grnet

Networking Research, Education and Government

GRNET
&
Gov.gr Digital Transformation

www.EKDD.gr 2025-04-02

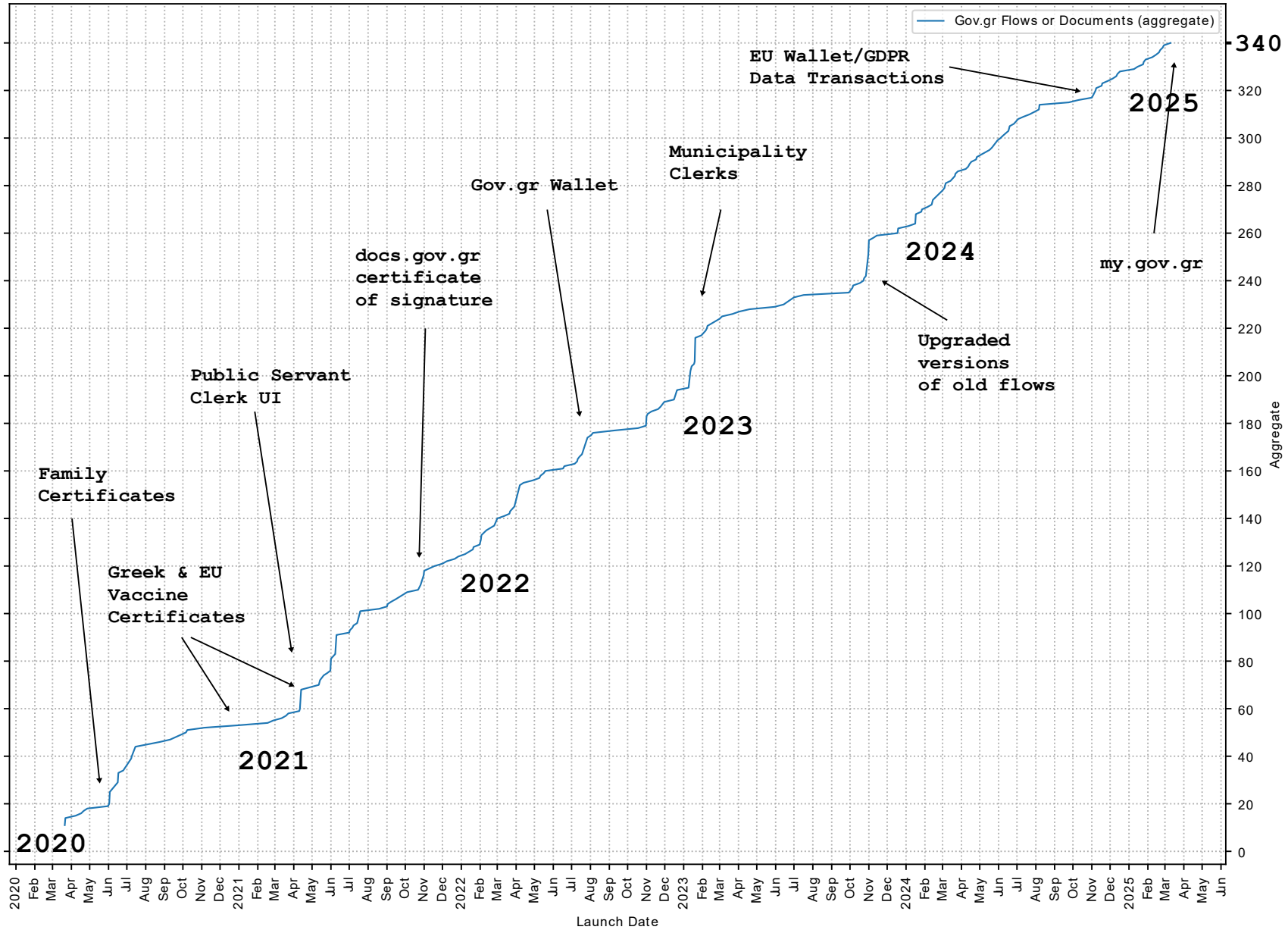
GovGR Team @ GRNET
Giorgos KORFIATIS, gkorf@grnet.gr
Alkistis MOURIKI, amouriki@grnet.gr
Giorgos TSOUKALAS, gtsouk@grnet.gr

GRNET Introduction

National Infrastructures for Research and Technology (GRNET)

