



WESTERN GREECE

REGIONAL REPORT ON IS

30th NOVEMBER 2010

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Report on IS (Final version)

1. Overview

1.1 – Introduction

Information and telecommunication technologies are rapidly changing the way we work, play, communicate, and are transforming the bases of economic competition. They create, on a global scale, a new Information Society with new conditions and new opportunities for development, prosperity and quality of life.

Greece's participation, as an equal, in the emerging Information Society is a major priority for the government. At a time when other countries are moving rapidly in this area, the absence of a comprehensive strategy and any delay in its implementation entails the danger of cutting Greece off from developments in Europe and in the world. The government's concern during the past years has been to ensure that the emerging Information Society would be a society for all, without discrimination, and while safeguarding citizens' rights and the freedom of expression and information.

The overall government strategy for the Information Society was based on some basic principles: equal opportunities and access for all, the creation of an environment that is conducive to entrepreneurship and innovation, and safeguarding of personal freedoms and of the operation of democratic institutions.

The economic situation however is characterized by a squeeze on total public expenditures and the need to prioritize and evaluate initiatives on the basis of their effectiveness. The situation has effected deeply the entire country and the region of Western Greece in particular. In comparison to other state expenditures, the direct utility of Information Society programmes is often not apparent, because the benefits tend to be medium-term and dispersed throughout the economy and society. However, in the region of Western Greece the need is greater than ever for the ICTs to remain a priority and this is apparent to all the parties involved.

1.2 – Socio-economic data

The Region of Western Greece stretches from the northwest part of the Peloponnese to the western tip of the Greek mainland. It is one of the 13 Regions of Greece, is separated in 3 administrative districts, the Prefectures of **Aitoloakarnania**, **Achaia**, **Ileia** and covers an area of 11.350 square kilometres (8,6% of the total area of Greece). For the most part the terrain is mountainous (45,3%) or hilly (25,6%), while only 29,1% consists of plains. All three prefectures have extensive coastal areas along the Ionian Sea and the Gulfs of Ambrakia, Patras and Corinth.



According to the 2001 census, the population of the Region of Western Greece is 741,282. This makes it the fourth most populated Region of Greece, with 7% of the country's total population. Today the Region of Western Greece is a modern communications and transport hub that connects Greece to the rest of Europe. The busy port of Patras is not only the Region's capital but also the country's main gateway to Western Europe.

The Region features an exceptionally wide variety of terrain from tall mountains (Aroania 2335m, Erymanthos 2222m, Panachaikos 1926m), to large natural lakes (Trichonida, the largest lake in the

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country at 95,8 km², Amvrakia 14,4 km², Lisimaheia 13km² and others) and rivers (Acheloos, the second longest river in Greece at 220km, and the Pinios, Alfeios, Evinos, Selinountas, Vouraikos, Peiros and Glavkos).

The Prefecture of Aitoloakarnania, which is the largest in Greece (5448 km²), combines tall mountain ranges with many natural and artificial lakes. The Acheloos and Evinos river plains complete the geo-morphology of the prefecture, and form the basic source of its economic livelihood.

The Prefecture of Achaia, with an area of 3274 km², is also characterized by wide contrasts in its terrain. The greater part (around 60%) consists of mountains, with relatively small rivers (Vouraikos, Glavkos, Selinountas, Peiros) running between them down to the Gulfs of Patras and of Corinth. The economic life of the prefecture, and the Region as a whole, is centred in the port city of Patras.

The Prefecture of Ileia covers an area of 2621 km² and consists mostly of plains (60%), through which flow the rivers Alfeios, Pineios, Erymanthos and their tributaries. The plain of Ileia is the largest in the Peloponnese, but the Prefecture is better known for the coastal wetlands of Kotichi and Kaiafa, a terrain of exceptional natural beauty and ecological wealth.

Although the Region of Western Greece produces 5.7% of the gross domestic product (4th largest contribution), it is next to last (12th) among the country's Regions in per capita produce. All three of the Region's prefectures lag behind the national average. Moreover, the per capita product of its inhabitants is only 53% of the average in the EU, which ranks among the lowest in all the Regions of the European Union. The progression of the Region's per capita GDP is displayed in the following table.

The region accounts for 11% of the country's agricultural produce, 4% of its manufacturing and 5% of its services. In the long term one can observe a reduction in the contribution of the primary sector to the GDP of the Region, however it still remains high in relation to the corresponding percentage for the country, which fluctuates at 8.0%. The differentiation in this sector between the prefectures of the Region is evident in the following table. In the prefectures of Aitoloakarnania and Ileia, the percentage is over twice that of the prefecture of Achaia. The secondary sector in the Region accounts for approximately the same percentage of the GDP as it does in the country as a whole. Although in the prefecture of Achaia this percentage has fallen, manufacturing still accounts for a comparatively significant proportion of its produce. In the tertiary sector, the Region displays a steady rate of increase as in the country as a whole.

