Digital Public Administration factsheet 2021

Latvia

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Please note that the data collection exercise for the update of the 2021 edition of the Digital Public Administration factsheets took place between March and June 2021. Therefore, the information contained in this document reflects this specific timeframe.

1 | Country Profile

1 Country Profile

1.1 Basic data

Population: 1 913 822 inhabitants (2019)
GDP at market prices: 29 334 million Euros (2020)
GDP per inhabitant in PPS (Purchasing Power Standard EU 27=100): 72 (2020)
GDP growth rate: -3.6%
Inflation rate: 0.1%
Unemployment rate: 8.1%
General government gross debt (Percentage of GDP): 43.5% (2020)
General government deficit/surplus (Percentage of GDP): -4.5% (2020)
Area: 64 562 km²
Capital city: Riga
**Official EU language**: Latvian
Currency: EUR

Source: Eurostat (last update: 28 June 2021)

1.2 Digital Public Administration Indicators

The following graphs present data for the latest Generic Information Society Indicators for Latvia compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the Internet for interacting with public authorities in Latvia
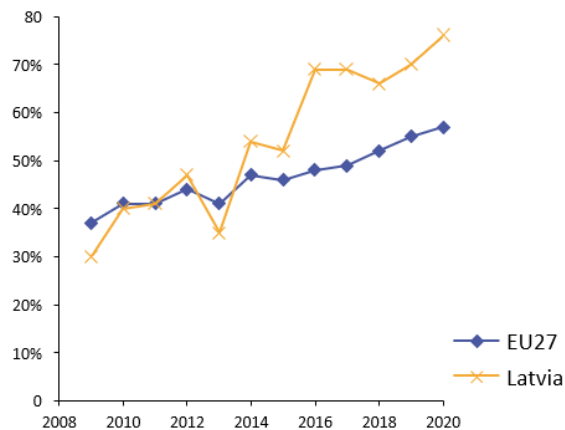
Source: Eurostat Information Society Indicators

Percentage of individuals using the Internet for obtaining information from public authorities in Latvia
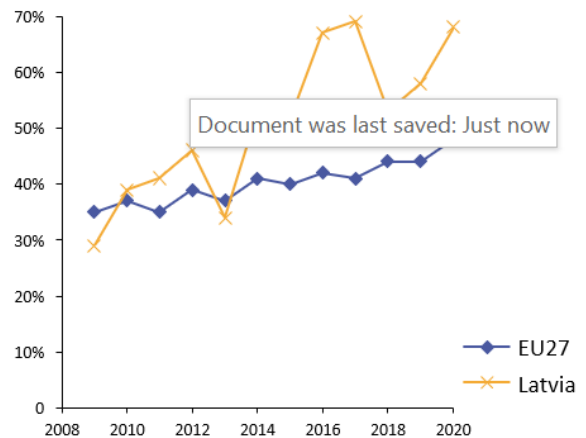
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Source: Eurostat Information Society Indicators

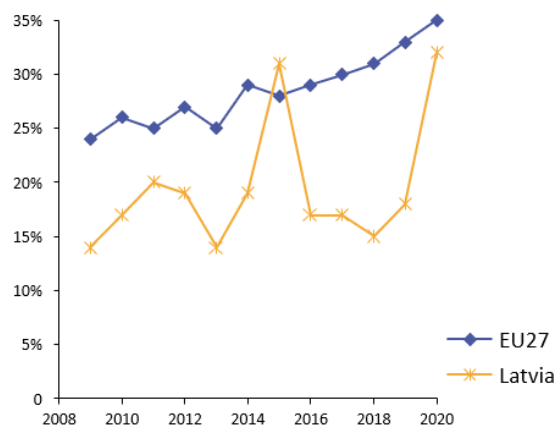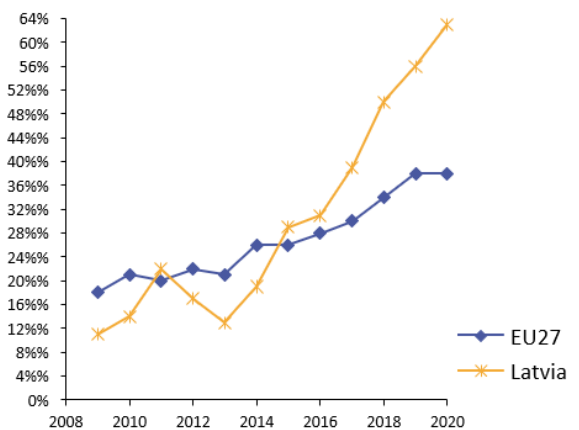Percentage of individuals using the Internet for downloading official forms from public authorities in Latvia

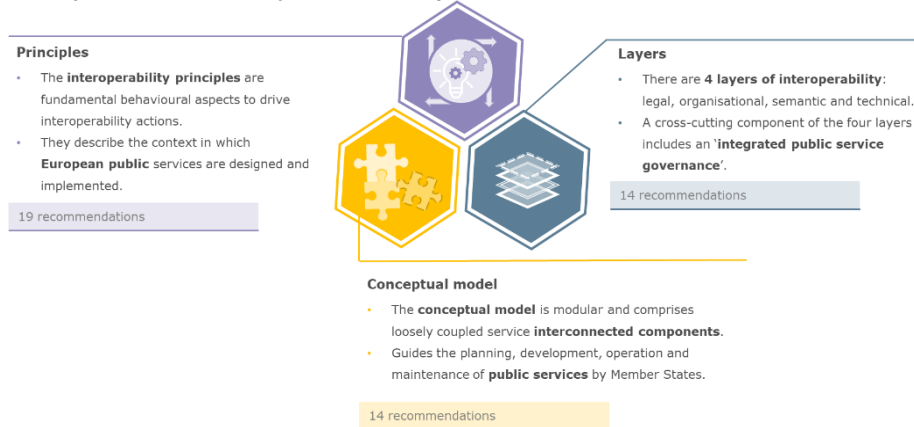Source: Eurostat Information Society Indicators

Percentage of individuals using the Internet for sending filled forms to public authorities in Latvia

Source: Eurostat Information Society Indicators

1.3 Interoperability State of Play

In 2017, the European Commission published the European Interoperability Framework (EIF) to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations. The picture below represents the three pillars of the EIF around which the EIF Monitoring Mechanism was built to evaluate the level of implementation of the EIF within the Member States. It is based on a set of 71 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.

Principles
- The **interoperability principles** are fundamental behavioural aspects to drive interoperability actions.
- They describe the context in which **European public** services are designed and implemented.

19 recommendations

Layers
- There are **4 layers of interoperability**: legal, organisational, semantic and technical.
- A cross-cutting component of the four layers includes an '**integrated public service governance**'.

14 recommendations

Conceptual model
- The **conceptual model** is modular and comprises loosely coupled service **interconnected components**.
- Guides the planning, development, operation and maintenance of **public services** by Member States.

14 recommendations

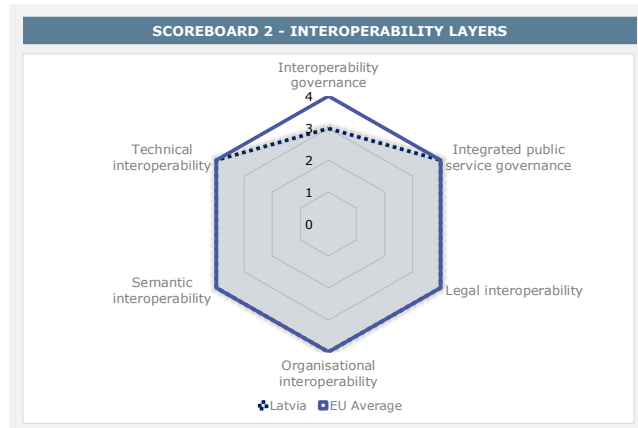Source: European Interoperability Framework Monitoring Mechanism 2020

For each of the three pillars, a different scoreboard was created to breakdown the results into their main thematic areas (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The thematic areas are evaluated on a scale from one to four, where one means a lower level of implementation and 4 means a higher level of implementation. The graphs below show the result of the second EIF Monitoring Mechanism data collection exercise for Latvia in 2020.