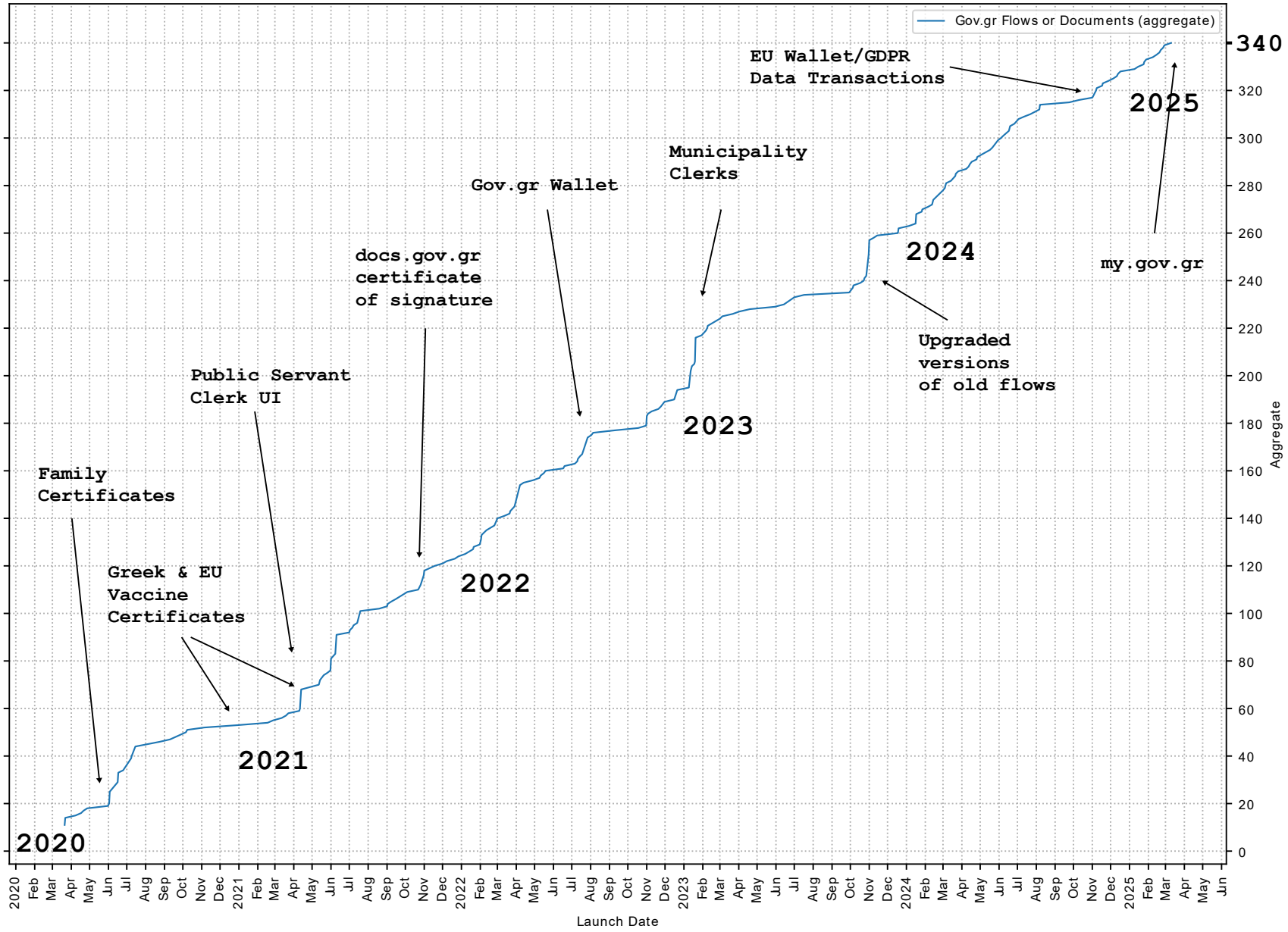
- Privately held by the state, non-commercial
- Greek NREN, member of GEANT
- Network and computing infrastructure provider
- Many vertical services for research, education, and general public sector
- Builds Daedalus HPC and AI Factory
- **Develops and operates a gov.gr services platform including the citizen wallet app**
  - On behalf of the Ministry of Digital Governance

