www.ddsi.org

National Dependability Policy Environments

GREECE

Report Version:	Final
Report Preparation Date:	1 November 2002
Classification:	Public
Preparation led by:	ELIAMEP (GR)

Contract Start Date:	1 June 2001	Duration:	18 months
Project Co-ordinator:	RAND Europe (NL)		

Partner: RAND Europe (NL, Project Coordinator); King's College London (UK); Cell Network (S); IABG (D); Almaweb (I); LINK (P); ELIAMEP (GR); Ernst Basler + Partner (CH), Isdefe (E)

IST-2000-29202

Project funded by the European Community under the "Information Society Technology" Programme (1998-2002)

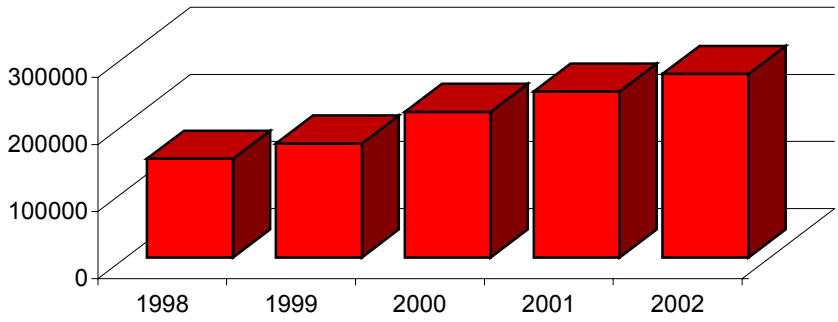
Table of Contents

Overview of the Country's Information Infrastructure 3
Main ICT Regulatory and Legal Developments 4
Assessment of Phenomena Undermining Dependability 5
Government Initiatives Aimed at Tackling Cyber-Security 6
Industry and Other Non-Government Activities Related to Dependability 8
Public-Private Partnerships 9
Research and Development 10

Overview of the Country's Information Infrastructure

The socio-political, economic and market landscape in Greece has changed rapidly in recent years due to the penetration of ICT. As a newly developed economy, Greece has had to fight with several problems from the past, such as poor network infrastructure, inflexible bureaucratic structures, largely ineffective State apparatus and distortions in competition. Nevertheless, the country is gradually trying to explore the positive effects that ICT poses on overall economic and business activity, by investing heavily in basic aspects of the new economy, such as telecommunications (i.e. mobile telephony, digitalisation of the basic voice network) and ICT components, (computers and peripheral equipment). With the Community Support Framework (CSF III) for 2002-2006 and the preparations for the 2004 Olympic Games, the Greek economy has great potential for future growth, which in turn will also contribute to supporting the digitisation of networks in the ICT sector.

Sales of PC in Greece (1998-2000)
(Source: EITO Report, 2001)



The Greek ICT sector, although lagging behind in many respects in comparison to Western European countries, is characterised by a strong rate of growth. The annual growth rate of ICT expenditure (as a percentage of GDP) through the 1990s was the highest among EU country members. In 1992, 1995 and 1999 the growth rate in Greece was 2.4 %, 3.9 % and 5.5 % (a difference of 3.1). By contrast the EU average for these years was 5.2 %, 5.6 % and 6.2 % (a 1.0 difference).[1]

Employment in the ICT sector in Greece constitutes 1.1 % of the total workforce. This low figure is in keeping with the rest of Europe, where ICT is still not considered a major sector in terms of employment – the share in the UK, for example is around 5 %. Employment in the ICT sector, however, has been gradually increasing since the 1970s.[2] According to EITO the ICT market in Greece is developing

[1] WITSA (2000), WIFO calculations.

[2] EIRO: Industrial relation in the Information and communication technology sector, available at http://www.eiro.eurofound.ie/2001/08/study/TN0108201S.html (visited on 30/11/2001).

rapidly[3]. Between 1998 and 2002, the total ICT market value increased from 5,103 million EUROs to 8,711 million EUROs. Of these total values, the IT market was 977 million EUROs and 1,506 million EUROs respectively, and the telecommunications market was 4,127 and 7,204 million EUROs.

