dynamic electronic system that will operate as a central digital platform for the electronic administration of the entire Ministry's funding applications. The new electronic system aims to use the potential benefits of digital technology and to facilitate an appropriate and effective digital transformation for the Ministry (re-engineering of schemes, simplification and standardisation, use of digital automations, reduction of bureaucracy and costs, increased efficiency and effectiveness and acceleration of subsidy funding, as well as the enhancement of e-governance).



## Meridian

The Public Debt Management Office (PDMO) has entered into a contract agreement with the Commonwealth Secretariat to adopt Meridian, a public debt management system (web-based technology). The system, which has been designed by the Commonwealth Secretariat, is used by the PDMO and the Treasury of the Republic of Cyprus.

Meridian has been adopted in order to better address the ever-changing challenges on sovereign debt recording and management. The system facilitates a stronger management of public debt,



including the formulation of the Medium-Term Public Debt Management Strategy, whilst maintaining all the information in one database. Meridian provides, inter alia, evaluation and analysis tools, projections of future cash inflows and outflows, payment notification alerts and customisable reports. The system is being continuously updated by the Commonwealth Secretariat, with approximately two new releases per year.

### Renewable Energy Sources and Energy Conservation Fund Grants Management Electronic System

The Renewable Energy Sources and Energy Conservation Fund has developed an electronic system to ensure full management of its subsidy grants, as well as the funds documents and the Management Committee's meetings. The project aims to develop a dynamic electronic system that will operate as a central digital platform for the electronic administration of the Fund's grant applications. The electronic system allows the full digitisation of the grant schemes, from submitting the application to disbursing the sponsorship, thereby strengthening electronic governance and significantly reducing bureaucracy.

### ATLAS – System for Market Control Management Process Automation

The project is expected to cover the basic need for recording, managing, controlling and analysing the requests, complaints and ex-officio investigations handled / carried out by the Consumer Protection Service. The project includes both system development and the supply of laptops (tablets) which will be used mainly for on-site inspections and data collection.

### DE MINIMIS Register System

On 1 of January 2022, the Office of the Commissioner for State Aid Control introduced the CYPRUS DE MINIMIS REGISTER SYSTEM (DMRegister) in order to ensure that all the de minimis aids granted by all the Cypriot Government Competent Authorities (CGCA) are legitimately granted to their beneficiaries based on the European Union (EU) De Minimis Regulations Framework. The DMRegister is an automatic, web-based digital solution that safeguards the data entered by the system users. At the same time the data is available to all system users, regardless of the CGCA they belong to, at any given point in time. The DMRegister is a user-friendly system, easing the work load of all the employees from all the CGCA and providing a better service and feedback to the government, enterprises, and self-employed persons in Cyprus.

Through the DMRegister implementation, all CGCA that grant de minimis aid are working under an umbrella solution and they can share and exchange information among them effectively and instantly. With the DMRegister, a well-designed coordination mechanism is achieved between all CGCA regarding the allocation of de minimis aid. With the DMRegister reporting, the Cyprus government knows exactly, at any point in time, how much and where the aid is granted. With the data from the DMRegister, government officials can plan and implement a better governmental policy and guide on a more effective way to oversight Cyprus public finances.

### Digital Audio Recording (DAR)

A new recording system for the hearings in the Courts of Cyprus, the Digital Audio Recording (DAR) will be implemented, where the hearings of the Courts will be recorded in audio form, with the aim of abolishing the printed records and keeping them in electronic form. The system will be integrated with the eJustice System upon completion, which is expected by the end of 2026.

## Digitalisation supporting the EU Green Deal

### National Energy and Climate Plan (NECP) 2021-2030

Cyprus has committed to initiatives that support the EU Green Deal through digital transformation. The country's National Digital Strategy 2020-2025 emphasises capitalising on funding at both national and EU level, including the EU Recovery and Resilience Fund, to emerge stronger from the COVID-19 pandemic and support digital transformation according to the EU's Green Deal priorities. Furthermore, Cyprus has dedicated itself to a dual green and digital transformation, aligning its objectives with EU priorities, as highlighted by the Deputy Minister of Research, Innovation, and Digital Policy. The Digital Europe Programme and the EU Cohesion Policy are among the significant funding sources supporting Cyprus's efforts for economic, social development, and a fair green transition, emphasising the importance of digital transformation

and cybersecurity. The National Energy and Climate Plan (NECP) serves as a strategic framework for Cyprus, showcasing the government's efforts to enhance the nation's resilience, competitiveness, and sustainability while emphasising the green transition and digital transformation as pivotal to its development goals. The NECP, currently being revised, underscores the importance of smart technologies and well-connected buildings and communities as a pillar for the digitalisation of the energy sector. Smart systems stand out for their ability to communicate and exchange information in a digital environment, optimising building performance and energy use.

The application of smart systems in buildings and their interconnection within energy communities aims to improve system flexibility, with digital technologies playing a crucial role in targeted energy-saving measures and the integration of new technologies such as electromobility and energy storage. The Research and Innovation Strategy Document for Cyprus outlines a comprehensive approach towards leveraging research and innovation (R&I) for socio-economic development, with a strong emphasis on digital transformation in support of green and sustainability goals aligned with the EU Green Deal.





## 3. Interoperability and data

### Interoperability Framework



#### Cyprus National Interoperability Framework

The Cyprus National Interoperability Framework (eGIF), version 2.0 (2017) is available [here](#).

### Data access, management and reuse



#### Access to Public Information (Access Rights Act)

In December 2017, the Law providing for the right of [Access to Public Sector Information \(Law 184\(I\)/2017\)](#) was adopted and entered into force in 2020, for the purpose of enhancing transparency within the public sector. The law provided citizens with the right to request and receive information, under certain conditions, from public authorities. Furthermore, the law created an obligation for public authorities to publish certain information on their websites to avoid submitting a request form to access this information. The Commissioner for Personal Data Protection was appointed as the supervisory authority for this law and will act as Information Commissioner.

### Open data



#### National Open Data Strategy

The previous open data strategy, called Strategic Plan for Open Data 2017-2022, was successfully completed on 31.12.2022. Out of the 44 actions included in the strategy, 35 were fully implemented, 7 partially implemented and 2 were carried over to the new strategy, i.e. [Open Data Strategic Plan 2023-2027](#), which was published on the second half of 2023. The national strategy focuses on 4 main pillars:

- Legal Framework;
- Infrastructure;
- Support for the data providers; and
- Promoting the reuse of open data.

In total, there are 38 actions and some of the most important ones include upgrading the National Open Data Portal (completed on February 2024), supporting public bodies regarding the implementation of the EU Regulation on High Value Datasets (expected to be completed within the 2<sup>nd</sup> half of 2024), creating the Open data Governance Board and interconnecting the National Data Portal with the data portals of other organisations.



#### National Data Policy

The DMRID aims to establish a coherent and effective approach to data policy aligning with pertinent EU sectoral legislation. It will engage experts to accomplish this goal. Its objectives include bolstering data security and privacy, guaranteeing transparency and user control, and fostering the advancement of innovative technological solutions that contribute to societal and economic welfare. The overarching aim is to formulate and enact an integrated data management and protection policy framework that adheres to EU legislative mandates and policies, thereby facilitating digital transition and fostering innovation. The following Regulations, Directives, and policies will be considered, while other relevant EU regulations, directives, and policies will also be analysed:

- Data Act (DA);
- Data Governance Act (DGA);
- Directive (EU) 2019/1024 on open data and the re-use of public sector information;
- Regulation 2018/1807 on a framework for the free flow of non-personal data in the European Union; and
- Open Science EU and national policy



## Law Establishing Rules Governing the Reuse of Existing Information Held by Public Sector Bodies

A new Open Data and Public Service Information Re-Use Law, [Law No. 143\(I\)/2021](#), was enacted in November 2021. The new legislation replaces Law No. 205(I)/2015 and transposes the provisions of the new [Directive \(EU\) 2019/1024](#). The operation of the [open data portal](#) as a data repository is part of the effort to make public sector information available and exploitable without legal or technical constraints. The portal provides relevant metadata along with information regarding charges and licenses and is currently hosting around 1 210 datasets.

### Base registries

The following table lists Cyprus' base registries:

National	
Business and Tax	<p>The <a href="#">Department of Insolvency</a> provides online access to national insolvency registries information. Since the beginning of 2022, the Department has also allowed for the online issue on non-bankrupt certificates. Moreover, a procurement process is taking place for the development of the Department's new website, which will allow to carry out online searches in all insolvency registries. In the meantime, the project for the full digitalisation of the Department's procedures has been initiated. The project is expected to be completed by the end of 2025. The new system shall increase the relevance and efficiency of the existing operational and technical systems of the Department of Insolvency.</p>
Transportation / vehicles	<p>The <a href="#">Road Transport Department</a> is one of the base registries in Cyprus as it is responsible for the vehicles and drivers' digital registry. Data exchange became available for all governmental departments through the Government Data Warehouse, and, in some instances, it is also possible to go through web API services (system-to-system) via the Government Gateway - Ariadni. In addition, data exchange is available to other EU countries through EUCARIS, which uses the European TESTA network. It is not interconnected with any other base registry, the data format used is SQL and data management is currently limited to the department's registry.</p> <p>The <a href="#">Public Works Department</a>, Ministry of Transport, Communications and Works, is developing a National Access Points for the provision of multimodal travel information free of charge, in accordance with <a href="#">Commission Delegated Regulation (EU) N° 2017/1926</a>. The National access point is building on an existing Transport Platform that currently collects information from 120 road traffic sensors in the primary road network of the capital Nicosia, the Interurban Road Network and the primary accesses leading to the ports and airports of Cyprus. The expansion in the next few years, funded primarily by EU Cohesion and Recovery and Resilience funds, will see the number of sensors increasing to approximately 500 to cover all Cyprus primary and interurban network. The system will be connected to Public Transport, Parking and Cycling (micro-mobility) Platforms. The <a href="#">National Access Point (NAP)</a> platform provides intelligent transport systems-related and road network-related data. The portal offers a variety of real-time, historical or static data in numerous formats and licenses.</p>
Land	<ul style="list-style-type: none"> <li>• <a href="#">Department of Lands and Surveys (DLS)</a> The <a href="#">Department of Lands and Surveys (DLS)</a> is one of the main Base Registries in Cyprus, It is the main source of data collection for legal, spatial and valuation data for its own and for other government departments' processes and needs, as well as for other important projects of both public and private sector.</li> <li>• <a href="#">Computerised Integrated Lands Information System (CILIS)</a> The <a href="#">Computerised Integrated Lands Information System (CILIS)</a> is one of the largest public sector systems, with a complex architecture based on a network</li> </ul>





	<p>of servers. It serves more than 800 users and has approximately 650 modules. Through the system, all transactions have been computerised, the methods and procedures in all District Land Offices have been simplified and automated, productivity has been significantly increased and the service provided to citizens has been improved. CILIS consists of three subsystems, namely Geographic, Legal and Valuation.</p> <p>In 2022 the upgrade of the Geographic Subsystem of the CILIS (Phase A) was completed. The upgrade, which is a project of immense strategic importance for the Republic of Cyprus, includes the latest in GIS technologies for the operation of spatial processes. In addition, the DLS enters a new business intelligence environment for the purposes of making faster decisions, now based on 'real' data. The upgrade / replacement of the Legal and Valuation Subsystems (Phase B) is expected to begin in 2024. The Project includes the development, regulation, parameterisation and implementation of a new information system related to legal and valuation functions for the DLS, which will replace and improve all the functions of the existing system. The purpose of the project is the creation of an integrated modern Land Information System (LIS) with upgraded, enriched and redesigned functions, designed in a way that serves efficiently, seamlessly and reliably both the operational processes of the DLS, as well as the provision of services to the wider public sector, other organisations and citizens.</p>
<p>Population</p>	<p>The <a href="#">Civil Registry and Migration Department</a> is one of the main sources of information for all government authorities regarding Cypriots and foreign citizens residing in Cyprus. It is the basis on which most policies and strategies related to the prosperity, stability, and economic growth of the country are based. The Civil Registry System (CRS) is an integrated information system with a central database, which includes functionality for handling data and applications for the issuance of official documents of the Republic of Cyprus such as birth certificates, identity cards, refugee identity cards, passports, electoral booklets, certificates of permanent residence, certificates of acquisition of Cypriot citizenship, and death certificates. The system also provides functionalities for preparing and conducting all elections in the Republic of Cyprus (presidential, parliamentary, European, and local authorities elections).</p>
<p>Other</p>	<ul style="list-style-type: none"> <li>• <b>Sworn Translators Registry</b> On 1 July 2019, the current system of certified translations provided by the Press and Information Office was terminated, according to <a href="#">Law No. 45 (I)/2019</a>, which provides for the registration and regulation of the services of the sworn translators in Cyprus. In order to facilitate the public's access to the registry of sworn translators, a <a href="#">digital Registry</a> is available which functions as a search engine.</li> <li>• <b>Registry for Energy Performance Certificates (EPC)</b> In the framework of the law that regulates the energy performance of buildings, a national Registry for Energy Performance Certificates (EPC) and a Registry for Qualified Experts have been introduced. An EPC has to be issued by a qualified expert for new buildings and buildings that are for sale or for rent. The issuing of an EPC can be done only through the digital platform for EPC. Qualified experts can access the platform through the Cy Login Ariadne Getaway Government Portal. Furthermore, the platform is used by qualified experts to register and to renew their registration. The MECI is currently working on:             <ul style="list-style-type: none"> <li>(i) a new online platform for building energy certification that will streamline the calculation process and improve the ability to store, analyse, audit and exchange information.</li> <li>(ii) the digitalisation of the registries of all independent experts' and installers related to energy efficiency and renewable energy; and</li> <li>(iii) on the development of a Digital One-Stop-Shop to streamline the issuance of RES projects permits (single point of contact for permitting of RES projects) as well as to facilitate Energy Renovation of Buildings.</li> </ul> </li> </ul>



Sub-national	
Base Registries	



### Filing Systems for Public Authorities or Bodies

Section 10 of [Law No. 125\(I\)/2018](#) regulates the combination of filing systems among public authorities or bodies. It provides that the combination of large-scale filing systems of two or more public authorities or bodies is permitted only for reasons of public interest and provided that the provisions of Article 6.1, points (c) or (e) or Article 9.2 points (g), (h) or (i) of the GDPR are fulfilled.

