

[ eGovernment in ]

# Greece

Ελλάδα



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### **Disclaimer:**

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Greece. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

## Country Profile

### Basic data and indicators

#### Basic Data

**Population (1 000):** 11 325.900 (2011)\*

**GDP at market prices:** 227 318 million Euro (2010)\*

**GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100):** 88.0 (2010)\*

**GDP growth rate:** -3.5 % (2010)\*

**Inflation rate:** 4.7 % (2010)

**Unemployment rate:** 12.6 % (2010)

**Government debt/GDP:** 145 % (2010)

**Public balance (government deficit or surplus/GDP):** -10.6 % (2010)

*\* Provisional value*

Source: [Eurostat](#)

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

**Capital city:** Athens

**Official EU language:** Greek

**Currency:** Euro

Source: [Europa website](#)

#### 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 was amended three times since then (March 1986, April 2001 and May 2008).

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

**Head of State:** President [Karolos Papoulias](#) (since 8 February 2005).

**Head of Government:** Prime Minister [Lucas Papademos](#) (since 11 November 2011).

## Information Society Indicators

**Percentage of households with Internet access:** 46 % (2010)

**Percentage of enterprises with Internet access:** 90 % (2010)

**Percentage of individuals using the Internet at least once a week:** 41 % (2010)

**Percentage of households with a broadband connection:** 41 % (2010)

**Percentage of enterprises with a broadband connection:** 81 % (2010)

**Percentage of individuals having purchased/ordered online in the last three months:** 9 % (2010)

**Percentage of enterprises having received orders online within the previous year:** 6 % (2009)

**Percentage of individuals using the Internet for interaction with public authorities:** obtaining information 10.9 %, downloading forms 5.4 %, returning filled forms 4.5 % (2010)

**Percentage of enterprises using the Internet for interaction with public authorities:** obtaining information 65 %, downloading forms 61 %, returning filled forms 61 % (2009)

Source: [Eurostat](#)

*Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.*

## eGovernment History

### Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

### Recent News

#### September 2011

The web-based open source application Scriptum is [developed](#) to maintain electronic protocol books and to 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. The overall project involves two basic sub-projects: eProtocol and Case Management.

eProtocol handles incoming/outgoing mail messages and their attachments. Users can benefit from the advanced properties of the document management system OpenKM in order to manipulate such messages. In addition, eProtocol maintains a document repository equipped with document based security. The case management system provides a well-established workflow for treating documentation relevant to specific organisations' operations.

#### May 2011

- ▶ On 24 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 creates 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 for the success of the endeavour is the active involvement of public sector officials, who are in effect tasked with implementing this new framework.
- ▶ 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' aims at creating 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](#), an information, networking and collaboration space aimed at creating a new generation of entrepreneurs in Greece is [launched](#) in April 2011. It is 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' aimed at inspiring young people to believe in their own ideas, to cultivate novelty and innovation, as well as to start their own business. The platform contains a database of laws and regulations, procedures, support structures, incentives, success stories and failures, and interaction with public and private institutions. More specifically the website grants users information necessary to entrepreneurs to start their own business; interconnection of people, ideas, corporations, universities and organisations; valid and timely answers to citizens' requests; promotion of online democracy, dialogue and accountability.

During the same month, the one-stop-shop for company registration becomes operational. The service is designed to facilitate and hasten the process of setting up and operating any kind of corporation within the country. Thus the obstacles in founding a company are minimised, the public sector unloads heavy bureaucratic burden and the processes become more transparent. More details can be found [here](#).

## March 2011

- ▶ Since 8 March 2011, Greece is 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), the outcome of which was the successful set-up of Open e-PRIOR, as a test implementation, on a Linux Server hosted in Piraeus. Open e-PRIOR is the open-source version of the European Commission eProcurement platform e-PRIOR. It was developed by the Directorate-General for Informatics (DIGIT) in the scope of the ISA programme to provide a ready-to-use and production-quality electronic procurement middleware solution to Member States. It allows public authorities to exchange eProcurement documents with their suppliers, using European standards.
- ▶ The Musical Studies Department (MSD) of the Ionian University in Corfu takes the [initiative](#) to become the first ever Public Organisation and educational institution in Greece that officially embraces Free and **Open Source Software** in its infrastructure.