The ICT sector will continue to grow, as the digital technology is the dominant technology in the Information Society. In the first decade of the 21st century the Greek government is likely to follow the example set by other European Countries, such as the United Kingdom in order to decide to switch off analogue technology in all electronic communication and information sectors and to set up the Info-Communication Commission and Industry[4]. Meanwhile, it will gradually develop all its electronic communication and information activities on an IP based platform[5], by adopting digital technology and a new terminology to deal with the growth in the ICT sector.

Main ICT Regulatory and Legal Developments

Since the early 1990s, the Greek government has started to liberalise and privatise the broadcasting and telecommunications market.[6] Combined with new technologies and the recent growth in ICT, this has challenged the traditional legislation and regulatory system in Greece. There is a need to set up a new info-communication commission[7] in order to find a balance between two equally important goals: the protection of fundamental rights, such as right of access and right to privacy, on the one hand, and the need to develop a legal and regulatory framework that encourages ICT growth on the other.[8]

The Greek telecommunications sector was fully privatised on 1 January 2001 under the regulatory control of the National Telecommunication and Post Office Commission (EETT). [9] The new regulatory body has the necessary measures to address licensing, interconnection, local loop unbundling, the introduction of the 3G, the new numbering plan and a cost-accounting system of leased lines.[10]

There are still a lot of barriers to liberalisation, however. These include the cost of leased lines, interconnection issues, share access in unbundling the local loop, and the provision of bitstream services

---

[3] EITO, European Information Technology Observatory 2001, – European Economic Interest Grouping (E E I G) Register of companies HRA 29573 County court Frankfurt am Main Uhlandstrasse 52, 60314 Frankfurt am Main, Germany, p. 465

[4] George K. Gantzias and Dimitris Kamaras (2000) Digital Communication, New Media and the Greek Information Society: Convergence, E-Commerce and Portals' (London, Louizou Publications).

[5] Such as info-com platform, info-com arteries, info-com product, info-com services, info-com content, info-com industry. See also George Gantzias, The Dynamics of Regulation: Global Control, Local Resistance, (London, Aldershot, 2001) pp. 23-43.

[6] For example, in 1990 value added and mobile telephony services were deregulated and in 1994 all telecommunication services were liberalised except voice telephony. See also George K. Gantzias 'Communication Systems in 21st century: Reform and Public Interest' in George K. Gantzias and Dimitris Kamaras '*Digital Communication, New Media and the Greek Information Society: Convergence, E-Commerce and Portals'*, pp. 11-56

[7] George Gantzias 'The Dynamics of Regulation, pp. 23-43.

[8] 'Greece in the Information Society: Strategy and Actions', www.primeminister.gr – February 1999

[9] Law 2868/2000 "Organisation and Operation of telecommunications and other provisions"

[10] Overview of implementation in member states, Annex 3, pp. 158-59, http://europa.eu.int/information_society/topics/telecoms/implementation/index_en.htm (visited on 21 March 2002)

to promote broadband interest services.[11] Further reforms are also needed. Greek legislation needs to adapt yet more to EU laws. For instance, number portability needs to be introduced without delay. According to Government, "the current regulatory framework presents two shortcomings that hinder and lessen its capacity to regulate in the Information Society: first, it is oriented towards regulating "static" situations that develop and change relatively slow; secondly, it is primarily concerned with the 'material', the 'tangible' world, while more and more activities involve 'intangible' goods and services"'.[12]

The Greek government, in line with the eEurope initiative and the European Commission ICT policy, is currently making an effort to organise a general framework for the design and implementation of a multi-dimensional Information Society development plan. This effort is being assisted by the 2.8 billion EURO Operational Programme "Information Society" (OPIS) for 2000-2006 which has been approved by the European Commission.

