National Registry of Administrative Procedures "Mitos"

The journey

In 2015 the Wiki **diadikasies.gr**, a knowledge base that contains a number of public sector services and follows the model of crowdsourcing like wikipedia, was created by the Open Government Working Group of the Open Technologies Alliance(GFOSS) in cooperation with the open-governance group of ICCS for the Regional Government of Western Macedonia(https://opengov.pdm.gov.gr/).

The challenge that was presented and the wiki diadikasies.gr was trying to solve was the fact that procedures and services offered by public administration in Greece were not documented (or not fully documented), resulting in multiple interpretations as to how public services were provided by different government units. This lack of open, updated, and clear documentation is an issue that confuses not only public servants, but also citizens and businesses that have to know the requirements and the processes that lead to the provision of a service. Public servants often do not know how to offer relevant services, while citizens and businesses do not have a clear understanding of the process– and, as such, are usually met with delays, leading to a greater likelihood of corruption.

In the Wiki diadikasies.gr public sector employees documented in a structured way the services they provide in the course of their normal duties, as well as the procedures followed until the complete delivery of each service. Each service is a wiki-based entry that contained: the official title of the service, a brief description of the service, all relevant legislation governing the service, a table with the required documents and/or electronic forms, a table with the step-by-step procedures followed in providing the service, any co-responsible administrative units and the registries updated upon the provision of the service.

The wiki was intended for use by citizens and public servants who are responsible for the delivery of the services offered by their administrative unit. The purpose of documenting the procedures is to make the information easily accessible to the citizens, to eliminate the inconvenience citizens often experience in dealing with the public sector, and to help administrative units in providing the same services in the same way throughout the Greek public sector. At the same time, the structured documentation of the procedures in a public forum would hopefully contribute to their simplification over time, reducing bureaucracy and increasing public sector efficiency and performance.

This collaborative wikification of public services was implemented as a pilot project in the Region of Western Macedonia (RWM), and as a result more than 2000 procedures were documented.

In 2019, the idea of the creation of one National Registry of Administrative Procedures, was adopted by the **Ministry of Digital Governance** and implemented by **GRNET- National Infrastructures for Research and Technology,** executive arm of the Ministry of Digital Governance.

The registry called Mitos (mitos.gov.gr) is designed to serve as a single source of truth that contains services directly provided to citizens, internal procedures of public bodies, as well as procedures provided by one public organization to the other. The total number of public sector procedures is estimated at around 5,000. Today Mitos contains more than 3,200 fully described services and procedures, while another 900 are under processing. In the English version, there are more than 400 described services that were chosen as the most popular for use by European citizens, and are part of the new Greek EUGO platform for cross-border EU services. The system interacts with gov.gr, the single digital portal of the Greek public administration and eKEP, the digital application provided by the Citizens' Service Centres in Greece for delivering to citizens and businesses public services. By feeding information about the prerequisites, the conditions, etc the digital application used by the >1000 citizens' service centers (CSCs) of Greece, it saves valuable time and effort from thousands of CSC employees that serve citizens on a daily basis. Mitos design specifications are also in line with the country's National Process Simplification Program. Additionally, support is provided to all public bodies for registering and maintaining their procedures.

With its clear and user-friendly design, it is intended to enhance the credibility of the Public Administration towards citizens consuming public services, who are now able to know in detail the execution steps, required documents, time, and cost of each administrative procedure that concerns them. One of its most innovative features is that it automatically generates a visualization for each procedure using widely adopted standards. In this way, it sets the grounds for the re-design, simplification, and digitalisation of administrative procedures.

Agile development methodology

Mitos is based on a flexible and holistic approach that includes creating an iterative software development framework, building a strong community of practice that acts as a unit towards a common goal, as well as the provision of special training and technical support so as to maximize the community's capability in delivering fast and responding to emerging needs. Special emphasis is placed on implementing a unified design that focuses on the result and the

end user, based on interoperability through open standards, the reuse of solutions, the linking of technologies with actions for the simplification of procedures and administrative reforms.

The recording is governed by the [SDG](#) guidelines. It is built on the basis of the standard Procedure Documentation Language BPMN, as well as on the European CPSV and CPOV standards that have been developed under the EC ISA² program, addressing the description of procedures and public bodies respectively, tailored to the Greek reality. These tools provide a strong momentum in the development process, as they are not limited to simple recording and capturing, but also support capabilities for creative management, control, remodeling and evolution of the registered processes as needed.

