e-Government in Greece

HELLENIC REPUBLIC
Ministry of Administrative Reconstruction

Agenda

- e-Government Srtategy and Action Plan
- Flagship Projects
- Existing eGOV infrastructure

E-GOVERNMENT VISION

By 2020, Greece aims to build a more efficient, transparent and accountable administration, through the use of ICT and the support of the necessary governance and monitoring mechanisms, while maximizing constituent satisfaction, increasing participation and recovering confidence by offering constantly enhanced electronic services and promoting a new digital culture

E-Government Strategy 2014-2020

E-GOVERNMENT PRINCIPLES

E-Government Strategy 2014-2020

- Interoperability
- Compliance or justification
- Integration
- Conservation – Non-recurrence
- Single data entry
- Feasibility - Sustainability
- Transparency - Confidence recovery
- eAccessibility
- Security - Privacy
- Citizens' participation

STRATEGIC ORIENTATION – TARGETS

E-Government Strategy 2014-2020

E-GOVERNMENT ACTION PLAN

- The e-Government Action Plan 2014-2020 outlines specific projects, stakeholders, timeframe and funding.

Aligned with NSRF/ESPA 2014-2020

e-Government Strategy

- http://www.minadmin.gov.gr/wp-content/uploads/20140415_egov_strategy.pdf

e-Government Action Plan

- http://www.minadmin.gov.gr/wp-content/uploads/20141219_Action_Plan.pdf

Three strategic axes of intervention

1. MODERNIZATION OF THE STATE AND THE ADMINISTRATION
2. RECONNECTION OF THE CITIZEN WITH THE STATE AND THE ADMINISTRATION
3. COORDINATION OF HORIZONTAL ICT POLICIES IN THE PUBLIC ADMINISTRATION

1. Modernization of the state and the administration

- Main focus: gradual interoperability and compliance between all administration systems and services
- Move from the exchange of documents to the exchange of open data
- Build a network of public servants who will implement and promote eGov actions
- Improve productivity of public services through use of IT technologies

2. Reconnection of the citizen with the state and the administration

- Key objective is to eliminate the administrative burden to citizens and businesses.
- Main focus is to guarantee end user services through single points of contact.
- We introduce a two channel communication: by physical presence in the Citizens' Service Centers (KEP) and via dedicated websites.

3. Coordination of horizontal ICT policies in the public administration

- Our key objective is to reach transparency, accountability and citizen engagement
- Our main focus is to provide open data by default. All public administration units will upload data for the use of citizens
- At the same time we will guarantee privacy, information safety and accessibility for all citizens.

Existing egov infrastructure

- **Citizen Service Centers offices network (KEPs) (in place)**
  - One stop shop services mainly for Citizen service provision
- **Greek E-government service provision framework / Greek e-GIF**
- **Syzefxis I**
  - Telecommunication Network
- **Ermis Infrastructure**
  - E-Gov Services
  - Service directive Point of single Contact
  - PKI infrastructure

Greek e-Government Interoperability Framework

Greek e-Government Interoperability Framework e-GIF

- Establishment of a common framework for implementing e-government services to public bodies, businesses and citizens i.e. provision of guidelines.
- The Electronic Government framework aims to support effectively e-Government at Central, Regional and Local level and contribute to achieving interoperability at the level of information systems, procedures and data.
- Available at http://www.e-gif.gov.gr

Greek e-Government Interoperability Framework e-GIF

The Greek e-Government Interoperability Framework (Greek e-GIF) consists of the following main documents:

- **The Certification Framework for Public Administration web sites and portals,** *which specifies the directions and standards which must be followed during the development of public web sites for the Greek Public Administration*
- **The Interoperability and Electronic Services Provisioning Framework,** *which defines the main principles and the general strategy to be followed by the public agencies when developing e-government Information Systems*
- **The Digital Authentication Framework,** *which sets the standards, the procedures and the technologies required for the registration, identification and authentication of the users (Citizens / Enterprises)*
- **The Documentation Model for Public Administration Processes and Data,** *which describes the notation, the rules and the specifications for the documentation of processes, documents and electronic data exchange.*

Greek e-Government Interoperability Framework e-GIF

- The Greek e-gif has been regulated in the Greek Legal system with the article 27 of the **Law 3731/2008**. The Hellenic Ministry of Interior and Administrative Reconstruction is responsible for the maintenance of Greek E-Gif in co-operation with the public agencies in Greece.
- The Greek e-gif also provides several the xml schemas, core components, codelists according to the UN/CEFACT/CCTS, in order to describe the documents and the data that the Greek public administration exchanges
- The results of the Greek E-Gif regarding e-services, responsilbilities, processes, documents, data, xml schemas, core components, codelists etc, are stored in the interoperability registry hosted by the Public Administration National Portal "Ermis" www.ermis.gov.gr

