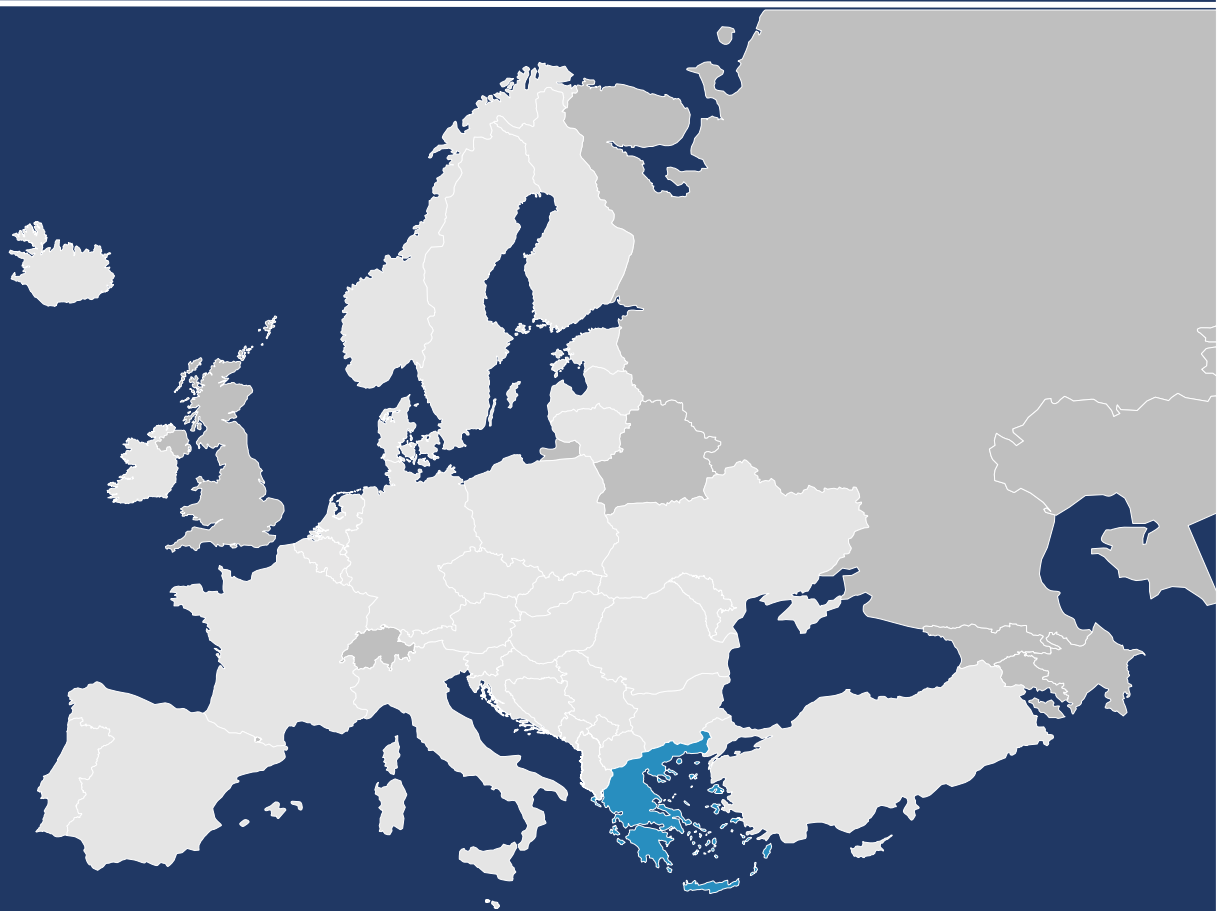interoperable

European Commission

Greece

2024 Digital Public Administration Factsheet

Supporting document

Main developments in digital
public administrations and
interoperability

JULY 2024

nifo

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Icons Glossary		
Political Communication	*Legislation*	*Infrastructure*

2030 DIGITAL DECADE

The **Digital Decade policy programme 2030** sets out digital ambitions for the next decade in the form of clear, concrete targets. The main goals can be summarised in 4 points:

1) a digitally skilled population and highly skilled digital professionals;
2) secure and sustainable digital infrastructures;
3) digital transformation of businesses;
4) digitalisation of public services.

Skills
20 million employed **ICT specialists**, more graduates + gender balance
80% of adults can **use tech** for everyday tasks

Government
Key Public Services – 100% online
Everyone can **access health records online**
Everyone can use **eID**

Infrastructure
Gigabit connectivity for everyone, **high-speed mobile coverage** (at least 5G) everywhere
EU produces 20% of world's **semiconductors**
10 000 **cloud edge nodes** = fast data access
EU **quantum computing** by 2025

Business
75% of companies using **Cloud, AI or Big Data**
Double the number of **unicorn startups**
90% of **SMEs taking up tech**

The production of the **Digital Public Administration factsheets and their supportive documents** support the objectives and targets of the Digital Decade programme. By referencing national initiatives on the digital transformation of public administrations and public services, as well as interoperability, they complement existing data and indicators included in the Digital Decade reports and related resources. They also highlight and promote key initiatives put in place or planned by EU countries to reach the Digital Decade's targets.

1. 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 divided in three pillars. The EIF Monitoring Mechanism (MM) was built on these pillars to evaluate the level of implementation of the framework within the Member States. The mechanism is based on a set of 91 Key Performance Indicators (KPIs) clustered within the three scoreboards (Principles, Layers, Conceptual model and Cross-border interoperability), outlined below.

Starting from the 2022 edition, an additional scoreboard, Scoreboard 4, focusing on cross-border interoperability, has been incorporated. This scoreboard assesses the adherence to 35 Recommendations outlined in the EIF framework. Specifically, it encompasses Interoperability Principles 2, and 4 through 11 from Scoreboard 1, all recommendations pertaining to Interoperability Layers from Scoreboard 2, as well as Conceptual Model recommendations 36 to 43 and 46 to 47 from Scoreboard 3.

Scoreboard 1 Interoperability Principles	Recommendation(s) n°
Principle 1 - Subsidiarity and Proportionality	1
Principle 2 - Openness	2-4
Principle 3 - Transparency	5
Principle 4 - Reusability	6-7
Principle 5 - Technological neutrality and data portability	8-9
Principle 6 - User-centricity	10-13
Principle 7 - Inclusion and accessibility	14
Principle 8 - Security and privacy	15
Principle 9 - Multilingualism	16
Principle 10 - Administrative simplification	17
Principle 11 - Preservation of information	18
Principle 12 - Assessment of Effectiveness and Efficiency	19

Scoreboard 2 Interoperability Layers	Recommendation(s) n°
Interoperability Governance	20-24
Integrated Public Service Governance	25-26
Legal Interoperability	27
Organisational Interoperability	28-29
Semantic Interoperability	30-32
Technical Interoperability	33

Scoreboard 3 Conceptual Model	Recommendation(s) n°
Conceptual Model	34-35
Internal information sources and services	36
Basic Registries	37-40
Open Data	41-43
Catalogues	44
External information sources and services	45
Security and Privacy	46-47

Scoreboard 4 Cross-border Interoperability

Source: European Interoperability Framework Monitoring Mechanism 2023

Each scoreboard breaks down the results into thematic areas (i.e. principles). The thematic areas are evaluated on a scale from one to four, where one means a lower level of implementation and four means a higher level of implementation. The graphs below show the result of the EIF MM data collection exercise for Greece in 2023, comparing it with the EU average as well as the performance of the country in 2022.
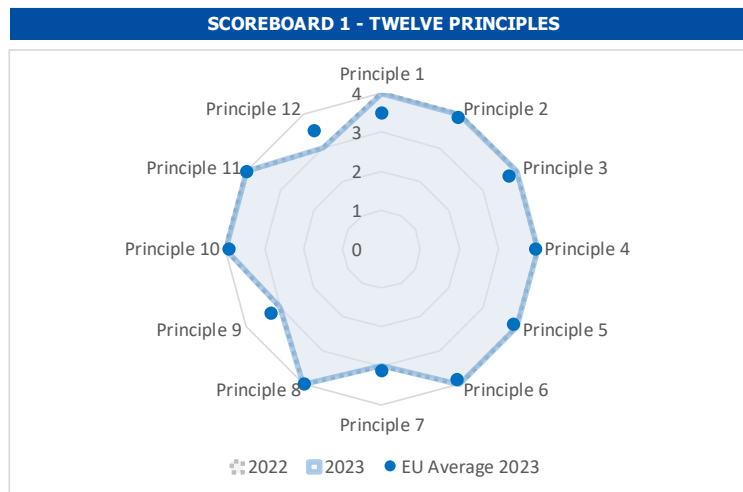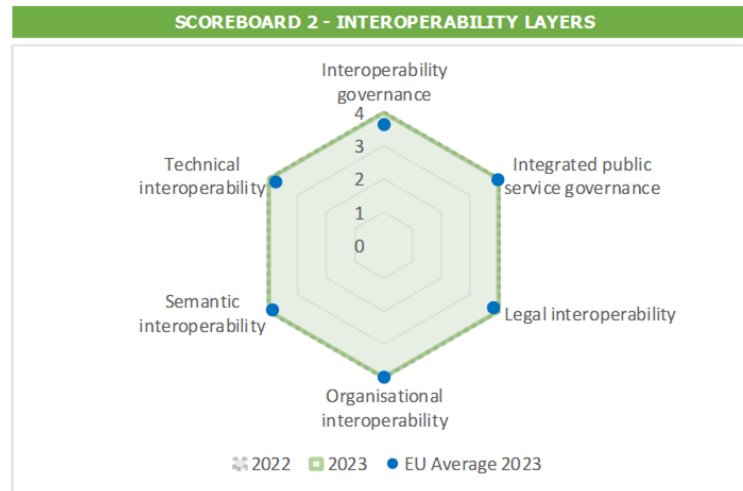

Source: European Interoperability Framework Monitoring Mechanism 2023

The Greek scores in Scoreboard 1 show an overall good implementation of the EIF Principles, performing within or above the European average on 9 out of the 12 principles. However, there are some potential areas of improvement regarding to the implementation of Principles 7 (Inclusion and Accessibility), Principle 9 (Multilingualism) and 12 (Assessment of Effectiveness and Efficiency) for which the score could be further improved. Particularly, full compliance with

the European accessibility standards of the Directive on the accessibility of the websites and mobile applications of public-sector bodies (Principle 7 – Recommendation 14) should be achieved. In addition, Greece could increase its score on Principle 9 (Multilingualism) by enhancing its use of information systems and technical architectures that cater for multilingualism when establishing a European public service (Principle 9 – Recommendation 16) and more specifically, the total number of language resources proposed to users.
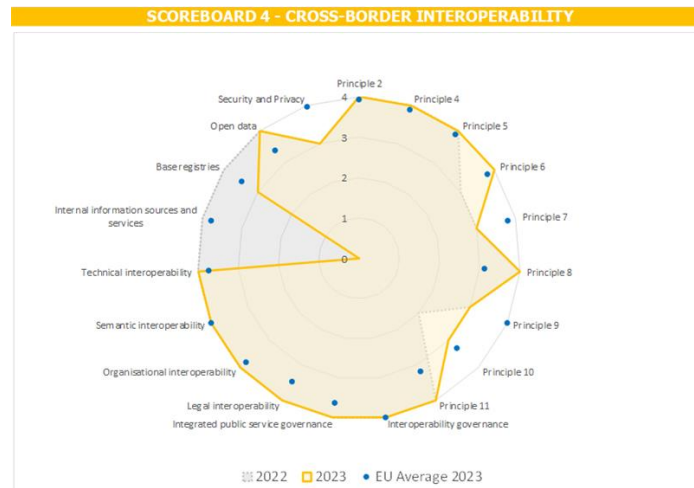

Source: European Interoperability Framework Monitoring Mechanism 2023

The scores attained by Greece in Scoreboard 2 indicate a very good performance by the country, achieving a score of 4 across all interoperability layers and surpassing the European average. However, when analysed in detail, the Interoperability Governance layer could be further improved, with the improvement of recommendation 22, on the use of a structured, transparent, objective and common approach to assessing and selecting standards and specifications.
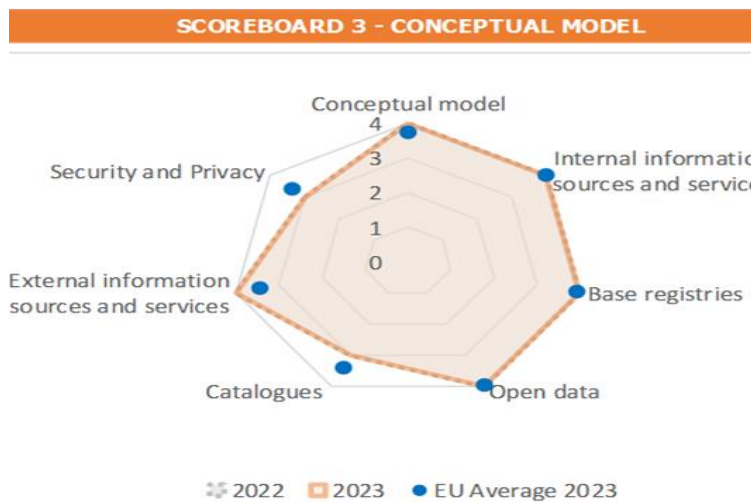
Source: European Interoperability Framework Monitoring Mechanism 2023

The Greek scoring in the Conceptual Model of Scoreboard 3 show an overall good performance of the country. Greece has a high performance in external information sources and services, performing better than the EU average in this area. Potential areas of improvement relate to Catalogues and Security and privacy. To increase its score on catalogues, Greece could increase its efforts to put in place catalogues of public services, public data, and interoperability solutions and use common models for describing them (Recommendation 44). To improve the scoring on the Security and privacy, Greece should improve the 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 (Recommendation 47).

Source: European Interoperability Framework Monitoring Mechanism 2023

The results of Greece on Cross-Border Interoperability in Scoreboard 4 show an upper-medium performance of the country. Particularly, Greece has the score above the European average in 6 out of 8 cross-border principles and in all interoperability layers. Greece made progress on Principle 10 (Administrative simplification – cross-border), achieving a score of 3 in 2023, up from 2 in 2022. However, Greece has still margin for improvement in relation to the indicators related to the conceptual model, where the country obtains a lower performance. For instance, efforts could be directed towards creating and following data quality assurance plans for base registries and related master data (Base registries – Recommendation 40). In addition, Greece could concentrate its efforts on the 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).

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

Curious about the state-of-play on digital public administrations in this country?

Please find here some relevant indicators and resources on this topic:
- Eurostat Information Society Indicators
- Digital Economy and Society Index (DESI)
- eGovernment Benchmark
- Repository of good practices on EIF implementation

2. Digital Transformation of Public Administrations

Main Digital Strategies, Action Plans and Legislations

Berlin Declaration on Digital Society and Value-Based Digital Government

In December 2020, the Greek 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.

A Digital State – Greece on the Move

To celebrate three years since the launch of the first version of platform gov.gr, on February 2023 the Ministry of Digital Governance has organized the event entitled 'A digital state, Greece on the move'. During his speech, PM Kyriakos Mitsotakis remarked the numerous remote transactions now available to citizens via the online platform gov.gr and accessible by smart phones and tablets. Digital Governance Minister Kyriakos Pierrakakis added that gov.gr recorded 1.2 billion online transactions in 2022 alone, showing a remarkable increase in the use of the platform every year. By 2023, gov.gr had already over 8 million users, 1 586 digital services offered, over 23 million electronically signed documents and over 12 million certificates issued. Currently, gov.gr offers more than 1 700 digital services (figure recorded on 10 April 2024) and has also an action bot (mAIgov) that helps citizens find the appropriate digital public services both in Greek and in English.

Digital Transformation Bible (2020–2025)

The National Digital Strategy is reflected in the Digital Transformation Bible 2020-2025 (DTB). Its main role is to describe the vision, philosophy, and goals of the national strategy for the digital transformation of the country.
The DTB brings forth seven objectives:
1. Safe, fast, and reliable access to the Internet for all;
2. A digital State offering better digital services to citizens for all life events;
3. Development of digital skills for all citizens;
4. Facilitate the digital transformation of the enterprises;
5. Support and strengthen digital innovation;
6. Making productive use of public administration data; and
7. Incorporating digital technologies to all economic sectors.

The DTB describes the guiding principles, the model of governance and implementation through seven distinct strategic axes of digital transformation:
1. Connectivity;
2. Digital Skills;
3. Digital Public Services;
4. Digital Business;
5. Digital Innovation;
6. Advanced Technologies; and
7. Integration of Technology in every sector of the economy

The DTB incorporate more than 450 specific projects in 17 areas of economy as horizontal and vertical interventions, which are expected to carry out the national digital strategy.
The action plan is open and dynamic, as it will continue to be co-formulated and updated annually in cooperation with the competent public administration bodies. This update process ensures that new needs or priorities can lead to additional projects across different sectors, all aligning with the overall strategy, guided by the core philosophy, and supporting the main objectives of the DTB. The first assessment-evaluation of the DTB has been published and it was the main document that contributed to the Greek Digital Decade Roadmap

The National Recovery and Resilience Plan Greece 2.0 was adopted on 13 July 2021 by the Economic and Financial Affairs Council of the European Union (Ecofin). Greece 2.0 includes 106 investments and 68 reforms, structured around four pillars: Green Transition, Digital Transformation, Employment-Skills-Social Cohesion, Private Investments and Transformation of the Economy.

