

# Ministry of Digital Governance policy initiatives and deliverables



**1 Goals**

**2 Strategy and execution**

**3 Deliverables**

**4 Looking ahead**



# 123,000,000

Visits by citizens to government services that did not occur because of gov.gr  
in 2020 compared to 8,000,000 in 2018



# 1,258

End-to-end digital government services in gov.gr  
starting from 501 in March 2020



# 372,000,000

Millions in Euros in revenue from the 5G spectrum auction



# Goals

- Chief goal of the Ministry: to improve and ease the everyday quality of life and productivity of citizens and businesses
- Simplification and digitization of state and government services internal and external alike (i.e., intra-government and citizen-oriented services)
- Transform Greece into “digital by default” by 2023



# Strategy and execution

- Three strategic pillars:
  - Set growth foundations
  - Drive mass adoption for digital
  - Support the digital economy
- Each pillar underpinned by a pillar-specific execution plan
- Horizontal execution plan based on:
  - Innovative approach on procurement strategy
  - Infrastructure, services, and legislation as reusable building blocks
  - An initial “laying the groundwork” legislative period followed by infrastructure, service, and project delivery



## Set growth foundations

- Enhancing digital connectivity
- Modernizing government IT stack
- Deploying mandatory government-wide open data policies
- Enhancing cyber security and space policy

## Drive digital mass adoption

- End-to-end redesign of and simplification of government services
- Unify government behind one-stop-shop portal with all government services (gov.gr)
- Accelerate digital reskilling and upskilling across all age and demographic groups

## Support the digital economy

- Invest in and deploy 5G networks
- Work with the startup and Innovation hubs
- Engage startup and research community for service delivery
- Expand film production tax initiatives





# Deliverables overview

- In the second half of 2019, the Ministry prepared the initial legislative and regulatory environment for all upcoming initiatives, reforms, and policies.
- In 2020, the Ministry delivered marquee initiatives such as the birth simplification process, gov.gr on web and mobile, the SMS-based lockdown movement permit, as well as rolled out 5G and the Phaistos Fund.
- In 2021, the Ministry co-leads and designs the multi-channel digital-first vaccination platform.



# Key highlights



Gov.gr



Child birth registration



Paperless prescriptions



SMS lockdown permit service



Digitization of key govt certificates



5G spectrum auction



Phaistos Fund



Digital Governance and Electronic Communications Act




Multi-channel digital-first vaccination platform



# The new face of the Greek government

Αναζητήστε το ραντεβού σας για τον εμβολιασμό COVID-19  
Εκδώστε βεβαίωση άδειας κυκλοφορίας  
COVID-19: τι πρέπει να γνωρίζετε

[Κλείσιμο](#)

 govgr BETA

Βρείτε τη δημόσια υπηρεσία που θέλετε **εύκολα** και **γρήγορα**

Αναζητήστε εδώ ...

**Επίκαιρες αναζητήσεις**


- > Άυλη συνταγογράφηση
- > Εξυπηρέτηση μέσω τηλεδιάσκεψης με ΚΕΠ
- > Πιστοποιητικό εγγυέτων συγγενών
- > Υπεύθυνη δήλωση και εξουσιοδότηση

## Κατηγορίες Υπηρεσιών

11 κατηγορίες με 1119 υπηρεσίες για να βρείτε ακριβώς αυτό που ψάχνετε.

<b>Γεωργία και κτηνοτροφία</b> Διαδικασίες, επιδοτήσεις και αποζημιώσεις για την γεωργική, κτηνοτροφική ή αλιευτική σας δραστηριότητα.	<b>Δικαιοσύνη</b> Νομοθεσία, δικαστικό σύστημα, έκδοση εγγράφων κ.ά.	<b>Εκπαίδευση</b> Διαδικασίες για την εγγραφή και φοίτηση σε όλες τις εκπαιδευτικές βαθμίδες.
<b>Επιχειρηματική δραστηριότητα</b> Υπηρεσίες για να ξεκινήσετε και να μεγαλώσετε την επιχείρησή σας.	<b>Εργασία και ασφάλιση</b> Εργαλεία και υπηρεσίες για την αναζήτηση εργασίας, την ασφάλιση και τη συνταξιοδότησή σας.	<b>Οικογένεια</b> Διαδικασίες και έκδοση εγγράφων για όλα τα γεγονότα της ζωής σας.
<b>Περιουσία και φορολογία</b> Οδηγίες και υπηρεσίες για τη διαχείριση της περιουσίας σας και τη φορολογία.	<b>Πολίτης και καθημερινότητα</b> Υπηρεσίες για τις επαφές σας με το Δημόσιο και την παραμονή των πολιτών τρίτων χωρών.	<b>Πολιτισμός, αθλητισμός και τουρισμός</b> Υπηρεσίες πολιτιστικού περιεχομένου, διαδικασίες για εσωτερικό και εξωτερικό