SCOREBOARD 1 - TWELVE PRINCIPLES

Latvia   EU Average
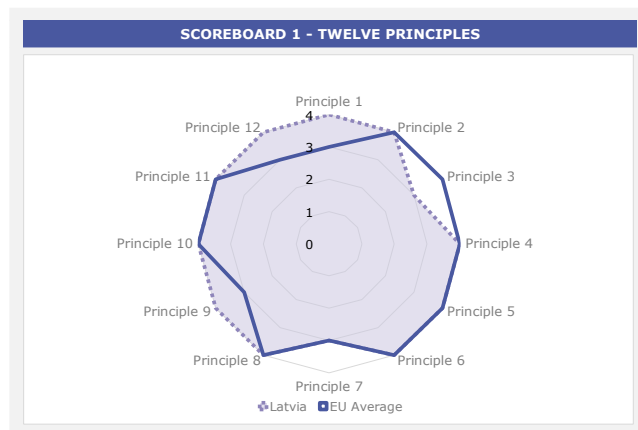
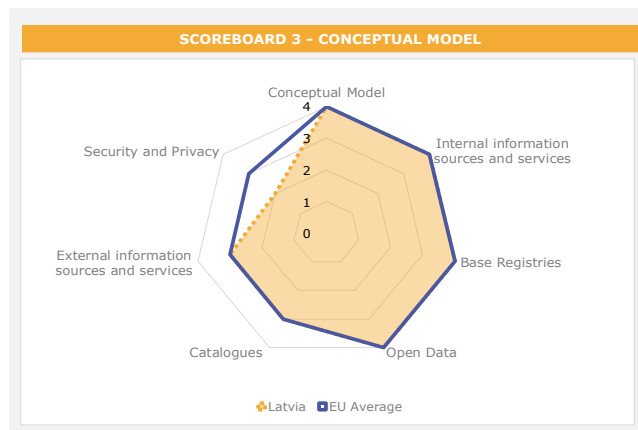Source: European Interoperability Framework Monitoring Mechanism 2020

Latvia's results in Scoreboard 1 show an overall good implementation of the EIF Principles, scoring above the European average for Principle 1 (Subsidiarity and Proportionality), 9 (Multilingualism) and 12 (Assessment of Effectiveness and Efficiency). Areas of improvements are concentrated in the Principles 3 (Transparency) and 7 (Inclusion and Accessibility) for which the score of 3 shows an upper-medium performance in the implementation of corresponding recommendations. The internal visibility and the provision of external interfaces for European public services (Principle 3 – Recommendation 5) and the accessibility of public services to all citizens, including disadvantaged groups, aligned with commonly agreed e-specifications (Principle 7 –

Recommendation 14) are partial and could be bettered to reach the maximum score of 4.

Source: European Interoperability Framework Monitoring Mechanism 2020

The Latvian results for the implementation of interoperability layers assessed for Scoreboard 2 show an overall very good performance with scores of 4 in almost all layers. The only area of improvement to enhance the country's implementation of the recommendations under Scoreboard 2 are concentrated in the area of interoperability governance. More specifically, the score of 2 for Latvia in Recommendation 22 and 23, respectively stating that a structured, transparent, objective and common approach should be used to assess and select standards and specifications, and that relevant catalogues of standards, specifications and guidelines at national and EU level should be consulted when procuring and developing ICT solutions, lowers the overall organisational interoperability result for Latvia.

Source: European Interoperability Framework Monitoring Mechanism 2020

Latvia's scores assessing the Conceptual Model in Scoreboard 3 show a good performance in the implementation of recommendations associated with the conceptual model, internal and external information sources and services, base registries and open data. However, some improvements can be made in implementing recommendations related to catalogues, external information sources and services, as well as in the area of security and privacy. Precisely, the limited use of trust services according to the Regulation on eID and Trust Services as mechanisms that ensure secure and protected data exchange in public services (Security and Privacy - Recommendation 47) hinders the overall Latvian score on the conceptual model.

Additional information on Latvia's results on the EIF Monitoring Mechanism is available online through interactive dashboards.

1.4 eGovernment State of Play

The graph below presents the main highlights of the latest eGovernment Benchmark Report, an assessment of eGovernment services in 36 countries: the 27 European Union Member States, as well as Iceland, Norway, Montenegro, the Republic of Serbia, Switzerland, Turkey, the United Kingdom, Albania and Macedonia (referred to as the EU27+).

The study evaluates online public services on four dimensions:
- User centricity: indicates the extent to which a service is provided online, its mobile friendliness and its usability (in terms of available online support and feedback mechanisms).
- Transparency: indicates the extent to which governments are transparent about (i) the process of service delivery, (ii) policy making and digital service design processes and (iii) the personal data processed in public services.
- Cross-border services: indicates the extent to which users of public services from another European country can use the online services.
- Key enablers: indicates the extent to which technical and organizational pre-conditions for eGovernment service provision are in place, such as electronic identification and authentic sources.

The 2021 report presents the biennial results, achieved over the past two years of measurement of all eight life events used to measure the above-mentioned key dimensions. More specifically, these life events are divided between six 'Citizen life events' (Career, Studying, Family life, measured in 2020, and Starting a small claim procedure, Moving, Owning a car, all measured in 2019) and two 'Business life events' (Business start-up, measured in 2020, and Regular business operations, measured in 2019).

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]	Latvia
USER CENTRICITY	Overall scores	88.3	94
	Online Availability	87.2	94
	Mobile Friendliness	88.4	94
	User Support	91.2	93
TRANSPARENCY	Overall scores	64.3	77
	Service Delivery	56.9	89
	Personal Data	68.3	83
	Service Design	61.6	38
KEY ENABLERS	Overall scores	65.2	88
	eID	59.1	86
	eDocuments	71.9	84
	Authentic Sources	61.4	82
	Digital Post	73.3	100
CROSS-BORDER SERVICES	Overall scores	54.8	68
	Online Availability	61.1	79
	User Support	67.8	71
	eID	21.7	33
	eDocuments	48.1	59

Source: eGovernment Benchmark Report 2021 Country Factsheets

2 | Digital Public Administration Highlights

2 Digital Public Administration Highlights

Digital Public Administration Political Communications

The Cabinet of Ministers approved Latvia's "Digital Transformation Guidelines 2021-2027", which sets out the country's future digital development and highlights a road map for how the technological opportunities available today will contribute to the growth, innovation and competitiveness of society, economy and public administration. There are 5 areas of activity: 1. Digital skills and education; 2. Digital security and credibility; 3. Connectivity and accessibility of telecommunications services; 4. Digital transformation of the economy; 5. ICT innovation development and commercialization, industry and science.

Digital Public Administration Legislation

The revision of the Law of State Information Systems is being prepared for acceptance in Government and adoption by the Parliament. The revision aims at further developing a legal basis for more efficient government ICT operations, including of the set up of specialised shared service centres in addition to the current federal by government departments' (Ministries) ICT governance and operations model.

Digital Public Administration Infrastructure

Individual digital tools are available free of charge to all Latvian residents. In addition to the high and substantial assurance level of electronic identification means including the national eID card, mobile eID means, and qualified electronic signature means, individual digital tools are complemented by the individual accounts of Registered Electronic Delivery – eAddress. Latvia's eID means were published by the European Commission on 18 December 2019 according to the eIDAS regulation. From that date, other EU member states have one year to integrate Latvia's eID means in their national identification solutions. At the same time, Latvia continues to integrate notified eID means from other member states. As of 30 March 2021, ten notified eID means have been integrated into Latvia's national eIDAS gateway.

3 | Digital Public Administration Political Communications

3 Digital Public Administration Political Communications

3.1 Specific political communications on digital public administration

Berlin Declaration on Digital Society and Value-Based Digital Government

In December 2020, the Latvian government signed the Berlin Declaration on Digital Society and Value-Based Digital Government, thus re-affirming its commitment – together with other EU Member States – to foster digital transformation in order to allow citizens and businesses to harness the benefits and opportunities offered by modern digital technologies. The Declaration aims to contribute to a value-based digital transformation by addressing and strengthening digital participation and digital inclusion in European societies.

