Interoperability Data for Latvia, 2012

1. Interoperability as a strategic goal

1.1. Strategic Priority on Interoperability	Yes

Latvia is one of the countries of the European Union where a document such as a national e-Government Plan or Strategy is indeed present, a separate, although an explicit strategy for interoperability such as a National Interoperability framework does not exist. However, the e-Government Strategy in Latvia is based to a great extent on the principles of cooperation and interoperability [1]. On 18 May 2011, the Cabinet of Ministers approves the 'Electronic Government Development Plan for 2011-2013', in which interoperability is a key-factor, as it lays down measures to: reduce the administrative burden; increase efficiency of the organizational process in the Public Administration; develop electronic services tailored to the needs of the population and enterprises; develop state information systems and ICT infrastructure; foster internet access; and facilitate public involvement in the policy-making process [2].

[1, 2]

1.2. National Interoperability Strategy Status	Not planned *(2011)*

2. National Interoperability Frameworks

2.1. National Interoperability Framework Status

2.1.1. Title	*Not applicable*
2.1.2. Version	*Not applicable*
2.1.3. Release Date	*Not applicable*
2.1.4. Focus / Scope	Unknown *(2011)*
2.1.5. Audience	Government sector, Business sector *(2011)*
2.1.6. Status	Under development *(2011)*

There is no defined Latvian interoperability framework or special conception or programs for interoperability, but there are several policy planning documents, which promote interoperability: Latvia's eGovernment Conception, Latvia's eGovernment Development Programme 2005-2009 and others.

(2011) [6]

2.1.7. Responsible Agency	The Ministry of Regional Development and Local Government of the Republic of Latvia (http://www.raplm.gov.lv/pub/) *(2011)* [7]
2.2. Compatibility of National Interoperability Framework with the European Interoperability Framework	*Not applicable*

3. Interoperability Projects and Activities

3.1. Number of interoperability-related projects of local or national scope	Low

National-Public Administration Portal:

- **Latvian Official Portal (Latvija.lv),** aim of the Portal is to provide people in Latvia and abroad with access to Internet resources of Latvian state institutions and with centralized access to electronic services provided by different institutions [2].

E-Government Backbone:

- **ISIS (Integrated State Information System)** is a standardized shared service platform (https://ivis.eps.gov.lv/ivisportal/) which also serves as a backbone system for unified state service portal Latvija.lv (http://www.latvia.lv). Its aim is to implement electronic services and the national electronic government implementation [2].

Research & Education Network: -

Environmental Geoportal: EU-Funded

Marine Data Management Infrastructure: EU-Funded

Legislation & e-Justice System: -

e-Health System: -

e-Tax Portal & Infrastructure:

- **RETA RIGA** (Real estate tax e-administration in Riga) through which now residents can receive tax payment statements in electronic form and check the balance of their tax-payer's account (http://www.riga.lv) [4].

Other projects:

- **Jekabpils City Council Residential and Business e-Services,** aims to improve public knowledge of the use of IT and the quality and accessibility of e-Services. In addition, the project seeks to perfect administrative capability for implementing e-Government while facilitating the use of e-Services by residents and entrepreneurs. The collaboration ability of services for citizens, businesses and public administrations demonstrates the project's contribution to the field of interoperability in Latvia. (http://www.jekabpils.lv) [3].

[2, 3, 4]

3.2. Number of EU-funded interoperability-related projects	Moderate *(2011)*

3.2.1. Indicative projects

- **NET-EUCEN** (European Network for Enhanced User Centricity in eGovernment, April 2010 -) to create, animate and manage a working network of stakeholders in the Governance, User Centricity and Policy Modelling domains belonging to all European countries, and covering the whole range of Services for Users (S4U), and with the aim, among others, to identify opportunities for interoperability and standardization in the aforementioned domains, raise awareness, and provide guidelines and recommendations (http://www.net-eucen.org/) [5].
- **Plan4all** (Plan4all geoportal) focusing on the harmonization of spatial planning data and metadata according to the principles of the INSPIRE Directive (http://www.plan4all.eu/) [6].
- **SeaDataNet** (Pan-European Infrastructure for Ocean and Marine Data Management, April 2006 – March 2011), aiming to develop an efficient distributed Pan-European Marine Data Management Infrastructure for managing large and diverse marine research data sets, and to network the existing professional data centers of 35 countries, active in data collection, and provide integrated databases of standardized quality on-line (http://www.seadatanet.org/) [7].

