

Respondent

< 55 Anonymous >

370:56  
Time to complete

1. Country name \*

Greece

## Contact information

2. Your name \*

Vasiliki Margariti

3. Title \*

Head of e-Government and Interoperability Dpt/ Directorate of e-Government /General Secretariat of Digital Governance and Simplification of Procedures

4. Organization \*

Hellenic Ministry of Digital Governance

## 5. Email \*

## 6. Please select whichever applies \*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.

Other

## A. Institutional / Organizational Framework

## 7. What is the official e-government portal at the national level? If more than one exists, please list all. \*

*Note: E-government and digital government are used interchangeably in this Questionnaire.*

GOV.GR is the Single Digital Portal of the Greek public administration for citizens and enterprises, hosting more than 1100 digital services. The portal has recently been updated to add features that aim to increase its usability and accessibility. When fully developed, GOV.GR, will act as the single point of digital contact between citizens/ businesses and the 'front office' of the public administration. <https://www.gov.gr/>

## 8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar \*

Ministry of Digital Governance - <https://www.gov.gr/>

9. Please provide link(s) for portal(s) providing following services/features:  
- E-participation or similar \*

Ministry of Digital Governance - <http://www.opengov.gr/>

10. Please provide link(s) for portal(s) providing following services/features:  
- Open government data

Ministry of Digital Governance - <https://www.data.gov.gr/>

11. Please provide link(s) for portal(s) providing following services/features:  
- Public procurement

Ministry of Digital Governance, Ministry of Economy and Development, Ministry of Infrastructure and Transport - <http://www.eprocurement.gov.gr/>

12. Please provide link(s) for portal(s) providing following services/features:  
- Others (if any)

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. \*

Ministry of Digital Governance - <https://mindigital.gr/>

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? \*

Yes

No

---

## Contact information of national Chief Information Officer (CIO) or equivalent

15. Name \*

16. Title \*

17. Organization \*

18. Email \*

---

## Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? \*

Yes No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

## Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development \*

22. Education \*

23. Health \*

24. Social Welfare (social inclusion, social protection, etc.) \*

## 25. Employment and Labour \*

Ministry of Labour and Social Affairs - <https://ypergasias.gov.gr/>

## 26. Environment \*

Ministry of Environment and Energy - <https://ypen.gov.gr/>

## 27. Justice \*

Ministry of Justice - <https://www.ministryofjustice.gr/>

## 28. Economy/finance \*

Ministry of Finance - <https://www.minfin.gr/>, Independent Authority for Public Revenue (AADE) [www.aade.gr](http://www.aade.gr)

## 29. Industry/trade \*

Ministry of Economy & Development/General Secretariat for Industry - <https://www.ggb.gr/> ,  
General Secretariat of Trade and Consumer Protection - <http://gge.gov.gr>

---

## B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? \*

Yes

No



Other

## COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? \*

<https://covid19.gov.gr> <https://emvolio.gov.gr/> Specially, during the COVID-19 pandemic, GOV.GR became the main information portal, providing the Government's updates about all the crucial issues (protective measures, statistics, testing, vaccination etc.). In response to the COVID-19 public health crisis, the Greek government prepared a comprehensive National Vaccination Operational Plan against COVID-19 to quickly ensure the immunization of the population.

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? \*



Yes



No

33. Please provide link and detail.

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? \*



Yes



No

35. Please provide link and detail.

Law 4683/2020 (Government Gazette A '83/10.04.2020) establishes – among other things - the legal framework for urgent measures to i) address the consequences of the COVID-19 spread; ii) provide support to the society, in general, and entrepreneurship, in particular; and iii) ensure the smooth operation of the market and public administration.

[http://www.et.gr/idoocs-nph/search/pdfViewerForm.html?](http://www.et.gr/idoocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wHUdWr4xouZundtvSoClrL8u8Ba_xZ1WCXtlI9LGdkF53UIxsx942CdyqxSQYNUqAGCF0IfB9tnRwO1oKqSe4BIOTSpEWYhszF8P8UqWb_zFijDvRysmldVvLrpgpMPxJelJCPno9sz64m7tFy4dr7W0K)

