



# NIFO Factsheet – Greece

The main online source for Greek interoperability activities is the Greek e-Government Interoperability Framework - e-GIF: <http://www.e-gif.gov.gr>

The national portal 'ERMIS' aims at providing integrated and secure e-Government services to citizens and businesses: <http://www.ermis.gov.gr/portal/page/portal/ermis/>

## Main interoperability highlights

Greece National Interoperability framework is regulated by the Law 3731/2008<sup>1</sup> since December 2008. The framework is part of the overall design of the Greek Public Administration aiming to provide eGovernment services to enterprises and citizens. It is the cornerstone of the Digital Strategy for the period 2006-2013. A ministerial decision has been issued in the Government Gazette in order to define the concrete implementation guidelines (No. 1301 of April 12, 2012).

Also a ministerial decision was issued (No. 21469 of April 23, 2012) in settings for electronic public documents exchanged in the public sector. An internal regulation regarding the issuance and the exchange of e-Documents for the Ministry of Administration Reform and E-Governance as pilot Ministry was issued. Afterwards this regulation is to be revised and expanded to all ministries and public bodies.

## Summary of the NIF

The Greek eGovernment Interoperability Framework<sup>2</sup> (e-GIF) defines standards, specifications and rules for the development and deployment of web-based front and back office systems for the Greek Public Administration at National and Local level. This is expected to accelerate the development of electronic collaboration of public agencies, for the delivery of high quality and secure one-stop e-Government services to businesses, citizens and other public bodies. This framework consists of the following components:

- The **Certification Framework for Public Administration Sites and Portals**: this framework specifies the guidelines and standards to be followed when designing, developing and deploying eGovernment portals and supporting eGovernment services;
- The **Interoperability and Electronic Services Provision Framework**: this framework defines the basic principles and the general strategy to be followed by the public agencies, when developing eGovernment Information Systems;
- The **Digital Authentication Framework**: this framework sets the standards, the procedures and the technologies required for the registration, identification and authentication of the eGovernment services users (citizens / enterprises);

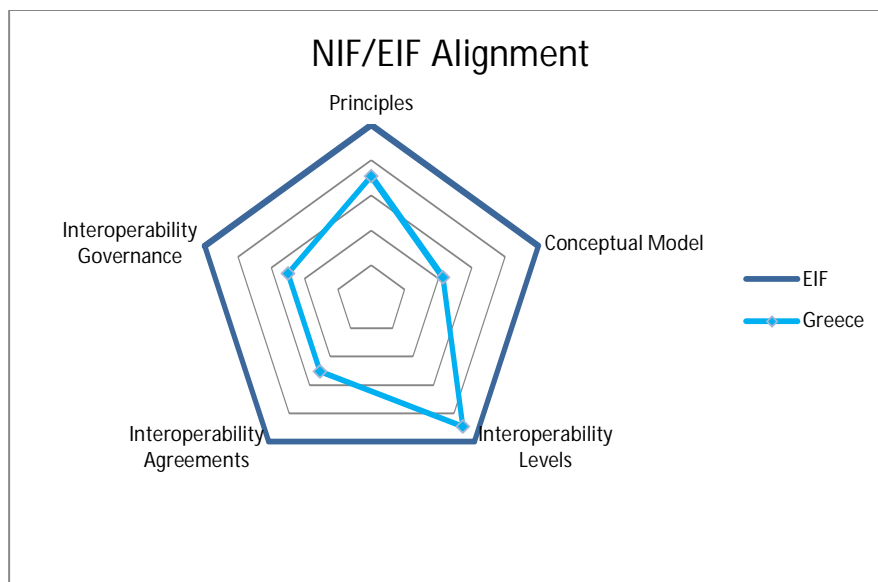
<sup>1</sup> Government Gazette ΦΕΚ: 138/A/2011

<sup>2</sup> <http://www.e-gif.gov.gr>

- The **Documentation Model for Public Administration Processes and Data**: this model is a practical guide which defines the notation, the rules and the specifications for the design, implementation and documentation of the Public Administration processes, documents and electronic data exchange messages.
- The **Interoperability Registry**: this registry is a web-based repository of service and document metadata, services process models in BPMN, standardized XML Schemas, as well as code lists for the most common information elements within governmental service provision in Greece;
- The **XML schema repository** (with proposed XML schema definitions for several documents, core components, and code lists).

