

Уїрава їо мери свих нас



МИНИСТАРСТВО
ДРЖАВНЕ УПРАВЕ
И ЛОКАЛНЕ
САМОУПРАВЕ

**Управа
по мери
свих нас**



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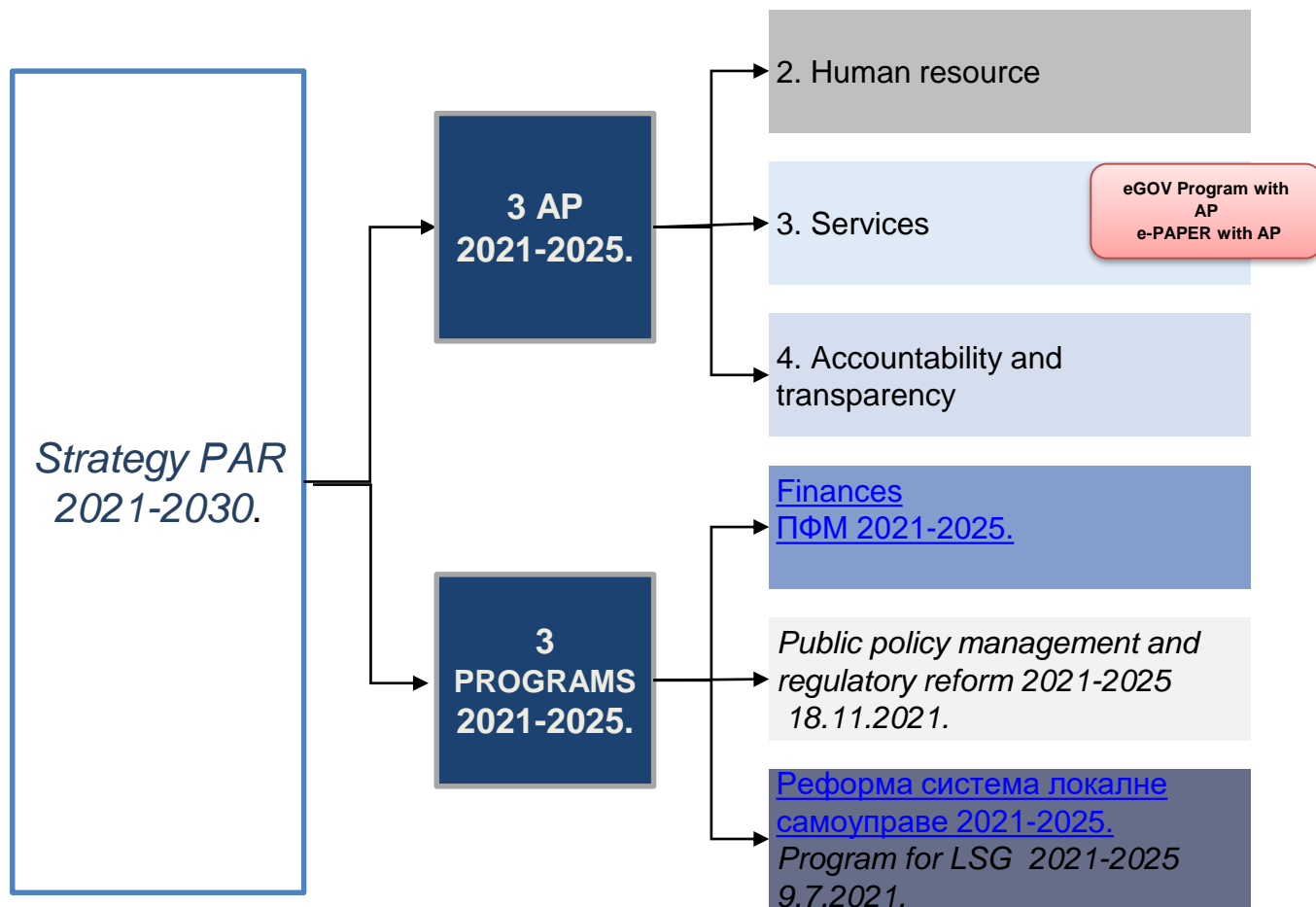
**Ministry of Public Administration
and Local Self-Government
Republic of Serbia**

МДУЛС

Strategy PAR 2021-2030

EU/OECD Principles of Public Administration





Infrastructure

- ❖ Legislation
- ❖ Data registers
- ❖ Interoperability
- ❖ Services for Citizens
- ❖ Education

“Two way road...”

