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NGEU
Industry Insight

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Digital transformation with Next Generation EU (NGEU) Programme in Greece

Digital transformation is an essential bridge between the business of today and tomorrow. Every organisation must invest in their strategic approach to digital transformation. Digital possibilities must shape strategy and be aligned with operational decisions and technology.

The NGEU programme has presented an opportunity to build a smarter Europe that is able to successfully weather any future crisis. The EU has made considerable efforts to ensure that digitisation is prioritised. In fact, the EU Commission says at least 20% of Recovery and Resilience Facility funds (RRF) should be spent in digital advancements. A total of 28.53% of RRF funds are to be invested in digital.

At Deloitte, we want to be part of this change and make an impact that matters.

Sotiris Batzias, Strategy Partner in Deloitte Greece spoke to us about NGEU funds and how they have helped the Greek Ministry of Digital Government to streamline a strategy for the Greek Administrative Burden Observatory and the National Documentation Centre (NDC) as its execution mechanism to develop a sustainable blueprint to support the ongoing simplification of administrative procedures for business and citizens.

The client challenge

A significant mandate of the Ministry of Digital Governance is to digitise and simplify daily interactions between the public administration, businesses, and citizens.

The Bureaucracy Observatory acts as a key pillar within the National Policy on Administrative Procedures. It was established under the Ministry's General Secretariat of Digital Governance and has two mechanisms, namely: the Coordination Mechanism under the Secretariat and the Executive Mechanism in the NDC.

The Observatory is set to play a pivotal role in modernising the public administration in the Greek public sector, according to the NGEU. In fact, it will act as the go-to hub for documentation and measurement of administrative burdens of public administration procedures.

How did Deloitte help?

Deloitte supported the Observatory by developing a new organisational structure. This covered set up, internal configuration, governance mechanisms and IT infrastructure. We also helped the NDC, as the Executive Mechanism, to successfully meet its new role and fulfil its responsibilities within the Bureaucracy Observatory.

Deloitte also supported in building an ecosystem around the Observatory. It is one that continues to create many opportunities regarding the funding of projects within the scope of bureaucracy, administrative burdens, digitisation, and other relevant fields.





Digital transformation in government services backed by NGEU funding

Greece is undergoing an economic restructuring to effectively and sustainably overcome the pandemic crisis. Issues surrounding bureaucracy and administration, and their impact on entrepreneurialism, are being hotly debated. The socioeconomic effects of the pandemic created an opportunity to **digitally transform government services**, build a broader momentum to reduce red tape and digitalise operations.

The Greek Recovery and Resilience Plan (RRP), or “Greece 2.0” is worth €31 billion . It was funded by the NGEU Programme, and focuses on investing in greener and more digital ways of working, while outlining a significant number of public reforms. One of them focuses on **“the development of an open and reusable data governance and policy.”** This will develop and implement a holistic strategy to reduce administrative burden. This strategy aims to create **customer-centric services** in public administration by upscaling processes that comply with EU strategies and policies.

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Working together to relieve administrative burdens

The Ministry's most pressing priority is the Observatory's **design**. They plan to implement a **governance scheme** and targeting operating model that covers the whole organisation and a **wider ecosystem of stakeholders** and partners who can efficiently and effectively monitor bureaucracy in Greece. The aim is to simplify procedures involving businesses and/or citizens who use public administration and get tangible results from the Observatory's annual assessment.

The target operating model will measure administrative burdens arising from regulations within the Greek Public Administration. A methodology containing particular policy areas, specific processes and interactions between the public sector, citizens and businesses will be prioritised for simplification.

Deloitte is helping support and create the first Bureaucracy Report that is due in Q2 2023. It will serve as an annual account of how bureaucracy has been minimised and its impact on citizens and businesses' operations.

The main priority is to establish a sustainable Executive Mechanism with a long-term vision. One that will allow the Observatory to become a valuable, government-wide aid that covers all ministries and policy areas, while having a positive impact on Greece.

Deloitte will help the Ministry of Digital Governance and the NDC achieve its strategic goals and chart a course towards a new sustainable business model.





Building a better future for Greece

Deloitte recommended an **inclusive and cooperative** model. We held several technical meetings, met major stakeholders from the governance scheme, worked closely with staff and executives in the General Secretariat of Digital Governance and Procedures and NDC.

We are working to ensure this business model will be designed, proposed, and implemented based on best global practices. It will be customised and tailored for Greece using modern management models to make the Executive Mechanism efficient and successful.

The Observatory has a significant role to play as a catalyst for simpler and more digital government services that can pave the way for a greener, smarter future for Greece.

At Deloitte we've got extensive experience in defining project objectives, with in-depth knowledge of the Greek RRP, the RRF and their priorities. This helps us offer unique value as a market leader in NGEU advisory throughout a project's lifecycle by defining objectives, scope, budget, work packages, expected results and overall impact.

“What the country needs right now is a concrete policy framework to improve the provision of services to citizens and businesses. In order to do that we must be able to assess and quantify our efforts to simplify and digitise. The Observatory will act as the main mechanism to provide both the Government and society with the relevant metrics to further improve and intensify our efforts.”

Leonidas Christopoulos,
the Secretary General of Digital Governance and Procedures.

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In the Greek market, Deloitte's experience in the domain of administration burden measurement and reduction is unrivalled. This knowledge has been gained through similar projects that have been successfully executed domestically and internationally. For example, Deloitte was commissioned by the OECD in collaboration with the Greek Government, to measure the administrative burden in 13 sectors of the Greek economy.

The NGEU funding opportunity presented by the European Union is a unique opportunity for our clients to address the challenges of digital transformation, while developing a sustainable future for economies and societies across Europe.



Contact our team here to find out everything you need to know about NGEU funding. Visit our website to learn more about Next Generation EU, and how we can help build a greener, more digital, more resilient Europe, together.





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