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Prosperity Indicators in the Region of Western Greece

	Year	Percentage	Ranking among the 13 Regions
GDP	2005	4.2%	7
TAXED	2005	5.7%	4
DECLARED INCOME	2005	4.9	4
INCOME TAX	2005	3.8	4
SAVINGS DEPOSITS	2005	3.9%	5

Although the Region of Western Greece produces 5.7% of the gross domestic product (4th largest contribution), it is next to last (12th) among the country's Regions in per capita produce. All three of the Region's prefectures lag behind the national average. Moreover, the per capita product of its inhabitants is only 53% of the average in the EU, which ranks among the lowest in all the Regions of the European Union. The tertiary sector covers more than two thirds of the Gross Regional Product, while the manufacturing contribution is less than 20% and the agriculture one less than 15%.

Regional GDP in the European Union, 2005					
Region (NUTS 2006)	GDP, Mio. EUR	GDP per inhabitant, EUR	GDP, Mio. PPS	GDP per inhabitant, PPS	GDP per inhabitant, PPS, EU27=100
EU27	11 018 771	22 400	11 018 771	22 400	100.0
GREECE	198 609	17 921	239 263	21 589	96.4
<i>Voreia Ellada</i>	<i>49 181</i>	<i>13 862</i>	<i>59 248</i>	<i>16 699</i>	<i>74.5</i>
Anatoliki Makedonia, Thraki	7 157	11 800	8 621	14 215	63.5
Kentriki Makedonia	27 702	14 490	33 373	17 456	77.9
Dytiki Makedonia	4 219	14 363	5 083	17 303	77.2
Thessalia	10 103	13 727	12 171	16 537	73.8
<i>Kentriki Ellada</i>	<i>35 462</i>	<i>14 479</i>	<i>42 721</i>	<i>17 442</i>	<i>77.9</i>
Ipeiros	4 377	12 769	5 273	15 383	68.7
Ionia Nisia	3 082	13 925	3 713	16 775	74.9
Dytiki Ellada	8 042	10 986	9 688	13 235	59.1
Stereia Ellada	10 598	19 032	12 768	22 928	102.4
Peloponnisos	9 363	15 702	11 279	18 917	84.4
<i>Attiki</i>	<i>97 000</i>	<i>24 372</i>	<i>116 856</i>	<i>29 361</i>	<i>131.1</i>
<i>Nisia Aigaiou, Kriti</i>	<i>16 965</i>	<i>15 347</i>	<i>20 438</i>	<i>18 488</i>	<i>82.5</i>
Voreio Aigaio	2 481	12 299	2 988	14 817	66.1
Notio Aigaio	5 318	17 553	6 407	21 146	94.4
Kriti	9 167	15 257	11 043	18 381	82.1

Basic Demographic Data

CHARACTERISTICS	%
POPULATION UNDER 15	16,3
POPULATION OVER 65	17,2
PERCENTAGE OF LITERATES	94,5
UNIVERSITY GRADUATES	10,1

Employment

The available workforce of Western Greece amounts to 297.303, while the number of employed amounts to 261.278. The primary sector employs 41.5% of the workforce, 17.6% are employed in the secondary sector and 40.9% in the tertiary sector.

Levels of Education

The proportion of the work force educated up to primary level is significantly greater than any other category. It accounts for 54,8% of the total, which is significantly higher than the national average of 38,1% (1997). The work force with a middle school education account for 11,2%, while those with a high school education account for 23% of the total (national averages are 10,4% and 28,6% respectively). Only 11% of the work force has a Higher, Graduate or Postgraduate level education, compared to the national average of 22,9%. However, a characteristic feature of the Region is the fact that 5.2% of the country's postgraduate degree holders are employed within it, a figure that ranks the Region third in the country.

1.3 – Regional SWOT Analysis

Strengths	Weakness
<ul style="list-style-type: none"> + Training and education of human resources of the ICT sector + Experience and know-how from the implementation of large scaled ICTs projects + Research cores at the universities + Telecommunications infrastructure to a satisfactory level 	<ul style="list-style-type: none"> - Excessive number of enterprises, small in size - Lack of specialization and market segmentation - Limited R&D - Lack of private core network (telecommunications) - Limited Greek digital content - Extroversion of a small degree - Non smoothed course of demand - Intense price competition and no differentiation - Very high rate of long-term unemployed with an emphasis on groups such as women, economic migrants etc. - Intra-regional disparities in telecommunications infrastructure

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Opportunities	Threats
<ul style="list-style-type: none"> ✓ New services of added value ✓ Diffusion of ICTs in public and private and in other sectors of the economy ✓ Opportunities for access to all, thus guarding against new forms of social exclusion (e-Inclusion). ✓ Equal participation in the global marketplace ✓ Technological convergence of information technology and telecommunications ✓ Increase of foreign demand: Balkans, neighboring markets ✓ Progressive increase of demand, especially from the enterprises ✓ Public investments in broadband infrastructures ✓ Restructuring actions ✓ Investments of large Greek companies from various sectors in neighboring countries ✓ Operation of all ICT projects implemented during the past years 	<ul style="list-style-type: none"> ✗ Some groups are threatened with social exclusion. ✗ Lack of more efficient mechanisms in implementing the ICT projects by the Public ✗ Inadequacy of existing laws for the Information Society ✗ Intensification of ICTs sectors in neighboring countries ✗ Delay of complying with the EU institutional framework in telecommunications ✗ Off the shelf solutions from abroad (threat for small Greek enterprises)

2. The Information Society in Region: information and data

2.1 - Diffusion of the main instruments

2.1.1 Use of the PC

The CATI method has been used for the data collection, and for only one randomly pre-selected person of the household, under the only condition his/her age, that is, his/her being 16 – 74 year old. Information is being collected concerning the whole household (household’s synthesis, access to selected information and communication technologies, access to internet) as well as the pre-selected person him/herself. In the year 2006, also information has been collected for children aged 12 – 15 years old and old aged persons 75 – 84 years old, with specially formulated questionnaires.

