

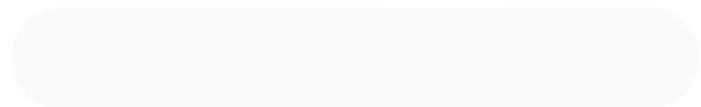
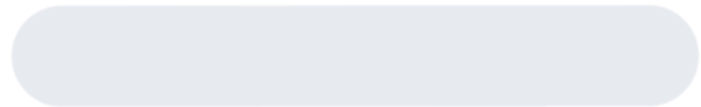
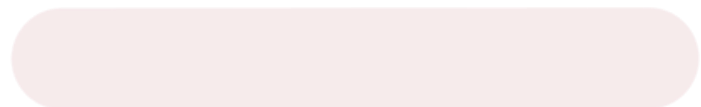
Office for IT and eGovernment

Digital Transformation of Serbia

June 2023



June 2017



June 2017



We are in the exciting early stages of the 4th Industrial Revolution, which gives Serbia and other countries a chance to succeed even though we were unable to capitalize on the 3rd

The goal of our government should be the shift of our labor-intensive economy into one that is knowledge and innovation-driven

Technology must be the engine of that shift

”

Prime Minister Ana Brnabić

Office for IT and eGovernment



Founded in July 2017 as to boost digital transformation by leading all major digitalization and eGovernment initiatives and facilitating IT innovation



