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WHAT'S INSIDE

# eGovernment in Greece

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Joinup provides numerous services around 3 main functionalities:

1. An observatory on interoperability, e-government, e-inclusion and e-health
2. A collaborative platform of open communities
3. A repository of interoperability solutions



This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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# Country Profile

## Basic data and indicators

### Basic Data

**Population (1 000):** 10 812 467 inhabitants (2015)

**GDP at market prices:** 177 559.4 million Euros (2014)

**GDP per inhabitant in PPS (purchasing Power Standards EU 28=100):** 73 (2014)

**GDP growth rate:** 0.7% (2014)

**Inflation rate:** - 1.1% (2015)

**Unemployment rate:** 26.5% (2014)

**General government gross debt (Percentage of GDP):** 178.6% (2014)

**General government deficit/surplus (Percentage of GDP):** - 3.6% (2014)

**Area:** 131,957 km<sup>2</sup>

**Capital city:** Athens

**Official EU language:** Greek

**Currency:** EUR

Source: [Eurostat](#) (last update: 09 February 2016)

## Political structure

Greece, officially called the Hellenic Republic, is a **Parliamentary Democracy**, established in December 1974 following the abolition of Monarchy by referendum.

Legislative Power is held by a unicameral [Hellenic Parliament](#). Its 300 members are elected by means of a direct, universal, secret and compulsory ballot, which is cast by citizens with a legal right to vote. The Members of Parliament are elected every 4 years using a complex reinforced proportional representation electoral system that discourages splinter parties and ensures that the party which leads in the national vote will win a majority of seats. A party must receive 3 % of the total national vote to gain representation.

Executive power is exercised by the [President](#) of the Republic and the [Government](#). The President of the Republic, who is the Head of State, is elected every five years by the Parliament through a secret ballot in a special session, and can be re-elected once. The president performs some governmental functions in addition to ceremonial duties, but his powers are restricted and he is excluded from direct and active involvement in policy-making. Executive power thus mostly lies with the Government, headed by the [Prime Minister](#). The Government consists of the cabinet, which is made up of the prime minister and the ministers, alternate ministers, and deputy ministers. The cabinet is collectively responsible to Parliament for the general policy of the government.

The administration of the Greek state is organised on the basis of the principle of decentralisation. According to the recent [Kallikratis](#) administrative reform of 2010, the Greek administrative organisation comprises **7 decentralised administrations, 13 peripheries, and 325 municipalities**. The peripheries and municipalities are fully self-governed, responsible for the administration of all local matters, with the latter having resulted from the merging of several former municipalities and communities. The 7 new decentralised administrations consist of two or three administrative regions (except for Attica and Crete), run by a government-appointed general secretary, and assisted by an advisory council composed by regional governors and representatives of the municipalities.

The [Constitution](#) of the Hellenic Republic came into force on 11 June 1975 and has been amended four times since then (March 1986, April 2001, May 2008 and March 2009).

Greece became a member of the European Union on 1 January 1981.

**Head of State:** President [Prokopis Pavlopoulos](#) (since March 2015).

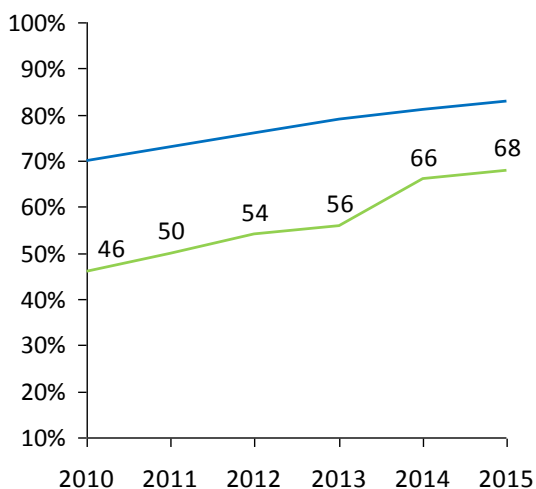
**Head of Government:** Prime Minister [Alexis Tsipras](#) (since January 2015).

## Information Society Indicators

### Generic Indicators

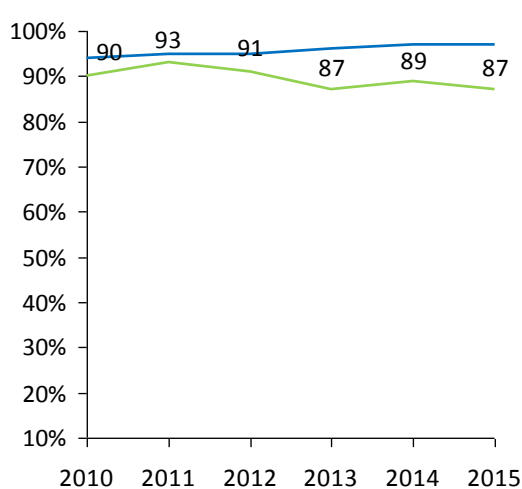
The following graphs present data for the latest Generic Information Society Indicators for Greece compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

**Percentage of households with Internet access in Greece**



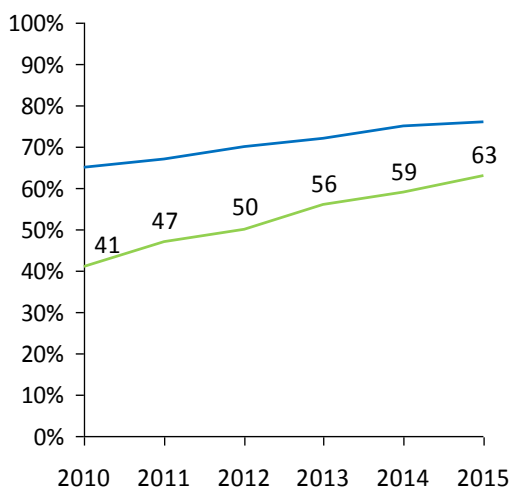
Source: [Eurostat Information Society Indicators](#)

**Percentage of enterprises with Internet access in Greece**



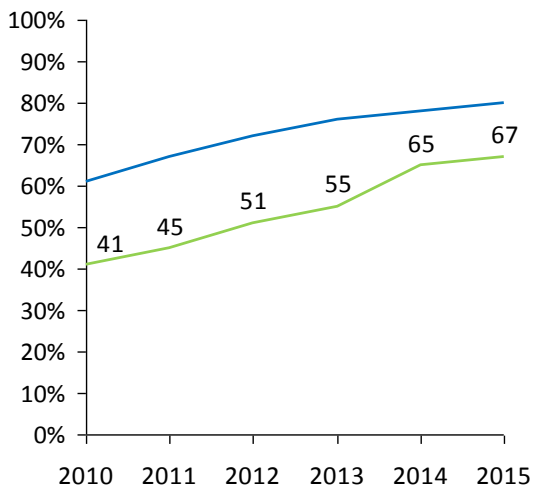
Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals using the internet at least once a week in Greece**



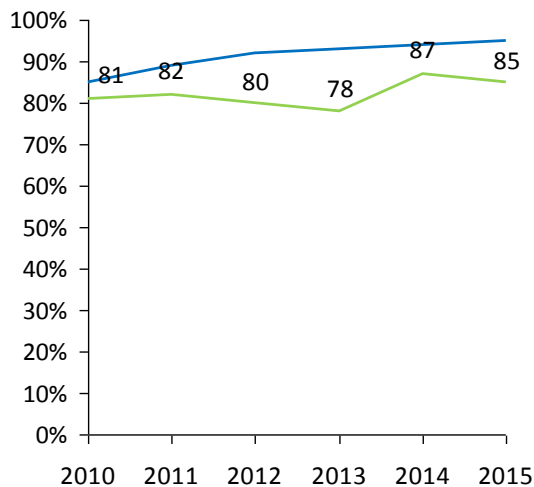
Source: [Eurostat Information Society Indicators](#)

**Percentage of households with a broadband connection in Greece**



Source: [Eurostat Information Society Indicators](#)

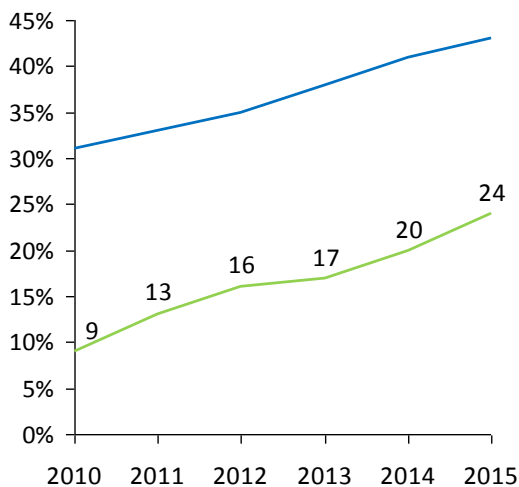
**Percentage of enterprises with a broadband connection in Greece**



Source: [Eurostat Information Society Indicators](#)

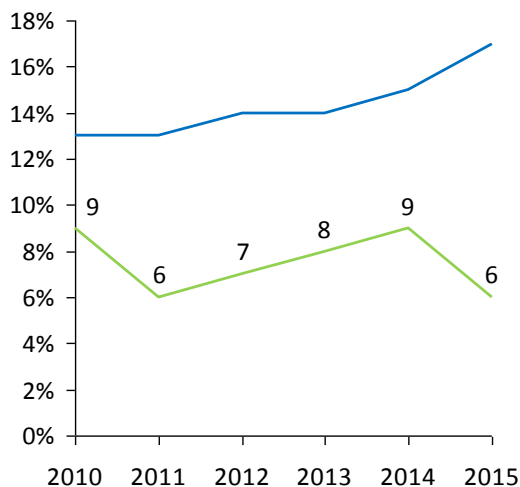
— Greece  
— EU

**Percentage of individuals having purchased/ordered online in the last three months in Greece**



Source: [Eurostat Information Society Indicators](#)