[args=5C7QrtC22wHUdWr4xouZundtvSoClrL8u8Ba\\_xZ1WCXtlI9LGdkF53UIxsx942CdyqxSQYNUqAGCF0IfB9tnRwO1oKqSe4BIOTSpEWYhszF8P8UqWb\\_zFijDvRysmldVvLrpgpMPxJelJCPno9sz64m7tFy4dr7W0K](http://www.et.gr/idoocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wHUdWr4xouZundtvSoClrL8u8Ba_xZ1WCXtlI9LGdkF53UIxsx942CdyqxSQYNUqAGCF0IfB9tnRwO1oKqSe4BIOTSpEWYhszF8P8UqWb_zFijDvRysmldVvLrpgpMPxJelJCPno9sz64m7tFy4dr7W0K)

In the wake of COVID-19, the Ministry of Digital Governance launched a project to improve the digital literacy of all citizens through the creation of the National Digital Academy. The aim of the academy is to link the policies of the Hellenic Ministry of Digital Governance with the development of citizens' digital skills by offering a plethora of educational opportunities on an electronic platform. <http://www.nationaldigitalacademy.gov.gr/>

## C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? \*

Yes

No

37. If yes, please provide link and detail.

Through the Law 4727/2020 – articles 75- 77 and 107 (Government Gazette 147/A/23-9-2020) provisions are issued on digital transparency and the "Diavgeia Program". Diavgeia is one of the major transparency initiatives of the Ministry of Digital Governance. Since its inception in 2010, decisions by public entities cannot be implemented unless they are uploaded on the Diavgeia Transparency Portal and each document is digitally signed and assigned an automatic and unique transaction number. Diavgeia covers all public institutions, regulatory authorities, and local governments. For the first time in Greece, the Diavgeia Programme introduced the obligation to publish all government decisions on the Internet, except for those containing sensitive personal data and/or information on national security. Within the framework of the principle of open action of the administration, the enhancement of transparency and accountability is sought through the expansion of the scope of the Transparency Programme by further obliging to post accounts of the expenses of non-profit organisations that are subsidised by the General Government with an amount of more than 3,000 euro in total per year (non-publication of the above statements leads to

exclusion from any kind of further grant or financing) at the Register of Bodies granted by the Public Sector. <http://www.et.gr/idocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wHUdWr4xouZundtvSoClrL8yb7I1HobT0h5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fp-td6SluamaZppf1YGuFqs-72Wsfr7c7-sBp-O-XlfrI56OkYmC>

38. Is there any legislation, law or regulation on data privacy and/or protection? \*

Yes

No

39. If yes, please provide link and detail.

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. [http://www.dpa.gr/portal/page?\\_pageid=33,40911&\\_dad=portal&\\_schema=PORTAL](http://www.dpa.gr/portal/page?_pageid=33,40911&_dad=portal&_schema=PORTAL) Law 4624/2019 (Government Gazette 137/A/27-8-2019) establishes additional measures for the implementation of the General Data Protection Regulation (GDPR) and incorporates Directive (EU) 2016/680. All public and private sector bodies/organizations that process personal data in the context of their activity must comply with the Law. The GDPR imposes a number of new obligations on editors, which derive from basic principles and in particular the enhanced principle of transparency in the way data is collected, processed and stored, and the new accountability principle, according to which the data controller is responsible to demonstrate compliance with all principles governing the processing of personal data. Also, new rights are introduced such as 'the right to be forgotten' and the right to data portability. <http://www.et.gr/idocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wFqnM3eAbJzrXdtvSoClrL8WkQtR1OJjd5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fp\ZCxkj8oDGZfpPVRON0QvoraqawUQAslqKetE>.

40. Is there any legislation, law or regulation on cybersecurity or similar? \*

Yes

No

41. If yes, please provide link and detail.

The National Cyber Security Authority of the Ministry of Digital Governance has developed an upgraded national cybersecurity strategic plan. The framework includes an assessment of the cyber security landscape, the identification of new challenges and success factors, stakeholder mapping, and an action plan for implementation.

[https://www.enisa.europa.eu/topics/national-cyber-security-strategies/ncss-map/GRNCSS\\_EN.pdf](https://www.enisa.europa.eu/topics/national-cyber-security-strategies/ncss-map/GRNCSS_EN.pdf)

