

View results

Respondent

172 Anonymous

135:52

Time to complete

1. Country name *

Greece

Contact information

2. Your name *

Vasiliki Margariti, Styliani Drakaki, Konstantina Konstantakopoulou

3. Title *

e-Government and Interoperability Dpt / Directorate of e-Government / Directorate General of Digital Governance / General Secretariat of Information Systems and Digital Governance

4. Organization *

Hellenic Ministry of Digital Governance

5. Email *

v.margariti@mindigital.gr, s.drakaki@mindigital.gr, k.konstantakopoulou@mindigital.gr

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 1500 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. - E-participation or similar *

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

10. - Open government data

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

11. - Public procurement

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

12. - Others (if any)

Ministry of Interior - https://en.mitos.gov.gr/index.php/Main_Page

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 national 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 *

Dimitrios Papastergiou

16. Title *

Minister

17. Organization *

Hellenic Ministry of Digital Governance

18. Email *

sec@mindigital.gr

19. Are there sectoral/line/ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes

No

20. If yes, please provide link(s) and detail(s) on above, including coordination/integration between national and sub-national levels on e-government development.

The Execution Network of the Digital Transformation Bible.
Each public body has a representative in the network.

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 *

Ministry of Development - www.mindev.gov.gr, Ministry of Infrastructure and Transport - www.yme.gov.gr

22. Education *

Ministry of Education, Religious Affairs and Sports - www.minedu.gov.gr

23. Health *

Ministry of Health - www.moh.gov.gr, e-Government Center for Social Security (IDIKA) - <https://www.idika.gr/>

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

Ministry of Citizen Protection - <https://www.minocp.gov.gr/>

25. Employment and Labour *

Ministry of Labour and Social Insurance - <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

29. Industry/trade *

Ministry of Development / General Secretariat for Industry - <https://www.ggb.gr/>, General Secretariat of Trade - <https://kataggelies.mindev.gov.gr/>

30. Sustainable Development Goals (SDGs) [NEW] ***31. Climate Change [NEW] ***https://civilprotection.gov.gr/"/>**32. Others (Please specify) *****B. Crisis/Emergency Response and Recovery [NEW]****33. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW]**

*

- Yes
- No
- Other

34. Please provide links and details. *

In December 2020, the National Cybersecurity Authority of the Ministry of Digital Governance issued 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 with flagship activities, milestones, and indicators to implement the following strategic objectives:

- A functional cybersecurity governance system;
- Shielding critical infrastructures and securing new technologies;
- Incident management optimisation, fight against cybercrime and privacy protection;
- A modern environment for cybersecurity investments with emphasis on the promotion of research and development; and
- Capacity building, promoting information and awareness raising.

The National Cybersecurity Strategy 2020–2025 is being implemented with a yearly plan which incorporates an array of approaches, such as policies, legislative initiatives and targeted investments, carried out by the National Cybersecurity Authority in collaboration with other competent authorities and academic/research institutions.

All in all, the NCSS 2020–2025, is an indispensable tool for digital technologies utilization, as well as building confidence and trust in digital transformation among citizens and businesses.

https://mindigital.gr/wp-content/uploads/2022/11/E%CE%9D-NATIONAL-CYBER-SECURITY-STRATEGY-2020_2025.pdf

35. Is there a specific national portal addressing crisis/emergency? [NEW] *

- Yes
- No

36. **If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency? [NEW]**

The Hellenic Computer Security Incident Response Team (CSIRT) is the Nation's flagship cyber defense, incident response, and operational integration center. Its mission is to reduce the Nation's risk of systemic cybersecurity and communications challenges.

<https://csirt.cd.mil.gr/el/incident-report-gr/>

C. Legal Framework

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

Yes

No

38. If yes, please provide link and detail.

Through a) the Law 2690/1999 (Government Gazette 45/A/1999) and b) the Law 4727/2020 – chapter I for open data, articles 75-77 and 107 (Government Gazette 184/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 (<https://diavgeia.gov.gr/>) 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 (<https://mef.diavgeia.gov.gr/>).

https://www.et.gr/api/Download_Small/?fek_pdf=19990100045

http://www.et.gr/idocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wHUdWr4xouZundtvSoClrL8yb711HobT0h5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx3UnKI3nP8NxdnJ5r9cmWyJWelDvWWS_18kAEhATUkJb0x1LLIdQ163nV9K--td6StuamaZppf1YGuFqs-72Wsf7c7-sBp-O-Xlfrl56OkYmC

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

Yes

No

40. If yes, please provide link and detail.

The Hellenic Data Protection Authority (https://www.dpa.gr/portal/page?%20_pageid=33,40911&_dad=portal&_schema=PORTAL%20Law%204624/2019) 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.

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.

https://www.et.gr/api/DownloadFeksApi/?fek_pdf=20190100137

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

Yes

No

42. 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 (https://mindigital.gr/wp-content/uploads/2022/11/EN-NATIONAL-CYBER-SECURITY-STRATEGY-2020_2025.pdf). 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.

Law 4577/2018: Incorporation into Greek legislation of Directive 2016/1148/EU of the European Parliament and of the Council regarding measures for a high common level of security of network and information systems throughout the Union and other provisions.
https://mindigital.gr/wp-content/uploads/2019/09/N.4577_2018.pdf

Ministerial Decision 1027/2019 regarding Implementation and Procedures of Law 4577/2018.
<https://mindigital.gr/wp-content/uploads/2020/01/3739B-19-1.pdf>

Law 5002/2022: Communications declassification process, cyber security and protection of personal data of citizens.
https://mindigital.gr/wp-content/uploads/2022/12/nomos_5002_2022.pdf

Law 4961/2022: Chapter G provisions for the Information and network security.
https://www.et.gr/api/DownloadFeksApi/?fek_pdf=20220100146

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

Yes

No

44. If yes, please provide link and detail.

Articles 48-58 & article 84 of the National Law 4727/2020 (Government Gazette 184/A/23-9-2020), on Trust Services and Digital Identity, are based on the EU Regulation No 910/2014 (eIDAS).