**Percentage of enterprises having received orders online within the previous year in Greece**

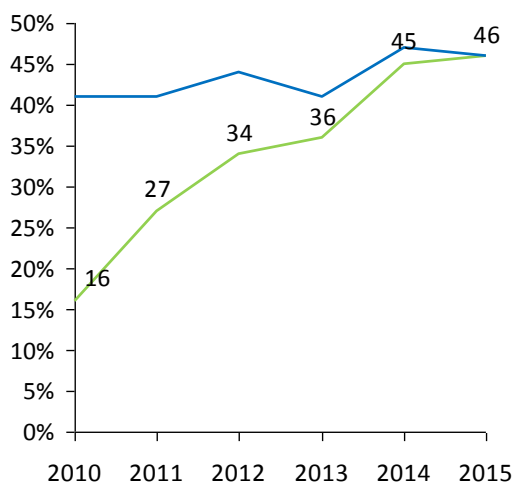


Source: [Eurostat Information Society Indicators](#)

## eGovernment Indicators

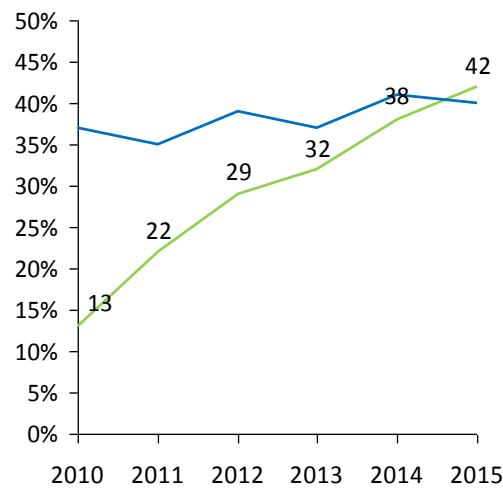
The following graphs present data for the latest eGovernment Indicators for Greece compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

**Percentage of individuals using the internet for interacting with public authorities in Greece**



Source: [Eurostat Information Society Indicators](#)

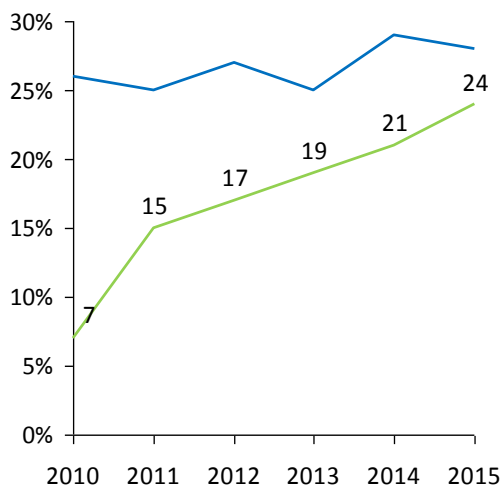
**Percentage of individuals using the internet for obtaining information from public authorities in Greece**



Source : [Eurostat Information Society Indicators](#)

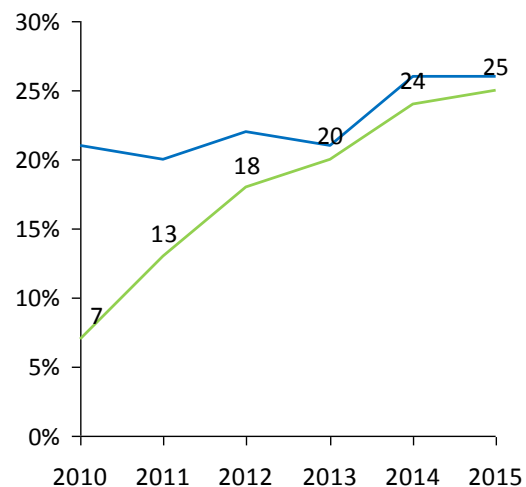
— Greece  
— EU

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



Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

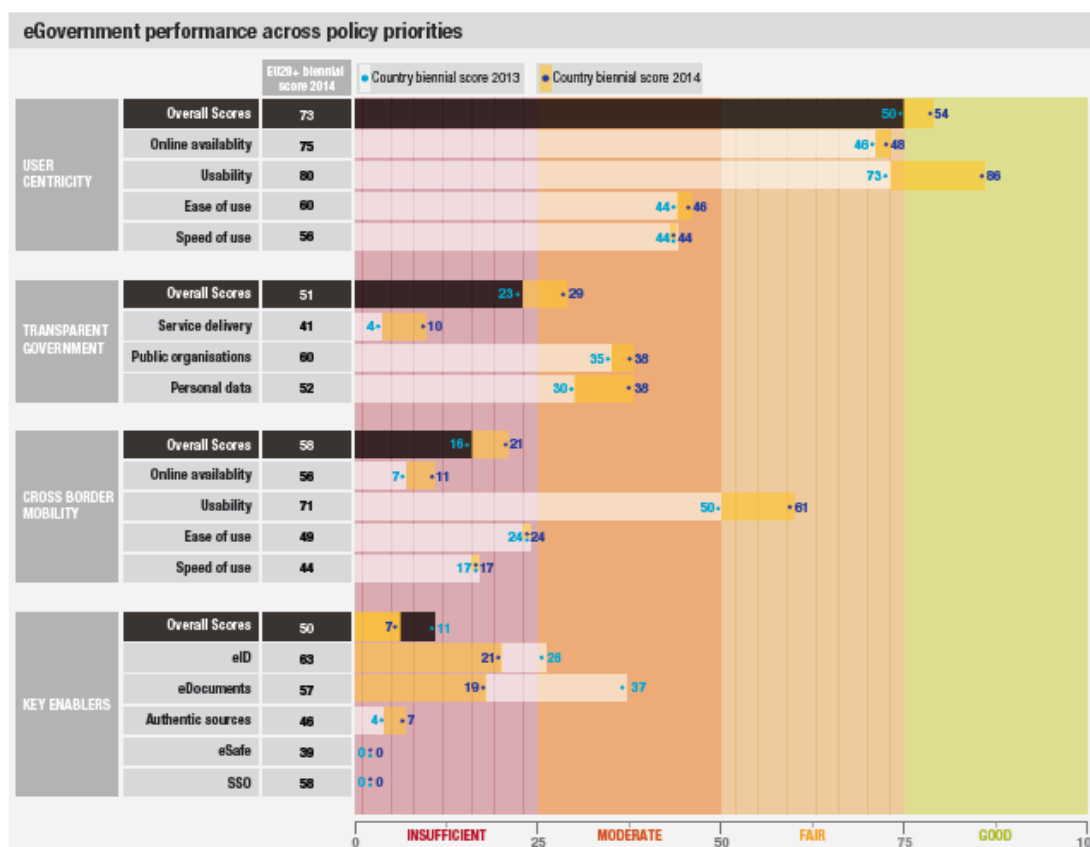


## eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#)<sup>1</sup> study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, Losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Greece compared to the EU average score.



Source: [eGovernment Benchmark Report 2015<sup>2</sup> Country Factsheet Greece](#)

<sup>1</sup> [eGovernment Benchmark Insight Report](#)

<sup>2</sup> The latest version of country’s benchmark report was published in June 2015, however it shall be noted that it summarizes the country’s biennial score of the preceding year (2014).

## eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

### Recent News

#### October 2015

In October 2015, the [Greek National Government Portal HERMES](#) updated the user interface in order to increase the ease of use and facilitate the provision of e-Government Services. Moreover a [reference implementation site](#) has been made. As a next step the initial feedback and roll out to other public administration sites will be planned.

#### September 2015

In September 2015, EC formally accepted the [Greek National Plan for Next Generation Access Networks](#) as fulfilling the ex-ante conditionality 2.2 for ESIF. The NGA Plan sets the targets, measures and means for availability and use of NGA broadband in Greece until 2020.

#### August 2015

On 5 August 2015, Greek minister Giorgos Stathakis signed a four-year cooperation [agreement](#) with Greek open source software society (GFOSS) in order to support the creation, promotion and reuse of open data, content and software in the digital economy. This agreement 'defines institutional cooperation to enhance openness in the public and private sector'.

#### June 2015

On 30 June 2015, the Monitoring Committee of the Operational Program Public Administration Reform approved [the 1<sup>st</sup> Work Plan](#) of the operational program including several actions related to e-Government.

#### May 2015

In May 2015, article 10 for "Electronic Identification" and article 12 for 'Electronic Certificates' of law 4325/2015 (Government Gazette 47/A/ 11 May 2015) amended the e-government law of 2011.

Secondly, in May 2015, the city administration of Greek city of Livadeia has announced its move to the LibreOffice suite from its non-open source alternative as parts of the government administration. The city currently offers its citizens 3 additional types of ICT improvements: online-streaming of council meetings, renewed website using source tools

Apache and WordPress, and the online form that enables to file and track requests for information and reports of problems by citizens.

## April 2015

From 9 to 12 March 2015, public consultations were open by the Greek government on the topic of the re-opening of the public TV channel ERT at the national open government portal. Total of 583 comments were submitted by the Greek citizens that shall contribute to the elaboration of a draft law which will reinstate ERT.

## January 2015

From 8 to 14 January 2015, [Greek Free/Open Source Software Society](#) (El/Lak or GFOSS), in cooperation with the municipality of Athens has provided students in Athens with an opportunity to attend five courses that would introduce them to open source geographic information solutions. The courses will introduce them to [QGIS](#) and [Grass GIS](#), and show them how to build applications using these tools. Furthermore, the courses are provided free of charge. Secondly, the organised training event promotes the use of combination of GIS solutions, OpenStreetMap and open government data to schools.

Secondly, in January 2015, a new Ministerial Decision was issued for the obligation of Non-Government Organizations that get public funding, to publish in the Transparency portal their decisions (Government Gazette 116/B/21 January 2015).

## December 2014

On the 23 December of 2014 the Government Reform Council approved [the action plan for e-government](#).

## October 2014

On 1 October 2014, Greece announced the operation at production level of the STORK2.0 node supporting e-ID functions at cross-border level.

On 31 October 2014, a new law for the public sector information reuse and open data was published. The principle open by default was legally adopted (Government Gazette 237/A/31 October 2014).

## September 2014

A new version of [the transparency portal](#) was put in operation supporting APIs for [open data](#).