Indicators	Unit
How many families have a PC	39.0%
How many people use the PC:	47.3%
- every day	62.1%
- more time in a week	24.2%
- few times in a month	9.1%
- never	4.6%
How many enterprises have a PC	88%
How many employees use the PC one time a week at least	59.6%
How many people has followed a PC course	40.29%
<i>Other regional additional/distinctive indicator</i>	

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In 2006 an increase of 30,6% has been observed in the computer use, being the largest in the last 5 years. During the A' quarter of the year 2006, the percentage of persons using a computer was 37,6%. It is clarified that use of the computer can be done from any place, that is from home, workplace, education, friends' home, internet cafés etc.

In relation to 2005 data, the population aged 16 – 74, not having ever used a computer, decreased by 9 percentage units. In the following graph 2, presented are the ages of persons not having ever used a computer.

It should be noted that the majority of persons using computers and/or accessing the internet have obtained the necessary skills through self-studying, in the sense of learning by doing

2.1.2 Internet

The CATI method has been used for the data collection in this case as well. In 2006 an increase of 28,4% has been observed in internet access. During the A' quarter of the year 2006, the percentage of persons having internet access, from any place, was 28,9%. It is clarified that use of the computer can be done from any place, that is from home, workplace, education, friends' home, internet cafés etc. In relation to 2005 data, the population aged 16 – 74, not having ever accessed internet, decreased by 8 percentage units. In the following graph 4, presented are the ages of persons not having ever accessed the internet.

Indicators	Unit
How many families have an Internet connection at home	38.1% (2009)
Which are the main declared reasons to not have Internet at home: example	% of reasons
- Unable to use it	24.1%
- Cost (equipment/ access)	21.3%
- Accesses to Internet From another place (work,..)	8.5%
- It.s not so interesting / perception that useful information does not exist in the internet	55.7%
- Don't want internet (because content harmful, etc.)	18.0%
- Other	3.4%
How many enterprises use Internet for own activity	83.6%
How many employees (private sector) use Internet one time a week at least	9.47%
How enterprises accesses to Internet:	% of ways
- DSL	48.0%
- ISDN	29.3%
- Broadband	2.8%
- Wireless	1.2%
How many enterprises (10 employees at least) has a LAN (Local Area Network)	25%
Where people access to Internet:	
- home	67.8%
- work/school	49.5%
- public access points	23.2%
- other	20.5%
Other regional additional/distinctive indicator	

In relation to the data of the year 2005, the reasons the households' claim for not having internet access at home, remain the same. Main reason, with 55,7%, remains the perception that useful information does not exist in the internet, and then follows with 24,1% the lack of skills and with 18,0% the perception of people that content is harmful. However, a high decrease is recorded in equipments' and access' costs, reasons being main during the first years of the survey conduction (2002 : 21,0% and 17,0%, respectively, and 2006 : 10,6% and 10,7%, respectively).

2.1.3 Broadband

In the framework of the operation of the country's trunk network (which has been entirely digital since the end of 1999), there have in recent years been substantial investments in the installation of fibre-optic cabling which, depending on the type and technology of the network components, can be used in telephony, data transfer, multimedia services, etc. According to figures from the Hellenic Telecommunications Organization (OTE), which at the moment owns and manages the bulk of telecommunications infrastructures, more than 16,000 km of fibre-optic cable have been installed in the trunk network (13,100 km on land and 2,900 km underwater). The company has also completed the installation of a public ATM trunk network, which is the basis for the broadband network and covers the whole country, and is completing the installation of a countrywide IP network.

During the past few years further development of telecommunication infrastructures is detected, with an emphasis on infrastructures enabling the provision of broadband services, particularly in remote areas and islands of the country. The project for the "Promotion of Broadband Access and Services in the Region of Western Greece" was aiming at promoting broadband services and infrastructure at a technical, financial and commercial level, and to foster a 'broadband culture' in this administrative region.

Indicators	Unit
How many families have a broadband connection at home	3.1% (2009)
How many enterprises have a broadband connection for own activity	24%

2.2 The ICT market

2.2.1 ICT enterprises

Indicators	Unit
How many enterprises in (according to OECD macro-areas) ¹ :	
- ICT manufacturing (hardware, cables, communication devices, TV, etc..)	8%
- Services related to ICT (trading of hardware, communications instruments, etc..)	37%

¹ OECD ([Organisation for Economic Co-operation and Development](http://www.oecd.org)) OCSE: 1) manufacturing 2) services related to products 3) Untangible services

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- General / intangible services (sw, telecommunication, informatics and related activities)	40%
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2.2.2 ICT into the Public Administration .