Specifically, Article 24 describes authentication methods for use of services through the Single Digital Portal of the Public Administration (gov.gr). It states three methods:

- i. By using the credentials of the General Secretariat of Information Systems and Digital Governance of the Ministry of Digital Governance.
- ii. By using the credential codes of electronic banking (e-banking) systems of credit institutions
- iii. By using a qualified electronic signature certificate.

Article 25 describes the identification for issuing credentials.

Article 53 describes certificates of Trusted Services and states that the content and requirements of the qualified certificates are defined in the Regulation (EU) No 910/2014 (eIDAS) and Appendices thereof.

Article 57 describes identification methods for the issuance of Trusted Service certificates and states that identification is carried out with one of the methods referred to in par. 1 of article 24 of the Regulation eIDAS.

Article 84 states that General Secretariat of Information Systems and Digital Governance of the Ministry of Digital Governance is responsible for the electronic identification and identity verification (authentication) of natural persons in accordance with articles 24 and 25 for the purpose of providing digital public services.

<https://aped.gov.gr/wp-content/uploads/N.4727.pdf>

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

Yes

No

46. If yes, please provide link and detail.

Law 4727/2020 (Government Gazette 184/A).

Art. 2 Definitions: para. 24. «Qualified certificate of electronic signature»

Certificate of electronic signatures issued by a Qualified Service Provider that meets the requirements set out in Annex I of Regulation (EU) 910/2014.

Art. 13 para. 3: «The original electronic public documents shall bear: (a) a qualified electronic time stamp and (b) either the qualified electronic stamp of the institution or the qualified 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: para. 1. «The Hellenic Public Administration Certification Authority (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 qualified and non-qualified trust services. The structure of the A.P.E.D. includes the Primary Certification Authority, the Subordinate Certification Authorities, the Registration Authorities and the Local Registration Authorities».

<https://aped.gov.gr/wp-content/uploads/N.4727.pdf>

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

Yes

No

48. 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.

https://www.et.gr/api/DownloadFeksApi?fek_pdf=20160100147

https://www.et.gr/api/DownloadFeksApi?fek_pdf=20210100036

Ministerial decision for the National Electronic Procurement System (Government Gazette 2453/B/2021). https://www.et.gr/api/DownloadFeksApi?fek_pdf=20210202453

Ministerial Decision for the Central Electronic Public Procurement Register (Government Gazette 3075/B/2021). https://www.et.gr/api/DownloadFeksApi?fek_pdf=20210203075

E-Procurement Portal

<https://portal.eprocurement.gov.gr/webcenter/portal/TestPortal?wc.contextURL=%2Fspaces%2FTestPortal>

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

Note: This is related to SDG Indicator 16.6.1

Yes

No

50. 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/idocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wHUdWr4xouZundtvSoClrL8yb711HobT0h5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx3UnKl3nP8NxdnJ5r9cmWyJWelDvWS_18kAEhATUkJb0x1LLidQ163nV9K--td6StuamaZppf1YGuFqs-72Wsf7c7-sBp-O-Xlfrl56OkYmC

http://www.et.gr/idocs-nph/search/pdfViewerForm.html?args=5C7QrtC22wHUdWr4xouZundtvSoClrL8yb711HobT0h5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx3UnKl3nP8NxdnJ5r9cmWyJWelDvWS_18kAEhATUkJb0x1LLidQ163nV9K--td6StuamaZppf1YGuFqs-72Wsf7c7-sBp-O-Xlfrl56OkYmC

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.

https://www.et.gr/api/DownloadFeksApi?fek_pdf=20160100147

51. Is there any legislation, law or regulation on **national data governance**, including data sharing/exchange/interoperability across government agencies? *

Yes

No

52. If yes, please provide link and detail.

National Digital Strategy for Interoperability

The Digital Transformation Bible 2020-2025 (<https://digitalstrategy.gov.gr/>) 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

Since the beginning of November 2021, the Ministry of Digital Governance has been working to update the existing National Interoperability Framework (https://www.et.gr/api/DownloadFeksApi/?fek_pdf=20120201301). In this process, all relevant stakeholders were invited and took an active part in shaping the new framework, in order to make it more effective and better address existing challenges. In June 2022, the design and implementation phase of the new National Interoperability Framework (https://www.e-gif.gov.gr/wp-content/uploads/2022/06/%CE%A01_%CE%A0%CE%BB%CE%B1%CE%AF%CF%83%CE%B9%CE%BF_%CE%94%CE%B9%CE%B1%CE%BB%CE%B5%CE%B9%CF%84%CE%BF%CF%85%CF%81%CE%B3%CE%B9%CE%BA%CF%8C%CF%84%CE%B7%CF%84%CE%B1%CF%82_v1.1_new.pdf) was completed at the Ministry of Digital Governance in strong cooperation with academic bodies as well as public and private sector bodies. The new National Interoperability Framework meets the requirements of the existing European and Greek legislation, as well as the European Interoperability Framework. The innovation behind the updated National Interoperability Framework is that it is accompanied by an integrated governance model that ensures its sustainability through the public participation of all public and private sector stakeholders, as well as an Implementation Guide, which will contribute decisively to the design, implementation and evaluation of major ICT projects, as well as to the development of integrated interoperable public services. In addition, a new portal, called the new Digital Portal for the National Interoperability Framework (<https://www.e-gif.gov.gr/>), was developed. It aims to become the national focal point of digital collaboration and reporting on interoperability issues for the public and private sector, while it is also an important effort to activate the Interoperability Community, thus meeting a demand of years. The new portal also aims to be the Knowledge and Support Centre for interoperability and to help enhance the efficiency of the executives of organisations involved in the implementation of digital services, as well as to meet the modern requirements of the vision of an Interoperable Europe. It currently provides the existing information on the current framework, while it has been enriched with material from the wider field of interoperability at both National and European level, as well as in a wide variety of thematic areas such as technical, operational, educational and financial.