## May 2014

In May 2014, [a new National Action Plan for Open Government and Open Public Administration](#) has been published.

## March 2014

In March 2014, [a new Strategy for Digital Growth](#) has been published.

Since March 2014, due to KEP system enhancement, KEP system provides a number of new services online through a unique application service. The new services include easier and more direct use of for example following services: tax clearance certificate from the competent tax office, insurance and building works certification from the Hellenic Social Institute, Population registry certificates, certificate of marital status, birth certificate, certificate of citizenship, or certificate of marital status. Moreover, it enables citizens and businesses to access basic services through a single application, with a single visit.

## February 2014

On 25 February 2014, several new services were [launched](#) by the Citizen Service Centres (Κέντρα Εξυπηρέτησης Πολιτών - ΚΕΠ) and presented by the Minister of Administrative Reform during a dedicated press conference, which will make the provision of services for citizens faster and more efficient. The new services which citizens can use, simply and directly, are:

- ▶ **Tax clearance certificate from the competent tax office;**
- ▶ **Insurance and building works certification** from the Hellenic Social Insurance Institute (Ίδρυμα Κοινωνικών Ασφαλίσεων - ΙΚΑ);
- ▶ **Population registry certificates:**
  1. Certificate of marital status;
  2. Birth certificate;
  3. Certificate of citizenship;
- ▶ **Certificate of marital status** specifically for the Agricultural Insurance Organisation (Οργανισμός Γεωργικών Ασφαλίσεων - ΟΓΑ);

On 25 February 2014, a new Precedential Decree was published for the Electronic Document Filing and Digitalization of existing files (Government Gazette 44/A/25-February-2014).

## May 2013

Mr Manousos Voloudakis, the Deputy Minister of Administrative Reform and Electronic Governance, disseminates to all Citizen's Service Centres (ΚΕΠ) a newsletter providing guidance on the way in which 81 services to citizens can be handled electronically through the national portal HERMES.

More specifically, after technical and institutional amendments, the level of services to citizens such as the issuance of certificates has been improved, without the citizen having to visit the required service in person, either to apply or to receive a certificate. The standardised procedures can be found on the homepage of HERMES under the heading Electronic Services.

## March 2013

A Ministerial Decision for the process of secure timestamping and the evidence of electronic documents exchange was issued Government Gazette 586/B/2013.

## October 2012

On 16 October 2012, during the 14th annual conference 'Greek ICT Forum', on *16 October 2012*, Mr Manousos Voloudakis, Deputy Minister of the Public Administrative Reform and eGovernment presents some of the Ministry's key policy steps in the field of eGovernment, including making the maximum use of the Government's existing resources, including on available software, equipment and institutional framework, in addition to reviewing the 'Administrative Reform' operational programme with the possibility to finance new eGovernment projects.

## August 2012

In August 2012, Dr Elias Kikilia, Governor of the Manpower Employment Organisation (OAED) presents the eGovernment and financial management information systems of OAED to the Chairmen of the Social Partners, as well as its transition into a new era of automated services. Through this strategy, OAED aims to fully implement eGovernment services by adopting low-cost modern technologies (open source) and by creating economies of scale, namely the development of a centralised system for an installation that would require limited equipment, ultimately minimising maintenance costs/support.

## May 2012

In May 2012, the framework degree for the provision of eGovernment services is published on the Official Government Gazette. The degree is signed by Mr Pantelis Tzortzakis, Deputy Minister for Administrative Reform and Electronic Governance. It primarily implements the provisions of the Law on Electronic Governance. In addition, it adjusts the principles under which the online public services operate in order to achieve economies of scale for the benefit of the institutions while facilitating the citizens' access to these services.

## January 2012

In January 2012, Mr Pantelis Tzortzakis, Deputy Minister of Administrative Reform and eGovernment [launches](#) a public consultation on the Framework for the provision of eGovernment services. The Framework aims to ensure the interoperability of information systems and covers the entire range of rules, standards, specifications and procedures, which apply to all the stages of development and operation in IT, communications and eGovernment projects and are crucial towards the modernisation of the State. Additional objectives include cooperation amongst actors in developing integrated electronic transactions and services for citizens, businesses and other stakeholders, as well as the achievement of economies of scale for actors and the national economy as a whole.

## September 2011

In September 2011, the web-based open source application Scriptum is developed to maintain electronic protocol books and create a case management system for public sector services. [Scriptum](#) aims at eliminating bureaucracy and document loss, while providing to the public administration an extensible and integrated environment for document publishing, categorisation and administration. In *May 2011*, the Greek Parliament adopts the [Law on eGovernment](#) which constitutes the institutional framework for the organisation and simplification of the relationship between the government and citizens/businesses through ICT. The law created a general framework for eGovernment in public administration by: defining concepts; setting forth the basic principles of eGovernment; specifying the obligations of public sector bodies for the use and exploitation of new technologies; giving rights to citizens in relation to the processing of personal data and ICT use; regulating issues regarding the storage and transmission of electronic copies, files and protocols and; examining issues related to the authentication of user services. Of particular importance of its success of the endeavour is the active involvement of public sector officials that are in effect tasked to implement this new framework.

In the same month, digital information, networking functions, as well as all the required material for anyone currently doing business in Greece or wishing to carry out business activities, are being incorporated into the information, networking and collaboration platform '[Startup Greece](#)'. 'Startup Greece' created a new generation of entrepreneurs in Greece, bringing together people and ideas and changing the country's perception of doing business.

## April 2011

The new portal [Startup Greece](#), is information, networking and collaboration space aimed at creating a new generation of entrepreneurs in Greece and it is launched and becomes operational in April 2011. Supported by the Ministry of Regional Development and Competitiveness, and the Greek Government in collaboration with communities of young entrepreneurs, Startup Greece is a 'no stop shop' inspiring young people to believe in their own ideas, to cultivate novelty and innovation, and to start their own business.

## March 2011

In March 2011, Greece becomes the first European country to use Open e-PRIOR. The European Commission's Directorate-General for Informatics (DIGIT) presented a workshop at the University of Piraeus (Athens) that resulted in the successful set-up of Open e-PRIOR, as a test implementation, on a Linux Server hosted in Piraeus.

In the same month, the Musical Studies Department (MSD) of the Ionian University in Corfu took the initiative of becoming the first ever Public Organisation and educational institution in Greece officially embracing a Free and **Open Source Software** infrastructure.

Also in March 2011, the fourth phase of [Labs.OpenGov.gr](#) aims to improve and develop existing electronic public services (eServices). The current phase involved stakeholders, citizens, senior officials and professionals from the ICT industry. Stakeholders presented a roadmap for improving existing eServices, including ways to improve the services used. ICT professionals can exploit existing infrastructure so as to provide recommendations as to enhancement of services in the future, including the General Secretariat's of Information Systems (GSIS), the Social Security's Organisation (IKA), the Manpower Employment's Organisation (OAED), the eGovernment Centre for Social Security (IDIKA) and electronic urban planning.

## February 2011

In February 2011, Dinos Rovlias, Former Deputy Interior Minister, delivers a presentation on electronic auctions (eAuctions) in public procurement at a Cabinet meeting. Mr Rovlias introduced eAuction as one of the stages of public procurement via electronic means. According to his presentation, eAuctions only apply when the specifications of bids can be determined by a completely accurate method.

In the same month, the distribution of open source and free Linux system for teachers and pupils at elementary schools begun. [Sxolinux](#), the Greek open and free Linux system for pupils, constitutes an effort to create a computer laboratory at elementary schools, allowing the use of old and disused systems, whose owners could recycle them. Therefore, thanks to donations of material and five days of volunteer work, a computer lab was set up.

## January 2011

In January 2011, Mr Ioannis Ragkousis, the former Minister for the Interior, Decentralisation and Electronic Governance posts a letter on the website of the Ministry inviting everyone to participate in the **Public Consultation** on the Draft Law on Electronic Governance with a submission deadline on 30 January 2011.

## 2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2010 – 2010 can be fully retrieved here.

# eGovernment Strategy

## Main strategic objectives and principles

### Strategy for Digital Growth 2014 - 2020<sup>3</sup>

The vision of the strategy is: *'To Transform the productive model in a sustainable way with broad and effective use of ICT everywhere while Greece will become a technological regional center of innovation, excellence and service with international orientation, friendly to humans and investment.'*

The main areas of **Improvement** will be:

- Open data
- Interoperability
- Smart applications and services
- Access
- Critical mass
- Digital skills
- IT Governance and change management

The main **Strategic objectives** are the following:

- Access to Advanced Digital Infrastructures
- Smart and viable ecosystem for better quality of life
- Competitive entrepreneurship in the international digital environment
- Smart operation and interconnection of the State
- Digital cohesion to tackle the social challenges

### Strategy for e-Government 2014 - 2020

The main vision is: *'In the next seven years using ICT as a catalyst of development and modern governance tool, the Greek Public Administration, will regain the trust of society and become more efficient and productive by providing citizens, and business user - centric online service that will be constantly upgraded.'*

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<sup>3</sup> [Strategy for Digital Growth 2014 - 2020](#)



The **Strategy** highlights the following principles:

- Interoperability
- Comply Or Explain
- Consolidation
- No –duplication
- Once only
- Feasibility and viability
- Transarency
- Aecessibility
- Security and privacy
- Participation of citizens.

The strategy has the following **three main strategic objectives**

- Modernization of the State and Public Administration
- Reconnect Citizens with State and Public Administration
- Horizontal ICE piloy co-ordination in Public Administration

## Action plan for e-Government 2014 - 2020

A 7-year plan including the actions needed for the implementation of the strategy for e-government 2014-2020 and administrative reform and the actions that will be financed by the programmes of the new programming period 2014-2020. For practical reasons the 7-year program consists of an initial detailed two-year action plan for e-government (ΗΛΔΙΑ) which is a rolling programme, tested, evaluated and reviewed at least annually or whenever necessary.

The realisation of the projects is in line with an enabling environment suitable for the design, development, delivery and evaluation of eGovernment services, in accordance with the respective strategy.

