From eAdministration to eGovernment for all in Greece

Athanasios Priftis – Adviser to the Minister of Economy and Finance
September 2002 - Bucharest
From eAdministration to eGovernment for all in Greece

- The overall status and policy framework
- The Operational Programme Information Society
- Organising and implementing eGovernment policy and actions
- The “Syzeuxis” project, a network for the public administration
- Conclusions
ICT and GDP

ICT to GDP contribution percentage

Greece

EU 15

Telecom.
IT
Internet Access as a percentage of the population

Austria, Belgium, France, Germany, Denmark, EU, Greece, Ireland, Spain, Italy, Great Britain, Netherlands, Portugal, Sweden, Finland
Evolution of Internet use in Greece and the EU
2000-1 rate of increase: +33% for the EU, +66% for Greece
The eGovernment status in Greece

Basic Public Services

% Apr 2002 vs % Oct 2001
A policy framework for the IS

- A regulatory environment that encourages the development of the IS
- Funding initiatives within the EU Structural Funds framework
- The ‘New Economy Fund’ (TANEO)
The main funding instrument: the Operational Programme for the IS of the 3rd CSF

*The OPIS is:*

- An innovative horizontal, cross-departmental programme
- The largest programme of its kind in Europe today
- The instrument for realizing the government’s IS strategy
- The tool for achieving the targets set by e-Europe

*It involves:*

- Overall coordination by the Ministries of Economy and Finance and of Public Administration
- Decentralised implementation + supporting mechanisms
- A new public-private partnership
The OPIS budget and its structure

Budget of the OPIS

\[ 2.839,1 \text{ (MEURO)} \]

- **Total Cost**: 2.839,1 MEURO
- **Private Funding**: 20,1%
- **Public Expenditure**: 79,9%
- **National Contribution**: 75,0%
- **EU Contribution**: 74,4%
- **Public Expenditure**: 2.269,6 MEURO
- **EU Contribution**: 1.702,2 MEURO
- **ESF (European Social Fund)**: 25,6%
- **ERDF (European Regional Development Fund)**: 25,0%
- **National Contribution**: 75,0%
The OPIS: Five Priorities

1. Education and culture
2. Citizens and quality of life
3. The Digital Economy and Employment
4. Communications
5. Technical Assistance
The OPIS budget and its structure

Budget breakdown by Action Line (MEURO)

- Action Line 1: 14.8% (421)
- Action Line 2: 31.0% (879.4)
- Action Line 3: 31.8% (901.7)
- Action Line 4: 20.0% (569.2)
- Action Line 5: 2.4% (67.7)
Action Line 1. Education and Culture

- IT infrastructure in the educational system
- Networking schools and universities
- Training the teachers
- Digital educational content
- ICT applications for the documentation, management and promotion of the Greek cultural heritage
Action Line 2. Citizens and quality of life

- Government on line
- Training and modernisation in the public administration
- Regional geographic information systems and innovative actions
- ICT applications in health and welfare
- Training and organisational reform in health and welfare
- “Intelligent transport”
Action Line 3. The digital economy, employment and social cohesion

- A “digital” environment for the new economy
- Supporting businesses in the digital economy
- Research and technological development for the Information Society
- Skills upgrading
- Employment promotion for the Information Society
Action Line 4. Communications

- Supporting and consolidating the liberalisation process
- Development of local access network infrastructure
- Advanced telecommunications services for the citizen
- Development and modernisation of postal services
- Training in the communications sector
The Implementation Challenge: management and implementation mechanisms

The basic design:
- Overall coordination in design and management
- Decentralised implementation by agencies
- Creation of supporting mechanisms

The new structures:
- The Secretariat for the Information Society
- The Managing Authority
- The Information Society S.A.
- The IS Observatory
Organising and implementing eGovernment policy and actions

- A 1 billion Euro budget envelope
- Improve efficiency and efficacy in important areas of public administration, through:
  - Improved quality of services provided to citizens and firms
  - A more rational resource management
  - The development of integrated mechanisms for the production, management and provision of public information
  - Reorganization and skills upgrading in the civil service
Implementing eGovernment: The Information Society S.A.