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

Yes

No

54. If yes, please provide link and detail.

New legislation regarding open data re-use and incorporating the 2019/1024 EU Directive (law 4727/2020, chapter I - see http://www.et.gr/idos-nph/search/pdfViewerForm.html?args=5C7QrtC22wHUdWr4xouZundtvSoClrL8yb711HobT0h5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx3UnKl3nP8NxdnJ5r9cmWYJWelDvWS_18kAEhATUkJb0x1LIIdQ163nV9K--td6SIuamaZppf1YGuFqs-72Wsf7c7-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) is the national portal for the dissemination of open data. It is the central directory of the public administration that provides free access to databases of Greek government agencies and is dynamically updated through established procedure.

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.

55. 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

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

Since 2021, the Ministry of Digital Governance has adopted the new national digital strategy for the years 2020-2025, as outlined in the Digital Transformation Bible, which establishes the foundational principles, framework, and guidelines for the country's digital transformation. In the DTB, artificial intelligence is recognized as one of the components of the Advanced Technologies Strategic Intervention Axis, aiming to integrate modern technologies across all sectors of the economy. Specifically, the DTB outlines a national strategy for the development and utilization of artificial intelligence in Greece. The document, drafted by a dedicated committee of respected academics and experts, defines national priorities and analyzes specific actions leading to pilot projects in various policy areas.

Law No. 4961/2022 (Government Gazette, Series I, No. 146/27.07.2022) establishes the necessary provisions to develop suitable safeguards for protecting the rights of individuals and legal entities, as well as enhancing accountability and transparency in the use of artificial intelligence systems.
https://www.et.gr/api/DownloadFeksApi?fek_pdf=20220100146

The Ministry of Digital Governance has prepared and will soon publish the National Strategy for Artificial Intelligence, which outlines the framework and policies for AI development and implementation in Greece. The strategy comprises a coordinated set of actions aimed at maximizing benefits and minimizing risks to the economy and society. It is fully aligned with EU AI policies, recommendations and relevant initiatives, while also reflecting on the country's socio-economic priorities, including economic growth, digital transformation, promotion of EU values and fundamental rights, and public service.

In December 2020, Greece completed the tender process for 26 GHz bands. To facilitate the development of the 5G ecosystem, the Ministry of Digital Governance established a state-run investment fund known as the Phaistos Fund. Its purpose is the investment in businesses (start-ups or otherwise) which are active in the research and/or development of solutions based on 5G. 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) (https://www.ilo.org/dyn/natlex/natlex4.detail?p_lang=en&p_isn=104600&p_count=15&p_classification=01) 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. 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. <https://digital-strategy.ec.europa.eu/en/news/new-5g-cross-border-corridor-connected-and-automated-mobility-announced-digital-assembly-2018>

57. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes

No

58. If yes, please provide link and detail.

Yes, Law No. 4961/2022 (Government Gazette, Series I, No. 146/27.07.2022)
https://www.et.gr/api/DownloadFeksApi?fek_pdf=20220100146

With regard to the public sector, Law No. 4961 stipulates that public sector entities can only use artificial intelligence systems to support decision-making or the adoption of acts that affect the rights of individuals or legal entities if such usage is expressly provided for in a special provision of law that includes appropriate safeguards for protecting those rights. As part of this requirement, any public sector body intending to use an artificial intelligence system must conduct an algorithmic impact assessment before the system becomes operational. This assessment includes considerations such as the intended purpose, the public interest served by the system, the potential risks to the rights, freedoms, and legitimate interests of individuals or legal entities, and the expected societal benefits in relation to the potential risks and consequences associated with the system's use.

Additionally, the National Transparency Authority is designated as responsible for enhancing transparency, integrity, and accountability. It is tasked with receiving, processing, evaluating, and investigating any complaints or petitions. Each entity is also obligated to maintain a register of its AI systems and their uses.

Furthermore, an Artificial Intelligence Observatory is established to develop and update performance indicators (Key Performance Indicators - KPIs) and provide information on successful examples, best practices of AI usage in both private and public sectors, and the impact of AI activities on the fundamental rights of individuals.

D. Strategy and Implementation**59. Is there a national e-government strategy or equivalent? ***

- Yes
- No

Please provide information where relevant:

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

- Two-year
- Three-year
- Five-year
- Ten-year
- Other

61. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]

*

- Yes
- No

62. If yes, please provide link and detail.

The implementation of the national digital strategy was a joint effort of both public and private initiative. Both sectors contributed to this goal, implementing the projects in their entirety, from the primary planning stage, to their completion and production operation, as well as finding appropriate sources of funding. As a result, all the projects that have been included in the DTB are financed by a multitude of different sources, such as the Partnership Agreement for the Development Framework of the European Structural and Investment Funds (ESIF), the Recovery and Resilience Facility (RRF), the State Budget and Public Investment Budget. Cumulatively, the budget of the projects included in the DTB refers to approximately 7.4 billion euros.