Greece reinforced its whole-government approach to its digital transformation strategy by activating the 'digital transformation executive network', under the lead of the Ministry of Digital Governance, to align the work of different Ministries towards the Digital Decade goals and jointly develop the Digital Decade roadmap.

After the completion of the annual evaluation of the DTB with the collection of the necessary data and the preparation of the National Roadmap for the European programme of the Digital Decade 2030, the Ministry of Digital Governance is working towards updating the DTB.

National Policy for Administrative Procedures (NPAP)

Law 4961/2022 established the National Policy for Administrative Procedures (NPAP) as a coherent horizontal public policy for the documentation, evaluation and improvement of administrative procedures.

NPAP is based on three interdependent pillars: (i) the National Registry of Administrative Procedures -MITOS, which aims to record, capture and standardise all administrative procedures; (ii) the National Programme for Simplification of Procedures, as a mechanism for redesigning and simplification of administrative procedures on the basis of a common methodology and a uniform and comprehensible way for presenting the simplification efforts to the public; and (iii) the Bureaucracy Observatory, as a mechanism for documenting the results of the National Policy, measuring the administrative burden and carrying out a continuous evaluation of the bureaucracy levels.

The success of this national policy depends on the integration of the three pillars, as the development of a central simplification programme requires both a reliable mechanism to measure the administrative burden, and an assessment of the simplification with ex post evaluations.

National Registry of Administrative Procedures - MITOS

The National Registry of Administrative Procedures - MITOS has been established on the basis of article 90 of Law No. 4727/2020 and is kept under the jurisdiction of the Directorate General of Public Sector Administrative Procedures of the Ministry of Interior.

MITOS is the tool to record and standardise all administrative procedures of the Greek State in a single repository, with the use of modern technologies. Standardizing procedures reduces ambiguity and legal uncertainty while also streamlining Public Administration operations. MITOS was created to record and standardize all digital and physical administrative procedures in the public sector, ensuring easy access to relevant information. The MITOS digital platform serves as the central point of contact between citizens and the State. It records all the necessary steps for each procedure in a clear, up-to-date and accessible way.

More specifically, MITOS captures and standardizes existing administrative procedures of public services and bodies, recording (at least) the following information: (i) accurate, official titles of existing administrative procedures, legislative framework, competent services, supporting documents, processing times, flow charts, estimate of time and cost of tolls or other fees; (ii) it incorporates a mechanism for continuous updating of procedures; (iii) it supports the simplification of procedures through the National Programme for Simplification of Procedures (EPAD), as well as their assessment in terms of their impact on administrative burden; and (iv) it integrates a citizen reporting platform.

Currently, more than 3 300 administrative procedures have been registered in MITOS and more than 500 offer information in English. The platform connects and shares data with various information systems like EUGO, Your Europe, gov.gr, and the KEP information system. It includes data on administrative procedures and offers researchers and innovators access to relevant open data through an API.

National Programme for Simplification of Procedures (EPAD)

The National Programme for Simplification of Procedures (EPAD) was established in Article 45 of Law No. 4635/2019. Under the supervision of the Prime Minister, EPAD constitutes the national, central and horizontal policy which, through a central, governmental and inter-ministerial coordination, aims to plan and implement actions to redesign and simplify administrative procedures. EPAD aims to reduce bureaucracy and the administrative burden of services provided to citizens and businesses, as well as to streamline the internal functions of the

public administration. Successful implementation of EPAD ultimately aims to significantly improve the daily life of all citizens and to strengthen the development dynamics of the country, while defending the public interest in the context of a modern State of law.

EPAD has the objective of creating a coherent framework of rules, methodologies and actions for the improvement and upgrading of legislation and administrative procedures. At the same time, special emphasis is placed on providing relevant public information, in order to achieve the maximum possible benefit for society, the economy and the public administration itself, all while strengthening the trust citizens have in the State. The program consists of three axes of intervention, which include actions and policies for all beneficiaries, i.e. citizens, businesses and public employees and officers: (i) quality and clarity of legislation/regulations; (ii) simple and understandable procedures, and (iii) timely and accurate information.

In 2023, significant actions were completed through EPAD, covering all three pillars of the NPAP. Based on Programmatic Agreements or Memoranda of Cooperation with the competent authorities in the policy areas of Shipping, Public Administration Internal Procedures, Public Procurement, Tourism, Auxiliary Insurance, Social Security, Agricultural Development, and Entrepreneurship, eight critical contracts were executed, leading to:

1. Proposals for registering over 200 new procedures in the National Registry of Administrative Procedures (MITOS);
2. Submission of over 200 proposals for simplified procedures; and
3. Measuring administrative burdens using the Standard Cost Model Methodology in the selected procedures within the fields of Shipping, Public Procurement, Tourism, Agricultural Development, and Entrepreneurship.

Bureaucracy Observatory

To reduce red tape in the new digital environment, Greece has also set up a Bureaucracy Observatory based on Article 47 of Law No. 4635/2019, currently under the Ministry of Interior (initially under the Ministry of Digital Governance). The Bureaucracy Observatory's primary mission is to assess and record the administrative burden resulting from legislation on citizens, businesses, and civil servants in Greece. The Observatory conducts measurements using the Standard Cost Model (SCM) for identifying and calculating administrative costs. The model, customized for Greece, minimizes separate survey points. The General Directorate of Public Sector Administrative Procedures coordinates the Observatory, and the National Documentation Centre (EKT) serves as the Executive Mechanism. The Observatory evaluates administrative burdens caused by regulations and practices, reflecting its work in annual or special reports on bureaucracy trends. These reports also highlight key actions of the National Simplification Programme. To date, 21 measurements of administrative burdens on citizens, enterprises and civil servants have been conducted in six different policy sectors.

National Recovery and Resilience Plan 'Greece 2.0'

The National Recovery and Resilience Plan 'Greece 2.0' was approved by ECOFIN on 13 July 2021 and was updated on 8 December 2023 to introduce a new chapter on REPowerEU. The 'Greece 2.0' plan includes 103 investments and 76 reforms, utilising resources for a total of EUR 35.95 billion, of which EUR 30.5 billion of European funds (EUR 18.22 billion in grants and EUR 17.73 billion in loans). A total of EUR 60 billion in investments will be mobilised in the country over the following five years.

The main strategic objectives are the following:

- Pillar 1: Green Transition;
- Pillar 2: Digital Transformation;
- Pillar 3: Employment, skills and social cohesion; and
- Pillar 4: Private Investments and Transformation of the economy.

Greece's recovery and resilience plan supports the digital transition with investments and reforms in the digitalisation of public administration and private sector companies, connectivity, and digital skills. It includes a comprehensive set of reforms and investments in digital fields, addressing the country-specific recommendations and reflecting Greece's effort to support the country's digital transition.

In 2023, the approved digital transformation projects for 2023-2027 included in the 'Greece 2.0' plan encompass actions aimed at:

- Enhancing connectivity, by accelerating and facilitating the deployment of very high-capacity networks including 5G, fibre optic infrastructure and digital interconnection of Greek islands to cover 94% of the country by 2027;

- Digital transformation of the public sector (health, education, judicial, etc.) including central infrastructure and computing services, cloud and digital interoperability and CRM, notably through a wider adoption of digital capacities and advanced digital technologies;
- Full digitalization of tax authorities, using new methods to fight against tax evasion (such as controls using AI, online monitoring freight, etc.), introduction of electronic cash registers and POS, and electronic invoicing for the private sector;
- Fostering the digitalization of Greek businesses;
- Developing the digital skills of the population to reduce the digital divide;
- Digitisation of the archives of the public sector records;
- Enhancement of cybersecurity protection for critical assets;
- Use of AI to help in critical areas such as health, safety, and the economy with the establishment of a National Council to examine the challenges and threats arising from the use and development of AI;
- The establishment of a Cybersecurity Organization covering the entire range of activities related to the prevention, protection, deterrence, and recovery from cyberattacks;
- Sharing of open and usable datasets on data.gov.gr, in compliance with the legislation on personal data and utilising tools in line with European and international standards and directives; and
- Promote the harmonization of digital services according to international standards, so that public websites and applications are accessible to all.

Fifth National Action Plan on Open Government 2022-2024

Greece has been participating in the international collaborative initiative known as Open Government Partnership since 2012. Following the successful completion of the Fourth National Action Plan on Open Government from June 2019 to August 2021, the Fifth National Action Plan 2022-2024 was submitted.

The development of the Fifth National Action Plan was supported for the first time:
- By a working group (Focus Group) consisting of public sector executives and representatives of other bodies and organizations of Civil Society;
- By a National OGP Website using open software that was appropriately conformed by GFOSS with OGP funding.
- By the 1st Open Government Workshop that took place on 3 November 2022, which provided delegates from different areas with the opportunity of being informed about this initiative and to actively participate in the discussions on the collaborative formation of the National Action Plan.

The submitted National Action Plan, following an official public open consultation, encompasses commitments that serve the national policy priorities as expressed by the Digital Transformation Bible, the needs of citizens and businesses and the proposed directions from the OGP in a coherent, implementable, sustainable and structured 5th National Action Plan that will strengthen Greece's participation in the OGP.

Open workshops were implemented during 2023 regarding Open Data, Open Government, public services design and Digital Skills.

Law on Digital Governance

Law No. 4727/2020 (Government Gazette 184/A/23.09.2020) on Digital Governance (transposing into the Greek legislation Directive (EU) 2016/2102 and Directive (EU) 2019/1024) – Electronic   Communications (transposing into the Greek law Directive (EU) 2018/1972) and other acts contain numerous provisions regarding government digital services, such as:
- The provision of a personal number (PA) for each citizen allowing their formal identification and a better delivery of digital public services;
- The creation of an electronic registered delivery service for the private and public sectors;
- The creation of a Register of Public Administrative Procedures and a Citizen Communication Register;
- The strengthening of the Single Digital Portal gov.gr;
- The obligation to provide digital public services through the Single Digital Portal of Public Administration (gov.gr – EIP);
- The permanent establishment of new digital services that were introduced as a direct result of the COVID-19 public health crisis;
- The provision of the necessary institutional framework for the digital transformation of the Greek public sector and society;

- The development of measures pertaining to the Transparency Programme, public sector information, open data and other issues related to transparency and open government; and
- The introduction of the accessibility framework for the public sector's websites and applications for mobile devices to render their services accessible to all users, including to persons with disabilities.

The purpose of Law No. 4727/2020 is to consolidate the scattered and complex legislation on digital governance into one comprehensive document. Additionally, Article 108 of this law repeals Articles 1 to 37 of Law No. 3979/2011.

Law 'I invest in Greece and other Provisions'.

Law No. 4635/2019 (Government Gazette 167/A/30-10-2019) contains numerous provisions regarding government digital services, such as:
- The creation of the open Single Digital Map which will collect and centralise geospatial data, such as land use and building planning;
- The creation of a single digital public administration portal, 'gov.gr', which will gather all digital public services under one single portal;
- The implementation of the National Programme for Process Simplifications currently under the Ministry of Interior (initially under the Ministry of Digital Governance) to simplify administrative processes; and
- The precise procedure to be followed from 1 January 2021 for the compulsory electronic submission of applications to Administrative Courts.

Law on the Unified Mobility System in Public Administration and Local Government

Law No. 4440/2016 (Government Gazette 224/A/2-12-2016) establishes permanent voluntary mobility of public sector personnel based on an electronic database and an evaluation procedure for submitted applications.

Law on Innovation System in the public sector

Law No 5027/2023 (Government Gazette 48/A/2-03-2023) aims to design prototypes and develop innovative systems to provide effective public services to citizens and meet the needs of modern society.

Digitalisation of Internal Processes

Digitisation of Archives and Related Services

The investment aims to digitise key archives in various sectors (Justice, Health, Education, Maritime Affairs & Insular Policy and Digital Governance) and integrate them into the respective information systems. It also enables the secure storage of Public Sector and "Broader" Public Sector Archives. These emblematic and complex projects, expected to be completed by 2026, will significantly enhance the speed of service provided to the citizen by State services. Simultaneously, they will also help in freeing up public resources by reducing the cost of accessing public archives. More in details:
- Justice System: this project concerns the digitisation of all physical records related to justice (such as past court decisions, wills, successions, court files of ongoing cases, etc.) and the migration of those digital data into the relevant systems;
- Public Health System: the project concerns the digitisation of all physical health records and the migration of those digital data into the relevant health IT systems. Digitisation will help retrieve a patient file (either electronic or physical) in a very short time. As a result of the normalisation-correlation of the Physical Archiving Protocol with the Electronic Patient Archive, it will be possible to provide quality patient service in a very short time;
- General Archives of the State: it involves digitising all physical records and migrating them into relevant IT systems. It includes the necessary IT infrastructure, data centres, local agency infrastructure, as well as software development and support services. The project aims to enhance the General Archives' ability to fulfil its mission, improve ICT contributions to citizens' daily lives, simplify transactions, and promote constitutional rights. It provides a fully electronic public service through a platform that complements

the existing information hub on the General Archives' operation, services, and archival material.; and

- Maritime: the project aims to digitise the archives of the Ministry of Maritime Affairs and Insular Policy. It involves creating an integrated IT system to provide digital services for seafarers, Ministry of Maritime Affairs personnel, marine businesses, and partner companies. This initiative offers fully digital services, enabling users to access archives quickly and efficiently for their service requests.

Transformation of Consular Services Procedures

The project aims to improve the services provided by the Consular Authorities of the Ministry of Foreign Affairs to the citizens, through the redesign of the existing procedures. The aim is to provide a high level of service without the need for their physical presence at the Consular Authorities, whenever possible. The redesigned procedures will be completed with the electronic submission of documents and supporting documents, as well as electronic payments. Citizens will be able to ask questions to every Consular Authority through multiple digital channels in written physical language through multiple communication channels, will receive information and replies, will be able to attach the relevant documents for each process and complete their work by submitting the relevant documents to the Consular Authorities.

Gov-ERP: Digital Reform of the Financial System in the Central Administration and the rest of the General Government

The Gov-ERP, whose full title is 'Reform of the Financial System in the Central Administration and the rest of the General Government', is an iconic project for the public administration. Specifically, it is going to be the new digital tool for the overall upgrade of the financial system and financial management of the Greek State with the aim of increasing its effectiveness. For this reason, it was the first digital project that was included in the Recovery and Resilience Fund and became one of the first projects of the 'Greece 2.0' Plan that are currently being implemented. In particular, Gov-ERP includes the preparation, support and development of an information system of business planning (Enterprise Resource Planning, ERP) for the general government and the State administration, which will provide more fiscal transparency. At the same time, it will oversee the recording of the country's economic policy by offering real-time, accurate, and sensible insights into the financial situation of the Central Administration and all branches of the General Government, including their asset composition. By improving financial management quality and efficiency, it aims to provide reliable financial information, enabling informed decision-making, transparency, and accountability.

Human Resources Management System (HRMS)

A large and innovative IT project in the Public Sector is the 'Human Resources Management System Operation Service' (HRMS). As of April 2023, the project is undergoing its implementation phase. The scope of this project is the provision of services for the analysis, design, development, configuration, implementation, and operation of a Human Resources Management System in the Public Sector. These services will be used by the General Secretariat for Human Resources of the Public Sector of the Ministry of Interior, but also by the entire Public Administration, in order to design, implement and monitor policies and strategic decisions on HR-related issues. The platform is planned to be delivered online, it will bring together all the functionality required to support the exercise of a Directorate's responsibilities and will be administratively aligned to the strategic directions. All the services of the Human Resources Management System that will be developed within the framework of this project will be installed and hosted in the infrastructure of the government cloud (G-Cloud) of the General Secretariat of Public Administration Information Systems and Digital Governance. This will facilitate horizontal communication and coordination between bodies. The scope of the project includes, among others, the recording and evaluation of the current situation, the Employee Register, the Digital Organization Charts, the management of recruitment, leave and working hours of staff, promotions and selection of supervisors, disciplinary procedures, human resources development and training services. The HRMS, managed by the Ministry of Interior, will collect, interoperate with other public systems and process the data of about 3 537 institutions and 9 131 managers.

Single Digital Platform Serving Citizens & Businesses (CRM)

The project aims to establish a citizen-centric service culture within the Public Administration across a multi-channel service system. As a requirement, it is acknowledged that establishing and maintaining digital infrastructure to serve individuals and businesses, is essential.

The goal is to ensure that this digital infrastructure is adopted by as many public administration bodies as possible within a multichannel service system, offering a broad range of public services. The public administration aims to develop and launch advanced digital infrastructures to deliver services to citizens and businesses. It will also establish and execute all the necessary procedures for efficient management and delivery to end users, i.e. citizens and businesses. In addition, it will contribute to the more efficient implementation and operation of ICT projects within public administration bodies by enabling convenient access to new advanced citizen services through the new horizontal CRMS system in a flexible manner.

The project contract was signed on 3 May 2024 and the project is expected to be completed by 2026.

Single Payroll Digital Services

The main objective of the project is the development of a digital Payroll system for the Greek public sector that will be used by approximately 2 500 agencies, 4 000 to 5 000 users and approximately 700 000 beneficiaries (payees).

The main goal of the project is to establish a consistent, transparent, and fully controlled process at the central level for calculating and managing payroll, as well as any additional remunerations or compensations for individuals salaried by the State, government, and other institutions.