Gov.gr Services Platform — Launch History & Milestones



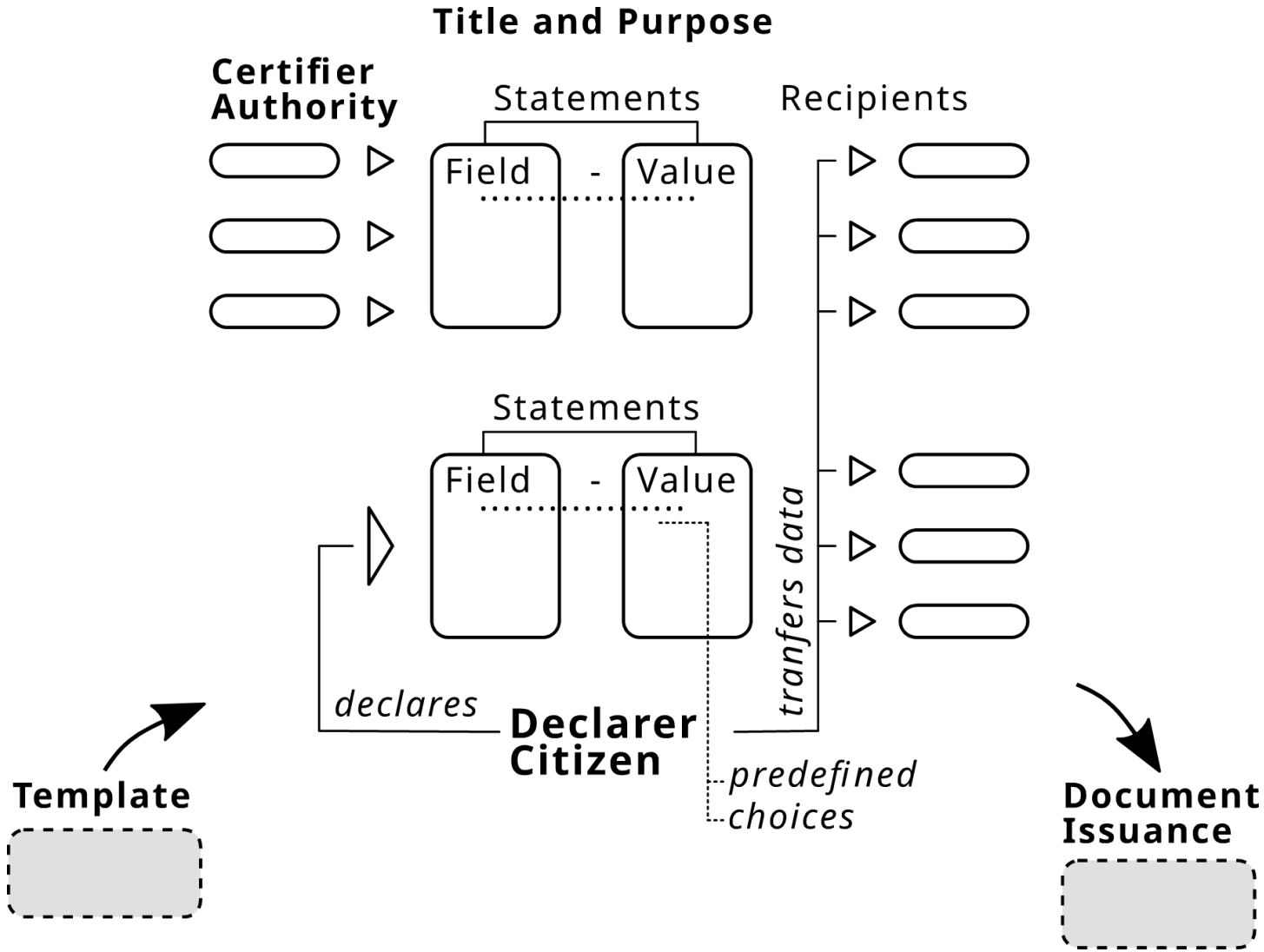
Gov.GR Services Platform Numbers

- **8.65m** total citizens served, **3m** quarterly
- **320m** total transactions completed, **13m** quarterly
- **65** active interoperability connections
- **1.7m** documents issued on busiest day
- **150-350k** transactions on a good day
- **340** flow templates
- **100m** SMS sent



A Gov.GR Services Platform

- Started with a single service
- Planned for reusability
- Kept adding building blocks
- Chose quick-wins to drive development fast
- Launched over 340 user flows in 5 years