In addition, there is also the Digital Transformation Programme run by the Managing Authority for the Digital Transformation Programme. The Digital Transformation Programme 2021-2027, funded by the European Regional Development Fund (ERDF) and European Social Fund Plus (ESF+), contributes to the vision for Digital Greece and the promotion of the economic transformation of the country, through:

- The provision of new and upgraded public digital services and applications to businesses and citizens
- Ensuring the interoperability of digital systems and services
- The development of digital platforms to support business activity
- The digital transformation of local government
- Ensuring high-speed connectivity
- Meeting digital skills needs
- Integration of cutting-edge technologies

The budget of the Digital Transformation Programme 2021-2027 amounts to € 943,004,309 (public expenditure).

<https://www.digitalplan.gov.gr/dimosievma/102/programma-psifiakos-metaschimatismos-2021-2027>

Moreover, the Recovery and Resilience Facility (RRF) has a specific section for the digital transition <https://greece20.gov.gr/pylwne-aksone/>

63. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail **including specific reference to an implementation roadmap.** *

Yes

No

64. Please provide link and detail.

The National Recovery and Resilience Plan Greece 2.0 was adopted on 13 July 2021 by the Economic and Financial Affairs Council of the European Union (Ecofin). Greece 2.0 includes an integrated and coherent set of reforms and investments (106 investments and 68 reforms), structured around four pillars:

1. Green transition
2. Digital Transformation
3. Employment, skills and social cohesion
4. Private Investments and Transformation of the economy

The National Recovery and Resilience Plan (NRRP) "Greece 2.0" aspires to lead the country's economy, institutions and society into a new era; to spark a paradigm shift towards a more extroverted, competitive and green economic model, matched with a more efficient, less bureaucratic, digitalised state, a more growth-friendly tax system, a dramatically reduced informal economy, and a strong, resilient and inclusive social safety net.

The Digital Transformation Bible 2020-2025 (DTB) is aligned with the above-mentioned pillars through six distinct strategic axes of digital transformation:

1. Connectivity
2. Digital Skills
3. Digital Public Services
4. Digital Business
5. Digital Innovation
6. Advanced Technologies
7. Integration of Technology in every sector of the economy

<https://digitalstrategy.gov.gr/en/>

<https://greece20.gov.gr/en/>

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

Yes

No

66. Please provide link and detail.

Greece prioritises actions towards SDGs 6, 7, 11, 12, 13, 14 and 15 with an environmental dimension:

- 6. Ensure availability and sustainable management of water and sanitation for all
- 7. Ensure access to affordable, reliable, sustainable and modern energy for all
- 11. Make cities and human settlements inclusive, safe, resilient and sustainable
- 12. Ensure sustainable consumption and production patterns
- 13. Take urgent action to combat climate change and its impacts
- 14. Conserve and sustainably use the oceans, seas and marine resources for sustainable development
- 15. Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.

Greece aims to revisit its overall development through an 'SDGs lens', hoping to boost the economy, stimulate decent employment, strengthen social protection and inclusion, and protect the environment and natural capital. It also approaches SDGs through a long-term institutional mechanism that takes an approach supported by the whole government. This includes an Interministerial Coordination Network comprising representatives from line ministries and steered by the presidency of the government which has undertaken the role of coordinating national efforts to achieve the SDGs from a long-term perspective.

<https://www.eea.europa.eu/themes/sustainability-transitions/sustainable-development-goals-and-the>

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

Yes

No

68. Please provide link and detail.

An important priority of the new digital strategy is to transform cities, communities and rural areas into smart and sustainable ones, in which citizens will enjoy living and working. Our goal is for every community to be able to benefit from the economic and social benefits of digital transformation, without being left on the sidelines. To achieve this goal, significant public and private investments will be made in digital services, technologies, infrastructure and skills. Digital transformation will help our cities and communities achieve their climate goals and reduce their environmental footprint, while encouraging citizen participation and contributing to the prosperity of businesses of all kinds, including SMEs and young people.

https://digitalstrategy.gov.gr/project/smart_cities

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

Yes

No

70. Please provide link and detail.

Digital Transformation Bible 2020-2025

Regarding digital inclusion in the Digital Transformation Bible 2020-2025, enhancing digital accessibility is recognized as a foundational element and an accelerator for the digital transformation of public administration, as well as the entire Greek economy and society. The document outlines horizontal interventions and projects aimed at achieving this goal, which are depicted as non-exhaustive and spanning across various sectors.

Recently a guide for the digital accessibility of public sites and mobile applications has been issued based on the W3C good practices.

<https://www.e-gif.gov.gr/%ce%bf%ce%b4%ce%b7%ce%b3%cf%8c%cf%82-%cf%88%ce%b7%cf%86%ce%b9%ce%b1%ce%ba%ce%ae%cf%82-%cf%80%cf%81%ce%b9%cf%83%ce%b2%ce%b1%cf%83%ce%b9%ce%bc%cf%8c%cf%84%ce%b7%cf%84%ce%b1%cf%82-%ce%b3%ce%b9%ce%b1/>

https://www.secdigital.gov.gr/wp-content/uploads/2023/05/Accessibility_Guide.pdf

No one is left behind in the digital age! The development of appropriate digital skills in terms of human resources is an integral part and plays a key role in the well-being of society as well as the uninterrupted operation of the state and the economy. The Ministry of Digital Governance formulates and implements a coherent strategy and promotes important interventions for the acquisition and enhancement of the basic, intermediate and advanced digital skills of all citizens. https://digitalstrategy.gov.gr/en/axe/digital_skills

E-participation and engagement is also reflected in the 5th Open Government Action Plan that was submitted to the Open Government Partnership Initiative in 2022 (<https://www.opengovpartnership.org/members/greece/#current-action-plan>).

