

Challenges & Services

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“Synergies for innovative Solutions” - 12/07/2023

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GFOSS

NGO-NPO Founded in 2008.

37 Universities and Research Centers

Promotes openness (OSS, Opengov, Hardware, Standards, Content etc)

Public Sector, Education, Business

01



GR digiGOV-innoHUB

The European Digital Innovation Hub for Digital Governance GR digiGOV-innoHUB started

[Objectives](#)

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Our Objectives



GR digiGOV innoHUB aims to

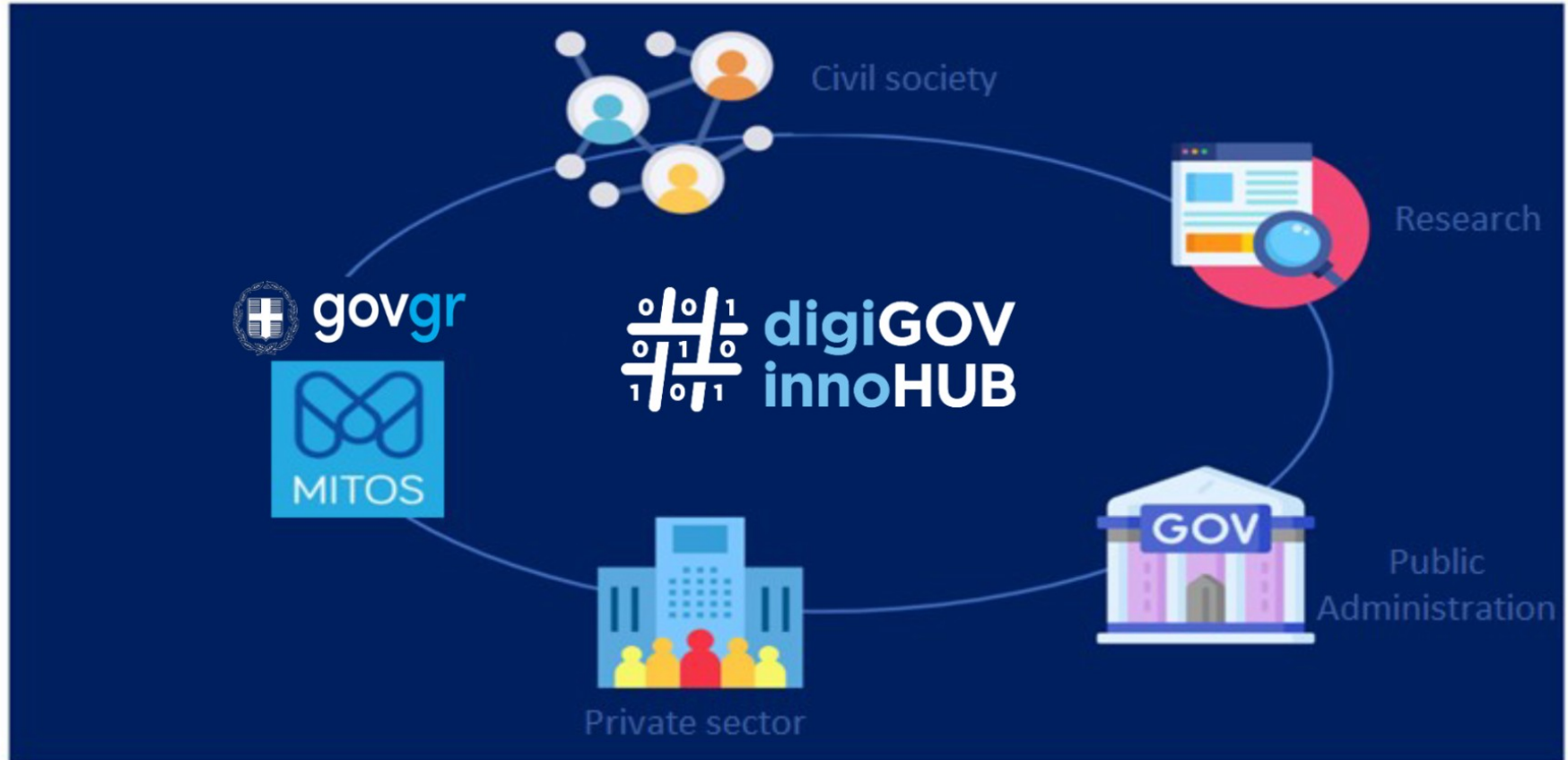
- Support the development of a **new generation of Public services**, utilizing **Advanced Digital Technologies** (AI, Blockchain, mobile Internet, 5G, HPC, IoT, Cloud, etc) and based on open standards and open source solutions for citizens and businesses;
- Enrich the **ecosystem** of Digital Transformation actors, advance their **Skills** and **Synergies**, strengthen the **communities of practice**;
- Foster **innovation in Public Administration**, transforming it into a large innovation buyer and **investor**.
- Facilitating **Networking** Intra-Regional and International cooperation, and **Synergistic** activities and endorsement of **Open principles** in Governance and Digital Transformation.