The main focus of the project is transition the Single payment Authority (EAP) to its third operational phase by developing a new Unified Payroll Information System (USIS) with basic features:

- Reduce or completely eliminate calculation or payment errors;
- Reduce bureaucracy by cutting down on paper-based information handling;
- Reduce administrative costs at all stages of payroll processing;
- Comply timely and easily with legislative changes and the update of rules for calculating payroll and insurance contributions; and
- Collect detailed payroll data starting from 2002 for those paid by public entities, so that social security bodies and other services of the central government can immediately use those data.

Documentation Model for Public Administration Processes and Data

The Documentation Model for Public Administration Processes and Data is a practical guide defining the notation, rules and specifications for the design, implementation and documentation of public administration processes, documents and electronic data exchange messages.

Digitalisation Supporting the EU Green Deal

General Secretariat of Information Systems and Digital Governance - European Code of Conduct for the Energy Efficiency of Data Centers

The General Secretariat of Information Systems and Digital Governance (GSISDG) manages one of Europe's largest public administration data centers in terms of computing power, known as G-Cloud.

The GSISDG has been included as a Participant in the European Code of Conduct for the Energy Efficiency of Data Centers (European Union Code of Conduct – EU DC CoC). The G-cloud of GSISDG has complied with the guidelines set by the European Code of Conduct. This compliance is expected to reduce its carbon footprint and strengthen its contribution to global initiatives against climate change.

Subsidy Programme 'MOVE ELECTRICALLY - B cycle'

The Greek government's 2022 program 'Move electrically' aims to encourage electric mobility and sustainability by. aims to encourage electric and sustainable mobility by offering incentives to citizens for purchasing electric vehicles.

Subsidy Programme 'RECYCLE-CHANGE APPLIANCE'

The 'Recycle-Change Appliance' 2022 programme allows households to replace old electrical appliances with new, environmentally-friendly, and more energy-efficient ones. The replacement concerns air conditioners, refrigerators and freezers. The subsidy is provided as vouchers which can be used when purchasing a new appliance at an electrical retailer and cover

a part of the total cost. For every purchase of a new device with a subsidy, citizens must recycle the old one.

Electric Car Charging Points

The application Electric car charging points helps citizens find the publicly accessible charging points for their electric vehicles using the Registry of Infrastructure and eMobility Market Bodies.

3. Interoperability and Data

Interoperability Framework

National Digital Strategy for Interoperability

The National Digital Strategy for Interoperability is outlined in the Digital Transformation Bible 2020–2025. Specific guidelines are provided to help accomplish interoperability in all technical, semantic, organisational, and legal dimensions, both at national and international level and for various policy areas. Moreover, dedicated structures such as the Interoperability Centre, tasked with the coordination of all base registries as well as departments responsible for interoperability policy coordination and implementation, have been created to implement effective, citizen-centric cross-border digital services.

The strategy also outlines strategic planning that incorporates important policy projects, such as the alignment of the new European Interoperability Framework with the national framework, the implementation of a horizontal governance model, and projects that target the sectoral level for the implementation of interoperable digital services.

eGovernment Interoperability Framework

The Ministry of Digital Governance is working towards updating the National Interoperability Framework. The planning phase was completed in June 2022 and was carried out in collaboration with public, private and academic institutions. The new framework aligns with European and Greek legislation, the European Interoperability Framework, and takes the European interoperability strategy and Interoperable Act into consideration. The innovation lies in an integrated governance model ensuring sustainability through public and private participation. An Implementation Guide and a Digital Portal for the National Interoperability Framework have been developed to support ICT projects and provide up-to-date information. A new ministerial decision is in progress to officially launch the updated framework's structure and components.

Digital Authentication Framework

The Digital Authentication Framework aims to effectively support eGovernment at central, regional and local level, and contributes to achieving interoperability at information system, procedure and data level. More specifically, the Framework sets the standards, procedures and technologies required for the registration, identification, and authentication of eGovernment services users, including citizens, businesses, public authorities, and civil servants. It also aims to create an integrated and coherent set of policies regarding digital certificates and public key infrastructures.

Interoperability and Electronic Services Provisioning Framework

The Interoperability and Electronic Services Provisioning Framework defines the basic principles and the general strategy to be followed by public agencies when developing eGovernment information systems. It also provides organisational and semantic interoperability guidelines, as well as technical specifications and communication standards.

Law on Interoperability Organisation

Law No. 4623/2019 (Government Gazette 134/A/9-8-2019) provides, inter alia, articles dedicated to the interoperability of new organisational structures, roles, and responsibilities at cross-sectoral and national level.

Law on Digital Governance

Law No. 4727/2020 (Government Gazette 184/A/23.09.2020) on Digital Governance (transposing into the Greek legislation Directive (EU) 2016/2102 and Directive (EU) 2019/1024) – Electronic Communications (transposing into Greek law Directive (EU) 2018/1972) introduces

provisions at various levels and for various issues for the implementation of effective interoperable digital services at national and international level.

Ministerial Decision Law on Operation of Interoperability Center

Ministerial Decision No. 118944/2019 (Government Gazette 3990/B/01.11.2019) outlines how the Interoperability Centre of the General Secretariat of Information Systems and Digital Governance operates. It covers the approval process and the provision of online services among information systems of public bodies.

Govhub: 'Interoperability of Electronic Services of Greek Municipalities'

The Central Union of Greek Municipalities in collaboration with the Ministry of Foreign Affairs has developed the system Interoperability of Electronic Services of Greek Municipalities System, also known as Govhub. Govhub is the central two-way channel for the 332 Greek municipalities, allowing them to interconnect with the services of the central administration. It also allows:

- the direct and secure access of municipal executives to electronic services that offer data from other bodies through the National Interoperability Centre; and
- the direct and secure access of other public administration bodies to data provided through the Govhub node and the National Interoperability Centre by the municipalities.

The GovHUB Interoperability Platform is hosted on the G-Cloud of GSISDG and provides modern and fully publicly documented APIs, thus ensuring its scalability and interoperability. For each service offered by GovHUB in third-party systems, a user-friendly web application (govAPP) has been developed for municipal employees to access the services. GovHUB is entirely based on open-source technologies and open architectures, such as microservices.

There is a project underway to upgrade GovHub services. The goal is to enhance the GovHUB Interoperability Platform to meet the needs of new asynchronous applications it will host, as well as handle the increased volume of requests when all municipalities are onboard.

Interoperability Centre

The Interoperability Centre (Government Gazette 3990/B/1-11-2019), i.e. the information system of the General Secretariat of Information Systems and Digital Governance of the Ministry of Digital Governance, is the single digital platform for interoperability (APIs and web services) and data exchange between public entities. The Interoperability Centre is responsible for the approval processes and the availability of Web services and APIs between the information systems of public agencies and digital services.

Additionally, the Interoperability Centre has the competence to provide web services in the private sector when the legal framework provides for it.

Data Access, Management and Reuse

Guide for Digital Accessibility to Public Websites and Mobile Applications

The General Secretariat of Information Systems and Digital Governance published a Guide for Digital Accessibility of public sector websites and mobile applications based on the W3C standards and guidelines. Its purpose is to facilitate comprehension of the fundamental digital accessibility concepts, analyse associated principles, and delineate strategies to attain an optimal level of accessibility for Greek public administration websites and mobile applications, with the aim to enhance efficiency and inclusion in the delivery of services to citizens.

Access for All

A new project has been designed to improve the accessibility of websites, online services and mobile applications. This project takes an innovative and comprehensive approach to web accessibility, aiming to create universally accessible websites and services while also establishing a certification process for their accessibility. The project will start by defining a methodology and building the necessary technological infrastructure to spread knowledge about creating accessible websites and e-services in Greece. It will also establish an institutional framework for the certification of Accessibility Assessors by the State.The project is currently seeking funding. One of its main goals is to enable the creation of PDF documents that are accessible to people with disabilities, focussing on the 'Disability Certification (DC)'. These accessible documents will be compatible with assistive technologies used by people with disabilities, ensuring they can read

and understand their content. Additionally, the project will develop a methodology and guidelines for integrating accessible PDF documents into existing IT systems.

Law on Web Content Accessibility Guidelines

Law No. 4727/2020 (Government Gazette 184/A/23.09.2020) on Digital Governance incorporates Directive (EU) 2016/2102 on the accessibility of public sector websites and mobile applications. This incorporation into Greek legislation aims to ensure that all citizens have unobstructed and equal access to electronic information through the websites and mobile apps of public sector entities, as well as in their production, exchange and dissemination.

The law supersedes Articles 1-13 of Law No. 4591/2019 on the accessibility of public sector websites and mobile applications. In accordance with Greece's responsibilities as an EU Member State, Greece submitted a report to the European Commission on 23 December 2021, detailing the outcomes of the initial monitoring period for public sector websites and mobile applications. The report is also available on the official website of the General Secretariat of Information Systems and Digital Governance. The next report is scheduled to be submitted by the end of 2024, summarising the monitoring results of three years, namely 2022, 2023 and 2024.

Law No. 4780/2021 (Government Gazette 30/A/28.02.2021) established the Greek National Accessibility Authority as an advisory body of the State concerning the accessibility of persons with disabilities, across all domains of human activity. Its mandate involves continuously monitoring the accessibility landscape and creating relevant proposals and public policies to uphold the access rights of individuals with disabilities. One of its responsibilities is to recommend the development and updating of accessibility standards in various sectors, including the digital environment.

Law No. 4823/2021 (Government Gazette 136/A/03.08.2021) introduces several provisions for improving schools, supporting teachers, and setting accessibility standards for school websites.

Law No. 4961/2022 (Greek Government Gazette 146/A/27-07-2022) focuses on advancing information and communication technologies, strengthening digital governance, and introducing other provisions. Articles 79-80 specifically revamp the Registry of Websites and Applications for Mobile Devices, which now include all the websites and mobile apps of the Greek public administration. Furthermore, adjustments are made to the definition of 'applications for mobile devices' in Article 38(2) of Law 4727/2020 and the presumption of compliance outlined in Article 41(3) of the same law.

Other Regulatory Acts on Digital Accessibility

Law No. 4779/2021 (Greek Government Gazette 27/A/20.02.2021) on the transposition into national law of Directive (EU) 2010/13, as amended by Directive (EU) 2018/1808, establishes the accessibility criteria of audiovisual media services for persons with disabilities.

Law No. 4994/2022 (Greek Government Gazette 215/A/18.11.2022) on the transposition of Directive (EU) 2019/882 incorporated into Greek legislation this EU Directive. Its goals are: (i) strengthen the functioning of the internal market in terms of accessibility requirements for products and services; (ii) increase the availability of accessible products and services; (iii) improve their accessibility to persons with disabilities; (iv) create economies of scale; (v) facilitate cross-border trade and mobility; and (vi) enhance innovation.

DECISION No. 10202/2023 (Greek Government Gazette 447/B/01.02.2023), establishes the National Disability Portal and Disability Certification System, and outlines the operation of the central information system known as 'National Disability Portal' and its supporting sub-systems. The aim is to create a single, unique, digitally accessible reference point for people with disabilities, including for the assessment and certification of a disability by the relevant Disability Certification Centres.

DECISION no. 16996 (Greek Government Gazette 932/B/23.02.2023) establishes a Digital Registry of Persons with Disabilities and the Disability Card Subsystem. This decision outlines the creation of a digital platform aimed at maintaining a comprehensive registry of individuals with disabilities. It also introduces a subsystem for issuing disability cards, in order to facilitate access to relevant services and benefits for registered individuals. The decision includes provisions regarding the management, accessibility, and security of the digital registry, aiming to improve the efficiency and effectiveness of services provided to persons with disabilities in Greece.

Law on the Reuse of Greek Public Sector Information

The legislative framework on the reuse of public sector information comprises a set of laws implementing EU directives with the aim to reuse different types of public sector information and increase transparency in the activities of public sector authorities. In particular, in 2003 Greece

implemented Directive 2003/98/EC of the European Parliament and of the Council. The transposing law was then amended in 2014 by Law No. 4305/2014.

Recently, via Law No. 4727/2020, the Directive (EU)2019/1024 on open data and the further use of public information sector was transposed into Greek law, bringing it up to speed with current EU developments.

Law on the Ratification of the Pension Rules of the Draft Financial Assistance Contract

Law No. 4336/2015 (Government Gazette 94/A/14-08-2015) provides for the creation of a portal ensuring easy access to legislation for citizens, both in published form and in codified version. The aim is for citizens to be able to trace all legislation relevant to their case in a clear and concise manner.

Open Data

Open Data

The Independent Power Transmission Operator has launched a new open data portal along with corresponding APIs. Moreover, a Digital platform of Growthfund's subsidiaries to distribute open data and open APIs was recently announced.

The Bank of Greece has also updated and conducted several workshops to help utilise the open data being provided.

Hellenic Open Data Portal

The Hellenic Open Data Portal is the national portal for the dissemination of open data. It is the central directory of the public administration that provides free access to the databases of Greek government agencies. Twenty-eight agencies have been integrated into the open data portal, providing the data for free through an integrated Application Programming Interface (API). The purpose of the Hellenic Open Data Portal is to increase the web accessibility of Greek public administration datasets by providing integrated services, e.g. cataloguing, indexing, storage, search and availability of public sector data and information, as well as online services to citizens and third-party information systems. The implementation of a new version of the portal is in progress to improve the technical features and functions of the data repository but also to provide a quality upgrade to the information. Special emphasis is placed on the use of Application Programming Interfaces (APIs) both in terms of availability and reception of datasets.

Base Registries

The following table lists the Greek base registries:

National	
Business & Tax	The issuance of a VAT number and entry into the Tax Register of the Ministry of Finance, managed by the Independent Authority for Public Revenue Authority (IAPR), is the process that essentially signals the creation of a legal link between a natural or legal person and the tax administration. It is done through myAADE, a digital portal of IAPR, which in addition provides access to all available digital applications. Users can manage the contact details of the taxpayer, change their business details, see outstanding debts, payments and refunds, and pay or settle debts. The information systems of IAPR works with other registries through the National Interoperability Center using API technology, specifically Rest/Soap protocols. The General Electronic Commercial Register (G.E.MH.) of the Ministry of Development is official national database for commercial information related to companies. It ensures that legal acts, data, and statements concerning commercial entities are stored securely and reliably. This register, established by Law 3419/2005 and operational since 4 April 2011, aims to provide accurate and timely information to individuals engaging or planning to engage with a company. The current governing law is Law 4919/2022. The register communicates with other databases via the National Interoperability Centre using API technology, specifically Rest/Soap protocols.

Transportation / vehicles	The Register of Vehicle Traffic Licenses of the Ministry of Infrastructure and Transport includes information related to vehicles and the identity details of vehicle owners. The register communicates with other databases via the National Interoperability Centre using API technology, specifically Rest/Soap protocols.
Land	The National Land Registry of the Ministry of Digital Governance is a comprehensive and regularly updated system that stores legal, technical, and other relevant details about real estate properties and associated rights. The system is overseen and backed by the State. It is a fully automated real estate registry, where all data is considered evidence, ensuring maximum transparency and security of transactions. The registry is managed by the public legal entity named 'Hellenic Land Registry', established by Law 4512/2018 and supervised by the Ministry of Digital Governance. The registry communicates with other databases via the National Interoperability Center using API technology, specifically Rest/Soap protocols. The Public Real Estate Register of the Ministry of Finance is a unified register that includes all the real estate owned by public sector entities. This includes properties belonging to Ministries, public enterprises where the State holds all shares, public organizations, and the N.P.D.D (Legal Entity of Public Law). The Real Estate register is part of the 'Digital Services of Public Property and National Endowments - P.Y.DI.PE-E.K.' and is used by public bodies. It communicates with other databases via the National Interoperability Center using API technology, specifically Rest/Soap protocols.
Population	The Civil Registry (MP) is the national information system of the Ministry of the Interior that connects the registry and census services of the entire country online. The Civil Registry (MP) has been put into production in 2018 and it includes all the citizens' data related to census and life events. Those data are made available to the bodies accredited in the system. According to articles 38-41 of Law 4623/2019 (Government Gazette 134/A/9-8-2019), the General Secretariat of Information Systems and Digital Governance has undertaken the technical implementation of all initiatives related to interoperability and development of the services. For this reason, basic elements of the Civil Registry are available to the General Secretary of Information Systems and Digital Governance. In this way, improving the recognition of citizens across various State registers reduces bureaucracy, leading to better, faster and more efficient delivery of public services. In addition, the Ministerial Decision (10726/2020) mandates that crucial registries offer high-quality public sector information as open data through an API.
Other	National Communication Register: The National Communication Register (EMEP) of the Ministry of Dıgital Governance is a central database in which citizens can enter and update their contact details. The NCR (EMEP) aims to become the single point for the contact details of citizens in order to be available to public administration. The purpose of the creation and operation of the NCR is to facilitate the provision of digital public services to citizens. The registry communicates with other registries through the National Interoperability Centre using API technology, specifically Rest/Soap protocols. Registry of Websites and Applications for mobile devices: The Registry of Websites and Applications for mobile devices is established by Law no. 4961/2022. It is managed by the General Secretariat of Information Systems and Digital Governance within the Ministry of Digital Governance. This Registry is accessible by public sector bodies, individuals, and legal entities through the Single Digital Portal of the Public Administration (GOV.GR). Additionally, the Registry of Accessible Public Websites and Applications, as outlined in Law no. 4727/2020 and Law no. 4961/2022, is a component of the Registry of Websites and Applications for mobile devices. The Registry of Websites and Applications for mobile devices is currently in the design phase. Online Media Registry: The Online Media Registry is an application to register with the Electronic Media Business Registry (Articles 52, 53 and 54 of Law No. 4339/2015). The Electronic Media Business Registry is part of the government initiatives to promote transparency and legitimacy. Privileges of the members of the registry include the right to access State advertising, the provision of

free anti-plagiarism services in cooperation with the Organisation for Collective Management of Speech Projects, collaborations in research and educational programmes of the National Audio-visual Centre, and accreditation of journalists.