In the cases where the combination relates to special categories of personal data or to personal data relating to criminal convictions and offences or where it is to be carried out with the use of the identity card number or any other identifier of general application, a data protection IA is required, and the Commissioner for Personal Data Protection shall be previously consulted.

The Commissioner can authorise the combination of the filing systems referred to in this section and impose terms and conditions for the materialisation of the combination to the public authorities or bodies that intend to combine their filing systems.



### Ipodamos – Town Planning and Housing Department’s Integrated Information System

Cyprus has developed an integrated information system called [Ipodamos](#) for the Town Planning and Housing Department that covers the IT needs and demands of the Department, as well as the management of building permits from the District Administration Offices. The System is a powerful tool for the upgrading of the services offered by the Department, aiming at accelerating the bureaucratic procedures as well as the average response time to citizens’ requests. The project was co-financed by the ERDF 2014–2020. Furthermore, the upgrade of the system, allowing for the acceptance of applications for planning and building permits by all Planning and Building Authorities was financed by the Recovery and Resilience Facility of Cyprus.

## Data platforms and portals

The following table lists Cyprus’ data platforms and portals infrastructures:

Cyprus’ Asylum Service System	In October 2021, a new contract was signed for the upgrading of the electronic system of the Asylum Service (CASS), including also a new role in the system for the Administrative Court for International Protection (IPAC). One of the objectives was to provide the services/departments involved in the asylum process (currently the Asylum Service, Social Welfare Services, IPAC, Labour Office, Civil Registry and Migration Department and the Immigration Police) with direct and correct information, and also to interconnect the electronic systems of these services/departments for the automatic exchange of information. The upgrading of the CASS was co-financed by the emergency assistance strand of the Asylum, Migration and Integration Fund (AMIF), under the project “Support of Cyprus’ Asylum Service and Civil Registry and Migration Department” (HOME/2019/AMIF/AG/EMAS/0115). The <a href="#">system</a> has been operational since the end of 2022.
eDelivery Infrastructure	<a href="#">eDelivery in Cyprus</a> , a project under the <a href="#">CEF programme</a> , built the eDelivery infrastructure in the country. The Department of Postal Services was the coordinator of the consortium. A pilot programme connected the municipalities with the Union of Cyprus Municipalities to transfer in a safe and trusted way their financial statements and to automatically consolidate them at central level by using the eDelivery infrastructure. At the moment, the possibility to use the infrastructure for the introduction of the electronic P.O. Box (ePOBox) is being examined.
Electronic Office Automation System	The Electronic Office Automation System (eOASIS) was developed in cooperation between the <a href="#">DITS</a> , the <a href="#">Public Administration and Personnel Department</a> and the State archives. eOASIS is a system that deals with the electronic management of official documents in the public service. eOASIS goes





	<p>beyond document management as, through its workflow engine, it also automates the procedures and regulations that govern document capture, archiving, security classification, access, distribution and disposal, including their final destruction or long-term preservation for future accessibility by the public and researchers. Thus, eOASIS serves as a records management system.</p> <p>Following the positive findings of a cost-benefit analysis and a comparative study between different software platforms and eOASIS, the eGovernment Board has approved the rollout of eOASIS to all the remaining government organisations. The system currently operates in 67 government organisations and serves around 10500 users. Specifically, 63 organisations operate in a central technical infrastructure ('cloud-style' manner) and the rest (namely the Cyprus Police, the House of Representatives, the Cyprus Intelligence Service and the Deputy Ministry of Tourism) operate on their own infrastructure. From the 39 governmental organisations remaining, eOASIS is planned to be integrated in 15 organisations in 2024, with the full integration of all the organisations by the end of 2026. eOASIS is constantly upgraded with functional additions and technical/architectural upgrades and redesigns. The project will be co-financed by the ERDF 2021–2027.</p>
<p>Government Data Warehouse</p>	<p>Another important project which was approved by the eGovernment Body at the beginning of 2020 and is currently in progress, is the <a href="#">expansion of the Government Data Warehouse (GDW)</a> in order to support its continuous rollout and cope with more users and government organisations exploiting the possibilities and benefits of the GDW. The GDW enables easy access to accurate, consistent and integrated government data for better and faster decision-making and for statistical purposes. It is a single cohesive database with a subject-centric approach, and provides a consolidated view of civil-service data, optimised for reporting and analysis. In particular, the data warehouse contains selective transactions and inter-related information from various government information systems, specifically structured for dynamic queries and analytics.</p> <p>The GDW operates on the basis of a license issued by the Commissioner of Personal Data Protection in 2017. The governance design questions, which facilitate data sharing among civil services, are monitored and authorised by the Commissioner, so as to ensure, inter alia, compliance with the GDPR principles of necessity and proportionality. The project will be co-financed by the ERDF 2021–2027.</p>
<p>Unified Data Centre</p>	<p>From 1 July 2021, the Unified Data Centre (UDC) holds together the IT systems of the MLWSI and the IT Systems of the newly established Deputy Ministry of Social Welfare (DMSW). The DMSW includes the Social Welfare Service, as well as the Welfare Benefits Administration Service. In the second quarter of 2021, the following benefits of the Welfare Benefits Administration Service were migrated to the UDC: child benefits and single mother benefits, grants to pensioners household with low income, and mother allowances and maternity grants to unmarried mothers. Additionally, the Guaranteed Minimum Income of the same Service was migrated at the beginning of February 2022. In the same quarter the Special Grant of the Ministry of Finance for buying or building new residences was hosted in the UDC environment. In the third quarter of 2021, the ERGANI system of Social Insurance Services and Online Benefit Application of the Welfare Benefits Administration Service was developed in the UDC. In February 2022, the Social Welfare intranet System of the Social Welfare Department and the Guaranteed Minimum Income intranet system of the Welfare Benefits Administration Service has also been migrated to the UDC. <a href="#">At the beginning of 2024 the UDC launched its own Disaster Recovery site supporting its IT systems.</a></p>
<p>Cyprus Government Open Data Portal</p>	<p>In 2018, the 2<sup>nd</sup> version of the <a href="#">National Open Data Portal</a> was released. It was based on the <a href="#">DKAN open-source platform</a> and used Drupal 7 as a content management system. With Drupal 7 coming to its end of life at the end of 2023 and DKAN not supporting newer versions, there was a need for a new portal development. The Public Administration and Personnel Department, in collaboration with the Open University of Cyprus, developed the 3<sup>rd</sup> version of the National Open Data Portal (<a href="http://www.data.gov.cy">www.data.gov.cy</a>) that was published on 26</p>



	<p>February 2024. The new portal is based on the EKAN open-source platform that helps to maintain the same features as the previous version, such as: a large catalogue of approximately 1 300 public datasets (geographical, demographic, statistical, environmental data, etc.), around 3 600 data resources and 91 hosted data providers (public and private sector).</p> <p>It also hosts an editorial section related to open data, a wide variety of support material for open data publishers and re-users in the form of visual guides, a section to promote apps developed through the use of open data, and online forms for submitting data requests and apps developed with the use of open data. In addition, the portal’s functionalities include an interface to generate and share data visualisation tools (grids, graphs, maps), as well as a collection of user-friendly APIs to access both data and metadata. The previous version of the National Open Data Portal was ranked 9<sup>th</sup> among the open data portals of participating countries in the <a href="#">Open Data Maturity Report 2022</a> and the <a href="#">Open Data Maturity Report 2023</a> (8<sup>th</sup> among the 27 EU Member States).</p>
Postal Codes Database	<p>The Department of Postal Services is responsible for the maintenance of the postal codes database. To this aim, a search engine is available on the <a href="#">Department’s website</a>, where the postal code of a given street name can be found based on selection criteria. The street included in a specific postal code can also be listed. In addition, an API has been built to allow the connection of third-party applications and websites to the official postal codes database.</p>
Postal Rates Database	<p>The Department of Postal Services is the Universal Postal Service Provider in Cyprus. In this respect, a postal rates calculation engine is available on the <a href="#">Department’s website</a>. In addition, an API has been built to allow the connection of third-party applications and websites to the official postal rates database.</p>
Agriculture	<p>The Agricultural Research Institute (ARI) has designed and developed a set of online web applications and tools that are available to farmers. These web applications are free and can be accessed through <a href="#">ARI’s website</a>.</p> <ul style="list-style-type: none"> <li>• Fertilisation recipes: water needs and fertiliser calculation for various crops in Cyprus;</li> <li>• Simple product cost of production, profit and selling price calculator;</li> <li>• Irrigation based on solar energy;</li> <li>• Economic productivity and physical water productivity of main crops in Cyprus;</li> <li>• Nitrogen (N) removal from crops;</li> <li>• Crops water needs; and</li> <li>• Fertilisation needs calculator.</li> </ul>

### Cross-border infrastructures

The following table lists the European cross-border infrastructures of which Cyprus is part of:

EUCARIS	<p><b>EUCARIS</b> (European Car and Driving Licence Information System) is an initiative of several European countries and can be described as a system that connects countries or a cooperation between several national registration authorities. Formalised in a multilateral treaty, this cooperation is focused on the exchange of data regarding vehicle registration, driving licences, the accompanying personal data and other transport-related data. EUCARIS is neither a database nor a central repository but rather an exchange mechanism that connects the Vehicle and Driving Licence Registration Authorities in Europe. Each country is responsible for its own registry of vehicle and driving licence information and its own registration procedures. Through their <a href="#">national registration authority</a>, other government institutions can request information on e.g. vehicles from another country. The system contributes, amongst others, to the fight against car theft and registration fraud.</p>
TESTA	<p>The <a href="#">Trans European Services for Telematics between Administrations (TESTA) network</a> is used for a number of cross-border use cases.</p>



<p>EU Wallet</p>	<p>Cyprus is part of the EUDI Wallet Consortium.</p>
<p>European Blockchain Services Infrastructure (EBSI)</p>	<p>Cyprus, together with 25 other Member States, signed the <a href="#">Declaration for Cooperation on a European Blockchain Partnership (EBP)</a>. In Cyprus an ad-hoc working group was established (approved by the Council of Ministers on 30 August 2018) with the mandate to evaluate the environment and the possible risks. The ad-hoc working group will also define a national plan for the development of blockchain technology in Cyprus. Cyprus participates in the European Blockchain Partnership (EBP) and the European Blockchain Services Infrastructure (EBSI). The Council of Ministers during its session held on 18 June 2019 approved the National Strategy for Decentralised Technologies-Blockchain.</p> <p>In 2021, Cyprus was among the few early adopters of the European Blockchain Services Infrastructure (EBSI). The infrastructure is implemented in collaboration with academia and enterprises. As part of the project, a Diploma Blockchain Use Case and wallet will be developed. In March 2023, the Cyprus Deputy Ministry of Innovation Research and Digital Policy completed the evaluation of a tender called "Extending the existing use case of authentication of digital diplomas/credentials (e-diploma) to the European Blockchain Service Infrastructure (EBSI) national hub" and is working on the awarding of the contract and the signing of the project agreement. In March 2023, in reply to an EC Call for expression of interest in EDICs, Cyprus submitted its proposal and manifested its interest for a European blockchain services infrastructure EDIC.</p>



### THESEAS Customs System

The [THESEAS Customs System](#) is the first fully integrated and web-enabled customs system in Cyprus. It includes Import, Tariff, Esktort (risk analysis), Accounting, Bonded, Penalties, Quota, Manifest, RefTab (reference tables) and the Trans-European systems consisting of the Import Control System, the Export Control System, the Excise Movement and Control System, the New Computerised Transit System, the Economic Operators Registration & Identification System and Risk Analysis.

All customs stations are connected to the system via the intranet, operating over the Government Data Network. Currently, Cyprus, along with other Member States in the EU, promotes the implementation of a new Information System for the Customs Department aimed at ensuring the correct application of the Union Customs Code (UCC) Work Plan of the European Union. The UCC was enacted in order to modernise and simplify trade into and within the EU and to harmonise the customs procedures across Member States.



### EESSI – Electronic Exchange of Social Insurance Information

Cyprus has implemented EU rules on social security coordination by participating in [EESSI – Electronic Exchange of Social Insurance Information](#) project. This IT system helps social security institutions across the EU to exchange information related to different branches like applicable legislation, sickness, occupational diseases and accidents at work, pensions, unemployment and family benefits more rapidly and securely. It is being developed by the European Commission pursuant to Regulation (EC) No 883/2004 and its Implementing Regulation (EC) No 987/2009, as last amended by Commission Regulation (EU) No 1372/2013 of 19 December 2013. Cyprus' EESSI software implementation has been completed as of 3 May 2021, and the EESSI system is up and running with 99 Business Use Cases (BUCs). EESSI software new versions are being released according to EESSI Release Plan and deployed according to EESSI Deployment documentation in Test and Production environments. In 2024 (continuing in 2025), many activities will have to take place at national level covering different components of the EESSI System as imposed by the European Commission.