The fourth phase of [Labs.OpenGov.gr](#) aims to improve and continue to [develop](#) existing electronic public services (eServices). The current phase involves stakeholders, citizens, senior officials and professionals from the ICT industry. Stakeholders can present a roadmap for **improving existing eServices**, while citizens can suggest ways to improve the services they use. ICT professionals can put forward ways of exploiting existing infrastructure so as to provide enhanced services in the future. The services recommended for enhancement, involve the General Secretariat of Information Systems (GSIS), the Social Security Organisation (IKA), the Manpower Employment Organisation (OAED), the eGovernment Centre for Social Security (IDIKA) and electronic urban planning.

## February 2011

- ▶ Former Deputy Interior Minister, Dinos Rovlias, holds a [presentation](#) on electronic auctions (eAuctions) in public procurement at a Cabinet meeting. Mr Rovlias introduces eAuction as one of the stages of public procurement via electronic means. According to the presentation, eAuctions only apply when the specifications of bids can be determined by a completely accurate method. The former Deputy Minister also provides a description of the eAuction Process:
  - eAuction takes place after the opening of financial bids by the participants and before the awarding of the contract.
  - eAuction is preceded by a full evaluation of bids of the candidates whose bids had not been rejected at an earlier stage of the tendering process.
- ▶ The distribution of open source and free Linux system for teachers and pupils at elementary schools begins. [Sxolinux](#), the Greek open and free Linux system for pupils, [constitutes](#) an effort to create a **computer laboratory** at elementary schools. This kind of software allows the use of old and disused systems, whose owners would easily give them for recycling. Therefore, thanks to donations of material and five days of volunteer work, a computer lab was set up.

## January 2011

The Minister for the Interior, Decentralisation and Electronic Governance, Mr Ioannis Ragkousis, [posts](#) a letter on the website of the Ministry inviting everyone to participate in the **Public Consultation** on the Draft Law on Electronic Governance. The final date for submissions is 30 January 2011. The Minister emphasises that recent studies conducted by the Ministry of Interior and in the framework of the EU, show that the majority of administrative burdens is due to the existence of laws and regulations that

require citizens' physical presence in public authorities in order to complete an administrative process. By institutionalising the electronic means of communication with public authorities, the objective of reducing administrative burdens by 25 % will be reached.

## News 2010-2001

### 2010

- ▶ Since *October 2010*, the Forum [Digital Greece 2020](#) becomes a horizontal action in the form of a permanent policy consultation tool based on the participation of active citizens from business, education, research and public administration. It gives the opportunity to all interested parties to address policy proposals to the central and local government, representatives' 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.

Since *1 October 2010*, all ministries of the Greek Government and the 13 regions of the country are [obliged](#) to publish their decisions on the Internet in line with the 'Di@vgeia' (Transparency, in English) programme, which is coordinated by the Ministry of Interior, Decentralisation and eGovernment. Henceforth, such decisions are not enforceable unless they are posted at the website of [Di@vgeia](#). The Di@vgeia programme gives special treatment to decisions related to national defence and sensitive personal data.

- ▶ In *August 2010*, begins the third Phase of [Labs.OpenGov](#), which is [dedicated](#) to fighting bureaucracy. The Greek public could, within a given timeline, provide the public Administration with comments and proposals for innovative technical solutions, as well as any practical ideas with immediate effect on combating red-tape. The users of the Labs.OpenGov.gr portal will be able to comment, suggest improvements and evaluate all published proposals. Upon completion of the third Phase, the best proposals of each category will be selected based on the opinion of registered users.
- ▶ Since *21 July 2010*, the [geodata.gov.gr](#) website, which [constitutes](#) the first governmental attempt to make the geospatial data of the wider public administration sector available online and free-of-charge for all citizens, is and regularly updated. As stated on the [homepage](#) of the website, the public administration data has been produced and/or purchased using the Greek citizens' money; therefore, the citizens should have access to them without any institutional or technical barriers.
- ▶ Since *27 May 2010*, the Traffic Division of the Greek Police [publishes](#) daily information on the deadly, serious and minor **car accidents** across the country in the '[Public Data](#)' section of its website. These spreadsheet records include comprehensive details on the circumstances surrounding road accidents, like date and time, police department or county involved, the specific location, the cause of the accident, the type of the vehicle, the role of the victim of the accident etc.

During the same month, the Greek Social Security Organisation '[IKA-ETAM](#)' having [worked](#) closely with the Ministry of Interior, Decentralisation and eGovernment makes available at the national governmental portal '[Ermis](#)' the online issuing of [extracts of employees' personal insurance accounts](#), only for those employees registered with the 'IKA-ETAM' insurance organisation. Thus they will be able to request online an extract of their personal insurance account and they should first obtain a username and password through the enrolment service of 'Ermis'.