The Human Resource Register: The Human Resource Register (Apografi) of the Ministry of the Interior provides all the necessary data and applications for a more effective management of human resources within the Greek State. In addition, it provides digital subsystems such as 'digital organizational charts', 'mobility' and 'evaluation'. In more detail, the digital organizational charts application offers a complete digital organizational chart of the public administration that reflects the structure and staffing of all public bodies. Mobility refers to employee turnover, transparency, speed and efficiency, ensuring that the right employee is in the right position in the public sector. Evaluation means the evaluation of public servants with the aim of improving their individual performance for the efficient operation of public services. The register communicates with other databases via the National Interoperability Centre using API technology, specifically Rest/Soap protocols.

Residence Permit Register: Third-country nationals applying for residence permits in Greece can apply though the one-stop shop of the competent public service and be informed on the progress of their application via the dedicated portal, named Third Country Citizen File Process Portal of the Ministry of Immigration and Asylum. The register communicates with other databases via the National Interoperability Center using API technology, specifically Rest/Soap protocols.

Registry of Real Beneficiaries: The Registry of Real Beneficiaries of the Ministry of Finance (Government Gazette 3804/B/2022) ensures that accurate information about responsible legal persons and entities is recorded in line with Directive 2015/849/EU. This aims to promote transparency in corporate structures and prevent their misuse for money laundering and terrorist financing. The registry interoperates with other databases via the National Interoperability Center using API technology, specifically Rest/Soap protocols.

Broadband Map & Network Registry: The electronic platform Broadband Map & Network Registry of the Ministry of Digital Governance was implemented in line with Art. 130 of Law 4727/2020 (Article 22 of Directive (EU) 2018/1972). The system provides information on broadband coverage across the country, along with the possibility to submit comments on the quality of network services. This registry does not communicate with other databases.

National Registry of Administrative Procedures: The National Registry of Administrative Procedures of the Ministry of the Interior is the official registry of procedures of the Greek public sector. It keeps updated and useful information for each administrative process, including supporting documents, steps, time and implementation costs. The registry communicates with other databases using API technology. See relevant section in chapter 2. Digital transformation of public administrations/Main digital strategies, action plans and legislations.

Fostering and Adoption: The Fostering and Adoption platform of the Ministry of Social Cohesion and Family implements law Law No. 4538/2018 (Government Gazette 85/A/16-5-2018). It operates under the supervision of the National Center for Social Solidarity (EKKA) and keeps data related to the registration of minors, along with the applications of prospective parents available for fostering or adoption. The relevant data are published on this website every three months.

Public Database and the Special Registry: The Public Database and the Special Registry of the Ministry of the Interior are two new databases that collect information on the establishment, governing bodies, operation and government of civil society organizations that receive public funding. The registration creates a framework of transparency and accountability. Free access by anyone interested strengthens integrity, sound financial management and citizens' trust in the institutions.

Registry on the experience and capabilities of Construction professionals (M.E.K): The Ministry of Infrastructure and Transport maintains a registry on the experience and skills of construction professionals (M.E.K), who are

	actively working in construction projects (design, management, supervision, etc.). It also is in charge of the Register of Construction Companies of Public Works. Registry for the Construction Machinery: The Ministry of Infrastructure and Transport also maintains a registry for construction machinery and their types of approval.
Sub-national	
Base Registries	

Service Level Agreement

A Service Level Agreement was signed between the General Secretariat of Information Systems and Digital Governance the Ministry of Interior regarding the Citizens Registry.

Data Platforms and Portals

The following table lists the Greek data platforms and portals infrastructures:

Diavgeia – Transparency Portal	Diavgeia is one of the major transparency initiatives of the Ministry of Digital Governance. Since its inception in 2010, decisions by public entities cannot be implemented unless they are uploaded on the Diavgeia Transparency Portal and each document is digitally signed and assigned an automatic and unique transaction number. Diavgeia covers all public institutions, regulatory authorities, and local governments. For the first time in Greece, the Diavgeia Programme introduced the obligation to publish all government decisions on the internet, except for those containing sensitive personal data and/or national security information. Currently Diavgeia hosts more than 61 million documents.
Register of Bodies granted by the Public Sector	In line with the principle of open government, efforts are being made to improve transparency and accountability by expanding the Transparency Programme. This expansion includes a requirement for non-profit organisations receiving more than EUR 3 000 in total annual subsidies from the government to publish their expense accounts on the Register of Bodies granted by the Public Sector. Failure to do so will result in the exclusion from any kind of future grants or funding opportunities.
Historical archive of Permanent Law Codification - Raptarchis	The historical archive of Permanent Law Codex - Raptarchis provides online access to Greek legislation (including laws, decrees and regulatory decisions as published in the Official Gazette) from the creation of the Greek State to 2010. The service is offered free of charge. Within the portal, legislation is clearly structured around 40 thematic areas and fields of interest. In addition, a keyword-based search option allows users to easily locate the legal information they seek.
Administrative codification of anti-COVID-19 regulatory measures	In the wake of COVID-19, the Independent Department of Administrative Codifications-Raptarhis of the Presidency of the Greek government created the project 'Special administrative codification of urgent regulatory measures to prevent and limit the spreading of coronavirus COVID-19 and to deal with relevant problems', also referred to as PANDEKTIS. This codex contains all COVID-19 regulatory measures in a consolidated form. This project compiles all legislation and amendments enacted since the start of the COVID-19 pandemic. Utilizing Government Gazette issues A and B as the sole information sources, the ongoing work comprises 22 volumes as of February 2024, with approximately 2 200 statutes and administrative orders, along with an appendix featuring circulars related to pandemic issues. The compilation presents statutes and administrative orders chronologically in their current form, incorporating any subsequent amendments. Each entry includes a hyperlink to the corresponding

	Government Gazette publication. Additionally, special regulatory comments are provided with relevant links/hyperlinks.
Geodata Portal	The Geodata Portal is the Greek government's first attempt to provide free geospatial data of public administration entities to citizens. Greece was one of the first eight countries in the world offering open data, together with the US, the UK, Australia, and others. It was included as an example of good practice on ePractice.eu. Geodata.gov.gr provides open geospatial data and services for Greece. It serves as a national open data catalogue, follows INSPIRE standards for spatial data infrastructure, and forms a strong foundation for creating value-added services from open data. Operating since 2010, this platform was one of the first open data catalogues in the world, contributing to the national and international open government agenda. It is designed, developed and maintained to serve as a central hub for collecting, searching, sharing, and displaying open geospatial data. Users can freely publish, explore, reuse and visualise all available data.
Central Electronic Document Routing System	The Central Electronic Document Routing System (CEDRS) is a project implemented by the Ministry of Digital Governance, which provides a secure central infrastructure for the exchange of electronic documents between public organizations. CEDRS aims to interconnect all local Electronic Document Routing Systems (LEDRSs) owned by various public organizations and provide a secure environment for the exchange of electronic documents. It offers also additional services, such as proof of delivery. Small public organizations without LEDRS can access relevant features through Software as a Service (SaaS). Additionally, to enable electronic document exchange, 150 000 qualified digital signatures were provided to public administration employees between 2021-2023. From the beginning of 2024 until 12 March 2024, 100 000 qualified digital signatures were allocated to public administration. The system transitioned to the production phase in May 2022.
SearchCulture.gr	SearchCulture.gr is a cultural digital space developed by the National Documentation Centre (EKT) that acts as the national aggregator for Greek digital cultural heritage content (e.g. archaeological items, historical documents, works of art, books, and intangible heritage resources) produced by a variety of institutions such as museums, archives, libraries and ephorates of antiquities. This website aims to be a single point of access for all publicly subsidised and digitised cultural heritage. It strives to make this heritage easily accessible and reusable for various stakeholders, including the educational and research communities, and the general public. The goal is to foster creativity, inspiration, and innovation for all. In its role to support the sharing of knowledge and the transition to a digital society and economy, EKT manages SearchCulture.gr. Through this platform, EKT ensures that cultural collections are made available on the European platform Europeana.eu, following its interoperability requirements. A key focus outlined in the Digital Bible is the expansion of national content on Europeana, aiming to speed up the digital transformation of Greece's cultural heritage sector and align with the Commission's Recommendation (2021/7953) for creating a Digital Public Space for Cultural Heritage. Additionally, SearchCulture.gr provides guidelines for interoperability included in recent national calls for digitisation, quality standards, semantic vocabularies, and advanced data mining and semantic enrichment tools for a large number of institutions.
The National Documentation Centre	The National Documentation Centre (EKT) is a key contributor to the open digital ecosystem in Greece and a longstanding hub for exemplary and prominent initiatives on knowledge management, data governance, dissemination and sharing.

	Important digital Services are: (i) the National Archive of PhD Theses (phdms.ekt.gr), available also as ePublishing; (ii) the open-access scholarly platform offering eJournals, eBooks and eProceedings. It available also through OpenABEKT, a comprehensive cloud service for catalogue management and library operations that is used by more than 2 500 libraries, museums and registries in 173 public Organizations; and (iii) Semantics.gr, an initiative of the National Interoperability Framework. It is an infrastructure that supports the creation, curation, interlinking and publishing of vocabularies, thesauri, classifications and authority files as Linked Open Data.
BI-Health	BI-Health is a modern information system strengthening the steady flow of administrative information of the Ministry of Health. BI-Health has a central role in the organisational, operational and economic modernisation of the National Health System through the simplification of administrative information processes, effective management of resources and detailed control of operations and financial results. The BI-Health system ensures the collection and processing of the analytical and aggregated data of the Territorial Public Health Units at a central operational level and allows for the dissemination of information to the management mechanisms, with the ultimate aim of improving the quality of health services provided.
ATLAS	The ATLAS System is a modern and integrated social security system that brings together the insurance history of all insured citizens in the country. With ATLAS: • The National Register of Insured Citizens is established to register both direct and indirect insured people; • For the first time, insurance history is collected per insured person, thus creating the Digital Individual Insurance Account, a form of electronic insurance 'CV'; • The National Register of Beneficiaries of care is established; and • The entire regulatory framework for the establishment and award of pensions is digitised and computerised.
Single Digital Map	Law No. 4635/2019 titled 'I invest in Greece and other provisions' provides for the creation of the open Single Digital Map, which will collect and centralise geospatial data, such as land use and building planning. The Single Digital Map, based on cadastral information, unifies geospatial data, namely: • Terms and restrictions of construction; • Land use; • City plans; • Plot and building lines; • Land parcels; • Forests; • Natura 2000 areas or special habitat protection areas; • Seashore, beach and port areas; • Waters, streams, wetlands, navigable rivers and large lakes; • Archaeological sites or historical sites; and • Traditional settlements or protected areas. Once land registration is complete, the boundaries of all plots will be added. Public sector bodies shall provide competent authorities with electronic access to all their geospatial data in digital form. Public agencies are also required to ensure accurate and updated information on geo data and arrange for the conversion of their geospatial data into digital form.
National Database of Public Contracts	The National Database of Public Contracts is managed by the Unified Authority for Public Contracts (EAADISY), as outlined in its Regulation of Operation (Art. 2 par. 2 of Law 4013/2011). It contains details about maintaining a Register of Contracting Authorities, overseeing public

	procurement legislation, managing the list of economic operators excluded from public procurement procedures, reporting public procurement information, and coordinating with the European Commission's Websites / Information Systems on electronic public procurement.
Diagnosis Mechanism of Labor Market Needs	The Diagnosis Mechanism of Labor Market Needs was established in 2016, with Art. 85 of Law 4368, within the Employment, Social Security, Welfare and Social Affairs Expert Unit (M.E.K.Y.) of the Ministry of Labour and Social Affairs. Its purpose is to record, analyse and display the current labour market needs for professions and skills, compared to the skills available in the workforce. It also aims to involve businesses, employees, and the unemployed in training programs, forecast upcoming needs in the near and medium future, and monitor changes in job content and technological developments impacting employment.

Cross-border Infrastructures

The following table lists the European cross-border infrastructures of which Greek is part of:

European Business Registry	Greece is a member of the European Business Registry Association (EBRA), formed in January 2019, through the coalition of the European Business Register (EBR) and the European Commerce Registers' Forum (ECRF). The Business Registries Interconnection System (BRIS) infrastructure, through the 'Business Search' service, aims to enable access to information on EU companies for the public, and ensure safe and secure interconnection among EU Business Registries. According to Directive 2012/17/EU as regards the interconnection of central, commercial and companies registers and implementing Regulation 2015/884/EU, Member States should establish an information system that interconnects their central, commercial and companies registers.
EUCARIS	Greece is a EUCARIS member. The operation of the EUCARIS system falls under the Ministry of Infrastructure and Transport, which operates within the framework of P. D. No. 70/2014 (Adaptation of Greek legislation to Directive 2011/82/EU). With EUCARIS it is possible to identify the –driver, whether they are Greek citizens or foreigners, who commits an offense using a vehicle registered in a European Union country (with license plates from an EU member state), and apply the necessary penalties. The offenses recorded in the cross-border information exchange system include speeding, not wearing a seat belt or using child safety seats in vehicles, running a red traffic light or disregarding traffic signals, driving under the influence of alcohol, drugs or other substances. The owner of the vehicle is identified through the electronic data exchange network for these violations and is notified of the confirmed offense.
TESTA	The Trans European Services for Telematics between Administrations (TESTA) network is used for a number of cross-border use cases. Greece uses the Trans European Services for Telematics between Administrations (TESTA) network as the main cross-border infrastructure to communicate digitally among the EU agencies, institutions and Member States.
EU Digital Wallet	Greece is part of the EUDI Wallet Consortium, POTENTIAL for European digital identity, DC4EU.
Once-Only Technical System (OOTS)	The Once-Only Technical System (OOTS) is currently in development, aiming to connect Hellenic public authorities to EU counterparts through a unified national architecture and an intermediate platform. This system complies with the Once-Only principle, a key element of the Single Digital Market. Citizens, when completing online procedures, can explicitly request evidence

	retrieval from competent authorities in other Member States, triggering the OOTS to retrieve evidence from various sectors. The high-level architecture involves both requester and provider sides, with users entering through portals like gov.gr or EUGO. The EU Common Services are updated through MITOS, and evidence is provided through the Interoperability Centre of the Ministry of Digital Governance. Two e-delivery access points are connect to procedure portals and the interoperability centre.
European Blockchain Services Infrastructure	Greece is part of the European Blockchain Service Infrastructure (EBSI) and contributes to its functioning.
National Contact Point for eHealth	The e-Health Digital Services Infrastructure (eHDSI) ensures that European citizens can continue their care while traveling to another country within the EU by enabling the exchange of health data in a secure, efficient and interoperable way. Cross-border eHealth services that are gradually being implemented in more and more EU countries are ePrescribing and eDispensing of medicines, along with the summary of a patient's health history containing information on relevant conditions.
European Legislation Identifier	Greece takes part in the European Legislation Identifier (ELI), a system to make legislation available online in a standardised format, so that it can be accessed, exchanged and reused across borders. Greece has implemented pillar 1, pillar 2, and partially pillar 3.
National PEPPOL Authority	The General Secretariat of Public Administration Information Systems (GIPS.DD) under the Ministry of Digital Governance is designated as the National Peppol Authority according to Art. 4 of Law 4623/2019. This authority is responsible for advancing electronic public procurement and electronic governance at regional or national levels in Europe (EEA) concerning Business to Government (B2G) electronic transactions.

Other Cross-border Infrastructure

In Greece many cross-border infrastructures have already been implemented, including the eIDAS node, ESSI node, , EMREX node, and eDelivery for eInvoicing. Moreover, data.gov.gr is being accessed by the European data portal, and the National Europeana aggregator is supplying content to Europeana. Other infrastructures being used include the Criminal Court Database, ECLI, and ECRIS. Crucial cross-border infrastructures also provide support for customs and excise duties.

Point of Single Contact – EUGO

The Greek Point of Single Contact (PSC) is the central point of contact for European citizens and businesses looking to provide services in Greece, whether through a physical presence or across borders. It provides complete information on the necessary procedures, applications to be submitted to the competent bodies, potential costs involved (such as administrative fees or other fees), and the applicable laws. Specifically, citizens can explore business opportunities and extend their services to other EU countries. They can establish a new business abroad and learn about the legislation, regulations, and procedures involved.

The first version of EUGO was released on 14 July 2022. It included 377 procedures falling under Directives 2006/123/EC, 2005/36/EC, and 2013/55/EU. The EUGO portal is interoperable with MITOS, the National Registry for Public Services (administrative procedures) and is also interconnected with portals having the same business logic, such as Notify Business.

The PSC is expected to meet the requirements of the Single Digital Gateway Regulation (Regulation EU 2018/1724) in the near future.