### National Contact Point for Cross Border Healthcare

The [National Contact Point for Cross Border Healthcare](#) project is being developed to comply with the [Cross-Border Healthcare Directive](#). The ultimate goal is to provide all EU citizens with equal access to quality healthcare, responding to their specific needs. Whether that means seeking a second opinion in another Member State or taking a child with a rare disease to a



specialist on the other side of the EU, people need the reassurance that they will receive the best care possible and that they will not be left to shoulder the financial burden alone. To achieve this result, one of the key points is to improve access to information on healthcare in other European countries. This service will be facilitated by the [National eHealth Authority](#) which is responsible for the [National Contact Point for eHealth](#) once fully operational for health data exchange between Member State. The functionality and the interoperability are defined in the EHDS Regulation.



### Interconnection of Insolvency Registers

The Department of Insolvency has successfully concluded the conformance testing of the national insolvency registers connection to the central IRI search platform, in line with the requirements of [Regulation \(EU\) 2015/848](#) and the eJustice portal technical specifications for the interconnection of insolvency registers. Thus, the national insolvency registries are now interconnected and accessible through the [European e-Justice Portal](#). For the time being, the [Insolvency Registers Interconnection search interface service](#) is available only in the EU Member States registers that completed the interface set up in accordance with Article 25 of Regulation (EU) 2015/848 of the European Parliament and of the Council.



### EURES

EURES (European Employment Services) is a cooperation network formed by public employment services. Trade unions and employers' organisations also participate as partners. The objective of the EURES network is to facilitate the free movement of workers within the European Economic Area (EEA) (the 27 members of the European Union, plus Norway, Liechtenstein and Iceland) and Switzerland. EURES targets both jobseekers interested in moving to another country to work or to study, and employers wishing to recruit from abroad.



### National Visa Information System (CY-VIS)

On 22 May 2019, the Council of Ministers approved the submission of a revised Declaration of readiness for Schengen Evaluation of the Republic of Cyprus. The existence of a new Cyprus Visa Information System (new CY-VIS) (harmonised to and updated with the latest technical EU requirements) is one of the most important preconditions within the framework of the requirements that has to be met before joining the area. An efficient visa information system is also necessary to handle the number of visa applications received, which will potentially increase. The new CY-VIS of the Ministry of Foreign Affairs will also aim at a better implementation of the common visa policy, consular cooperation and consultation between central consular authorities, facilitating the exchange of data between Member States on visa applications and related decisions. More analytically, the new CY-VIS will fully comply with the Schengen Acquis and simplify the application process and the time required for the issuing of a Visa via a web-based solution. This will result in:

- Greater transparency and faster procedures for visa travellers to enter Cyprus and, in the future, the Schengen Area;
- The safety and protection of travellers using biometric technology, helping to identify individuals and prevent identity theft;
- Consular cooperation and consultation between the Ministry of Foreign Affairs and other authorities;
- A reduced risk of "visa market" and fraud;
- A more streamlined processing of visa applications, which is one of the Cypriot national requirements; and
- Flexibility to support the future evolutions of the system in view of changes to the European or the National legislation.

The respective open tender procedure documents were published within the first trimester of 2022 and the tender is expected to be awarded in the second trimester of 2024.

## 4. Digital transformation of public services



### Digital public services for citizens

#### Digital Public Services

The **Digital Services Factory (DSF)** is one of the main strategic initiatives under the Digital Government Portfolio of the Cyprus Digital Strategy aiming to enhance government transformation. This initiative was promoted in partnership with the Government Digital Service (GDS) of the United Kingdom through an MoU which was signed between two countries in an effort to strengthen collaboration in the field of digital government. To this end, the DSF defined the new service delivery model that will enable the efficient provision of high-quality digital services that will better respond to citizen and business needs. The key components of the model encompass the:

- (a) Establishment of the core DSF team;
- (b) Publication of the Service Standard (SS) and relevant guidelines that promote the use of open standards, user-centred design and agile development practice. All new digital services must comply with the Service Standard;
- (c) Preparation of the Framework for the Digital Transformation of Government Services laying the foundations for a more effective public-private partnership and allowing companies that are active in the field of technology to build services, individually or in consortia, through mini-competitions; and
- (d) Set up, operate and maintain a tailored cloud infrastructure for hosting digital services that align with the Service Standard.

This new government approach supports the standardisation of methodology and delivery across the government. It aims to ensure uniformity, consistency, security and accessibility of public services while enabling the private sector to actively participate in accelerating digitisation. The DSF is a vital and integral part of the government's efforts for an integrated redesign of its services, through the new portal, gov.cy, which will host both public digital services and all government websites. The ultimate goal is to provide all public information and services through a single digital channel, streamlining access for citizens and businesses. Services such as 'Update my personal details' and 'Participation in the National Solidarity Fund Scheme' for both physical and natural persons services were successfully launched in 2023, adhering to the principles and guidelines of the Service Standard. In 2024, our focus remains to enhance our service portfolio and we are engaged in mini-competitions (facilitated by the Framework for the Digital Transformation of Government Services) and in-house development. To this end we plan to deliver additional digital services tailored to meet the needs of key government entities such as the Ministry of Defence, Ministry of Interior, Ministry of Labour and Social Insurance, Deputy Ministry of Social Welfare, the Educational Service and the Treasury of the Republic of Cyprus aiming to better serve citizens and businesses.

#### Reform of the Government Presence (gov.cy)

A strategic study for the reform of the government's web presence on the Internet was carried out in collaboration with the Structural Reform Support Service of the European Commission (SRSS) and concluded in 2019. As a result, a new project is underway for the reform of the way in which the government validates and publishes information on the Internet through websites. The aim is to improve efficiency and productivity in all areas, enabling faster and easier development, hosting and publishing, as well as to provide a more user-friendly environment for the employees of government organisations who oversee the administration of their websites (upload information/update content). More specifically, it will:

- Improve user experience and satisfaction;
- Improve accessibility and searchability of on-line information, and
- Provide access to more effective, efficient and equitable public services.

The reform of the project on the government's web presence on the Internet started in September 2022 and will be implemented in two phases, phase A over an 18-month period and phase B over a 54-month period.



The Gov.cy project is to be the Cyprus Government's public sector information website, created to provide a single point of access to information and services. It includes:

1. The design, development, and implementation of a Unified Design System (UDS) to be used as a guiding framework for the design and implementation of any and all government online presence and future services.
2. The design, development, and implementation of a Distribution on a Content Management System (CMS), through the application of the selected Unified Design System, to be used as the core tool for the development of any and all government online presence.
3. The design and development of the main gov.cy Web Portal and the Government Organisations individual websites.

The project is co-financed by the European Regional Development Fund (ERDF) 2021-2027. The new gov.cy portal will be launched within the second quarter of 2024 with a gradual release of the redesigned web sites.



### Government Secure Gateway (Ariadni)

The **Government Gateway Ariadni** is the foundation for the delivery of the vision of a joined-up government and will ultimately constitute the central passage to all electronic transactions between citizens, businesses, institutions and the government. In terms of functionality, it incorporates a unified registration and authentication service, allowing users (citizens, businesses, institutions, etc.) to conduct their transactions with the relevant government organisations over the internet in a secure manner, with a single set of credentials, using any application, any device, anytime, anywhere. Additionally, Ariadni provides interoperable, secure and authenticated web-based interconnection of back-end systems. Common core services provided through Ariadni include:

- Common user identity management/authentication and authorisation;
- Single sign-on credentials – CY Login;
- Common messaging facility;
- Online payments;
- eSigning Broker, and
- Integration tier, offering reliable, standards-based information exchange between systems.



### The Funding Programmes Portal

The **Funding Programmes Portal** of the Directorate General for Growth of the Ministry of Finance operates as a first stop and a central information point for all the programmes funded by European and/or national funds. The objective of the portal is to support citizens and businesses in identifying appropriate funding opportunities. The calls for proposals currently found in the Funding Programmes Portal relate to the EU Competitive Programmes including Digital Europe Programme, the co-financed schemes under the THALIA Programme, the Interreg (European Territorial Cooperation) Programmes, the schemes financed under the Cypriot Recovery and Resilience Plan and the National Grant Schemes.



### Electronic Payments

The Republic of Cyprus has implemented **electronic payments**. Nowadays, it is possible to pay bills, university fees, and renew several licences thanks to the collaboration between the government and CyLogin.

Several online payment services are enlisted on the online web portal of the web portal of the Republic of Cyprus. In addition, some services which are provided through CyLogin can be fully completed electronically using the payment engine of this gateway. The payment engine of CyLogin is currently being used by other systems/portals and/or can be used in the future as a single payment engine for the various services provided by the government. Electronic Payments by Credit or Debit Card to the Cyprus Tax Department are available through the Tax Portal and the Tax For All where the taxpayer may also view the taxpayer account. Another service that can be paid online is related to fees to be paid to the **Government Printing Office**. The clients, such as local authorities, public organisations, law offices, insurance companies, citizens and others interested parties can pay for publications on the Government Gazette using electronic payments. Specific cross-border eServices are also provided through the **Cyprus Business Portal**.

## eInvoicing



## eInvoicing

The Republic of Cyprus effectively transposed the European [Directive 2014/55/EU](#) on electronic invoicing in public procurement into the national [Law No. 89\(I\)/2019](#) in April 2019. eInvoices in B2G public procurement are used on a voluntary basis by suppliers. From the 18 April 2019, the receiving and processing of compliant eInvoices is mandatory for central public sector bodies. Sub-central entities are mandated to receive and process compliant eInvoices from the 18 April 2020 on. At sub-central level, the eInvoicing model in place is a Peppol-based strategy, which is fully operational since the 18 April 2020.

As of spring 2021, eInvoices from non-domestic suppliers are accepted. The main identified benefits of the implementation of eInvoicing at the sub-central level are cost and operational savings and the contribution to process automation. Sub-central government automation has reached a high level in most of the contracting authorities and entities.

## eHealth and social security



### Law on eHealth

The eHealth programme is intended to align the Cypriot health infrastructure with the standards set by the European Union to set up the necessary infrastructure for the exchange of health data across national borders within the EU and the provision of interoperable eHealth services. The purpose of this Law is to establish a framework for the use of electronic health for disease prevention, health promotion and the effective and safe provision of health services to citizens, the implementation of the National eHealth Record system for all citizens, the regulation of the storage and use of biomedical information and telemedicine. Under Article 17 of its legislation, the National eHealth Authority is also the National Contact Point for eHealth (NCPeH) for cross-border healthcare as defined by the EU. Moreover, eHealth [Law No. 59 \(I\)/2019](#), as well as the funding received by the Recovery and Resilience Plan (RRF), titled Deployment of generic cross border eHealth services in Cyprus focus on supporting Cyprus' efforts to be part of the secure peer-to-peer network allowing the exchange of Patient Summaries (PS) and ePrescriptions (eP).

## Other key initiatives



### eGovernment in Education

In November 2020, the Ministry of Education, Sport and Youth announced a tender for the provision, implementation, maintenance and operation of an Integrated School Management System (SMS). The SMS, which is co-financed by the ERDF under the Programme THALIA 2021-2027 will contribute to streamlining bureaucracy, reducing high administrative costs and ensuring the prompt provision of information, cooperation and support of various stakeholders. On 6 September 2022, the contract for the implementation of the system was signed for the value of EUR 20.2 million. More specifically the contract scope includes:

- The provision of implementation services, including the development, implementation and testing of the functionalities of the Integrated School Management System and other peripheral systems (such as data migration activities and the training of the required resources) as well as users training;
- The provision of data centre infrastructure and server infrastructure hosting services for the primary site (full production site) and disaster recovery; and
- The provision of maintenance services and the operation of the Integrated School Management System. Help desk services will be provided during the same period.

As to the measures included in the [national RRP](#) under the responsibility of the Ministry of Education, Sport and Youth, the aim is to equip with laptops, projectors, microphones, speakers, and digital graphic boards the classrooms in at least 700 schools. The contract was signed in June 2023 and it is currently under implementation. Additional digital tools will be available to develop and apply students' digital skills in everyday teaching and learning. Moreover, the connectivity networks of schools were upgraded. By December 2024 curricula will be transformed and educational material for digital skills and STEM methodology will be produced for 120 school subjects, and by June 2026 at least 3.375 primary and secondary teachers will have benefitted from in-service training and professional development on digital competences. The overall cost is estimated at EUR 13.8 million.





### Thalys Upload and Payment Platform

The Thalys Upload and Payment Platform (**ThalisUpp**) is a service, which was added as part of the new inbound postal items' customs clearing process of the Department of Postal Services. Customs authorities examine the digital customs declarations for the inbound items originating from countries outside the EU. The platform is used as follows: (i) the registered user can upload on the platform the requested document(s), such as a commercial invoice, upon notification (SMS, e-mail, printed). Customs authorities access the document and determine the further treatment of the item. This procedure takes place before the item's arrival in Cyprus. The item can be then picked up by the recipient at all Post Offices, based on their area of residence; (ii) the registered user is able to pay any duties/taxes imposed by the customs authorities, even before the arrival of the item in; and (iii) the customs authorities can refer items for examination to other government departments, depending on the contents of the item. The recipient is then requested to upload specific documentation to allow for the examination of the goods (for example import licence, medical prescription, etc).

### Reform of the Justice System (eJustice)

The reform introduces qualitative changes to the justice system with the goal of strengthening the flexibility, effectiveness, and speed of the decision-making process. As part of the reform, an electronic court administration system will be introduced to digitalise the operations of the different courts. To this end, a tender to purchase a license for a web-based court administration system (eJustice system) was launched, including the training of personnel, and the option to acquire the system by the government. The eJustice system will be installed in the premises of every court in Cyprus, and it will be possible to manage all procedures of a legal case. Additionally, the eJustice system will provide electronic services to court personnel, law offices, police, governmental departments, private law companies, lawyers, the bar association, private companies, citizens and private service providers (e.g. audit firms, land development companies, certifying officers etc.). Notably, that eJustice will include functionalities covering the provisions of the new Civil Procedure Rules as well as the new Courts which were created by the Justice Reform.