Strategic Partners

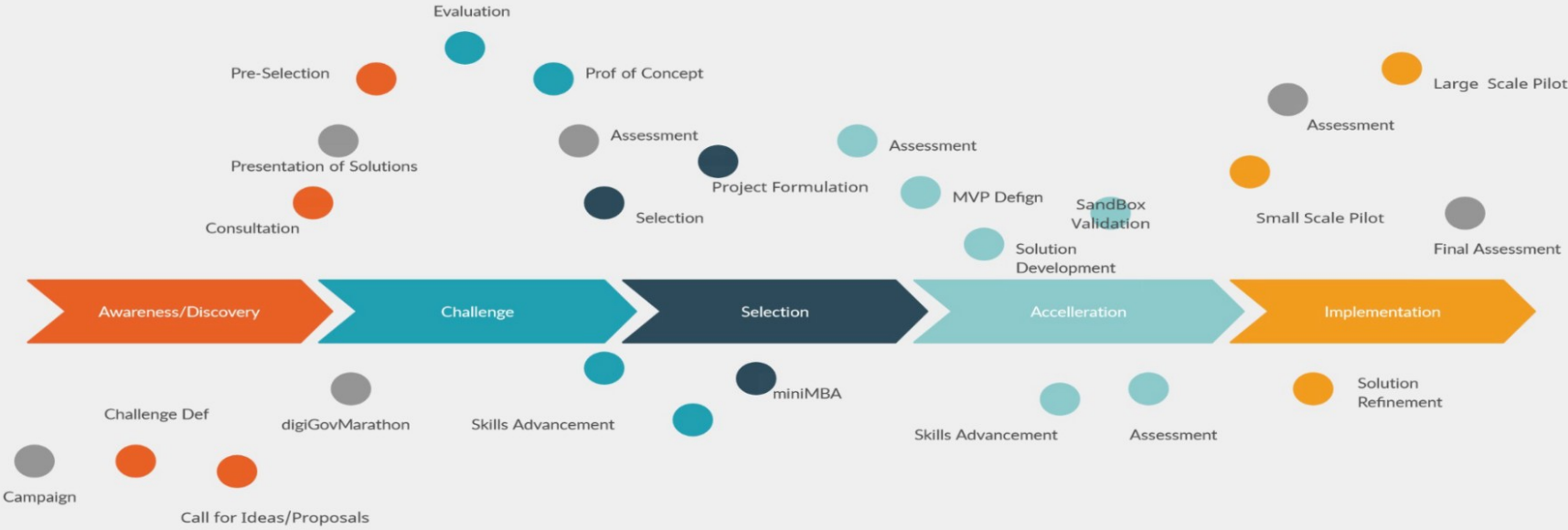


Our Ecosystem



Project Journey

The DigiGOV-innoHUB Project Journey





Digital Maturity Assessment

- Digital Maturity Assessment for SME/PSO
- Project Journey Design & Digital Service Blueprint
- Follow up assessment and Validation per project



Test before invest (development)

- MVP Design
- TRL 5 validation
- TRL 7 development
- Design of small and mid-scale pilots
- MVP testing



Access to infrastructures

- Access to Infrastructure (AI/ML Platform, HPC core units, Blockchain, Acceleration or Pilot Cloud/VMs/Storage)



Skills

- DigiGov Academy: Access to Open Massive Online Courses- MOOCs
- miniMBA in Digital Public Services
- Tailor made skills development programs

Investment Support

- DigiGOV Agora, virtual marketplace
- Investment Cycle-Pitching and Networking Events with Equifund/VCS
- Support for submitting to ERDF, Horizon, InvestEU, EIB.