During 2020, the National Cyber Security Authority of the Ministry of Digital Governance issued a plan for an upgraded National Cybersecurity Strategy for 2020-2025. The new strategic framework includes, inter alia, an in-depth assessment of the current situation, the identification of new challenges and critical success factors, the mapping of key stakeholders, as well as a concrete action plan for immediate implementation. The vision statement of the new National Cybersecurity Strategy is as follows: "A modern and secure digital environment of information and network infrastructures, applications and services for the benefit of economic and social prosperity, aimed at guaranteeing the protection of citizens' fundamental rights, developing a culture of secure use of digital services and applications, as well as increasing citizens' and businesses' confidence in digital technologies." The strategy is based on five objectives: • A functional cybersecurity governance system; • Shielding Critical Infrastructures and securing new technologies; • Incident management optimization, fight against cybercrime and privacy protection; • A modern environment for cybersecurity investments with emphasis on the promotion of Research and Development; • Capacity building, promoting information and awareness raising. For each of the above strategic objectives a detailed action plan developed with flagship activities, milestones and indicators, aiming at the specialization, better management, evaluation, and feedback on the strategic framework. Regarding the evaluation and feedback process of the strategy, an integrated system is foreseen to monitor and evaluate the implementation of the Strategy using appropriate measurement indicators (KPIs, KRIs), the issuance of periodic reports and annual reports of actions and results (along with a threat landscape report). In addition, contemporary tools, and best practices (e.g. those from ENISA) are already being utilized. <https://mindigital.gr/wp-content/uploads/2020/12/national-cybersecurity-strategy-2020-2025.pdf>

42. Is there any legislation, law or regulation on digital identity? \*

Yes

No

43. If yes, please provide link and detail.

Law 4325/2015 (Government Gazette 47/A/11-05-2015) extends Law 3979/2011 (Government Gazette 138/A/16-6-2011) regarding Electronic Identification (Article 10) and Electronic Exchange of Public Documents – Security of Information Systems of the Public Sector (Article 13), and amends Law 2690/1999 on the Ex Officio Internal Search of (Electronic) Certificates (Article 12). Specifically, Article 10 states that the authentication method for electronic services should comply with Regulation (EU) No 910/2014 (eIDAS) and technical issues relating to base registry authentications will be resolved through ministerial

decisions. <https://www.e-nomothesia.gr/kat-demosia-dioikese/n-4325-2015.html?q=43252015>

44. Is there any legislation, law or regulation on digital signature? \*

Yes

No

45. If yes, please provide link and detail.

Law 4727/2020 (FEK 184/A'). Art. 3 Definitions: 20. «Approved electronic signature»: «an advanced electronic signature created by an approved electronic signature creation device based on an approved electronic signature certificate». art. 13&3: « The original electronic public documents shall bear: (a) an approved electronic time stamp and (b) either the approved electronic stamp of the institution or the approved electronic signature of the competent body». Art. 14: « Validity and probative power of electronic public documents» «1. The original electronic public documents of para. 3 and the certificates and attestations referred to in paragraph 1. Article 13 shall have the same legal and probative effect as public documents bearing a handwritten signature and stamp and which are compulsorily accepted by public sector bodies, courts of all grades and prosecutors throughout the country by natural or legal persons or legal entities, in their electronic movement». Art. 58: 1. «The Certification Authority of the Hellenic State (A.P.E.D.) is the provider of trust services of the Greek State. It is responsible for issuing and managing certificates for the provision of trust services to all public sector bodies. It may provide approved and unauthorised trust services. The structure of the A.P.E.D. includes the Capital Certification Authority, the Underlying Certification Authorities, the Registration Authorities and the Delegated Offices». <http://www.et.gr/idocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wHUdWr4xouZundtvSoClrL8yb7l1HobT0h5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fj-tD6SluamaZppf1YGuFqs-72Wsfr7c7-sBp-O-XlfrI56OkYmC>

46. Is there any legislation, law or regulation on e-procurement? \*

Yes

No

47. If yes, please provide link and detail.

The Law 4412/2016 (Government Gazette 147/A/8-9-2016) and the Law 4782/2021 (Government Gazette 36/A/9-3-2021) issued by the Ministry of Development and the Ministry of Infrastructure and Transport introduced a series of ministerial Decisions regulating the functioning of the National Electronic Procurement System and the Central Electronic Public Procurement Register. [http://www.et.gr/idoocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wFHp\\_31M9ESQXdtvSoClrL8RC-n\\_7hz1t15MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx9hLslJUqeiQy86C0bZcqcBqhZzxdpkl8vDr](http://www.et.gr/idoocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wFHp_31M9ESQXdtvSoClrL8RC-n_7hz1t15MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx9hLslJUqeiQy86C0bZcqcBqhZzxdpkl8vDr)  
[http://www.et.gr/idoocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wEzH9d6xfVpRXdtvSoClrL8T7KNQkTydCTtIl9LGdkF53Ulx942CdyqxSQYNUqAGCF0IfB9HInRwO1oKqSe4BIOTSpEWYhszF8P8UqWb\\_zFijH4C0Y8E2zr1gi\\_C2D75Cj28q9FTpc95ioX-OIWAzoTI](http://www.et.gr/idoocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wEzH9d6xfVpRXdtvSoClrL8T7KNQkTydCTtIl9LGdkF53Ulx942CdyqxSQYNUqAGCF0IfB9HInRwO1oKqSe4BIOTSpEWYhszF8P8UqWb_zFijH4C0Y8E2zr1gi_C2D75Cj28q9FTpc95ioX-OIWAzoTI)