Indicators	Unit
How many PA has an Intranet (LAN):	
- Small PA (local /mountain Municipalities)	12.7%
- Other PA (Region, provinces, big municipalities)	43.6%
→ Of which how many are wireless LAN:	
- Small PA (local /mountain Municipalities)	7.1%
- Other PA (Region, provinces, big municipalities)	14.2%
How many local PA (municipalities) manage through PC:	
- Personnel	11.81%
- Accounting	32.73%
- Payments	17.24%
How many bigger PA (Region, Provinces) manage through PC:	
- Personnel	29.09%
- Accounting	62.82%
- Payments	38.28%
How many PA use e.procurement	
- Small PA (local /mountain Municipalities)	0%
How many PA allow on line payments	
- Small PA (local /mountain Municipalities)	0%
<i>Other regional additional/distinctive indicator</i>	

2.3 IS: services and customs

2.3.1 Internet and the citizens

From the data results that the main reasons for internet access (in % percentages) are the following:

Indicators	Unit
How many people use Internet for:	% among people using Internet
- Email	58.5%
- Searching info on products and goods	78.9%
- Searching info on travel and holidays	40.2%
- Searching for a job or sending a CV	15.7%
- Other search activities	48.0%
- Learning	38.7%
- Downloading	38.7%
- Home banking	11.9%

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- Blogging	4.6%
- Chat / communities	31.6%
- Phone	17.9%
Focusing on people which purchasing by Internet, how many buy	
- Books, papers	35.0%
- Travel, holidays	24.0%
- Clothes	16.9%
- Films, music	28.3%
- Phone recharges	2.1%
- Software	31.1%
- Tickets	10.3%
- Hardware	19.3%
- Electronic devices	22.6%
- Foodstuff	3.4%
- Financial services	3.9%
- Household goods (e.g. furniture, toys, etc.)	3.0%
Other regional additional/distinctive indicator	

More specifically 69% of young people 16 – 19 years old mostly uses the internet for playing or downloading games, images, or music. For young people aged 20 – 24 main reason for accessing the internet is sending/receiving e-mails. For people aged 25 – 69 the main reason for accessing the internet is finding information about goods and services. The reference year in this survey is the A' quarter of 2006 and it is taken into consideration internet access that can be done in any place.

2.3.2 Internet and the enterprises

Indicators	Unit
How many enterprises use Internet for:	% among enterprises using Internet
- Commerce (buying/purchasing)	73.1%*
- Banking or financial services	66.2%
- PA services	15.0%
- Achieving market information (e.g. prices)	39.7%
- Achieving digital information and services	82.2%
- E.learning	27.5%
How many enterprises have a web site	51.34%

2.3.3 Focus on PA services

Indicators	Unit
How many people use PA web services for:	%
- Asking information	28.4%
- Sending documents/forms	58.3%
- Downloading documents/forms	76.2%
How many enterprises use PA web services for:	%
- Bureaucratic procedures	93.69%
- E.procurement	-
- Asking information	91.54%
- Sending documents/forms	64.40%

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- Downloading documents/forms	86.17%
- For proposal submission to in a public e-tendering	28.90%

2.4 Digital divide

2.4.1 Gap features

The question in the specific survey was whether the citizen personally uses Personal Computer or not and the answers taken into consideration were the ones that were positive for use during the past three months.

Use of PC according to age/gender		
Age	Male	Female
16-25 years	100%	82.6%
26-35 years	60.6%	50.1%
36-45 years	48.8%	28.2%
46-55 years	35.8%	27.6%
56-65 years	40.1%	9.1%
More than 65 years	5.6%	3.4%
Total	49.6%	28.7%

Use of PC/Internet according to job/professional level		
	PC	Internet
Director, entrepreneur	83.8%	87.3%
Employee	55.6%	54.0%
Workman	11.5%	11.8%

Use of PC/Internet in a family according to grade level of the householder		
	PC	Internet
High level (university degree)	81.8%	76.8%
Medium level (high school)	31.9%	39.3%
Low level (primary school)	10.3%	8.9%

Use of Internet to age/gender		
Age	Male	Female
16-25 years	99.7%	88.7%
26-35 years	64.0%	53.6%
36-45 years	51.5%	21.2%
46-55 years	41.5%	21.0%
56-65 years	46.5%	6.6%
More than 65 years	4.2%	0.0%
Total	51.6%	26.4%

2.4.2 From traditional services to web services

Electronic web services have been available for the citizens of Greek municipalities since 2008, each with a population of under 20,000. 101 of these municipalities are in Western and Southern Greece. The project 'Municipal Internet Portals', with a total budget of 28.8 million EURO, was part of the Digital Strategy initiative and enabled smaller municipalities to provide online digital services to citizens.