4. Digital Transformation of Public Services

Digital Public Services for Citizens

Certification Framework for Public Administration Sites and Portals

The Certification Framework for Public Administration Sites and Portals specifies the directions and standards to be followed by public agencies at central and local level when designing, developing and deploying the eGovernment portals of the public administration, and supporting eGovernment services.

Single Digital Portal – gov.gr

Gov.gr is the single digital delivery channel of Greek public services. It aims to provide a seamless experience to citizens and businesses during their interactions with public administration. Its user-centric design allows users to find the service they are interested in, within three clicks at most. Currently, gov.gr hosts more than 1 700 services, covering 100 life events, including registering to a school, unemployment, voting, health benefits, and starting a business. The portal is evolving from a simple catalogue of online services towards an ecosystem. The new generation of digital services (called 'gov.gr native services') is built using Digital Service Building Blocks (e.g. e-authentication, and support ticketing system).

The Single Digital Gateway Coordination Service, established by Law No. 4704/2020 (Article 16), is in charge of managing, coordinating and further developing the gov.gr portal. This new unit is responsible for:

- Digital public services design;
- Digital public services Management;
- Strategic Planning and Operational Architecture;
- Data and Business Analytics for gov.gr; and
- Citizen feedback and support.

gov.gr Wallet

Launched in 2022, the Gov.gr Wallet is the government mobile app where citizens can store and control digital identification and government documents, including the identification card issued by the Greek Police, driving license, unemployment card, disability card, and academic card for students and universities staff. The majority of digital documents stored in the gov.gr wallet has full legal equivalence to the paper version. Citizens can use them to prove their ID or status within the Greek territory, but cannot use them for international travel.

A new feature has been recently activated to send informational notifications, such as reminders for upcoming MOT deadlines.

In addition, due to strong authentication of the user, the Gov.gr wallet is used as second factor authentication in digital public services where multi-factor authentication is required. Users receive a push notification and approve or reject the impending transaction.

In the future, when public administration needs citizens' data for a case, they will not ask them to provide any certificates. Instead, the public administration will access the data through the appropriate registries. Gov.gr wallet users will receive notifications and give their consent to the public administration, if needed.

Opengov.gr

Opengov.gr is a portal designed to respond to citizens' need for information and participation in shaping decisions, offering as much publicity as possible to all activities relating to government policymaking and the administrative chain. The aim is to create good practices that will be introduced as a means of governance. The portal is designed to serve the principles of transparency, deliberation, collaboration and accountability, and includes three initiatives:

- Open calls for the recruitment of public administration officials: top-level and mid-level openings in the public sector are available on the Internet. Applications are submitted online using a platform available on the opengov.gr website.

- Electronic deliberation: almost every piece of draft legislation or even policy initiative by the government is posted on a blog-like platform prior to submission to Parliament. Citizens and organisations can post their comments, suggestions and criticisms article-by-article; and
- Labs OpenGov: an open, innovative initiative has been launched bringing together ideas and proposals from citizens, and the public and private sectors. Labs OpenGov.gr attempts to unleash the power of decentralised knowledge and explore new ways to tackle modern public administration problems.

Citizen Service Centres and the eKEP Platform

Citizen Service Centres (KEP) are administrative one-stop-shops across the country, where citizens can have access to public service information and apply for a wide scope of administrative procedures. The KEP network has access to an online platform through the SYZEFXIS, a secure public administration network. The online platform enables KEP employees to file and manage citizens' requests, create a relevant eDirectory, electronically send requests and supporting documents to the competent authorities, and finally monitor requests and notify citizens when a submitted request is complete. The KEP platform is also linked through secure protocols with other digital platforms (MITOS, National Citizens Registry, e-EFKA etc) enabling real-time online transactions between public administrations.

Services delivered by the KEP network are complemented by #MyKEPLive, a platform that enables citizens and businesses to submit application forms to the competent authorities for the issuance of different administrative documents through video conferencing. Citizens with hearing disabilities can request the presence of a certified interpreter from the National Institute for the Deaf, who facilitates the communication between them and KEP employees. The administrative documents are delivered to applicants via email or registered postal service. Until 1 March 2024, a total of 181 926 appointments have been scheduled since the launch of the #MyKEPLive platform, with 1 582 appointments specifically for citizens with disabilities. The #MyKEPlive platform has achieved an almost 90% satisfaction rate among citizens.

myDESKlive

MyDESKlive is an innovative service designed, developed and administrated by the General Secretariat of Information Systems and Digital Governance and operated by several public authorities. It is built as a digital platform that combines a booking service with a video conferencing environment and allows, through a user-friendly interface, individuals and legal entities to schedule an appointment in order to be served remotely. Everyone can benefit from the service, especially people who have limitations or difficulties to visit a physical point of service such as people with disabilities, elderly people, Greeks living abroad. The platform has been effectively serving several types of public authorities, including the tax administration, the social security administration, the citizen service centres, the consulate authorities and the municipalities authorities. Indicatively, some hyperlinks are listed here and here.

eInvoicing

Law on Electronic Invoices

Law No. 4601/2019 (Government Gazette 44/A/9-3-2019) on Corporate Transformations and the Harmonisation of the Legislative Framework includes provisions transposing Directive 2014/55/EU on electronic invoicing in public procurement. Moreover, two Joint Ministerial Decisions (Government Gazette 3766/B/13-08-2021 and 1202/B/16-03-2022) were issued in the context of public procurement: the first defines the electronic invoicing architecture and the second defines the national format of electronic invoices. Finally, Article 16 of Law No. 4782/2021 introduced the mandatory inclusion of a contracting authority identifier for electronic invoicing in public contacts. In April 2023 a Joint Ministerial Decision was issued, mandating the use of eInvoicing in public procurement (Government Gazette 2385/B/12/-04-2023).

eHealth and Social Security

Law on eHealth

Law No. 4600/2019 (Articles 83, 84 and 101) on the Modernisation and Reform of the Institutional Framework of Private Clinics, the Establishment of a National Public Health Organisation and the Establishment of a National Institute of Neoplasia includes provisions relating to eHealth.

emvolio.gov.gr

The SARS-COV-2 virus poses a major threat to public health as it causes significant morbidity and mortality in certain groups of the population. Its danger is intensified by its easy transmission and continued dispersal, despite the multilevel interventions and extensive restraint measures that have been taken. The COVID-19 pandemic has caused an unprecedented health, social and economic crisis worldwide. It has influenced and continues to influence public and private structures, dramatically changing people's lives. The emvolio.gov.gr portal was developed in the framework of the National Operational Plan of Vaccinations against COVID-19 in order to quickly ensure the immune protection of citizens against the threat of infection. The portal includes a citizen information website, an online application to schedule appointments, and a website with statistical data from data.gov.gr.

In parallel with the portal, the following applications were developed:

- Online application of the support office;
- Online and mobile application of vaccination centres;
- Online application for the vaccine supply and distribution programme; and
- Programme management and monitoring application.

To support the portal and the applications, the appropriate computing resources and services infrastructure were developed in the Amazon AWS Cloud Computing platform.

eHealth.gov.gr

Through the ehealth.gov.gr portal, the process of digital prescription is applied at national level. With the digital prescription, citizens can receive prescriptions on their mobile phone and/or by email, without having to submit them in hard copy to the pharmacist. In this way, the daily life of the citizens is improved, especially of the chronically ill, as they can receive prescriptions remotely. In addition, doctors are relieved of time-consuming formal procedures, allowing them to focus on cases that need their immediate attention.

My Health App

The mobile application MyHealth, helps users manage and access their medical data, their prescriptions and referrals. Users can print medical certificates registered by their doctor in the Electronic Prescription system.

Interface between the Independent Public Revenue Authority Information Systems and eGovernance Social Security S.A.

The Ministry of Digital Governance implemented through the Interoperability Centre the interconnection between the information systems of the Independent Public Revenue Authority and eGovernance Social Security S.A. to ensure faster response times and greater efficiency for the services provided. The initiative was launched after the publication of Ministerial Decree No. 424/30-08-2019 regulating the interconnection of the Independent Public Revenue Authority's information systems and eGovernance Social Security S.A.

Other Key Initiatives

Electronic Services of the National Printing House

The main activity of the National Printing House is the design, printing, management and circulation of the Greek Government Gazette, both in its printed and digital version. It is also in charge of managing supplying and distributing publications of the State and the wider public sector. In July 2022 the National Printing House has started the implementation of a new project that aims to redesign, simplify and model the process of reception, processing and publication of the Greek Government Gazette for all issues handled by the Organization. It will also entail the

corresponding process of reception, planning and printing (or digital publishing) of other National Printing House publications. It will do so by developing a new, modern IT system, which will grant the following:

- A new service environment for traders, with customized features, security and user-friendly capabilities; and
- A sophisticated search functionality of the Greek Government Gazette for the general public, so that the search becomes faster and fully meets the information requirements of the interested parties.

Finally, the Publicity Plan will be prepared and the focused actions of publicity of the act will be implemented, with the aim to provide information to the parties that hold transactions with the National Printing House and to the general public on the results of the act, the organizational and technological changes that have been implemented in the National Printing House procedures and the new features that will be provided to users and trader.

Presidential Decree 131/2003 on eCommerce

Presidential Decree No. 131/2003 on eCommerce was adopted on 16 May 2003 and transposes Directive 2000/31/EC, also known as the electronic commerce directive, into Greek law.

e-Paravolo

The eAdministrative Fee system (e-Paravolo) is an information system designed and implemented to be used by the public administration to facilitate and support the reception, integration, and conclusion of public payments. It is gradually being extended to include and cover various public payments, such as fees and fines, and it is expected to develop into a general public e-payments system.

e-EFKA - efka.gov.gr

The e-EFKA portal offers electronic insurance services to citizens, categorised for insured freelancers, employees, farmers, retirees, and more. With over 85 electronic services currently available, the portal continues to expand by adding new services regularly, aiming to reduce the need for insured citizens to visit EFKA branches in person. A notable addition is the new service called MyEFKA Live, allowing citizens to schedule teleconferences with EFKA. Remarkably, the latest press release from April 2023 reported over 230 million electronic transactions by insured persons through the website.

Migration.gov.gr

The Ministry of Migration and Asylum proceeded to digitalise the process of submitting a series of applications to the Asylum and Migration Services, so that the personal presence of the applicants in the locally competent regional services is not necessary. The portal allows individuals to make an appointment, renew international protection cards, self-register electronically, change contact information, and so on.

National Portal for Codification and Reform of Greek Legislation

An important project focused on improving legislative codification is currently underway in Greece by the Secretariat General of Legal and Parliamentary Affairs of the Presidency of the Greek Government. This initiative is known as the National Portal for Codification and Reform of Greek Legislation. The National Portal serves as the central online platform for organised codified legislation following current standards, and will be available accessible to the public free of charge. Additionally, the project encompasses a platform that will standardise all law-making and regulatory processes, streamline codification efforts, and provide support for the operations of competent authorities.

The design and operation of the Portal are based on key legal and technical standards from the European Union and the latest IT advancements. Its goal is to guarantee compatibility and seamless interaction with N-lex and EUR-Lex systems, while also harmonising standards and terminology with its European counterparts. Additionally, it aims to cater to local needs by introducing the new HellasVOC modelled after EuroVOC. Moreover, the project includes adjusting

the ontological model (ELI) and addressing the growing demand for semantic alignment and thematic specifications.

Digital Civil and Justice Portal

The Digital Civil and Justice Portal is an integrated System for the Management of Judicial Affairs. It is fully operational and consists of individual applications to support the operational functioning of the civil and criminal courts of Athens, Piraeus, Thessaloniki and Chalkida, as well as the country's Highest Court and its Provisional Bureau. The portal is used by 41 judicial branches in total and aims to speed up the delivery of justice, while enhancing the quality of judicial services to citizens, lawyers, and public sector bodies.

As part of the project, eServices were developed for the exchange of information between third party information systems (Hellenic Police Headquarters and Plenary of Bar Associations) and the Ministry of Justice (National Criminal Records Management System and Integrated Trial System). The portal allows Greek courts to exchange documents and propose new online services, such as electronic filling of documents, electronic monitoring of the status of different cases, and electronic submission of applications for certificates, among others.

Elevate Greece

The National Start-up Registry is the official record of start-ups in Greece. The registry aims to monitor start-up entrepreneurship progress based on specific KPIs while supporting them with benefits and incentives. It operates as a dashboard of metrics to attract investors from Greece and abroad. New start-ups registered in the National Register 'Elevate Greece' can apply for funding on the platform of the State Aid Information System.

Teleconferencing Services in Courts and Penitentiaries and Provision of Information on the Progress of the Case Lists and Exhibits of the courts

An important project on this matter is being implemented in Greece. Its objectives include two actions:
- 'Integrated teleconferencing services in courts and penitentiaries'. It involves offsetting up a network of teleconferencing services in courts and penitentiaries nationwide. This network will cater to the requirements of civil, criminal, and administrative courts (Court of First Instance, Court of Appeal and Petty Offences Court), investigative proceedings (Court of First Instance), and requests for judicial assistance; and
- 'Information services on the progress of the case lists and exhibits of the Courts'. It involves creating and launching an information system which will publish proceedings and exhibits of the country's Courts online for interested parties like lawyers and citizens. This process wil comply with the GDPR Regulation.

The project is expected to be completed in 2024.

One-Stop Services for Business

The e-YMS (OSS) is a digital platform where interested parties can set up their own company, without the need to visit any public office (established by Article 7 of Law N. 4919/2022). Through this platform, private companies (IKE) including sole proprietorships, general and limited partnerships (OE and EE), limited liability companies (EPE), and Societe Anonyme (AE) can be established.

KYC

As laid down in the Law titled 'Measures to address the ongoing consequences of the pandemic' (Government Gazette 104/A/30-05-2020), the General Secretariat of Information Systems and Digital Governance designed, implemented and currently operates the egov-KYC service. The purpose of the eGov-KYC service is the digitisation of the procedure and the data-verification means mandatorily applied by the credit and financial institutions. In addition to the credit and financial institutions, beneficiaries are also individuals who have an e-banking account and wish to update their personal data in the credit and financial institutions by transferring them accurate information extracted from the public registries. Before the service became available, the individuals were invited to update their personal information by visiting the physical point and submitting the necessary supporting documents or by uploading the respective files.

The explicit and specific consent of the natural person constitutes a prerequisite for the access and processing of the personal data necessary for the provision of the electronic service. The following categories of personal data can be extracted from the public registers and transmitted

to the credit and financial institutions: (i) identity details, (ii) contact details, (iii) income details, and (iv) professional activity details.

National Public Administration Network

The National Public Administration Network (SYZEFXIS) is a project started by the Greek Ministry of Interior, Public Administration and Decentralisation which has evolved and is now competence of the Ministry of Digital Governance. In particular, the SYZEFXIS II project aims to develop and update the public sector's telecom infrastructure by satisfying all needs for communication through telephony (telephone communication between organisations), data (PC communication, internet) and video (teleconference, training). The project goals are: (i) the improvement of public services functions supported by the upgrade of the telecommunications infrastructure connecting them through the offer of advanced and low-cost telematics; and (ii) the provision of integrated services to citizens using modern and user-friendly government information and transaction systems.

Digital Public Services for Businesses

Public Procurement

Ministerial Decisions on eProcurement

Following the amendments of Law No. 4782/2021 (Government Gazette 36/A/9-3-2021) on the modernisation, simplification and reformation of Public Procurement Law No. 4412/2016 (Government Gazette 147/A/8-9-2016), the Ministry of Development issued, in cooperation with the Ministry of Digital Governance and the Ministry of Infrastructures and Transportation, a series of Joint Ministerial Decisions amending accordingly the functioning of the National Electronic Public Procurement System (Government Gazette JMD 2453/B/9-6-2021 and JMD 2813/B/30-6-2021) and the Central Electronic Registry of Public Procurement (Government Gazette JMD 3075/B/13-07-2021).

Design and Implementation of a New System for National Electronic Public Procurement System (OPS-ESIDIS)

The new system includes applications that support all procedures and actions related to Public Procurement. The project aims to:
- Optimise the National Electronic Public Procurement System (OPS-ESIDIS) by modernising digitally and upgrading processes and functionality in its ecosystem;
- Upgrade the Electronic Public Contracts framework with the implementation of new applications to support all procedures and actions related to public procurement; and
- Modernise, increase effectiveness, efficiency and offer reliable support to electronic public procurement.

Law on Public Procurement

The national Public Procurement Law No. 4412/2016 (Government Gazette 147/A/8-9-2016), which comprises the transposition of the Public Procurement Directives 2014/24/EU and 2014/25/EU as well as the Remedies Directive 2007/66/EC, amended and extended also the initial eProcurement Law No. 4155/2013 (Government Gazette 120/A/29-5-2013). New provisions introduced by Law No. 4782/2021 (Government Gazette 36/A/9-3-2021) amending Public Procurement Law No. 4412/2016 are stipulating, among other provisions, that contracting authorities and contracting entities:
- Are required to use the National Electronic Public Procurement System at all stages of the procurement process for contracts with an estimated value exceeding EUR 30 000, VAT excluded;
- Shall use the National Electronic Public Procurement System to establish an Electronic Archive of a Public Contract's documentation in case of eProcurement processes;
- May use Public Procurement eCatalogues Systems that might introduce relevant eShops and eMarketplaces; and
- May explicitly use eAuctions for procuring specific goods and services.