ICT legislation in Greece focuses on three issues – protection of data of a personal nature (law 2472/97, see section 3); consumer protection (law 2251/94[13]); and the protection of intellectual property rights (law 2131/93, driven by international trends, but reviewed regularly).

Assessment of Phenomena Undermining Dependability

In Greece an official terminology regarding the term cyber-crime has not yet been accepted. Cyber-space and the Internet are being set up in a new information environment and cyber-crime is mostly examined through a civil and commercial perspective, not in its penal form. Greek legislation deals mostly with three broad categories of ICT related crimes. Firstly, those committed in the natural as well as the cyber-environment, such as defamation through publication. Secondly, those committed in relation to computing outside of cyber-space (e.g. software piracy, covered by Article 370 C, para 1 of Penal Code). Thirdly, those committed in the cyber-environment, which include illegal access to computer networks and hacking.[14] There is no specific legislation concerning cyber-crime.

Moreover, the Greek Police have not yet organised a specialised department to deal with cyber-criminal cases. It is common practice for most cyber-crime cases to be referred to the Department of Financial Crime, which puts considerable effort into dealing with these issues. There are many gaps in penal legislation with regard to cyber crime. For example, the forthcoming legislation regarding sex-related crime is going to establish a legal framework within the next few months, covering the legal issues related to circulation of child pornography material published electronically on web-sites.[15]

Fraud, financial misdemeanours and tax avoidance are becoming very important issues in information society. In Greece, however, there is no specific and effective regulation for the prevention of on-line fraud. The only recorded ICT related fraud concerns telecommunications services such as voice telephony and cases referring to Internet hacking.

---

[11] Ibid. pp. 158-59

[12] Ibid, www.primeminister.gr - February 1999.

[13] This law stipulates that the use of communication technologies for the conclusion of contracts at a distance should be undertaken so as not to infringe upon consumer privacy. Further, it is prohibited to use, without consumer consent, communication techniques such as the phone, automatic dialling, fax, e-mail etc for soliciting contracts.

[14] Ioannis Agelis, Ministry of Justice, Speech titled "Current Legislatory Framework for Cyber Security in Greece" at the 1st Conference for Cyber Security and Hacking, Athens 30-31 October 2001.

[15] Ibid.

The Greek Agency for the Prevention of Telecommunications Fraud (EFTA) was created as a result of co-operation between *OTE*, *Cosmote* (OTE's subsidiary for mobile telephony), *Panafon* and *Telestet*. According to EFTA data, every year the cost of telecommunications fraud, which are mostly cases of unpaid bills, reaches 235-294 million EUROs (80-100 billion drs.).[16] EFTA has presented cases in which mobile operators have tried to collect out-standing debts for mobile telephony use from customers who were not responsible for making the calls; in some cases they did not even possess a mobile phone. In such cases, the most usual method of fraud is the use of a stolen or lost ID card by a third party who subscribes to an operator, under a false name. On other occasions, employees charged OTE and their companies with excessive telephone bills by diverting calls for personal gain. Finally another incident, which is widespread among internet users, is the over-billing of telephone accounts by telephone calls made through software (usually of .exe format) which has been downloaded to their computer without their knowledge during downloads of pornographic films from internet sites. OTE has recorded 5,000 such cases.[17]

The Law 2472/97 'on the protection of the individual against the processing of data of a personal nature' introduced a legal framework with regard to the protection of personal data and privacy issues. It is based on the two principles: firstly, the processing of personal information is permitted only in the case defined in a legislative and binding manner by Parliament, and secondly processing is allowed only for legitimate, lawful and specialised purposes that are known to citizens. As a result of the recent legislation, a Data Protection Authority was established to act as a regulator. Recently, there have been cases connected with 'black market of personal data'. Personal data was traded for a variety of reasons: such as the names of citizens for election purposes, private tax code numbers for the needs of insurance companies and so on.[18] Complaints regarding the invasion of privacy towards the Hellenic Data Protection Authority hold the first position (35%), followed by complaints about the publication of personal data by private companies (25 %).[19]