How many male/female use the web for:

Indicator	Male	Female
Email	77.1%	75.2%
Searching information on web	79.5%	76.0%
Searching/buying travel/holiday on web	29.8%	34.5%
Reading papers/news	45.1%	45%
Using home banking	12.7%	11.3%
Looking for a work	11.8%	10.2%

Who buy on line according to grade level

Indicator	Unit
High level (university degree)	45.3%
Medium level (high school)	32.0%
Low level (primary school)	22.7%

Who buy on line according to job/professional level

Indicator	Unit
Director, entrepreneur	62.8%
Employee	25.5%
Workman	11.7%

Who use the web for PA services according to grade level

Indicator	Unit
High level (university degree)	35.9%
Medium level (high school)	28.5%
Low level (primary school)	19.0%
<i>Other regional additional/distinctive indicator</i>	%

Who use the web for PA services according to job/professional level

Indicator	Unit
Director, entrepreneur	62.6%
Employee	46.9%
Workman	26.9%

<u>Other regional additional/distinctive indicator</u>	<u>%</u>
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3. The Information Society in Western Greece: governance and policies at local and regional level

3.1 – The governance of the Information society in Western Greece

Focus is

1) on regional rules, laws, institutions, set up to manage IS,

For the purpose of Implementation of Integrated Informatics System in the Regions of Western Greece the Hellenic Republic Region Of Western Greece, Administration Department, Documentation & Informatics Section has been created. Following invitation to bidders 13588/25-4-2001 by the Ministry of Interior, Public Administration and Decentralisation (YPESDDA), an open tender was carried out on 24/7/2001 for the selection of the contractor submitting the optimum offer for the project “Integrated Informatics System in the Districts” at a cost estimate of 13,499,633.16 € (VAT included).

By way of its decision 151.480/06-03-2002 the Management Agency for the Operational Programme “Information Society”, included YPESDDA’s act, entitled “Integrated Informatics System in the Regions”, in Measure 2.2 of the Operational Programme “Information Society”, under code O.P.S.:68801 and ultimate beneficiary the Ministry of Interior, Public Administration and Decentralisation.

Pursuant to **contract** of 12-6-2003 concluded between the Ministry of Interior, Public Administration and Decentralisation and the Contractor ALTEC S.A., the latter undertakes to implement the project at the price of 9,519,426.84 € for all the Regions.

The project concerned the creation of networking infrastructure, the installation of computers and application software, as well as the delivery of scientific and technical support services to the Regions, with the objective of creating suitable conditions for assisting their organizational and administrative streamlining, as well as upgrading the role of the Region’s staff. As a result, the Regions were expected to grow into efficient and reliable decentralized administrative units, playing significant role in the regional development and delivering high quality services to the citizens.

- The Implementation Design
- The Creation of Networking Infrastructure and the delivery of related services (supply and installation of networking hardware, delivery of basic Network/ISP services)
- The supply and installation of computer hardware
- The Supply and Installation of ready-made software packages
- The delivery of services for application software development
- The delivery of Scientific and Technical support services
- The delivery of training services

2) on funding programmes to support IS projects and initiatives by local PA and stakeholders.

3.1.1 Regional Development fund

The Regional Development Fund of the Region of Western Greece (RDF--RWG) was founded at the seat of the Regional Local Government of Western Greece in 1998, by virtue of the article 53, Act 2218/1994, as amended by the Acts 2307/1995 and 2647/1998. The RDF is supervised by the Ministry of Interior, Public Administration and Decentralization.

3.1.2 Purpose and Competencies

- Management of R.W.G. Funds, financing of Public Sector, N.P, Programmes of the European Commission, International Organizations and other foreign agencies, which involve the Regional, Prefectural, Local and Special Development Programmes of the Region.
- Technical Assistance for the Region, such as studies, research and implementation of programmes
- Execution of Funds Management
- Assesment, Collection of Levies, Contributions to the Fund after approval of the Regional Council.
- Participation in programmes of the European Commission.
- The contracting of Loans with financing agencies both domestic and foreign for the execution of works, provision of services and implementation of programmes.

3.2 Local and Regional policies and objectives

3.2.1 Overview and main themes/areas of activity [1-2 pages]

The vision should be clearly linked to national development priorities and articulate a fairly concrete set of objectives that the country would like to achieve by some point in the future. These would include:

- *A statement of the role that ICTs are to play in achieving a national development priorities or an outline of the desired characteristics of the national knowledge - based society that the NISP is designed to hasten*
- An NISP will also usually define the special role envisaged for ICTs. In some, for example, this could mean that the ICT sector is itself prioritized for development. In others, ICTs are given more pervasive attention, as wide-ranging enablers of national development goals, such as the modernization of state institutions, enhanced education, or commerce.
- More detailed strategies may supplement this overall strategic vision by setting targets across several sectors -- including those outside of the state sector -- and engaging a wide-range of stakeholders (e.g., private enterprise, NGOs and academia) in the process.

3.2.2 E-services “Digital Convergence Programme”

The Regional Operational Programme (ROP) for Western Greece, Peloponnesus and the Ionian Islands is directed exclusively at regions included under the “Convergence” Objective. The Total Co-funded Budget from the E.U. amounts to EUR 1,143,000,000, of which EUR 914,000,000 is from Community Resources and EUR 229,000,000 from National Resources. In addition to this amount, it is estimated that National Resources amounting to EUR 172,000,000 will be earmarked to cover the cost of projects that are not co-funded by E.U., such as expropriations, (larger than a certain percentage of the project’s cost), anticipated earnings, etc. Private Resources amounting to EUR 127,186,000 are also expected to be earmarked for the realisation of these projects. The total sum is estimated to reach EUR 1,442,186,000. It is noted that the growth strategy of that region is based both on the resources that have been earmarked for the ROP for Western Greece, Peloponnesus and the Ionian Islands, as well as on the allocation of Sectoral Operational Programmes by region.