The new provisions also allows the Ministry of Development and Investments to issue a number of Joint Ministerial Decisions regulating the functioning of the National Electronic Procurement

System and the Central Electronic Registry of Public Procurement. They also set the legal foundations to pursue the goals set by the National Public Procurement Strategy 2021–2025 (-JMD 2182/B/25-5-2021), the vast majority of which are about the digital transformation of public procurement and end-to-end eProcurement.

Promitheus Portal

Promitheus is the portal for public eProcurement aiming to facilitate and encourage the participation of economic operators in public eTender procedures, as well as to ensure transparency and compliance with the rules and principles set by the European and national legislation on public eProcurement, by supporting contracting authorities, contracting entities and economic operators and by offering relevant eProcurement services.

Central Electronic Register for Public Procurement

The Central Electronic Register for Public Procurement (CERPP) is a key component of the IIS NEPPS, recording public procurement information with an estimated value exceeding EUR 2 500 (VAT excluded) for products, services and public works, irrespective of the award procedure. The aim of this register is to foster transparency and accountability and to increase competition, serving as the official national eNotification portal on public procurement procedures as well as the primary open data source on public procurement data starting from sourcing needs up to payment.

National Electronic Public Procurement System for Goods and Services

The National Electronic Public Procurement System for Goods and Services (NEPPS GS) is the mandatory national eProcurement platform assisting contracting authorities, contracting entities and economic operators to conduct and to participate in eTendering procedures regarding the public procurement of goods and services with an estimated value exceeding EUR 30 000, VAT excluded.

National Electronic Public Procurement System for Public Works

The National Electronic Public Procurement System for Public Works (NEPPS PW) is the mandatory national eProcurement platform assisting contracting authorities, contracting entities and economic operators to conduct and to participate in eTendering procedures regarding public procurement of public works. This system is managed by the Ministry of Infrastructures and Transportation with an estimated value exceeding EUR 30 000, VAT excluded.

Preliminary Consultations

The Preliminary Consultations system facilitates contracting authorities and/or contracting entities to run preliminary market consultations, according to the national public procurement law, in order to get the relevant input from the market with the goal of determining objective technical specifications and/or contract notice requirements for planned public procurement projects.

Business Intelligence

The NEPPS' Business Intelligence (BI) is the renowned information system for executive data and information reports on public procurement for major sectorial stakeholders like Central Purchasing Bodies and independent authorities.

The Hellenic Single Public Procurement Authority

The Hellenic Single Public Procurement Authority (HSPPA) was set up to coordinate the national strategy on public contracts within the National Strategic Reference Framework 2007–2013 agreed with the EU, the IMF and the ECB, overseeing Greek reforms to reduce and control State expenditure on public contracts. The SPPA reports to the Ministry of Development. The Ministry of Environment and Energy is consulted for green public procurement and the Ministry of Digital Governance for ICT public procurement. The legal framework surrounding the set-up of the Authority has recently been updated with law N. 4912/2022 (A' 59).

Electronic Invoices System for Public Procurement

The General Secretariat of Information Systems and Digital Governance of the Ministry of Digital Governance is responsible for receiving invoices for public procurement and sending data to competent bodies through the Interoperability Centre. It also acts as the Peppol National

Authority, overseeing eProcurement and eGovernment at regional and national levels in Europe. Additionally it sets eInvoicing policies at the national level, defining rules for invoice exchange and technical standards.

The Electronic Invoices System for public procurement is the new information system that helps receive eInvoices for the entire central government. It also distributes eInvoices to other public entities through the web services of the Interoperability Centre of the General Secretariat of Information Systems and Digital Governance.

Digital Inclusion and Digital Skills

Greek National Coalition for Digital Skills and Jobs

Established in May 2018, the Greek National Coalition for Digital Skills and Jobs is a synergy between various entities, public or otherwise, which seek to promote digital skills in the Greek society. It was reformed in 2022 (articles 87-89 of Law 4961/2022), together with the regulatory framework, and it now governs the organization and operation of the National Coalition in a more flexible and functional way. The coalition is made up of organizations such as: public and private sector bodies, civil society representatives, associations of natural and legal persons and non-governmental organizations, if they are active in fields relevant to the mission and competences of the National Coalition (i.e. technology, training/education, promotion of digital skills and employment). In this new framework, regulations were introduced to expand its competences and strengthen its role in the development of digital skills of the general population of the country, such as upgrading digital skills, enhancing the employment of human resources and supporting the digital transformation of the country at national, regional and local level.

The Coalition also established its internal Coordination Body and defined its responsibilities, in order to ensure an effective coordination at a central level and the successful fulfilment of its tasks.

The objectives of the National Coalition are: (i) to facilitate cooperation between all parties; (ii) to introduce actions with the aim of enhancing digital skills, and (iii) to address the digital gap in every sector of the Greek economy and society. To achieve the above-mentioned objectives, and in accordance with the European Commission's Digital Skills and Jobs Coalition, the following four target groups have been identified:

- **Education**: enrichment and digital transformation of the learning and teaching process for pupils and students. Integral to this effort is the provision of incentives for the continuous training of teachers;
- **Training**: development of employees, unemployed and businessmen's digital skills to promote the digital economy;
- **Information** and communications technology professionals: promotion of high-level digital skills for ICT professionals in all industry sectors; and
- **Citizens**: the objective is to enhance all citizens' digital skills to enable them to be active in a digital society.

In October 2020, the Greek government and Microsoft announced the plan 'GR for Growth' through an investment that is expected to reach approximately EUR 1 billion. The 'GR for Growth' initiative in Greece will build data centres in the country and develop resources in the economy that will promote growth opportunities, thus supporting the people of Greece, the government and businesses. The 'GR for Growth' initiative includes the upgrading of digital skills for public servants by 2025. In particular, as part of the National Coalition for Digital Skills and Employment (National Coalition), the Ministry of Digital Governance, the Ministry of Interior and the National Centre for Public Administration and Local Government are organising a series of training programmes aimed to upgrade the digital skills of civil servants. The educational programmes are interactive: alongside the constant presence and guidance of trainers, they also include practical workshops (online labs). Participation in the programmes as well the corresponding certification are free of charge and the training is conducted in Greek and English. The programme started in June 2021 and until March of 2024 more than 6 370 civil servants attended training programmes and more than 640 were certified. This initiative was posted as a best practice in the EU Platform for Digital Skills and Jobs.

EDIC for a Cybersecurity Skills Academy

Greece is leading the EDIC working group for the deployment of the Cybersecurity Skills Academy, which aims to address this challenge by serving as a European umbrella organisation that integrates various activities related to cybersecurity education and training, as well as

standardisation of procedures for cybersecurity competence recognition and professional certification. The Cybersecurity Skills Academy will use the existing network of the National Cybersecurity Authorities of the Member States and the network of the European Cybersecurity Competence Centre's NCCs to disseminate its activities to each Member State's cybersecurity community according to national needs and strategic priorities.

National Action Plan on the Rights of Persons with Disabilities

The National Action Plan (NAP) on the Rights of Persons with Disabilities outlines the actions taken by the Greek government to promote the rights of persons with disabilities. It includes a clear timetable and indicators of achievement for the period 2020-2023, and is regularly updated and refined through ongoing consultations. This plan identifies the lack of digital accessibility, particularly in public sector websites, as a significant issue to be addressed. Therefore, it emphasizes the importance of ensuring universal accessibility in the digital environment and other domains. The main initiatives promoted through this NAP are:

- The **launch of accessible digital services**, including the establishment of a Single Electronic Platform to serve as a single digital service point for individuals with disabilities. Additionally, it aims to provide digital services through the myKEPlive platform, offering features such as sign language interpretation, video calls, and written text. The plan also includes enhancing the interoperability of public registries and databases to digitise administrative procedures. Furthermore, it emphasises the importance of enhancing learning accessibility through the use of assistive technologies and educational materials, such as speech-to-text programs, to create accessible printed and digital content. Additionally, it involves the implementation of the 'Universal Design and Development of Accessible Digital Educational Material' project under the Partnership Agreement on Regional Development 2021-2027;
- **Digital skills for individuals with disabilities:** To ensure that people with disabilities acquire digital skills, the National Academy of Digital Skills integrates educational content specifically designed for them. This content is carefully crafted to meet their unique needs;
- **Utilization of digital tools to enhance accessibility:** The use of digital tools can enhance Accessible Tourism. Examples of such tools include designing and implementing accessible virtual tours in museums, mapping accessible tourist destinations digitally, and using applications to inform people with disabilities about Accessible Tourism;
- Ensuring **horizontal accessibility to Ministries' websites and mobile applications of public services** (including municipalities) is a key goal. All ICT actions and projects should respect the principle of universal planning. The aim is to incorporate technical features in all websites and applications that operate or will be implemented within the remit of the Greek Public Administration. This initiative is aligned with the Digital Transformation Bible 2020-2025; and
- Other **actions of equal digital accessibility in the field of communication, information, and access to information** include the incorporation of Directive EU 2018/1972 regarding the European Electronic Communications Code into Greek legislation through the enactment of Law 4727/2020, and the integration of Directive EU 2018/1808 concerning audiovisual media services through the adoption of Law 4779/2021 (Government Gazette A 27 - 20.02.2021).

Finally, the National Plan on the Rights of Persons with Disabilities embraces the dimension of non-discrimination on the basis of disability and accessibility, including digital accessibility in the life cycle and communication strategy of all EU-funded operations.

National Action Plan for Gender Equality 2021–2025

The National Action Plan for Gender Equality (ESDIF) 2021-2025 is structured around four priority axes, each of which focuses on a specific thematic dimension of gender equality policies. The subject of the prevention and control of stereotypes and prejudices is incorporated in all axes, as it must be considered and highlighted in all individual thematic policies and actions. The thematic priority axes are the following:

- **Priority Axis 1 'Preventing and combatting gender-based and domestic violence'** focuses on: measures to protect women from all forms of violence; training and education of officials of the competent authorities; informing and raising awareness of the parties involved and the public. It is governed by the principles and guidelines of the Istanbul Convention;
- **Priority Axis 2: Equal participation of women in the labour market'** concerns the reduction of the work-related inequality gap in terms of employment and occupational segregation, remuneration and discrimination on the grounds of maternity and childcare, by introducing interventions initiated in the field of basic education and extended to

training, further education and lifelong learning. It also includes actions aimed to harmonise professional, private and family life;

- **Priority Axis 3 'Equal participation of women in decision-making and leadership** aims to increase the presence of women in positions of power and representation in political and social life. This involves encouraging their active involvement in civic activities, empowering girls through education and informative events, and promoting successful women who have been active and have excelled across various sectors as role models; and
- **Priority Axis 4: 'Mainstreaming the gender perspective into sectoral policies'** refers to the integration of gender perspective into all perspectives of sectoral policies, where close cooperation with relevant Ministries, public bodies and local government is required. Through this axis, efforts are being made to promote gender equality in budgets and policymaking, in specific vulnerable social groups and populations, in the fields of education, health, sport, culture and media. Finally, Priority Axis 4 focuses on improving the production of statistical data and research related to gender. This is crucial for monitoring, planning and refining actions aimed to promote gender equality.

Their refinement has been based on the analysis of the Strategy Framework outlined in the UN Agenda 2030 on Sustainable Development, the Council of Europe Gender Equality Strategy 2018-2023, the European Gender Equality Strategy 2020-2025, the Development Plan for the Greek Economy, and the Gender Equality requirements for the new programming period 2021-2027.

'Digital Transformation 2021-2027' Programme of NSRF and Web Accessibility

The improvement of digital skills for employees in both the public and private sectors is highlighted in Invitations 6 and 7 of the Special Management Service of the 'Digital Transformation 2021-2027' Programme of NSRF, which was made public in June of 2023. These actions, with a budget of EUR 52 million, will be implemented within the framework of the National Alliance for Digital Skills and Employment. In total, EUR 113 million will be allocated to enhance digital skills through the 'Digital Transformation 2021-2027' Programme. The Ministry of Digital Governance's roadmap for Greece's digital development recognises digital accessibility as a cross-cutting, horizontal intervention. It aims to utilise Information and Communication Technologies (ICT) in various ways for the entire population, including people with disabilities and the elderly. The document defines digital accessibility as the ability for all citizens, regardless of disabilities, to navigate and interact with online platforms. It also highlights the significance of accessibility to books, digital texts, and other resources.

National Academy for Digital Competences (former National Digital Academy)

The National Academy for Digital Competencies (NADC) is the evolution of the National Digital Academy, which was established in 2020 as a hub for educational content.It is a core initiative of the Hellenic Ministry of Digital Governance, supported by GRNET S.A. (National Infrastructures for Research and Technology), The academy aims to meet the growing demand for top-notch digital skills education among Greek citizens The NADC' ambition is to increase the digital literacy of the general population and foster sectorial digital competences by means of:

- Design and implementation of national initiatives through educational activities which enhance digital literacy, digital citizenship, digital upskilling and reskilling while promoting inclusion;
- Development of Massive Open Online Courses (MOOCs) aligned with the European Frameworks on Digital Competences;
- Hosted MOOCs provided by acclaimed institutional and market actors; and
- Participation in National, European and International Digital Transformation projects in order to provide consultation on methodologies for skills profiles, as well as to collaborate in producing educational content, in alignment with the European Frameworks, the National Strategy and the National Framework for Digital Competences.

The NADC currently offers 323 courses across 6 core digital domains, covering 34 related fields from 40 expert providers. In the realm of digital skills for citizens, over 150 courses are available, aligning with the European Commission's Digital Competence Framework. The launch of the 'Digital Citizen' pathway in early 2022 introduced 5 new courses for basic digital skills. For professionals, the NADC provides 217 courses tailored to 8 sectorial profiles, addressing new digital skills requirements for growth, employment, and social inclusion. Collaborations with Local Government led to the '3rd eAge' initiative, preventing the social exclusion of elderly citizens

through digital literacy courses. Successful pilot actions include supporting women's participation in digital technologies and leadership positions, and the program 'Digital Citizenship for children', which focuses on addressing contemporary challenges in children's digital activities. The NADC remains committed to innovation and plans for geographical expansion in 2023.

Digital Services Training Portal

The Digital Services Training Portal provides instructions for use in selected digital services of the Single Digital Portal gov.gr. The aim of the training portal is to provide citizens with easy, fast, and affordable practical support for the use of public administration digital services. The portal provides different courses on a variety of topics, including vaccination or information on how and when to use gov.gr.

5. Trust and Cybersecurity

eID and Trust Services

Cross-Checking Process

The General Secretariat of Information Systems and Digital Governance initiated a process for cross-checking and correlating base registries as a key step to achieve the implementation of eID and trust services. The cross-checking process is specified in Articles 48 and 53 of Law No. 4623/2019 (Government Gazette 134/A/9-8-2019).

Electronic Signatures

Law No. 4727/2020 defines advanced and qualified electronic signatures, deals with the legal consequences of electronic signatures and determines the procedures of issuance, circulation, prototyping and archiving as well as the validity of electronic documents and their printouts.
Regulation (EU) 910/2014 on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation), adopted on 23 July 2014, provides a regulatory environment for secure and seamless electronic interaction between businesses, citizens and public authorities in the context of electronic services.

Trust Services

Law No. 4727/2020 defines the responsibilities related to trust services and outlines the operating framework of trust service providers. Moreover, it regulates the related procedures for the issuance and use of digital certificates issued by trusted service providers.
In compliance with the legislative act and Regulation (EU) 910/2014 (eIDAS), the approved digital signatures provided by the trust service providers are the legal equivalent of handwritten signatures in both substantive and procedural law. Furthermore, digital signatures provide secure communication and electronic transactions among public sector organisations, citizens, and businesses through internet applications.
Ministerial Decision 27499/2021 (Government Gazette 3682/B/10-8-2021) defines the minimum safety requirements, standards and accepted methods for remote authentication and any special characteristics (remote identification) of the natural person making the request for issuance of a qualified certificate for a trust service using electronic means, without the physical presence of this person, according to par. 1 (d) of article 24 of the eIDAS Regulation.
In September 2021, the Hellenic Public Administration Certification Authority (APED), which is the trust service provider of the Greek Public Sector, successfully completed the audit and inspection of its management system and processes, according to the eIDAS Regulation. As a result, the Hellenic Telecommunications and Post Commission renewed the license of APED and the right to be in the Trusted List of Qualified Trust Service Providers. APED began its operations, in its new form, in January 2022. Until the end of 2022 APED issued 36 139 qualified electronic certificates for digital signatures for natural persons. In 2023 APED issued another 8 433 qualified electronic certificates. On 12 March 2024 the total number of active qualified electronic certificates for digital signatures for natural persons was 44 650.
Additional actions were implemented for digital signatures offering digital certificates to the public servants and Members of professional chambers in Greece.

Greek eIDAS

The Greek eIDAS node, which is currently in v2.5, was updated in the summer of 2021 both in the production and pre-production phases.
Its production node interoperates with eIDAS production nodes of other countries. However, the interconnections are not stable, meaning that when a SSL node expires, all the interconnections have to be retested.
Regarding the revision of the eIDAS Regulation, Greece participates in the Toolbox Expert team, as well as the Regulation Expert group. Greece is currently working on the notification of an eID Scheme. The respective project has been designed and proposed in the context of the Digital Transformation Programme 2012-2027.