The Greek "One-Stop-Shop": ERMIS Portal – Citizens' Service Centers (KEP) Information System

Ermis
www.ermis.gov.gr

ERMIS/KEP/PKI Information System

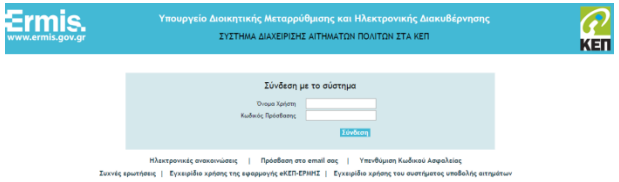
www.ermis.gov.gr

Portal offering information and eServices regarding Public Sector

The Point of Single Contact for the Services Directive (123/2006/EC)

PKI

The Back Office for the Citizens Service Centers (KEPs)



ERMIS Portal

- Ermis' is the Governmental Portal of Public Administration aiming to inform citizens and businesses, and ensure the safe use of eGovernment services through digital certificates established and operated for the first time.
- The portal provides, from a central point, completed briefing to the citizens and the enterprises with regard to all their transactions with the Public Administration (natural or electronic).
- Ermis functions as an electronic shop of the Public Administration running in three key areas:
  - Provision of information: It reliably informs citizens and businesses on their transactions and interactions with the state apparatus.
  - Interoperability: The portal provides the necessary infrastructure to fully support interoperability between information systems of public administration.
  - Security of transactions: Ermis provides secure eGovernment services at every level with the use of modulated digital authentication methods.

HELLENIC REPUBLIC
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Αναζήτηση

Ermis
www.ermis.gov.gr

About ERMIS

ELECTRONIC SERVICES AUXILARY SERVICES AND INFORMATION SERVICES OTHER BODIES

You are here : Homepage / Homepage

The Portal "ERMIS" is the Central Portal of the public administration by providing citizens and businesses and electronic information services.

Current announcements

Electronic services of ERMIS are divided into two categories:

Electronic Services

ELECTRONIC SERVICES | AUXILARY | SERVICES AND INFORMATION | SERVICES OTHER BODIES

You are here : Homepage / Electronic Services

Electronic Services of the National Portal HERMES

Services with electronic submission

You can submit those services online through HERMES but also you can visit the KEP of your choice to receive the respective certificate issued by the service.

Display of services

Services with complete electronic process

You can process those services through HERMES and complete them on-line. The product of the service (attestation / certificate) is saved in your electronic locker for a specified time period where it is accessible by you.

Display of services

In order to process an electronic service by HERMES, you must visit any

KEP

, to check the information required.

Display of detailed instructions

Finally, you can be informed and use the printed document validation control service available for the public and verifying the validity of the documents produced by HERMES.

Printed ermis-document validation control

Current announcements

10-MAY-10

Public discussion on law

View Article List

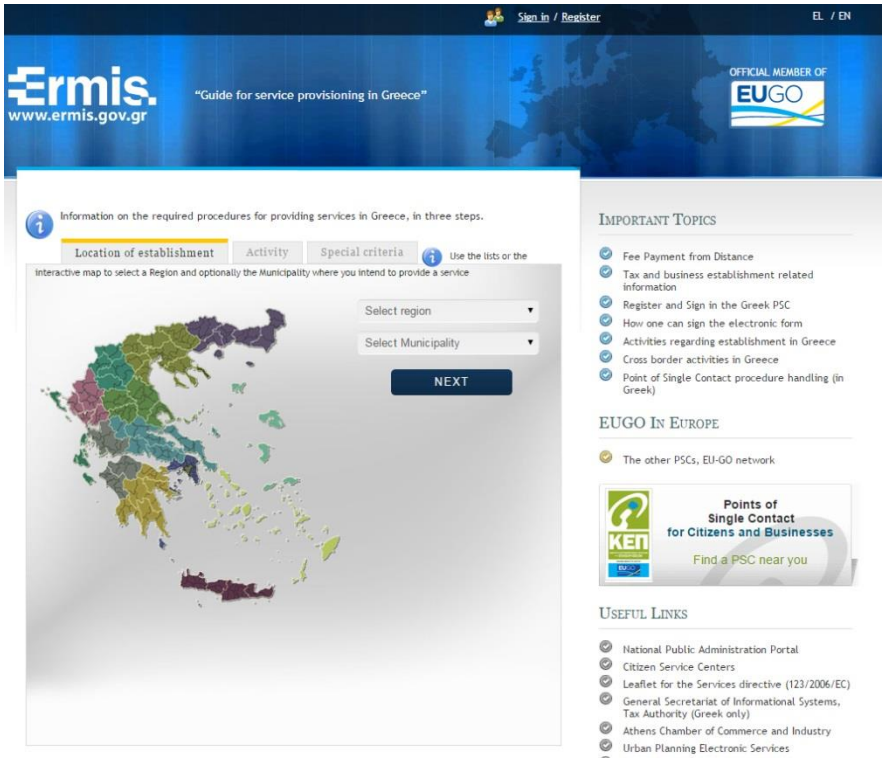
Citizen Service Centers (KEP)

- The 'Citizen Service Centres' (or 'KEP' in Greek transliteration) are the administrative onestop service centres, where citizens can have access to public service information and to over 1.000 standardised administrative procedures.