Government Initiatives Aimed at Tackling Cyber-Security

In recent years, the Greek government has begun to consider the threat from cyber-insecurity very seriously, although resources still remain limited. According to Giannos Papantoniou, the Greek Minister of Defence, Greece will soon "come up against cases of cyber-pirates performing massive cyber attacks on financial systems, telecommunications or IT networks related to national defence."[20]

At the first Conference for Cyber Security and Hacking, organised by the Ministry of Defence and University of Athens, which took place in Athens in October 2001, the issue of cyber security in relation to national defence systems was publicly discussed for the first time. The need for the development of a national strategy for the security of national networks and information systems was expressed by security specialists, defence analysts, army officers and the political administration. Within this framework, it was

---

[16] Press Conference where the creation of *Greek Agency for the Prevention of Telecommunications Fraud* (EFTA) was announced. 15 May 2001.

[17] 'Telecommunications: 100 billion drs. the cost of fraud and unpaid bills', To Vima [The Tribune], 16 May 2001, p. A23.

[18] 'An Orgy of Personal Data Trade',To Vima [The Tribune], 9 August 2001, p. A3.

[19] Ibid. .

[20] Giannos Papantoniou, speech at the 1st Conference for Cyber Security and Hacking, Athens 30-31 October 2001.

announced that the Ministry of Defence would proceed to design a national security strategy in co-operation with academic institutions, public administration services and the IT sector.[21]

At present, the lack of an organised and centrally administered effort is evident in Greece, since cyber-crime is handled by various departments in Government and the Police. The Ministry for Public Order, through the police force, is the key player in this field. The Police Department dealing with financial crime mainly covers activities related to cyber-crime.

In early 2000, the Greek Agency for the Prevention of Telecommunication Fraud (EFTA) was created following the signing of an agreement between OTE and mobile operators Panafon, Telestet and Cosmote. Executives from the aforementioned companies, which specialise in the prevention of telecommunication fraud and cyber-crime participate in the Agency.

According to EFTA, 'telecommunication fraud' refers to: access to telecommunication networks for the use of telecommunication services, without paying the relevant charges, unauthorised access to data, aiming at economic or other gain (e.g. industrial espionage), and fraud related to electronic transactions and electronic commerce.

The main goals of EFTA include the exchange of information with other European Agencies regarding the methods used for telecommunication fraud and the adoption of common measures employed by collaborating companies for dealing with cases of telecommunication fraud and cyber-crime in general.

Moreover, OTE has established the Security Service for Risk Prevention offering customers protection for the high charges that can arise from uncontrolled calls. It also aims to avert the risk of uncontrolled use of new technologies in the telecommunications sector. One of the Service's prime concerns is that customer–subscribers are informed on time about cases of unusually intensive use of their telephone, which may be occurring without their knowledge. For instance, OTE has come across cases in which customers' lines are busy with outgoing calls to international numbers during peak times without their knowledge. According to OTE, the reason for this is that those customers visited Internet sites, usually of pornographic content, without a clear knowledge about the cost of the call per second.[22]

Security evaluation schemes based on ISO 17799 for information security management aim at enhancing the security of information and network systems through certification and accreditation. The Hellenic Organisation for Standardisation (ELOT) has developed and operates a scheme for the certification of Information Security Management Systems, according to the requirements of standard BS 7799. Also ELOT has participated or participates in several R&D programmes in co-operation with DG XIII of the European Union and the Greek Ministry of Development, such as terminology documentation centres (TDCNET), Internet network for European Standardised terminology (INESTERM), Internet network for European Standardisation (INES), etc.[23]

Notwithstanding these initiatives, the lack of legal terminology concerning cyber-security undermines the country's approach to dependability. Greek law, in fact, does not provide a definition for "web", "internet" and "hacker". Moreover, Greek judicial authorities have not dealt with the issue at all. It is generally acknowledged as a difficult issue, since a combination of legislative and technical knowledge is

---

[21] From the coverage in the press of the proceedings of the 1st Conference for Cyber Security and Hacking, Athens 30-31 October 2001. See 'Ependitis' [Investor], 3 November 2001, p.23 and Express 30/10/2001.