- The current state of the legislative framework

- ❖ The Law on General Administrative Procedures
- ❖ The Law on Public Administration
- ❖ The Law on Local Self Government
- ❖ The Law on the Protection of Personal Data
- ❖ The Law on eBusiness
- ❖ The Law on Archives

AND

- ❖ The “eGovernment law”

BACKGROUND

- ❖ Education on all levels
- ❖ Quality in front of quantity
- ❖ 24/7 service
- ❖ E-learning platform

PURPOSE

- ❖ Developing efficient and user-friendly administration in a digital environment
- ❖ Hidden goal – PA reform
- ❖ From G2C and G2B to G2G
- ❖ Faster response
- ❖ Quality service
- ❖ Decrease error possibility
- ❖ Anti-corruption tool

E-Government Development Programme of the Republic of Serbia 2023–2025

DEVELOPMENT OF INFRASTRUCTURE IN e-ADMINISTRATION AND ENSURING INTEROPERABILITY

IMPROVING LEGAL CERTAINTY IN THE USE OF E-ADMINISTRATION

INCREASING THE ACCESSIBILITY OF E-ADMINISTRATION TO CITIZENS AND BUSINESSES THROUGH THE IMPROVEMENT OF CUSTOMER SERVICE

OPEN DATA IN ELECTRONIC ADMINISTRATION

CURRENT STATUS AND ISSUES

- Having in mind public administration reform objectives, e-Government should be considered as a primary tool for increasing efficiency and effectiveness of public electronic services with acknowledgment of user's different needs and maximization of public value, thus supporting the transition of Serbia to knowledge based economy
- This means to empower citizens and businesses with e-Government services designed around their needs as users
- Ensure access to public information, strengthen transparency and establish effective means for involvement of all stakeholders in the governing process
- Efficiency and effectiveness must be enabled by a constant effort to use e-Government to reduce the administrative burden, improve organizational processes and promote a sustainable economy
- Special focus needed on capacity development, raising awareness and knowledge at all levels

CURRENT STATUS AND ISSUES

- Establishment of the records system – meta-register and basic registers
- Improving the framework for using the electronic document
- Multiple authentication system and introduction of systems that facilitate the use of a qualified electronic signature
- Establishing electronic payment
- Electronic archiving and long-term preservation of business documentation
- The state cloud
- Opening of data in the public administration

EXPECTED RESULTS

- e-Government services designed around the needs of citizens and businesses as users
- Ensured efficient and effective access to public information and services, strengthened transparency, reduced corruption
- Reduced administrative burden, improved organizational processes
- Capacity of civil servants developed to operate in digital environment
- Raised awareness and knowledge on e-Government on all levels
- Open data in use
- Technical conditions for e-Government in place

EXPECTED RESULTS

- Establishment of the third State Data Center for data management and storage
- Establishment of a unique Registry Office and eArchive and their integration with existing archives at the public administration level
- Establish new and upgrade existing registries and records in electronic form to support the development of e-government services
- Establish a sustainable structure of professional IT staff and IT management personnel
- Raising the level of knowledge and skills of civil servants in the digital environment
- Information security and standards
- Standardization and optimization of electronic services in order to improve customer service
- Providing support to users of e-government
- Ensuring the implementation of the legal framework for open data
- Support using open data
- Introducing the concept of „smart city“