48. Is there any legislation, law or regulation on digitally publishing government expenditure? \*

*Note: This is related to SDG Indicator 16.6.1*

Yes

No

49. If yes, please provide link and detail.

Law 4727/2020 – article 11, which constitutes the Greek Transparency Programme (<https://diavgeia.gov.gr/>) each entity of the public sector is obliged to publish its budget, accounts, balance sheets; also commitments of expenditure and decisions approving of expenditure and finalization of payment. Furthermore, under the same legislation , each entity of the public sector is obliged to publish on the Transparency portal detailed monthly data on the execution of their budget per expense category. [http://www.et.gr/idoocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wHUdWr4xouZundtvSoClrL8yb7I1HobT0h5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fp\\_NBf\\_GRZw-9xUI6UnA](http://www.et.gr/idoocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wHUdWr4xouZundtvSoClrL8yb7I1HobT0h5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fp_NBf_GRZw-9xUI6UnA). Law 4412/2016- article 38 (Government Gazette 147/A/8-9-2016) issued by the Ministry of Development and the Ministry of Infrastructure and Transport introduced a series of ministerial Decisions for publishing government expenditure [http://www.et.gr/idoocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wFHp\\_31M9ESQXdtvSoClrL8RC-n\\_7hz1t15MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx9hLslJUqeiQy86C0bZcqcBqhZzxdpkl8vDr](http://www.et.gr/idoocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wFHp_31M9ESQXdtvSoClrL8RC-n_7hz1t15MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx9hLslJUqeiQy86C0bZcqcBqhZzxdpkl8vDr)

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? \*

Yes

No

51. If yes, please provide link and detail.

National Digital Strategy for Interoperability The Digital Transformation Bible 2020-2025 incorporates the National Digital Strategy for Interoperability. Specific guidelines are provided to help accomplish interoperability in all technical, semantic, organizational, and legal dimensions, both at national and international level and for various policy areas. Moreover, dedicated structures such as the Interoperability Centre, responsible for the coordination of all base registries as well as departments responsible for interoperability policy coordination and implementation, have been established to implement effective, citizen-centric cross border digital services. The strategy also outlines strategic planning that incorporates important policy projects, such as the alignment of the new European Interoperability Framework with the national framework, the implementation of a horizontal governance model, and projects that target the sectoral level for the implementation of interoperable digital services. eGovernment Interoperability Framework The implementation of the Greek eGovernment Interoperability Framework (Greek eGIF), institutionalized by State Law 3882/2010, begun on 28 October 2006. The project was carried out within the framework of the Operational Programme of the Information Society (OPIS) and aimed at defining 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. <https://digitalstrategy.gov.gr/> <http://www.e-gif.gov.gr/portal/page/portal/egif/> <http://www.ypeka.gr/LinkClick.aspx?fileticket=iLX392PLHCw%3d&tabid=650&language=el-GR>

52. Is there any legislation, law or regulation on open government data? \*

 Yes No

53. If yes, please provide link and detail.

New legislation regarding open data re-use and incorporating the 2019/1024 EU Directive (law 4727/2020, article 10 <http://www.et.gr/idocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wHUdWr4xouZundtvSoClrL8yb7I1HobT0h5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6f;-td6SluamaZppf1YGuFqs-72Wsfr7c7-sBp-O-Xlfrl56OkYmC>) Recently, via Law 4727/2020, the Directive (EU)2019/1024 regarding open data and the further use of public information sector was transposed into Greek law, bringing it up to speed with current EU developments. The Hellenic Open Data Portal ([data.gov.gr](http://data.gov.gr)) is the national portal for the dissemination of open data. It is the central directory of the public administration that free provides access to databases of Greek government agencies. Thirty-nine agencies have been integrated to the open data portal providing the data for free through an integrated Application