- ▶ The [General Secretariat for Information Systems \(GSIS\)](#) of the Greek Ministry of Finance [announces](#) that the electronic submission of the personal income tax for the financial year 2010 is possible since *1 April 2010*.
- ▶ Since *March 2010*, [online access](#) to the collections of the **parliament's library** is provided to the scientific and educational community, as well as to anyone wishing to conduct a search via the [online catalogue](#) from the comfort of their homes. Through the [catalog.parliament.gr portal](#), users can search the printed and microfilms collections in order to find the literature they need and to stay informed about any new Greek or foreign-language titles available in the Greek Parliament's library.

At this stage, the **content of 3 000 titles** of newspapers and magazines from the 19th and mid-20th century is available online, allowing users to read pages of material published up to 1940.

During the same month, and within the framework of the first phase of the action [Labs.OpenGov.gr](#), the 15 most prevalent suggestions for the re-design of government services are identified and presented. [Labs.OpenGov.gr](#) was initiated in December 2009 by the Taskforce for eGovernment and new Information and Communications Technologies at the Prime Ministers Office. It is aimed at facilitating citizens to participate and contribute to the re-design of governmental eServices.

In *March 2010*, the Ministry of Economy, Competitiveness and Shipping proceeds to a re-design of the **Operational Programme 'Digital Convergence'**. Relevant stakeholders are invited to participate in a public consultation for the re-design of specific principals, strategies and directions.

## 2009

- ▶ On *6 May 2009*, the Greek Minister of Interior [presents](#) the National **Portal of Public Administration, Ermis**. The portal has the most modern technological infrastructure for ensuring the interoperability between the computer systems of public services as well as the secure transaction of public information. The services are organised in various ways to facilitate the navigation of citizens. The Ermis portal provides 100 online services and 11 complete transactions.
- ▶ In *January 2009*, the Greek 'Digital Strategy' enters its second phase of implementation, by utilising more than € 2 billion Euros allocated to ICT-related initiatives, until 2013. Funding is secured through the Operational programme 'Digital Convergence' within the National Strategic Reference Framework (NSFR) 2007-2013. The Digital Strategy to 2013 has presented a series of 9 'threads' of initiatives to be supported by ICT, all related to citizens' and businesses' everyday activities.

## 2008

- ▶ The [Greek eGovernment Interoperability Framework](#) is institutionalised based on the Greek State Law (Law 3731/2008, 263/23-12-2008) since *December 2008*. This framework is part of the overall design of the Greek Public Administration aiming to provide eGovernment services to enterprises and citizens. It is the cornerstone of the Digital Strategy for the period 2006-2013. The Service of Information Development of the General Secretariat of Public Administration and Electronic Government of the Ministry of Interior has been made in charge of the operation of the framework.
- ▶ The [e-themis online legislation portal](#) is [introduced](#) in *November 2008*. This portal is aimed at providing online access to the complete Greek legislation (laws, decrees and regulative decisions as published in the Official Government Gazette) since the establishment of the Greek State.
- ▶ In *February 2008*, ['Digital Aid S.A.'](#), is established as a non profit company, supervised by the Ministry of Economy and Finance. The company has the mission of contributing to the achievement of specific individual objectives of the 'Digital Convergence', which are: promoting the use of ICT in enterprises; strengthening the contribution of the ICT sector in the economy; promoting the entrepreneurship in sectors which use ICT; and improving the quality of life through the use of ICT.

## 2007

- ▶ On *9 December 2007*, the new operational programme '**Public Administration Reform**' signed by the European Commission, within the framework of NRSF and its fourth programming period to finance the interventions of the Ministry of Interior towards the upgrade of the institutional environment of Public Administration and the rationalisation of existing administrative structures.
- ▶ In *September 2007*, the new financing tool Operational Programme 'Digital Convergence' is approved by the European Commission within the framework of the [National Strategic Reference Framework 2007-2013](#). 'Digital Convergence' will become the financing instrument for implementing projects and initiatives foreseen in the Greek Digital Strategy, which extends to 2013.

- ▶ On *14 June 2007*, Greece's Economy and Finance Minister, George Alogoskoufis, presents a [new initiative for internet and digital security](#) as part of plans to increase public awareness and boost everyday use of new technologies. Within the framework of the 'Digital Strategy 2006-2013', Mr Alogoskoufis presents the team that will develop and implement priorities aimed at tackling Internet fraud and combating illegal usage of new technologies.
- ▶ In *May 2007*, the Greek Ministry of Economy and Finance, through the Special Secretariat for Digital Planning, launches the 'Digital Greece' campaign, for the familiarisation of Greek citizens with the benefits and the possibilities offered through the Information and Communication Technologies (ICT), as well as the promotion of their use. The campaign will be due in October 2008.