Digital Transformation Guidelines 2021-2027

The Digital Transformation Guidelines 2021-2027 entered into force in July 2021. The document continues the digitalisation policy set out in the 'Information Society Development Strategy 2014-2020'. The new digital strategy defines priority directions for action, also for the digital transformation of the economy. The government platforms, processes and services are an integral part of the national digital infrastructure. In addition, data should become integrated assets to stimulate further development of the digital economy, with open government digital platforms becoming catalysts for the digitalisation of small and medium-sized enterprises (SMEs) in particular.

The guidelines provide for action in five directions and cover all key aspects of the digital societal breakthrough: digital skills and education; digital security and credibility; access to telecommunications and services; digital transformation of the economy (including public administration); and information communication technology innovation, and commercialisation industry and ICT science.

Report on a New public Administration Services System Provision

In March 2021, a project for the conceptual report 'A new public administration services system provision' was submitted to the Cabinet of Ministers. On the basis of the report, the Latvian government is planning to establish 587 Unified Customer Service Centres in municipalities by 2023. The centres, located mostly in libraries in each parish, allow citizens to access public administration services and contribute to public consultation activities in suitably equipped rooms, either with the assistance of trained employees or independently.

Public Service Development Plan 2020-2023

On 4 February 2020, the Cabinet of Ministers adopted the Public Service Development Plan 2020-2023 that strengthens personalised and innovative public administration services. The plan implements a number of fundamental changes in the provision of public services, promoting proactive instead of reactive service provision, user-oriented services according to the needs of citizens and businesses, the integrated approach in service design and provision, cross-border services instead of national oriented services and the provision of digital public administration services.

3.2 Interoperability

Conceptual Architecture of Public Administration Information Systems

On 10 March 2015, the Cabinet of Ministers approved the Conceptual Architecture of Public Administration Information Systems. The Conceptual Architecture is developed in accordance with the enterprise architecture modelling approach, covering processes (organisation), information (data), applications (systems) and technology (ICT infrastructure) aspects of public information systems. The Conceptual Architecture defines the long-term vision for the development of public administrations and public service infrastructures, and consists of 40 recommendations, including references to more particular reusable platforms, services and reference models. On 7 January 2018, the Cabinet of Ministers adopted an Informative Statement on Progress in the implementation of the Conceptual Architecture. In addition to the progress report describing the implementation of recommendations and particular shared platforms, it contains the National Interoperability Framework document as an Annex. The purpose of the informative statement is to better align the contents of the Conceptual Architecture with the European Interoperability Framework (EIF).

3.3 Key enablers

3.3.1 Access to public information

Fourth National Action Plan for the Open Government Partnership

On 11 February 2020, the Cabinet of Ministers approved the fourth bi-annual Action Plan of Latvia to contribute to foster a global culture of open government within the Open Government Partnership. The two-year plan sets out concrete steps across a broad range of issues and aims to facilitate open governance in order to take advantage of openness, accountability and public participation facilitated by digitalisation and innovation.

The plan creates a single framework for open governance initiatives in different sectors and policy areas in Latvia, to foster the openness and accountability of the government by increasing citizens' participation and trust in the public administration.

To promote open governance in Latvia, the Plan includes six commitments focused on cooperation between public institutions and society, as well as facilitating the use of open data. The commitments include: improving openness of public procurements and contracts; opening datasets relevant to freedom of information; improved regulation on representation of interests and lobbying; facilitating open governance in municipalities; effective public participation in reform processes and societal challenges; and anti-corruption measures.

The plan promotes the reuse of Latvia's open government best practices by other Open Government Partnership countries and global partners.

National Open Data Strategy

On 20 August 2019, the Cabinet of Ministers adopted the National Open Data Strategy. In general, efforts are made to strengthen democracy and move towards an open society that wants to trust its institutions; the ambitions of the Latvian government are to introduce an expanded policy of openness and transparency in the State administration. This is a step towards promoting and developing a digital society and is one of the main objectives of a data-based society initiative.

The Latvian Open Data Strategy describes the situation of open data in Latvia at the beginning of 2019, explains the establishment of principles for the implementation of the Open Data Strategy, describes the benefits and challenges of publishing data, and the factors affecting international innovation in the field of open data. Finally, it sets out the goals for the implementation of Open Data Strategy principles and actions.

The strategy shall apply to public administrations, authorities under their responsibility and supervision, local authorities, as well as legal and natural persons of private law (hereinafter referred to collectively as "authorities") to which the performance of public administration tasks has been delegated, to the extent of the delegation. In particular, the strategy covers all public administrations, including economic operators, associations and foundations, which perform public sector tasks on a public mission and directly relate to specific delegated public administration tasks.

One of the objectives of the strategy is to encourage Latvian national regulatory authorities to make the data at their disposal reusable, unless access is limited by national or international law or contracts, including data or information subject to restricted access or official secrets. In cases where the institutions' budget should provide for a fee for the dissemination of data, accessing the data may take longer time and has been practically difficult.

The strategy identifies specific tasks for national regulatory authorities for the next three years. In carrying out these tasks, Latvia will move towards a data-based society.

3.3.2 eID and Trust Services

Electronic identification cards

Individual digital tools are available free of charge to all Latvian residents. In addition to the high and substantial assurance level of electronic identification means – including National eID card, mobile eID means and qualified electronic signature means – individual digital tools are complemented by the individual Registered Electronic Delivery – eAddress accounts.

On 15 October 2020, representatives from all three Baltic countries participated in the informal meeting for the Ministers for Telecommunications and Digital Policy. During the meeting, the Baltic countries presented their joint vision for the digital transformation of the EU highlighting the role of a universally recognised eID solution as a key enabler to facilitate the development of the single digital market and for the provision of services in the public and private sectors.

3.3.3 Security aspects

Cybersecurity Strategy of Latvia

The Guidelines for Latvia's Cybersecurity Strategy 2019-2022 were approved in September 2019. The goal of Latvia's cybersecurity policy is to strengthen and develop cyber defence capabilities by increasing resilience to cyber-attacks and raising public awareness of cyber threats. The sub-objectives for achieving the goal of the cybersecurity policy are:

- reducing cybersecurity risks;
- developing national cyber defence capabilities;
- ensuring security of ICT infrastructure, information systems and services;
- raising public awareness of cybercrime;
- continuing the fight against cybercrime.

The cybersecurity policy defines the following priorities: protection, deterrence and development.

3.3.4 Interconnection of base registries

Modernisation of the Natural Persons Data Service

In 2018, the Office of Citizenship and Migration Affairs launched the Modernisation of the Natural Persons Data Service project (No 2.2.1.1/17/I/006) of the European Regional Development Fund. The project has several objectives:

- to ensure a uniform and centralised registration and recording of foreigners by the public administration;
- to open Latvia's electronic environment to foreigners, providing the possibility for foreigners to use the eServices provided by the public administration;
- to facilitate the management and certification of personal status;
- to ensure the availability of information on the status of the eAddress to a natural person, i.e. ensuring the integration with the eAddress system; to ensure the inclusion of information on the official eAddress account in the Population Register Information System; to foster the development of the Population Register Information System with a view to ensuring the quality of information required for the 2021 population census programme; and to carry out annual population assessments to support the preparation, organisation and performance of the 2021 census.

One of the activities of the Project was the development of the Information System for the Register of Natural Persons, which was based on the Population Register extended to foreign nationals who enter into legal relations with the State. The Natural Persons Register was developed and is available in production since 28 June 2021. The Natural Persons Register was developed in accordance with the provisions of the Law on the Register of Natural Persons. The new Natural Persons Register has replaced the old system of the Population Register since 28 June 2021.

3.3.5 eProcurement

Integrated Electronic Procurement System

On 4 September 2012, the Cabinet of Ministers approved the Informative Statement on the need to develop an Integrated Electronic Procurement System (EPS).
The envisaged functionality of the EPS included the following elements: 1) development of the EPS platform (the portal); development of a common user registration and authentication solution based on the national information system integrator; integration of the existing eCatalogue system; 2) use of the eCertificate subsystem to reduce administrative burden on suppliers and shorten the time of actual procurement procedures; 3) the eAuctions subsystem; 4) use of the eTenders subsystem to standardise the contracting processes and the documentation to be prepared for procurement, ensuring the availability of information.