Programming Interface (API). The purpose of the Hellenic Open Data Portal is to increase the web accessibility of Greek public administration datasets by providing integrated services of cataloguing, indexing, storage, search and availability of public sector data and information, as well as online services to citizens and third-party information systems. Greece was one of the first eight countries in the world to offer open data, together with the US, the UK, Australia, and other countries, and was presented as an example of good practices on ePractice.eu. The implementation of a new version of the portal is in progress to improve at the technicalities and functions of the data repository but also to provide a quality upgrade to the information. Special emphasis is placed on the use of Application Programming Interfaces (APIs) both in terms of the availability and reception of datasets

<http://www.et.gr/idocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wHUdWr4xouZundtvSoClrL8yb7I1HobT0h5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fj-td6SluamaZppf1YGuFqs-72Wsfr7c7-sBp-O-Xlfrl56OkYmC>

54. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? \*

Yes

No

55. If yes, please provide link(s) and detail(s).

The Hellenic Ministry of Digital Governance (MDG), as the owner and coordinator of the National Strategy for AI (Artificial Intelligence), has progressed towards the final preparation of the relevant documents for the Greek AI strategy in order to be subjected to consultation. In December 2020, Greece completed the tender process for 6 GHz bands. To facilitate the development of the 5G ecosystem, the Ministry of Digital Governance established a state-run investment fund named Phaistos Fund. Its purpose is to fund investment in businesses (start-ups or otherwise) which are active in the research and/or development of solutions based on 5G. Eligible companies could be active in sectors such as transport, logistics, manufacturing, industry, defense, goods and utility networks, health, tourism, information, and media. The fund, established under the Greek Law 4727/2020, operates in the public interest in accordance with the rules of the private economy for the service of special public purpose, as per the Fourth Part of Law 4389/2016 (Article 94) and of Law 4548/2018 (Article 104). It will be funded with 25% of the collected revenue from the auction of the frequencies for the 5G networks. A parallel target is the participation of the private sector and attraction of private funds with a value of up to 30% of the State Revenue, approximately EUR 30 Million. This state initiative for a state-run investment fund is different than the already established private investment funds as it clearly defines the purpose and scope of the investment. At the same time, it offers an alternative for the usage of 5G frequencies for pilot programmes and commercial use, instead of the service providers. This is achieved by the reservation of specific frequencies which can be allocated and targeted to experimental use, i.e., research and development of applications by universities and other

research centers. The fund is expected to act as the gateway facilitating the implementation of 5G applications either in pilot or production mode for the public sector in areas like civil protection, health, and tourism services. By making the Greek state a partner in the successful development of 5G networks, it presents a clear message to the market for the criticality of the fast and viable development of the 5G ecosystem. Based on the above, the Phaistos fund will be an accelerating factor for digital transformation through 5G networks both for the private and public sectors, assisting in the fast development and maturity of this ecosystem. Greece has jointly agreed with Bulgaria and Serbia to develop experimental 5G cross-border corridors that will allow for the testing of driverless vehicles, enabling the testing and the deployment of 5G technology. The corridor will include border crossings and key sections of the main roads. The agreement was signed in June 2018 in Sofia, at the closing ceremony of the Digital Agenda 2018. [http://www.et.gr/idocs-nph/search/pdfViewerForm.html?](http://www.et.gr/idocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wHUdWr4xouZundtvSoClrL8yb7I1HobT0h5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fp-t6SluamaZppf1YGuFqs-72Wsfr7c7-sBp-O-Xlfrl56OkYmC)

[https://www.ilo.org/dyn/natlex/natlex4.detail?](https://www.ilo.org/dyn/natlex/natlex4.detail?p_lang=en&p_isn=104600&p_count=15&p_classification=01)

[http://www.et.gr/idocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wG3UHK-ZeQumndtvSoClrL8-11WGLkYj8Z5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx3UnKI3nP8NxdnJ5r9cmWyJWeIDvWS\\_1-t66SluXbveP8umDTna3dCY9sj0Siwq\\_4g9X\\_yjCeDe\\_1gzD7](http://www.et.gr/idocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wG3UHK-ZeQumndtvSoClrL8-11WGLkYj8Z5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx3UnKI3nP8NxdnJ5r9cmWyJWeIDvWS_1-t66SluXbveP8umDTna3dCY9sj0Siwq_4g9X_yjCeDe_1gzD7)

