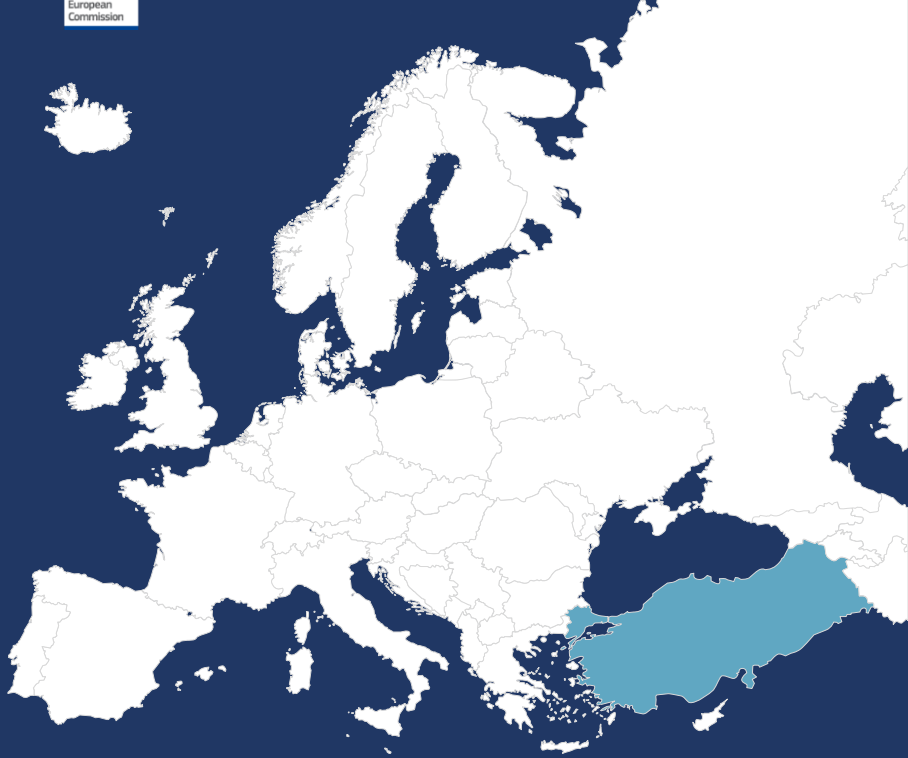


# TÜRKIYE

## Digital Public Administration Factsheet 2024

Main developments in digital public administrations and interoperability

JULY 2024



### HIGHLIGHTS - KEY PROJECTS

- The [Twelfth Development Plan](#), adopted by the General Assembly of the Grand National Assembly of Turkey and effective as of November 2023, outlines Türkiye's roadmap for sustainable and inclusive growth on the Republic's 100<sup>th</sup> anniversary. It covers policies from stable growth to green and digital transformation, disaster resilience, sustainable environment, and good governance. Guiding the regional plans for 2024-2028 and the Presidential Annual Programs, the Plan was created through a multi-stakeholder, participatory approach involving public, private, civil society, and academic representatives, coordinated by the Presidency of Strategy and Budget (SBB). It aims to align with Türkiye's 2053 vision, emphasising a stable, strong, prosperous, environmentally friendly, disaster-resistant, high-tech, and fair-income-distributing nation. Digital transformation is prioritised, with digital government as a separate focus. The measures include strengthening administrative capacity, preparing a digital government strategy, supporting public sector digital transformation, developing a digital transformation maturity model and audit capabilities.