3.4 Domain-specific political communications

Declaration 'Building the Next Generation Cloud for Businesses and the Public Sector in the EU'

In October 2020, the Latvian government signed the Declaration 'Building the next generation cloud for businesses and the public sector in the EU' therefore agreeing to work together with other signatory Member States towards deploying resilient and competitive cloud infrastructure and services across Europe.

3.5 Emerging technologies

National Artificial Intelligence Strategy

In April 2021, the Ministry of Environmental Protection and Regional Development of Latvia developed the national artificial intelligence (AI) coordination network, which will bring together stakeholders to work jointly in order to ensure the drafting of AI policies and the protection of national interests.
After signing the Declaration on Cooperation on AI in April 2018 to join forces and engage in a European approach to deal therewith, on 4 February 2021, the Cabinet of Ministers approved the informative statement 'On the Development of Artificial

Intelligence Solutions'. The aim of this document is to provide insights into AI technology, and the current situation with the use of AI solutions in the world and Latvia, to describe growth potential and risks, raise awareness, and promote the deployment of AI technologies in both the State administration and the Latvian economy as a whole. The informative statement 'On the development of artificial intelligence solutions' sets out a future national policy on the use of AI solutions and defines the way forward in promoting their use over the next three years. The informative statement entrusts ministries with identifying the areas in which AI can be exploited for the automation of public administration tasks. The report includes further actions:

- Promoting AI in education and science;
- Making data available;
- Using AI in the public sector;
- Promoting the adoption of AI in the economy;
- Actively engaging in international cooperation;
- Integrating automation and AI in all sector strategies.

Blockchain Informative Statement

Prepared on 16 June 2020, a new informative statement was approved by the Cabinet of Ministers to support the further development of a blockchain-based solution for eInvoicing and eReceipt processes performed by the State Revenue Services. The introduction of digital public services that reduce the bureaucratic burden on businesses and enhance the level of trust and transparency by limiting the amount of paper documentation are actions taken by the Ministry of the Economy under the overarching 'Zero Paper Economy' (ZPE) initiative supporting entrepreneurs and SMEs in particular. The ZPE facilitates the use and development of digital services for businesses and enhances the shift towards digital technologies. This initiative has helped shaping the digital agenda of the Ministry of the Economy and taking action towards processes that will raise the level of basic digital skills for employees, educating senior level management on modern technologies (AI, 5G, blockchain) and improving the level of digitalisation in SMEs and in the public sector.

4 | Digital Public Administration Legislation

4 Digital Public Administration Legislation

4.1 Specific legislation on digital public administration

Regulation for the Public Administration Services Portal

On 4 July 2017, the Cabinet of Ministers approved the Regulation for the Public Administration Services Portal, which governs public services and the implementation of the one-stop-shop principle. The regulation determines the manager of the Public Administration Services Portal, his/her duties and responsibilities, the duties and responsibilities of the institution, the procedure for the use and management of the public administration service portal, the procedure for the service catalogue and the information included therein.
This regulation prescribes:
- The use and management arrangements of the Public Administration Services Portal (hereinafter – the portal);
- The duties and responsibilities of the portal keeper, as well as the national governing body's (hereinafter – the Authority) duties and responsibilities;
- The procedures for the exchange of information between the portal manager and the Authority.

Several regulations govern the procedures for updating information in the portal to improve the availability and use of eServices.

Registration, Quality Control and Procedures for the Provision of Public Administration Services

The three main regulations that govern eServices are:
- Cabinet Regulation No. 399 on the registration, quality control and procedures for the provision of public administration services. This regulation governs the registration of public administration services, quality control and the procedures for the provision of public administration services;
- Cabinet Regulation No. 401 on the State and Municipal Customer Service Centre, as well as the types, range and procedures for the provision of public administration services. This regulation governs the administration of the State and Municipal Customer Service Centre, as well as the range, types and the procedures for the provision of public services;
- Cabinet of Ministers Regulation No. 402 on public administration services digitalisation. This regulation prescribes the procedures for the digitalisation of public services and how to ensure the availability of public services.

4.2 Interoperability

No legislation has been adopted in this field to date.

4.3 Key enablers

4.3.1 Access to public information

Law on State Information Systems

New amendments to the Law on State Information systems expanding the scope of the law and introducing the concept of opening government ICT platforms for commercial services providers are at the stage of public consultations and are planned to be accepted by government and adopted by Parliament by the end of the year 2021.
Adopted in May 2002 and with amendments up to 2014, the Law on State Information Systems aimed at ensuring the availability and quality of information services provided by State and local government institutions in the State information systems. The law

determines unified procedures, by which State information systems are created, registered, maintained, used, reorganised or closed. It regulates the cooperation between State information system managers, determines the functions of the maintainer of the State information system and the rights and duties of the State information system data subject. Finally, it regulates the security management of the State information system and specifies the requirements for the protection of critical State information systems and State information system management integrators.

Freedom of Information Law

On the 14 July 2020, the Cabinet of Ministers approved amendments to the Regulation of the Cabinet of Ministers No. 445 on the Procedures for Publishing Information on the Internet by Institutions. The regulation envisages the publication of open data at the public administration's disposal in a machine-readable format jointly with metadata or data set metadata, only in the Latvian Open Data Portal.

The Freedom of Information Law, amended on 12 June 2009, transposed the Directive on the re-use of public sector information (2003/98/EC) into national law. According to the amendment, an application for the re-use of existing information at the disposal of an institution shall be drawn up in writing, in accordance with the documentation requirements specified for the relevant information group. In addition, the application shall indicate that the information is requested for the purpose of re-use and the goods or services for which the requested information is necessary. The law also states that information re-use conditions shall not be imposed. Since 6 October 2015 new amendments to the Freedom of Information Law have entered into force. The amendments transpose the 2013 EU Directive on the re-use of public sector information (2013/37/EU).

Accessibility of the Websites and Mobile Applications

The Regulation of the Cabinet of Ministers No. 445 on the Procedures for Publishing Information on the Internet by Institutions, amended on 14 July 2020, transposes the Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies. Information and digital services become more accessible to users, in particular for persons with disabilities and the elderly.

4.3.2 eID and Trust Services

Personal Identification Documents Law

From 1 January 2023, the electronic identification cards (eID) will be a mandatory identity document for Latvian citizens and non-citizens who have reached the age of 15 years, according to the amendments made to the Personal Identification Documents Law on 9 May 2019. With an identity card (eID):
- In which an authentication certificate is included and activated, users can verify their identity remotely – in the electronic environment, receive electronic public services at the national level and cross-border if the specific service provider has integrated the eIDAS gateway;
- In which a valid certificate of an electronic signature is included and activated, users can attach their electronic signature to electronic documents having the same force as physically signed documents;
- Users can verify their identity in presence by presenting the document to a person who must confirm their identity, legal status, age, etc;
- Users can travel within the European Union, countries of the European Economic Area and the Swiss Confederation.

Natural Person Electronic Identification Law

The Ministry of Environmental Protection and Regional Development of Latvia is currently working on amendments to the Natural Person Electronic Identification Law that will facilitate further implementation of the eIDAS regulation by mandating public sector service providers to integrate the eIDAS gateway in their services.

The Natural Person Electronic Identification Law came into force on 8 December 2015. The law defines the requirements for the identification process of natural persons by public institutions for public services in the electronic environment. The law prescribes duties and responsibilities for identifying service providers, electronic public service providers and individuals receiving public services.

Law on the Register of Natural Persons

The Law on the Register of Natural Persons will facilitate a unified way of registering foreign nationals who wish to receive public administration services in Latvia electronically, using the electronic identification issued by the Member State of the European Union, the State of the European Economic Area or the Swiss Confederation. The new Natural Persons Register has replaced the old Population Register and is operational as of 28 June 2021. The Law on the Register of Natural Persons has also entered into force from 28 June 2021.

4.3.3 Security aspects

Personal Data Processing Law

The Personal Data Processing Law came into force on 5 July 2018. The purpose of this Law is to create legal preconditions for the setup of a protection system for personal data (hereinafter - the Data) of a natural person at national level by providing for the institutions necessary for such purpose, determining the competence and basic principles of operation, as well as regulating the operations performed by data protection officers, and the provisions concerning data processing and free movement.