## D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? \*

Yes

No

Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? \*

Two-year

Three-year

Five-year

Ten-year

Other

58. Is the national e-government strategy guided by or aligned with the national development strategy? \*

Yes

No

59. Please provide link and detail.

Greece's National Digital Strategy 2016-2021 (NDS) focuses on 7 intervention areas, 28 priorities and 91 actions. The objectives are the following: 1. developing next generation national connectivity infrastructures; 2. accelerating the digitisation of the economy; 3. promoting the ICT industry to develop the digital economy and employment; 4. empowering human resources with digital skills; 5. thoroughly reviewing the provision of digital public services; 6. eliminating exclusion and disseminating the benefits of the digital economy; and 7. enhancing security and trust. According to the Article 5 of Law n. 4727/2020 - Digital Governance, the National Digital Strategy is expected to be reflected in the Digital Transformation Bible 2020-2025 (DTB), which will lead to the digital transformation of the Greek society and economy. In December 2020 the Ministry of Digital Governance initiated an open public consultation, which was successfully concluded for the initial publication of the DTB. This strategy outlines the basic principles, framework, governance model and guiding principles for the digital transformation of the country, which are elaborated in 6 strategic axes (Connectivity, Digital Skills, Digital Government, Digital Business, Digital Innovation, Integration of Technology in every sector of the economy) and in 17 areas of economy as horizontal and vertical interventions. In addition, it describes over 450 specific projects which are expected to carry out the national digital strategy. The new strategy brings forth seven objectives, 1. safe, fast, and reliable access to the Internet for all; 2. a digital state offering better digital services to the citizens for all life events; 3. development of digital skills for all citizens; 4. facilitate the digital transformation of the enterprises; 5. support and strengthening of digital innovation; 6. making productive use of public administration data; and incorporating digital technologies to all economic sectors. <http://www.et.gr/idocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wHUdWr4xouZundtvSoClrL8yb7I1HobT0h5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fj-tD6SluamaZppf1YGuFqs-72Wsf7c7-sBp-O-XlfrI56OkYmC> <https://digitalstrategy.gov.gr/> <http://www.opengov.gr/digitalandbrief/?p=2153> <https://digitalstrategy.gov.gr/projects/catalog>

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? \*

Yes

No

61. Please provide link and detail.

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? \*

Yes

No

63. Please provide link and detail.

Digital Transformation Bible 2020-2025  
[https://digitalstrategy.gov.gr/sector/city\\_transformation](https://digitalstrategy.gov.gr/sector/city_transformation)

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? \*

Yes

No

65. Please provide link and detail.

Digital Transformation Bible 2020-2025 [https://digitalstrategy.gov.gr/axe/digital\\_skills](https://digitalstrategy.gov.gr/axe/digital_skills)

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? \*

Yes

No

67. Please provide link and detail.

Digital Transformation Bible 2020-2025 [https://digitalstrategy.gov.gr/sector/open\\_data](https://digitalstrategy.gov.gr/sector/open_data)  
[https://digitalstrategy.gov.gr/sector/data\\_security](https://digitalstrategy.gov.gr/sector/data_security)

68. Does the national e-government strategy make specific reference to national digital identity? \*

Yes

No

69. Please provide link and detail.

Digital Transformation Bible 2020-2025  
[https://digitalstrategy.gov.gr/project/ylopoiisi\\_ergoy\\_neon\\_taytotiton](https://digitalstrategy.gov.gr/project/ylopoiisi_ergoy_neon_taytotiton)

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? \*

Yes

No

71. Please provide link and detail.

According to Greece's National Digital Strategy 2016-2021 (NDS), the projects follow the so-called "Integrated Planning Process" based on the following principles shall apply to new Public Sector ICT projects: • "Digital by default" design for all new digital service projects, 91 applying the principles of "Privacy by Design and by Default" of GDPR Regulation 92 • Sharing & re-using solutions - limiting waste • Expenditure control and improvement of procurement (with wide use of framework contracts and potential interventions to specialise the ICT procurement framework) • Interoperability through open standards, for open APIs available and developing public SDKs • Linking ICT with actions intended to simplify and reform procedures • Smaller projects, where possible, focusing on results • Advance provision for the viability of projects with long-term commitment and a specific plan to integrate them into the business environment of the institutions themselves. According to Digital Transformation Bible, more info can be reached via the link [https://digitalstrategy.gov.gr/guiding\\_principles](https://digitalstrategy.gov.gr/guiding_principles).