In that same month, the Minister of Interior, Public Administration and Decentralisation signs a circular for the initiation of digital signatures' delivery to **Civil Servants**. The recipients of the first 50 000 digital certificates will be high-level employees from all the Greek Ministries. The signatures are integrated on a Public Key Infrastructure (PKI) technology and their use is supported by the Public Administration Network 'SYZEFXIS'.

- ▶ In *April 2007*, the Ministry of Economy and Finance, through the Special Secretariat for Digital Planning, in cooperation with the Prosecution Force of Electronic Crime of the Ministry of Public Order, decide the constitution of a Taskforce for the **Prevention and Opposition of Electronic Fraud**. The policy suggestions formulated by the Taskforce for the digital security will address the Bodies and Agencies of Public Administration, as well as the Greek enterprises.
- ▶ In *March 2007*, the Greek Minister for Development [announces](#) the allocation of € 72 million to 786 investment projects selected under the new 'Digital Future' programme. This action, which takes place within the framework of the 'Digital Strategy 2006-2013', primarily aims at **supporting the investments** needed for the modernisation of small and medium-sized enterprises, mainly in the sectors of processing, tourism, trade/commerce and services.

At that same month, the Ministry of Interior, Public Administration and Decentralisation [adopts](#) a new communication strategy for the **Citizens Service Centers** (KEP), aiming at the awareness of the possibilities offered through KEP in the citizens' everyday transactions with Public Administration. Within the framework of the project for the promotion of KEP, the [e-KEP](#) portal has been re-designed to provide a more convenient and pleasant navigation.

- ▶ From *February 2007* onwards, **Greek enterprises** gradually have the opportunity to transact with more than 50 Chambers of the country, through the Citizens Service Centres ([KEP](#)) and the digital services that are currently implemented through the Digital Strategy 2006-2013. The development of the integrated collaboration service between the Chambers and KEP was financed with € 1.7 million by the Special Secretariat for Digital Planning. Additional services are provided through the [Central Association of Greek Chambers](#) portal, which offers a full range of useful business information.

During that same month, the new operational programme '**Digital Convergence**' is submitted to the European Commission, within the framework of ESRF 2007-2013, to finance the Digital Strategy's interventions.

## 2006

- ▶ In *November 2006*, the initiative '**Digital Local Authority**' is put into effect, with a total budget of € 60 million. It aims at the development of digital services at the municipal and regional level, across the whole of Greece. Such digital services are intended to facilitate the interaction of citizens with local authorities, by utilising the power of IT and the Internet. More than 100 municipalities with a population greater than 20 000 citizens have submitted plans for the development of digital services.

The [Observatory for the Greek Information Society](#) receives a **Best Practice Award**, among 60 programmes that were submitted by the Managing Authorities from EU Member-States as well as from Bulgaria and Romania, during the fourth consecutive Conference titled 'New Horizons – Shaping Best Practice IV' held in the city of Graz, Austria during *15-17 November 2006*.

- ▶ In *October 2006*, the Special Secretariat for Information Society is renamed to **Special Secretariat for Digital Planning**, also expanding its scope to further promote ICT through the new Digital Strategy 2006-2013.
- ▶ In *August 2006*, Greece starts issuing new **biometric passports** carrying a digital version of the holder's image, as well as identity details incorporated on a microchip. This move brings Greece in line with the Council Regulation (EC) No. 2252/2004 on standards for security features and biometrics in passports and travel documents issued by Member States, stipulating for biometric passports carrying a microchip containing a facial image by 28/08/2006.
- ▶ In *July 2006*, the Greek Government tenders the € 210 million project entitled '**Broadband Access Development in Underserved Territories**', aimed to co-finance broadband investments for local-access across Greece (excluding Athens and Thessaloniki).
- ▶ On *22 June 2006*, the Prime Minister announces in Parliament that the [Citizen Service Centres](#) are to be upgraded and renamed into **Integrated Transaction Centres**.
- ▶ In *May 2006*, a **peer-to-peer connection** between the National Network of Public Administration '[SYZEFXIS](#)' and the [Hellenic Network for Research and Technology](#) (GRNET) is activated. Access to the 'TESTA' network through 'SYZEFXIS' becomes operational.
- ▶ In *January 2006*, the new 'Digital Strategy 2006-2013' is put into effect with the ambitious target to help Greece perform a 'Digital Leap'. The strategy includes more than 65 actions and is divided into two parts. By 2008, the government will promote the development of electronic procurement, broadband connections, digital public services for citizens and businesses, and the use of electronic signatures. After 2013, the strategy includes creating one-stop e-points to serve companies, re-organising the public sector and incorporating new technologies into the education system.