Law on the Security of Information Technologies

The Law on the Security of Information Technologies entered into force on 1 February 2011. It aimed to improve the security of information technologies by defining the key requirements for organisations to guarantee the security of essential electronic services. The Law provided for the identification and protection of critical infrastructure, the establishment and organisation of an IT Security Incident Response Institution (national CERT), the conduct in case of information technology security incidents, the setup of minimum security requirements for State and municipal institutions and the implementation of Directive 2009/140/EC by electronic communications service providers.

4.3.4 Interconnection of base registries

Population Register Law

The purpose of the Population Register Law is to establish and maintain a single system for the registration and recording of natural persons, the Register of Natural Persons, in order to ensure the identification of natural persons and the processing of data which is performed by State institutions and officials.

Civil Registration Law

According to the Law On Registration of Civil Status Documents, the General Register Office is in charge of preparing, updating and renewing marriage, birth or death registry

entries. A document confirming registration of a civil status document shall be issued on the basis of birth, marriage or death registry entries. Additional pieces of legislation are the Civil Law and the Regulations on Registers of Civil Status Documents and the Regulations on State Fees for the Registration of Acts of Civil Status.

The Civil Register does not provide any open data at the moment. However, other institutions can recover data from the registry via APIs. The Civil Register is connected to the Enterprise Register, the Social Information Systems, the Address Register and the Tax Register, among others.

Enterprise Register Act

The Enterprise Register Act and the Enterprise Register implement the registration of those entities as determined by law. This is done to establish their legal status and ensure the public reliability of information laid down in national laws and regulations (regarding the entities to be registered and the legal facts), as well as to ensure the accessibility of information provided by laws and regulations. An amendment to the law, announced in April 2017, established that the Enterprise Register should no longer be tied to any specific geographical location because it can be managed by any Enterprise Register branch. The amendment improved and simplified document circulation for the Enterprise Register and reduced the formalities for public users.

Additionally, legislation pertaining to the Enterprise Register can now be retrieved from the legal pages of the Enterprise Register website.

An amendment to the law announced in November 2020 established that information on legal persons, including company officials, owners, beneficial owners, stored on 14 registers of the Register of Enterprises, will be publicly accessible online and free of charge on the Register's information website. The public opening of the registers will result in the accessibility of up-to-date and historical information on over 650,000 legal persons (e.g. LLCs, JSCs, associations, etc.) and legal facts (e.g. commercial pledges, marriage contracts, etc.) from the commercial register, commercial pledge register, association and entity register and others (overall 14 registers and lists).

The register is also working on expanding the amount of information in open data format. Basic data on legal entities are already available in open data format. By the end of 2021, the Latvian government plans to expand the amount of information in the open data format, including information about true beneficiaries. The open data format is considered to be the most efficient way of processing and analysing information across borders.

Law on Vehicle Registration

The Law on Vehicle Registration states that the Vehicle Register contains the national inventory and ensures it is updated. State records include each vehicle, or the numerical identification records, technical data and information about its owner or holder. Additional pieces of legislation are:
- The Road Traffic Law;
- Road traffic regulations (effective from 1 January 2016);
- Rules on the point system applicable to traffic violations.

4.3.5 eProcurement

Public Procurement Law

The establishment of an eProcurement System and the transition to the electronic submission of applications and tenders in public procurement in Latvia was gradual. The Public Procurement Law, which was adopted on 15 December 2016 and entered into force on 1 March 2017, provided that the electronic submission of tenders will be mandatory. In accordance with the transitional provisions this transition occurred in the period from 18 April 2017 to 1 April 2018, when the electronic submission of procurement procedures was successfully centralised. From 1 January 2019, the

electronic submission of tenders has become mandatory for all public procurement submissions above EUR 10,000. Public procurement procedure eCertificates were established to provide access to reliable information, regarding both public and private suppliers, by using connections to 123 databases or notifications from State and local government institutions, to improve the public procurement procedure.

The eProcurement System in Latvia was established with the aim of simplifying procedures in order to reduce the administrative burden, facilitate the ability of entrepreneurs to participate in the public procurement process and increase competition. For society and institutions, the legal framework was improved to ensure better information on procurement procedures, facilitate procurement procedures and promote their transparency.

The contracting authority must accept an electronic invoice that complies with the legislation on the applicable standards for electronic invoicing, and specification of use of its essential elements. If the public contract so provides, the invoice must include additional essential elements in accordance with the legislation. The Cabinet of Ministers determined the applicable standards for electronic invoicing, their essential elements and the dissemination procedures.

Law on Procurement for the Needs of Public Services Providers

The Law on Procurement for the Needs of Public Service Providers regulates the use of electronic communication means in the public procurement process for the utility sector. The above, concerning the establishment of eProcurement System and transition to the electronic submission of applications and tenders, also applies to procurement for the needs of public service providers. The Law on the Procurement for the Needs of Public Service Providers, which was adopted on 2 February 2017 and entered into force on 1 April 2017, provided that the electronic submission of tenders is mandatory. In accordance with the transitional provisions, this transition occurred in the period from 18 April 2017 to 1 October 2017, when the electronic submission of procurement procedures was successfully centralised. From 1 October 2017 the electronic submission of tenders has become mandatory for all public procurement procedures, which are carried out in accordance with the Law on Procurement for the Needs of Public Service Providers.

eInvoicing Legislation

The Regulation of the Cabinet of Ministers No. 154 on applicable standards for electronic invoices and the procedures for the use of the basic elements thereof of 9 April 2019 - issued in accordance with the Public Procurement Law, the Law on Procurement for the Needs of Public Service Providers and the Law on Public-Private Partnerships - determines the applicable standards for electronic invoices, the specifications concerning their basic elements and the procedures for submitting eInvoices. Economic operators in Latvia can submit their eInvoices to contracting authorities, public service providers, public partners or legal persons acting as public partners through an official electronic address (eAddress); an e-mail address, which is specified in the website of the contracting authority, public service provider, public partner or legal person acting as a public partner; or in another way as defined in the procurement contract or the public-private partnership contract.

4.4 Domain-specific legislation

eDemocracy Legislation

On 15 December 2015, the Cabinet of Ministers approved amendments to a Regulation of the Cabinet of Ministers that introduced the possibility of initiating official referenda on the dissolution of Parliament or initiating a bill by electronic means. From 1 March 2015, it became possible to initiate a referendum by using other authentication means,

including internet bank authentication (currently the most common means of digital identification).

Article 131 of the Rules of Procedure of the Saeima provides that 'at least 10,000 citizens of Latvia, who shall have reached the age of 16 on the day of filing a submission, have a right to file a collective submission with the Saeima'. The collective submission might be presented electronically ('a collective submission that is filed electronically shall be supplemented with technical information confirming the signing of the collective submission and ensuring the possibility to verify the number of signatories, their names, surnames and ID numbers'). In this way the social ePetition platform was deemed legally binding for Parliament.

Electronic Documents Law

The Electronic Documents Law (EDL) came into force on 1 January 2003. The Law transposed the EU Directive on a Community framework for electronic signatures (1999/93/EC), and defined the legal status of electronic documents and digital signatures. According to the law, electronic documents must be accepted by every public institution (State and municipal). In addition, citizens and businesses can request an electronic reply from the public administration. The amendments to the EDL were intended to ensure the widest possible use of secure electronic signatures. The legislation extended the use of secure electronic signatures, excluding previous limits on their use (such as a private business or expedited family law). At the same time, the EDL regulation applies where sectoral laws and regulations do not. Normative acts must comply with the EDL to be valid. This legislative act simplified the procedure for securing electronic signatures and clarified the information to be included in the qualified certificate.

Law on Information Society Services

The Law on Information Society Services, which transposes the EU Directive on certain legal aspects of information society services (2000/31/EC), with particular emphasis on electronic commerce, was approved by the Parliament on 4 November 2004. This Law governs the procedure for the provision of electronic services, the conditions to be respected by eService providers, their responsibility, and the requirements for the protection of consumer rights.