- A flexible Implementing Organisation that assists agencies in all stages of ITC project design, implementation and follow-up

- A public company (S.A, [www.ktpae.gr](http://www.ktpae.gr)) with economic and managerial autonomy

- A staff of 40, with strict selection criteria & competitive salaries
Implementing eGovernment: The Information Society S.A.

- Supports agencies in the preparation of business plans and of the management structures for project implementation

- Prepares specifications and RFPs, evaluates tenders, assists final beneficiaries in designing contracts

- Follows the project implementation process in terms of quality of services delivered (making extensive use of external expertise)

- Supports beneficiaries after projects are completed in terms of assimilation, organisational change and continuous development
The implementation challenge: new procedures

- A public-private “partenariat”: the Informatics Council
- The preparation of 32 IS business plans by public agencies
- New implementation methods: outsourcing, service-level provision and agreement, public private investment
- Reform in regulations for IT project implementation (2 years time full procurement circle is fatal for IT projects)
eGovernment Action Plan: Main action lines

- Development of on-line applications (including public tendering and procurement procedures)
- Use of ICTs to simplify and redefine procedures and communications within and between public services throughout public administration
- Networking of PA agencies at central, regional, prefectural and local levels
- Measures for improved service delivery contacts to citizens and firms
eGovernment Action Plan: Main areas of intervention

- The financial and monetary sector
- Social security
- The judicial sector
- Regional development and administration
- Administrative services for the public (i.e. licences, certificates)
- Emergency services
A more democratic eGovernment

- Pushing for overall reform
- Ensuring access for all
  - Education for all
  - Design for all
  - Task force and related projects
- Organising an open and effective government
  - Security on governmental services
  - Use of open architectures and push for open source software
    (http://www.open-source.gr)

- Syzefxis: a VPN for the Public Sector
- Ariadni: 1000 “one-stop-shop” points for citizens
- Police online: Modernising and interconnecting police
- Health online: IT infrastructure and networking
- Finance: eTreasury and eCustoms, Taxisnet 2
- Social security: IT infrastructure and networking
- Regional and local projects
The “Syzefxis” project, a network for the public administration

- Creating a network for the public administration and providing advanced telematic applications to 1766 points (actors – institutions) through 4 VPNs:
  - **Central and regional public administrations (VPN-1, 1193).**
  - **Public health system (VPN-2, 476).**
  - **Others (VPN-3, 3rd CSF Managing Authorities 32) + (VPN-4, Army Offices 65).**
- Each actor is connected to the network using its main building
- “Syzefxis” project involves the procurement of services under a Service Level Agreement (SLA) for all its participating actors for 3 years
The “Syzefxis” project, a network for the public administration

- Providing telematic services covering the following:
  - Communication between actors (telephony, email...)
  - Different telephony services (fixed and mobile)
  - Internet connectivity
  - Advanced telematic applications

- One procurement from the Information Society S.A.,
  9 separate projects
  - 6 geographical “islands”
  - Backbone network
  - Tele – education, human capital development services
  - PKI services (certifying 50,000 users + smart card possibilities, 2000 servers’ certificates)
The “Syzefxis” project, a network for the public administration
The “Syzefxis” project, a network for the public administration

- Investment of 90 million € and aggregation of demand through the public sector aiming at:
  - Easy and fast services for the citizen
  - One stop shop services – long term
  - Effective use of IT systems through their interconnection
  - Taking advantage and promoting the liberalisation of the telecommunications sector
  - Saving money through telephony services
  - Promoting the regional implementation and decentralisation of IT projects
Key policy issue: Broadband for all

- A Task Force and a policy paper ([www.broad-band.gr](http://www.broad-band.gr))
- Broadband is *not* about speed or xDSL, it is a new way of working, participating and living in the Information Society
- The State, moving from the role of passive ‘customer-consumer’ towards that of a catalyst for change (ex. Syzefxis project)
- A budget of 100 million € (+investment from private sector) for less favored regions to develop broadband infrastructure
- The regions need broadband infrastructure and services in order to equally participate in the globalised information economy
In conclusion...

- A big push for the development of eGovernment in Greece in the coming years:
  - An action plan that is already underway
  - A specific budget for the task
  - The mechanisms for implementation are in place
  - Large e-government projects in the pipeline
  - An openness to new ideas and solutions
  - Need for international exchange of expertise and solutions
  - The forthcoming Greek EU Presidency (1st semester 2003)