## 2005

- ▶ In *November 2005*, the National Network of Public Administration '[SYZEFXIS](#)' enters its full production stage. The network comprises 1 766 nodes and relies on services by telecom providers under Service Level Agreements (SLAs) and not on purpose-built infrastructures.
- ▶ In *March 2005*, the 3-year programme '**POLITEIA 2005-2007**' for the 're-establishment of Public Administration' is launched. The objectives of the programme are to better serve all citizens by focusing on their real needs, increasing transparency in public administration, implementing eGovernment in all administrative levels, restructuring agencies and processes, protecting citizen's privacy and consolidating the Rule of Law.

During that same month, the launch of the '[POLITEIA](#)' programme is accompanied by the creation of the **Council for eGovernment**, with the target to draft a strategic plan for eGovernment. The plan will set the targets and the coordination mechanisms among all relevant national and European programmes such as 'POLITEIA', 'SYZEFXIS', 'Information Society', 'IDABC', 'eTen' and 'IST'.

## 2004

- ▶ In *November 2004*, the [Observatory for the Greek Information Society](#) becomes **operational**. It is a non-profit organisation supervised by the Ministry of Economy and Finance and the Ministry of Interior, Public Administration and Decentralisation. Its mission is to measure and evaluate the national progress made towards the Information Society, as well as to contribute to the accomplishment of the IS strategic goals at a national level.
- ▶ In the year *2004*, the **Central Procedures Simplification Committee** is created. Its main objectives are the planning, implementation, monitoring and assessment of administrative simplifications, reform and simplify the appropriate organisational structures and preplanning of activities to inform government officials on simplification methods and techniques.

## 2003

In *June 2003*, **Greece's '1502' Telephone Application System** (call centre, enabling citizens to apply for a number of certificates and administrative documents) receives the first United Nations Public Service Award in the category 'Improvement of Public Service Results' in the geographic area of Europe and North America.

## 2002

- ▶ In *January 2002*, an [updated version](#) of the White Paper 'Greece in the Information Society: Strategy & Actions' is published. Set against the background of what has been achieved since the original plan was published in 1999, this update incorporates initiatives launched over the period 2000-2001.
- ▶ In the year *2002*, the first ten '[Citizen Service Centres](#)' ('KEP') become operational. Supported by the 'ARIADNI' programme, these one-stop administrative shops are located in or near municipality and prefecture offices and are meant to gradually integrate all administrative procedures through the use of information and communication technology.

## 2001

- ▶ In the year *2001*, the National Network of Public Administration '[SYZEFXIS](#)' is launched as a pilot project, with the participation of 15 state organisations.
- ▶ In that same year (*2001*), the Greek government creates [Information Society S.A.](#), a state-owned company tasked with supporting the implementation of the Operational Programme for the Information Society (OPIS). To this end, the company will support government departments and agencies in all stages of ICT project design, implementation and follow-up. It will have economic and managerial autonomy.

## News 2000 and before

- ▶ In the year *2000*, the [Operational Programme for the Information Society \(OPIS\)](#) is adopted. The programme sets the actions to be taken in order to achieve the objectives of the government's white paper on the Information Society and of the EU's 'eEurope 2002' Action Plan. eGovernment is one of the key priorities of the programme, which sets the objective of improving the quality of public services through the development of online services and the use of ICT to streamline and re-engineer procedures and communications within and between government bodies.

The same year is marked by the launch of the '**POLITEIA** programme for public administration reform', which sets out a national strategy for public sector modernisation. The aim is to transform the Greek public administration into an outward-looking one, to better serve citizens' needs.

- ▶ Regarding regional and local administration, the '**ARIADNI**' programme for the improvement of such services is adopted. The programme, covering the period 2000-2006, sets the target of creating one-stop shops for administrative services in municipalities and prefectures, citizens and businesses will be able to perform administrative transactions using Internet and minimal resources.
- ▶ In *1999*, the White Paper '[Greece in the Information Society: Strategies and Actions](#)' is published, setting out the new Greek policy for the development of the information society.
- ▶ In *1998*, an **innovative call centre**, enabling citizens to apply for a number of certificates and administrative documents by dialling a nationwide four-digit telephone number (1502), is launched. Citizen's requests are registered by operators and have to be answered within a specific time limit (10 days). If this deadline is not respected, users may apply for compensation.
- ▶ The period *1994-2000* is covered by the '**KLEISTHENIS**' programme. This is the first operational programme for the modernisation of public administration and is jointly funded by the 2nd Community Support Framework and the Greek State.

