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**A PRESENTATION OF THE STRATEGY OF THE GOVERNMENT
CENTRE FOR INFORMATICS WITH AN EMPHASIS ON THE
DEVELOPMENT AND ORGANISATION INCEPTION OF THE
ESTABLISHMENT OF E-GOVERNMENT IN
THE REPUBLIC OF SLOVENIA**

The purpose of the document is to present the organisation structure of relations for the development of eGovernment in the Republic of Slovenia, the strategic and implementation documents for the development of eGovernment and their development in the Republic of Slovenia.

First of all, we will present some of the relations of the Government Centre for Informatics of the Republic of Slovenia (GCI) with other state bodies, with whom GCI shares competence for the (co-)development of eGovernment in the Republic of Slovenia. The development of eGovernment is carried out by GCI and by the Directorate for Public Administration under the Ministry of Internal Affairs (Sector for Public Procedure, eGovernment, and the Alleviation of Administrative Obstacles). While development and support required for infrastructure are within the competence of GCI, the substance part of the development of eGovernment is within the competence of the Directorate for Public Administration, which is responsible for the substance support of projects from this area. The Ministry for Information Society bears the political responsibility for the area of information society as a whole. Its role and competence derives from the conviction that the state in the development of information society has to play an active role and, for its fast and effective development, has to encourage cooperation between the civil society, private initiative, and the state.

For the purpose of preparing solid and in practice oriented strategic foundations for the area of introducing information-communications solutions in the work of public administration bodies, GCI had already prepared in 1996 strategic orientations for further development. As a result, at the beginning of this continuous process of strategic planning an umbrella document "Strategy of Introducing Information Infrastructure in State Bodies RS", was prepared, intended for a medium-term period of three years, i.e. until the year 2000. The strategy represented the grounds for all activities in the area of informatisation in state administration RS.

For a required and rational continuation of the above-mentioned process, we were required to prepare another similar document, "**Strategy of eGovernment in Public Administration RS for the Period from 2001 until 2004**" (SEC-2004) – <http://www.cvi.gov.si/SEP-kv.pdf>. The strategy already addresses public administration in its title, which clearly defines the boundaries of the extensiveness of the document. In addition, we should not overlook its influence on the entire information environment of the society of the Republic of Slovenia. The purpose of SEC-2004 is informational and

institutional as well. It covers the setting up or the renovation of global frameworks, aims, and grounds for the development, orientation, connection, and opening of all information systems of public administration RS. Furthermore, it gives a review of concrete approaches and architecture models for some of the most important departmental information systems of public administration RS. Moreover, the institutional perspective includes all state bodies and certain other institutions of public administration RS (e.g. local self-management bodies).

Projects of eGovernment were defined in the above-mentioned strategy; having in mind that until the adoption of the document the transactions between legal and natural subjects (parties) on one hand and the state on the other hand were being realised primarily by use of physical channels. In many cases, this became purposeless due to the breakthrough of new information-communications solutions. The studies that were carried out, which served as a foundation for GCI, showed that the state could save up to 70% of costs with the introduction of electronic services in comparison with the usual way of operations. An additional question, which had to be discussed in the process of transition, was the web presentation and offering of individual administrative institutions, which entered the Internet by setting up their own individual pages on their own individual web addresses. On their websites, they offered data about their departments and selected services. Later a need for the construction of a central web site occurred, where the user could access any department. Both approaches required from the users to know which department to access, so that they would be able to perform a desired service. On the "outside", public administration was, in relation to its clients, still separated by individual departments due to their internal functionality. The answer to this question had to be the design of a unified state portal, which is today known in the Republic of Slovenia by the name Portal eGovernment (<http://e-uprava.gov.si/e-uprava>).

The first series of portals, which we wanted to integrate into a united and complete system, were information portals. The intention was to standardise the existing and planned sources of data, link them, and enable access to them in a simple way. Other service portals, in contrast to information portals, would not only enable access to information but would also enable the performance of individual services as well. In time, this type of partition became unnecessary, because modern approaches had placed in the structuring of eGovernment services the offering of information and informatised transaction services as a whole as well.

Despite clear orientations and aims, the implementation of the strategy was not satisfactory and efficient, although we achieved great progress, particularly in the area of technological infrastructure and key legislation. By adopting the **Action Plan** in October 2002 (<http://www.sigov.si/cvi/>), the activities for the development of eGovernment were implemented with greater intensiveness. After the adoption of the Action Plan, we prepared "Instructions for the Operationalisation of the Action Plan", which are published on GCI's web pages and contain basic information about the preparation of projects in the Action Plan and on reporting about projects respectively. State bodies started implementing projects for the realisation of e-services immediately after the adoption of the Action Plan. At the time of adoption, some projects were already in the implementation phase. In the period from October 2002 until March 2003, the Programme-Project Office of GCI organised and carried out many training sessions for the preparation of project documentation. In accordance with the provisions of the Action Plan, most of the actors of e-services, applications for working with clients, and data infrastructure in the Action Plan regularly sent monthly reports about their progress. Based on monthly reports of state bodies about projects and services, a Summary Report on the Realisation of the Action Plan is prepared, which serves as material for monthly meetings of coordination groups and bi-monthly sessions of the Commission of the Government of the Republic of Slovenia for Informatics for the Area of Public Administration.

The actual Report on the Implementation of the Action Plan contains the 323 e-services that are mentioned in the Summary Report. At the moment, 151 projects are realising electronic services from the Action Plan. In May 2004, 45% of them were being implemented, and 29.8% of the projects were finalised. In time, data changes dynamically. A comparison of data for May 2004 in comparison with May 2003 shows us that in this period the percentage of projects in implementation phase decreased by 1.9 percentage points. At the same time, the percentage of finalised projects increased by 3.4 percentage points. In this period, the percentage of projects in preparation decreased by 0.1 percentage points, projects in establishment phase by 0.5 percentage points and projects in suspension by 0.8 percentage points. The percentage of planned projects increased by 0.6 percentage points. In comparison with January 2004, the percentage of finalised projects in May 2004 increased by 5.1 percentage points.

In addition to projects that are mentioned in the enclosed publication, **at the beginning of 2004**, GCI, together with the Tax Administration of the Republic of Slovenia, implemented the **project eTaxes**, which enables the citizens of the Republic of Slovenia to electronically deliver their income tax reports. By using eTaxes, legal and natural subjects performing business activities can also deliver VAT returns.

From 1 May 2004, users can use some new services for electronically fulfilling their tax obligations: a new version of the application form VAT-O and an application form for the recognition of export status, VAT registration for eServices for persons liable to tax outside EU, and an application form the verification of VAT identification numbers inside EU.

From 27 May 2004, clients can request on the web for a certificate from the land register. The project was implemented by GCI in cooperation with the Supreme Court RS.

The last two electronic services, which were offered to the public on **7 June 2004**, are e-certificates of impunity and e-referrals for the police. The former was realised with the cooperation of GCI and the Ministry of Justice, the latter with the cooperation of GCI and the Ministry for Internal Affairs – Police.