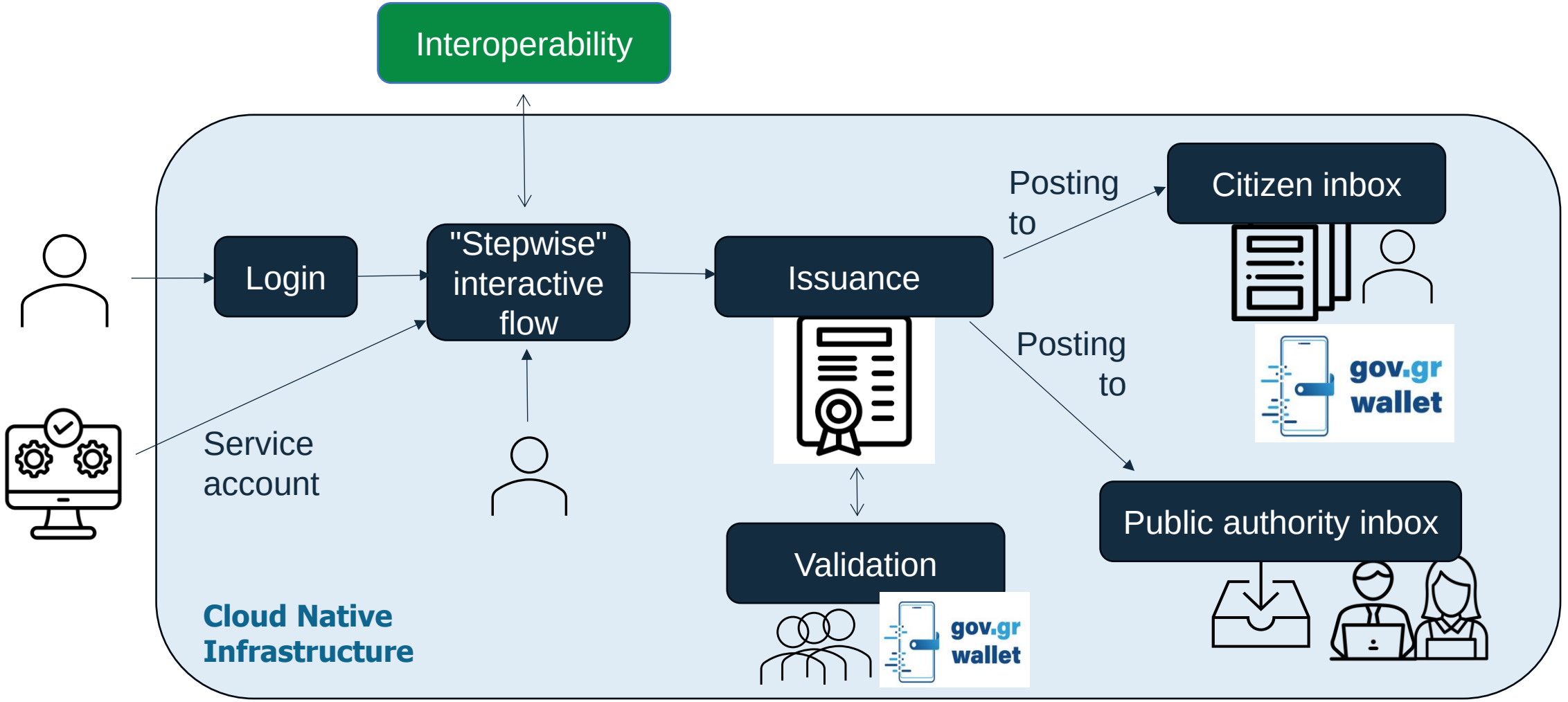
Lessons Learned: Strategic

- Gov.gr identity matters
- Policy makers should know what the platform can do
- Find those who know
  - What's wrong with status quo
  - What's wise in the status quo
  - The law and law-makers
  - How other information systems work
- Plan a proof-of-concept demonstration ASAP
- Plan for 3 versions after 'final' version
- Everything you launch needs maintenance
- A new agile platform helps pull existing services into a digital transformation

Lessons Learned: Motivation

- **Digital transformation can** have a humble and agile start
- … but **must be supported** by leadership
- **People do take notice** when you help them
- … **and enjoy using** good services
- A **mindset for quality** is important
- … **even if compromises** are necessary
- **Building trust is critical**
- … but so is **moving forward**

Gov.gr services platform



Gov.gr services platform

- Authentication
- Interoperability
- End-user stepwise data flows
- Document Issuance & Validation
- Gov.gr Wallet
- UI/UX Design Guide
- Public Authority Inbox & Citizen Case Management
- Citizen Inbox
- APIs and Control Panels
- Cloud Native Infrastructure

Lessons Learned: Technical

- **Build a Continuous Integration / Continuous Deployment (CI/CD) pipeline**
  - **Allows fast development iterations and fixes**
- **Reuse components**
  - **Saves time and complexity**
  - **Matures them into powerful libraries/frameworks**
- **Error handling!**
- **Refactor & Migrate as part of new feature launch**
- **Monitor technical & business metrics**
- **Create tools for automating and verifying operations**
- **Model data cleanly even if the Law does not**
- **Stress test!**

Focus topics

- **Delivery Management**
- **UI/UX**
- **AI Assistant**
- **Know Your Data — GDPR**
- **Gov.GR Wallet**