### Key figures

**26** new initiatives adopted in 2023-2024

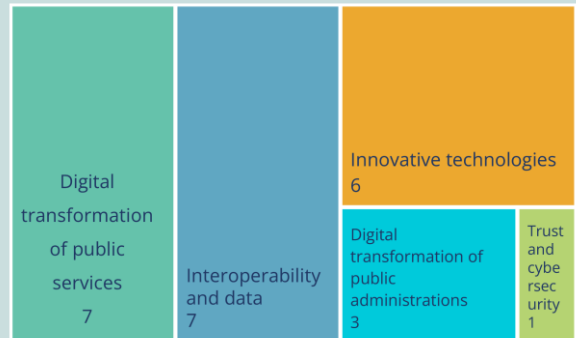


Figure 1

Number of initiatives per topic adopted in 2023-2024

Towards the Digital Decade targets set for 2030: DIGITAL PUBLIC SERVICES

*This country is not under the scope of the Digital Decade data collection.*

## DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- In accordance with the principle of interoperability, [Digital Türkiye](#) initiatives aim to ensure high participation and reduce bureaucracy through periodic meetings coordinated by the Digital Transformation Office (DTO) and chaired by the Vice President. These meetings, which include multiple stakeholders, focus on enhancing data governance and monitoring eGovernment Gateway developments. The 16<sup>th</sup> meeting on October 2023 emphasised investments in AI, big data, cybersecurity. It prioritised Cyber Homeland, and discussed Türkiye's 10<sup>th</sup> place in the [European Commission eGovernment 2023 Benchmarking Report](#). Finally, it introduced new integrated services. It was noted that Türkiye's information systems are robust, with a focus on exporting domestic software and digital services. A high citizen satisfaction rate of 95% with the eGovernment Gateway reflects Türkiye's agile data governance and competitive electronic service delivery. The 255 decisions from the meeting were aligned with the Digital Government Strategy axes.

## DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- The [eViz System](#), developed by the Ministry of Treasury and Finance and implemented in all Audit Offices in 2023, securely provides electronic books and documents to tax inspectors, aiming to shorten the Tax Inspection Board's examination period and facilitate receiving e-ledger and e-document files from taxpayers in various cities. This system saves public resources and time by reducing tours and prevents submission of incorrect data by taxpayers, achieving labour and time savings. Benefits for citizens include 24/7 submission of electronic books and documents without disrupting activities, tracking submission stages, managing submissions through a single system, submitting large files, and enabling representatives to perform transactions easily.

## TRUST AND CYBERSECURITY

- The [Information and Communication Security Audit Monitoring System](#) has been developed and put into service in January 2023. The system allows to monitor the audit results of all organisations within the scope of the Information and Communication Security Guide. Organisations can provide information about the progress of their ICS Guide compliance and audit activities. The current information security management system compliance level of organisations' can also be tracked with this digital platform.

## INTEROPERABILITY AND DATA

- Launched in 2023 under the Investment Programme, the [DiDAK Project](#) aims to create an infrastructure for developing digital government services, facilitating data sharing among institutions, and integrating services. It will enable easier access for citizens to online public services, making them more efficient, fast, and secure. The project also seeks to establish a platform using open-source technologies, microservices, and container-based infrastructure, allowing developers and system administrators to efficiently develop, deploy, and manage software with enhanced business continuity.



### Key figures from European Interoperability Framework Monitoring Mechanism results (Score 1 to 4)

*This country is not yet part of the EIF data collection.*

Find out more about the EIF [here](#).

## INNOVATIVE TECHNOLOGIES

- In Türkiye, public institutions traditionally establish their own data centres, leading to high costs and operational inefficiencies due to a decentralised approach. To address this, the DTO is developing a [Public Sector Cloud Computing Strategy](#) in order to transition IT infrastructure needs to cloud computing with private sector providers, aiming for up to 50% budget savings and improved digital services. The strategy prioritises avoiding in-house IT investments (except for national security), efficient cloud service provision, cloud migration, and enhancing workforce competencies. It includes certification for cloud providers that will serve public institutions with creating migration roadmaps, and conducting gap analyses for staff skills, and enabling the use of advanced technologies like AI and IoT. The strategy is set to be finalised by Q3 2024.
- As of January 2023, Türkiye joined the [Digital Europe Programme](#) (DEP), focusing on digital transformation and interoperability. In 2023, Türkiye held 14 information sessions and selected 17 candidate European Digital Innovation Hubs. Calls for creating European Data Spaces under the AI-specific objective are also open to Turkish stakeholders.



The Digital Public Administration factsheets are produced by the [National Interoperability Framework Observatory \(NIFO\)](#) under [Interoperable Europe](#) (DG DIGIT) and the [Digital Decade Programme](#). More information on the state-of-play on digital public administrations and interoperability in this country can be found in its [supporting document](#).