Upon successful completion of the pilot phase, an SLA agreement will be activated, and the system will be deployed for production. The production phase will last six years and the government will pay a monthly fee as a license to use. This monthly fee will also cover the helpdesk, maintenance and small-scale changes and improvements of the system. The government has the right to extend the production phase for an additional four years or to purchase the system.

### i-Justice

Justice reform is widely recognised among the highest priority areas and categorised as a project of public interest in Cyprus. The **solution** aimed to address the most pressing needs of the judicial system until completion of the full design and implementation of an integrated e-justice system, namely basic features such as case registration, payment of relevant fees, communication of the system internal and external users. The i-Justice system introduces electronic case files, efficient case management and monitoring through two-way communication between internal (courts and registrars) and external users (lawyers, law firms, and citizens). It grants access to both government authorities and private entities, simplifying document filing, control, and access. This streamlining enhances judicial efficiency reduces time and administrative costs, increases transparency, and improves service delivery to the public. The system's business-continuity plan ensures resilience against future crises or adverse situations, reinforcing confidence in the legal system and State institutions. The electronic registration system (iJustice) has been fully implemented since 1 February 2022, and marks an important step in the process of quality upgrade of the country's justice system. iJustice is the interim solution aimed to address the most pressing needs of the judicial system until completion of the full design and implementation of the eJustice system. It offers basic features such as case registration, payment of relevant fees, communication with internal and external system users. When eJustice will be fully operational, iJustice will cease to exist.

### eLegislation Platform

Currently Cyprus is promoting the design and implementation of a Legislation Preparation Platform, which will perform two main functions: (i) the first will involve the whole process of law drafting from the stage a bill is drafted, including the internal consultation process among the co-competent Ministries and services, right up to the stage of the publication of the law (or the





consolidated law in case of amending legislation); (ii) the second will be the implementation of the required infrastructure for storing and disseminating all laws and regulations of the Republic in interoperable formats in order to enable further use by anyone interested to find the legislative texts in force. The platform will be operational in 2026.

### [E-consultation.gov.cy](https://www.econsultation.gov.cy)

[E-consultation.gov.cy](https://www.econsultation.gov.cy) is a functional and user-friendly online public consultation platform accessible to all stakeholders. The online platform reunites in one place all stages of public consultation (invitation, comments, results) in real-time, it keeps records and provides the possibility to index all completed processes.

The development and operation of this platform will contribute to the creation of channels of communication and dialogue between the private sector and stakeholders with public bodies during the process of shaping legislation, by means of public consultations based on the principles of transparency and accessibility.

Another project under implementation is the E-Legislation platform, which aims to facilitate the compilation, integration, management, and storage of laws and regulations. The system will also be the official State's single point of public access to all legislative texts. The investment covers the uploading of all applicable laws and regulations to the new platform. The implementation of the investment will be completed in 2026.

### [Citizen Voice](https://www.citizenvoice.gov.cy)

[Citizenvoice.gov.cy](https://www.citizenvoice.gov.cy) is a functional and user-friendly online public platform accessible since 2024 to all Cypriot citizens. The online platform is a key tool of the Republic of Cyprus. It provides Cypriot citizens with the possibility of a two-way communication with the executive power. In the framework of participatory democracy, via the Citizen Voice portal the government of Cyprus will conduct citizen surveys on topical and major issues concerning the legislation and political acts it intends to implement in order to record and consider the general social perception on these issues. The platform operates under the responsibility of the Office of the Commissioner for the Citizen and is another practical application of the democratization of our political system and our society.

### [Citizens Service Centres](#)

The [Citizens Service Centres](#) (KEPs and KEPOs) operated by the Department of Public Administration and Personnel (PAPD) and the Department of Postal Services (DPS), respectively, are the first one-stop shop for citizens in Cyprus. They have been set up to provide a variety of public services from a single point of contact. The main goal is to provide faster and better services to citizens. The KEPs are located in 9 different locations all over Cyprus. In 2021, a Queue Management Information System was installed in all KEPs and KEPOs. The Queue Management Information System assists in managing citizens' flow and waiting time, enhancing citizens' experience and improving service quality. It also provides real-time, valuable data/metrics and historical data/metrics to the following entities:

- Supervisors of KEPs and KEPOs, in view of monitoring waiting times and service flow and obtaining a better perception of the performance and operation of the centres; and
- PAPD and DPS, with the aim of assisting in understanding trends, obtaining citizens' feedback and storing performance insights, thus making necessary decisions for optimising service processes and for further overall improvements.

Furthermore, a new booking platform, operated via website and mobile application, will be implemented in 2024 through the Queue Management Information System. The platform will enable citizens to schedule an appointment for obtaining services either by visiting a specific office for services that require physical presence or via teleconference/video call, relating to the specific services that can be served remotely. The platform's functionality includes the ability to send automated notifications to citizens and capture scheduling statistics. The same platform will be used by the KEP/KEPO call centres to book appointments on behalf of citizens. The new platform will be unifying the MyGovLive platform, and the Citizen Centre Online Bookings (KEPO) platform mentioned below.

### [MyGovLive](https://mygovlive.gov.cy)

In May 2022, in the framework of implementing reforms to improve the access to public services for citizens, the Department of Public Administration and Personnel, in cooperation with the Deputy Ministry of Research, Innovation and Digital Policy have launched a pilot project whereby citizens book an appointment online via the link '<https://mygovlive.gov.cy>' and are then



attended remotely, via teleconference / video call by an employee of the Citizens Service Centres (KEP). The aim is for KEP to provide certain services to citizens remotely, without the need for physical presence thus facilitating seamless service to citizens by the State in the name of flexibility, transparency and security. MyGovLive currently includes only one service, the CY Login Profile Identification service for Cypriot citizens (natural persons). The Profile Identification process is necessary for citizens to be able to use the electronic services offered through the government portal GOV.CY. The expansion of services to be provided via this channel is currently under review, in the framework of a new booking platform of the Queue Management Information System.

### Cyprus Post (Department of Postal Services Mobile Application)

The Mobile Application is available for Android and iOS. It provides the following functionalities:

- Track & Trace;
- Postal code directory;
- Postage calculator;
- Connection with the Parcel24 application (parcel locker service);
- Connection with e-shop available on the website;
- Post Offices locator and navigation; and
- Inquiry and complaint form submission.

### Postal Services eShop

The Department of Postal Services operates an eShop, accessible via its website, which offers a variety of philatelic and other products, real-time stock availability and online payment via the JCC Payment Gateway with credit/debit cards.

### Online Customs Declaration Form Shipping Tool

The Online Customs Declaration Form Shipping Tool is accessible via the [Department of Postal Services' website](#) It provides the sender with the possibility to fill in a Shipping Request, so as to prepare the postal customs declaration CN22/CN23 in digital form, as required for all destinations outside the EU as of 1 January 2021.

### Citizen Centre Online Bookings (KEPO)

The Department of Postal Services operates all the KEPO, which are physically located in seven Post Offices. The online booking platform allows citizens to book their **appointment** at KEPO on a specific location by selecting the service category (government department) and the required service, whilst providing information on any cost related to the required service as well as the available time slots, which are based on the pre-set duration of the service. Upon check out, the system provides information on the required documentation that the applicant should possess, registration of applicant's name, mobile number and email and a confirmation of the appointment is sent to the applicant. The same platform is used by the toll-free call centre, which is used to book appointments on behalf of citizens.

### Counter Automation System

The **Counter Automation System (CAS)** is a web-based information system that is currently being developed for the Department of Postal Services. It is expected to be set in productive operation during the second half of 2024 and it will be co-financed by the ERDF 2021–2027. The main goal of the system is the automation of the various services that are currently offered manually or only partially computerised by the Department of Postal Services. Services will also be available to citizens through the self-service kiosk. The system will be installed at all the Post Offices and other Post Office facilities all over Cyprus.

### Civil Registry and Migration Department Online Booking Platform

The **Civil Registry and Migration Department** operates an online booking platform, which allows citizens to book their appointment in all districts by selecting the service category (third country nationals, EU nationals, Cypriot citizens), the required service (type of residence permit), and the available time slots, which are based on the pre-set duration of the service. Each service provides information on the required documentation that the applicant should possess. Upon check out, the platform requests registration of the applicant's name, other identification details,



their phone number and email. A confirmation of the appointment (as well as a reminder three days prior to the appointment) is then sent to the applicant by email.



### Civil Registry Electronic System

The Civil Registry's electronic services, accessible through [Gov.cy Portal](#), provide citizens with a convenient platform to manage specific personal data and postal addresses. Additionally, upcoming services will include the re-issuance of various certificates, namely: (a) birth certificates, (b) death certificates, (c) consular birth certificates, (d) consular death certificates, and (e) permanent residence certificates. The payment processes will be facilitated online, allowing citizens to conveniently download their certificates directly from the service upon completion. Furthermore, adult citizens will have the option to apply for the re-issuance of identification cards and passports. The payment for these services will also be handled online, with citizens receiving a receipt enabling them to visit an office in person to provide biometric data for the issuance of their identification card or passport.



### Online Registration of Primary and Secondary School Students

Aiming to minimise the physical presence at schools due to COVID, an eService has been developed by the Ministry of Education, Culture, Sport and Youth in cooperation with the Deputy Ministry of Research, whereby parents can electronically confirm their children's enrolment without having to go in person to the schools.



### Road Transport Department's Online Services

The Road Transport Department (RTD) has been offering innovative [online services](#) to the public and to special interest groups since 2004 to this day. Such services include the mechanical vehicle inspection by private vehicle technical inspection centres, vehicle registration by vehicle importers, road tax renewal, vehicle immobilisation, reservation of date and time of examination for obtaining a driving license and auction or direct purchase of vehicle registration number. RTD online services is a useful tool in the framework of the department's overall responsibilities, as it complements the stand-alone client server-based RTD information system.

A new and complete, fully web-based information system is being developed for the RTD, in order to provide all of its services online and take advantage of all the interoperability possibilities. The new system is expected to be adopted by Q4 of 2025.



### TAXISnet System

The Cyprus Tax Department (CTD) provides taxpayers with the [TAXISnet System](#) so that they can submit their tax returns (declarations) electronically, as most of the taxes (Individual Income Tax, Corporate Income Tax, Withholding Taxes for rents, interests and dividends, PAYE etc ) shall be filed electronically by law. Taxpayers register for the [TAXISnet System](#) with initial credentials provided by the CTD which are required to modify upon the first login. The same applies to representatives, who are acting on behalf of the taxpayers after taxpayers' confirmation. Tax returns can be submitted and modified, depending on a series of criteria, whereas the statement of return submission can be used by the taxpayers as a certificate for own use. The TAXISnet System is user friendly and keeps in line with the legislation and taxpayers' compliance obligations thanks to a series of controls, rules and calculation which apply while filing a tax return.



### Tax Portal

In a spirit of modernization and digitalization, the CTD launched the [Tax Portal](#) in July 2020. The Tax Portal is an intermediary eService offered to the taxpayers for debt management purposes, which is gradually being populated with additional functions. Taxpayers are able to login to the Tax Portal with their TAXISnet account credentials in order to submit their self-assessed taxes, for debt tracking and to get statements of arrears and payments. In addition, starting in 2023 taxpayers can pay their tax obligations while being redirected from the Tax Portal to their internet banking or credit card services.



### Tax For All Integrated System

In October 2020, a contract was signed between the [CTD](#), the consortium Data Torque Ltd and NetU Consultants Ltd, for the implementation, maintenance and operation of an integrated tax administration system – Tax For All. Tax For All will gradually replace all internal and external IT



systems. It will contribute tremendously to digital transformation, meaning less paperwork through a case management system aimed at facilitating the everyday life of tax officers and providing traceability to taxpayers' requests. It provides real-time information from the taxpayer to the Tax Department and vice versa. TFA is being implemented gradually following a hybrid approach. TFA's Stage 1 went live successfully on 27 March 2023. The objective of Tax For All is to provide enhanced services to internal and external stakeholders and by the end of 2024 to be the #OneStopShop for #TaxPayers in #Cyprus. The contract cost (including operation and maintenance) amounts to EUR 24.5 million and the implementation of the system is expected to be completed within 2025. In Stage 1, the registration process in the Tax Department's registry for all types of taxes is fully covered with electronic application registration. A significant aspect of Stage 1 is the inclusion of VAT, which allows taxpayers to have their evaluations and analyses conducted in real-time. Moreover, the system facilitates the payment management for VAT, enabling taxpayers to make real-time payments using cards (credit and debit), with TFA being instantly updated with those payments. Additionally, alternative payment methods like bank account transfers are available. The system also encompasses VAT Online Certificates, including Registration and Tax Clearance certificates. Furthermore, the submission of VAT refunds is done online and undergoes automatic processing through case management. In terms of communication and inquiries regarding VAT matters, the system provides a platform for message exchange. Notably, the system offers pre-designed reports, and its integration with Power BI enables the creation of custom reports and statements for data analysis. TFA grants the personnel of the department a comprehensive view of taxpayers' VAT-related information, which is readily accessible in their respective sections. The system interfaces with other governmental service systems, facilitating seamless information exchange. Importantly, the exchange of information between the system and the taxpayers' portal of TFA is executed in real-time, ensuring prompt communication. A significant undertaking involved the cleansing and migration of data from older legacy systems, some of which have records dating as far back as 1992. This process involved carefully organising, refining, and transferring historical tax data into the new integrated platform. By incorporating this legacy data, Tax For All ensures continuity and accessibility of historical tax records within a modernised framework, providing valuable insights and continuity for tax administration and compliance efforts. Pay as You Earn (PAYE), the Corporate Income Tax and other non-individual taxes, the Personal Income Tax (PIT) and other taxes for individuals will be implemented in the current final stage following an agile approach. TFA will also include additional functionalities following an agile approach with regard to audits, debt management, objections and appeals and stamp duties, risk analyses, legal proceedings, tax rulings, discounts, special schemes, and tax types management.