The most important technologies that will be adopted include IaaS (Infrastructure as a Service) and SaaS (Software as a service), so as to make the best use of governmental cloud technologies (gcloud). Other technologies concern data management (data-driven decision making, data processing / big data/ data mining/ data governance) and information security.

Key milestones in the process are the creation of the governance structure of e-Government, the staffing plan for the computer and e-government services and of public sector bodies and units with a similar object and the completion of catalyst projects forming the backbone of e-government. These projects include:

- Establishment and functioning of a single system of management of human capital of public administration (HRMS)
- IT public policy (IT Policy)
- E-government Now (eGov Now)
- Development of an integrated financial management system (ERP)
- CRM service system (CRMS).

In addition to these projects, it is extremely important to interconnect the registers in the country, which is an important element for the possibility of providing eGovernment services, as well as to put the e-Procurement system into productive operation.

## Action plan for Open Government and Open Public Administration

The commitments undertaken in the new Plan of Action are structured in three main directions:

- **Encouraging public participation**
- **Open public data**
- **Integrity and accountability**

## Previous eGovernment Strategies

### Digital Strategy (2006 - 2013)

The 'Digital Strategy 2006-2013' put forward by the Information Technology Committee **aims** to use information technologies for achieving higher productivity in the economy and improving the life quality of citizens. The plan follows four steps to map Greece's digital course:

- ▶ **1st Step:** Examination and identification of the source of the problems that impede the use of ICT in the country.
- ▶ **2nd Step:** Analysis of the International Policies on Information Society and the New Technologies. Identification of the good examples and of the failures of the other countries.
- ▶ **3rd Step:** Study of the international and European developments in the field of Information Society (EU policy i2010, WSIS developments, etc.).
- ▶ **4th Step:** Setting the basic directions of the digital strategy for the period 2006 - 2013, taking into account the particularities of the Greek economy and society.

The essential difference compared to previous practices is that the new strategy is not centred on specific projects per organisation but on prescriptions of services to be offered. Therefore, the digital plan for 2006 -2013 aims at materialising a '**Digital leap**' in productivity and in the quality of life, up until the year 2013. The purpose of the digital leap is dual: improve the productivity of the Greek economy and the quality of the citizens' everyday life.

Six are the basic **orientations** of the strategy - four of them focus on productivity and two on the quality of life: promotion of ICT in enterprises; supply of digital services to enterprises and restructuring of the public sector; strengthening of the ICT sector; promotion of entrepreneurship in ICT-related activities; improvement of daily life through ICT; and design of digital services for the citizen.

## Operational Programme 'Digital Convergence' (2007 - 2013)

The Operational Programme 'Digital Convergence' specifies strategy and actions aimed at the efficient utilisation of Information and Communication Technologies (ICT) in the period 2007 - 2013. This operational programme has already passed since 2008 to its second phase of materialisation and it has been developed in compliance with relevant national and international strategies, taking especially into consideration particular strategic decisions, as described in the Greek 'Digital Strategy 2006 - 2013'.

Based upon a comprehensive analysis of country's weaknesses and strengths in this field, the programme focuses on the following **objectives**:

- ▶ to improve digital/online services to enterprises and re-engineering of relevant public administration processes;
- ▶ to promote Internet and ICT usage by enterprises;
- ▶ to increase the overall ICT contribution to the Greek economy;
- ▶ to improve quality of daily life through ICT;
- ▶ to develop digital/online services for citizens.

The programme has a strong regional character that concerns the described actions and interventions of all 13 regions of Greece.

## Operational Programme 'Public Administration Reform' (2007 - 2013)

The Operational Programme '[Public Administration Reform](#)' for the period 2007 - 2013 specifies strategy and actions aiming at the upgrade of the institutional environment of Public Administration and the rationalisation of existing administrative structures on the basis of fighting against red tape, simplifying and speeding up the administrative procedures and the general reorganisation of public sector, the regional administration and the local government.

This strategic approach, according to the orientation of the European Social Fund for reinforcing administrative efficiency and the demands of the revised Lisbon Strategy, is the core of the developmental vision of the current operational programme, which is pursuing:

- ▶ **Limitation of weaknesses of administrative action** and levying of any barriers that have not permitted until today the Public Administration and the Local Government to respond to current challenges and the developmental needs of the country.
- ▶ **Enactment of a series of necessary reforms on HRD policies**, the institutional framework, organisation and operation of public services and the services of regional administration, the local government authorities, as well as, in the procedure of policy making and undertaking initiatives on the basis of providing quality services to citizens and businesses.

The strategic **objective** of the operational programme is to improve the quality of governance by means of supporting efficiency and effectiveness of public organisations, as well as support accountability and public administration ethics, via a broader social consultation and participation of the social partners. The strategic objective is further specialised in four (4) **general objectives**, on the basis of which the OP is structured in axes:

- ▶ **General objective I:** Enhancement of public policies quality through the modernisation of the regulatory framework and the reform of structures and procedures.
- ▶ **General objective II:** Development of human resources in Public Administration.
- ▶ **General objective III:** Reinforcement of gender equality policies in the whole range of public action.
- ▶ **General objective IV:** Technical assistance and implementation support.

## eGovernment RoadMap (2011)

This [RoadMap](#) is an Action Plan, supported by the [Ministry of Administrative Reform and eGovernment](#), with the aim to effectively implement the [Greek eGovernment Act](#). The main [axes](#) of the RoadMap include:

- ▶ capturing best practices from Greece and abroad that can be effectively used in the proposed design.
- ▶ presenting the existing information systems of public administration on the basis of past studies.
- ▶ specifying the required horizontal actions to facilitate the Act's implementation, including the utilisation of existing infrastructure, the national registries, new horizontal applications and other activities to bridge the digital divide.
- ▶ proposing the methodology for development and disposal of services to citizens and businesses and the strategic application of the eGovernment Act.
- ▶ prescribing the organisational model for supporting and monitoring the implementation of the Act.
- ▶ specifying the sources and the ways of funding where necessary.

## Operational Programme for the Information Society 2000 - 2006 (OPIS)

With the aim of implementing the Information Society strategy in a coherent and integrated way, an Operational Programme for the Information Society (OPIS) was adopted in 2000. This programme covered the period 2000 - 2006 and was supported by the EU as part of the Community Support Framework. A revised version of the programme was approved in December 2008, regarding the extension of the line of actions related to 'Citizens and Quality of Life' and 'Communications'.

The OPIS is an innovative horizontal programme, cutting across government departments, which aims at implementing the essential features of the Greek Government's Information Society White and those of the eEurope Action Plan.

The OPIS includes four **lines of action**: 'Education and Culture', 'Citizens and Quality of Life', 'Digital Economy and Employment', and 'Communications'. The priorities for eGovernment, which forms part of the action line 'Citizens and Quality of Life', include the following:

- ▶ improve the quality of services to citizens and enterprises by public administrations at central, regional and local levels;
- ▶ develop online applications, as well as use of Information and Communication Technologies (ICTs) to streamline and re-engineer procedures and communication within and amongst government departments, covering all of public administration and

especially the fiscal area and finance, social insurance, justice, public tendering and procurement procedures, regional development and emergency services areas;

- ▶ support the creation of geographical and environmental mapping and management information systems, linking central to regional and local governments;
- ▶ use IT to promote and support a broader strategy for providing higher quality health and welfare services to all citizens, and for the reform of the management of the health sector and its budget;
- ▶ introduce telematics applications in land, sea and air transport ('intelligent transport').

## Greece in the Information Society: Strategies and Actions (1999)

The first Greek Government's strategic approach to eGovernment was laid down in the White Paper Greece in the Information Society: Strategies and Actions, which was published in February 1999 and updated in 2002. The white paper emphasises raising the quality of public services to ensure social cohesion and contribute to economic objectives in terms of living standards. The Greek eGovernment strategy advocates that electronic services should be characterised by ubiquity, uniqueness of reference (i.e. single point of service), dematerialisation, quality and cost-effectiveness. eServices are seen as essential business infrastructures that should only be planned and deployed as such. Key methodological steps for developing and implementing them include: identifying critical areas of service; determining business priorities and critical success factors; identifying business partners, building consensus; and, determining the scope of a pilot application.

# eGovernment Legal Framework

## Main legal texts impacting on the development of eGovernment



### eGovernment Legislation

Article 10 for "Electronic Identification" and article 12 for "Electronic Certificates" of law 4325/2015 (Government Gazette 47/A/ 11 May 2015) amend the e-government law of 2011

Precedential Decree was published for the Electronic Document Filing and Digitalization of existing files (Government Gazette 44/A/25 February-2014).

A Ministerial Decision for the process of secure timestamping and the evidence of electronic documents exchange was issued Government Gazette 586/B/ 14 - March - 2013.

#### Law on eGovernment (eGovernment Act) (2011)

The law creates a general framework for eGovernment in public administration by: defining concepts; setting forth the basic principles; specifying the obligations of public sector bodies for the use and exploitation of new technologies; giving rights to citizens in relation to the processing of personal data and ICT use; regulating issues regarding the storage and transmission of electronic copies, files and protocols and; examining issues related to the authentication of user services. The Act lays particular emphasis on:

- ▶ electronic communication and data exchange between natural/legal entities and the public sector;
- ▶ public sector information and the method to be useful in facilitating citizens and businesses;
- ▶ the capacity of institutions in taking initiatives in a specific context to facilitate natural/legal entities;
- ▶ issues regarding personal data protection and privacy;
- ▶ matters such as electronic payments and the automatic search request for files and documents etc.

### Freedom of Information Legislation

#### Greek Constitution (2009 amendment)

There is currently no dedicated freedom of information legislation in Greece. However, the Greek Constitution provides for a general right of access. Its article 5A (1) states that: "All persons are entitled to information, as specified by law. Restrictions to this right may be imposed by law only insofar as they are absolutely necessary and justified for reasons of national security, of combating crime or of protecting rights and interests of third parties". 5A (2) specifies that that "All persons are entitled to participate in the Information Society. Facilitation of access to electronically handled information, as well as of the production, exchange and diffusion thereof constitutes an obligation of the State". Article 9A specifies that all persons have the right to be protected from the collection, processing and use by electronic means of their personal data as specified by law. Article 10(3) says that the

competent authority is obliged to reply to a request for information for the supply of documents, especially certificates, supporting documents and attestations within a set deadline not exceeding 60 days. In the case of elapsed deadline without action or unlawful refusal, special monetary compensation is paid to the applicant. Finally, Article 19 specifies that secrecy of letters and all other forms of free correspondence or communication shall be absolutely inviolable.

