Ministry of Digital Governance policy initiatives and deliverables
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4 Looking ahead
Visits by citizens to government services that did not occur because of gov.gr in 2020 compared to 8,000,000 in 2018
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
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
- National Digital Academy
Deliverables — Services and digital reskilling

- National COVID-19 Patient Registry
- Citizen support video conference platforms: MyAADELive, MyKEPLive, MyConsulLLive, 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