- **~1000 offices** distributed all over the country
- **Physical presence** of citizens
- **Services via the "eKEP"** Information System:
  - Web application
  - Certified users (digital signatures, ermis' repository)
  - Create different applications addressed to different competent authority

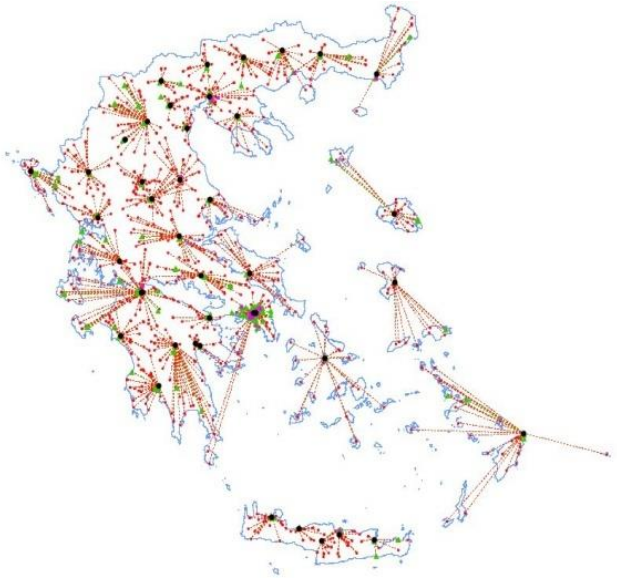
Services Directive and PSC
www.eu-go.gr

272 different procedures can be concluded from distance and electronically through the greek PSC EU-GO or EKE



Greek National Telecommunications Network SYZEFXIS

ΣΥΖΕΥΞΕΙΣ
ΕΘΝΙΚΟ ΔΙΚΤΥΟ ΔΗΜΟΣΙΑΣ ΔΙΟΙΚΗΣΗΣ



What is SYZEFXIS ?

- ‘SYZEFXIS’ network is a project aiming at the development and updating of the public sector's telecom infrastructure by satisfying all their needs for communication through telephony (telephone communication between organisations), data (PC's communication - Internet) and video (teleconference - training).

- ✓ Participation 4.500 buildings of Greek Agencies
- ✓ Broadband access
- ✓ Telephony / FAX
- ✓ Video conference
- ✓ Aggregation of demand