Networking and Internationalisation

- Networking activities, workshops, knowledge exchange events
- Internationalisation, pitching activities



02

First Challenges



Multi lingual access to GOV.gr services



Objective: Automated translation mechanism for digital public services on Gov.gr to ensure equal access for all users.

Context: Greece's rich multicultural landscape with a substantial number of tourists, immigrants, refugees, and remote workers.

Requirements:

- **Adaptability:** Solution able to cater to dynamic and ever-changing service catalogues.
- **Integration:** Easy integration into the existing infrastructure of Gov.gr.
- **Accessibility:** Compliance with the EU's accessibility guidelines.
- **Flexibility:** Solution should function optimally on the Gov.gr portal and be usable by other digital service providers.

Unique Challenge: Addressing the specialized vocabulary used by the Greek public administration. The solution must have the capacity to be trained or refined using relevant work to enhance its accuracy.

Streamlining Multifaceted Administrative Procedures with AI

Objective: Propose technology-based solutions to deliver personalized services which streamline benefits related administrative procedures, making them as intuitive and frictionless as possible for citizens.

Context: The Greek Public Administration is facing a challenge in promptly and efficiently addressing increasing volumes of citizens' queries about various benefits and services.

Issue: Finding relevant information on public websites can be burdensome, particularly for citizens less familiar with digital navigation.

Requirements:

- User-friendly: Intuitive and easy to use for all citizens, regardless of their digital proficiency.
- Scalability: Capable of handling high volumes of queries and requests efficiently.
- Security & Privacy: Must adhere to data protection regulations and ensure the security and privacy of user data.
- Interoperability: The solution should be able to integrate smoothly with existing public administration systems and databases.

AI to Improve Efficiency in the Greek Justice System

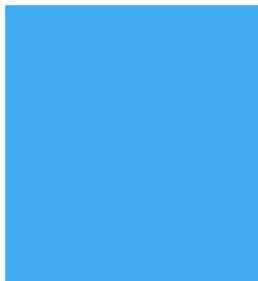
Objective: Pilot AI solutions to help stakeholders in the Greek justice ecosystem analyze large volumes of textual data: such case files, legal documents, witness statements, and court decisions.

Context: The slow delivery of judicial services in Greece due to the overwhelming volume and complexity of case-related information.

Issue: The enormity of the information, its complexity, and the absence of effective ICT tools for analysis and comprehension leads to increased workloads, delays, human errors, and decline in overall service quality.

Requirements:

- **Efficiency:** The solution should significantly reduce time and effort required in processing large volumes of case-related data.
- **Accuracy:** The solution should minimize human error and enhance the precision of information processing and analysis.
- **Usability:** The solution should be easy to use and integrate into the existing judicial workflows.
- **Security & Privacy:** Must adhere to data protection regulations and ensure the security and privacy of sensitive case-related information.



AI Voice Command System for Accessible Public Administration Websites

Objective: Pilot solutions to create a robust voice command system that enhances accessibility of public administration websites for citizens with disabilities, thereby achieving AAA compliance with W3C accessibility guidelines.

Context: Currently, citizens with disabilities face difficulties in accessing digital public services independently, particularly in the areas of service search and online application submission.

Requirements:

- **Accessibility:** The solution must incorporate speech to text conversion capabilities and AI technology to enable voice commands for accessing and navigating public services.
- **User-friendly:** The solution must be intuitive and easy to use for all citizens, including those with disabilities.
- **Interoperability:** The solution should integrate seamlessly with existing public administration websites and online service platforms.
- **Security & Privacy:** The solution must adhere to data protection regulations and ensure the security and privacy of user data.