## eGovernment Strategy

### Main strategic objectives and principles



### eGovernment RoadMap (2011)

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

- ▶ It captures best practices from Greece and abroad that can be effectively used in the proposed design.
- ▶ Based on past studies, it presents the existing information systems of public administration.
- ▶ It specifies the required horizontal actions to facilitate the Act's implementation. These actions are related to the utilisation of existing infrastructure, the national registries, new horizontal applications and other activities to bridge the digital divide.
- ▶ It proposes the methodology for development and disposal of services to citizens and businesses and the strategic application of the eGovernment Act.
- ▶ It prescribes the organisational model for supporting and monitoring the implementation of the Act.
- ▶ It specifies the sources and the ways of funding where necessary.

### Digital Strategy (2006-2013)

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

- ▶ **1st Step:** Examination – 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, always 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, as major part of the described actions and interventions that concern 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.

## Previous eGovernment Strategies

### 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, which 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', are as follows:

- ▶ 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 places great emphasis on 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 and building consensus; and, determining the scope of a pilot application.

## eGovernment Legal Framework

### Main legal texts impacting on the development of eGovernment



### eGovernment Legislation

#### [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 \(2008 amendment\)](#)

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 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". In addition, it specifies 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 10(3) says that a request for information shall oblige the competent authority to reply, provided the law thus stipulates.

#### [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 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](#) 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 \(2006\)](#)

Law 3431/2006 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 regulations [2002/19/EC](#), [2002/20/EC](#), [2002/21/EC](#), [2002/22/EC](#) and [2002/77/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

### [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)

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

A working group was set up in Greece to prepare the transposition of the European Directive [2003/98/EC](#) of 17 November 2003 on the re-use of public sector information. This resulted in [Law 3448/2006](#) (15/05/2006) which implements the Directive and addresses the conditions and requirements concerning sharing and reuse of public sector information by citizens and businesses. The law targets prohibitions on exclusive rights, while providing safeguards for privacy, national security and intellectual rights.

## eGovernment Actors

### Main roles and responsibilities

#### National eGovernment

##### Policy/Strategy

##### **Ministry of Administrative Reform and eGovernment**

The Ministry is the ultimate initiator of eGovernment strategies and policies aiming to develop IT in the public sector. In addition, it shapes the institutional framework and sets the guidelines for the structure and proper functioning of all public services that are dedicated to serving society, in relation to IT. Furthermore, the Ministry is responsible to conduct studies and develop projects related to eGovernment.

##### **Computerisation Department**

The Department is responsible to define and shape the framework for delivery of eGovernment services and in particular the standards, rules and basic concepts relating to the design, development, maintenance and operation of web sites and information systems of public administration. Furthermore, it streamlines relevant training programmes, depending on the needs of the public sector.

##### **IT and Communications Committee**

The Committee was founded in 2011 and its main responsibility is to prepare and submit the Digital Agenda to the Prime Minister for approval. The Digital Agenda is a national Strategic Plan, which includes among other programmes, the national programmes for Broadband Services, Digital Convergence and eGovernance aiming at the development of Information and Communications Technologies (ICT) in general and particularly in the public sector.

##### **Observatory for Digital Greece**

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

##### Coordination

##### **Ministry of Administrative Reform and eGovernment**

The Ministry is responsible for the organisation and operation of the public sector. Thus, it coordinates 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, Information Society SA and, the Observatory for Digital Greece.

##### **Computerisation Department**

The Department coordinates all IT and eGovernment activities across the board of the public sector. In more detail, it is responsible to coordinate and promote all relevant government departments, and to provide information services and electronic transactions via the Central Web Portals of the Public Administration. Furthermore, it coordinates and monitors the operation of horizontal projects of the Ministry of Interior to support the development and delivery of complete eGovernment services.

##### **Special Secretariat of Public Administration Reform**

The Special Secretariat of Public Administration Reform, of the Ministry of Interior, Decentralisation and eGovernment, became operational in February 2008. Through the coordination of a series of projects with effect to all the Prefectures and sectors of the Greek Public Administration, the new Secretariat will aim at the acceleration of the government's reform plan.

## 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 new Operational Programmes 'Digital Convergence' and 'Public Administration Reform'.

### **Special Secretariat for Digital Planning**

The Special Secretariat for Digital Planning is responsible for implementing the Operational Programmes 'Digital Convergence' and 'Information Society', and promoting IT and digital technologies in all areas of economic and social activity in the country and the Public Administration.