#### [Law on the Ratification of the Administrative Procedure Code and other provisions \(1999\)](#)

Law no. 2690/1999 on the Ratification of the Administrative Procedure Code and other provisions specifies that "interested persons have a right to access administrative documents created by government agencies". The request must be in writing. Administrative documents are defined as "all documents produced by public authorities such as reports, studies, minutes, statistics, administrative circulars, responses opinions and decisions." In addition, the 1999 law allows persons with a "special legitimate interest" to obtain "private documents" relating to a case about them. Documents relating to the personal life of an individual are not subject to the Act. Secrets defined by law, including those relating to national defence, public order and taxation cannot be released. Documents can also be restricted if they relate to discussions of the Council of Ministers or if they could substantially obstruct judicial, military or administrative investigations of criminal or administrative offences.

## Data Protection/Privacy Legislation

#### [Law on the Protection of Individuals with regard to the Processing of Personal Data \(1997\)](#)

Law 2472/1997 on the Protection of Individuals with regard to the Processing of Personal Data was adopted in April 1997. It establishes the terms and conditions under which the processing of personal data is to be carried out so as to protect the fundamental rights and freedoms of natural persons and in particular their right to privacy. It also allows any person to obtain their personal information held by government departments or private entities. The law is enforced by the [Hellenic Data Protection Authority](#). It is complemented by [Law 2774/1999](#) on the Protection of Personal Data in Telecommunications, and by [Law 3115/2003](#) that establishes the [Hellenic Authority for the Information and Communication Security and Privacy](#) in order to protect the secrecy of mailing, the free correspondence or communication in any possible way, as well as the security of networks.

#### [Law on the Protection of Personal Data and Private Life with regard to Electronic Telecommunications \(2006\)](#)

[Law 3471/2006](#) was adopted on 28/06/2006, revising [Law 2472/1997](#), and intending to the enactment of preconditions with regard to the personal data processing and for the assurance of the confidentiality in telecommunications. Law 3471/2006 was amended by Law 3917/2011 and Law 4070/2012.

#### [Law on Strengthening the Institutional Framework to Safeguard Privacy of Telephone Communications \(2008\)](#)

Law 3674/2008 sets out the obligations of the service provider for the security of telephone services. According to these provisions, the provider is responsible for security matters under the supervision of premises, facilities, connections and hardware systems and software. To this end the provider has an obligation to take appropriate technical and organisational measures and to use hardware and software that ensure the confidentiality



of communications and the detection of breach, or attempted breach, of confidentiality of communications.

## eSignatures Legislation

### [Presidential Decree 150/2001](#)

This presidential decree came into effect on 25 June 2001 and implements the [European Directive 1999/93/EC](#) of 13 December 1999 on a Community framework for electronic signatures. It defines electronic signatures and advanced electronic signatures. It also deals with the legal consequences of electronic signatures, liability of suppliers of certification, obligation to protect personal information, terms in effect for recognised certificates and suppliers, assurance of the liability of the creation of a signature and recommendations for the verification of the signature.

## eCommerce Legislation

### [Presidential Decree 131/2003 on eCommerce](#)

Adopted on 16 May 2003, this presidential decree transposes the [Directive 2000/31/EC](#) of the European Parliament and the Council on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market (Directive on electronic commerce).

## eCommunications Legislation

### [Law on Electronic Communications and other Provisions \(2012\)](#)

Law 4070/2012 (Government Gazette 82 A'/10.04.2012, as amended), sets out the broad framework for the provision of electronic communications networks and services in Greece, while at the same time applies full transposition of EU Directives [2002/19/EC](#), [2002/20/EC](#), [2002/21/EC](#), [2002/22/EC](#) and [2002/77/EC, as amended by 2009/136/EC and 2009/140/EC](#), to the National Law.

The basic principles of this Law are as follows:

- ▶ The free provision of networks and services for eCommunications.
- ▶ The insurance to every company of the right to operate and provide services of eCommunications.
- ▶ The compliance with the principles of equality, impartiality, transparency, proportionality, protection of competition and avoidance of market distortion by ensuring, as far as possible, technological neutrality of the regulations imposed, especially for those targeting to ensure effective competition.
- ▶ The promotion of competition in network supply and/or electronic communications services.

## eProcurement Legislation

Law 4155/2013 for Public procurement (Government Gazette 120 A'/29.05.2013), as amended by Law 4281/2014 (Government Gazette 160 A'/08.08.2014)



Codification of the existing laws, Precedential decrees and Ministerial decisions regarding Public procurement considering the [National System for e-procurement](#).

#### [Presidential Decree 118/2007 on the Regulation of Public Procurement](#)

In conjunction with the introduction of the eProcurement legislation, targeting the harmonisation with the relevant EU Directives, additional efforts have been undertaken by the Greek Government to revise the Greek public procurement legal framework, consisting of a complex set of laws, presidential decrees and regulations. To this end, the presidential decree 118/2007 simplifies the public procurement procedures, broadens participation to public sector competitions and introduces increased penalties in case of non-compliance to the specific competition terms and conditions. The new decree partially revises the existing legislation in this area while at the same time still maintains a major part of it.

#### [Presidential Decree 59/2007](#)

The presidential decree 59/2007 of 16/03/2007 aims at the harmonisation of the Greek eProcurement legislation with European law. In particular, the decree implements into national law the Directive [2004/17/EC](#) of the European Parliament and of the Council of 31 March 2004 coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors.

#### [Presidential Decree 60/2007](#)

This decree 60/2007, of 16/3/2007, implements into national law the Directive [2004/18/EC](#) of the European Parliament and of the Council of 31 March 2004 on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts, as amended by the European Directives [2005/51/EC](#) and [2005/75/EC](#).

## Re-use of Public Sector Information (PSI)

Ministerial Decision for the obligation of Non-Government Organizations that get public funding, to publish in the Transparency portal their decisions (Government Gazette 116/B/21 January 2015).

Law for the public sector information reuse and open data was published. The principle open by default is in this law (Government Gazette 237/A/ 31 October 2014).

#### [Law on Re-use of Greek Public Sector Information \(2003\)](#)

The Reuse of Public Sector Information Legislative Framework comprises of a set of laws implementing EU Directives aiming at the reuse of different types of public sector information and increasing transparency in the activities of the public sector authorities. The PSI Legislative Framework consists of the following laws:

- Law 2690/1999 (access to public documents)
- Law 3422/2005 (access and reuse of environmental information) – ratifying the Aarhus Convention
- Law 3448/2006 (reuse of public sector information) – Implementing the Directive 2003/98/EC of the European Parliament and of the Council of 17 November 2003 on the re-use of public sector information
- Law 3861/2010 (transparency law)

- Law 3882/2010 (reuse of geospatial information) – Implementing the Directive 2007/2/EC of the European Parliament and of the Council of 14 March 2007 establishing an Infrastructure for Spatial Information in the European Community (INSPIRE)
- Law 3979/2011 (e-government law)
- Law 4305/2014 (reuse of public sector information), amending Law 3448/2006, sets the principle “open by default”.
- Ministerial Decision for the obligation of Non-Government Organizations that get public funding, to publish in the Transparency portal their decisions (Government Gazette 116/B/21 January 2015).

# eGovernment Actors

## Main roles and responsibilities

### National eGovernment

#### Policy/Strategy

**Ministry of Interior and Administrative Reconstruction** (the part of ex **Ministry of Administrative Reform and eGovernment** that was discontinued in January 2015)

The Ministry was an initiator of eGovernment strategies and policies aiming to develop IT in the public sector. It aimed to implement the government policy for the introduction, implementation and development of information and technology in the public sector.

**Ministry of Infrastructures, Transports and Networks**

The Ministry is responsible for setting up the national digital strategy, undertaking the respective initiatives and design activities at national level as well as coordinating involved entities for the implementation of EU Digital Strategy, as expressed in the current multi-annual plan, aiming at promoting the digital single market [Law 4070/2012 (Official Government Gazette A82/10.4.2012), Article 4 par.2, κδ]

**IT and Communications Committee**

The Committee was initially founded in 2011 and re founded in 2014 (in par 3 and 4 of article 26 of law 4314 (Government Gazette 265/A/2014) and its main responsibility is to prepare and co-ordinate the plan of actions related to the Digital Agenda implementation and e-Government. The Joint Ministerial Decision setting the details of Committee's Responsibilities is pending.

#### Coordination

Ministry of Interior and Administrative Reconstruction (the part of ex **Ministry of Administrative Reform and eGovernment that discontinued in January 2015**)

The Ministry is responsible for the organisation and operation of the public sector. Thus, it coordinated public sector bodies on issues such as the modernisation of the organisational structure, the overall policy agenda and the development of IT. In addition, the Ministry supervises the National Centre for Public Administration, the Information Society SA.

#### Implementation

**Information Society S.A.**

This state-owned company is intended to be the main government agency implementing projects related to information technology, communications, eGovernment and administrative reform. This will be achieved by merging the company with other institutions that maintained activities in the relevant field. The company, created in 2001, also supported the implementation of the Operational Programme for the Information Society (OPIS), and the Operational Programmes 'Digital Convergence' and 'Public Administration Reform'.

The **Observatory for Digital Greece** has been incorporated in Information society S.A.

The Observatory aims at conducting relevant studies and contributing to the policy formulation processes to the Greek Government and any other party interested.

### IT and Communications Committee

The Committee is responsible for the implementation of the institutional framework governing the development of IT and electronic communications for the public administration. It recommends improvements, operational and organisational restructuring for entities and services of the public sector, including ministries, for the most effective promotion of government work in the field of eGovernment. Furthermore, it establishes management teams to oversee monitor and promote the implementation of relevant projects.