The registration of a procedure is complete when all sub-procedures are also registered.

The Community

Human networks, collaboration, feedback and coordination have been essential in building up the national registry and the action follows on the past efforts towards the development of [diadikasies.gr](#). The wiki development was based on the principles of crowdsourcing, openness and equal participation that enabled the collaborative documentation of the Greek Public Administration procedures and services, for the first time.

In the same way the community around Mitos consists of civil servants that have been trained and certified by GRNET on the principles and features of the system. They possess excellent specialized knowledge on the procedures and sub-procedures of their field of responsibility offered / run in their organization, as well as the necessary digital skills that constitutes them dependable coworkers in this joint effort. The members of the community have distinct roles, enabling the smooth implementation, the assessment and the constant improvement of the registered services:

- The **process authors** record, maintain and change procedures, according to the system specifications
- The **process curators** are in charge of ensuring the correct representation of all the procedures that concern their organization
- The **administrators** are responsible for managing, assessing, changing, deleting or approving the publication of the entries, as well as for the supervision of the authors in their respective organization.
- The **head of cooperation and supervision** are high-level executives of the Greek Public Administration, responsible for resolving emerging issues related to the operation of the NRP that cannot be resolved by the other members of the community. They are the official liaison of the General Secretariat for Digital Governance and Simplification of Procedures of the Ministry of Digital Governance, guaranteeing the smooth and proper functioning of the NRP.

Participatory planning and optimization of recording process

A series of well-coordinated and participatory activities empower the community in improving the recording process and achieving homogeneity and quality in the presentation of all procedures.

The "train the trainers" program, through which GRNET experts train the administrators, who then act as instructors to train curators and authors, has effectively reached all staff levels and roles inside each public organization. In parallel, the community has access to live streaming and on demand courses via a dedicated platform code-named "howto", allowing seamless information flow and providing help and feedback. An online helpdesk complements the process, with the GRNET unit responsible to operate mitos in cooperation with the community of practice responds to requests for help by the user community.

Results - Improving the citizen experience and beyond

The National Registry of Administrative Procedures aspires to contribute in the efforts for the delivery of transparent, user-friendly, simplified services to every citizen. It also opens new opportunities for the simplification or elimination of procedures through standardization and their evaluation, improving the operational functions of the public sector and ultimately the citizen experience. Additionally, the integration of the legal / regulatory framework that governs the procedures into the system, significantly increases the credibility of public bodies and the documentation of the procedures followed.

The most significant results achieved by the project are as follows:

- The recording and centralization of procedures by public units in a single system,
- The development of a single starting point for the simplification and digitalization of procedures,
- The increase of user satisfaction – transacting with public services by at least 80%,
- The improvement of the quality of services regarding the accessibility of information on administrative procedures and the reduction by almost 100% of the response / waiting time for receiving information as well as the reliability/security of the information provided,
- Enhancing the participation of users/traders in decisions or planning of public services.
- Enhanced interoperability with other government and european portals as well as with third-party applications through its open API (advanced programming interface).

Next Steps

The aim is to maintain and to further develop the platform, incorporating functionalities such as:

- Automatic field population using Artificial Intelligence mechanisms.
- Semi-automatic generation of additional encodings in free-text fields.
- Adoption of additional registries and core vocabularies.

The main objective is the use of Artificial Intelligence (AI) for the analysis, evaluation and prioritization of public services in order to **optimize internal workflows through more accurate predictions** for the benefit of public administration staff, but also to improve the interaction of citizens with public services as **AI can contribute to the personalization of services**.

The development of *process automation systems*, combined with the analysis of the BPMN diagrams already in use by MITOS, will provide the basis for the automation of many steps, reducing the burden required for data entry and re-entry, and the physical execution of processes (e.g. printing and signing), thus facilitating the employees who are called upon to perform the tasks required by a service.

The use of *blockchain* architectures *and zero trust* frameworks will enable the secure storage of citizen data and any documents generated or consumed by processes, allowing for an even smoother transition to the next generation of digital public services.

On the citizen side, we aim to develop the next generation of citizen service experience related to public processes, by offering a set of solutions that will enable the *interactive execution* of procedures even from *mobile devices* and allow citizens to have access to personalized services and their service centers.