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

- Yes
- No

72. Please provide link and detail.

Open access, reuse and maximization of public sector data will enhance participation, transparency and public scrutiny and promote entrepreneurship as well as ensure that businesses, especially start-ups and those in the sector of new technologies, will have the necessary raw material to develop value-added services. The strategic focus is on developing actions for the gradual use of data as a fundamental infrastructure and development resource. The start is given by high-value data or Public Purpose Data, then follows the data in selected thematic areas (e.g. economy and business) and ends with the effective use of public, business, scientific and personal data on a massive scale. The integrated approach and facilitation of scaling is based on data life cycles per thematic area (eg health, mobility, culture, environment).

Digital Transformation Bible 2020 - 2025 (digitalstrategy.gov.gr) https://digitalstrategy.gov.gr/sector/open_data

Through thematic repositories, value creation is envisaged through the improvement of decision-making by the Public Administration as well as the better administrative service of the citizen. At the same time, the creation of value is foreseen by the development of artificial intelligence applications with various applications in various policy axes as well as by the provision of data to enhance research and education. Above all, however, substantial support is provided for businesses, especially start-ups, by making data-driven business development plans sustainable while creating business ecosystems and synergies with multiplier benefits for society and development.

https://digitalstrategy.gov.gr/en/sector/data_repositories

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

- Yes
- No

74. Please provide link and detail.

The new ID cards are expected to have the appropriate digital characteristics in order to allow citizens to digitally identify themselves. As far as the new ID cards are concerned, they will be in colour and have the appropriate digital content. Citizens can use them for the authentication of their identity, but their main purpose is for citizen's access to basic services from their computer. In the first phase, the services that will be provided by the digital IDs are all those that are currently implemented by the CSCs (Citizen Service Centres), such as for example authorizations or responsible declarations.

https://digitalstrategy.gov.gr/project/ylopoiisi_ergoy_neon_taytotiton

In addition to that, there is specific reference to the Identification center.

<https://digitalstrategy.gov.gr/sector/identification-centre>

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

- Yes
- No

76. Please provide link and detail.

The main guiding principles are a prerequisite for the successful implementation of the digital transformation. The adoption of the guiding principles is mandatory for every action and every IT project of the general government and they are priorities for the digital strategy of every independent authority that has an important role in the implementation of the digital transformation.

Digital services by default

The Greek state should gradually introduce and establish the provision of services through digital channels as the preferred option for any interaction of the state with the citizens, without of course excluding other channels of communication for citizens who do not have access to digital channels.

"Once only" principle

Citizens and businesses must submit the required information "only once" in their interaction with the State.

By definition interoperable

The design of interconnected, citizen-centric services requires the adoption of interoperability policies, in order to ensure the uninterrupted execution of their work and the abolition of existing organizational "silos".

Inter-channel digital services

Public digital services should be given priority over new, "smart" mobile devices. The user should be provided with a seamless digital public service experience regardless of which device they use to access.

Citizen-centric approach to digital services design

The redesign of digital services must be citizen-centric, with the aim of providing integrated services that are closer to the customer and meet their needs.

Reuse of structural elements and solutions

The implementation of digital services must be based on modern development models that ensure the reuse of building blocks and solutions, adopt widespread standards and follow specific quality standards.

Adoption of open and participatory procedures for the design and evaluation of digital services

The evaluation of existing digital services and the design of any new or simplified digital service should be done through collaborative co-configuration processes with all stakeholders and other participants.

Unblocking and universal accessibility

Redesigned digital services should be accessible to all and not just to select populations that are digitally familiar.

Facilitating cross-border service to citizens

The Public Administration must facilitate the mobility of the citizens, especially in the context of the European Union and in conditions of increased movements of its citizens.

Reliability and trust

A key prerequisite for building trust and adopting digital services is reliability in their use with an emphasis on usability and continuous and uninterrupted availability on a 24 X 7 basis.

Openness and enhancement of transparency

By sharing data between public bodies, the empowerment of the citizens and the increase of the transparency in the operation of the Public Administration and in the transactions of the citizens and companies with it, is achieved.

Development of secure software and systems from their design

A key prerequisite for the adoption and use of digital services by citizens and businesses is the implementation of a series of actions that will improve the security of systems and services provided by public bodies.

Adoption of flexible models for the design, implementation and supply of projects and services

The public administration should apply flexible models of setting requirements, planning, implementation and monitoring, for the smooth, timely and quality delivery of actions that implement digital transformation.

Simplification of Procedures

The new structure of the Ministry of Digital Governance ensures the central, horizontal coordination of the relevant actions through the General Secretariat for Digital Governance and Simplification of Procedures and the Bureaucracy Observatory which is responsible for the public policy of these administrative procedures.

https://digitalstrategy.gov.gr/en/guiding_principles

77. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? *

Yes

No

78. Please provide link and detail.

A key principle in the design of new e-services is interoperability-by-design, which concerns the technical, semantic and organisational levels. Complementary to the existing interoperability and mainly for the flexible exchange and updating of data between public sector systems and services, the National Data Corridor infrastructure will be implemented, consisting of a centralised (national level) installation of a platform for servicing data streams. This will allow the gradual exploitation of architectural approaches based on asynchronous production and asynchronous and scalable consumption of data-products and domain-events in real time between distributed public services and processes, while avoiding strong interdependencies between them at the technological level. This will foster interoperability between existing heterogeneous systems, the organised and secure real-time availability of their data changes concerning third parties and enable the development of domain services that can easily disseminate their primary data and/or their changes to services and systems that need them. This infrastructure can be used to facilitate the orchestration of communications between the processes of heterogeneous public service departments in order to provide integrated services to the citizen. At the same time, it can facilitate the gradual deconstruction of large monolithic systems into more manageable, flexible and cost-effective software modules.