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? \*

Yes

No

73. Please provide link and detail.

Digital Transformation Bible 2020-2025 <https://digitalstrategy.gov.gr/sector/interoperability>

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? \*

Yes

No

75. Artificial intelligence (AI) - please provide link and detail:

Digital Transformation Bible 2020-2025 [https://digitalstrategy.gov.gr/sector/digin\\_ai](https://digitalstrategy.gov.gr/sector/digin_ai)

76. Robotics - please provide link and detail:

77. Blockchains - please provide link and detail:

78. 5G - please provide link and detail:

Digital Transformation Bible 2020-2025 <https://digitalstrategy.gov.gr/project/5G>

79. Internet of Things (IoT) - please provide link and detail:

80. Others - please provide link and detail:

Digital Transformation Bible 2020-2025  
[https://digitalstrategy.gov.gr/sector/digin\\_high\\_spec\\_cs](https://digitalstrategy.gov.gr/sector/digin_high_spec_cs)

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? \*

Yes

No

82. Please provide link and detail.

European Digital Strategy <https://ec.europa.eu/digital-single-market/en/content/european-digital-strategy> European Strategy for artificial intelligence Strategy for artificial intelligence | Shaping Europe's digital future (europa.eu) OECD <https://www.oecd.org/>

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? \*

Yes

No

84. Please provide link and detail.

A strategic foresight unit (Foresight Team) was established within the Presidency of the Greek Government (i.e., at the highest political level), especially focusing on horizon scanning, weak signals identification, trend detection, multiple scenario planning, sense-making, priority setting, resilience analysis, and systems and network thinking, something that amounts to a flagship moment for the Greek public policy.

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? \*

Yes

No

86. Please provide link and detail.

N/A

---

## E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? \*

Yes

No

88. If yes, please provide link and detail.

The Ministry of Digital Governance has the responsibility for the Digital Transformation of Greece. In this context, the Ministry has developed a National Strategy which reflects the goals, the guiding principles and the necessary short-term and medium-term interventions to successfully achieve the country's transformation. According to the Article 5 of Law n. 4727/2020 - Digital Governance the national digital strategy is expected to be reflected in the Digital Transformation Bible 2020-2025 (DTB), which will lead to the digital transformation of the Greek society and economy. In December 2020 the Ministry of Digital Governance initiated an open public consultation, which was successfully concluded for the initial publication of the DTB. This strategy outlines the basic principles, framework, governance model and guiding principles for the digital transformation of the country, which are elaborated in 6 strategic axes (Connectivity, Digital Skills, Digital Government, Digital Business, Digital Innovation, Integration of Technology in every sector of the economy) and in 17 areas of economy as horizontal and vertical interventions. In addition, it describes over 450 specific projects which are expected to carry out the national digital strategy. The new strategy brings forth seven objectives, 1. safe, fast, and reliable access to the Internet for all; 2. a digital state offering better digital services to the citizens for all life events; 3. development of digital skills for all citizens; 4. facilitate the digital transformation of the enterprises; 5. support and strengthening of digital innovation; 6. making productive use of public administration data; and 7. incorporating digital technologies to all economic sectors. [https://digitalstrategy.gov.gr/axe/digital\\_skills](https://digitalstrategy.gov.gr/axe/digital_skills)  
[https://digitalstrategy.gov.gr/vivlos\\_pdf](https://digitalstrategy.gov.gr/vivlos_pdf)

89. Is there a national e-participation policy/strategy or similar? \*

Yes

No

90. If yes, please provide link and detail.

Governance of State [https://digitalstrategy.gov.gr/sector/participatory\\_governance](https://digitalstrategy.gov.gr/sector/participatory_governance)  
Governance of Digital Transformation <https://digitalstrategy.gov.gr/proposals> Opengov.gr is

a portal dedicated to respond to the citizens' need for information and participation in shaping decisions, offering as much publicity as possible to all activities relating to government policy-making and the administrative chain to create good practices that will be introduced as a means 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  Electronic deliberation  Labs OpenGov Greece has been participating in the international collaborative initiative known as Open Government Partnership since 2012. In this context, the Fourth National Action Plan on Open Government from June 2019 to August 2021 was developed in cooperation with civil society organisations. The Action Plan promotes the further implementation of the national policy consisting of circulars towards all public service institutions, open access and re-use of public documents, and information and data. Data management is a priority for the Greek public administration. The commitments undertaken in the Action Plan are structured in three main directions:  Public participation;  Open public data; and  Integrity and accountability. <http://www.opengov.gr/home/>