03

Next steps



Register with GR digiGOV-innoHUB

← → ↻ european-digital-innovation-hubs.ec.europa.eu/node/add/sme?field_edih=502&destination=/admin/my-smes-dma-overview

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Ενημέρωση

← Back to site | Add content

Create SME

Save

Last saved: Not saved yet
Author: n007e5vm

Name of the enterprise supported by the EDIH *

Fiscal registration number (VAT or equivalent) *

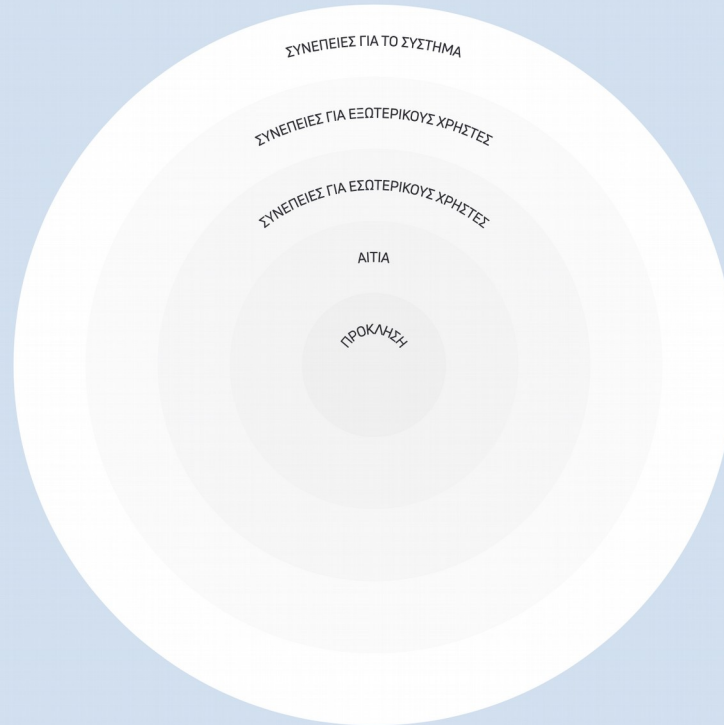
Description

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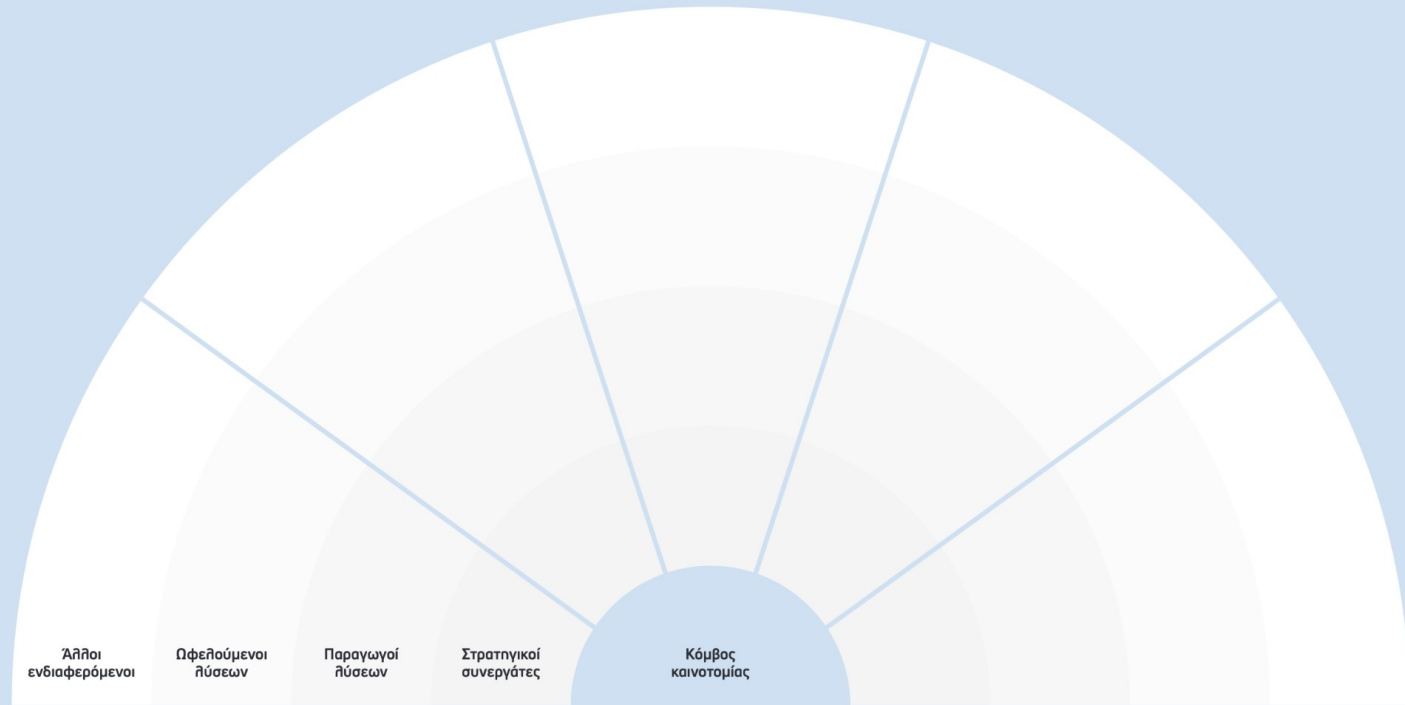
Role in the enterprise *