#### **All Government ministries and agencies**

Individual government bodies are responsible for the implementation of departmental eProjects.

### Support

#### **Operational Programme 'Reform of the Public Sector' 2014 – 2020 – under Managing Authority of the Operational Programme Public SECTOR Reform**

This operational programme aims to support the Greek administration to become coherent, well-coordinated, flexible, outward looking and effective, to restore trust relationship with citizens and businesses providing citizen centred and continuously upgraded services constituting one of the key pillars for the recovery of the country via three funding priorities:

- Strengthening organisational, institutional and operational capacity of public administration and local authorities for the benefit of citizens and businesses;
- Promotion of e-government in the public sector; and
- Development of human resources in the public sector, through the rational allocation of human resources, the provision of upgraded services, and training.

#### **Operational Programme 'Public Administration Reform' – Managing Authority**

The Managing Authority of the Operational Programme 'Public Administration Reform' became operational in February 2008. It is a comprehensive package of complementary interventions in order to address the underlying issues of public administration from the point of view of actors in an administrative capacity (human resources, legal framework, structures and systems) and aims at shaping the public policies of the specific programme and their implementation by the departments of Public Administration. The Operational Programme was for the period of 2008 – 2013.

#### **Information Society S.A.**

The Information Society S.A. supports government departments and agencies in all stages of ICT project design, implementation and follow-up.

Information Society S.A. part of (ex Observatory for Digital Greece)

The mission of this part for the Greek information society is twofold: First, to measure and evaluate the national progress made towards the Information Society and second, to contribute to the accomplishment of information society's strategic goals on a national level. For example, the Observatory transfers and diffuses best practices and assists the exchange of experience, technical expertise and information among agencies in Greece and abroad. Finally it supports the work of the Greek IT and Communications Committee or the body responsible for the national ICT strategy.

## Audit/Assurance

**Hellenic Court of Audit**

The Hellenic Court of Audit, according to Article 98 of the Constitution, is responsible for auditing the expenditure of the state and local agencies, or other entities subject to its audit by special laws; contracts of large financial value made by the state or a legal entity equivalent to the state; the accounts of public accounting officers and local government agencies, providing an expert opinion upon laws on pensions, presenting to the Parliament a report on the Annual Financial Statement and the Balance Sheet of the State and adjudicating on pension cases as well as cases related to the audit of public accounts and the liability of civil or military public servants.

## Data/Protection

**Hellenic Data Protection Authority**

The Hellenic Data Protection Authority is an independent administrative body operating since November 1997. Its mission is to supervise the implementation of [Law 2472/1997](#) on the Protection of Individuals with regard to the Processing of Personal Data. The Authority is answerable to the Minister of Justice.

## Regional & Local eGovernment

## Policy/Strategy

**Regional Administrations, Prefecture Administrations and Municipalities**

The Greek State is highly decentralised and the main regional and local government administrative units, namely the 13 peripheries and the 325 municipalities, are fully self-governed and thus responsible for the administration of local matters, including the eGovernment strategic organisation.

## Coordination

**National eGovernment bodies**

National eGovernment bodies are responsible for the coordination of projects at regional and local levels.

## Implementation

**Regional Administrations, Prefecture Administrations and Municipalities**

Under the programme '[Kalikratis](#)' many competences, related to eGovernment implementation, have been transferred to the municipal level. For instance, since 2010 some services of the Urban Planning Authorities, along with some social protection services have been transferred to the municipal level.

## Support

**Information Society S.A.**

The company supports the public sector's vehicles in the areas of public consultation, transparency and materialisation of all projects related to Information Technology, eGovernment and Public Administration's reorganisation.

**Hellenic Agency for Local Development and Local Government (EETAA)**

The Agency provides local government agencies, the public sector and social agencies with the professional and technical IT support they require. It operates in the form of a joint-stock company.

## Audit/Assurance

**Hellenic Court of Audit**

The Hellenic Court of Audit is responsible for auditing expenditure and monitoring the revenue of the state, as well as local administration agencies and other public corporate bodies.

## eGovernment Who's Who

Main eGovernment decision-makers and executives

### Ministers responsible for eGovernment



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# eGovernment Infrastructure

## Main eGovernment infrastructure components

### Portals

#### National Portal of Public Administration [ERMIS](#)

'Ermis' is the Governmental Portal of Public Administration aiming to inform citizens and businesses, and ensure the safe use of eGovernment services through digital certificates established and operated for the first time. The portal provides, from a central point, completed briefing to the citizens and the enterprises with regard to all their transactions with the Public Administration (natural or electronic). Ermis functions as an electronic shop of the Public Administration running in three key areas:

- ▶ **Provision of information:** It reliably informs citizens and businesses on their transactions and interactions with the state apparatus.
- ▶ **Interoperability:** The portal provides the necessary infrastructure to fully support interoperability between information systems of public administration.
- ▶ **Security of transactions:** Ermis provides secure eGovernment services at every level with the use of modulated digital authentication methods.

#### [Diavgeia – Transparency portal](#)

All decision of public administration bodies are published on this portal.

#### [Opengov.gr](#)

'Opengov.gr' is a portal dedicated to respond to citizens' needs for information, merit and participation in shaping decisions. It offers the maximum possible publicity in all activities of government policy-making and administrative chain, aiming at creating good practices that will be introduced as ways of governance. The portal is designed to serve the principles of transparency, deliberation, collaboration and accountability and includes three initiatives:

- ▶ **Open calls for the recruitment of public administration officials.** Top level and mid-level openings in the public sector are available on the Internet. Applications are submitted online using a platform available on the opengov.gr website.
- ▶ **Electronic deliberation.** Almost every piece of draft legislation or even policy initiative by the government, are posted in a blog like platform prior to their submission to parliament. Citizens and organisations can post their comments, suggestions and criticisms article-by-article.
- ▶ **Labs OpenGov.** An open innovation initiative that brings together ideas and proposals from citizens, the public and the private sectors. Labs.OpenGov.gr attempts to release the power of decentralised knowledge and explore new ways to tackle modern public administration problems.

#### [The Citizen Service Centres \(KEP\) and their online platform \(eKEP\)](#)

The 'Citizen Service Centres' (or 'KEP' in Greek transliteration) are the administrative one-stop service centres, where citizens can have access to public service information and to over 1 000 standardised administrative procedures. The network of the 'KEP' is also supported by an **online platform - 'eKEP'**. The Citizen Service Centres are linked together

by an IP network and use the 'eKEP' platform to file and manage citizens' requests, create a relevant eDirectory, electronically register 'KEP' mail, and monitor the requests' progress all the way through settlement. Accessible through the one-stop service centres across the country or through the Internet, the eKEP platform supports the use of certified digital signatures, enabling real time on-line transactions between Public Administrations.

The service is complemented by a 24/7/52 administrative information call centre (four-digit 1500 telephone service), where citizens and enterprises can request and obtain a large amount of different certificates. The Citizen Service Centre Internet portal receives over 9 million visits each month. More than 60 000 citizens visit the Citizen Service Centres every day for their transactions with the Government, while since March 2007, Greek enterprises are also capable of making their transactions with the 59 Chambers of the country more quickly and easily, through the Citizens Service Centres. The average service time usually does not exceed 7 days.

#### [Services Directive portal](#)

For offering service in Greece.

#### [Business portal](#)

For the Commercial Business Registry.

#### [Startup Greece](#)

The portal '[Startup Greece](#)', an information, networking and collaboration space aimed at creating a new generation of entrepreneurs in Greece was launched in April 2011. It is supported by the Ministry of Development, Competitiveness and Shipping and the Greek Government in collaboration with communities of young entrepreneurs. 'Startup Greece' is a 'no stop shop' aimed at inspiring young people to believe in their own ideas, to cultivate novelty and innovation, to start their own business.

#### [Online Legislation portal E-Themis](#)

The E-Themis online legislation portal has been realised within the framework of a project regarding the 'Design and Implementation of a System for Automating the Administration, Archiving and Dissemination of Legislation to the Broader Public'. This project was initiated in December 2006 with a budget of € 2.3 million and was carried out by the [Information Society S.A.](#) The E-Themis portal, which was introduced in November 2008, is aimed at providing **online access** to the **complete Greek legislation** (including laws, decrees and regulative decisions as published in the Official Government Gazette) since the establishment of the Greek State. This service is offered free of charge, while the content of the portal is regularly updated.

Within the portal, the legislation is clearly structured around a total of 40 thematic areas and fields of interest, which are particularly tailored to meet the needs of different categories of users, including citizens, enterprises and layers. In addition, a keyword based search facility allows users to easily locate the desired legal information. The service is complemented by a telephone-hotline for the provision of support.

#### [Geodata](#)

Geodata.gov.gr is providing open geospatial data and services for Greece, serving as a national open data catalogue, an INSPIRE-conformant Spatial Data Infrastructure, as well as a powerful foundation for enabling value added services from open data.

Citizens can publish, discover, reuse, and visualize all published data, for free. Operating since 2010, [geodata.gov.gr](http://geodata.gov.gr) was one of the first open data catalogues in the world, contributing to the national and international open government agenda. It is designed, developed, and maintained by IMIS/Athena RC, with the aim to provide a focal point for the aggregation, search, provision and visualization of open geospatial information.

## Networks

### [National Public Administration Network \(SYZEFXIS\)](#)

'SYZEFXIS' network is a project of the Greek Ministry of Interior, Public Administration and Decentralisation, aiming at the development and updating of the public sector's telecom infrastructure by satisfying all their needs for communication through **telephony** (telephone communication between organisations), **data** (PC's communication - Internet) and **video** (teleconference - training).

The project's objectives are: (1) **The improvement of public services' functions** supported by the upgrade of telecommunications infrastructure between them through the offer of advanced and low cost telematics. (2) **The provision of integrated services to citizens** using modern and user friendly government information and transaction systems.