15:50 5G

 govgr

Θυρίδα

Αναζήτηση

- Πιστοποιητικό εμβολιασμού COVID-19 15/02/2021 - Σε ισχύ
- Πιστοποιητικό εμβολιασμού COVID-19 18/01/2021 - Σε ισχύ
- Πιστοποιητικό εμβολιασμού COVID-19 16/01/2021 - Σε ισχύ
- Πιστοποιητικό οικογενειακής κατάστασης 22/12/2020 - Σε ισχύ
- Εξουσιοδότηση 18/12/2020 - Σε ισχύ
- Υπεύθυνη Δήλωση 18/12/2020 - Σε ισχύ
- Εξουσιοδότηση 15/12/2020 - Σε ισχύ
- Εξουσιοδότηση

15:50 5G

Επιλογές

- Gov.gr - Όλες οι υπηρεσίες
- Θυρίδα
- Έλεγχος εγκυρότητας εγγράφου
- Προσωπικά στοιχεία
- Αποσύνδεση
- Δημοφιλείς Υπηρεσίες
- Άυλη συνταγογράφηση
- Ληξιαρχική πράξη γέννησης
- Προσωπική άδεια οδήγησης
- Πιστοποιητικό οικογενειακής κατάστασης
- myKEPlive
- govgr
- Έκτακτη ανάγκη
- Αποστολή μηνύματος 112



# Services and digital reskilling



# Deliverables — Services and digital reskilling

- Gov.gr on web and mobile
- Digital Transformation Bible
- Paperless prescriptions
  - Medical examinations and referrals on the cloud
- Digital Cabinet
- ePresence
- Open data portal [data.gov.gr](https://data.gov.gr)
- National Digital Academy



# Deliverables — Services and digital reskilling

- National COVID-19 Patient Registry
- Citizen support video conference platforms:  
MyAADELive, MyKEPLive, MyConsulLive, MyOAEDLive
- Building permit amendments platform
- Digital issuance of estate and inheritance certificates
- Digital temporary driving licenses
- Multi-channel digital-first vaccination platform



# Deliverables — Services and digital reskilling

- Digital kindergarten matriculation and enrollment
- Digital issuance of birth, marriage, nationality, and death certificates from municipal registries
- Disaster recovery platforms for COVID-19 and “Janus” storm
- Digital benefit and review process for ADHD spectrum kids



# Legislation and policymaking





# Deliverables — Legislation and policymaking

- Digital Governance and Electronic Communications Codes
- Digital Bible and Digital Strategy
- National Cybersecurity Strategy
- Radio antenna regulatory scheme simplification and standardization
- Establishment of gov.gr as “unified government hub”
- Unique number for citizens
- 5G spectrum auction and Phaistos Fund



# Deliverables — Legislation and policymaking

- Government clouds (G-cloud) unification and upgrade
- Open data standardization decree
- Cash rebate and financial incentives for audiovisual and film productions
- MoU between Greece and the UAE



# Infrastructure



# Deliverables — Infrastructure

- MoU with Amazon Web Services
- Removal from the Watch List of the “Special 301 Report” of the USTR
- Call for EoIs for the selection of European Digital Innovation Hubs (EDIHs)
- Upgrade of the public procurement platform of and by GSISPA



# Telecom and cyber security



# Deliverables — Telecom and cyber security

- MoU between Greece and Israel
- Superfast Broadband scheme expanded to businesses
- Upgrade of school Internet connectivity to VDSL
- Procurement of over 3,000 WiFi hotspots nationwide



# Process simplification and interoperability



# Deliverables — Process simplification and interoperability

- One-step childbirth registration
- Unified national e-pass for tolls
- Expanded interoperability services between government services and registries
- e-EFKA with Citizen Registry interoperability
- Digitization of tax clearance for public procurement
- Social Security Number (AMKA) interoperabilities
- OECD cooperation on process simplification





# COVID-19 specific services



# Deliverables — COVID-19 specific services

- SMS-based lockdown permit service (13033)
- Paperless prescriptions and examination referrals
- Digital Cabinet
- Zero-rating for e-education platforms and services
- #CovidHACKgr
- COVID-19 volunteers, #DigitalSolidarity, #CitySolidarity, #AnimalSolidarity platforms
- 3D mask printing for healthcare workers platform
- Live streaming theater plays from the National Theater of Greece



# Next steps



# Next steps

- Implementation of the Digital Bible
- RRF
- AI and emerging technologies strategy
- Ultrafast Broadband roll out
- Acceleration of cadastral completion process
- Rollout of Citizen ID
- New legislative initiatives





**HELLENIC REPUBLIC**  
Ministry of Digital Governance