Law on the Official Electronic Address

The Official Electronic Address Act came into force in March 2018 with the purpose of ensuring secure, efficient and high-quality electronic communications and handling electronic documents between public entities and private individuals. It stipulated that public institutions must use their official electronic address (eAddress) from 1 June 2018, when citizens could activate their own individual eAddress. According to the amendments made to the Law on the Official Electronic Address on 17 December 2019, the official eAddress will be mandatory for businesses from 1 January 2023.

Latvia's eAddress will allow citizens and businesses to correspond electronically with public authorities. The eAddress will be the national electronic mailbox for messages and communications under the responsibility of the Ministry of Environmental Protection and Regional Development and the State Regional Development Agency. As one of the digital communication initiatives in Latvia, the eAddress aims to ensure the transition to digital exchange for communications from all public entities to legal persons and individuals.

Amongst other things, a core task of the solution is to make it possible for authorities to deliver important information, possibly including sensitive data, securely and digitally to citizens and businesses.

Electronic Communications Law

The Electronic Communications Law entered into force on 1 December 2004. It promotes and regulates the provision of electronic communications services, transposing the EU regulatory framework for electronic communications. The law details various electronic networks, including public and private electronic networks. In addition, it stipulates the duties and rights of providers, subscribers and users of electronic networks.

4.5 Emerging technologies

No legislation has been adopted in this field to date.

5 | Digital Public Administration Governance

5 Digital Public Administration Governance

5.1 National Policy

Ministry of Environmental Protection and Regional Development

The Ministry of Environmental Protection and Regional Development is the leading State regulatory authority for eGovernment and digital transformation. The Ministry develops, coordinates and implements Latvia's national policy in the field of digital transformation, electronic government and ICTs for public administration, including State information systems and the one-stop-shop principle in the provision of public and local government services based on four pillars for the development of eGovernment: public sector data for growth, rational exploitation of public sector ICTs, effective operational processes and quality of eGovernment.

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The Public Administration Services Development Department

The Public Administration Services Development Department is responsible for developing, coordinating and implementing national policy in the field of public administration services.

The Information Society Development Department

The Information Society Development Department is responsible for the development, coordination and implementation of the national policy in the field of the information society.

The Information and Communication Technology Development Department

The Information and Communication Technology Development Department is responsible for the development, coordination and implementation of the national ICT policy.

The Project Management Department

The Project Management Department is responsible for the management and implementation of projects related to digital transformation.

5.1.1 Coordination

The Public Administration Services Development Department

The Public Administration Services Development Department is responsible for developing, coordinating and implementing national policy in the field of public administration services.

The Information Society Development Department

The Information Society Development Department is responsible for the development, coordination and implementation of the national policy in the field of the information society.

The Information and Communication Technology Development Department

The Information and Communication Technology Development Department is responsible for the development, coordination and implementation of the national ICT policy.

5.1.2 Implementation

State Regional Development Agency

The State Regional Development Agency (SRDA) operates under the supervision of the Ministry of Environmental Protection and Regional Development. Its aim is to put into practice a well-balanced support policy for State development by implementing national and EU financial instruments that require research work, high-calibre eServices and IT infrastructure for regional development.

Central Government and Bodies

The various ministries and subordinate institutions hold responsibility for the implementation of the respective ICT projects. The Electronic Government Department, within the Ministry of Environmental Protection and Regional Development of the Republic of Latvia, is the main body responsible for interoperability activities in Latvia.

5.1.3 Support

Ministry of Environmental Protection and Regional Development

The Ministry of Environmental Protection and Regional Development provides ongoing support for eGovernment-related activities to bodies such as the SRDA.

National Blockchain Working Group

The National Blockchain Working Group was developed by the Ministry of the Economy in 2018. This working group includes public sector representatives from the State Revenue Services, the Bank of Latvia, the Latvian Investment and Development Agency,

the Ministry of Environmental Protection and Regional Development, the Ministry of Finance and the Ministry of the Economy.

5.1.4 Interoperability coordination

Ministry of Environmental Protection and Regional Development

The main body responsible for interoperability activities in the country is the Ministry of Environmental Protection and Regional Development.

5.1.5 Base registry coordination

Ministry of Environmental Protection and Regional Development

The Ministry of Environmental Protection and Regional Development co-ordinates the development of base registries from the perspective of a unified State ICT architecture, including data publishing and interoperability aspects.

5.1.6 Audit

State Audit Office

The State Audit Office is the supreme audit institution of the country. Its mandate covers all public bodies at both national and local levels. It provides oversight on the financial statements of ministries, central State institutions and local governments.

5.1.7 Data Protection

Data State Inspectorate

The Data State Inspectorate supervises personal data protection in Latvia. Furthermore, it controls the compliance with information systems' security requirements concerning personal data processing and maintains a register of systems processing personal data, as foreseen by the Personal Data Protection Law.

5.2 Subnational (federal, regional and local)

5.2.1 Policy

Ministry of Environmental Protection and Regional Development

The Ministry of Environmental Protection and Regional Development is responsible for the development of the digital transformation policy and eGovernment at regional and local levels.

5.2.2 Coordination

No responsible organisations have been reported to date.

5.2.3 Implementation

Ministry of Environmental Protection and Regional Development

The Ministry of Environmental Protection and Regional Development is the central implementation body dedicated to eGovernment across regional and local levels.

Latvian Association of Local and Regional Governments (LALRG)

Local and regional authorities hold responsibility for the implementation of their respective ICT projects.

5.2.4 Support

State Regional Development Agency

The State Regional Development Agency (SRDA) is an authority operating under the supervision of the Ministry of Environmental Protection and Regional Development. The main task of the SRDA is the provision of eServices for governmental and municipal institutions, eProcurement and eGovernance solutions.

The SRDA is the institution responsible for operations and further development of the State and Local Government Services Portal, which serves as the single point of contact to access the online resources of Latvian public administration institutions, as well as providing centralised access to electronic services supplied by different public administration institutions. The State and Local Government Services Portal is part of the EUGO network.

The SRDA operates and works on further developments of the Services Catalogue used in the public administration services portal, which is the point of single contact for citizens and businesses regarding the services provided by national and local authorities. The SRDA ensures the development and maintenance of the EPS.

5.2.5 Interoperability coordination

No responsible organisations have been reported to date.

5.2.6 Base registry coordination

No responsible organisations have been reported to date.

5.2.7 Audit

State Audit Office

The State Audit Office contributes to the financial governance and the accountability of funds at local level, as well as to fair and transparent decision-making processes in the public sector.

5.2.8 Data Protection

Data State Inspectorate

The Data State Inspectorate oversees personal data protection at local and regional levels.

6 | Digital Public Administration Infrastructure

6 Digital Public Administration Infrastructure

6.1 Portals

6.1.1 National portals

State and Local Government Services Portal

The State and Local Government Services Portal provides citizens in Latvia and abroad with access to the online resources of Latvian State institutions, as well as with centralised access to eServices supplied by different institutions. It is the most visible part of a developed national shared services platform.

In March 2021, the portal offered 123 eServices, 812 external eServices and 4,474 public service descriptions. The information is organised according to a life event approach, covering in total 152 life events: life events bring together successive steps for the use of different eSolutions (ICT platforms, eTools and eServices) in one place. These eSolutions enable a person to successfully complete the formalities related to a particular life situation, such as changing residence, changing work, setting up a company and many other situations. The portal has three main functions: information, consultation and access to eProcedures, from basic eDocuments sent by e-mail to advanced, fully automated eServices.

The most popular eServices are the E-application for State Social Insurance Agency (SIAA) services, the document check of the Invalid Documents Register, the application to an institution, the account statement for subscribers in the State-funded pension scheme (2nd pillar pension), and the payment of the immovable property tax.

There is a wide range of authentication tools available to access eServices in the State and local government services portal including eID cards, eSignature cards, eSignature Mobile, eIDAS (for cross-border authentication) as well as eight different iBanking authentication tools. The portal also provides the opportunity to carry out ePayment services.

eHealth System

The Latvian government implemented an eHealth System which allows citizens to have access to current and historical medical data of patients, so long as medical professionals entered patient information in the eHealth system. The portal can contain hospitals certificates, information on diagnoses, allergies, medicines and medical devices. This way, doctors and pharmacists can quickly obtain reliable patient information. The system ensures that patients follow their treatment as prescribed by their physician. Healthcare institutions and pharmacies can access the system by using patient data information systems integrated within the eHealth system.