- **SeaDataNet II** (Pan-European infrastructure for ocean and marine data management, Oct 2011- Sept 2015) aiming to upgrade the present SeaDataNet infrastructure into an operationally robust and state-of-the-art Pan-European infrastructure for providing up-to-date and high quality access to ocean and marine metadata, data and data products originating from data acquisition activities by all engaged coastal states, by setting, adopting and promoting common data management standards and by realising technical and semantic interoperability with other relevant data management systems and initiatives on behalf of science, environmental management, policy making, and economy (http://www.seadatanet.org/) [8].
- **CLARIN** (Common language resources and technology infrastructure, Jan 2008 – June 2011), with the goal to develop and operate a shared distributed infrastructure, making available language resources and technology to the humanities and social sciences research communities, based on data and interoperability standards (http://www.clarin.eu/external/) [9].
- **BALTICGRID-II** (Baltic Grid second phase, May 2008 – April 2010) aiming to increase the impact, adoption and reach, and to further improve the support of services and users of the recently created e-Infrastructure in the Baltic States. (http://www.balticgrid.org/) [10].
- **GEO-SEAS** (Pan-european infrastructure for management of marine and ocean geological and geophysical data, May 2009 – Oct 2012), to effect a major and significant improvement in the overview and access to marine geological and geophysical data and data-products from national geological surveys and research institutes in Europe by upgrading and interconnecting their present infrastructures, and adopting the SeaDataNet interoperability principles, architecture and components wherever possible to avoid duplicative effort (http://www.geo-seas.eu/) [11].
- **GMOS** (Global Mercury Observation System, Nov 2010 – Oct 2015), aiming to develop a coordinated global observation system for mercury able to provide temporal and spatial distributions of mercury concentrations in ambient air and precipitation over land and over surface waters at different altitudes and latitudes around the world. (http://www.gmos.eu/) [12].

(2011) [8, 9, 10, 11, 12, 13, 14, 15]

4. National Interoperability Practices

4.1. Number of Interoperability Cases with Good Practice Label	Low

- **Jekabpils City Council Residential and Business e-Services**, aim to improve public knowledge of the use of IT and the quality and accessibility of e-Services. In addition, the project seeks to perfect administrative capability for implementing e-Government while facilitating the use of e-Services by residents and entrepreneurs. The collaboration ability of services for citizens, businesses and public administrations demonstrates the project's contribution to the field of interoperability in Latvia. (http://www.jekabpils.lv) [3]. (Good Practice Label 2007)

[3]

4.2. Best Interoperability Practice	
4.2.1. Title	Jekabpils City Council Residential and Business eServices
4.2.2. Description	

Jekabpils City Council Residential and Business eServices, aim to improve public knowledge of the use of IT and the quality and accessibility of eServices. In addition, the project seeks to perfect administrative capability for implementing eGovernment while facilitating the use of eServices by residents and entrepreneurs. The collaboration ability of services for citizens, businesses and public administrations this demonstrates the project's contribution to the field of interoperability. Residents and businesses are free to choose the means of contacting Jekabpils City Council and accessing the services that are most tailored to their needs; residents with no Internet access can submit their queries either by telephone or by visiting the city council authority personally. The residents and businesses are free to choose the way of contacting the Jekabpils City Council and accessing the services that is most tailored to their needs; residents with no Internet access can submit their queries either over the phone, or by visiting the City Council authority personally. The One-Stop-Agency attends to all residential and business queries related to the local government work and services, and the access to the local government's electronic IT services is provided for free to all residents of the Jekabpils city. The OSA is the place where residents can get the relevant minutes of meetings, decisions and statements, and be provided information regarding the procedure for drawing up City Council decisions and review of customer complaints and proposals; here they can also get various permits and archive reports, and learn more about various sports and culture events and the City Council meeting timetable. Customers with Internet access can submit their queries either by e-mail, or using the Skype, or the portal. The main purpose of the Home Page is to allow the customer to sort out various issues electronically where the eSignature plays a major role.

[3]

4.2.3. Status

Operational since December 2004

4.2.4. Indicative interoperability aspects covered

- Service Registries
- Metadata Management
- Legal Framework

4.2.5. Impact

Jekabpils City Council is the first City Council in Latvia to have provided access to so many and so versatile eServices, thereby making the local government work much more efficient and productive. By turning the local government services into eServices the City Council has allowed the customer to efficiently and easily access all necessary documents and information, thereby facilitating public participation in administration work, ensuring transparency of the work process and advising of the forthcoming changes well in advance, as well as eliminating bureaucracy and enhancing local government development.

Track Record of Sharing:

Similar local government modernisation is scheduled to take place in other regions of the country, too.

Lessons Learnt:

- When turning the services into electronic, the main focus shall be laid on efficient use of the resources.
- It is of no less importance to define the needs, main issues and targets of the local government so that to be able to resolve these by developing quality eServices, thereby contributing to efficiency of local government work and making the services more customer-friendly and tailored to customer needs.
- Ensuring transparency of local government work, where such results are achieved by providing access to electronic services and enhancing communication, we thereby facilitate public participation in public administration work.

5. e-Government Interoperability	
5.1. Interoperability Level of core e-Government services to citizens / businesses	93.0% *(2010)* [16]
5.2. Connected Government Status	1.49% *(2008)* [17]

6. e-Business Interoperability	
6.1. Intra-organizational Integration Level	55.0% [5]
6.2. Cross-organization Integration Level	56.0% [5]
6.3. Cross-organization Application-to-Application Integration Level	45.0% [5]
6.4. e-Invoicing Status	48.0% [5]
6.5. B2B Data Standards Usage	
6.5.1. EDI-based standards	*Not available*
6.5.2. XML-based standards	*Not available*
6.5.3. Proprietary standards	*Not available*
6.5.4. other technical standards	*Not available*
6.6. Interoperability Awareness	
6.6.1. Within their sector	*Not available*
6.6.2. Between sectors	*Not available*
6.6.3. For producing or providing products and services	*Not available*

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