e-Government, e-Health, Public Sector Information
e-Government

• Harnessing ICT to promote smart, sustainable & innovative Government
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• Legal Framework
  – Law on Electronic Signature
  – Law on Electronic Document
  – Law on Electronic Communications
  – Law on General Administrative Procedure in process of revision
  – Law on State Administration in process of revision
    • Regulation on Electronic Office Procedure
Institutional Framework

• Directorate for e-Government inside the Ministry of Public Administration and Local Self Government
• Sector for Electronic Communications, Information Society and Postal Services in the Ministry of Trade, Tourism and Telecommunications
• Administrative Agency for Joint Services of Government Administration
• Departments for IT inside the government bodies
Strategic Framework

- Information Society Development Strategy in the Republic of Serbia until year 2020
- Strategy on Development of Electronic Communications in the Republic of Serbia for period 2010-2020
Strategy on Development of e-Government for period 2015-2018

• Supports the provision of a new generation of e-Government services
• Contributes to a knowledge based, sustainable and inclusive economy
• Supports Digital Agenda for Europe
Key Targets

• 80% of businesses will have used e-Government services

• 30% of citizens will have used e-Government services

• A number of services available, based on inter ministerial collaboration and interoperability standards
e-Government State of Play

• Serbia joined the benchmarking exercise in 2013
  – User Centricity
    • Ranked Fair,
    • Serbia is in the group of 16 runner-up countries
  – Transparent Government
    • Ranked Fair,
      – Service Delivery Insufficient
      – Personal Data and Public Organizations Fair
e-Government state of Play

• Cross border mobility
  – Ranked Insufficient

• Key enablers
  – Ranked Moderate
    • SSO, eID, eDocument ranked Good
    • Authentic sources ranked Insufficient
e-Health Action plan 2012-2020

e-Health legal framework

The Ministry of Health prepared the draft Law on health documentation and records in the field of health care and it is planned to be adopted during 2014.
Law on health documentation and records in the field of health care

Reasons for the adoption of the new law are:

• improving of planning and efficient management of the health care system,

• the purpose of rational use of all available resources in the health care system

• introduction of information and communication technology into practice of implementation of health care
 IPA 2008: Implementation of Hospital Information system

Purpose of the project: Continue the improvement of the Electronic Health Record developed through the CARDS 2004 project “Development of Health Information System for Basic Health and Pharmaceutical Services Republic of Serbia” and the Ministry of Health “Serbia Health Project” by integrating data delivered by healthcare institutions. Upgrade and implement a customized hospital information system in 19 hospitals.
Ongoing IPA projects

IPA 2008: Implementation of Hospital Information system (2)

- purchase of equipment—hardware for 25 hospitals
- training of staff and customize of software for 19 hospitals
Priorities for IPA assistance

Further development of integrated health information system

Ministry of Health is in the process of preparation of the Action Document for the future IPA project for the support of the Integration of Health Information System.

The aims of the future project are:

• Overall analysis of current situation in Serbian health system;
• Assessment of needs for ICT resources needed for further developments of an integrated health information system;
• Assessment of needs for organizational capacities and institutional responsibilities for governance of an integrated health information system;
• Recommendations on investments in ICT resources, for an incremental developments regarding different levels of integration and interoperability at national and local level
Public Sector Information


- Covers any type of content held by public bodies, accessible to the public, no subject to third party copyright
- Concerned bodies of public administration and certain cultural institutions (museum, libraries and archives)

• Reuse of information
  – All accessible documents (revised Directive)
  – Procedural obligations
  – Ceiling on charges that can be requested
  – Equal condition and transparency
Legal Framework

• Law on Personal Data Protection
• New model of Law on Personal Data Protection under public debate till 30th of June
• Law on Free Access to Information of Public Importance
  • INSTRUCTION FOR THE CREATION AND PUBLICATION OF THE INFORMATION BOOKLET ON PUBLIC AUTHORITY WORK
• Law on Confidentiality of Data defines protection of confidential data of interest for national security, defense, internal and foreign affairs
Interoperability Standards

• National Interoperability Framework adopted (Result of IPA 2010 e-Government Development Project)
  – Directorate for e-Government has coordinated Task Force for preparation List of Interoperability Standards based on National Interoperability Framework

• List of Interoperability Standards in process of adoption
Implemented Services

• Central e-Government Portal [www.euprava.gov.rs](http://www.euprava.gov.rs) published services includes exchange of web services
  – Car registration
  – Driving licenses
    • implemented exchange web services between Portal, Ministry of Interior, The Treasury
Implemented Services

• Tax administration Office
  – Portal e-Taxes [www.poreskauprava.gov.rs](http://www.poreskauprava.gov.rs)
    electronic services for submitting taxes
      • e-Documents
      • Digital signature,
      • Tracking the status
      • No paper forms for VAT since July 2014
Ongoing IPA projects

Implementation of integrated services on e-Government Portal (IPA 2010)

• Personal IDs
• Building Permits
• Property Taxation
Government Data Centre

• Task Force established for regulation of usage of Government Data Centre (IPA 2010)
• Central e-Government Portal migrated to Government Data Centre
• Dedicated for e-Government services
Thank you for your attention
Brussels, 11 July 2014