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? \*

Yes

No

92. If yes, please provide link and detail.

The recent Law 4727/2020 (Government Gazette A'184/23.09.2020) on Digital Governance integrates into Greek legislation Directive (EU) 2016/2102 for digital accessibility, aiming to safeguard the right to active and equal access of all citizens to websites and applications for mobile devices of public sector bodies. The law replaces articles 1-13 of law 4591/2019 on the accessibility of the websites and mobile applications of public sector bodies. Law 4780/2020 establishes a National Accessibility Authority, with the mission of constant monitoring of issues related to the right of access of people with disabilities and the formulation of relevant policies, with the responsible – among others - for proposing the development and updating of accessibility standards in all areas, including the digital environment. <http://www.et.gr/idocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wHUdWr4xouZundtvSoClrL8yb7l1HobT0h5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fj-tD6SluamaZppf1YGuFqs-72Wsf7c7-sBp-O-Xlfrl56OkYmC> [http://www.et.gr/idocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wEzH9d6xfVpRXdtvSoClrL8GVKc5uAXifXtl9LGdkF53Ulx942CdyqxSQYNuqAGCF0IfB9HI6nRwO1oKqSe4BIOTSpEWYhszF8P8UqWb\\_zFijMbO-a-2GHZyfOAYQaG9tOXs-uEFu8qpU878CK9IHmB6](http://www.et.gr/idocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wEzH9d6xfVpRXdtvSoClrL8GVKc5uAXifXtl9LGdkF53Ulx942CdyqxSQYNuqAGCF0IfB9HI6nRwO1oKqSe4BIOTSpEWYhszF8P8UqWb_zFijMbO-a-2GHZyfOAYQaG9tOXs-uEFu8qpU878CK9IHmB6)

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? \*

Yes

No

94. If yes, please provide link and detail.

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? \*

Yes

No

96. If yes, please provide link and detail.

Digital Transformation Bible 2020-2025 [https://digitalstrategy.gov.gr/axe/digital\\_skills](https://digitalstrategy.gov.gr/axe/digital_skills)

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? \*

Yes

No

98. If yes, please provide link and detail.

In 2020 the Ministry of Digital Governance launched the Digital Skills Academy, a dynamic platform that aggregates available educational programs of national and international educational institutions for the enhancement of digital skills of all levels. The platform also

includes a digital skills self-assessment tool, following the European assessment standard DigiComp v2.1, and proposes educational programs according to the needs. As a result, women and other vulnerable groups have now the opportunity to be productive, creative and feel safe in the new digital environment by enhancing their digital skills. The Ministry already designs the next version of the platform which will include personalized user access through my academy, proposed educational paths and certification system. Furthermore, the courses will be designed and developed on specific learning outcomes according to the respective target population. At the Digital Academy, the citizen can choose freely, free of charge and without complicated registration procedures the courses that suit his needs, interests and level of knowledge and skills. The monitoring is online and is done at the pace that suits everyone. Link: <https://nationaldigitalacademy.gov.gr/>

99. Does the Government use any social media platform(s)? \*

Yes

No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

<https://primeminister.gr/governance/gs-coordination> <https://twitter.com/PrimeministerGR>  
<https://www.facebook.com/MinDigitalGr/> <https://twitter.com/MinDigitalGr>  
<https://www.gov.gr/contact>

101. Please include any guidelines for government officials/institutions on the use of social media.

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? \*

Yes

No

103. If yes, please provide link (URL) and detail.

---

## F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? \*

Yes

No

105. If yes, please provide link and detail.

Gov.gr collects statistics of their services usage. <https://www.gov.gr/>

106. Does the Government measure user satisfaction of e-government services? \*

Yes

No

107. If yes, please provide link and detail.

108. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? \*

Yes

No

109. If yes, please provide link (URL) and detail.

## G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) \*

A Memorandum of Cooperation between Greece and United Arab Emirates was signed in order to strengthen the digital governance in July 2020, in the framework of the 2nd Forum of Extended Strategic Cooperation of Greece UAE, organized by the General Secretariat for Extroversion of the Ministry of Foreign Affairs. Greece is currently cooperating with other countries through the relevant bodies and initiatives on a European Level (ie. the EU-Eastern Partnership). Greece is also a member of the OECD's E-Leaders group and, since 2011, an active member of the Open Government Partnership OGP.  
<https://www.opengovpartnership.org/>

111. Please provide any other information related to e-government development in your country. \*

"Greece intends to become a digital leader both in services and infrastructure by moving quickly into the era of Fourth Industrial revolution and leaving no one behind"

## Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. \*

Yes No

---

## THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:

<https://forms.office.com/r/yTrKyZCjdT> (<https://forms.office.com/r/yTrKyZCjdT>)