Ο ΔΙΣΚΟΣ ΤΗΣ ΠΡΟΚΛΗΣΗΣ



Μεταφράση από τα Αγγλικά του Digital Strategy Center

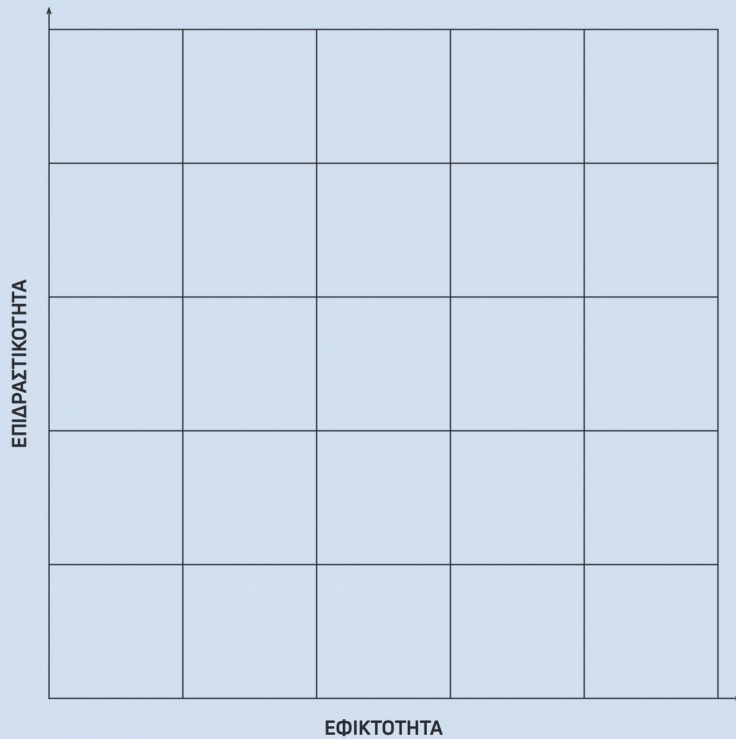
ΧΑΡΤΟΓΡΑΦΗΣΗ ΟΙΚΟΣΥΣΤΗΜΑΤΟΣ



**ΛΙΓΟΤΕΡΗ
ΕΜΠΛΟΚΗ**

**ΠΕΡΙΣΣΟΤΕΡΗ
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ΠΡΟΤΕΡΑΙΟΠΟΙΗΣΗ ΙΔΕΩΝ



📌 Αναφέρεται στα εργαλεία του Digital Design Center

ΣΕΝΑΡΙΟ ΛΥΣΗΣ 5 ΒΗΜΑΤΩΝ

Ιδέα	Επιθυμητό αποτέλεσμα			Πιθανοί ωφέλιμοι	
Βήμα 1	Βήμα 2	Βήμα 3	Βήμα 4	Βήμα 5	
Ευκαιρίες-Πόροι	Ευκαιρίες-Πόροι	Ευκαιρίες-Πόροι	Ευκαιρίες-Πόροι	Ευκαιρίες-Πόροι	
Δυσκολίες-Κίνδυνοι	Δυσκολίες-Κίνδυνοι	Δυσκολίες-Κίνδυνοι	Δυσκολίες-Κίνδυνοι	Δυσκολίες-Κίνδυνοι	

Thanks



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