[22] See www.ote.gr/efta/index.htm. (visited on 3/11/2001).

[23] See www.elot.gr (visited on 3/11/2001).

required. However, as it is officially argued, significant barriers appear, since the relevant literature and working papers on this subject are limited and cyber-security issues are understood differently by legislators and IT technicians respectively.[24]

In theory, basic principles of cyber-security refer to freedom of speech, protection of confidentiality, protection of communications, protection of private data, etc. However, the implementation of the above is technically as well as legally difficult. According to the Ministry of Justice, constant technological change impedes measures of control and poses particular complexities for the operation of legislators.[25] Law 2121/93 provides for the protection of intellectual rights and, along with its various amendments which followed after its initial passing, is the basic legislative base for any potential intellectual rights case examination regarding the Internet. For instance, according to the law, any on-line reproduction of text (e.g. newspaper or book) requires prior permission by the writer or author. Law 2472/1997 provides the necessary prerequisites for the administration of personal data of individuals, aimed at the protection of human rights, and freedom of private life. The Law includes the creation of the Hellenic Data Protection Authority, an independent body whose primary task is to monitor the implementation of the Law, as well as other regulatory rules which are relevant to the protection of people from the administration of personal data.

In 1999, the Hellenic Data Protection Authority commenced a series of investigations into 20 databases administered by private companies, public organisations and individuals. In the private sector, the checklist included companies that collect and administrate data for direct marketing purposes, as well as for reasons of financial capability. The investigation showed that in the majority of cases in which data was collected for commercial purposes, the prerequisites for this operation, as included in law 2472/1997 were not met.[26]

EU Directive 99/93, concerning the framework for electronic signatures, has been incorporated into national legislation with the promulgation of the Presidential Decree 150/01. This decree regulates electronic authentication and, in particular, electronic signatures. No public or private use exists yet in Greece. The most significant effort in this direction has been by the Athens Chamber of Commerce and Industry, which, since 1998 has set up a pilot certification authority that is capable of issuing certificates to individuals and to Internet Service Providers.

Industry and Other Non-Government Activities Related to Dependability

The private sector is leading initiatives to deal with dependability related issues in Greece that are not met in such abundance in the rest of the 15 member countries of the EU. However, it should be noted that whilst in the early 1990s private initiatives of this sort were scarce, today there is great mobility as private entrepreneurs take advantage of the State's inability to address all dependability-related issues and to promote their role in shaping the Information Society in Greece. With the stock market hibernating for most of the 1990s and the government budget having other priorities to cover, ICT companies had to look for alternative ways of funding, and at the same time press the state to adopt policies that would attract more foreign capital, both from the EU and overseas.[27]

---

[24] Ioannis Agelis, op. cit.

[25] Ibid.

[26] Hellenic Data Protection Authority, Annual Report 1999.

[27] "Information Technology Outlook, 2000", Working Party on the Information Economy, Directorate for Science, Technology and Industry, OECD, Oct 2000

Funding for the ICT sector was far from satisfactory during the second half of the 1990s, something that does not allow for a comprehensive approach to dependability and information security. The average share of GDP for ICT venture capital investments was just 0.03 % in Greece between 1995-1998, as compared with a European average of 0.05 % and a US average of 0.13 %. Similarly, the ICT sector's percentage of total capital investment in Greece was very small – only about 8 %, compared with over 20 % in such countries as Sweden, France, Austria, Germany, UK and the Netherlands, as much as 60 % in Belgium, and nearly 80 % in the USA[28]. The low levels of investor interest in the Greek ICT sector is directly related to the lack of efficient policies on behalf of the State.