In the eHealth system, health professionals can prescribe via ePrescription and give eSick leave certificates; view and add data in a patient's file (diagnoses, allergies and administered drugs); create an eReferral for a specialist consultation or a diagnostic test; prepare medical documents during a consultation, examination or treatment; view medical documents prepared by other doctors; deny a patient the right to view certain medical data; fill in the patient data in the register for specific diagnoses. Pharmacists can dispense the prescribed medicines, as well as make their own statistical reports. Patients can access their medical information, grant or refuse access to their records and apply for a new European Health Card.

Online Latvia

The Online Latvia website is a starting point for becoming acquainted with Latvia. It provides background information and a variety of publications on current events occurring within the country. There is an extensive news section, ePresentations and

videos about Latvia, as well as links to other Latvian governmental and private websites. Information is available in multiple languages.

National Open Data Portal

The Ministry of Environmental Protection and Regional Development launched the Latvian Open Data Portal in 2017. This platform provides a single point of access to open government data. The portal currently features 467 datasets from more than 85 data publishers, but this is expected to grow over time, as more data publishers will gradually join the portal. Data publishers are responsible for the data published on the portal. The MEPRD offers methodological support to publishers by providing material that also forms part of the content available on the portal. The technical operation of the portal is carried out by the State Regional Development Agency.

In addition to providing Open Data, the portal offers other features such as a section on data skills, an overview of events as well as references to content developed by the European Data Portal, such as the video Explore Open Data. The Latvian Open Data Portal has been created using the open-source technology platform and open-source data catalogue of CKAN.

The new Latvian Open Data Portal is harvested by the European Data Portal, which means that all data published on the Latvian data portal are also available on the European Data Portal.

Platform to Develop Virtual Assistants for Public Administration Institutions

In 2018, the national public administration language technology platform Hugo.lv was launched using world-renowned AI-based machine translation systems, speech recognition tools and the National Term Database. The service provides automatic translation from Latvian into English and vice versa, as well as from Latvian into Russian to translate texts, documents, and websites enabling multilingualism in government eServices. The services provided through the platform are customised for the Latvian language and adapted specifically to public sector documents, providing much higher translation quality than generic online translation systems.

In 2019, the Centre for Culture Information Systems has launched an innovative shared platform to develop virtual assistants for public administration institutions based on the national public administration language technology platform. This approach makes it possible to significantly save resources, since institutions only need to adjust the virtual assistants to their specific needs instead of developing their own virtual assistant from scratch. The expected outcome of the project is to equip public administration institutions with a modern tool to provide more user-friendly communication and customer-oriented public services in a more cost-efficient, effective, and time-saving manner.

6.1.2 Subnational portals

Electronic Declaration System

The Electronic Declaration System (EDS) is a safe and convenient way for private individuals and legal entities to submit all tax returns and information declarations, as well as requests addressed to the State Revenue Service (SRS). EDS provides various registration and authentication options, such as eID, SRS-issued usernames and passwords, and iBanking. EDS also provides authentication services for the de minimis aid accounting system and other system users. In addition to document submission, EDS provides online services such as access to various registries, a personalised document and payment timetable/reminder calendar, tax payments, reports, payroll tax booklets, and correspondence with the SRS. EDS allows citizens to access various taxpayer data, such as employment records and tax relief information. Additionally, a mobile app for submitting eligible expense documents and various types of reports is available to EDS users. The app is free, guarantees user privacy and saves time. EDS is

available in English and Russian to taxpayers who do not understand Latvian and non-residents. As of 1 June 2014, all payroll tax booklets are available only electronically. Both employees and employers have access to payroll tax booklets and can make adjustments as needed. All paper format payroll tax booklets issued before 1 June 2014 are no longer valid.

6.2 Networks

Trans European Services for Telematics between Administrations

Latvia uses the Trans European Services for Telematics between Administrations (TESTA) network as the main cross border infrastructure to communicate digitally among EU agencies, institutions and Member States.

6.3 Data Exchange

State Information System Integrator

The State Information System Integrator (VISS) (in Latvian - Valsts Informācijas sistēmu savietotājs) is an integrated set of solutions developed for public institutions to exchange data between various information systems in a platform-independent standardised manner. It also gives access to different shared components for the development of eServices and provides support for the development of infrastructure needed to operate these eServices. Together with the State portal latvija.lv, this system forms a single national electronic service delivery platform.

The VISS portal provides access to the State Information System Integrator and the infrastructural resources of the Latvija.lv public services portal needed for the development and operation of eServices as well as the access to the public administration services catalogue.

Web-Based Document Flow System

The information system DAUKS was launched in 2007 to provide the possibility to exchange single documents and control the performance of the tasks assigned by the Cabinet of Ministers to public sector bodies. The objective of the system was to switch to a new, fully automated electronic system permitting the standardised and automatic exchange of documents between the State Chancellery and the ministries to prepare Cabinet sittings, to ensure the preparation of Cabinet's documentation according to the procedure set forth in the relevant laws and regulations, and to manage Cabinet documentation. The DAUKS allows the simple and secure transfer of data to other systems and offers an external XML-based interface which enables the exchange of documents between various local systems.

National Information System for Working with European Union Documents

The National Information System for Working with European Union Documents (ESVIS) was launched in 2014. The ESVIS system is designed to facilitate and ease the preparation, coordination, use and circulation of EU documents, providing users to access information with the necessary level of protection and in a convenient work environment.

Court Information System

The Court Information System (CIS) is a database of legal proceedings aiming at automating the administrative cycle - data registration, processing, storage and availability - thus affecting the efficiency of the court process. It ensures electronic registration of administrative court, district court, regional (city) court documents.

Starting from 31 March 2021, the CIS will also include the legal proceedings and bookkeeping of the economic court, as well as court statistics record keeping.

Official electronic address

The official electronic address information system ensures secure, efficient and high-quality electronic communication and circulation of electronic documents between State institutions and private persons. As of 2021, the use of the official electronic address is mandatory for state institutions and optional for private persons and businesses.

6.4 eID and Trust Services

eIDAS Node

The four Latvian identification schemes were published on 18 December 2019. After the one-year transition period ended on 18 December 2020, the Latvian electronic identification should now be accepted for access to digital services infrastructures in other EU Member States. One of the Latvian identification means is the mobile app eParaksts Mobile, which can be used to sign documents in the eSignature portal of the national eIDAS gateway, where electronic documents have the same force as physically signed documents. The national eIDAS gateway is integrated in the unified authentication module and is available for all public service providers. The unified authentication module solution also includes the authentication solutions that are provided by private sector entities in Latvia.

Electronic Identity (eID) card

From 1 January 2023, the electronic identification cards (eID) will be a mandatory identity document for Latvian citizens and non-citizens who have reached the age of 15 years, according to the amendments made to the Personal Identification Documents Law on 9 May 2019.
The eID card can serve both as an identity and travel document within the EU and as a personal identification tool for eServices, in addition to providing a secure electronic signature.

eSignature Portal

The LVRTC online self-service website solution was developed by the Latvia State Television and Radio Centre (hereinafter – LVRTC), which is the only certification authority and is fully responsible for this key public infrastructure. The portal does not require smart cards, special equipment or software to create documents with a trusted eSignature as it can be done by using the eParaksts Mobile app. The app can be used from any device with an internet connection. A document can be signed electronically in a few minutes and received by the beneficiary via e-mail. The portal offers both citizens and businesses extensive information and advice on eSignatures. A mobile eSignature was established in 2017 in Latvia.
At the end of 2019, the LVRTC was registered as a qualified provider of this solution. Consequently, the verification of eIdentity is possible with all eIdentity tools issued by the LVRTC: the mobile application eParaksts mobile (eSignature), the eID card, and the eParaksts (eSignature) card. Such identity verification methods are comparable to in-person identity verification thanks to the personal identification document.

Machine-Readable Passports

Latvian passports comply with the requirements set out by the European Union in November 2007 and with international standards. Passports hold a microchip that contains information on the bearer and the document in a letter-number format, and individual biometric information such as the bearer's photo and fingerprints. The

information embedded in the microchip is protected by a security mechanism and a unique eSignature of the issuing institution that verifies the authenticity of the information.