<https://digitalstrategy.gov.gr/en/sector/interoperability>

Moreover, the single point of truth for administrative procedures is the National Registry for Public Services (administrative procedures)

https://en.mitos.gov.gr/index.php/Main_Page

79. **Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]**

Yes

No

80. **Please provide link and detail.**

There is awareness that any action made towards digital transformation is not isolated but influences a larger system. There are no short-term decisions made without any consideration about all environmental and social associated issues (sustainability). The strategy includes a holistic planning method targeting the improvement of entire systems and not only single parts of them. In this context, the national strategy embraces the basic life-cycle thinking.

<https://digitalstrategy.gov.gr/en/>

Moreover, the services offered by the gov.gr portal have a lifecycle approach as mentioned in the digital strategy (gov.gr).

81. **Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]**

Yes

Maybe

82. **Please provide link and detail.**

The Digital Strategy has explicit reference to digital inclusion and accessibility (<https://digitalstrategy.gov.gr/en/sector/accessibility>)

Recently, the digital accessibility guide for websites and mobile applications of Greek public administration organizations was published. This "guide" is the first attempt of the Greek public administration to develop a complete, structured and concise Manual on digital accessibility. The aim is to clarify all relevant concepts, such as usability and inclusion, as well as provide practical advice and guidance on issues such as user participation in the assessment of digital accessibility.

https://www.secdigital.gov.gr/wp-content/uploads/2023/05/Accessibility_Guide.pdf

Furthermore, the state maintains the Citizen Service Centers – KEP (over 10000 in the country) which citizens can visit and be assisted in their transactions with public administration. Assistance by the Citizen Service Centers can also be provided through teleconference by use of the service myKEPlive.

(<https://www.gov.gr/ipiresies/polites-kai-kathemerinoteta/ex-apostaseos-exuperetese-politon/exuperetese-me-telediaskepse-apo-kentro-exupereteses-politon-kep>)

83. **Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]**

Yes

No

84. **Please provide link and detail.**

There is a specific reference that the gov.gr portal will provide all public services digitally.
(https://digitalstrategy.gov.gr/en/project/psifiaki_exypiretisi_politon_kai_epixeirseon_meso_tis_eniaias_psifiakis_pylis)

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

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

The Digital Transformation Bible 2020-2025 describes the design and formulation of a national strategy for the development and utilization of artificial intelligence in our country. The text is formed by a special committee of academics and experts of recognized value, describes the national priorities and analyzes the individual actions that will lead to specific pilot applications per policy area. At the same time, the possibilities of utilizing artificial intelligence in public administration will be analyzed, for the improvement of internal functions and the design of better services for citizens and businesses. Such indicative applications could be automatic control mechanisms to combat tax evasion, to monitor the system of fuel inputs and outputs, to automatically codify legislation or to establish a system of risk forecasts related to civil protection.
https://digitalstrategy.gov.gr/sector/digin_ai

86. Robotics - please provide link and detail:

Introduction of Robotic Process Automation technologies to reduce repetitive administrative tasks.
(https://digitalstrategy.gov.gr/en/project/eisagogi_technologion_robotic_process_automation_gia_ti_meiosi_ton_epanalamvanomenon_dioikitikon_erg) Advanced and integrated production, automation and robotics systems.
(https://digitalstrategy.gov.gr/en/project/proigmena_kai_olokliromena_systimata_paragogis_aytomatismoy_kai_rompotikis)

87. Blockchains - please provide link and detail:

Blockchain technologies can be used as a tool of digital transformation in cases where a validated and immutable record of transactions and operations is required. Blockchain technologies are based on distributed networks of servers where all transactions are recorded. These networks can be public, where the recording of transactions is open to all, usually for a fee, or permissioned, where the recording of transactions is done by specific participants. In the case of controlled blockchains, their creation, hosting, and maintenance will be supported by the public entities that will participate in them.
<https://digitalstrategy.gov.gr/sector/tehnologies-blockchain>

88. 5G - please provide link and detail:

The preparation and development of 5th generation networks is a great challenge and requires the implementation of a coherent plan for the country. The General Secretariat for Telecommunications and Post developed an action plan for the development of fifth generation (5G) networks, which prescribed a clear regulatory and legislative framework and took initiatives to ensure the provision of financial incentives and encourage the development of 5G infrastructure. The regulatory framework now supports investment in the development of 5G networks and services, while the state will promote the development of innovative 5G services and applications, as well as their adoption by sectors of the economy. After the above, General Secretariat aims to strengthen fiber optic infrastructures, create innovative digital infrastructures, develop 5th generation wireless broadband networks at national level and strengthen the competitiveness of key economic sectors (tourism, agricultural production, transport), through the development new innovative applications that will capitalize on the advantages of 5G networks. In this direction, Law 4727/2020 instituted the creation of the "Faistos" Fund, which will invest in start-ups active in the development of applications that take advantage of the characteristics of 5th generation networks. The action plan is specialized in three axes: Specifications of a favorable regulatory and legislative framework for the development of 5th generation (5G) infrastructures, Upgrading of fixed network infrastructures, Allocation of radio frequency spectrum.
<https://digitalstrategy.gov.gr/project/mobile-5g>

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

Digital technologies are radically changing all sectors of the economy. The application and adoption of digital technologies as well as the utilization of digital skills are no longer an optional action for businesses but a key survival factor. Regarding the actions of production automation, use of Industry 4.0 technologies (eg Big data analytics, Internet of Things - IoT, Simulation and modelling, Cybersecurity, forecast maintenance, etc.), it is observed that the largest industrial companies have already started serious investments. Several projects include IoT technologies. Below there are two examples.

