

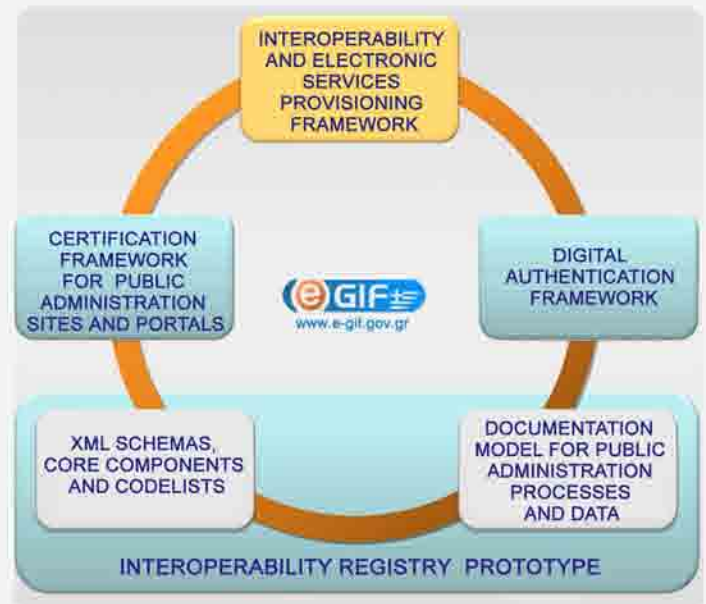
Objective

The **Greek e-Government Interoperability Framework (Greek e-GIF)** defines 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 level, which will accelerate the development of electronic collaboration of public agencies, for the delivery of high quality and secure one-stop e-government services to businesses, citizens and other public bodies. The Greek Interoperability Framework is in conformance with the European Interoperability Framework (EIF) and applies best practices from relevant international standardisation bodies.

Greek e-GIF Building Blocks

The **Greek e-Government Interoperability Framework** consists of the following building blocks:

- The **Certification Framework for Public Administration Sites and Portals**, which specifies the directions and standards to be followed by the public agencies at central or local level, when designing, developing and deploying e-government portals of the Public Administration and supporting e-government services.
- The **Interoperability and Electronic Services Provisioning Framework**, which defines the basic principles and the general strategy to be followed by the public agencies, when developing e-government Information Systems. It also provides organisational and semantic interoperability guidelines, as well as the technical specifications and standards that should be used for the communication and the efficient exchange of information between e-government systems, aiming to the provision of integrated and interoperable e-government services.
- The **Digital Authentication Framework**, which sets the standards, the procedures and the technologies required for the registration, identification and authentication of the e-government 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.
- The **Documentation Model for Public Administration Processes and Data**, 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.
- The **Interoperability Registry prototype**, a web-based repository of service and document metadata, services process models in BPMN, standardized XML schemas for mostly used governmental documents based on UN/CEFACT/CCTS standards, as well as codelists for the most common information elements within governmental service provision in Greece.



The Greek e-GIF is supplemented by conformance checklists that support the assessment of infrastructures against the framework and training material for Public Administration Officials and e-Government Practitioners.

Target Groups

The target groups of Greek e-Government Interoperability Framework are:

- **High-ranking executives of the Public Administrations and the Private Sector**, who are responsible for defining the strategy, the fundamental principles and the directions to be adopted for efficient e-government service delivery to businesses, citizens and other public authorities.
- **Business executives of the Public Administrations**, who deal with the management and optimisation of the administrative processes, as well as other organisational and operational issues, relevant to the allocation of roles and responsibilities for the support of e-government services.
- **ICT executives of the Public Administrations**, who are responsible for designing and developing e-government portals and information systems.
- **ICT companies**, such as e-government project contractors, software vendors, ICT service providers and ICT consultants.

Expected Benefits

For Public Administration

- Help Public bodies to overcome their introvert character
- Achieve a high level of homogenization, as regards the ergonomic and functional aspects of e-government portals
- Reduce bureaucracy and utilize reliable channels for the delivery of e-government services
- Promote the interoperability between Public Bodies on a legal, organisational, operational and technical aspect for the provision of integrated e-government services
- Reduce the development cost of Public Administration Information Systems through the reuse of software components and the exploitation of existing e-governments services

For the end users of Government Services

- Improve satisfaction by offering high quality government services and by reducing the expected service delivery time
- Enable access to e-government services through multiple channels
- Allow easier search and retrieval of information for e-government services
- Enhance citizen trust by providing high level of quality, reliability, credibility, and transparency, when using e-government services

For the ICT Companies

- Assist the development of standards-compliant products, services and applications
- Promote the reuse of common codelists, vocabularies, process models and data schemas, resulting in better quality and lower cost products and services
- Promote the standardization of Calls for Tender requirements, for the development of Public Administration information systems

The Greek e-Government Interoperability Framework was developed within the context of the project: "The Greek e-Government Service Provisioning Framework and Interoperability Standards"

Contracting Authority:



Information Society S.A.

on behalf of



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**«Interoperability in e-Government:
Now, you know the way!»**