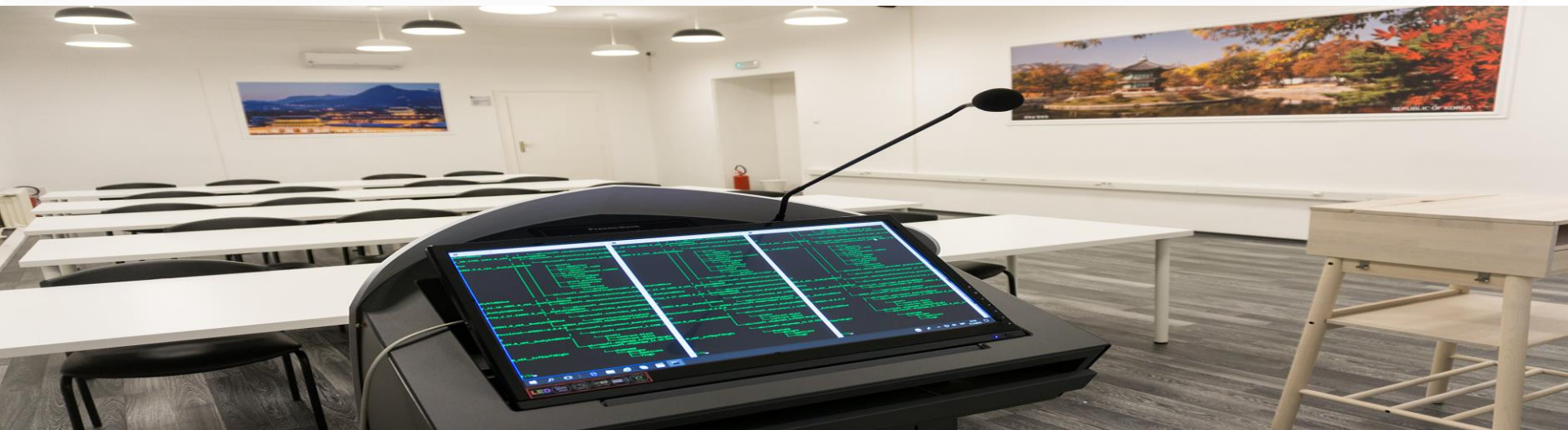
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MINISTRY OF PUBLIC ADMINISTRATION
AND LOCAL SELF GOVERNMENT
REPUBLIC OF SERBIA

SERBIA-KOREA INFORMATION ACCESS CENTER

www.skipcentar.rs



мдулс

THE FIRST IAC IN SERBIA WAS ESTABLISHED ON DECEMBER 20, 2017

MISSION

**FREE ACCESS AND INTRODUCTION TO ICT
ACHIEVEMENTS**

RAISING TECHNOLOGICAL LITERACY

**PROMOTION OF COOPERATION BETWEEN
THE REPUBLIC OF SERBIA AND THE REPUBLIC OF
KOREA**

**RESULTS FOR FIVE YEARS OF EXISTENCE
80.000 PARTICIPANTS**

**MORE THAN 3000 FREE OF CHARGE ICT TRAININGS
(COURSES, SEMINARS, WORKSHOPS)**



SKIP CENTER IS LOCATED IN THE CENTER OF BELGRADE, THE CAPITAL OF THE REPUBLIC OF SERBIA



410 M²

MODERNLY EQUIPPED SPACE



PARTICIPANTS

CHILDREN OF PRESCHOOL AND SCHOOL AGE

THE STUDENTS

UNEMPLOYED AND EMPLOYED PERSONS

RETIRED PEOPLE

QA QUALITY CONTROLLERS OF SOFTWARE PRODUCTS

...

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**WITH THE SUPPORT OF THE "KOREA VOLUNTEERS" PROJECT
700 CITIZENS ATTENDED FREE TRAININGS FOR COMPUTER AND
WEB PROGRAMMING**

мдулс 

MODERN SPACE AND CONTEMPORARY EQUIPMENT FOR THE BEST QUALITY OF TRAININGS



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МИНИСТЕРСТВО
ГОСУДАРСТВЕННОГО УПРАВЛЕНИЯ
И ЛОКАЛЬНОГО САМОУПРАВЛЕНИЯ

VIDEO CONFERENCE HALL

МДУЛС 



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FREE INTERNET ACCESS

мдулс 

The MDULS logo features a blue square with a white stylized 'S' or 'G' shape inside, and a red square with a white dot in the top-left corner.





SOME OF MAJOR ACTIVITIES SO FAR

- ❖ **SKIP collaborated with the World Bank, the European reconstruction and development, the EU Delegation**
- ❖ **Digital Address Register**
- ❖ **eInspector**
- ❖ **QA WORKSHOPS....**

Future Plan

- ❖ Continuing collaboration with the World Bank, the European reconstruction and development, the EU Delegation on the change management platform
- ❖ Developing free of charge ICT trainings for citizen (VR, Metaverse, NFT....)
- ❖ QA (Quality Assurance) workshops
- ❖ Developing a platform for the standardization of services
- ❖ Developing a Smart city concept

Best IAC Award

Presented to

Serbia-Korea IAC

In recognition of its outstanding dedication to managing
the Information Access Center

December, 2021

NIA

NATIONAL INFORMATION
SOCIETY AGENCY



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2023

SECOND IAC IN THE CITY OF NIŠ

мдулс 

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МИНИСТАРСТВО
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И ЛОКАЛНЕ
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Thank you!!
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мдулс

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