It covers the entire Greek territory, linking approx. 6 000 bodies in 2010, and is the largest and most modern broadband network administration across Europe. Through 'Syzefxis' the most modern practices and advanced services in telecommunications and the Internet are being made available to public bodies. The network ensures the infrastructure required to link the information systems, in order to develop and provide electronic services to citizens and businesses. At the same time it contributes to a drastic cost reduction of any telecommunications carrier and the Greek public sector in general. In July 2007, 'SYZEFXIS' became the fourth national network (following those of Belgium, Luxembourg and Spain) which has been connected to the modern **European public administration network 's-TESTA'**, the successor of the 'TESTA II' system.

### [Metropolitan Area Networks](#)

The 'Metropolitan Area Networks' (optical rings) infrastructures in approximately **69 cities across Greece**. The metropolitan networks link more than 4 000 points of public interest, such as educational institutions, public services, public hospitals, municipal libraries, museums; while their total length exceeds 1200 km. The national public administration network 'SYZEFXIS' in these cities uses the MAN rings as access infrastructure, providing speeds up to 1 Gbps.

### [Greek Research and Technology Network \(GRNET\)](#)

The Greek Research and Technology Network 'GRNET', (GRNET S.A. [www.grnet.gr](http://www.grnet.gr)), is a state-owned company, operating under the auspices of the Greek Ministry of Education - General Secretariat for Research and Technology. Its mission is to provide high-quality infrastructure and services to the academic, research and educational community of Greece, and to disseminate ICT to the general public.

GRNET is the National Research and Education Network (NREN) provider, operating the Greek academic network that connects local universities and research institutions via dark fibre at speeds up to 10Gbps, and offering to the Greek R&E community access to the pan-European GEANT network through 4x10Gbps links.

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GRNET also plays a key role at national level in the field of distributed and large-scale research infrastructures including Grid, Cloud and HPC. The company coordinates the Greek National Grid Initiative – HellasGrid, with more than 1,400 CPUs and 200 Terabytes of storage and is member of EGI pan-European Grid infrastructure. GRNET has developed and operates its own public IaaS cloud solution named Okeanos, offering cloud resources to the Greek Universities.

## eIdentification/eAuthentication

### Current status

There is currently no central eIdentification infrastructure for eGovernment in Greece. However, some initial plans for the issuance of eID cards have been presented by the Ministry of National Health and Social Solidarity and the Ministry of Labour and Social Insurance. The first stage of the plan has been accomplished with the allocation of the [Social Security Registration Number](#) (AMKA) to every citizen. Following, the second stage was realised in 2010 with the accomplishment of the [electronic Prescription](#) programme, which foresees that production, distribution and control of prescriptions and referrals for medical instruments is carried out through the use of computers and electronic means, in such a way that ensures the reliability, security and transparency of the information handled.

The node of STORK2.0 is operational and actions have been planned for the compliance to eIDAS regulation

### National Authentication System

Furthermore, in the Public Administration context, there is currently a large-scale project under implementation, namely the National Authentication System. The components of the National Authentication System are:

#### The 'SYZEFXIS' Network

The Public Key Infrastructure is a service offered by 'SYZEFXIS' and includes:

- ▶ issuance of digital certificates to authorised users;
- ▶ registration and certification authority, which manages and issues digital certificates for operators of the Greek Government and their users;
- ▶ services for certification bodies - members of 'SYZEFXIS' in accordance with Presidential Decree 150/2001.

#### The government portal ERMIS

The National Portal [Ermis](#) aims to provide integrated and secure eGovernment services at all levels, from a central point, thus becoming the benchmark of the National System Authentication. Through the new authentication system, the user, citizen or enterprise, will submit a request to the portal with an electronic signature. The request will then be identified and initiated by the appropriate agency. By this way the security, validity and legality of digital transactions are being ensured.

#### Hellenic Academic & Research Institution Authority (HARICA)

The [HARICA](#) Public Key Infrastructure (PKI) is a trusted entity, which certifies the identities of network users and servers affiliated with Academic and Research Institutions of the Hellenic Republic. The HARICA PKI is a consortium between equal members that are Academic Institutions, Research Institutions and the Greek Research and Technology Network (GRNET) which is the Greek National Research and Educational Network (NREN) and began during the VNOC2 project (funded by GRNET through the Operational Program

'Information Society'). This service is available for the members of the Hellenic Academic and Research Institutions.

## eProcurement

### Current status

The Single Public Procurement Authority (SPPA) was legally set up in order to coordinate the national strategy on public contracts 'NSFR plan: National Strategic Reference Framework 2007–2013' agreed with the EU, IMF and ECB, overseeing Greek reforms to reduce and control state expenditure on public contracts, to facilitate and encourage the participation of economic bodies involved in public tenders, to develop competition in tendering procedures in accordance with the principles of transparency and equal treatment, and to ensure compliance with the rules and principles of European and national legislation on public procurement. The SPPA is under the Ministry of Development, Competitiveness and Shipping (<http://www.mindev.gov.gr/>). The Ministry of Environment, Energy and Climate Change (<http://www.minenv.gr/>) is consulted for green public procurement. The legal framework surrounding the set-up of the authority is still pending the update and finalisation of the laws.

The portal for public procurement is [Promitheus](#).

## Knowledge Management

### Current status

There is currently no government-wide knowledge management infrastructure in Greece.

## Other infrastructure

## eParticipation

### Digital Greece 2020 Forum

The Forum Digital Greece 2020 is a horizontal action, based on the participation of active citizens from business, education, research and public administration in policy-making. It gives the opportunity to all interested parties to address policy proposals to the central and local government, representative organisations, as well as the academic-research community with regard to the initiatives that have to be taken and the targets that have to be set for Digital Greece 2020.

## Interoperability

### [eGovernment Interoperability Framework](#)

The implementation of the Greek eGovernment Interoperability Framework (Greek e-GIF) institutionalised by the [Greek State Law 3882/ 2010](#) begun on 28 October 2006. The project is carried out within the framework of the Operational Programme for the Information Society (OPIS) and aims to define standards, specifications and rules for the development and deployment of web-based front and back office systems for the Greek Public Administration at national and local levels. The Greek Interoperability Framework is

in conformance with the [European Interoperability Framework](#) (EIF) and consists of the following five building blocks:

▶ **[Certification Framework for Public Administration Sites and Portals](#)**

This framework specifies the directions and standards to be followed by the public agencies at central or local levels, when designing, developing and deploying eGovernment portals of the Public Administration and supporting eGovernment services.

▶ **[Interoperability and Electronic Services Provisioning Framework](#)**

This framework defines the basic principles and the general strategy to be followed by the public agencies, when developing eGovernment Information Systems. It also provides organisational and semantic interoperability guidelines, as well as the technical specifications and communication standards.

▶ **[Digital Authentication Framework](#)**

This [Framework](#) aims to support effectively e-Government at Central, Regional and Local level and contribute to achieving interoperability at the level of information systems, procedures and data. It sets the standards, the procedures and the technologies required for the registration, identification and authentication of the eGovernment services users, including citizens, businesses, public authorities and civil servants. It also aims at creating an integrated and coherent set of policies, regarding Digital Certificates and Public Key Infrastructures.

▶ **[Documentation Model for Public Administration Processes and Data](#)**

This is a practical guide, which defines the notation, the rules and the specifications for the design, implementation and documentation of the Public Administration processes, documents and electronic data exchange messages.

▶ **[Interoperability Registry prototype](#)**

This prototype is a web-based repository of service and document metadata, services process models in BPMN, standardised XML schemas for mostly used governmental documents based on UN/CEFACT/CCTS standards, as well as code-lists for the most common information elements within governmental service provision in Greece.

## Online legislation

### [Di@vgeia Programme \(Cl@rity\)](#)

Since 1 October 2010, all Ministries are obliged to upload their decisions on the Internet site <http://diavgeia.gov.gr>, through the Di@vgeia programme («Cl@rity»). A new version of the portal was announced in 2014. Cl@rity is one of the major transparency initiatives of the Ministry of Interior and Administrative Reconstruction (ex. part of [Ministry of Administrative Reform and eGovernment that discontinued since January 2015](#)). Henceforth, the decisions of the public entities cannot be implemented if they are not uploaded on the Clarity website, and unless each document is digitally signed and assigned an automatic [transaction unique number](#). Clarity covers all public institutions, regulatory authorities and local government. For the first time in Greece, the Clarity programme introduces the obligation to publish all the decisions on the Internet, with the exception of decisions that contain sensitive personal data and/or information on national security.

# eGovernment Services for Citizens

## Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**

### 1. Travel

Passenger rights, documents you need

#### Passport

Responsibility: Hellenic Police, National Passport Centre

Website: <http://www.passport.gov.gr>

Description: Information and forms to download. Monitoring of an application's status.

Money and charges

#### VAT refunds and excise duties

Responsibility: Central Government, Ministry of Finance, General Secretariat for Information Systems

Website: <http://www.gsis.gr>

Description: The 'TAXISnet' service, introduced in May 2000, provides a variety of services to individual and corporate taxpayers, like electronic submission of VAT forms.

### 2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

#### Job search services by labour offices

Responsibility: Central Government, Ministry of Employment and Social Solidarity, Greek Manpower Employment Organisation

Website: <http://www.oaed.gr/>

Description: Fully functional job search online service. Both Citizens and employers are able to search for jobs/ manpower respectively. Users are able to refine searches according to a variety of criteria. By specifying the geographical location of interest, the users are respectively presented with a list of companies seeking for manpower in the specific regions (along with



relevant contact details) or with a list of citizens seeking for a job.

#### Professional qualifications

##### Legal information system

Responsibility: [Information Society S.A.](#)

Website: <http://www.e-themis.gov.gr/Portal/default.aspx?page=home>

Description: The E-Themis online legislation portal has been realised within the framework of a project regarding the 'Design and Implementation of a System for Automating the Administration, Archiving and Dissemination of Legislation to the Broader Public'.

#### Taxes, unemployment and benefits

##### Unemployment benefits

Responsibility: Central Government, Ministry of Employment and Social Solidarity, Greek Manpower Employment Organisation

Website: <http://www.ermis.gov.gr>

Description: Information on the procedures & certificates required, enabling citizens to start the procedure in order to apply for unemployment benefits, electronic submission of forms.