- 1) https://digitalstrategy.gov.gr/en/project/psifiaki_ypostirixi_gia_tin_exoikonomisi_energeias_se_dimosia_ktiria_me_chrisi_ergaleion_iot
- 2) https://digitalstrategy.gov.gr/en/project/psifiaki_ypostirixi_gia_tin_exoikonomisi_energeias_se_idiotika_ktiria_me_chrisi_ergaleion_iot

90. **Invisible/anticipatory/proactive/seamless services [NEW]:**

The Digital Transformation Bible in the context of the Public Administration Domain encourages the pro-active evidence exchange among the public organization that offer public services. In this regard, a platform will be developed for this reason.
(https://digitalstrategy.gov.gr/project/platforma_aytepaggeltis_anazitisis_eggrafon_kai_dikaiologitikon)

91. Others - please provide link and detail:

https://digitalstrategy.gov.gr/sector/digin_high_spec_cs

The Digital Transformation Bible 2020-2025 acknowledges advanced technologies as a strategic intervention axis, encompassing projects and processes for the application and utilization of Research and Education Infrastructure, Quantum-resistant cryptography applications - EuroQCI, Artificial Intelligence, Blockchain, and High-Performance Computer Systems.

High Performance Computing: The purpose of strengthening government action in this area is to utilize the potential offered by supercomputers in both public administration and the competitiveness of Greek small and medium-sized enterprises, through a European program aimed at equipping European SMEs with relevant know-how.

https://digitalstrategy.gov.gr/sector/digin_high_spec_cs

92. 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

93. Please provide link and detail.

European Digital Strategy. https://commission.europa.eu/strategy-and-policy/priorities-2019-2024/europe-fit-digital-age/europes-digital-decade-digital-targets-2030_en

European Strategy for artificial intelligence
Strategy for artificial intelligence

Shaping Europe's digital future (europa.eu) OECD: <https://www.oecd.org/>

Greece is implementing commitments from their 2022-2024 Action Plan as part of their membership in the Open Government Partnership.
(<https://www.opengovpartnership.org/members/greece/>).

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

Yes

No

95. 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. <https://foresight.gov.gr/>

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

Yes

No

97. Please provide link and detail.

98. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? [NEW]

Yes

No

99. Please provide link and/or details.

There is an annual ex-ante evaluation report composed for monitoring the progress made. In accordance with the Law 40/2020 "Organization of the Ministry of Digital Governance" (A'85), the Digital Strategy Department of the Ministry of Digital Governance carries out an annual assessment of the implementation of the Digital Transformation Paper, as well as the relevant action plans for digital development, and ensures their reform. Each policy domain has its own evaluation and reporting mechanism in relation to the Digital Transformation Bible, e.g. <https://digitalstrategy.gov.gr/sector/oikonomikon>

Monitoring the progress of National Action Plans in the context of Greece's membership in the Open Government Partnership via the respective site: <https://opengovmonitor.gr/>

E. Digital Inclusion and E-Participation

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

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

Yes

No

101. If yes, please provide link and detail.

Gov.gr (https://digitalstrategy.gov.gr/axe/digital_skills)

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 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.

A main criterion for the project that will be included in the DTB is a universal design to ensure accessibility of electronic services, websites and applications from any mobile or other devices to persons with disabilities, based on current legislation. Moreover, the development of basic skills with the possibility of certification in the general population, including people with disabilities is also a target.

(https://digitalstrategy.gov.gr/project/enischysi_ton_psi-fiakon_dexiotion_ton_politon_poy_apascholyntai_se_sygkekrimenoyis_kladoys)

Link: https://digitalstrategy.gov.gr/vivlos_pdf

Moreover a national action plan for the people with disabilities has been issued for this purpose: <https://ypergasias.gov.gr/koinoniki-allilengyi/atoma-me-anapiria/ethniko-schedio-drasis-gia-ta-dikaiomata-ton-amea/>

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

Yes

No

103. If yes, please provide link and detail.

Governance of State
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 Fifth National Action Plan on Open Government 2022 to 2024 was developed with the participation of public sector executives and representatives of other bodies and organizations of Civil Society which formed a Focus (working) Group in that direction. The progress was orchestrated and monitored by a respective website (<https://opengovmonitor.gr/>). The process was additionally reinforced by workshops. The proposed commitments, as a result of the above mentioned open collaborative planning process, serve the national policy priorities as expressed by the Digital Transformation Bible, the needs of citizens and businesses and the proposed directions from the OGP in a coherent, implementable, sustainable and structured 5th National Action Plan that will strengthen Greece's implementation of open government and its participation in the OGP.

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

Yes

No

105. 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
https://www.et.gr/api/DownloadFeksApi/?fek_pdf=20200100184 .

Law 4780/20201 (Government Gazette A'30/28.02.2021) 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. https://www.et.gr/api/DownloadFeksApi/?fek_pdf=20210100030

Law 4823/2021 (Government Gazette A'136/03.08.2021) on upgrading the school, empowering teachers and other provisions sets out the accessibility of schools' websites (article 106). https://www.et.gr/api/DownloadFeksApi/?fek_pdf=20210100136

Law 4779/2021 (Government Gazette A'27/20.02.2021) on the transposition into national law of Directive (EU) 2010/13 of the European Parliament and of the Council of 10 March 2010 on the coordination of certain provisions laid down by law, regulation or administrative action in Member States concerning the provision of audiovisual media services, as amended by Directive (EU) 2018/1808 of the European Parliament and of the Council of 14 November 2018 and other provisions of competence of the Secretariat-General for Communication and Information, establishes the accessibility of audiovisual media services for persons with disabilities. https://www.et.gr/api/DownloadFeksApi/?fek_pdf=20210100027