## Alignment NIF/EIF

The Greek NIF has a very good alignment with the EIF on the 'interoperability levels'. The Greek NIF is well aligned on the 'Principles'. The alignment of the Greek NIF on the 'Conceptual model', the 'Interoperability Agreements' and 'Interoperability Governance' is fair.



The Greek NIF aligns with six of the twelve EIF **principles**. These six principles are: User-centricity, Inclusion and accessibility, Security and privacy, Transparency, Reusability and Effectiveness and efficiency. The Greek NIF partially aligns with the following principles: Multilingualism, Administrative simplification, Preservation of information, Openness and Technological neutrality and adaptability.

The Greek NIF contains the description of the parts of a **conceptual model**; however it does not contain a graphical representation. The conceptual model is based on SOA. The NIF encourages connecting loosely coupled services. However, no observations could be made as regards the usage of infrastructure to interconnect loosely coupled service components. Evidences recommending the use of common schemes to interconnect loosely coupled service components is not observed. The NIF advises reuse, but it does not describe the usage of



authentic sources. The Digital Authentication Framework (DAF) sets the standards, the procedures and the technologies, compliant with privacy legislation, required for the authentication of the eGovernment services users.

The **interoperability levels** described in the Greek NIF are very strongly aligned with the ones described by the EIF. The business processes are transparent and they are documented in a unified way at the various levels of the public administration. Semantic interoperability is achieved through the definition of core data components, data types, standard XML schemas, metadata, ontologies, and interoperability registries. Technical interoperability is achieved through the usage of technical standards. A lot of elements are present regarding the existence of change management processes to ensure continuous service delivery. There is however no common change management process defined.

There are **interoperability agreements** mentioned in the Greek NIF. They should however be based on existing formalised specifications/standards where applicable. Rules and standards are defined in the Greek NIF; however, the process how these are selected is not defined. There is no specific mention of encouraging the public administrations to favour open specifications/standards. There are agreements for secure data exchange.

The **governance framework** for records management (concerning the standards) exists but there is no overarching body to ensure compliance with the general framework, implementation of the ministerial decision, or defining and enforcing the roles and responsibilities.

The Greek e-GIF is regulated by law, which applies to both the framework itself as well as the maintenance processes that surround it (including appointing the responsible department in the Ministry of Interior). It is however not mandated or enforced by law. Nor is the maintenance process described by law. The Operational Programme "Digital Convergence" provides practical guidance on this. This programme specifies strategy and actions aimed at the efficient utilisation of ICT in the period 2007-2013. IT projects under the programme are obliged to comply with the Greek e-GIF to enable shorter time-to-market and develop high quality services.

Nationwide implementation of the Greek e-GIF outside of the programme is not governed centrally. However, in practice, all relevant eGovernment projects that (in some way or the other) connect to the national ERMIS portal<sup>3</sup> are assisted to comply with the e-GIF.

Standards lifecycle management is done through a transparent process of whitelisting (a list of candidate standards, possibly included in a next version), and grey listing (retired standards, possibly obsolete in a next version)<sup>4</sup>.

More detailed information on NIF/EIF alignment is provided on the NIFO Community on JoinUp on the [Compare NIFs](#) page.

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<sup>3</sup> <http://www.ermis.gov.gr/portal/page/portal/ermis/>

<sup>4</sup> <http://www.epractice.eu/files/Greece.pdf>

## Examples of Alignment – Interoperability Levels

In Greece, the NIF prescribes that business processes are documented in an agreed way in order for other administrations to understand the overall business process. In particular the NIF contains the following provisions:

- Process and service mapping and documentation, aiming at ensuring that electronic services offered by public organisations are well documented (process flows, metadata descriptions, etc.) and properly managed, i.e. it is clear who is responsible for the management and the delivery of each service (or part of a service), and these responsibilities are described in the documentation of the service.
- The Documentation Model for Public Administration Processes and Data (DMPAPD) aims at defining the notation, the rules and the specifications that must guide the process and data models' design which must be based on BPMN and UML activity diagrams in the case of processes and XML Schema and UN/CEFACT CCTS in the case of documents and data.

