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ATHENS UNIVERSITY OF ECONOMICS AND BUSINESS

Greece: Charting a path towards effective e-government

Diomidis Spinellis

Professor, Department of Management Science and Technology

http://www.dmst.aueb.gr/dds

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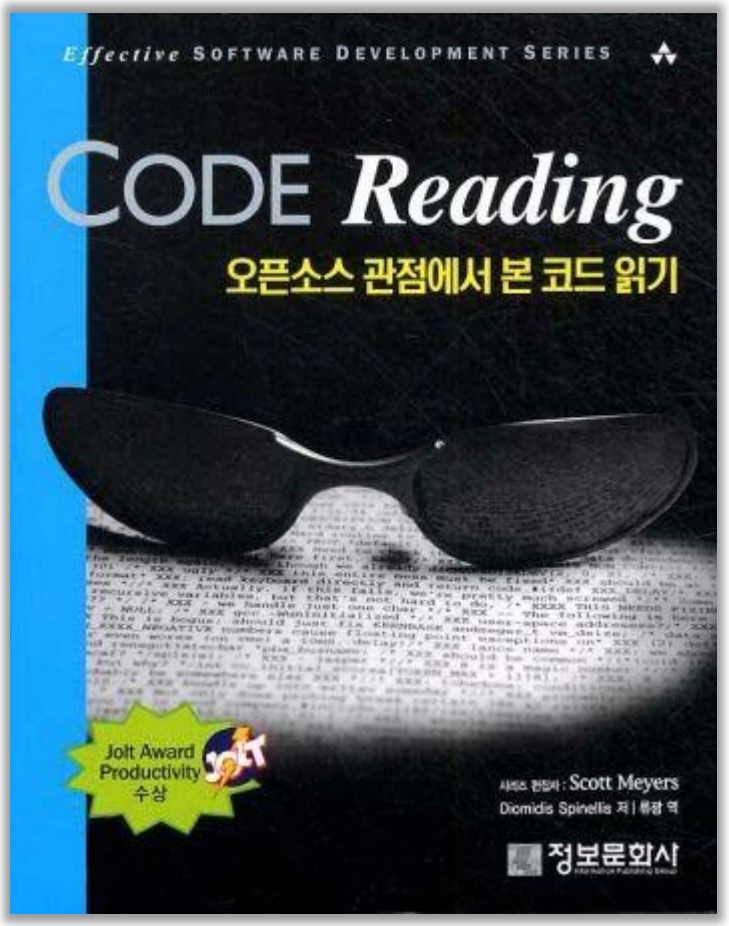
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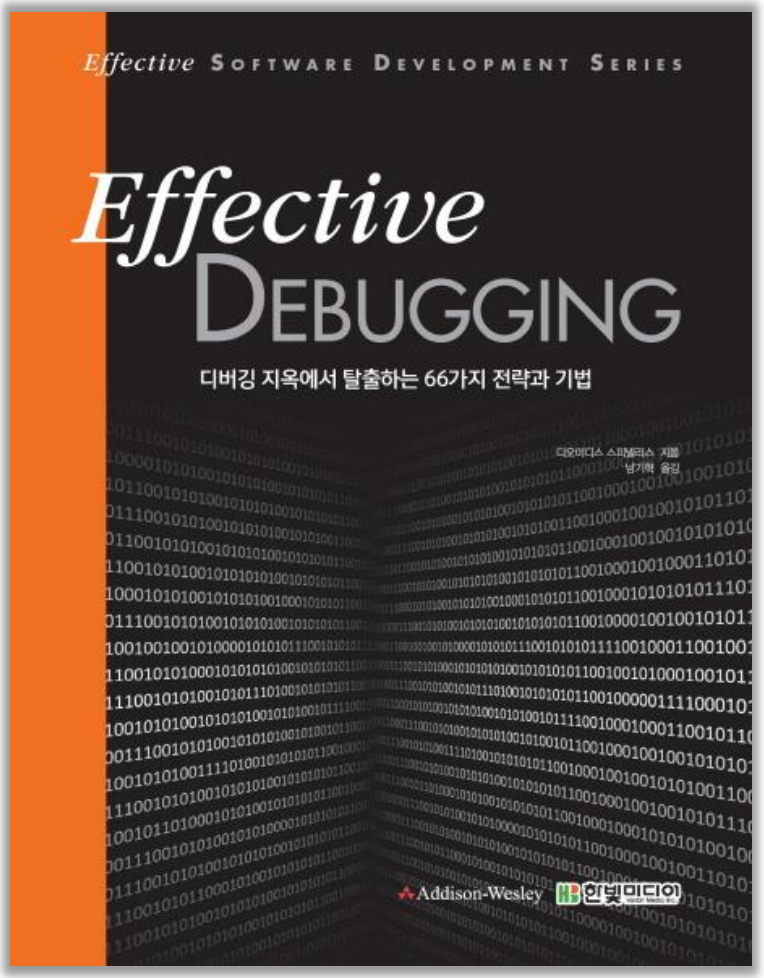
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Overview

- SWOT analysis of e-government in Greece
- Key interventions
- Key projects

Strengths

- Up-to-date digital national strategy
- Key implemented projects
  - Taxation
  - Social security
  - e-prescriptions
  - Customs
  - Municipal rolls
- Transparency and openness initiatives
- Heroes

Weaknesses

- Gap between strategy, actions, implementation
- Lack of high-level architecture
- Ambitious projects without maintenance plan
- No process reengineering
- Data and application silos

Opportunities

- Human resource capital
- IT innovation in startups
- EU funding and know-how
- Meritocratically appointed civil servants
- High penetration of smart mobile devices in the Greek population

Threats

- Complex, changing, non-codified legislation
- Ineffective human resource management
- Lack of continuity in civil administration
- Uncoordinated units
- Lengthy, bureaucratic, inflexible procurement processes
- IT suppliers
- Rapid depreciation of IT assets
- Stingy national investment for IT development and maintenance
- IT security risks
- Problematic application of personal data protection framework

Key interventions

- Bring strategy and implementation under one roof
- Adopt centralized IT architecture
- Ensure long-term IT maintenance and evolution
- Procure IT services and agile software development
- Statutory enforcement of IT system use
- Statutory changes for remote provision of services

Key projects

- Digital id card
- Registry of entities interacting with public sector systems
- Open up IT systems, instead of asking for paper documents
- Priority handling software
- Civil service organization chart

Thank you!

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