Public Key Infrastructure:
Hellenic Public Administration Root CA

Digital Signatures

aims - vision

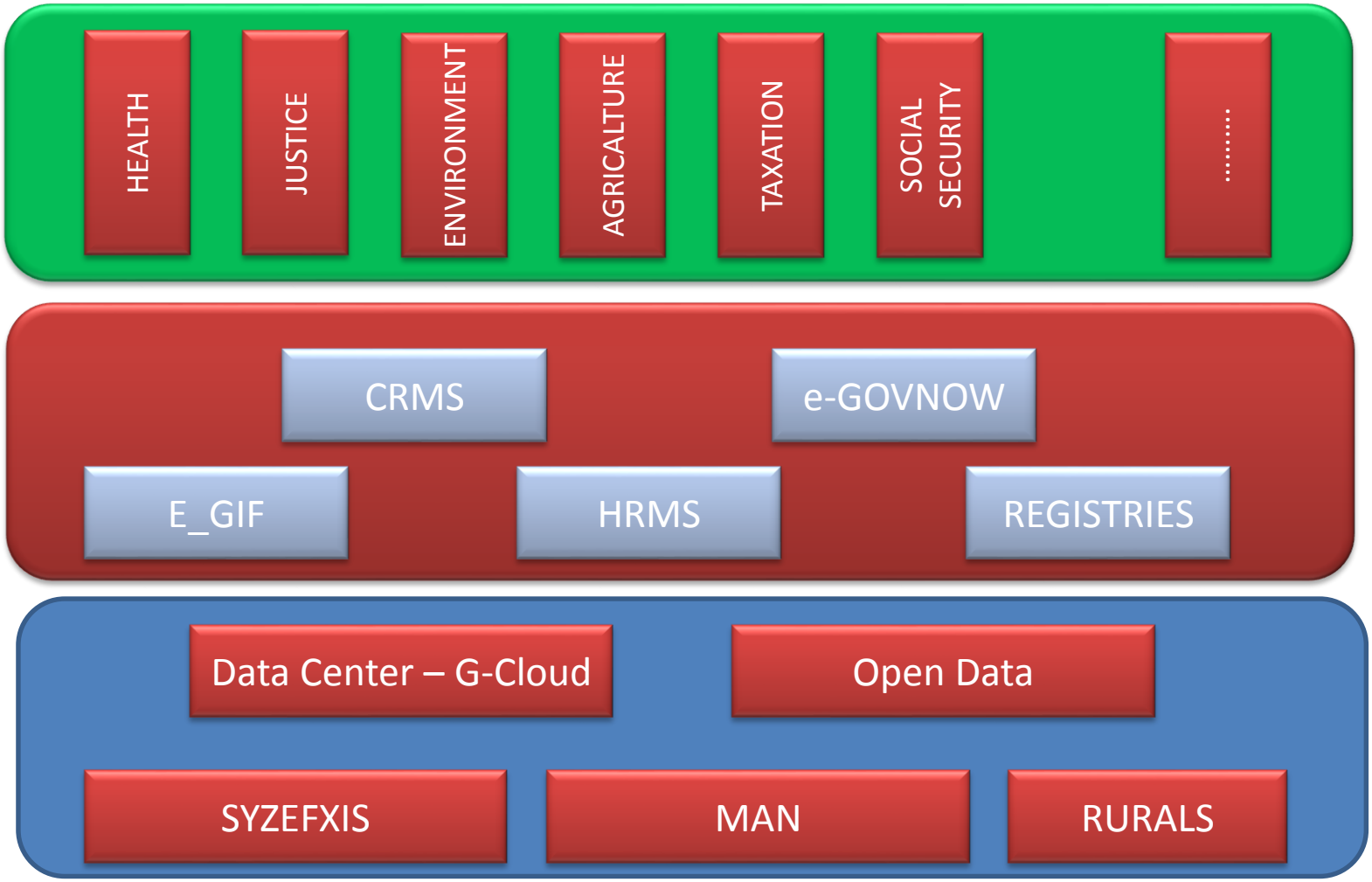
- qualified trust service provider
- qualified certification service provider
- qualified time-stamping service provider

what is published

Gov Gazette 799/2010 - June 2010 – defines the framework for digital certificates lifecycle

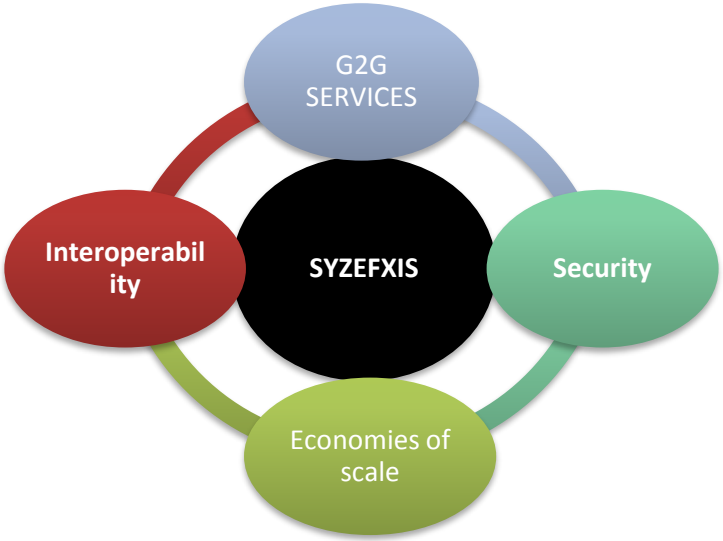
- Presidential Law 150/2001
- Governmental Gazette 813/2007
- Governmental Gazette 1876/13.06.2013

FLAGSHIP PROJECTS



FLAGSHIP PROJECTS: SYZEFXIS II

- Improving the telecommunication and broadband infrastructure of the nationwide public administration network
- Leading to improvements of existing services as well as allowing for new services
- Enabling connectivity of all public buildings in the country to the network, currently 34,000 premises, 600,000 civil servants.
- Annual telecommunication expenditure of the Greek public administration: **from 272 MEUR per year to 150 MEUR**



FLAGSHIP PROJECTS

Project	Status	Budget
SYZEFXIS II	On going	615 MEUR
CRMS	On going	14.5 MEUR
HRMS	In the pipeline	12 MEUR
e-GOV NOW	On going	7 MEUR
G-Cloud	On going	20.7MEUR

THANK
YOU