In 2023, Greece took the next step in securing the safety of its citizens by issuing a new secure identity card for Greek nationals, in compliance with European regulations. On 25 September 2023, the id.gov.gr platform was launched, following the guidelines set by the Joint Ministerial Decision of the Ministers of Digital Governance, Dimitris Papastergiou, and Citizen Protection, Yannis Economou. This platform allows citizens to conveniently schedule their ID appointments online, whether it is for new IDs or replacements required because of changes in information, expiration, wear, or aging. The platform was implemented by the General Secretariat for Information Systems and Digital Governance of the Ministry of Digital Governance, and citizens access it using Taxisnet codes.

Public Administration Credentials

The Greek government established a mechanism for issuing credentials to public servants to be used for accessing digital services/applications for which they have authorisation, in the context of the performance of their official duties.
The new mechanism applies authentication and authorisation controls ensuring secure access by public servants to digital services in an easy and functional way and improves the protection of citizens' personal data and the security of the systems.

Social Security Registration Number

The first stage of the plan related to the digital infrastructure for eID and trust services was accomplished with the allocation of a Social Security Registration Number (AMKA) to every citizen. This was key to implement the Electronic (Medical) Prescription Programme ensuring reliability, security and transparency of the information handled.

National Authentication System

In the public administration context, a large-scale project is now under implementation, namely the National Authentication System. This new system will provide increased level of security, common authentication, along with additional and modern options of authentication for greater convenience for citizens. The National Authentication System is currently used in gov.gr services and is based on a federated approach reusing infrastructures from public authorities and the banking sector.

Cross-border eHealth services

The cross-border eHealth services were implemented through a Connecting Europe Facility call for tender. The action developed a test and delivered to the European Commission and the Member States a reference implementation of an eID connector, linking the national OpenNCP-based National Contact Point for eHealth (NCPeH) to the eIDAS node and the relevant attribute providers. The National Contact Point for patient summary services was in production until the end of 2023.

Cybersecurity

National Cybersecurity Strategy 2020–2025

In December 2020, the National Cybersecurity Authority (former Directorate General of the Ministry of Digital Governance) issued an upgraded National Cybersecurity Strategy for 2020–2025. The new strategic framework includes, inter alia, an in-depth assessment of the current situation, the identification of new challenges and critical success factors, the mapping of key stakeholders, as well as a concrete action plan with flagship activities, milestones, and indicators to implement the following strategic objectives:
- A functional cybersecurity governance system;
- Shielding critical infrastructures and securing new technologies;
- Incident management optimisation, fight against cybercrime and privacy protection;
- A modern environment for cybersecurity investments with emphasis on the promotion of research and development; and
- Capacity building, promoting information and awareness raising.

The National Cybersecurity Strategy 2020–2025 is being implemented with a yearly plan which incorporates an array of approaches, such as policies, legislative initiatives and targeted investments, carried out by the National Cybersecurity Authority in collaboration with other competent authorities and academic/research institutions.

The NCSS 2020–2025, is a crucial tool for using digital technologies and fostering confidence and trust in digital transformation for citizens and businesses.

Unified Cyber Security Reference Center (SOC-Security Operations Center)

In October 2023, a grant agreement was signed with the European Cyber Security Competence Center (ECCC) for the financing, development and operation of the 'Unified Cyber Security Reference Centre (SOC-Security Operations Centre)'. This entre will offer Greece a strategically important technical infrastructure, as well as valuable know-how, to prevent and deal with malicious actions in cyberspace. At the same time, it will provide free of charge the necessary services to ensure that digital systems of public and private entities are interconnected. The grant agreement is implemented within the framework of the 'Digital Europe' financial Program (DEP). The project's budget amounts to EUR 9.7 million.

National Intelligence Service to Launch a Cybersecurity Centre

In the National Intelligence Service (NIS), a Cybersecurity Operations Centre (Security Operation Centre – SOC) was created in September 2023. It operates in the Cyberspace Division of the NIS and is responsible for monitoring, detecting and reacting to cyber threats and security breaches to the State's digital infrastructure. It integrates the tasks of the EYP's Electronic Attack Response Team, which works to support all national agencies in the prevention, early warning and response to cyberattacks. In this way, the role of the service as a National Authority for Countering Electronic Attacks (NATIONAL CERT) is strengthened.

Law on the Protection of Individuals regarding the Processing of Personal Data

Law No. 4624/2019 (Government Gazette 137/A/27-8-2019) establishes additional measures for the implementation of the General Data Protection Regulation (GDPR) and incorporates Directive (EU) 2016/680. The law must be complied with by all public and private sector bodies/organisations that process personal data in the context of their activity. The GDPR imposes a number of new obligations on editors, which derive from basic principles and in particular the enhanced principle of transparency in the way data are collected, processed and stored, and the new accountability principle, according to which the data controller is responsible for demonstrating compliance with all the principles governing the processing of personal data. Also, new rights are introduced such as the right to be forgotten and the right to data portability.

Law on the Protection of Personal Data and Private Life about Electronic Telecommunications

Law No. 3471/2006 was adopted on 28 June 2006, revising Law No. 2472/1997 and aiming at setting preconditions with regard to personal data processing and the assurance of confidentiality in telecommunications. Law No. 3471/2006 was amended by Law No. 3917/2011 and Law No. 4070/2012. The purpose of Articles 1 to 17 of this law is the protection of the fundamental rights of individuals, in particular the right to privacy. To that end, conditions are established for privacy in the context of personal data processing, and security and privacy of electronic communications.

Law on a High Common Level of Security of Network and Information Systems

Greece transposed Directive 2016/1148/EU of the European Parliament and of the Council concerning measures on a high common level of security of network and information systems across the Union into Greek legislation with Law No. 4577/2018 (Government Gazette 199/A/3-12-2018). Furthermore, the Ministerial Decision No. 1027/2019 (Government Gazette 3739/B/8-10-2019) lays down specific regulations, measures, and procedures for the effective implementation of the aforementioned legal framework, including (inter alia): the criteria for the definition of Operators of Essential Services (OESs) at national level, security policy obligations,

baseline security requirements, obligations for Chief Information Security Officers (CISOs), notification of incidents procedure, and an audit/sanctions framework.

Law on Urgent Measures to address the Consequences of COVID-19 and the Associated Spreading Risk

Law No. 4683/2020 (Government Gazette 83/A/10.04.2020) establishes – among other things - the legal framework for urgent measures to: (i) address the consequences of the COVID-19 pandemic; (ii) provide support to society in general, and entrepreneurship, in particular; and (iii) ensure the smooth operating of the market and public administration.

In the third section, the law contains arrangements on how to digitally operate and respond to urgent needs of public administration, including the issuance of documents via the national digital gateway of the public administration ('gov.gr' Portal), the citizens' submission of applications to public administration, the possibility for citizens to complete and electronically sign authorisation documentations and declarations of honour, and the electronic submission of applications through Citizens' Service Centres (KEP in Greek).

6. Innovative Technologies

Law 4635/2019 'Invest in Greece'

Law No. 4635/2019 ('Invest in Greece') includes provisions for the licensing and control of the installation of antenna constructions and antenna farms, as well as provisions for the National Broadband Plan including fibre-optic networks, 5G, Wi-Fi, smart cities, corridors for driverless vehicles and all infrastructures for fixed, wireless and satellite telecommunication networks or dedicated networks that operate as IoT.

Law No. 4961/2022

Law No. 4961/2022 (Government Gazette 146/A/27-7-2022) on emerging information and communication technologies, strengthening digital governance and other provisions contains numerous provisions regarding government digital services, such as the use of advanced technologies (AI, Internet of Things, Distributed Ledger Technology, and UAVs), the simplification of administrative procedures and digital governance.

National Network of Infrastructures for Research and Technology

The National Network of Infrastructures for Research and Technology (GRNET) provides high-quality infrastructure and services to the academic, research and educational community of Greece. It also contributes to disseminate ICT to the general public.

GRNET covers the computer systems interface, operation and services needs of all the organisations it supports. It offers:

- A nation-wide fibre optic network offering connectivity services amongst different institutions, as well as inter-institutional departmental connectivity in Greece and abroad;
- High Performance Computing System (HPC-ARIS);
- Infrastructures and data centers;
- The National Competence Center for HPC;
- The National Academy of Digital Skills;
- The Greek Internet Exchange GR-IX facilitating the exchange of Internet traffic (IP), and
- Internet, cloud computing, high-performance computing, authentication and authorization services, security services, as well as audio, voice and video services.

Artificial Intelligence (AI)

Declaration on Cooperation on Artificial Intelligence

Greece signed the Declaration on Cooperation on Artificial Intelligence (AI) during the Digital Day 2018. Following that, Greece has been actively participating in all relevant working groups at EU level, addressing AI from different perspectives, from the Digital Single Market to skills and ethics.

In 2021, the Digital Transformation Bible was published (Greek Government Gazette 2894/B/5-7-2021). This is the reference document that drives the digital transformation of the country, acknowledging AI as one of the leading "strategic axes". It also lays down:

- The conditions for the development of AI, including the skills, the trust framework, the data policy, and the ethical principles for its safe development and use;
- The national priorities to maximise the benefits of AI with a view to meet societal challenges and foster economic growth, and
- The necessary actions and the corresponding proposed horizontal interventions related to the aforementioned priorities.

Also, Greece took the necessary actions to become a member of the Global Partnership on Artificial Intelligence, also known as GPAI (OECD). This is an international and multistakeholder initiative to guide the responsible development and use of artificial intelligence.

National Strategy for AI

Following the publication of the Digital Transformation Bible, Greece's National Strategy for Artificial Intelligence is under preparation by the Greek Ministry of Digital Governance.

A **high-level Advisory Committee for Artificial Intelligence (AI)** has been established by the Prime Minister in October 2023. This Committee, responding to the rapid advancements in AI, aims to prepare Greece for the diverse applications of this technology while ensuring the nation's:
- Active participation and resilience: adapting and thriving alongside AI advancements;
- Enhanced competitiveness: leveraging AI to gain a competitive edge; and
- Sustainable development and prosperity: utilizing AI responsibly to achieve long-term growth that benefits all.

The Committee will provide data-driven recommendations for the national AI strategy, focusing on key areas critical to Greece's success:
- Boosting the economy and society: fostering innovation, improving productivity, and creating quality jobs;
- Strengthening infrastructure: addressing climate challenges and promoting social cohesion;
- Securing national digital sovereignty: ensuring control over digital resources and efficient government operations; and
- Shaping a global role: identifying Greek strengths in AI, contributing to international discussions on ethical and regulatory frameworks, and promoting domestic innovation.

Additionally, Law no. 4961/2022, on Emerging information and communications technologies, strengthening digital governance and other provisions, encompasses regulations on various emerging technologies, including AI. Specifically, it establishes:
- A **Coordinating Committee for AI**, which shall have the task of coordinating the implementation of the National Strategy for the development of AI;
- A **National AI Strategy Oversight Committee**, composed of AI experts and public sector executives with the authority to coordinate and adopt policies for the implementation of the National AI Strategy; and.
- An **Artificial Intelligence Observatory**, with the main task of collecting data on the implementation of the National Strategy for the development of AI, reporting on activities related to AI in the country, as well as supporting relevant actors in prioritizing and highlighting opportunities and areas of added value.

The first empirical strategic foresight research approach on the use of Generative Artificial Intelligence (Gen AI) in Greece, conducted by the Special Secretariat of Foresight, together with the National Centre for Social Research (EKKE) and the NCSR 'Demokritos', presents trends, opportunities, challenges, uncertainties and possible options that will shape the future of the Gen AI ecosystem in Greece. It also provides a framework of proposed strategic initiatives and policy recommendations. Its main objective is to draw on the collective knowledge and foresight perceptions of a sample of Greek experts/specialists on the impact of the domestic Gen AI ecosystem, in the time frame of 2030.

Greece is a member of the Alliance for Language Technologies (ALT-EDIC) whose mission is to develop a common European infrastructure in Language Technologies, focusing particularly on Large Language Models. It seeks to improve European competitiveness, increase the availability of European language data and uphold Europe's linguistic diversity and cultural richness. On 7 February 2024, the European Commission officially set up the ALT-EDIC with the Implementing Decision (EU) 2024/458.

National Bioethics and Technoethics Committee

Law 4780/2021(Government Gazette 30/A/28-2-2021) established the National Bioethics and Technoethics Committee, which reports to the Prime Minister. It is an advisory body of the State in the fields of life sciences and new technologies in general. Its mission is to explore the ethical, social and legal dimensions and implications in the fields of, in particular, biology, biotechnology, medicine and genetics, as well as new technologies such as AI, advanced algorithms and robotics. It formulates proposals for overall policy and specific actions, as well as relevant guidelines. It also gives opinions on issues related to its mission.

Single Digital Portal 'Digital Assistant' of AI (mAigov)

A milestone in the digital transformation of the state is the first AI-powered Digital Assistant (mAigov), launched in December 2023 at the Single Digital Portal - gov.gr. The aim is to make citizens' daily lives easier by simplifying and speeding up their interactions with the public sector. The digital assistant will help more people become familiar with the governme't's website and online services, as a part of the overall shift to a digital economy in the 21st century.

Distributed Ledger Technologies

Memorandum of Understanding on Cooperation and the Exchange of Best Practices in the field of Distributed Accounting Technology (DLT)

In October 2019, Greece signed the Memorandum of Understanding on Cooperation and the Exchange of Best Practices in the field of Distributed Accounting Technology (DLT) between the Republic of Cyprus, the French Republic, the Hellenic Republic, the Italian Republic, the Republic of Malta, the Portuguese Republic and the Kingdom of Spain.

With Law 4961/2022 the Ministry of Digital Governance regulates issues around Distributed Ledger and Blockchain. Moreover, Greece is actively participating in the initiative for the European Blockchain Infrastructure Services and the respective forthcoming EDIC.

Multicounty Project of the European Sovereign Blockchain project Europeum

In 2024, Greece joins the European sovereign blockchain project known as Europeum. This will enable Greece to participate in the European digital transformation, providing a platform for secure and automated data exchange throughout the continent. The heart of Europeum is a network of nodes, scattered across Europe and placed under the control of public authorities. Potential use cases range from the recognition of digital identities and driving licenses to the traceability of food supply chains; this makes Europeum a pillar of innovation and cooperation.

Big Data

Implementation of a Central Node for the Management & Analysis of Multidimensional Big Data

A project for the management of big data of 2022, namely the analysis of data and multifaceted reporting, is being implemented in the context of the national recovery and resilience plan. In order to benefit from the big data generated in the public sector, the Ministry of Digital Governance, through the General Secretariat of Information Systems and Digital Governance, is initiating the establishment of a Central Management and Analysis Hub for Multidimensional Big Data. This initiative aims to provide information to both government users (such as central government and public services) and external users (including citizens, independent authorities, and institutions). The goal is to adequately support government strategic planning, crisis management, service quality monitoring for citizens, development of new services and, overall decision making and information sharing processes. The project, titled 'Implementation of a Central Hub for the Management and Analysis of Multidimensional Big Data (BigData)', is part of the National Recovery and Resilience Plan 'Greece 2.0' and is scheduled for completion in 2026. This project falls under the Single Digital Infrastructure for Citizens and Businesses Services (CRM)-Big Data.

Within the Single Digital Infrastructure for Citizens and Businesses Services (CRM) project, there are plans to develop a Big Data Analysis platform. The goal is to efficiently use the information available in various parts of the system: Citizen Transactions with the Services provided (G2C), Company Transactions with Services (G2B), and Government-to-Government Transactions (G2G). This platform aims to help make quicker, more accurate decisions to improve the performance and design of Citizen Services

Cloud & Edge Computing

Provision of Cloud Services

Projects for cloud computing are being implemented for Government in the context of the National Recovery and Resilience Plan.

International Electronic Open Tender for the Supply of Advanced Security Services (SOC and DDoS) to G-Cloud Critical Infrastructures

Moreover, a project is being implemented for the creation of a Security Operation Centre and the prevention of Distributed Denial-of-Service Attacks.

Electronic Communications Legislative Framework

Law No. 4727/2020 is the new Electronic Communications legislative framework, transposing Directive (EU) 1972/2018, establishing the Electronic Communications Code, and including additional national provisions regarding electronic communications, such as provision of digital public services through cloud computing infrastructure.

Single Government Cloud (G-Cloud Services)

The General Secretariat of Information Systems and Digital Governance of Greece (GSISDG) has recently created a Hybrid Government Cloud which can be used by government agencies to host their information systems. This initiative forms part of the overall government strategy of concentration and data consolidation of all the information systems of the individual bodies within the public administration.

G-Cloud is a national strategy that speeds ups digital transformation and upgrades the public administration, bringing Greece closer to other EU countries. The Greek government has decided to adopt the latest international practices and follow the cloud first policy for eligible government entities as defined by the EU. Government entities include - but are not limited to- Ministries, Municipalities, decentralized regional entities and independent authorities. Each of these entities requires resources and network isolation, distinct administrative boundaries and flexibility over the resources required, while the General Secretariat of Information Systems and Digital Governance is in charge of the administrative review and control of all Cloud estate.

In addition to this, there are infrastructures for the research cloud (R-Cloud) and the health cloud (H-cloud). G-Cloud services are currently being offered by the Ministry of Digital Governance and have special services for Artificial Intelligence and big data management.