### cyNettest

The Office of the Commissioner for Electronic Communications and Postal Regulation is providing on its website a measurement tool (cyNettest) which gives consumers improved capabilities to measure the performance of their broadband internet connections. For fixed broadband networks and in addition to traditional web measurements, cyNettest offers a standalone application (supporting all main Operating Systems) that can be installed on the user's personal computer. This application enables the user/system to identify the network interface via which the measurement is performed (LAN, WLAN), which is a crucial information to properly assess consumer complaints (both from ISPs and OCECPR) on the reliability of their measurements. CyNettest also offers measurement capabilities on mobile networks via dedicated apps supporting Android & iOS platforms. Mobile apps also support measurements on WiFi networks. CyNettest also supports the future installation of specialised measurement equipment (hardware probes) on customer premises for automated measurements.



### cyCompare

The Office of the Commissioner for Electronic Communications and Postal Regulation believes that all telephone (fixed and mobile), broadband and pay-TV customers should receive a fair deal. Consumers need to shop with confidence, make informed choices and get the best deal for their needs. Comparison tools, such as cyCompare, are a valuable service for people navigating the wide range of telephony, broadband and pay TV products available today. It is a free online tool, developed by the OCECPR to be used according to the needs of consumers. The tool has recently been developed as a mobile application as well, supporting all operating systems and can easily be downloaded on the consumers' personal mobile devices.



### Upgrade/Expansion of the Land Information System

The Project is co-financed by the ERDF 2021-2027 and it includes the development, setup, configuration and implementation of a new information system that deals with cadastral and assessment functions for the Department of Lands and Surveys (DLS), which will replace and improve all the operations of the old existing system. The objective of the project is the set-up of an integrated modern Land Information System with updated, enhanced and redesigned functions. These functions are meant to be designed in an efficient manner in order to serve efficiently, seamlessly and reliably the operational processes of the DLS as well as cater to all independent services of the wider public sector, other organisations and to the citizens.



### Public Transport Services Portal

The Public Works Department, within the Ministry of Transport, Communications and Works, has developed a **Public Transport Services Portal** which provides information to the public on public transport routes, schedules, ticketing, nearby stops and real-time information on bus arrival. It is also a gateway for purchasing electronic public transport tickets and topping up smartcards used in public transport. The overall system is branded under the name 'MOTION', (which is registered and copyrighted). The platform covers all Cyprus and all Public Transport Operators.



### ERGANI – Labour Inspectorate Risk Analysis Tool

In late 2021, the Cypriot Ministry of Labour and Social Insurance deployed **ERGANI** in an attempt to minimize undeclared labour. ERGANI is an online system that all employers must use to declare their new hires, along with the relevant terms of employment, the day before the employee's starting date. Besides their new hires, employers are also required to declare terminations, as well as changes in the terms of employment of their employees. ERGANI is also being used to conduct targeted inspections and for a close monitoring of high-risk companies in specific sectors (as well as seasonal activities). As foreseen in the design of the system, ERGANI is interfaced and exchanges live data with the Social Insurance System, as well as with other government agencies' information systems.



### SISnet – Social Insurance Contributions Payment System

The Cypriot Ministry of Labour and Social Insurance, on 15 January 2021, launched the upgraded Social Contributions Payment System 'SISnet', which became mandatory as of 25 January 2021. Through the upgraded system, citizens can pay their contributions to social insurance services online, either by using a credit or debit card, or by direct banking. In October 2022 SISNet was further updated to accept payments of overdue debts.



### SIS Digital Transformation (DX) Project

As part of the digital transformation of social insurance services, the Ministry of Labour along with the Deputy Ministry of Research, Innovation and Development kicked off the SIS DX project in March 2023. The scope of the project is to upgrade the current tools and technologies used by the 30-year-old system, and at the same time modernise the system by applying best practices used by other social insurance systems in the EU. The project includes re-engineering business processes as well as the introduction of a number of electronic services for citizens. The project is placed under the umbrella of the MoU signed between Cyprus and Austria for the exchange of know-how and best practices. The SIS DX project is one of the MLSI projects included in the RRF initiative with planned completion in June 2026.



### Subsidy Schemes Management

In the attempt to digitise the management of the subsidy schemes that the Intermediate Body of the Department of Labour announces from time to time, the department is developing a new platform where the schemes will be announced and managed. Citizens and registered companies will be able to apply for participation in the schemes and have the ability to monitor the progress of their applications. The platform will digitise the application examination and payment processes and improve the services offered to citizens. The project is placed under the umbrella of the MoU signed between Cyprus and Austria for the exchange of know-how and best practices and kicked-off in September 2023. The Subsidy Schemes Management system is one of the MLSI projects included in the RRF initiative and it is planned to be completed by December 2024.



### PES – Performance Management

With the intention of improving the performance of its **Public Employment Services (PES)**, the Department of Labor has included the development of this platform in its RRF initiatives. The project kicked off in May 2023 and is planned to be completed in December 2024. Through this platform, PES will be able to set & monitor KPIs for all of its individual offices, digitise and improve their services and at the same time work towards making PES a well valued employment agency. The project is placed under the umbrella of the MoU signed between Cyprus and Austria for the exchange of know-how and best practices.



### Integrated Fisheries Management Platform

The development of the Integrated Fisheries Management Platform for the Department of Fisheries and Marine Research aims to implement an efficient and flexible IT infrastructure to enhance process automation, information management and utilisation. In addition, it aims to provide the channels for publishing and optimising service delivery. The system will comply and be aligned with the EU Regulations for Fisheries Control and Management and although it was expected to be fully developed by December 2023 and enter into production, some delays have occurred. The system is expected to be fully developed and enter in production during summer 2024.



### Cyprus Geological Survey Department GEO Portal

The Geological Survey Department is the technical adviser of the State for all geo-matters. In particular, it is the State authority that performs scientific research and investigations in geological, hydrogeological, geotechnical, geophysical, seismological and geo-environmental matters. It also advises on geological, hydrogeological, geotechnical, geophysical, seismological and geo-environmental issues, as well as on the evaluation of ore bodies. The **Portal** was designed for the dissemination of geological knowledge and it provides access to national geological datasets and services, including geospatial data of onshore and marine geology, geo-hazards, soil contamination, mineral resources, groundwater, etc. The platform can also use services from external sources through ArcGIS Online.



### Cyprus Geological Survey Department Seismic Portal

The **Seismic portal of Cyprus Seismological Centre of Geological Survey Department** is a fully customised web-based platform for event notification and dissemination. Automatic and fully processed earthquake data can be accessed over this web-based platform for review and distribution to the wider public using a range of methods, including e-mails and automatically-generated tweets. The integrated Google maps are highly customisable and are used to depict the location of each event stored in the seismic database, while the built-in event query criteria provide quick retrieval for events of interest. For example, everyone can browse or query the entire list of the processed seismic events searching for specific earthquakes by time, depth, magnitude, and location. These results can be then viewed on a map that allows users to click on specific earthquakes and see detailed seismic parameters, the full processing history, and the relevant seismic waveforms. The seismic portal also provides administrative features for the management of the seismic network, i.e. instrument response management, pairing of instrument data with the seismic station metadata in the earthquake database, etc.



### Archive Digitalisation

The Press Information Office began digitising its archives more than a decade ago. More specifically, all official press releases issued by the government since 1960 have been digitised and are available **online**, free of charge. Moreover, the newspaper archive dating back to 1878 has been partially digitised and is also available **online**. Additional digital collections, not yet published online, are accessible to the public, free of charge, at the Nicosia Research Centre, at PIO premises, and research centres in Limassol, Larnaka, Pafos and Ayia Napa. The PIO's large photographic archive is also in the process of being digitalized and will be available online in the near future. Lastly, digital versions of PIO publications and those it issues on behalf of the Ministries and independent services are available online, free of charge, on [www.publications.gov.cy](http://www.publications.gov.cy), a website created by the PIO in order to act as a repository for all government publications.





### Cyprus Archaeological Digitisation Programme

The Department of Antiquities is the responsible authority for all archaeological sites, ancient monuments, state museums and archaeological activity in Cyprus. As such, it is continuously carrying out projects using digital technology, with the aim of preserving and promoting the ancient cultural heritage of the island. Since 2009, the Department of Antiquities has been working on the [Cyprus Archaeological Digitisation Programme \(CADiP\)](#), which aims at the digitalisation of archaeological sites, ancient monuments, movable antiquities and surveys. To further this goal, various short-term and long-term projects are carried out with national and internal funding. The Department of Antiquities has recently initiated a 31-month project known as "Digitising the Museums of Cyprus", whereby eight archaeologists have been employed for the digitalisation of 96 000 movable antiquities in the Cyprus Museum in Nicosia and in other state museums. CADiP is not only significant for the preservation of cultural heritage, but also as a depository for the vast data (texts, images etc) that is available to researchers and to the general public. Although access is currently limited to on-site computer stations, the Department of Antiquities is proceeding with currently updating the database software and making it more user-friendly and more accessible.



### e-Kalathi

The digital platform e-Kalathi will provide consumers with the necessary transparency and immediate information on a daily basis on the prices of essential household products, as well as with the ability to compare prices and create shopping baskets featuring the most advantageous and economical selections. According to the pertinent legislation, supermarkets with an annual turnover exceeding EUR 5 million are obliged to review the prices of products on the platform daily, as determined by the Minister of Energy, Commerce, and Industry in an applicable Decree. The platform will be accessible to consumers via computer and as an application for users operating Apple and Android systems. Through the e-Procurement system, a public tender has been announced on 1 March 2024 to select a consulting company tasked with preparing and managing the digital platform e-Kalathi. The platform is expected to become operational 6-8 months after the conclusion of the tender process.

## Digital public services for businesses



### Law on Certain Legal Aspects of Information Society Services, in Particular Electronic Commerce and Associated Matters

Law No. 156(I)/2004, the Electronic Commerce Law, transposes [Directive 2000/31/EC](#) of the European Parliament and of the Council of 8 June 2000 on certain legal aspects of information society services, in particular electronic commerce in the Internal Market. The law aims to ensure the free movement of information society services between the Republic of Cyprus and other Member States of the European Union, relating to the establishment of service providers, commercial communications and the conclusion of electronic contracts. Services covered by the law include online information services, online advertising and online selling of products and services, among other services.



### Equity Fund

On 21 August 2019, the Council of Ministers decided on the establishment of a public funded Equity Fund (hereafter called the 'Fund') in Cyprus, in the form of a regulated alternative investment fund. The State has initially provided EUR 20 million capital to the Fund with the possibility of attracting private co-investors, either at the level of the Fund or at the level of each investment separately. The **purpose of the Fund** is to offer alternative financing opportunities to the private sector: SMEs, start-ups, technology and innovation companies etc., thus boosting the competitiveness of Cypriot enterprises and enhancing growth and development.



### Point of Single Contact of Cyprus

The **Point of Single Contact (PSC)** facilitates service providers, businesses and entrepreneurs alike, whether established in Cyprus or in other EU Member States, interested in pursuing their business aspirations in the services sector of Cyprus. The PSC's online portal has been designed and implemented in accordance with the provisions of both the Services Directive (2006/123/EC) and the SDG Regulation ((EU) 2018/1724). Specific guidelines were followed for providing comprehensive information, friendly navigation/ease of use





and easy access to assistance services relating to the procedures and formalities required for accessing regulated professions and providing regulated services in the island.

Easy online submission of applications is also supported, for a limited number of procedures (twelve (12) procedures), with the goal of expanding this number further in 2024 (+12) and 2025 (+10) in cooperation with the competent authorities and the Digital Services Factory of the Deputy Ministry of Research, Innovation and Digital Policy.

### Business Facilitation Unit (BFU)

The Business Facilitation Unit was created in 2021 as part of the government strategy for attracting new businesses and/or expanding existing business activities in Cyprus. The purpose of the Unit is the fast and efficient processing of requests received from foreign companies for the establishment of a branch in Cyprus or the expansion of activities of existing companies. In November 2023, the BFU introduced an electronic system for the submission of applications for entering the Foreign Interest Companies' Register – kept at the BFU – and/or provision of facilities by the BFU. The system includes services such as business permit issuance, guidance for establishment and operation, provision of information for all the necessary permits required by the company to start operations, facilitation for the issuance of residence and employment permits in Cyprus for third-country nationals. The BFU system is a cloud-based solution and allows for better management of the existing business application process for companies who wish to transfer or expand their activities in Cyprus. The process is comprised of a number of steps that involve different departments and ministries. Thus, BFU officers work together with liaison officers from other competent departments and ministries (e.g., Ministry of Interior, Tax Department and Ministry of Labour and Social Insurance) to effectively carry out the steps and complete the procedures related to the respective department/ministry to the convenience/benefit of the applicant.

### Digital One Stop Shop (DOSS)

The overall objective of the project of the Ministry of Energy, Commerce & Industry is the development of two action plans, whose successful implementation will lead to the establishment of a Digital One Stop Shop (DOSS). This digitalisation will enable the streamlining of the procedures for Renewable Energy Sources (RES) permits (in line with the provisions of Article 16 of Directive 2018/2001/EC). Furthermore, the DOSS will enable the creation of a long-term (up to 2050) step-by-step renovation roadmap to achieve deep renovation for a specific building (Building Renovation Passport) and will bring together stakeholders such as applicants, investors, developers, and relevant authorities, offering one contact point for the entire process (in line with the provisions of Directive 2018/844/EU of the energy performance of buildings - EPBD).

