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Business Process Reweaving for the Greek State

(or the biggest BPR project in EE ?)



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Ten years after...

- In 2008 the Greek Interoperability Framework was developed, following on EIF 2.0 (and later EIF 3.0 and EIRA)
- The Greek NIF tackled:
 - Technical interoperability (standards)
 - Semantic interoperability (XML xschemas, codelists, UN CEFACT CCTS)
 - Service portals design
- But failed to tackle Service Reengineering (or re-weaving)
- Then the Greek crisis occurred ...
- Lesson #1: Process is the King

Without organizational interoperability “drive”, any advancements in technical standards or even semantic components, will not reach success

- Lesson #2: Process redesign and alignment cannot be done in “islands”.
We need a new project...



Objectives of the BPR project

- To cover more than 2,000 services (types) offered by municipalities and regions towards citizens and businesses. National level to follow.
- To construct BPMN models in a centrally managed repository
- To develop and apply business process re-engineering rules (an open issue in literature, still: how to restructure the service industry)
- To reach machine – time execution for 80% of the services (automated and proactive / 0-stop services). AI is the next step.
- Many services will be rendered obsolete – will be phased out
- Full application of the Once-only-principle
- All data in Greek and English



ISA Tools to be used (or extended)

- CPSV-AP model for service description (will be extended, more data is needed)
- Controlled Vocabularies / ADMS (we need more than 50 codelists)
- IMAPS (+) for service evaluation

- A BPMN service repository (covering process steps, decision rules, actors, data exchanged, etc), linked with XML repositories, and organizational charts
- A service simulation engine (all BPR decisions will be based on evidence / simulation)
- The service re-weaving algorithm and the service archetypes



Thank you for your attention!

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