

Digital Policy 2021-2023



NATIONAL
BETTING
AUTHORITY



Introduction

The advancement of the digital world has taken up a vital part of people's daily lives, as well as of organisations of any kind. Information and Communication Technologies (ICT) are not a specialised sector anymore; they constitute the pillar of all modern and innovative systems and organisations, as they contribute to the development and increase of productivity in developed economies.

With the term “digital transformation” we define the creation and application of digital methods for the completion of daily production processes, as well as for services offered by an organisation. The dynamic which is introduced by digital transformation has a great contribution in the quality of activities and services of states, organisations and businesses.

In order for the digital transformation to be successful, it needs to be the core of all organisational activities, from the simplest to the most complicated procedure. The key for a successful digital transformation is the creation of a digital culture for all members of the personnel. In this context, the management needs to be target oriented to its long-term goals.

In the recent years there has been a significant change in the operation of organisations, as an increasing number of businesses turn to the application of digital tools and practices. Taking into consideration the current developments in the ICT field, the Authority has developed a Digital Policy for the years 2021-2023 that would contribute to modernising the betting sector in Cyprus, with the involvement of all stakeholders. The current Digital Policy aims at defining the guidelines that will facilitate the implementation of practices and tools for a complete digital approach to the Authority's actions and activities.

Moreover, the Digital Policy will have a positive contribution to the achievement of the government's strategic goals, especially with regard to the implementation of its digital strategy.

Digital Policy

The capitalisation on ICT as a tool for economic development, productivity increase and transparency improvement is a strategic political decision towards sustainable development.

The imminent need for modernisation of services and operation based on technological progress is among the top priorities in the Authority's strategic planning. The Authority recognises the need for digital transformation as part of a comprehensive approach. The services offered, the internal operation, as well as all actions and activities, should be supported by digital tools. The Authority also acknowledges the need for the creation of a digital culture among its personnel and stakeholders, so as to ensure the digital policy implementation.

The Digital Policy is aligned with the Authority's strategic goals. It contributes to the achievement of its vision and mission, while it also helps towards to long-term sustainable development of the betting sector. The Authority's intention for a substantial reform through digital transformation highlights the need to invest in technology and internal business development. In addition, the Authority aims at rendering digital governance beneficial for both citizens and stakeholders. The creation of mutual trust and cooperation among the Authority and its stakeholders is one of the first positive outcomes of a successful digital transformation.

PRIVACY POLICY

The philosophy of the Authority's Digital Policy is based on the following foundations and guidelines:



Transparency



Sustainable development and modernisation



Productivity increase



Information security



Professionalism and responsibility



Reliability



Cooperation and initiative

The Digital Policy for the period 2021-2023 is based on the following strategic pillars →

PILLAR 1

Digitalisation of internal operations

The application of digital technology allows an organisation to save time and resources, using them more effectively on other actions and activities.

The Authority has set the following objectives that will enable digitalisation and will lead to the enhancement of internal operational capacity:

- ◆ Simplification and automatisisation of processes
 - ◆ Minimisation of bureaucratic processes and operational costs
 - ◆ Improvement of operational development and productivity
 - ◆ Safeguarding the organisation's continuity, lessening business risks and ensuring sustainability of the organisation
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Digitalisation of activities and services offered to supervised parties and the public

PILLAR 2

Taking into account the increasing needs for additional safety and transparency, services to supervised entities, along with their supervision, and communication with the public are improved. Moreover, through the implementation of digital processes, the Authority's carbon footprint is reduced significantly.

The Authority has set the following objectives that will facilitate digitalisation of services to supervised entities and the public:

- ◆ Increase of transparency in procedures
 - ◆ Decrease of bureaucratic processes and direct communication with the public
 - ◆ Simplification and modernisation of licensing procedures
 - ◆ Improvement of on-site and remote inspections
 - ◆ Minimisation of fraud and illegal services in the sector
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PILLAR 3

Employees' digital skills development

Human resources are the most significant generating force for the development, implementation and promotion of digital technologies in an organisation with multiple positive outcomes. Hence, the employees' digital skills development is of utmost importance for a smooth digital transformation of the organisation.

The Authority has set the following objectives, in order to enhance and empower its human resources through the development of digital skills:

- ◆ Skills development for the achievement of strategic goals
 - ◆ Reduction of skills mismatch
 - ◆ Increase of productivity and efficiency for offering high quality services to stakeholders
 - ◆ Expertise enhancement
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PILLAR 4

Cybersecurity

Safety and security in the sector of information and communication technology are based on the following requirements:

- ◆ Confidentiality of information through restricted access only to authorised people
- ◆ Integrity of information through its protection from unwanted alteration or destruction
- ◆ Availability of information or systems through offering relevant information when required

The Authority has set the following objectives, so as to achieve the strategic goal of cybersecurity:

- ◆ Enhancement of recruiting, assessment, analysis and risk/threats prevention procedures with regard to ICT systems, and infrastructure safety and security
 - ◆ Ensuring information confidentiality and data integrity
 - ◆ Promotion of innovation, research and development on security related matters
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Upgrading current technologies and infrastructure

PILLAR 5

The demands are gradually increasing; hence the specifications of information systems should respond accordingly. Therefore, one of the main priorities is upgrading technologies and infrastructure.

The Authority has set the following objectives that will enhance the current technologies and infrastructure:

- ◆ Improvement of availability and functionality of computer systems
 - ◆ Implementation of new online and digital services
 - ◆ Application of international best practices and standards
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PILLAR 6

Development and modernisation of the sector

Sustainable development largely depends on technological advancement, research and innovation. Investigation, research and comprehension of new emerging technologies are important contributory factors for the substantial development and modernisation of the sector.

The Authority has set the following objectives for the development and modernisation of the sector:

- ◆ Research and innovation development, focusing on market understanding
 - ◆ Smart development, based on knowledge and expertise
 - ◆ Assessment and exploitation of opportunities related to decentralised technologies (Blockchain) for increased data exchange security through decentralised cryptography management
 - ◆ Assessment and utilisation of emerging, cutting-edge technologies like Artificial Intelligence
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Capitalisation on synergies and exchange of best practices

PILLAR 7

The development of cooperation, ideas exchange and adoption of best practices are significant requirements for a comprehensive digital transformation.

The Authority has set the following objectives for enhancing its synergies and exchanging best practices:

- ◆ Cooperation strengthening and consolidation on national, European and international levels
 - ◆ Regular studies on identifying and exploiting best practices on all levels of operations and processes
 - ◆ Exchange of best practices, specialised approaches and expertise
 - ◆ Application of tools for the enhancement of production procedures, implementation of common initiatives and/or promotion of certain synergies and actions, involving relevant institutions of the public and private sector
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