DAEDALUS

In 2022, a hosting agreement was signed between the EuroHPC Joint Undertaking and the National Infrastructures for Research and Technology (GRNET). This agreement establishes that DAEDALUS, a new EuroHPC supercomputer, will be located in Greece. DAEDALUS will be a mid-range supercomputer, able to perform more than 30 petaflops or 30 million billion calculations per second. It will be available to serve a wide range of users in the scientific community, industry and the public sector located in Greece and across Europe, who need to use the power of supercomputing.

Internet-of-Things (IoT)

Request for Information use of Internet of Things (IoT) Technology

The Greek Government has initiated a Request for Information (RFI) inviting responses from companies, research organizations, and other stakeholders, in order to develop a comprehensive national strategy for the use of Internet of Things (IoT) technology. The goals for IoT include:

- Increasing the use of IoT in key sectors such as healthcare, transportation, energy and the environment, to improve the delivery of services and to reduce cost and environmental footprint;
- Supporting sustainable economic growth, the creation of new jobs and the improvement of quality of life;
- Fostering innovation and entrepreneurship in the field of IoT, to promote new products, services and application models;
- Ensuring that the benefits of IoT are shared by all citizens, regardless of their socio-economic status, age, or location; and
- Promoting openness and international interoperability of IoT systems, through international collaboration.

With Law 4961/2022 the Ministry of Digital Governance, regulates issues around IoT.

Quantum Computing

Declaration on Cooperation on QCI

The Minister of Digital Governance signed the Declaration on Cooperation Framework on Quantum Communication Infrastructure for the Hellenic Republic on 3 December 2019 in Brussels. It aims to create a highly secure quantum communication infrastructure (QCI) covering the entire European Union. Following this move, Greece submitted the project proposal 'Deploying advanced national QCI systems and networks in Greece' (HellasQCI) within the framework of the Digital Europe Program (DEP) (call DIGITAL-2021-QCI-01), which constitutes the national QCI of Greece and aims to strengthen Europe's scientific and technological capabilities in the field of cyber security and quantum communication technologies. The proposal was approved, and the project started in January of 2023. It will run for 30 months. The project coordinator is GRNET, while the Ministry of Digital Governance is a partner. During the ESA Ministerial Council of 27 November 2019 in Seville, Greece announced its focus on the design and implementation of the new generation of satellite technologies and applications through the Agency's optional programmes for the following three years and mainly on the telecommunications sectors (Space & 5G) and Earth Monitoring services. Greece has signed up to a EUR 16 million contribution to the ARTES programme, including the respective sub-programmes on security and quantum technologies.

Gigabit and Wireless High-speed Networks

National Strategy on Broadband

The strategy has been prepared by the General Secretariat of Telecommunications and Post / Ministry of Digital Governance, based on relevant studies and extensive consultation with all relevant stakeholders, and then adopted by the Minister of Digital Governance through Ministerial Decision 49195 E 2022/24.11.2022 on the National Broadband Plan. This plan is the road map for the development of modern network infrastructure in the country, including in particular fibre optic networks, 5G networks, WiFi networks, smart city infrastructures, wireless, and satellite telecommunication network infrastructures. The plan is aligned with the European Connectivity Targets (Gigabit Society 2025 and Digital Compass 2030). The anticipated public intervention will use funds from ESIF 2021-2027, RRF, CEF Digital as well as national resources. Moreover, a roadmap for the implementation of best practices proposed by the Connectivity Toolbox has been issued.

Mobile Communications and 5G

In December 2020, Greece successfully completed the tender process for granting radio frequency usage rights in the 700 MHz, 2 GHz, 3400-3800 MHz and 26 GHz bands, after six rounds of bidding. As a result of the process, the total range available in the above zones was awarded to the companies COSMOTE, VODAFONE Hellas and WIND Hellas. The revenue secured for the Greek State amounts to a total of EUR 372 million. To facilitate the development of the 5G ecosystem, a State-run investment fund known as the Phaistos Funds was established. Its purpose is the investment in businesses (start-ups or otherwise) which are active in the research and/or development of 5G-based-solutions. Eligible companies could be active in such sectors as transport, logistics, manufacturing, industry, defence, goods and utility networks, health, tourism, information, and media. The fund, established under the Greek Law No. 4727/2020, operates in the public interest in accordance with private economy rules for the service of special public purpose, as per the Fourth Part of Law No. 4389/2016 (Article 94) and of Law No. 4548/2018 (Article 104). It will be funded by 25% with the proceeds of the auction for 5G network frequencies. A parallel target is the participation of the private sector and the attraction of private funds with a value of up to 30% of the State revenue, corresponding to approximately EUR 30 million.

Law 4463/2017 on Broadband Cost Reduction

Law No. 4463/2017, transposed the Broadband Cost Reduction Directive 2014/61/EU into the national legislation and, furthermore, streamlined the licensing procedures, thus providing a functional framework for broadband development.

Joint Ministerial Decisions on Broadband Networks

Pursuant to the provisions of existing legislation, a Joint Ministerial Decision (No 32514 E 2022) has been issued. It provides simplified procedures for the implementation of low-impact works for the deployment of broadband networks. Furthermore, a Ministerial Decision has been issued (Decision No 5847/2023) specifying the data to be submitted to the 'Broadband Map and Network Infrastructure Register', as well as the data format and any other relevant technical information.

Finally, the newly issued Common Ministerial Decision 53538 E 2023 (Governmental Gazette Issue: FEK 7037/B) updates the Common Ministerial Decision 41020/819/25.09.2012 (Governmental Gazette Issue: FEK 2776/B) that concerns the deployment of telecommunication networks on new buildings, whilst it adds new provisions for existing buildings. Specifically, it facilitates the deployment of FTTH by providing a guide of detailed technical requirements for the installation in the vertical building risers of existing buildings. Other provisions of the Ministerial Decision concern the compliance with up-to-date relevant harmonised standards such as the EN50700 (Information technology - Premises distribution access network (PDAN) cabling to support deployment of optical broadband networks).

Public Metropolitan Area Network (MAN)

The network consists of manholes, ducts, channels, fibre optic cables, points of interconnection, passive and active equipment, that provide broadband access to the public sector buildings. In particular, a broadband infrastructure based on optical fibres has been installed across 68 cities of the Greek territory. Additionally, according to article 3 of law 4463/2017 (A'42) amended by law 4563/2018 (A'169), "The supervision, management, maintenance, exploitation and utilization of the Metropolitan Fibre Optic Networks, infrastructure of which belong to the local authorities and have been funded by national and / or EU resources, is carried out by the General Secretariat of Telecommunications and Post of the Ministry of Digital Governance in the framework of the National Broadband Access Plan for New Generation (NGA PLAN)." As of April 2023, a new contract is running for the abovementioned duties of the Ministry and MAN is exploited by both SYZEFXIS II and GRNET.

Infrastructure Readiness for Smart Buildings

The Information Society runs the action 'Smart Readiness', which is funded by the National Resilience and Recovery Plan (Joint Ministerial Decision 1421/23-2-2024, published in the Official Gazette, FEK 942/B). The purpose of the action is to upgrade the "smart readiness" of the country's existing building stock through the creation of modern digital infrastructures that will facilitate the transformation of buildings into "smart" ones as well as their interconnection with smart meters of public utility networks. The action is financed through a voucher and it entails the installation of fibre optics in 120 000 buildings. It is estimated that this initiative will boost the demand for a new generation of high-speed telecommunications services.

Broadband Projects

There are investments in the context of the already completed Rural Broadband project (Rural) and Superfast Broadband (SFBB) project, as well as the ongoing Ultrafast Broadband project. The Rural Broadband project provides broadband infrastructure coverage and affordable connectivity services to those living in the remote regions of Greece, such as mountains, islands and less-favoured areas consisting of remote residential apartments. The SFBB project was aimed to stimulate demand. It took the form of a voucher scheme, with which the beneficiaries could acquire a high speed internet service with specific characteristics for a period of 24 months. The Ultrafast Broadband (UFBB) project aims to develop ultra-high-speed broadband infrastructure in areas where there is currently no Next Generation Access (NGA) network, i.e. no broadband network capable of supporting speeds of more than 30 Mbps download and where private investors do not plan to build such infrastructure in the near future (NGA white areas).

GovTech

European Digital Innovation Hub for the GovTech

The exploitation of the European Digital Innovation Hub for the GovTech has already started. Important contribution at this stage is the work that is being done under the Digigov

innovation hub. A lot of workshops are being implemented and planned to set the priorities and needs in the context of Digital Governance and emerging technologies.

Moreover, Greece is chairing the Innovative Massive Public Administration InterConnected Transformation Services (IMPACTS) EDIC working group. This group has the responsibility to prepare a proposal for a Multicountry Project regarding Connected Public Administrations. This project will be implemented in the context of the Digital Decade Policy Programme by a European Digital Infrastructure Consortium. The Rationale and Objectives of the forthcoming Multi Country Project is expected to include the following:

- Creation of e-delivery network for Public Administration;
- Support of the digital transformation of public and private service;
- EU's Digital Sovereignty (eIDAS regulation, eID toolbox, Web analytics platform for public administration in the EU);
- Synergies between private and public investments (Public Innovation Procurement and Pre-Commercial Procurement of Innovative Solutions);
- Contribution to the digital transformation of businesses (B2B, B2G data exchange), and
- Use of Rich communication services.

Overall, EDIC aspires to contribute to the targets of the Interoperable Europe Act.

7. Digital Public Administration Governance

For more details on Greece's responsible bodies for digital policy and interoperability, its main actors, as well as relevant digital initiatives, please visit the NIFO collection on Joinup.

National

Ministry of Digital Governance

The Ministry of Digital Governance was established in 2019 with the objective of bringing together all information technology and telecommunications structures related to the provision of digital services to citizens and businesses in the country. The strategic target is to provide the necessary framework for citizens and businesses in Greece to truly benefit from an inclusive Digital Single Market in the European Union, by both designing and using effective digital services in a broad range of sectors, including public administration, justice, health, energy and transportation.

General Secretariat for Information Systems and Digital Governance

On 27 June 2023, Presidential Decree no. 77/2023 (Government Gazette A' 130/ 27-06-2023) was published. In paragraph 5 of Article 13 it stipulates that the General Secretariat for Digital Governance and Simplification of Procedures and the General Secretariat for Information Systems of Public Administration within the Ministry of Digital Governance are merged into a **General Secretariat for Information Systems and Digital Governance**. The responsibilities, organic units, staff positions and supervised bodies of the pre-existing general secretariats are transferred to the new one.

The General Secretariat for Information Systems and Digital Governance has been mandated to:
- Design and implement the government digital transformation policy, promote digitisation and the use of eGovernment practices throughout the Public Sector;
- Develop and promote digital skills and provide related training opportunities to all target groups;
- Undertake all necessary initiatives to digitalise administrative procedures while avoiding the development of digital red-tape;
- Design, develop, produce, and use ICT for the Ministry of Digital Governance, the Ministry of Economy and Finance and the public administration in general;
- Manage the information systems of all services within the Ministry of Digital Governance and the Ministry of Finance. It will also host the systems of the Independent Public Revenue Authority, pursuant to Article 37 of Law No. 4389/2016 (Government Gazette 94/A/27-5-2016), as well as those of other public administration entities; and
- Ensure the proper and uninterrupted operation of electronic services provided to citizens, businesses and public administrations through its central, regional and backup computing infrastructures and applications, along with the implementation of the required security and protection measures to infrastructure, software and data to avoid malicious attacks.

General Secretariat of Telecommunications and Post

The General Secretariat consists of:
- The General Directorate of Telecommunications and Post. It is the competent authority for Telecommunications and Post and has the following responsibilities:
  - The development and implementation of national policies and the participation in the creation of an appropriate institutional framework, at European and international level;
  - The development and implementation of policies for fixed and remote telecommunication networks, to improve competitiveness and promote economic and social cohesion;
  - The exploitation of quantum technologies on building secure telecommunication networks;
  - The provision of high-quality broadband services across the nation through the development of robust and resilient networks, and

- ▪ The development, implementation, coordination and planning of activities and actions, related to space matters, also with the European Space Agency and the European Commission.

The General Directorate of Telecommunications and Post considers broadband as a central pillar for the digital economy. With a view to making Greece a smart nation and facilitating the transition to a digital economy, the General Directorate of Telecommunications and Post has started the implementation of the National Broadband Plan.

National Cyber Security Authority

Law 5086/2024 (Government Gazette 1 23/14-02-2024) established the National Cyber Security Authority as a public legal entity overseen by the Minister of Digital Governance. The authority's main goal is to organise, coordinate, implement and monitor a comprehensive set of strategies, measures, and actions to enhance cybersecurity. This includes activities related to prevention, protection, deterrence, detection, response, restoration and recovery from cyber-attacks.
The Authority is structured into organic units, which report to the Governor, as follows:
   a) The Governor's Office;
   b) The General Directorate of Staff Planning, comprising the organizational units in charge of staff, strategic and regulatory matters; and
   c) The General Directorate of Operational Planning, comprising the organizational units in charge of operational and technical responsibilities.
The National Cybersecurity Authority is in charge of creating and overseeing the National Cybersecurity Strategy, as well as coordinating various entities to ensure the necessary measures are implemented. In this context, the General Directorate for Cybersecurity is responsible for defining of suitable organisational, technical, and operational measures and ensuring that competent bodies implement them.

Information Society S.A.

Information Society S.A. is the executive support arm for the implementation of Information and Communication Technologies (ICT) projects in the public sector, as well as state aid actions in ICT, assisting in the implementation of the Digital Transformation Bible in Greece. The company participates institutionally in the specialisation of the digital strategy of the country, implements ICT projects financed by the EU Structural and Investment Funds, the Public Investment Program, the Recovery Fund or through public-private partnerships, supports the identification of needs in ICT projects and provides specialised support to organisations throughout the life cycle of the ICT projects they have been called upon to implement.
It has in-depth know-how and experience in the design, implementation, and management of innovative eGovernment projects and actions. Currently it is tasked to assist the Ministry of Digital Government in all actions and projects:
   - Aimed at upgrading the online service of citizens and businesses;
   - Increasing transparency;
   - Strengthening entrepreneurship and healthy competition;
   - Enhancing interoperability at all levels; and
   - Increasing the productivity and efficiency of public bodies and the general improvement of Public Administration

Electronic Government of Social Security SA

The Electronic Government of Social Security (EGSS) supports the Ministry of Digital Government in the implementation of Information and Communications Technologies (ICT) projects of Social Security Institutions, as well as their extensions. It provides complete high-quality solutions that support the proper, complete, and effective operation of social security and health care providers in the long run and serve the citizens, through the provision of modern electronic services and information.
It supports the achievement of the following goals:
   - The development and maintenance of nationwide electronic services in the fields of social security and health; and
   - The modernisation, standardisation and updating of the applications of social security and other public institutions.

National Network of Infrastructures for Research and Technology S.A.

The National Network of Infrastructures for Research and Technology (GRNET) is a consultant to the Ministry of Digital Governance on the design of advanced information systems and infrastructure. It contributes to digital transformation with in-depth analyses, technological studies, standard solutions, and special know-how. GRNET provides networking and cloud computing services to academic and research institutions, educational bodies at all levels, and agencies of the public, broader public and private sector. It is responsible for promoting and disseminating network and computing technologies and applications, as well as promoting and implementing Greece's digital transformation goals. Thus, GRNET leverages educational and research activities in the country towards the development of applied and technological research in the fields of telecommunication networks and computing services. GRNET also operates the National Academy for Digital Competencies.

Managing Authority for the Digital Transformation Programme 2021-2027

The Managing Authority for the Digital Transformation Programme 2021-2027, which is directly depending on the Minister of Digital Governance, aims to exercise the management responsibilities of the program as a Managing Authority within the framework of NSRF 2021-2027, in accordance with Art. 7 and 8 of Law 4914/2022 (Government Gazette 61/A/21.3.2022) and the Management and Control System of NSRF.

Hellenic Data Protection Authority

The Hellenic Data Protection Authority is a constitutionally established independent public authority, whose mission is to oversee the application of the General Data Protection Regulation (GDPR), national laws No. 4624/2019 and No. 3471/2006, as well as other regulations concerning the protection of individuals with regard to the processing of their personal data.

Data Protection Officer

Any public body managing personalised information should ensure that its internal audit system and websites comply with the General Data Protection Regulation. The Data Protection Officer (DPO) should in particular: (i) inform and advise the controller and the processor about their obligations under the General Data Protection Regulation and other EU provisions, and national regulations on data protection; (ii) provide advice, when requested, on the assessment of data protection impacts and monitor implementation in accordance with Article 35 of the General Data Protection Regulation; and (iii) cooperate with the supervisory authority and act as a point of contact with the supervisory authority and data subjects on all processing-related issues.

Subnational (Federal, Regional and Local)

Regional Administrations, Prefecture Administrations and Municipalities

The Greek State is highly decentralised. The main regional and local administrative units, namely 13 regions and 332 municipalities, are self-governed and thus responsible for the administration of local issues, including their eGovernment strategic organisation. Under the Kalikratis Programme, many competences related to eGovernment implementation have been transferred to the municipal level. For instance, since 2010 some services of the Urban Planning Authorities, along with some social protection services, have been transferred to the municipal level.

Hellenic Agency for Local Development and Local Government

The Hellenic Agency for Local Development and Local Government (EETAA), operating as a joint-stock company, provides local government agencies, the public sector and social agencies with the professional and technical IT support they request.

8. 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.

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).

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 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 Digital Services (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from K. Konstantakopoulou.

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 ISA² 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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