Law 4994/2022 (Government Gazette A'215/18.11.2022) transposing Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on accessibility requirements for products and services and other urgent provisions to enhance growth, incorporated into Greek legislation this EU Directive with a view to strengthening the functioning of the internal market, as regards accessibility requirements for products and services, increasing the availability of accessible products and services, improving their accessibility to persons with disabilities, creating economies of scale, facilitating cross-border trade and mobility and enhancing innovation. https://www.et.gr/api/DownloadFeksApi/?fek_pdf=20220100215

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

Yes

No

107. If yes, please provide link and detail.

Decision No 10202/2023 (Government Gazette B'447/01.02.2023) established the National Disability Portal and Disability Certification System as a central information system with the aim of creating a single, digitally accessible, reference point for issues related to persons with disabilities.
https://www.et.gr/api/DownloadFeksApi/?fek_pdf=20230200447

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

Yes

No

109. If yes, please provide link and detail.

Digital Transformation Bible 2020-2025
https://digitalstrategy.gov.gr/axe/digital_skills

There is also an Action Plan for Gender Equality 2021-2025 with a lot of action to promote women in various aspects (<https://isotita.gr/esdif-2021-2025/>)

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

Yes

No

111. If yes, please provide link and detail.

The National Academy for Digital Skills (NADS) is the evolution of the National Digital Academy (aggregator of educational content) founded in 2020 and it is a core initiative of the Hellenic Ministry of Digital Governance, that responds to the emerging need of providing Greek citizens with high quality educational content on digital skills. The NADS' ambition is to increase the digital literacy of the general population and foster the sectorial digital competences by means of:

- Design and implementation of national initiatives through educational activities which enhance digital literacy, digital citizenship, digital upskilling and reskilling while promoting inclusion;
- Development of Massive Open Online Courses (MOOCs) aligned with the European Frameworks on Digital Competences;
- Hosted MOOCs provided by acclaimed institutional and market actors;
- Participation in National, European and International Digital Transformation projects in order to provide consultation on methodologies for skills profiles, as well as to collaborate in producing educational content, in alignment with the European Frameworks, the National Strategy and the National Framework for Digital Competences.

The current courses portfolio has evolved to 323 courses organised in 6 core digital domains, addressing 34 related fields with respective generic or specialised content, created by 40 expert providers. Focusing on Digital skills for citizens, the NADS offers more than 150 courses on the 5 key areas of digital competences as for the European Commission's Digital Competence Framework for Citizens, either by selection of individual courses and level or by use of the Digital Competences Assessment Tool, which is an enabler for drafting a personalised curriculum. In this context, the launch of the "Digital Citizen" pathway in early 2022, provided citizens with a pack of 5 new courses underpinning basic digital skills. Focusing on Digital skills for professionals, the NADS offers 217 courses for 8 sectorial professional profiles in order to keep pace with new learning and addressing new digital skills requirements to support in generating growth, employment and social inclusion. Focusing on initiatives for Digital skills for all the synergies of NADS and Local Government have delivered the "3rd e-age: Digital empowerment of the Elderly", aiming to prevent the Elderly from social exclusion by bridging the digital literacy gap. The program has been successfully launched in June 2022 in two municipalities and replicated in four, while there is a plan for further geographical expansion in 2023. The initiative provides customised guidance, tailored training and personalised support to the elderly in order to develop basic digital skills, perform digital tasks independently and foster inclusion in the Digital World. NADS has also delivered a pilot action on supporting women's participation in digital technologies and leadership positions while further collaboration with Local Government, academia and NGOs will promote women's entrepreneurship by means of Digital Crafting. Finally, the NADS' commitment to innovation is indicated by the program "Digital Citizenship for children", which aims to create a learning community among parents, teachers and child healthcare professionals in order to holistically address the contemporary challenges of the children's digital activity in terms of cybersecurity, risk of addiction and exposure to bullying as well as managing own digital footprint.

Link: <https://nationaldigitalacademy.gov.gr/>

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

Yes

No

113. 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

The Ministry of Digital Governance participates in several social media platforms. Examples are shown below:

<https://www.facebook.com/MinDigitalGr/>

<https://twitter.com/MinDigitalGr>

<https://www.gov.gr/contact>

<https://www.facebook.com/GRdigiGOvinnoHUB>

114. If yes, please include any guidelines for government officials/institutions on the use of social media.

Usually, public organizations have guidelines for the use of social media. An indicative example is below: (<https://hellenicnavy.gr/odigos-orthis-xrisis-koinonikon-diktyon/>)

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

Yes

No

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

The opengov portal provides the comments that were submitted during public consultation of legislation policies etc. <http://www.opengov.gr/home/>

F. Usage, User Satisfaction and Evaluation

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

Yes

No

118. If yes, please provide link and detail.

https://lookerstudio.google.com/u/0/reporting/e0f30054-9655-44f2-879e-19e5dfa5dd96/page/p_nqe16eyeoc

119. Does the Government collect usage data with dis-aggregation by gender? *

Yes. Google analytics stats.

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

Yes

No

121. If yes, please provide link and detail.

Some services measure user opinion and satisfaction. For instance, see https://mitos.gov.gr/index.php/%CE%91%CF%81%CF%87%CE%B9%CE%BA%CE%AE_%CF%83%CE%B5%CE%BB%CE%AF%CE%B4%CE%B1

122. Does the Government collect user satisfaction data with dis-aggregation by gender? *

No.

G. Partnership and International Cooperation [NEW]

123. **Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW] ***

A Memorandum of Cooperation between Greece and the United Arab Emirates was signed in order to strengthen 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/>

124. **Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW] ***

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THANK YOU

125. **Please provide any other information that will help us in understanding e-government development in your country. [NEW] ***

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126. **Consent to publish this Questionnaire**

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

Yes

No

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