The problem of funding was addressed by private-led initiatives in Greece, which pressed for more investment-friendly policies from the government. Subsequently, the Ministry of Economics and Finance created the TANEO - the Fund for the Development of New Economy in Greece. The TANEO is investing only in venture capital funds, which in their turn invest in Greek SMEs. TANEO has started with a bonus of 150 billion drachmas of government funds and is expected to attract more than 1.500 billion drachmas of venture capital for the ICT sector.[29]

There are very few private-led initiatives actually dealing with dependability issues in Greece. The main representatives of the private sector in dependability-related issues are SEPE and the Informatics and Telematics Institute.

SEPE (the Federation of Hellenic Information Technology Enterprises) aims to co-ordinate the transition to the Information Society and to provide counselling for the development of a national strategy on ICT issues. The Informatics and Telematics Institute was founded in 1998 as a non-profit organisation (presidential decree 17/1998) under the auspices of the General Secretarial of Research and Technology of Greece. Its head office is located in Thessaloniki, Greece.30

Public-Private Partnerships

The absence of the private sector in shaping ICT development policies is more than evident in Greece. The number of non-government institutions is limited and the contribution of the latter to policy-making is minimal. The main policy makers in Greece are the Ministries of Development and Transport (for the crucial telecoms sector) and various respective secretariats, for example the General Secretariat of Technology Research, which act as consultants to the ministries.

The monopoly of the public sector in shaping policies regarding the ICT markets is reproduced in funding, both in ejecting money and claiming funds. Funding in Greece does not derive mainly from the government budget, but from Brussels. So far, public funding in Greece has been kept to a minimum of 0.5 % of GDP[31] annually, approximately four times less than the respective EU average. This funding is given to research centres supervised by the Ministry of Development.

Public research centres may be very good in their field, but are often cut off from economic and financial reality. A combination of private and public potential could produce very well balanced results and

---

[28] ibid

[29] www.taneo.gr, (viseted on 18 November.2001)

[30] www.iti.gr, (visited on 18 November.2001)

[31] "Communications Outlook", 2001, Working Party on Telecommunication and Information, Directorate of Science Technology and Industry, OECD, Dec 2000.

proposals. The Greek authorities consider the establishment of incubators as an ideal model for ICT development.

The Greek government's educational policy is oriented towards the spread of Internet and PC usage throughout the schools and educational institutions in the whole country. Today, approximately 80% of all schools at 2nd level education and 16% of all 1st level education schools have Internet connections and according to the plans of the Ministry of Education all schools in Greece will be on-line by the end of 2002[32].

E-government is a priority for the Greek State and particularly the Ministry of Internal Affairs. In matters of security, government agencies should use public funding to take advantage of lessons learned from private industry in providing secure Internet services. So far, the private sector has participated in projects of government agencies' security only as contract manufacturers. However, an indication of change has appeared in public-private dependability regarding security issues after the recent ministerial reshuffling. The previous Minister of Economics and Finance, Mr. Yannos Papantoniou, has been moved to the Ministry of Defence where he announced radical changes in managing military assets. The common basis of all his proposals was to invite the public sector to manage the assets of the Armed Forces such as real estate and logistics, but intelligence issues have not been mentioned so far. The new kind of public-private dependability being shaped in the defence sector is bringing hopes for the spread of similar procedures in other sectors.