### **Computerisation Department**

The Department is a catalyst in the process of modernisation and digitalisation of the Greek public administration. One of its primary aims is to horizontally implement government policy both for the introduction and development of Information and Communications Technology (ICT) in the public sector. It furthermore oversees the implementation of eGovernment activities of all public bodies and authorities.

### **IT and Communications Committee**

The Committee is responsible for the implementation of the institutional framework governing the development of IT and electronic communications both for private actors and public administration. It recommends improvements, operational and organisational restructuring for operators 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

### **Observatory for Digital Greece**

The mission of the Observatory 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.

### **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.

### **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.

## 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.

## 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 '[Kallikratis](#)' 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

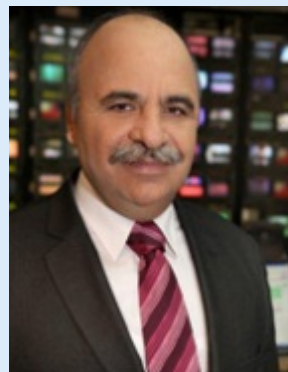
### Ministers responsible for eGovernment



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Source: <http://www.ydmed.gov.gr/>



**Pantelis Tzortzakis**  
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### Head of eGovernment

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## eGovernment executives



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Source: <http://www.ktpae.gr/index>

## eGovernment Infrastructure

### Main eGovernment infrastructure components

#### Portals

##### [Ermis \(National Portal of Public Administration\)](#)

'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.

##### [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.

### [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.

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

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](#)

Public Administration data belong to all Greek citizens. The [geodata.gov.gr](#) website is the first national attempt to make available free geospatial data of the wider Civil Service to all citizens.

## Networks

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

'SYZEFXIS' network is a project of Greek Ministry of Interior. It aims at ensuring communication by **telephone** (telephone conversation between operators), **data** (computer - Internet) and **Video** (video - tele). 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 'Syzeffxis' 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 national public administration network 'SYZEFXIS' is complemented by the development of 'Metropolitan Area Networks' (optical rings) infrastructures in approximately **75 municipalities across Greece**, and wireless networks in 120 cities and 20 smaller local associations of municipalities (TEDK). The metropolitan networks link more than 3 000 points of public interest, such as educational institutions, public services, public hospitals, municipal libraries, museums; while their total length exceeds 700 km. This extensive broadband infrastructure development project in the Greek periphery (€ 210 million), financed by the [Operational Programme for the Information Society](#) (OPIS) was launched in February 2007 with simultaneous growth of broadband services. The European Commission described the project as 'the most significant broadband project ever undertaken by a Member State'.

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

The Greek Research and Technology Network 'GRNET' supports the electronic interconnection of academic and research institutions among themselves and with relevant academic networks world-wide through research and education networks. GRNET is a project under the [Operational Programme for the Information Society](#) (OPIS) and implements the policy of the General Secretariat for Research and Technology, Ministry of Development, for the best service of the research community of the country. In recent years EDET works based on a sustainable broadband network with long-term lease of optical fibre with total length of 7 000 km, which will be used exclusively by GRNET, providing wider coverage and much greater potential for 500 000 students, researchers and teachers who use it.

## 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.

### 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

There is currently no central eProcurement infrastructure in Greece. The Greek strategic approach for the introduction of eProcurement is laid down in the 'Digital Strategy 2006-2013', Greece's main information society strategy for the upcoming years. The strategy addresses eProcurement with a dedicated action, within the frame of efforts for the re-organisation of the public sector and the provision of electronic services to businesses.

## 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](#)

On 28 October 2006, begun the implementation of the Greek eGovernment Interoperability Framework (Greek e-GIF), which was institutionalised by the [Greek State Law 3882/ 2010](#). 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 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»). Cl@rity is one of the major transparency initiatives of the [Ministry of Administrative Reform and eGovernment](#). Henceforth, the decisions of the public entities can not be implemented if they are not uploaded on the Clarity website, and unless each document is digitally signed and assigned a [transaction unique number](#) automatically by the system. Clarity will cover all public institutions, regulatory authorities and local government. The Clarity programme introduces for the first time in Greece 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 is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

#### The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

#### 1. Income taxes: declaration, notification of assessment

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

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

Description: The 'TAXISnet' service, introduced in May 2000 and now available through the website of the General Secretariat for Information Systems, provides services to individual and corporate taxpayers, including electronic submission of income tax forms, personalised online notification of the results of the tax return clearance process, electronic issuing of certificates by fax, electronic submission of VAT forms, and payment via banking system services. Some of these services, as well as some other general information services, are also available via the telephone call centre service.

