

# CYPRUS

## 2023 Digital Public Administration factsheets

### Annex 1. Selection of Topics: 2023

#### INTEROPERABILITY & INTEROPERABLE PUBLIC SERVICES



##### Cross-border interoperability

The Republic of Cyprus established the [National eGovernment Interoperability Framework](#) based on the European Interoperability Framework. Currently, several projects have been completed such as the [THESEAS Customs System](#) which is the first fully integrated and web-enabled customs system in Cyprus.



##### Reuse of solutions

The Cyprus Government has built a new delivery model for the development of end-to-end quality digital services – the [Digital Services Factory \(DSF\)](#) model - aiming to improve the quality of life for citizens and businesses by providing 100% of the public services online. The provision of digital services to the public, in a user friendly, efficient and effective way will ultimately facilitate the interaction with public services, without the need for physical presence. The Digital Services Factory (DSF) will develop advanced digital services following an Agile/Scrum methodology, through redesigning and reengineering of procedures, reuse building blocks and following a citizen journey that provides adaptability, response to change and is based on user experience.

In this context, a [framework agreement](#) with the Government Digital Service (GDS) of the UK has been signed for the establishment of this new delivery model based on the UK [example gov.uk](#).

#### INNOVATIVE USE OF TECHNOLOGIES BY THE PUBLIC SECTOR



##### Artificial Intelligence (AI)

The Council of Ministers in Cyprus approved the [National Strategy for Artificial Intelligence \(AI\)](#) in January 2020. The strategy is based on four key pillars set by the European Commission, namely to maximise investment through partnerships, to create national databases, to nurture talents and lifelong learning, and to develop ethical and trustworthy AI. In May 2021, an updated national strategy was introduced, and a specific action plan was prepared, with a timeframe of implementation until 2026.



##### GovTech

The [Digital Services Factory](#) is the first initiative within the Government of Cyprus that adopted the cloud Platform-as-a-Service (PaaS) service type. A unified public cloud environment has been created including automated operations and processes (CI/CD operations) to ensure fast and secure deployment of all citizen-facing services. The Framework for the Digital Transformation of the Government Services created a Digital Market Place that will enable efficiencies and better collaboration and engagement with the private sector.

The Ministerial Council and the Minister of Research, Innovation and Digital Policy signed a memorandum of understanding with the UK's Government Digital Service aiming to leverage the UK's experience on digital transformation and user-centered public digital services.



### Data spaces and Smart Data Platforms

"Smart City" project is expected to be implemented by 2026. The National Platform 'CY Smart City Platform' will support the three priorities (vertical solutions) provided below that the main municipalities of Cyprus have indicated, and the relevant landmark and goals included in the Recovery and Resilience Fund (RRF), while at a later stage, additional vertical solutions can be added to it. The priority areas of the vertical solution are for smart parking spaces, for smart lighting, and for smart waste management.



### Data exchanges with and within public administrations

The Government Data Network (GDN) interconnects all government information systems and organisations. GDN is a broadband network based on L3 Ethernet technology over which all government systems are interconnected, exchanging information via web workflow technologies. GDN provides a secure and fast interconnection between the various local area networks of the civil service (intranet), and furthermore facilitates a secure and fast connection of government organisations to the Government Internet Node (GIN).

The GIN provides an interface between government information systems and the internet, thus offering internet, extranet and intranet services to all public entities, civil servants, and citizens/businesses.