6.5 eProcurement

Electronic Procurement System

Latvia follows a centralised approach to eProcurement. The State Regional Development Agency organises and manages the National EPS, which is the first eProcurement system in the Baltic States. The EPS offers faster procurement processes, the possibility to organise the procurement activities of State and municipal institutions, the possibility to combine orders and save State budget resources while ensuring transparency, openness and accessibility to information about the procurement process.
In 2014, the eCertificate was added to the system to allow Latvian businesses to participate in foreign procurement procedures and enhance their competitiveness.
The EPS was modified in 2015 and its third enhanced version was launched with the aim of further simplifying and reducing the administrative burden for entrepreneurs.
At the end of 2020, an integrated ESPD solution and a Dynamic Procurement System were introduced into the EPS.

6.6 ePayment

No particular infrastructure in this field has been reported to date.

6.7 Knowledge Management

National Database on Learning Opportunities

The National Database on Learning Opportunities (2007) was developed and is currently maintained by the State Education Development Agency. It publishes information about the learning opportunities offered by Latvian education providers. It contains information on current learning opportunities in general education, vocational education at secondary level, higher education, adult training (formal and informal) and pre-vocational education in arts and music for school children. This information is constantly updated. The website consists of two parts – the database and the portal – which provide useful additional details such as an overall review of the national education system. Users can also take a variety of self-assessment tests. It also offers a free eGuidance service.

The National Database was created within the framework of the KIPNIS project, which was co-financed by the European Social Fund and the Ministry of Education and Science and is integrated with the European Commission's portal PLOTEUS (Portal on Learning Opportunities Throughout the European Space).

National Digital Library of Latvia

The National Library of Latvia (NDL) has been engaged in the development of the Latvian National Digital Library since 2006. Its goal is to create an infrastructure and a methodology for the digitisation of printed library items and the acquisition of born-digital materials, as well as the preservation of and access to digital content. It currently holds digital collections of newspapers, pictures, maps, books, sheet music, audio recordings and harvested websites. The NDL is the national aggregator of digitised cultural content into the European Digital Library Europeana.

State Integrated Library Information System

The aim of the State Integrated Library Information System (SILIS) is to create the IT infrastructure for all State and municipal libraries in Latvia initiated by the State Agency Cultural Information System (CIS). Since the launch of the project in 2001, the SILIS has implemented electronic catalogues at regional and national level, retro-converted card catalogues, given access to popular fee-based databases and trained librarians and library patrons, focusing on the development of existing eSkills. Private funding has enabled the creation of free internet access points in all public libraries.

State Integrated Archival Information System

The objective of the State Integrated Archival Information System (SIAIS) is to create the IT infrastructure for a State archival system and an integrated platform for archive services. Furthermore, it seeks to ensure the safe long-term storage of State and municipal electronic documents and information, and the public availability of State archival information resources. The project is managed by the State Agency for Information Systems for Culture and co-financed by the European Regional Development Fund (ERDF).

Joint Catalogue of the National Holdings of Museums

The Joint Catalogue of the National Holdings of Museums (JCNHM) is a catalogue of holdings of all accredited museums (State, local, autonomous and private museums) of Latvia. Overall, there are more than 5.9 million items in Latvian museums. Only about 5% of them are exhibited in permanent and temporary exhibitions. The remaining 95% of them will be available with the help of the Joint Catalogue. The Joint Catalogue offers the possibility to search and see museum objects and collections; to find out the basic information about museum objects; to see pictures of museum objects; to know more about ongoing exhibitions; to send an eCard; to create collections of visitors' favourite items; to purchase files of museum objects.
The project aims to contribute to knowledge society by collecting data on museum objects in a single system, promoting public awareness of cultural heritage and enhancing the value of heritage accumulated in Latvian museums.
The digitalisation of museum collections and their inclusion in the Joint Catalogue supports the use of museum collections for research, science and education purposes. In addition, the implemented eServices will promote public interest and make historical and cultural heritage accumulated in Latvian museums available to society.
To promote access to digital content, the Joint Catalogue items are integrated in the European digital multimedia online portal – Europeana.

6.8 Cross-border platforms

No particular infrastructure in this field has been reported to date.

6.9 Base registries

State ICT Resources and Services Register

The State ICT Resources and Services Register (VIRSIS) stores data about base registries and other information resources processed in the State Information Systems (SIS), as well as information about the technological resources and services required for the operation of the SIS.

Population Register

The Natural Persons Register has replaced the old Population Register since 28 June 2021. The new Natural Persons register is based on the information that was contained

in the old Population Register, and also includes foreigners who enter into legal relationships with the State (e.g., by buying real estate or companies in Latvia).

The Enterprise Register

The Enterprise Register carries out registration and record-keeping functions for the relevant registers of merchants and their branches, representations of foreign merchants and organisations and the representatives thereof, co-operatives, European economic interest groupings, European commercial companies, European co-operatives, political parties and associations, administrators, insolvent entities, legal protection and insolvency proceedings, associations and foundations, religious organisations and the institutions thereof, trade unions, mass media, public and private partnership contracts, decisive influences, commercial pledges, spousal property relations and arbitrage.

The Enterprise Register provides information on registered entities and legal facts, ensures the operation and development of the information system upon which it is based, and performs other functions laid down in laws and regulations.

The Enterprise Register provides a range of services electronically, including company registration and liquidation and reference requirement from the Enterprise Register.

Real Estate Cadastre and State Address Register

The State Land Service is a governmental institution of the Republic of Latvia in charge of real estate data accumulation and dissemination to institutions responsible for land management and supervision. The State Land Service is supervised by the Minister of Justice.

The State Land Service is responsible, through the State Information System, is responsible of the real estate cadastre and for the registration of real estate data, the maintenance of textual and graphical information in the State Address Register, the mass valuation of real estate, the implementation of national land reform policies, the maintenance of a central database of highly detailed topographic data, the maintenance of the Information System on Restricted Zones, and the cadastral surveying of buildings and groups of buildings.

National Register of Vehicles and Drivers

The National Register of Vehicles and Drivers ensures uniform recording of the information to be included in the Register, the entities to whom the information is issued, the procedures for providing information from the Register, as well as the time limits for the storage of such information and the procedures for the deletion thereof

6.10 Emerging Technologies

No particular infrastructure in this field has been reported to date.

7 Cross-border Digital Public Administration Services

7 Cross border Digital Public Administration Services for Citizens and Businesses

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. Your Europe is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

7.1 Life and Travel

For citizens, the following groups of services can be found on the website:
- Travel (e.g. Documents needed for travelling in Europe);
- Work and retirement (e.g. Unemployment and Benefits);
- Vehicles (e.g. Registration);
- Residence formalities (e.g. Elections abroad);
- Education and youth (e.g. Researchers);
- Health (e.g. Medical Treatment abroad);
- Family (e.g. Couples);
- Consumers (e.g. Shopping).

7.2 Doing Business

Regarding businesses, the groups of services on the website concern:
- Running a business (e.g. Developing a business);
- Taxation (e.g. Business tax);
- Selling in the EU (e.g. Public contracts);
- Human Resources (e.g. Employment contracts);
- Product requirements (e.g. Standards);
- Financing and Funding (e.g. Accounting);
- Dealing with Customers (e.g. Data protection).

The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Government European countries.
The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.
The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from Janis Krakops (Ministry of Environmental Protection and Regional Development of the Republic of Latvia).

The Digital Public Administration Factsheets are prepared for the European Commission by Wavestone

An action supported by Interoperable Europe

The ISA² Programme has evolved into Interoperable Europe - the initiative of the European Commission for a reinforced interoperability policy.
The work of the European Commission and its partners in public administrations across Europe to enhance interoperability continues at full speed despite the end of the ISA^2 programme. Indeed, enhanced interoperability will be necessary to unlock the potential of data use and reuse for improved public services, to enable cross-border collaboration, and to support the sector-specific policy goals set by the Commission for the future.

Interoperable Europe will lead the process of achieving these goals and creating a reinforced interoperability policy that will work for everyone. The initiative is supported by the Digital Europe Programme.

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