3.2.2.1 Objectives

The Programme’s strategy focuses on broadening its development potential, accelerating economic growth and social development, as well as increasing productivity, with the aim of achieving real convergence and improving the quality of life of those living in the regions touched by the programmes. The General Development Objective will be realised through the implementation of three development priorities whose purpose is to strategically target the region affected by the programme and help achieve the vision in the field of development:

- Appeal of the region affected by the programme as a key investment, employment and residential hub.
- Investment in the productive sector of the economy of the region affected by the programme.
- Alleviation of intraregional and interregional inequalities. The actions of the ROP for Western Greece, Peloponnesus and the Ionian Islands have been categorised into three General Goals, in order to achieve synergy both between them, as well as with the interventions of other programmes and fulfil the programme’s General Development Objective.
 - ➔ General Goal 1: Development and modernisation of accessibility infrastructure.
 - ➔ General Goal 2: Digital convergence through the utilisation of information and communication technologies and the reinforcement of entrepreneurship.
 - ➔ General Goal 3: Sustainable development and quality of life.

The aforementioned General Goals are correlated to the Priority Axes of the Operational Programme, as follows:

- Priority Axis 1: Accessibility Infrastructure and Services for Western Greece The specific Goals of this Priority Axis are:
 - ⊙ completion of the road network of the region, with a priority given to regional/country roads and national roads;

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- ⊙ modernisation of the road and railway infrastructure, ports and airports in the region affected by the programme, with the purpose of enhancing service provision and safety levels provided to users;
 - ⊙ creation of safety conditions and traffic management systems in the region affected by the programme.
- Priority Axis 2: Accessibility Infrastructure and Services for Peloponnesus This Axis includes three specific goals, which refer to:
 - ⊙ the improvement and expansion the National Road network,
 - ⊙ the improvement and expansion of the country / trans-municipal and intermunicipal road network,
 - ⊙ the upgrade / expansion of basic port infrastructure.
- Priority Axis 3: Accessibility Infrastructure and Services for the Ionian Islands The specific goals of this Axis are:
 - ⊙ upgrade and completion of regional land and marine infrastructure,
 - ⊙ instauration of safety conditions and traffic management systems.
- Priority Axis 4: Digital Convergence and Entrepreneurship in Western Greece The specific Goals of this Priority Axis are:
 - ⊙ integrating new technologies into the production process and adopting innovative practices and perceptions in business activities,
 - ⊙ transferring Information and Communication Technologies (ICTs) in enterprises and local government authorities, development and integration of broadband networks, infrastructure and services,
 - ⊙ boosting business activity by establishing new enterprises and supporting existing enterprises that are active in all sectors of the economy,
 - ⊙ promoting special forms of tourism, integrating quality standards, as well as expanding and modernising business activities in general,
 - ⊙ strengthening applied research and technology, linking entrepreneurship, innovation and the specialisation local traditional sectors and new enterprises into sectors of higher added value and promoting large-scale investment plans.
- Priority Axis 5: Digital Convergence and Entrepreneurship in Peloponnesus The specific goals of this Axis are:
 - ⊙ Integration of new technologies into enterprises' the production process;
 - ⊙ Modernisation of the productive and administrative operation of enterprises;

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- ⊙ Modernisation and streamlining of Regional public administration in order to better serve the needs of enterprises and civilians.
- Priority Axis 6: Digital Convergence and Entrepreneurship in the Ionian Islands The specific goals of this Axis are:
 - ⊙ encouraging business activity by promoting special forms of tourism,
 - ⊙ upgrading its quality, integrating quality standards and generally through the calculated expansion and modernisation of tourism;
 - ⊙ supporting enterprises in the introduction of new technologies;
 - ⊙ encouraging the integration of innovative practices and mentalities in business activities;
 - ⊙ enriching integrated interventions in support of regional cohesion.
- Priority Axis 7: Sustainable Development and Quality of Life in Western Greece The Specific Goals of the Priority Axis are the following:
 - ⊙ Guarantee drinking water in adequate quantities and of good quality (e.g. by promoting best practices in drinking water treatment).
 - ⊙ Improve the natural and man-made environment and cultural infrastructure.
 - ⊙ Restore ecological balance, protect the environment & biodiversity and support the rational use of water resources.
 - ⊙ Reduce regional isolation and social infrastructure shortages (health & welfare, education).
 - ⊙ Promote the socio-economic regeneration of urban areas.
 - ⊙ Maintain populations in agricultural areas by creating a more diversified economic basis and improving socio-economic conditions.
 - ⊙ Utilise the potential of urban, semi-urban & tourist areas in the direction of boosting the competitiveness of regional economies and rendering them hubs of activities at different levels.
 - ⊙ Guard against and safeguard the environment from hazards.
 - ⊙ Protect and promote the region's cultural resources.
 - ⊙ Create, strengthen and utilise supporting infrastructure.
- Priority Axis 8: Sustainable Development and Quality of Life in Peloponnesus The specific goals include:
 - ⊙ Enhancing monuments / archaeological sites;