## 2. Job search services by labour offices

Responsibility:	Central Government, Ministry of Employment and Social Solidarity, Greek Manpower Employment Organisation
Website:	<a href="http://www.oaed.gr/">http://www.oaed.gr/</a>
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.

## 3. Social security benefits

### a. Unemployment benefits

Responsibility:	Central Government, Ministry of Employment and Social Solidarity, Greek Manpower Employment Organisation
Website:	<a href="http://www.ermis.gov.gr">http://www.ermis.gov.gr</a>
Description:	Information on the procedures & certificates required, enabling citizens to start the procedure in order to apply for unemployment benefits, electronic submission of forms.

### b. Child allowances

Responsibility:	Central Government, Ministry of Employment and Social Solidarity, Greek Manpower Employment Organisation
Website:	<a href="http://www.ermis.gov.gr">http://www.ermis.gov.gr</a>
Description:	Information and forms to download.

### c. Medical costs (reimbursement or direct settlement)

Responsibility:	N/A
Website:	N/A
Description:	This service is not considered relevant for Greece, according to the ' <a href="#">Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement</a> ' report.

### d. Student grants

Responsibility:	Central Government, Ministry of Education, Lifelong learning and Religious Affairs, State Scholarships Foundation
Website:	<a href="http://www.iky.gr">http://www.iky.gr</a>
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.

#### 4. Personal documents: passport and driver's licence

##### a. 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.

##### b. 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.

#### 5. 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.

#### 6. Application for building permission

Responsibility: Prefectorial 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.

#### 7. 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.

## 8. 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.

## 9. 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.

## 10. 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.

## 11. 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.

## 12. 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.

*Further information on the services and on the latest official online sophistication ratings is available in the '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)'*

*report, prepared for the European Commission, Directorate General for Information Society and Media, December 2010.*

## eGovernment Services for Businesses

### Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

#### The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

#### 1. Social contributions for employees

Responsibility:	Central Government, Ministry of Employment and Social Insurance, Social Insurance Institute (IKA)
Website:	<a href="http://www.ika.gr/">http://www.ika.gr/</a>
Description:	The IKA website treats employees' declaration of social contributions online.

#### 2. Corporate tax: declaration, notification

Responsibility:	Central Government, Ministry of Finance, General Secretariat for Information Systems
Website:	<a href="http://www.gsis.gr">http://www.gsis.gr</a>
Description:	The 'TAXISnet' service, introduced in May 2000, provides a variety of services to corporate taxpayers, including electronic submission of income tax forms.

### 3. VAT: declaration, notification

Responsibility:	Central Government, Ministry of Finance, General Secretariat for Information Systems
Website:	<a href="http://www.gsis.gr">http://www.gsis.gr</a>
Description:	The 'TAXISnet' service, introduced in May 2000, provides a variety of services to individual and corporate taxpayers, like electronic submission of VAT forms.

### 4. Registration of a new company

Responsibility:	Central Government, Ministry of Development, Competitiveness and Shipping, General Secretariat for Commerce
Website:	<a href="http://www.gge.gr/">http://www.gge.gr/</a>
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.

### 5. Submission of data to statistical offices

Responsibility:	Hellenic Statistical Authority (EL.STAT.)
Website:	<a href="http://www.statistics.gr/">http://www.statistics.gr/</a>
Description:	Online submission of 'Intrastat' declarations.

### 6. Customs declarations

Responsibility:	Central Government, Ministry of Finance, General Secretariat for Information Systems
Website:	<a href="http://www.gsis.gr">http://www.gsis.gr</a>
Description:	The 'TAXISnet' service, as provided through the website of the General Secretariat for Information Systems, offers the possibility to submit customs declarations online.

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

Responsibility:	Prefectorial Administrations
Website:	<a href="http://www.ermis.gov.gr">http://www.ermis.gov.gr</a>
Description:	Information and forms to download.

## 8. Public procurement

Responsibility:	Central Government, Ministry of Development, Competitiveness and Shipping, General Secretariat for Commerce
Website:	<a href="http://www.gge.gr/">http://www.gge.gr/</a>
Description:	The website of the General Secretariat for Commerce provides information and forms about public procurement.

*Further information on the services and on the latest official online sophistication ratings is available in the '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement report](#), prepared for the European Commission, Directorate General for Information Society and Media, December 2010.*

## **European Commission - eGovernment Practice**

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment status and progress in the European countries.

The eGovernment factsheets are produced and updated twice a year.

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