Highlights

Political Communications

The National Cybersecurity Strategy and Action Plan for the period 2020-2023 was put into force in 2020. In line with the Turkish 2023 goals, this action plan will determine the goals, strategies and actions of the upcoming period in the cybersecurity area.

Legislation

A new regulation on e-seal was made in the Electronic Signature Law No.5070 in January 2021. With the e-seal, this regulation aims to make legal person's transactions in the electronic environment more secure.
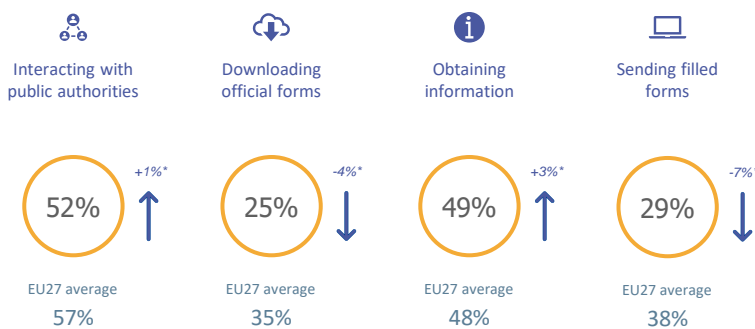
Governance

In October 2019, the eGovernment tasks were transferred to the Digital Transformation Office which now coordinates all activities related to eGovernment, digital public administration, cybersecurity, critical infrastructures, big data and AI.

Infrastructure

The Public Health Management System (HSYS) ensures a holistic structure for various applications, quality data compilation, analysis and reporting of compiled data and harmonization of all process with international standards and grants monocentric health management.

Digital Public Administration indicators

Percentage of individuals using the internet for

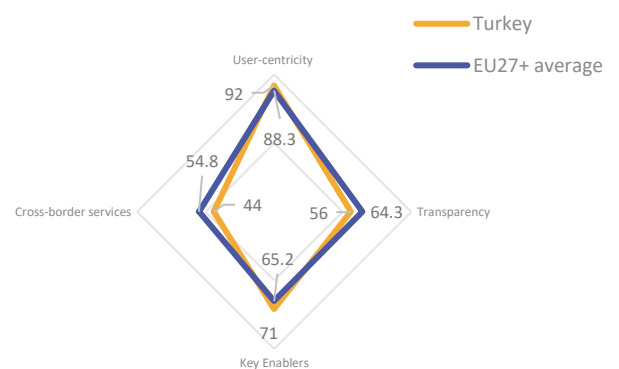| Interacting with public authorities	Downloading official forms	Obtaining information	Sending filled forms
52% +1%* ↑	25% -4%* ↓	49% +3%* ↑	29% -7%* ↓
EU27 average 57%	EU27 average 35%	EU27 average 48%	EU27 average 38%

* This is the trend evolution compared data from Eurostat in 2019.
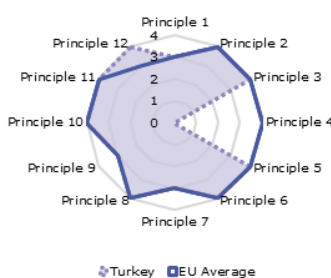
Source: Eurostat 2020

eGovernment indicators
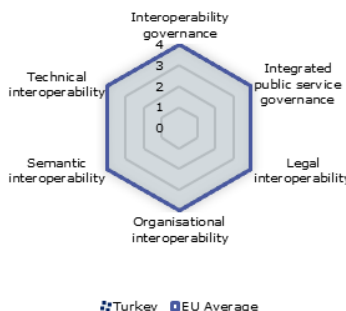
eGovernment performance across policy priorities

— Turkey
— EU27+ average

User-centricity 92 / 88.3
Transparency 64.3 / 56
Key Enablers 71 / 65.2
Cross-border services 54.8 / 44

Source: eGovernment Benchmark report 2021

State-of-Play of Interoperability

SCOREBOARD 1
TWELVE PRINCIPLES

Principle 1, Principle 2, Principle 3, Principle 4, Principle 5, Principle 6, Principle 7, Principle 8, Principle 9, Principle 10, Principle 11, Principle 12

Turkey EU Average

SCOREBOARD 2
INTEROPERABILITY LAYERS

Interoperability governance, Integrated public service governance, Legal interoperability, Organisational interoperability, Semantic interoperability, Technical interoperability

Turkey EU Average

SCOREBOARD 3
CONCEPTUAL MODEL

Conceptual Model, Internal information sources and services, Base Registries, Open Data, Catalogues, External information sources and services, Security and Privacy

Turkey EU Average
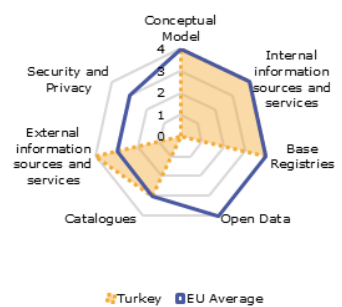
Source: European Interoperability Framework Monitoring Mechanism 2020