### 3. Vehicles

#### Driving licence

##### Driver's licence

Responsibility: Central Government, Ministry of Infrastructure, Transports and Networks

Website: <http://www.ermis.gov.gr>

Description: Information and forms to download, enabling citizens to start the procedure to obtain a driving licence.

#### Registration

##### Car registration (new, used, imported cars)

Responsibility: Central Government, Ministry of Finance, General Secretariat for Information Systems

Website: <http://www.gsis.gr>

Description: Online registration of a new car and the ability for online submission of changes in the data of already registered vehicles.

### 4. Residence (and other) formalities

#### Documents and formalities

##### Announcement of moving (change of address)

Responsibility: Central Government, Ministry of Finance, General Secretariat for Information Systems, Citizen Service Centres (KEP)

Website: <http://www.gsis.gr>; <http://www.ermis.gov.gr>

Description: In Greece, there is no general obligation to inform the authorities of a change of address. The only exception is for those on a taxable income, for whom the obligation exists. Taxpayers should inform their local tax office for every change of address, by submitting the appropriate form. Information and forms to download.



**Declaration to the police (e.g. in case of theft)**

Responsibility: Central Government, Ministry of Citizen's Protection

Website: [www.astynomia.gr](http://www.astynomia.gr)

Description: Information only.

**Housing (building and housing, environment)**

Responsibility: Prefectural Administrations

Website: <http://www.poleodomia.gov.gr>; <http://www.ermis.gov.gr>

Description: Information and forms to start the procedure to obtain a building or renovation permission.

**Passport**

Responsibility: Hellenic Police, National Passport Centre

Website: <http://www.passport.gov.gr>

Description: Information and forms to download. Monitoring of an application's status.

**5. Education and youth**

School, university

**Enrolment in higher education/university**

Responsibility: Central Government, Ministry of Education, Lifelong learning and Religious Affairs

Website: <http://www.minedu.gov.gr/>

Description: Information and forms to start the procedure for enrolment in higher education and universities.

**Public libraries (availability of catalogues, search tools)**

Responsibility: Central Government, Ministry of Education, Lifelong learning and Religious Affairs

Website: <http://www.minedu.gov.gr/>; <http://www.nlg.gr>

Description: The website of the Ministry of Education, Lifelong learning and Religious Affairs provides a full list of Greek libraries. The [National Library of Greece](#) offers the possibility to search for a specific title and make an electronic reservation. The [Hellenic Academic Libraries Link](#) offers the possibility to search for a specific title.

**Student grants**

Responsibility: Central Government, Ministry of Education, Lifelong learning and Religious Affairs, State Scholarships Foundation

Website: <http://www.iky.gr>

Description: The State Scholarships Foundation (I.K.Y.) grants scholarships for postgraduate or postdoctoral studies to Greeks, as well as to foreign graduates. In its administrative responsibility lies also the Erasmus exchange programme. Information and forms to download.

Researchers

**Information and assistance to researchers; research funding support**

Responsibility: EURAXESS Greece

Website: <http://euraxess.obl.gr/>

Description: EURAXESS Portal of the Hellenic Industrial Property Organisation (OBI): the main objective of this portal is to help foreign researchers planning to come to Greece or already staying in Greece look for assistance, career opportunities or funding.

### **Public libraries (availability of catalogues, search tools)**

Responsibility: Central Government, Ministry of Education, Lifelong learning and Religious Affairs

Website: <http://www.minedu.gov.gr/>; <http://www.nlg.gr>

Description: The website of the Ministry of Education, Lifelong learning and Religious Affairs provides a full list of Greek libraries. The [National Library of Greece](#) offers the possibility to search for a specific title and make an electronic reservation. The [Hellenic Academic Libraries Link](#) offers the possibility to search for a specific title.

## **6. Health**

### **Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)**

Responsibility: Central Government, Ministry of Health and Social Solidarity

Website: <http://www.yyka.gov.gr/>

Description: Provides basic information on the organisation of the ministry and the availability of hospitals.

## **7. Family**

Children, couples

### **Child allowances**

Responsibility: Central Government, Ministry of Employment and Social Solidarity, Greek Manpower Employment Organisation

Website: <http://www.ermis.gov.gr>

Description: Information and forms to download.

### **Certificates (birth, marriage): request and delivery**

Responsibility: Municipalities and communities - Registers

Website: [www.ermis.gov.gr](http://www.ermis.gov.gr)

Description: Online request and delivery of birth and marriage certificates.

# eGovernment Services for Businesses

## Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

- 1. Start and grow**
- 2. VAT and customs**
- 3. Staff**
- 4. Product requirements**
- 5. Public contracts**
- 6. Environment**

### 1. Start and grow

Start-ups, European Company

#### Registration of a new company

Responsibility: Central Government, Ministry of Development, Competitiveness and Shipping, General Secretariat for Commerce

Website: <http://www.gge.gr/>, [www.eu-go.gr](http://www.eu-go.gr/), [www.businessportal.gr](http://www.businessportal.gr)

Description: General information and forms to download in order to start the procedure to register a company. Company registration services are handled by local courts and one stop shops (chambers).

#### Startup Greece

Responsibility: Ministry of Development, Competitiveness and Shipping, The government of Greece, young entrepreneurs

Website: <http://www.startupgreece.gov.gr/>

Description: The portal '[Startup Greece](#)', an information, networking and collaboration space aimed at creating a new generation of entrepreneurs in Greece was launched in April 2011. 'Startup Greece' is a 'no stop shop' aimed at inspiring young people to believe in their own ideas, to cultivate novelty and innovation, to start their own business.

Intellectual property rights

#### National Patent Register

Responsibility: The Industrial Property Organisation (OBI)

Website: <http://www.obj.gr/OBI/Portals/0/default.aspx?tabid=125>

Description: The National Patent Register (NPR) allows all who are interested in seeking advice from their home or office for data on industrial property titles, which have been filled in Greece and have been published in the Industrial Property Bulletin (EΔBI). Furthermore, it provides access to information which anyone can obtain from OBI's official.

**Patents**

Responsibility: Hellenic Industrial Property Organisation

Website: <http://www.obi.gr/obi/?tabid=74>

Description: The Hellenic Industrial Property Organisation is the only legally qualified institution for the protection of inventions and industrial designs. It also provides technological information from worldwide patent databases. Additionally, OBI has established 3 regional electronic patent libraries (in Thessaloniki, Patras and Herakleion of Crete) in order to promote the technological information in the greater Greek region with available of some services online such as Espacenet, National Patent Register, Dues Online Payment, etc.

## Annual accounts

**Submission of data to statistical offices**

Responsibility: Hellenic Statistical Authority

Website: <http://www.statistics.gr/>

Description: Online submission of 'Intrastat' declarations.

**2. VAT and customs**

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

**VAT: declaration, notification**

Responsibility: Central Government, Ministry of Finance, General Secretariat for Information Systems

Website: <http://www.gsis.gr>

Description: The 'TAXISnet' service, introduced in May 2000, provides a variety of services to individual and corporate taxpayers, like electronic submission of VAT forms.

## Excise duties

**Corporate tax: declaration, notification**

Responsibility: Central Government, Ministry of Finance, General Secretariat for Information Systems

Website: <http://www.gsis.gr>

Description: The 'TAXISnet' service, introduced in May 2000, provides a variety of services to corporate taxpayers, including electronic submission of income tax forms.

## Reporting imports/exports

**Customs declarations**

Responsibility: Central Government, Ministry of Finance, General Secretariat for Information Systems

Website: <http://www.gsis.gr>

Description: The 'TAXISnet' service, as provided through the website of the General Secretariat for Information Systems, offers the possibility to submit customs declarations online.

### 3. Staff

Terms of employment, social security, equal treatment, redundancies

#### Social contributions for employees

Responsibility: Central Government, Ministry of Employment and Social Insurance, Social Insurance Institute (IKA)

Website: <http://www.ika.gr/>

Description: The IKA website treats employees' declaration of social contributions online.

Health and safety

#### Web portal of Labour Inspectorate

Responsibility: Ministry of Employment and Social Protection (YP.A.K.P)

Website: <http://www.ypakp.gr/>

Description: The website of the Ministry of Employment and Social Protection contains all necessary information in regards to the legislation related to the safety and health at work in its e-library.

### 4. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

#### Commercial and industrial norms in Greece

Responsibility: [Information Society S.A.](#)

Website: <http://www.e-themis.gov.gr/Portal/default.aspx?page=home>

Description: The E-Themis online legislation portal has been realised within the framework of a project regarding the 'Design and Implementation of a System for Automating the Administration, Archiving and Dissemination of Legislation to the Broader Public'.

### 5. Public contracts

Rules and procedures, tools and databases, reporting irregularities

#### Public procurement / eProcurement

Responsibility: Central Government, Ministry of Development, Competitiveness and Shipping, General Secretariat for Commerce

Website: <http://www.gge.gr/>, [www.e-procurement.gov.gr](http://www.e-procurement.gov.gr)

Description: The website of the General Secretariat for Commerce provides information and forms about public procurement. Please refer to the subsection Presidential Decree 118/2007 on the Regulation of Public Procurement for further information on public procurement status in Greece.

## 6. Environment

### EMAS certification, energy labels, eco-design, EU eco-label

#### Environment-related permits (incl. reporting)

Responsibility: Prefectural Administrations

Website: <http://www.ermis.gov.gr>

Description: Information and forms to download.

**European Commission**

The factsheets present an overview of the state and progress of eGovernment in European countries.

Joinup is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

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This action is supported by ISA, the European Commission's programme for interoperability solutions for European public administrations.

### **Why ISA?**

Administrative procedures have the reputation of being lengthy, time-consuming and costly.

Electronic collaboration between public administrations can make these procedures quicker, simpler and cheaper for all parties concerned, in particular when transactions need to be carried out cross-border and/or cross-sector.

ISA supports this type of electronic collaboration.

With more than 40 actions it provides tools, services and frameworks for the modernisation of public administrations in Europe, across e-borders and sectors.

### **More on the programme:**

<http://ec.europa.eu/isa/>

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