Highlights

Political Communications

The Digital Transformation Bible is the new national digital strategy. It builds upon the five DESI chapters, combined with a strong governance model to coordinate the implementation with all actors concerned.

Legislation

Law 4727/2020 (Government Gazette A'184/23.09.2020) on Digital Governance provides for the provision of the necessary institutional framework for the digital transformation of the Greek public sector.
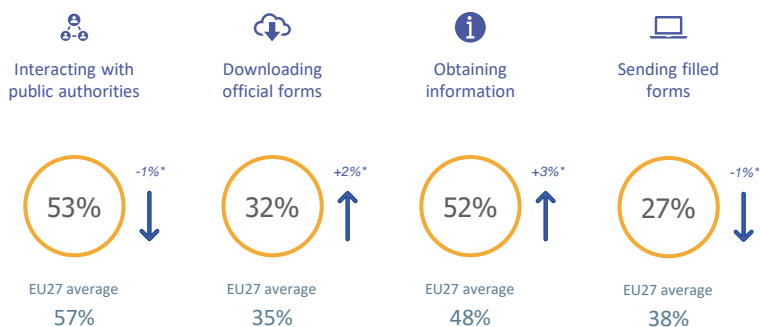
Governance

The new Ministry of Digital Governance brings together all the Information Technology and Telecommunications infrastructure related to the provision of digital services for citizens and businesses.

Infrastructure

GOV.GR is the Single Digital Portal of the Greek public administration for citizens and enterprises, hosting more than 1100 digital services. The portal has recently been updated to add features that aim to increase its usability and accessibility.

Digital Public Administration indicators
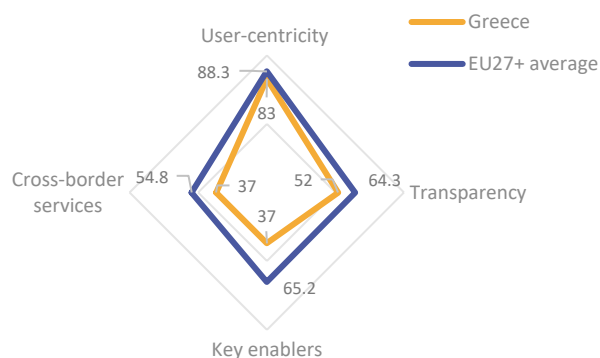
Percentage of individuals using the internet for

Interacting with public authorities	Downloading official forms	Obtaining information	Sending filled forms
53% -1%* ↓	32% +2%* ↑	52% +3%* ↑	27% -1%* ↓
EU27 average 57%	EU27 average 35%	EU27 average 48%	EU27 average 38%

* This is the trend evolution compared with data from Eurostat in 2019.

Source: Eurostat 2020

eGovernment indicators

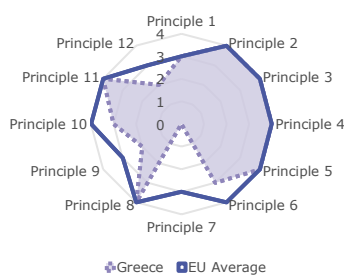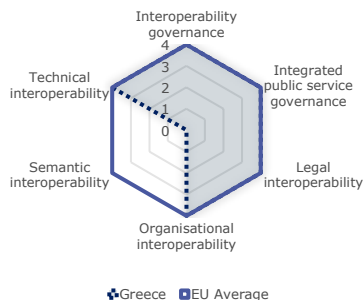### eGovernment performance across policy priorities

Greece
EU27+ average

User-centricity 88.3 / 83
Transparency 64.3 / 52
Key enablers 65.2 / 37
Cross-border services 54.8 / 37

Source: eGovernment Benchmark report 2021

State-of-Play of Interoperability

SCOREBOARD 1 TWELVE PRINCIPLES

Principle 1–12

🔷 Greece　□ EU Average

SCOREBOARD 2 INTEROPERABILITY LAYERS

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

🔷 Greece　□ 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

🔷 Greece　□ EU Average

Source: European Interoperability Framework Monitoring Mechanism 2020

interoperable europe