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- ⊙ Upgrading and/or improving the effectiveness and functionality of social infrastructure (education, health & welfare).
- ⊙ Additionally increasing the functionality of Regional urban and semi-urban areas.
- ⊙ Improving the conditions and/or increasing the number of people living in the Region and the visitors benefiting from drinking water, in tandem with a reduction of water losses.
- ⊙ Safeguarding the environment against solid and liquid waste.
- ⊙ Regenerating rural / under-developed areas.
- ⊙ Protecting and enhancing areas of natural beauty and vulnerable areas.
- Priority Axis 9: Sustainable Development and Quality of Life in the Ionian Islands
The specific goals are:
 - ⊙ The creation of the necessary (environmental, cultural etc.) basis for promoting the diversification of the regional system, by developing mild, alternative and high-quality activities.
 - ⊙ The promotion of spatial planning.
 - ⊙ The promotion of the protection of the natural, principally, environment.
 - ⊙ The qualitative and quantitative improvement of social infrastructure (education and health & welfare), through which the respective services are provided.
 - ⊙ The improvement of living conditions of vulnerable social groups in order to strengthen social cohesion and fight poverty.
 - ⊙ The implementation of integrated interventions in support of regional cohesion.

3.2.2.2 Topics

RWG is a modern communications and transport hub that connects Greece to the rest of Europe. The busy port of Patras is not only the Region's capital but also the country's main gateway to Western Europe. The Regional Public Investment Programme, RDFRWG was involved in large-scale Operational Programmes, either in terms of technical support or in terms of co-financing with own resources. A few indicative examples of the most important programmes are:

- **Regional Operational Programme “Information Society” (IS)** which comprised the elaboration of a Regional Operational Plan for Western Greece in relation to actions like e-health, e-learning, e-conference, e-government, e-culture / e-tourism, e-transport, wireless-net infrastructures, hot-spots, etc. (2000-2001).
- **Regional Operational Programme “POLITEIA”** which regards the implementation of approved projects for the endorsement of new technologies and the improvement of existing infrastructures (2002-2004).

- **“Regional Innovation Poles” Programme (2006-)**, under the recent call of the **National Operational Programme “Competitiveness”** of the General Secretariat for Research & Technology – Ministry of Development, which regards the creation of regional innovation poles in the Greek regions.

3.2.2.3 Result indicators

- **Axis 1 “Increase productivity using ICT products”**
- **4 sub indicators at axis 1:**
 - **1.1: Increase Penetration of ICT at SMEs,**
 - **1.2: Delivery of e-services to SMEs and improvement of Public Sector effectiveness.**
 - **1.3: Enforcing ICT impact on the Greek Economy**
 - **1.4: Promoting ICT services to new entrepreneurs**
- **Axis 2 “ICT and life quality improvement”**
 - **2.1: Improvement of everyday life through ICT**
 - **2.2: Implementation of Public e-services for the citizens**

3.2.3 ICT for the Administrative Reform

3.2.3.1 Objectives and topics

The strategy of the Operational Program "Administrative Reform" is national, given the nature of the problems in the field of Public Administration, and in complete harmony with the strategy of the National Reform Programme 2005-2008, and the National Strategic Reference Framework 2007-2013 and digital Greece 2020. This cause and the goal of greater efficiency in the implementation of actions led to the creation of this OP.

Scope of intervention of this OP is the Public Administration and the local administrative regions of the country, which is defined as all categories of public bodies to close down the so-called public sector, namely: Public services of the central government (Ministries, General Secretaries, General Secretaries regions) and independent authorities - public corporations (legal entities) - Organizations of Local Authorities (lower and intermediate). Western Greece is among the 7 intermediate local independent authorities of the state.

The OP is a comprehensive package of complementary interventions with which it is hoped to address the underlying problems of public administration, in terms of the key players in an administrative capacity (human resources, legal framework, structures and systems) and in terms of shaping public policies and the level of implementation by the departments of Public Administration using ICT. Basic methodological principles of organizational change which takes the OP are:

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integrated approach combining interventions at policy and operational level of service and rates of administrative capacity.

mechanisms and structures, political and technical support to facilitate the implementation of the changes targeted by the OP using law changes and ICT introduction.

A systematic comparative review of international experience and the country's position in all categories of actions of OP and use the lessons offered by the foreign experience in order to transfer and adaptation of good practices in the Greek environment, combined with the on going evaluation of the implementation and results of operations of the OP classes.

The innovative, exemplary, actions across the range of categories of actions of IP and its exploitation on a larger scale with the 'pilot - final application - distribution - adjustment - transfer.

Intervention under the "Convergence" and "Regional Competitiveness and Employment"

The "systematic" actions for Western Greece region located on pro rata method based on the total number of districts in the country. The actions related to training will locate to the percentage of public employees by region. The measures for the technical support of the application will locate on the basis of the budget allocated by region in the current programming period.

3.2.4 Competencies

The Region of Western Greece is an autonomous, unified, decentralized Administrative Unit of the Central Administration, and is responsible for planning, coordinating and implementing policies for the economic, social and cultural development of the region. As an autonomous administrative unit, the Region has its own personnel and budget.