See Interoperability and Electronic Services Provision Framework: <http://www.e-gif.gov.gr/portal/pls/portal/docs/1/211041.PDF> and Documentation Model for Public Administration Processes and Data: <http://www.e-gif.gov.gr/portal/pls/portal/docs/1/211037.PDF>

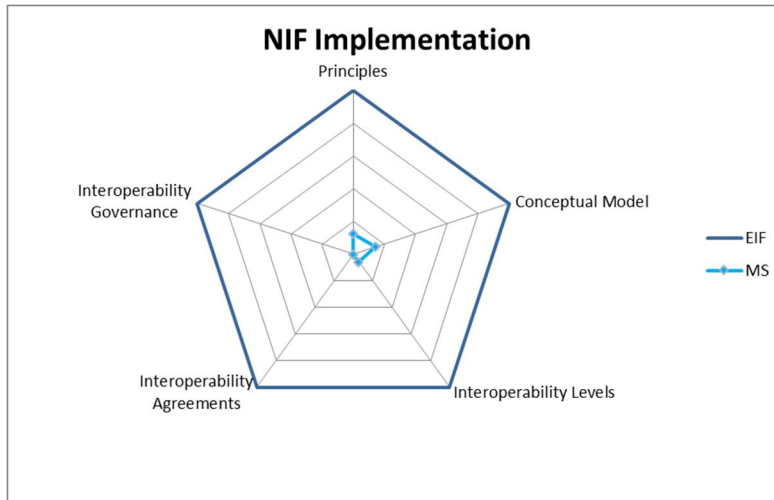
In addition, the Greek NIF encourages public administrations to clarify their organisational relationships as part of the establishment of a (European) public service. It states that:

- The organisational units and roles involved in the provision of a service must be clearly reported in the documentation of the service.
- For each service they provide to citizens, enterprises and other bodies, the Public Administration bodies must know which bodies they communicate with, the aim of the communication and the information they exchange.
- The operational points of contact between bodies must be assigned on the organisational unit level of the bodies.

See: Imprinting and documentation of services of public administration, Alignment of processes of different public administration bodies, <http://www.e-gif.gov.gr/portal/pls/portal/docs/1/744027.PDF>

## Implementation of NIF

Concerning the implementation of the NIF, some examples are given for principles, conceptual model and interoperability levels.



In the principles dimension, examples exist for openness and user centricity.

In the conceptual model dimension, the project “e-Government” aims to improve the interoperability among public sector bodies.

In the semantic interoperability level dimension, Greece is cooperating in an EU working group working on a common data model to describe key generic business events and related public services on the Points of Single Contact. Greece is also participating in e-SENS project in the development of Semantic mapping Services for e-procurement and business lifecycle.

## Other initiatives on interoperability

Data.gov.gr (<http://data.gov.gr/>) is the Greek open data portal that provides access to national datasets. The portal is currently providing access to 65 datasets (<http://data.gov.gr/dataset-search/>), which are also accessible via ODIP (<http://data.opendatasupport.eu/>), the pan-European single point of access to European datasets. More than 10 applications (<http://data.gov.gr/application/>) are reusing one or more datasets that are available on the portal.

The new eGovernment law (No. 1301 of April 12, 2012)<sup>5</sup> defines the concrete implementation guidelines, i.e. a new holistic programme that includes further action for the interoperability framework.

Moreover, public consultation on the Strategy for the Digital Development of Greece 2014-2020, took place until 24 April 2014. The Strategy seeks to enable affordable, high-quality and interoperable public and private sector services that are facilitated and supported by ICT<sup>6</sup>. This strategy forms a part of the new National Strategic Reference Framework (ESPA)<sup>7</sup>. IT projects which are financed by the new ESPA will not be approved unless they meet the principles of

<sup>5</sup> [http://www.egovplan.gr/?page\\_id=14](http://www.egovplan.gr/?page_id=14)

<sup>6</sup> <http://www.epractice.eu/en/news/5423224>

<sup>7</sup> <http://www.espa.gr/en/Pages/Default.aspx>



the Strategy for Electronic Governance, which include interoperability, transparency, sustainability of systems, administrative simplification, user friendliness and security.

The national portal 'ERMIS' is a central electronic point for the provision of integrated and secure eGovernment services to citizens and businesses. The portal is not substituting the existing governmental portals of the public authorities, but it gives added value to the eServices of each organization as it works as a 'router' that makes easier and simpler the access to the end service points. All relevant eGovernment projects that (in some way or the other) connect to the national ERMIS portal are assisted to comply with the e-GIF<sup>8</sup>.

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<sup>8</sup> <http://www.ermis.gov.gr/portal/page/portal/ermis/>