As a first measure to implement the above commitments, at the end of May 2023 the Ministry of Energy, Commerce and Industry announced the Single Service for RES projects licensing, which is part of the Ministry's Business Facilitation Unit (BFU). As the single point of contact for investors throughout the entire licensing process, the responsibilities of the PSC include, inter alia, providing information, coordination, guidance and facilitation of the entire administrative process for RES projects licensing.

Furthermore, the Ministry has signed an agreement on 24 November 2022 with an external provider, in order to create an electronic platform for digitalising the licensing permitting process for renewable projects that enables streamlining the RES projects permitting process (Digital One Stop Shop – DOSS). For this purpose the platform has been fully operational since 17 June 2023. It provides applicants with all the relevant information and allows the electronic submission of applications. It also provides guidance to applicants through the administrative permit application process in a transparent manner up to the delivery of one or several decisions by the responsible authorities. Finally, it provides applicants with all necessary information and involve, where appropriate, other administrative authorities.

## Public procurement

### Recovery and Resilience Plan

A strategy has been approved under the Recovery and Resilience Plan (RRP) which includes the redesign of the whole procurement cycle with the introduction of technology-based tools, including the replacement of the existing eProcurement System, which is expected to be completed by the end of 2025. This will allow Cyprus to introduce a holistic approach to public procurement, to adopt new and emerging technologies, and to promote SMEs' participation by



removing administrative barriers, whilst enhancing transparency and availability of data for citizens.



### Legal Framework Governing Public Procurement

The EU Public Procurement Directives of 2014, which included provisions related to rendering the electronic submission of tenders mandatory, were transposed in national legislation by [Laws No. 73\(I\)/2016](#), [140\(I\)/2016](#) and [11\(I\)/2017](#), concerning the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts. Prior to the implementation of the eProcurement system and based on the provisions of the law, supplementary eProcurement regulations were issued.

To assist the procurement function, various tools were developed including a best practice guide available for consultation to procurers, an automated tool for the preparation of tender documents was employed based on a set of template tender documents together with a tool to help procurers select the most suitable procedure for their competition. Currently, as approved under the Recovery and Resilience Plan, the strategy foresees the introduction of a professionalisation scheme for procurers including academic and practical certification for the re-engineering of the procurement structure in Cyprus. The end task is to create a pool of professional procurers able to employ the right methodologies and to horizontally undertake or support procurement activities for all contracting authorities.



### Electronic Procurement Portal

The [Electronic Procurement Portal \(ePS\)](#), first implemented in 2009 and upgraded in 2017, is a web-enabled system that constitutes a holistic solution for the implementation of electronic procedures in conducting public procurement competitions. The system is compliant with the provisions of the European and Cypriot Law on public procurement. The portal provides:

- *Contracting Authority Services*, i.e. a collaborative eProcurement environment for organising activities related to calls for tenders. The services provided support the procurement and management of electronic competitions, including electronic preparation and transmission of procurement notices to the Official Journal of the European Union and the National Gazette, the electronic publication of tender documents and the electronic submission of tenders. Advanced services include automated evaluation of tenders and support for electronic auctions.
- *Economic Operator Services*, for transparent and secure preparation and electronic submission of participation requests or tenders. The system employs an automated notification of economic operators function when a competition is published in their field of activity/interest and when a change occurs in the competition in which they intend to participate. The system is managed by the [Public Procurement Directorate](#) of the Treasury of the Republic of Cyprus.



### E-procurement system

The National Reform Programme 2023 features a dedicated section on the introduction of a new e-procurement system. The system will introduce a holistic approach to public procurement, adopt new and emerging technologies, and promote the participation of SMEs by removing administrative barriers, whilst enhancing transparency and availability of data to citizens. The tender procedure for the new e-procurement system is expected to be launched in Q1 2023 and the contract is scheduled to be signed in Q4 2023. The new system will be fully operational by the end of 2025.

## Digital inclusion and digital skills



### National Digital Skills Action Plan 2021–2025

The [National Digital Skills Action Plan 2021–2025](#) (available in Greek only), approved by the Council of Ministers in December 2021, is currently under implementation. Within the action plan there are various measures to be implemented with the collaboration of all stakeholders. Notably, the approval of the action plan was the first milestone of the intervention included by the DMRID under the national RRP. The [Digital Skills – National Action Plan 2021–2025](#) is a comprehensive and dynamic plan, marking a decisive step in the country's digital transformation. The action plan has been crafted taking into consideration the latest developments in the field, including, among others, the goals of Europe's Digital Decade, specifically in the area of digital skills, and in full alignment with the 'Path to the Digital Decade' Policy Programme. The total





budget for the plan, which is included in the National Recovery and Resilience Plan (RRP) amounts to over EUR 24 million for the period 2021–2026.

The action plan serves as an umbrella and horizontal document, which takes into account other sector specific strategies such as the lifelong learning strategy developed by the Ministry of Education and the National Cybersecurity Strategy developed by the Digital Security Authority. The action plan contains all relevant interventions at national level included in the RRP and amounting to EUR 24 million. They are distributed as follows:

- General population: interventions implemented mostly by the Cyprus Productivity Centre (CPC);
- Workforce in the public sector (implemented by the DMRID and the Cyprus Academy of Public Administration) and private sectors (Human Resources Development Authority, HRDA);
- ICT experts: same as above; and
- Educational system, implemented by the Ministry of Education.

The Ministry of Labour, through the HRDA and the CPC, invested EUR 15 million in skilling initiatives for 11 500 participants, with EUR 8.79 million dedicated to digital skills. The HRDA focuses on employed and unemployed individuals, while the CPC targets digital skills for all age groups and individuals over 55. Specific programs for people with disabilities and those in remote areas are also in development. The Deputy Ministry collaborates internationally with Amazon Web Services, the UK Government Digital Service, and the Austrian Agency for Economic Cooperation and Development, providing guidance and support for workforce development, digital government projects, infrastructure initiatives, and SME competitiveness in Cyprus. The April 2023 release of the National Reform Programme 2023 incorporates a section dedicated to advancing education, training, and skills to facilitate the digital transition in alignment with the National Digital Strategy Plan. Significant investments are outlined, with a particular emphasis on the implementation of targeted actions through an eSkills Action Plan.

### National Coalition for Digital Skills and Jobs

Another important tool that will provide a holistic coordination mechanism is the national coalition for digital skills and jobs which was launched at the end of 2023 and in which numerous organisations from the public private sector and academia participate. The delivery mechanism of this coalition is the national platform for digital skills and jobs under the CEF agreement and in connection with the core platform, serving also as a forum for networking and exchange of best practices. The platform will include an index of available training opportunities from all coalition members, and will be enriched with a self-assessment tool to assess the digital skills of citizens and produce suggestions on upgrading opportunities from the list of trainings.

The implementation of the National eSkills Action Plan is responsibility of a Governance Committee chaired by the DMRID, and composed by the Ministry of Education, the Ministry of Labour (HRDA, CPC), CAPA, CITEA, and the CCS. Meetings are held every three months and on ad-hoc basis (depending on the issue). As to raising awareness and promoting the STEM culture, government funding is provided for student participation in ICT/STEM international competitions, (e.g. Junior Achievement, Robotex etc), common events focusing on the digital area organised by the DMRID and the Research and Innovation Foundation (e.g. European Researchers Night, INNOVA Challenge etc), and continuous government and industry support of initiatives targeting girls and women (e.g. ACM womenEncourage 2022, Girls in Stem Academy).

### Digital Skills Programmes

Concerning the public sector, for the period 2022–2023 the Cyprus Academy for Public Administration (CAPA) implemented a series of training programmes on digital skills, from basic to advanced level, based on the identification of needs through a dedicated survey that was carried out in cooperation with the Deputy Ministry of Research, Innovation and Digital Policy. For the aforementioned period, more than 5 000 civil servants participated in trainings in the fields of MS Office, cybersecurity, social media, teleworking and eLearning tools, eCollaboration and productivity tools. Throughout 2024, the CAPA will continue offering basic and advanced training on cybersecurity with an estimated participation of 2 500 public sector employees. As concerns the general public, the Cyprus Productivity Centre is implementing various training programmes under the national RRP addressed to the general public and people over the age of 55 in the areas of: computer skills, use of smart devices, use of eGovernment systems and services, MS Office, digital skills for health and wellbeing. The general public training programmes deal with: MS Office (basic to advanced), cybersecurity, digital marketing, eLearning and teleworking tools and artificial intelligence, among others. Specifically, between March 2022 and December 2023 a total of 318 training programmes took place with more than 3 500 participants, while in 2024–2025



more than 350 training programmes are estimated to take place. Currently, the effort is to design additional courses funded by the DMRID in consultation with social partners and targeting vulnerable groups such as people in remote areas and people with disabilities. The Cyprus Productivity Centre has already put in place a number of promotional interventions, using various channels, such as online and printed media, social media, etc. The Human Resource Development Authority has also implemented training activities for digital skills.

### Structured Dialogue on Digital Education and Skills with Cyprus

On 29 November 2022, the Structured Dialogue on Digital Education and Skills with Cyprus took place between the European Commission (EC) and the Deputy Ministry of Research, Innovation and Digital Policy (DMRID). The DMRID invited all relevant stakeholders to participate in the structured dialogue and exchange views with the EC. The participants were from the Ministry of Education, Sport and Youth, the Ministry of Labour and Social Insurance, the Human Resources Development Authority (HRDA), the Cyprus Productivity Centre (CPC), the Cyprus Academy of Public Administration (CAPA), the Cyprus Information Technology Enterprises Association (CITEA), the Cyprus Computer Society (CCS), and the Tech Island.

### Management of Learning and Development

The **Cyprus Academy of Public Administration (CAPA)** fosters innovation and competitiveness by building a management of learning and development network, one that will enable each public service organisation to identify their own learning needs and implement and evaluate appropriate learning activities. CAPA provides training for improving digital skills among public servants. More specifically, currently CAPA offers training programmes which aim to develop an e-security/cybersecurity culture in the Civil Service. The action falls under the Cyprus Cybersecurity Strategy and is funded by the Cyprus Recovery and Resilience Plan. Furthermore, CAPA is promoting the use of e-learning methods as a useful and modern tool that will facilitate the provision of learning in the years to come. CAPA has recently completed the development of 26 asynchronous e-learning courses for a total duration of 70 hours, the content of which reflects all aspects of the operation of a modern civil service organisation, with particular emphasis on topics related to reforms for the modernisation of the civil service promoted by the Public Administration and Personnel Department. It is foreseen that more e-learning modules will be added on in the future. Lastly, one European Digital Innovation Hub DiGiNN has been established in Cyprus, with the support of DMRID. The main goal of the Digital Innovation Hub in Cyprus is to accelerate the digital transformation of small and medium-sized enterprises and the public sector, as well as to promote digital literacy. Part of the Hub's activities, therefore, include, providing digital skills trainings. For this reason, DMRID has facilitated collaboration among stakeholders - DiGiNN, the Human Resources Development Authority (HRDA), and the Cyprus Productivity Centre (CPC) - to work together for the development of training programs aimed at enhancing digital skills and adapting existing programmes to meet the market's needs.

### Accessibility of the Websites and Mobile Applications of Public Sector Bodies

Cyprus harmonised Cypriot legislation with **Directive (EU) 2016/2102** of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies. The legislation proposal was submitted to the House of Representatives towards the end of September 2018. The **Law No. 50(I)/2019** was approved and published in the Official Gazette of the Republic of Cyprus on 5 April 2019. As far as digital inclusion and accessibility, our country has made significant efforts in enhancing User Experience/User Interface (UX/UI) across government services. An important step is the ongoing refinement of the **Design System**, a standardised framework used by all government services, which is part of the Service Standard of the Digital Services Factory. This systematic approach ensures not only ease of use but also consistency and accessibility for all citizens. The design system serves as the cornerstone for digital interfaces, unifying the visual and interactive elements across a range of government services. In our commitment to inclusivity, the system undergoes regular upgrades, with the latest version (2.2.0) released in September 2023. The update introduces several improvements aimed at furthering the objectives of inclusion in the digital society. **Key features** of the new version include enhanced accessibility features to cater to individuals with diverse needs and abilities. The user interface has been optimised for seamless navigation, ensuring a user-friendly experience for all citizens regardless of their technological proficiency.



## 5. Trust and Cybersecurity

### eID and trust services



#### National eID Scheme

The government has introduced a [national eID scheme](#) according to eIDAS, aiming to the High Assurance Level. The scheme includes a series of legislative acts which have been voted by Parliament in April 2021. According to this legislation, Trust Service Providers (TSP) authorised by the Cypriot government will be able to provide eID (eIdentification of High Assurance Level and qualified eSignature) to the Cypriot citizens above 18 years old. By law, the TSP must use a remote server solution using PKI infrastructure (the private keys are kept in an HSM server in the TSP premises). The JCC Payment Systems Ltd as a Qualified Trust Service Provider has been authorised by the Department of Electronic Communications and it will soon start providing eID to Cypriot citizens during the year. Citizens will be able to use eID to access the public eServices through the 'Cy login' mechanism. Furthermore, it is important to note that the Cypriot eID scheme (IDMe.cy) has been granted a HIGH a level of assurance in the Official Journal of the European Union on 26 February 2024.