In accordance with current legislation, the General Secretary of the Region is a transferable employee belonging to the category of special posts. He holds a grade 1 post and is appointed, dismissed and transferred from Region to Region by act of the cabinet, which is issued after recommendation by the Minister of the Interior, Public Administration and Decentralization.

The General Secretary of the Region is a representative of the Government and responsible for the execution of government policies in issues pertaining to the Region. The General Secretary is head of all the services in the Region. He directs, coordinates, oversees and controls the activities of the services and employees of the Region. He is the disciplinary authority of the employees of the Region and may reprimand or impose a fine of up to a month's wages. The General Secretary is also head of the police, fire and port authorities in the region. The responsibilities assigned or transferred to the services of the Region, as well as all other briefs granted or assigned by law are the exclusive competency of the General Secretary.

In accordance with current legislation, the General Secretary of the Region supervises those Legal Institutes Governed by Public Law (NPDD), that operate in

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the Region and are not supervised by prefectural administrations, municipalities, communities or ministries. The Director General, replace the Secretary General of the Region in case of absence.

The competencies of the Department of Planning and Development of the Region of Western Greece (D.I.S.A.D.E) were established by the Organization of the Region in accordance with Law 2503/97 and include the following:

- The specialization of Regional policy at a Regional level.
- The implementation of the processes of democratic programming the annual and middle-term programmes of regional development.
- Development incentives and the promotion of new institutions.

In addition, the Department is also competent in matters relating to the community support framework and investment policy. Within the framework of its competency for evaluating and approving investments for inclusion in the relevant development laws, the Department receives, evaluates and promotes development proposals from private enterprises.

The Department, in accordance with the regulations set for the Organization of the Region in Law 2503/97, consists of four (4) sections:

A. Regional Policy Planning

Competencies:

- Composition of proposals for the formulation of Regional policy
- Specialization of goals and directives of Development Policy at a Regional level
- Responsibility for the compilation and approval of the Regional Development Programme, coordination of agencies executing and observing the course of the Programme's implementation.
- Recommendation to the Regional Council for approval of midterm Prefectural Development Programmes
- Preparation of general and specialized development studies concerning the Region
- Assessment of the viability of founding Municipal enterprises.

B. Programme Implementation and Works Management

- The composition, final formulation, and responsibility for approval and observation of the implementation of annual programmes of Public
- Investments at a Regional Level, in accordance with the circular of the Min. of the Economy. The Region of Western Greece is divided into two sections. The first includes works co-funded by the European Union, and the second works funded by National Resources.

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- Supervision and inspection of implementation of programmes during the compilation and execution of Prefectural Programmes at a Regional Level. Agreement over monthly funding from the Ministry of the Economy for payment of accounts of Prefectural works. (EAF Special Development Resource).
- Recommendation to the Regional Council on the proposals of the Region regarding the National annual programme and amendments (National resources).
- Dispatch to Regional Fund for payment of selected works and studies inducted in the Collective Decision Regional Works & Studies of the Region of Western Greece.
- Amendment of programmes, budgets, handling of emergencies (disasters, fires, flooding etc.), compilation and supervision of special programmes. (Olympic Works, ΣΑΕΠ 101, National Resources).

C. Regional Development Incentives Section

D. Water Resource Management and Mineral Wealth Office

Other Institutions:

- Ministry of Economy and Finance (MEF) - www.mnec.gr

MEF defines the macro -economic policy for Greece in the context of ECOFIN and ECB guidelines and rules. It manages incentives to private investment, which include grants to investors or subsidies of credit interests. The legal framework enables special support to be given to innovative companies and to investments in high technology products and services.

- Ministry of Development - (MoD) - www.ypan.gr
- MoD – General Secretariat for Research and Technology - www.gsrt.gr
- MoD – General Secretariat for Industry - www.ggb.gr
- MoD – Special Secretariat for Competitiveness - www.antagonistikotita.gr
- National Competitiveness Council
- National Research and Technology Council
- National Competition Committee

A number of goals are set, whose implementation requires co-operation between the public and the private sector, and citizens actively participating in the formation of the character of Information Society:

- © Better services to citizens and firms, through the modernisation of the state operation, and greater access and transparency.

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- ⊙ An improved quality of life, through the application of information and communication technologies in health & welfare, the environment and transport.
- ⊙ An educational system adapted to the digital age, by developing the use of new technologies in education, and the networking of schools and Universities.
- ⊙ Faster economic growth, through fostering the creation of new firms, the emergence of new sectors, and increased productivity and competitiveness.
- ⊙ Higher employment, by supporting the creation of new jobs, upgrading skills, and developing of new forms of work such as telework.
- ⊙ The promotion of Greek culture and civilisation, through the documentation of our cultural heritage, protection of the Greek language, and contact with Greeks abroad.
- ⊙ Use of new technologies in mass media, by creating an appropriate regulatory framework, and safeguarding pluralism and free expression.
- ⊙ Equal participation of all regions of Greece in the Information Society, through decentralisation and the encouragement of regional and local initiatives.
- ⊙ The development of a national communication infrastructure, through new investments, regulatory reform in telecommunications, and universal service requirements.
- ⊙ Protecting the rights of citizens and of consumers and upholding democratic institutions and participation in the digital age.