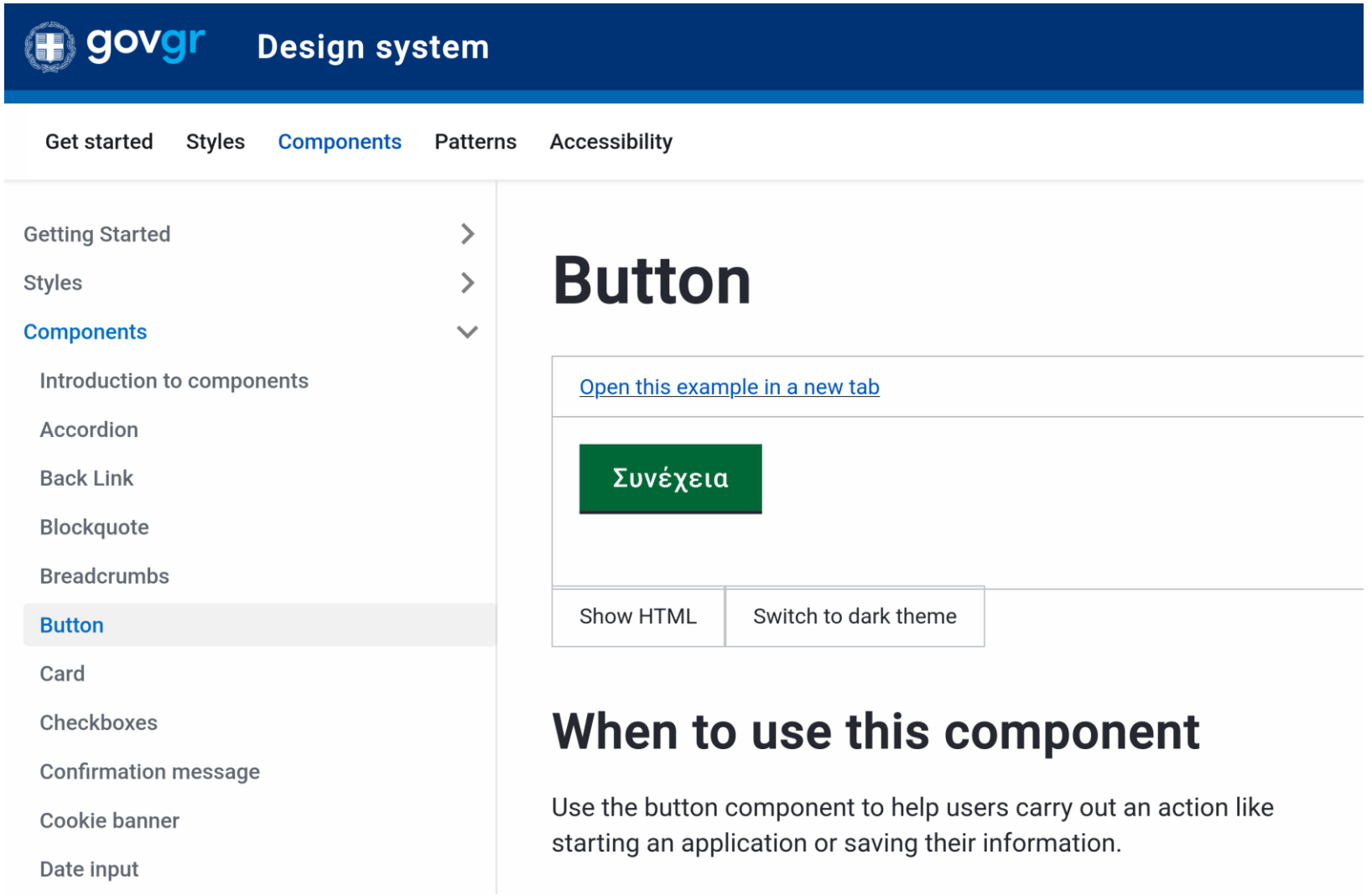
Focus: Delivery Management

- **Identify stakeholders and their role**
  - **Make sure to get their requirements well defined**
  - **Mediate communication between stakeholders and technical teams**
- **Respect main milestones of the process**
  - **Broad acceptance of implementation proposal before committing resources**
  - **Review before going live**
  - **Get business owners to follow through frequent demos**
- **Know what's important and prioritize**
- **Protect the technical team from "outside" noise/pressure**

Focus: UI/UX

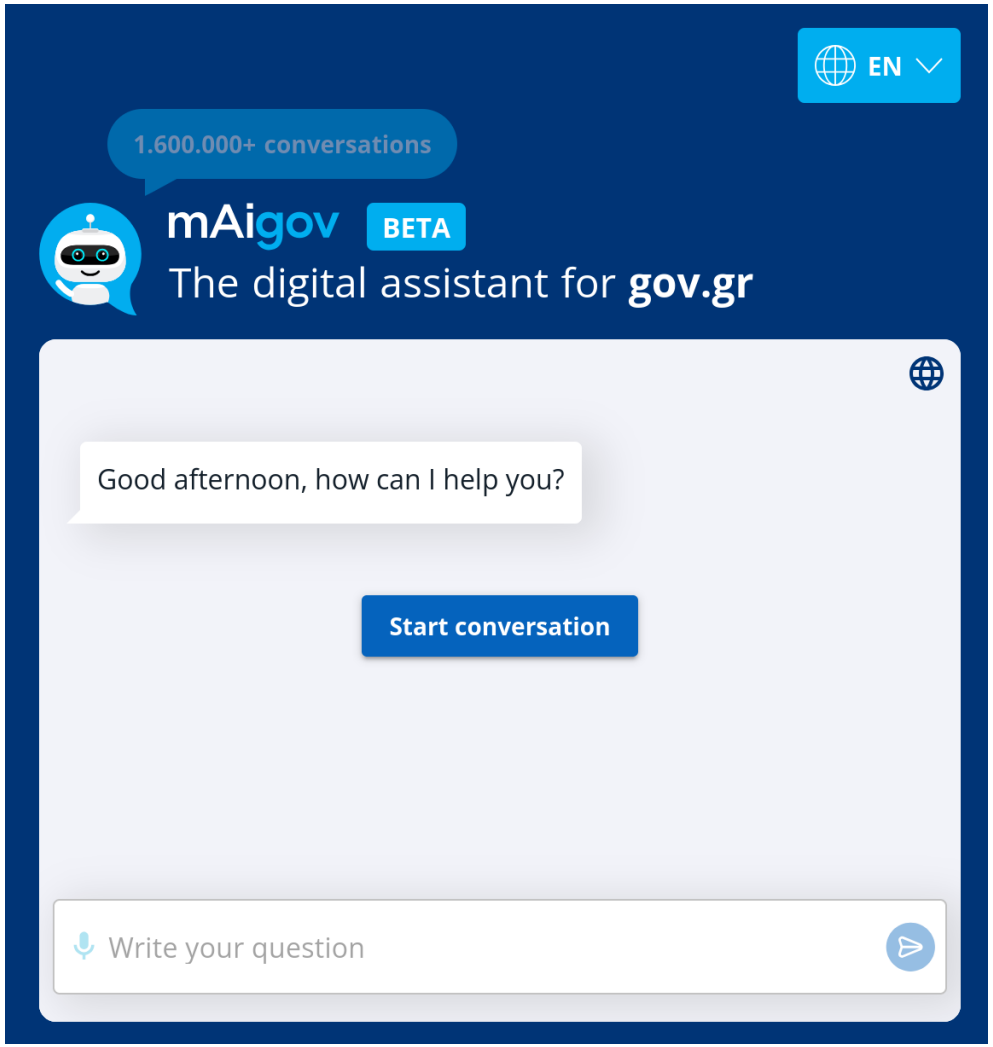
- Inspired by Gov.uk
- Design Guide for internal or third-party use
- Reusable components
- Disability optimization (internal page structure)
- See:

`design.services.gov.gr`



Focus: AI Assistant

- Indexes service descriptions and specifications
- Answers questions about services and provides sources and links
- Accepts queries by voice
- Can initialize transactions from a mobile phone
  - Data not processed through AI
  - Capabilities and use cases to be expanded



Focus: Know your Data — GDPR

- A Gov.gr document says I live in Athens: Where does this come from?
- Always know where data comes from
  - Who controls and who processes it
  - The Law and Government orders must define provenance and roles
  - GSIS Interoperability Center oversees legal and technical aspects of Gov.gr data exchanges
- Traceability recording is essential for troubleshooting, security and legal purposes
- ...then GDPR DPA/DPIA becomes easier and safer

Focus: Gov.gr Wallet

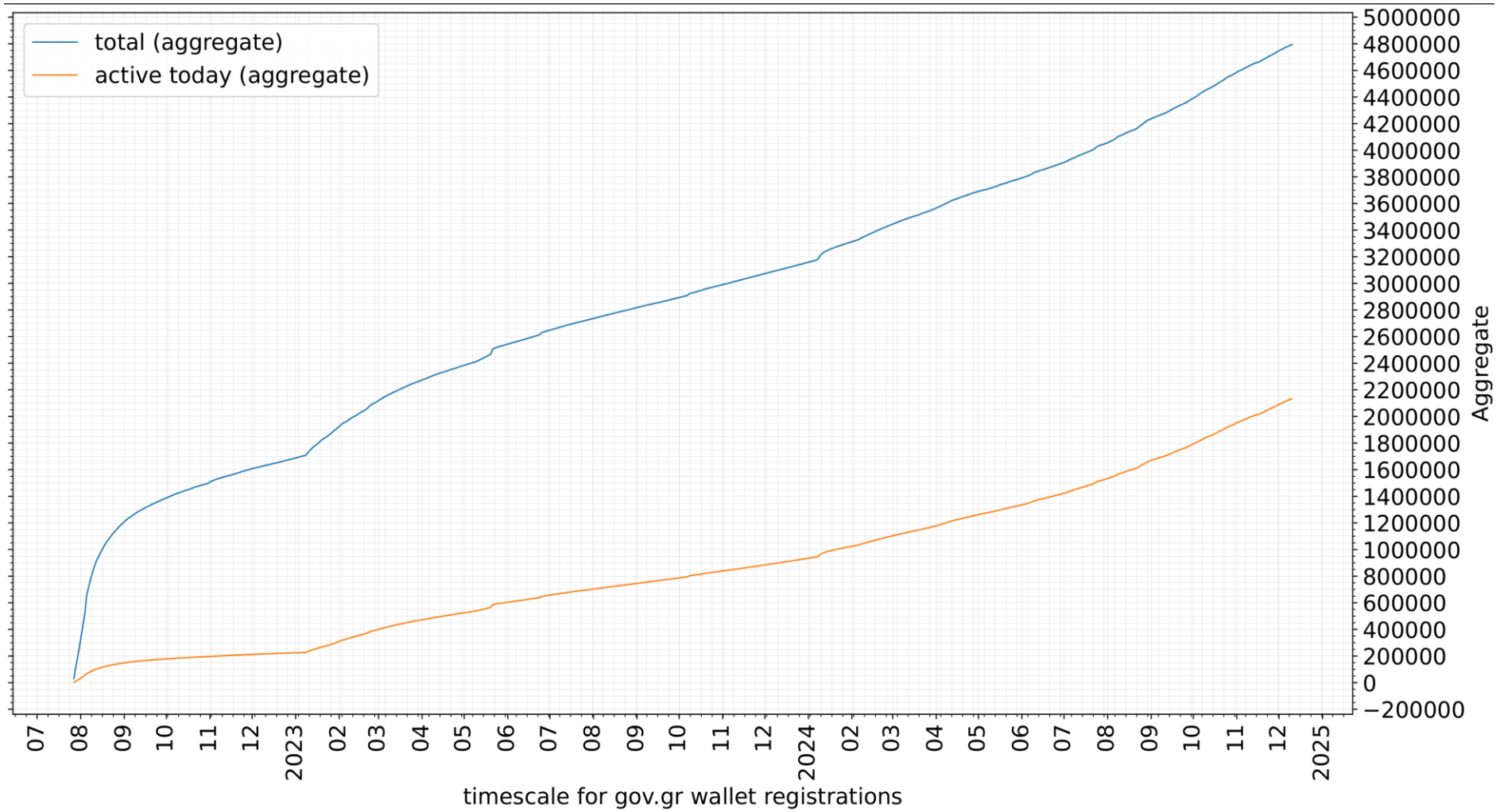
- Launched 27 July 2022
- iOS and Android
- 2.13m active registrations
  - ~25% of adult population
- 2nd-factor protected
- End-to-end encrypted
- Secures document presentation
- Secures OTP transactions
- Secures citizen transaction consents
- See:

  `wallet.gov.gr`

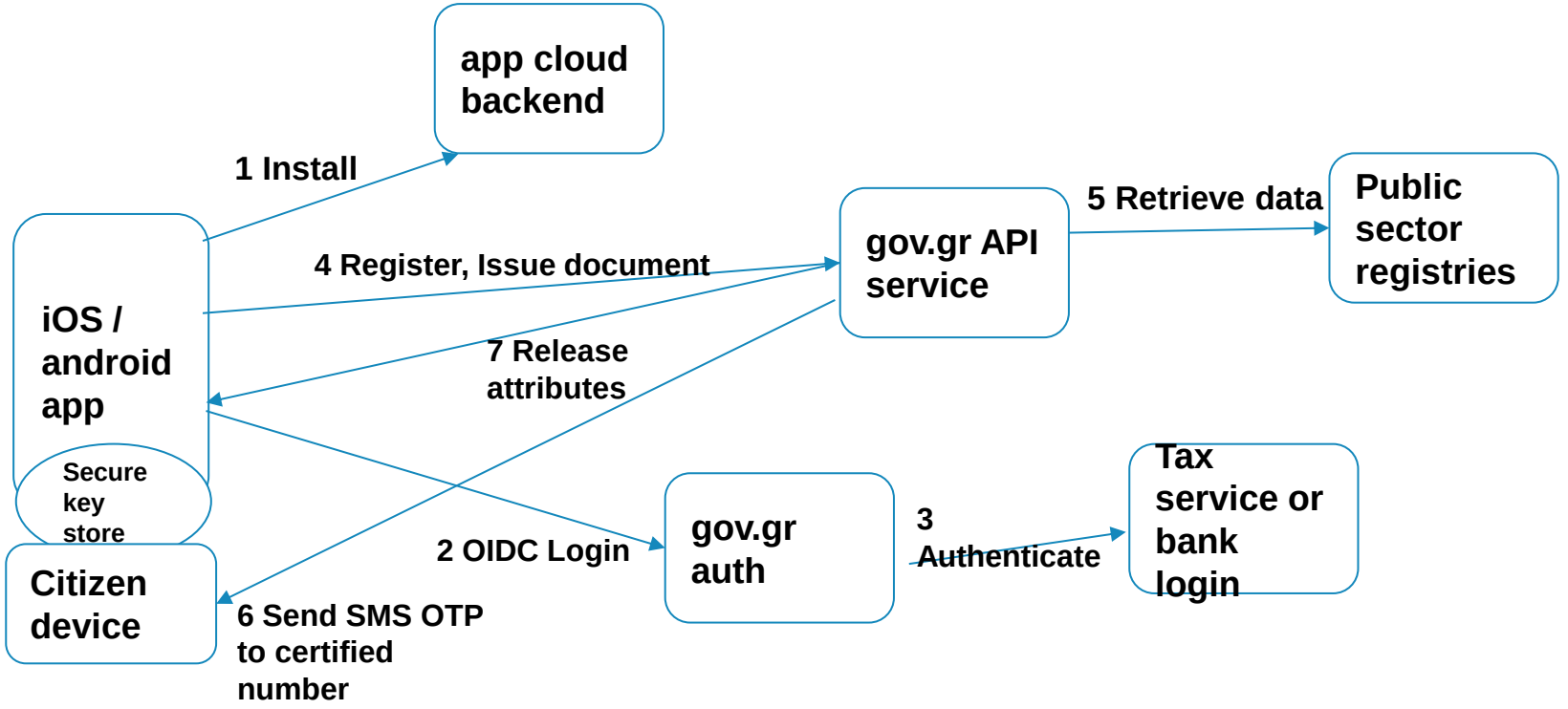




Gov.gr Wallet: Usage statistics

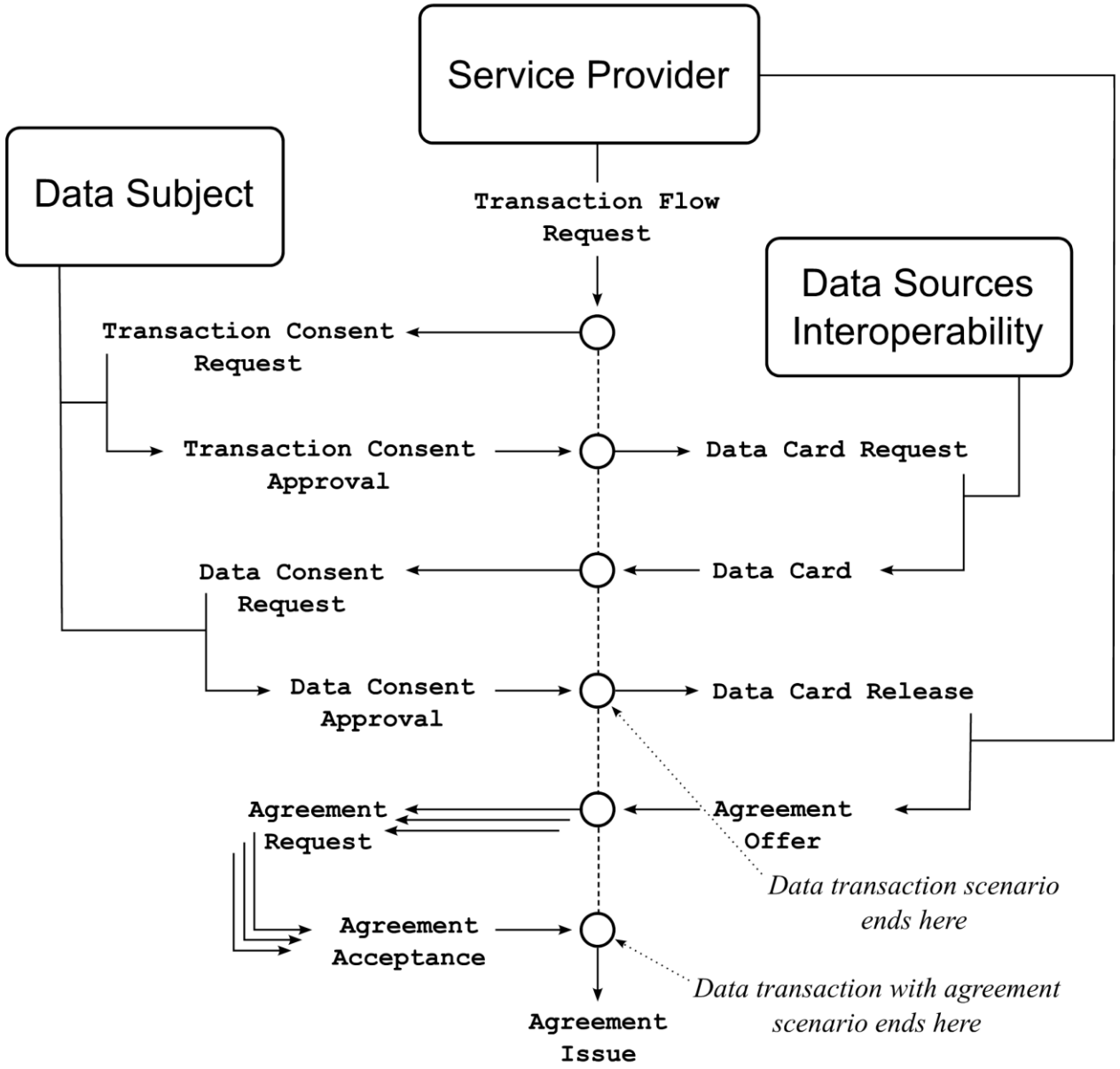


Gov.gr Wallet: Initialization flow



Certified data transactions

- Official data in private business transactions
- Ensures validity and currency of data
- Certifies identities and data against fraud
- Faster, easier (no data validation bureaucracy)
- Transactions may end in gov.gr-sealed private agreements



Gov.gr Wallet: Documents & Statistics

- 2.13m active registrations (~20% of population)
- Citizen ID (1.7m active)
- Driving License (1.4m active)
- Self-issued Proof-of-Identity (1.1m issued)
- Vehicle Registration (710k active)
- Social Security Eligibility (230k active)
- Academic ID (81k active)
- Unemployment Card (81k active)
- Traffic Violations Card (58k active)
- Pet Registration (42k active)
- Boat License (27k active)
- Disabled Person Card (25k active)

Gov.gr Wallet: Roadmap

- Multi-layer Architecture:
  - A gov.gr platform layer with generic APIs for data interoperability, document issuing and presentation, notifications and consents
  - Mobile app integrated with gov.gr platform APIs
  - The broad gov.gr ecosystem with public sector registries, information systems, and the interoperability center at GSIS
- Coming soon:
  - Bring all web-based gov.gr documents into the wallet app
  - Offer a wallet-based notifications service
- 2025 – 2026:
  - Upgrade to a EUDIW-conformant app
  - Migrate platform APIs to the EUDIW equivalent
  - Migrate all existing documents to the EUDIW solution

Gov.gr Digital Transformation at GRNET

Giorgos KORFIATIS, gkorf@grnet.gr
Alkistis MOURIKI, amouriki@grnet.gr
Giorgos TSOUKALAS, gtsouk@grnet.gr