Research and Development

In Greece, the research and technology sector has grown significantly in recent years and some Hellenic scientific achievements have been internationally recognised. However, the impressive growth in Greek research is a result of the fact that it started from a very low level with the goal of reaching the level of other Western European countries. R&D expenditure in Greece was the lowest among the 15 Member States of the EU in the 1990's[33]. Greece's position, nevertheless, has not changed much in the last two years according to the OECD – R&D expenditure as a percentage of GDP is only 0.5 %, compared with an EU average of 1.8 %[34]. The amount of funds invested in research and development programmes related to the ICT sector has increased significantly, due to the contributions of the EU. European R&D programs in ICT have been in operation since the early 1980s, fostering innovation by establishing networks of universities, research institutes and companies from all Member States of the European Union. Unfortunately, however, the European innovation policy remains largely ineffectual in Greece, because of the limited capacity of the country to exploit the results of this research.

Despite the fact that EU funds are proportionally larger than the ones that are provided by the Greek State as part of every year's GDP, government funds still make the greatest contribution in the field of ICT research (just under 50 %).[35] Foreign capital, which includes EU funding comes second (just over 30 %) and industry funding comes third (20 %). The ratio among the sources would be different if Greece

[32] "Research for the Usage of PC's, Internet and Mobile Telephony in Greece", November 2001, Greek National Research Network.

[33] "How much do Governments budget for R&D activities", EUROstat, 05.09.2001

[34] "Communications Outlook", 2001, Working Party on Telecommunication and Information, Directorate of Science Technology and Industry, OECD, Dec 2000.

[35] "Science, Technology and Industry Outlook, 2000-01", Committee for Scientific and Technological Policy, Directorate of Science Technology and Industry, OECD, Jun 2000

had been more effective in absorbing funds from the 2nd and the 3rd Community Support Framework. The threat of Greece losing a great part of those funds has accelerated the opening up of the Greek State to the private sector in matters of ICT research.

By far the greatest producers of ICT research are the universities[36], followed by government institutions and lastly by private enterprise. The role of the private sector in research is so far limited and its vast potential unexploited. This is a problem acknowledged by the Greek state and measures have been taken to address it such as the creation of TANEO.[37] In turn, private sector research has increased significantly during the last two years[38].

Government institutions handle most of the funding for dependability related issues regarding R&D and therefore control most of the planning and policy making in this sector. A very important role in this is held by the General Secretariat For Research and Technology (GSRT) in the Ministry of Development.[39] Through its Operational Programmes for Research and Technology (E.P.E.T. I & II) in particular, the GSRT has successfully implemented a policy of directing the country's research efforts into selected areas, such as the ICT sector.

Multiple research funding Agencies are now involved in Greece in R&D areas closely related to dependability. The Agencies include ITI, SEPE, GRNet and the Ministries of Development, Education, State (in matters of security) and Transportation (in telecommunications). The Greek scientific community is also becoming increasingly interested in examining dependability-related issues. More importantly, they are devising and multi-cultural and multi-dimensional approach to dependability concerns. Interesting examples are the University of the Aegean and the Athens University of Economics and Business. The former has a very active computer science department that has carried out research in the areas of information and network security tailored to complex environments like health care. At the same time, the Department of Cultural Technolology and Communication of the same institution has set-up recently a new Research Centre on Info-communication, e-commerce and cultural policy. Among the many issues, this new organisation is considering as one of its priorities the socio-political dimensions of information security and critical infrastructure protection.

ELTRUN is a research centre associated with the Department of Management of Information Systems of the Athens University of Economic and Business, one of the country's oldest academic institutions. The focus of this research centre is in the area of electronic commerce. This focus has led researchers to concentrate more on information and network security issues from a commercial and business model perspective. Presently, particular attention is also given to security and trust issues in mobile commerce environments, as well as all the major issues related to critical infrastructure protection.

The experiences of the various national funding agencies and some of the academic institutions seems to indicate that, although Greece lacks strong technical expertise in dependability-related issues, it has a strong appreciation of the socio-political and commercial implications. This particular characteristic bodes well for the future dependability-related research and development activities.

---

[36] Ibid

[37] www.taneo.gr, (visited on 18 November 2001)

[38] "Communications Outlook", 2001, op. cit.

[39] www.gsrt.gr, visited on 24 November 2001)