GREECE
2023 Digital Public Administration factsheets
Annex 1. Selection of Topics: 2023

INTEROPERABILITY & INTEROPERABLE PUBLIC SERVICES

Cross-border interoperability

EUGO is the Point of Single Contact (PSC) portal that allows European citizens to get the information they need and complete administrative cross-border procedures online. Through EUGO, citizens and businesses can explore business opportunities or expand their services to another EU country, they can set up a new business abroad and they can find out about legislation, rules and bureaucratic procedures in place.

Digital-ready policymaking

Since the end of November 2021, the Ministry of Digital Governance has been working on the update of the existing National Interoperability Framework that also includes specific recommendations for the digital readiness assessment. In this process, all relevant stakeholders have been invited and have taken an active part in shaping the new framework, in order to better address the existing challenges and to be more effective. In June 2022, the design and implementation phase of the new National Interoperability Framework was completed at the Ministry of Digital Governance in strong cooperation with stakeholders from public and private sector and Academia. The new National Interoperability Framework meets the requirements of the existing European and Greek legislation, as well as the European Interoperability Framework (EIF) and also respects the approach for a reinforced interoperability strategy.

INNOVATIVE USE OF TECHNOLOGIES BY THE PUBLIC SECTOR

Artificial Intelligence (AI)

Greece has introduced a new Law 4961/2022 on Emerging information and communication technologies, reinforcing digital governance and other provisions. The purpose of the law, as far as AI is concerned, is to establish arrangements to develop appropriate guarantees in order to safeguard the rights of natural and legal persons and to enhance accountability and transparency in the use of AI systems. Specifically, it introduces the establishment of an AI Observatory as well as a registry of AI systems in the public sector, establishes monitoring mechanisms for the development of AI technology and the National Strategy for AI. Moreover, it establishes a complaint mechanism under the Greek National Transparency Authority and foresees the obligation to inform on the use of artificial intelligence in the labour sector. The draft Ministerial decision for the AI observatory operations is under preparation and is expected to be published soon.

GovTech

The exploitation of the European Digital Innovation hub for the Govtech has already started. Important contribution at this stage is the work that is being done under the digiGOV. A lot of workshops are being implemented and planned to set the priorities and needs in the context of Digital Governance and emerging technologies.

Data spaces and Smart Data Platforms

There is still no framework in Greece that concerns exclusively Data Spaces. In general, the Greek Data Spaces initiatives are based on a set of principles, including the protection of personal data and privacy, the promotion of data sovereignty and the use of open standards and interoperability. It is also closely linked to the EU's General Data Protection Regulation (GDPR), which lays down rules for the processing and handling of personal data in the EU.

Data exchanges with and within public administrations

Data exchanges with and within public administrations is regulated by Law No. 4727/2020 and especially chapter IB. Moreover, the following platforms and applications contribute to the exchange of data between public administrations: Central Electronic Document Routing System, Interoperability Centre, Interface between the Independent Public Revenue Authority Information Systems and eGovernance Social Security S.A., BI-Health and Geodata.