#### Legal Framework for Electronic Signatures and Associated Matters

By [decision of the Council of Ministers](#), in March 2008 the Department of Electronic Communications (DEC) was assigned the legal framework on electronic signatures. On 1 July 2016, [Regulation \(EU\) 910/2014](#) came into effect. It replaced the previous Directive 1999/93/EC on electronic signatures. It introduced new regulatory procedures for a number of new trust services such as electronic seals, electronic time stamps, electronic registered delivery services etc. To this end, the DEC harmonised the legislation on electronic identification and trust services for electronic transactions in the internal market with the above Regulations. Also, this legislation set DEC as the competent authority for the implementation of Regulation (EU) 910/2014, as the supervisory body under Article 17 of the Regulation, and as the body responsible for keeping the national trusted list (Article 22 of Regulation). Furthermore, in order to adopt the National eID Scheme, amendments were made on the Population Register Law and on the above-mentioned DEC legislation (amendments on the relevant law and introduction of a new regulation describing the process and the procedures for the authorisation of an eID provider). The legislations were voted by the Parliament in April 2021.



#### eID Progress

In February 2019, the eGovernment Board made a decision regarding the eID. The government would prepare a national scheme on eIdentification and eSignature by changing relevant legislation impacting competent authorities. The eIdentification providers that will be authorised according to the national scheme will be able to provide eIDs to the Cypriot citizens. The [legislations](#) that are part of the national scheme were voted by the Parliament in April 2021. The Department of Electronic Communications, i.e. the supervisory body for the Implementation of [Regulation \(EU\) 910/2014](#), issued in February 2019 to JCC Payment Systems Ltd the first authorisation as qualified trust service provider. This qualified provider offers, in the Cyprus market, qualified electronic signatures and qualified electronic stamps, which are recognised by all Member States of the European Union. In addition, the authorisation of this qualified trust service provider contributes to the promotion of the digital economy, to the simplification of several processes, but also to an increase in productivity and efficiency. Moreover, in March 2022 the Department of Electronic Communications issued to JCC Payment Systems Ltd (qualified trust services provider) an authorisation to provide eID to Cypriot citizens. Citizens will be able to use eID to gain access to public eServices through the "Cy Login" mechanism.



#### Police Internal Affairs Service

In an effort to fight corruption, the [Police Internal Affairs Service](#), which operates under the Law on the Establishment and Operation of the Internal Affairs Service of the Police (Act 3 (I) 2018), launched a [new online complaint service](#) aiming to allow the submission of complaints related to the police force.



## DIGIPOL

Cyprus Police is developing a portal through which citizens will be able to request different services online, without the need to actually go to the station and wait to be serviced. For example, on this portal citizens will be able to easily apply to get certificates (such as their criminal record) or to inform the police of illegal activities. This project is funded by the EU and the project duration is June 2021 to April 2026.



## Cybersecurity



### NIS Initiatives

Overall, Cyprus has made significant steps forward in the past few years in the cybersecurity area. Following the publication of the Cyprus National Cybersecurity Strategy in 2013 and the NIS Directive in 2016, the National Computer Security Incident Response Team (CSIRT) was created in November 2017, providing advanced cyber-incident response services to a range of constituents within Cyprus, and has become very active both on the national and European levels when it comes to incident response and technical crisis coordination. Among other services, CSIRT-CY offers proactive services, e.g., alerts and warnings to the local and international community and reactive services, e.g., incident management in cases of a cyber incident. CSIRT-CY has also developed a number of incident response and contingency plans that cover the response to incidents, significant incidents and cyber crises at a national level. These form the backbone of Cyprus' response to such incidents, and CSIRT-CY is actively contributing to related European efforts in this area, especially through its contributions to the CSIRTs Network. In just a couple of years of operation, CSIRT-CY managed to become an Accredited Trusted Introducer Team (TI Accredited team since June 2018), a full member of the FIRST community (since April 2018) and voluntarily and successfully passed the ENISA CSIRT Maturity Assessment in 2019, achieving the Advanced Level. As part of its mandate, the DSA (Digital Security Authority), which incorporates CSIRT-CY, has published secondary legislation covering a comprehensive security measure framework (including controls) for application by critical operators, incident notification obligations and processes, and the registration of digital service providers. The framework can also be used by organisations and businesses that are not critical per se, but are nevertheless important, as they are based on international best practices. More recently, the DSA has also been given the mandate to act as the National Cybersecurity Certification Authority (NCCA), in order to fully implement the provisions of the EU Cybersecurity Act at national level. To this end, the DSA is already participating in two co-funded projects which are specifically designed to build up the cybersecurity certification capabilities of Cyprus. Finally, the DSA has been given a new mandate to act as the National Coordination Centre for Cybersecurity Competence (NCC). For the full implementation of the related obligations to act as NCCA and NCC in Cyprus, the DSA is actively building two new departments and participates in relevant European co-funded projects.

The main activities and highlights for the year 2023 were:

- Development of a security measures toolbox (guidance and templates for the implementation of the national cybersecurity measures framework), available publicly for use by all critical entities and other organisations;
- Development of a cyber-hygiene framework and associated certification scheme, geared towards use by SMEs;
- Establishment and operation of National SOC services within CSIRT-CY, comprising of an early warning system for the country's critical entities;
- Establishment of the ICT Academy, which will offer relevant courses nationally and regionally;
- Organisation of a regional ITU Cyber Drill;
- Multiple supervision actions for critical entities (audits, post-incident investigations, gap assessments, document review, etc.);
- New state-of-the-art facilities for the Digital Security Authority;
- Establishment of new teams for the NCCA and NCC-CY; and
- Preparation of a draft legal text (and completed public consultation) for the NIS2 Directive.



## National Cybersecurity Strategy

The updated [National Cybersecurity Strategy of the Republic of Cyprus](#) was published in December 2020. It includes a number of thematic areas (with 25 actions in total) and adopts a holistic approach covering all dimensions of cybersecurity (identification, protection, detection, response, recovery, improvement). The document identifies specific targets for each of the thematic areas, and specific project plans have been developed for each action, with many of the actions already being implemented. The timeline under consideration for the implementation of the totality of the actions and for a new update to the strategy, extends until the end of 2024. The strategy is a self-standing initiative, although it has taken into account massively the current version of the national Digital Agenda.

## Law Providing for the Protection of Natural Persons with regard to the Processing of Personal Data and for the Free Movement of Such Data

The Law Providing for the Protection of Natural Persons with regard to the Processing of Personal Data and for the Free Movement of Such Data of 2018 ([Law No. 125\(I\)/2018](#)), entered into force in July 2018 for the purpose of compliance with [Regulation \(EU\) 2016/679](#) (GDPR) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC.

## Cybersecurity Measures

The main cybersecurity measures are the following:

- Order No. 358/2010 on the creation of governmental and academic CSIRTs;
- Order No. 190/2015 on the notification of personal data breaches (electronic communications sector);
- Law No. 17(I)/2018 on network and information systems security;
- Decision No. 218/2019 on network and information systems security (Incident Notification) (all sectors);
- Law No. 89(I)/2020 on network and information systems security;
- Decision No. 389/2020 on network and information systems security (Security Measures for Operators of Essential Services and Critical Information Infrastructures) (all sectors);
- Decision No. 408/2020 on network and information systems security (Cybersecurity of 5G Electronic Communications Networks and Services);
- Decision No. 39/2022 on network and information systems security (Incident Notifications);
- Decision No. 40/2022 on network and information systems security (Additional Security Measures for the Electronic Communications Sector);

In addition to the above-listed measures, the Digital Security Authority performs a comprehensive criticality assessment process to identify new operators of essential services and critical information infrastructures, which is updated at least every 2 years.

Finally, the transposition process for the NIS2 Directive is well under way, and is expected to be finalised within the 17 October 2024 deadline. Following adoption, the main secondary legislation on security measures and incident notifications will be updated, if necessary.



## 6. Innovative technologies

### Artificial Intelligence (AI)



#### National Strategy on Artificial Intelligence

Strengthening the Cyprus Digital Industry is a main pillar of the New Industrial Strategy which, among others, aims to enhance adoption and use of sectors such as cloud, big data and artificial intelligence. Furthermore, it aims to increase the adoption rate of digital production systems and applications, to create smart factories and incorporate cutting-edge technologies and digital services infrastructures, thus reinforcing Cyprus' transition to Industry 4.0. Within the New Industrial Strategy, the Service of Industry and Technology (in the Ministry of Energy, Commerce and Industry) maintains a State-aid subsidy scheme (funding support measures) providing financial support for the digital enhancement and upscaling of SMEs. The scheme's total subsidy budget for the period 2021–2027 amounts to EUR 30 million, equally allocated to three calls for proposals with budget of EUR 10 million each. The Scheme is co-financed both by the Cohesion Policy Funds and specifically by the THALIA 2021–2027 program with a budget of EUR 20 million and by the Recovery and Resilience Fund with a budget of EUR 10 million. The first call for proposals, completed in November 2022 with 365 applications amounting to EUR 10 million, successfully raised awareness and stimulated SMEs' investment in digital transformation. The second call was announced in March 2023 and a final call is expected in July 2024. The scheme, centered around the Digital Economy and Society Index (DESI), prioritises the integration of digital technologies by enterprises, particularly focusing on cloud computing, big data, and AI. The selection criteria emphasise the promotion and implementation of advanced digital technologies like AI, Blockchain, cloud computing, and big data. Additionally, the initiative involves developing the implementation plan for Cyprus's National Artificial Intelligence Strategy, called Action Plan for Harnessing and Developing AI in Cyprus 2021–2025. The Council of Ministers in Cyprus approved the [National Strategy for Artificial Intelligence \(AI\)](#) in January 2020. The strategy is based on four key pillars set by the European Commission, namely to maximise investment through partnerships, to create national databases, to nurture talents and lifelong learning, and to develop ethical and trustworthy AI. In May 2021, an updated national strategy was introduced, and a specific action plan was prepared, with a timeframe of implementation extending until 2026.

- *Human Capital:* focused on improvements to the education in AI. The policy report mentions, among others, the creation and upgrade of higher-education programs in AI, the development of reskilling and upskilling opportunities for the labour force and an overall deepening of societal knowledge on the use and application of AI technologies.
- *From the Lab to the Market:* the Cypriot Government devotes particular attention to policy actions fostering research and innovation, including the creation of a Centre of Excellence for Applied Research in AI, and the introduction of new financial support and funding schemes.
- *Networking:* in this field, the Cypriot strategy highlights the need to encourage partnerships with leading international organisations to increase the level of research and innovation in AI. This will be achieved by setting up new collaboration models.
- *Regulation:* the Cypriot government will develop a clear legislative framework to ensure the availability of data with transparent regulations, in particular on data protection. This legislative framework will take into account the EU directives on the [free flow of data](#) and on [general data protection](#) and will facilitate data interoperability.
- *Infrastructure:* the Cypriot government commits to creating a data ecosystem with clear regulations on data interoperability and data exchange agreements.

### Distributed Ledger Technologies



#### National Strategy on Decentralised Technologies and Blockchain

The [National Strategy on Decentralised Technologies and Blockchain](#) was approved on 18 June 2019 by the Council of Ministers in Cyprus. The national strategy focuses on three priorities:

- Priority 1 - preparing an enabling legislative framework;



- Priority 2 - enhancing the application of the technology by the government and the private sector; and
- Priority 3 - promoting DLT in the financial sector.

**Priority 1:** The 'Bill on the Distributed Ledger Technology Law of 2021' has been prepared and it is currently under legal vetting by the Attorney General's Office. It mainly aims to enhance legal certainty for crypto assets status as property.

**Priority 2:** In December 2019 a Request for Interest (RFI) was announced, to consolidate the interest from the market and identify the most promising domains for which the Republic of Cyprus stands to attain the greatest benefits, if it incorporates blockchain technology. Based on the domains already identified by a previous Request for Interest, a national blockchain Proof of Concept call for proposals is now under preparation.

**Priority 3:** An Innovation Hub was launched by the Cyprus Securities and Exchange Commission (CySEC) in 2018. The evolution of the Innovation Hub to a Regulatory Sandbox is now envisaged, and a relevant project has been included in the Cyprus Resilience and Recovery Plan.

### Involvement in the European Blockchain Partnership / Europeum EDIC

Cyprus has been actively participating in the [European Blockchain Partnership](#) (EBP) and the [European Blockchain Services Infrastructure](#) (EBSI) since 2018. Moreover, the [Cyprus Securities and Exchange Commission](#) (CySEC) has been operating an innovation hub since 2018, promoting DLT/blockchain in the financial sector. In addition, a regulatory sandbox project was included in Cyprus's Resilience and Recovery Plan. Cyprus was among the few early adopters of the EBSI: with the implementation of a CEF-funded project whose aim is to establish a fully operational national EBSI Infrastructure and develop a cross-border Diploma Blockchain Use Case and wallet. The project has been showcased repeatedly to other EBSI European projects. Cyprus is currently expanding on the existing verifiable credentials use case, and the Office of the Commissioner for Electronic Communications and Postal Regulation (OCECPR) number portability solution. Additionally, Cyprus aims to join as a member in the Europeum EDIC Consortium.

## Big data

No particular initiatives in this field have been reported to date.

## Cloud & edge computing

### G-Cloud

Cyprus aims to create a unified cloud environment that will provide Cloud Computing capabilities for the government by hosting Governmental Systems and Services. The G-Cloud will be implemented in the premises of a datacentre provider (Tier3 datacentre) and not in government premises. Initially, the G-Cloud will be used by a limited number of Departments and Ministries of the government, but it will be continuously improved and extended in order to cover most of the existing Systems or other upcoming needs. In parallel, the G-cloud will be expanded to become a hybrid cloud, allowing the use of public cloud resources when suitable. The project is at the initial phase and it is getting prepared for the procurement phase. The estimated date for the completion of the implementation is foreseen at the end of 2025.

## Internet-of-Things (IoT)

### Climate smart agriculture and sustainable management

The intelligent development of the primary sector could contribute to climate smart agriculture and the sustainable management of natural resources while protecting the environment. The Agricultural Research Institute has been involved in various EU and national funded research projects on Internet of Things (IoT) technologies in agriculture. Smart agriculture based on IoT technologies enables farmers to collect data related to irrigation, fertilisation and plant protection processes, aiming to increase production volume, improve product quality, and predict diseases, while optimising resources and farming processes. IoT devices can collect vast amounts of environmental, soil, and crop performance data, thus building time series data that can be analysed to forecast and compute recommendations and deliver critical information to farmers in real time. In this sense, the added-value from the farmers' perspective is that such





smart farming techniques have the potential to deliver a more sustainable agricultural production, based on a more precise and resource-efficient approach in a complex and versatile agricultural environment.

## Quantum Computing

### Participation in the EuroHPC JU – National HPC Competence Centre

The Deputy Ministry of Research, Innovation and Digital Policy (DMRID) has been participating in the EuroHPC JU since July 2019. It has appointed members to its governing board and is co-funding the operation of the national HPC competence centre (NCC) with EUR 2 million for the two-year period 2020–22 under the EuroCC project. The NCC is coordinated by the Computation-based Science and Technology Research Centre (CaSToRC) of the Cyprus Institute. The role of the NCC is to provide technical support and promote HPC for research and commercial use. The EuroCC project was successfully carried out by CaSToRC and the second implementation round (EuroCC2) will cover the period between 2023–2025, also with a EUR 2 million budget, co-funded once again by the DMRID (source ESIF 2021–2027). The focus of EuroCC2 is once more to provide technical support to the Cyprus computational community, with special focus to the areas of training and industry. Furthermore, Cyprus is developing activities in the field of quantum computing. In partnership with the Centre for Quantum Technology and Applications Deutsches Elektronen-Synchrotron (DESY), the Cyprus Institute is coordinating the Quantum computing for Excellence in Science and Technology ERA project funded by the Widening action of EU. The project aims to provide training in the use of quantum computing for academics, research institutions and the industry. The project was launched in January 2023 and will run for 5 years (total funding EUR 2.5 million). Moreover, the Department of Physics of the University of Cyprus is coordinating the European Joint Doctorate project Advanced computing, quantum algorithms and data-driven approaches for science, technology and engineering. The project aims to train researchers in physics, engineering and biology to use classical and quantum computing in their applications. In addition, the Cyprus Quantum Communication Infrastructure (CYQCI) project aims to be the first to deploy quantum communications in Cyprus, introducing the technology to the island and laying the foundations for the country's active participation in the European Quantum Communication Infrastructure (EuroQCI). The project started in January 2023 and will run for 36 months (total budget of EUR 7.5 million).

## Gigabit and wireless high-speed networks

### Cyprus National Broadband Plan 2021–2025

Broadband coverage has generally been improving across Cyprus and has met the 2020 target for ubiquitous 30 Mbps coverage, but not all EU targets for 2020 were achieved. Suburban and rural areas, where there are less incentives for the private sector to invest in ultrafast broadband provision, remain uncovered in comparison with urban areas, and ultrafast take-up is significantly behind target.

The Department of Electronic Communications of the DMRID announced the [Broadband Plan of Cyprus 2021–2025](#) in November 2021. The new Broadband Plan focuses on expanding ultra-high-speed networks coverage and demand by using EU funding and other State aid resources. It is a roadmap that aims to strengthen and develop new infrastructure, technologies and connectivity services. The plan includes a set of interventions at legislative and regulatory level, but also actions of practical support for the development of broadband infrastructure, and sets the following connectivity targets, to be achieved by 2025:

- Gigabit connectivity for all main socio-economic drivers;
- All premises in organized communities (urban or rural) to have access to internet connectivity offering a download speed of at least 100 Mbps, upgradable to 1 Gbps;
- 100% of the population living in organised communities (urban or rural), and all major terrestrial transport paths to have uninterrupted 5G coverage with a download speed of at least 100 Mbps; and
- 70% of households to have an internet connection (take-up) with a download speed of at least 100 Mbps.

**Investment 1** -Expansion of Very High-Capacity Networks (VHCN) in Underserved Areas



This investment aims to accelerate the deployment of VHCN infrastructures in underserved areas through public intervention, with the aim to ensure that: (i) all premises in organised urban and rural communities have access to 100-Mbps download speed, upgradable to 1 Gbps; and (ii) all main socio-economic drivers (SED) have access to symmetrical Gigabit connectivity.

**Investment 2** - Gigabit Connectivity

The providers have been successful in migrating a significant number of clients from low speeds to offers of at least 100 Mbps. Still, despite the good fibre coverage, the take up of Gigabit speeds in Cyprus is significantly below the EU average. To address this issue, and following the pilot voucher scheme in 2019, the Department of Electronic Communications has announced in February 2023 a new investment scheme to incentivise the take up of gigabit connectivity. In line with the Cyprus Recovery and Resilience Plan, the Government of Cyprus has set up a voucher scheme that aims to support households to connect to VHCN.



### European Electronic Communication Law

The Republic of Cyprus effectively transposed the European [Directive 2018/1972/EU](#) on establishing the European Electronic Communication Law into the national [legislation](#) in March 2022. The new legislation contributes to connectivity through VHC networks, faster time-to-market for spectrum resources and timely 5G deployment, alongside the take-up of ‘Internet of Things’ applications and innovative services. It ensures that connectivity for citizens and businesses is provided at affordable prices, thanks to sustainable competition and a universal service, if needed. It also provides better protection for end-users, addressing new and emerging rights issues based on market developments.



### Broadband Infrastructure Objectives

Cyprus has included in the Recovery and Resilience Facility (RRF) a series of investments and reforms and is also considering other digital infrastructure tools in the next programme period. An important part of the new broadband plan is to expand the Very High-Capacity Networks (VHCN) infrastructure by using EU funding and focusing on digitally excluded, rural and suburban areas. At the same time, the socio-economic drivers such as schools, hospitals, research and business centres, universities, ports, and other underserved areas with limited speed internet access, located throughout the country, will be connected to symmetric gigabit speeds.

Another major measure is a voucher scheme which aims to enhance connectivity, in order to be “Gigabit-ready” and promote ultrahigh speed take-up. The voucher will support households to connect to very high-capacity networks (VHCN) by offering a reduction to the setup costs and a subsidy to cover the first twelve months of subscription. This measure is based on a pilot voucher scheme which was launched in 2019 and successfully increased the very low take-up of very high-capacity connections by subsidising broadband connections of at least 100Mbps.

## GovTech

No particular initiatives in this field have been reported to date.

## 7. Digital Public Administration Governance



For more details on Cyprus's responsible bodies for digital policy and interoperability, its main actors, as well as relevant digital initiatives, please visit the [NIFO](#) collection on Joinup.

### National

#### Deputy Ministry of Research, Innovation and Digital Policy

The Cyprus government decided to create the profile of a Deputy Ministry of Research, Innovation and Digital Policy (DMRID) tasked with the central coordination of all activities concerning research, innovation and digital policy. The office of the Deputy Ministry has been operational since 1 March 2020. The mandate of the DMRID policy is, *inter alia*, to lead Cyprus into the digital era through the promotion of scientific excellence, the support and facilitation of innovative entrepreneurship, and the implementation of a digital transformation programme aimed at developing a modern and efficient State and a dynamic digital economy where every citizen and every business will be able to grow and prosper. The DMRID will also have the ability to seek sufficient and clearly ring-fenced funds to implement the broader digitalisation strategy.

The two government departments that were transferred to the Deputy Ministry are the Department of Electronic Communications (DEC), which was previously under the Ministry of Transport, Communications and Works, and the Department of Information Technology Services (DITS), which was previously under the Ministry of Finance.

#### Department of Information Technology Services

The Department of Information Technology Services is the government body that coordinates the promotion and application of Information Technology and eGovernment in the public sector. The mission of the Department is to plan, develop, implement, manage and maintain the ICT systems.

#### Department of Electronic Communications

On 1 July 2016, Regulation (EU) 910/2014 came into force. It replaced the previous Directive 1999/93/EC on electronic signatures. It also introduced new regulatory procedures for a number of new trust services e.g. electronic seals, electronic time stamps, electronic registered delivery services etc. To this end, the Department of Electronic Communications (DEC) prepared a new article of legislation that adopted all new provisions under the above Regulation. Also, this legislation established the DEC as the competent authority for the implementation of Regulation (EU) 910/2014, as the supervisory body under (Article 17 of the Regulation) and the body responsible for keeping the national trusted list (Article 22 of Regulation).

#### Press Information Office

The Press Information Office (PIO) is an executive member of the National Committee on the Digitisation of Cultural Heritage, created in 2017 by a decision of the Council of Ministers. Its main objective is to fully develop and exploit all available resources with the aim of digitalising Cyprus' cultural heritage.

#### Public Administration and Personnel Department, Ministry of Finance

The Public Administration and Personnel (PAPD) Department is in charge of the public administration reform, human resource management policies, training of public sector employees and upgrading their skills. It is responsible for the promotion of organisational changes and new processes in public administration, which in turn are expected to contribute to a successful implementation of eGovernment. The PAPD is also the body responsible for the implementation of the Open Data and Public Sector Information (PSI) Directive.



## Office of the Commissioner for Personal Data Protection

The Commissioner for Personal Data Protection is an independent supervisory authority who monitors the application of the Data Protection Law and advises organisations in the private and the public sector in their implementation of this law. The Law provides, *inter alia*, for the protection of personal information against any unauthorised and illegal collection, recording and against the further use of that information for unlawful purposes. It also grants the individual certain rights, such as the right of information and the right of access to it. The office also receives and examines complaints in relation to the application of the law.

## Commissioner of Communications

The Commissioner of Communications is an independent official, appointed by the President of the Republic of Cyprus, and it is the political supervisor of the Office of the Commissioner for Electronic Communications and Postal Regulation (OCECPR) and the Digital Security Authority (DSA). The OCECPR has the mandate to act as the independent electronic communications regulator, focusing mainly on *ex-ante* regulation. Within this mandate, the OCECPR is responsible for promoting consumers' interests in terms of prices and choice availability, as well as the promotion of innovation through the development of efficient competition.

## Digital Security Authority

The Digital Security Authority (DSA) acts as the Single Point of Contact and the National Competent Authority (NCA) for implementing the NIS (Network and Information Security) Directive (EU) 2016/1148 in Cyprus, whilst also incorporating the National CSIRT (CSIRT-CY). It covers all of the sectors mentioned in the NIS Directive (energy, transport, banking, financial market infrastructures, drinking water, health, digital infrastructures), as well as wastewater, many governmental services and the electronic communications sector.

The establishment of the Digital Security Authority, which incorporates the National CSIRT, is crucial to significantly raising the cybersecurity posture and capabilities of Cyprus, securing our society, and boosting our international competitiveness, helping to contribute to the development of our economy in the process.

## Subnational (Federal, Regional and Local)

### Union of Cyprus Municipalities

The structure of the Cypriot State is highly centralised, consisting of the central government, six districts and a number of municipalities and community councils. The Union of Cyprus' Municipalities was established in 1981. Even though membership is voluntary, at present all municipalities (39), accounting for approximately 71% of the population of Cyprus, are represented. The Union's main functions are to contribute to the development of local government autonomy, and to act as spokesman for local government interests *vis-à-vis* the central government and other national institutions.

Among other responsibilities, the Union took the initiative to design and implement eGovernment at the local authority level. The project is co-financed by the ERDF 2021–2027.

For this project, called 'Evagoras', the Union focused on designing and implementing an efficient and flexible IT cloud infrastructure and application architecture to be utilised by municipalities to enhance process automation, information management and utilisation, but also to provide channels for publishing and optimising the delivery of a full range of electronic services to citizens. The project started on 1 January 2021 and is expected to be completed by the end of 2024.

### Union of Cyprus Communities

The Union of Cyprus Communities was established in 1992. The Union is set up to protect and promote its members' powers, interests, rights and privileges and, generally, the independence and self-sufficiency of Communities. Its aims, thanks to the cooperation and exchange of views between members, are the following: (i) achieve common goals; (ii) collect useful data for members; (iii) lobby other government and non-government agencies; (iv) assist in securing the powers and resources needed for the development and expansion of local self-government, and (v) participate in international bodies of local self-government and in local and international conferences. There are 349 Community Councils in the areas under the effective control of the government, which cover approximately 85% of the island's total land area.

## 8. 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.

### 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).

### 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).

Last update: July 2024

## 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 Digital Services (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from the Deputy Ministry of Research, Innovation and Digital Policy (DMRID), Department of Information Technology Services (DITS), Departments of Electronic Communication (DEC), Department of Public Administration and Personnel, Office of the Commissioner for Electronic Communications and Postal Regulation (OCECPR) and Digital Security Authority (DSA).



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

## An action supported by Interoperable Europe

The ISA<sup>2</sup> Programme has evolved into **Interoperable Europe** - the initiative of the European Commission for a reinforced interoperability policy.

The work of the European Commission and its partners in public administrations across Europe to enhance interoperability continues at full speed despite the end of the ISA<sup>2</sup> programme. Indeed, enhanced interoperability will be necessary to unlock the potential of data use and reuse for improved public services, to enable cross-border collaboration, and to support the sector-specific policy goals set by the Commission for the future.

Interoperable Europe will lead the process of achieving these goals and creating a reinforced interoperability policy that will work for everyone. The initiative is supported by the *Digital Europe Programme*.

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