Office for IT and eGovernment



Scope

**eGovernment and ICT
infrastructure and services**

**Support to the development and
application of new technologies**



Office for IT and eGovernment

Scope

**eGovernment and ICT
infrastructure and services**

**Public administration
in digital environment**

Digital public services

ICT enablers

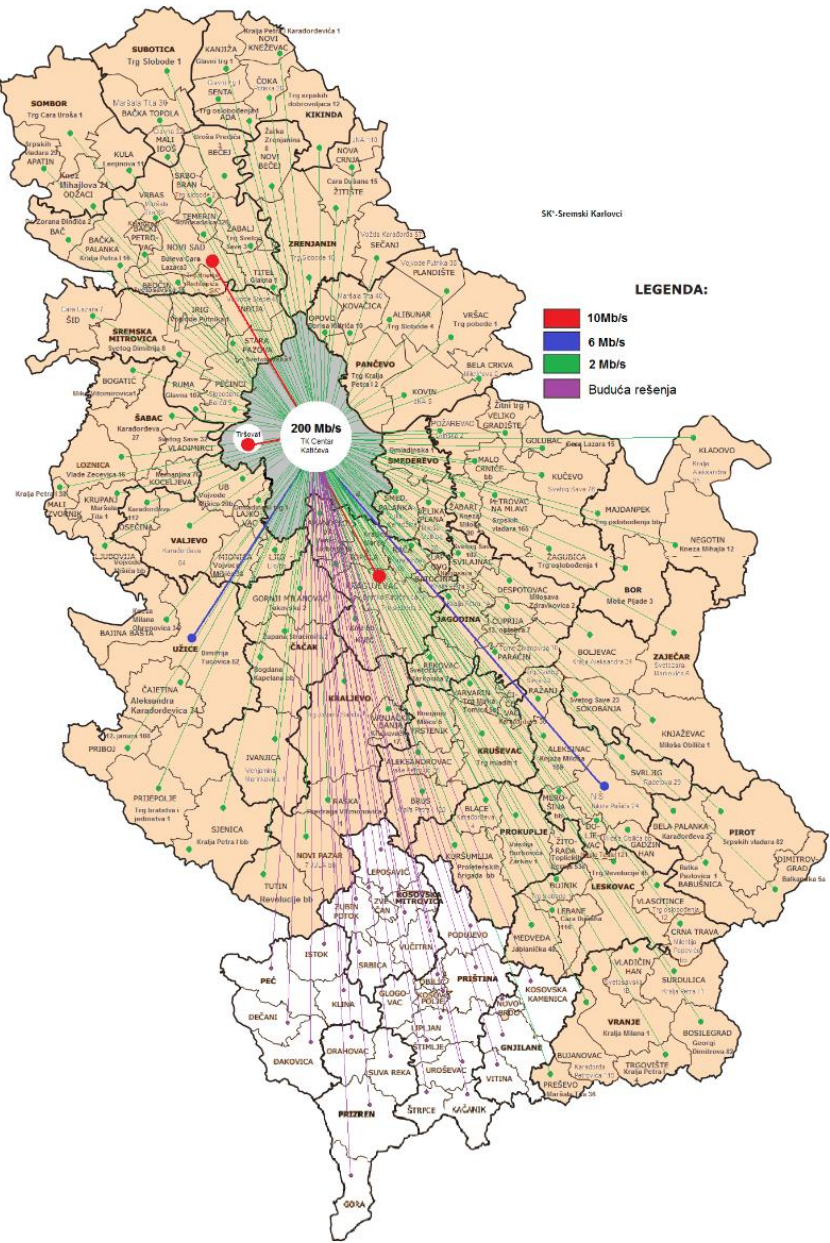


Office for IT and eGovernment

Scope

eGovernment and ICT infrastructure and services

UIC Network of eGovernment

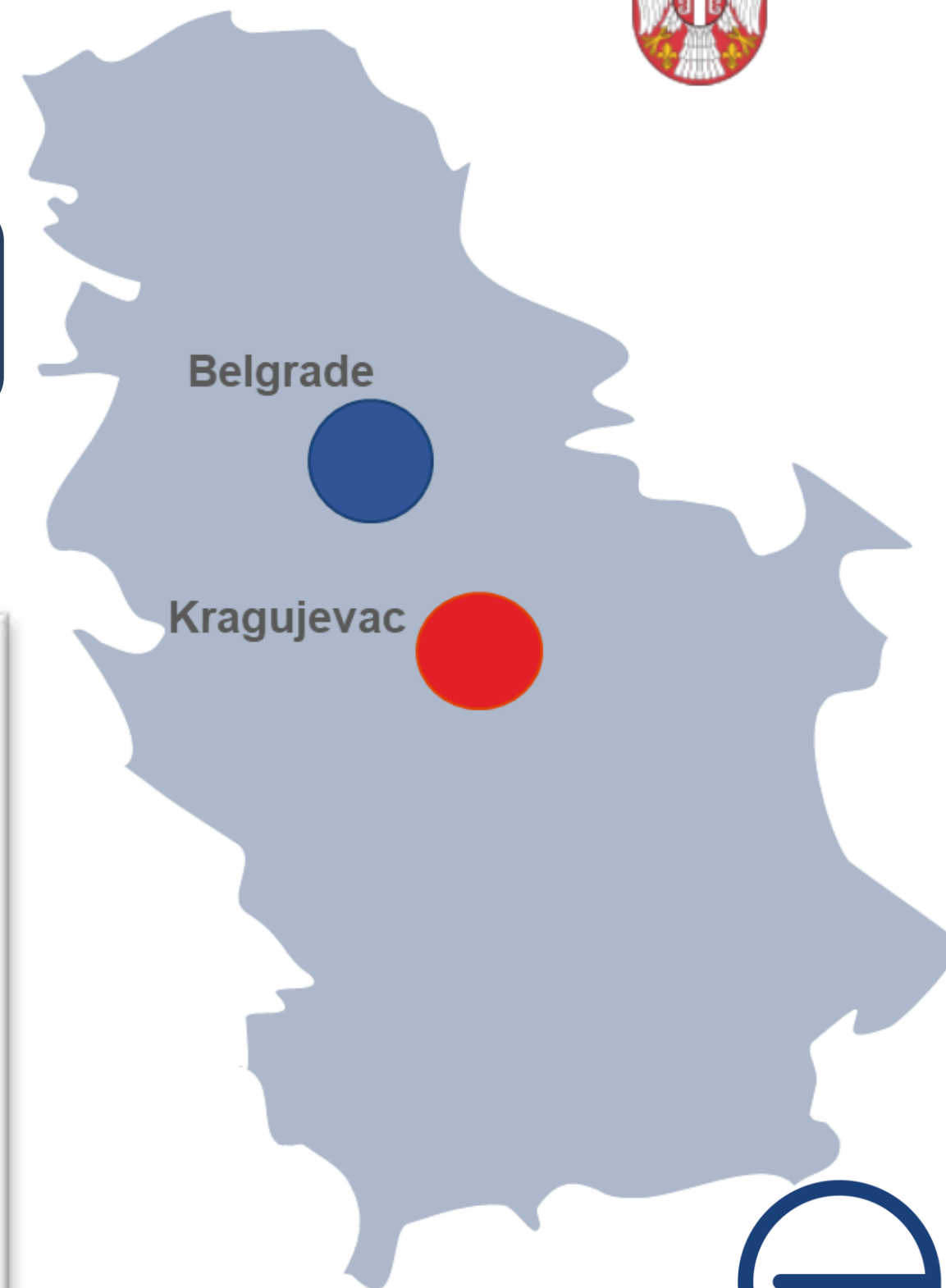


Office for IT and eGovernment

Scope

**eGovernment and ICT
infrastructure and services**

**Government
Data Centers**





GDC Kragujevac
2 facilities

Tier 4

2n redundancy



GDC Kragujevac

- Security agencies
- Government/PA entities / **Commercial users**



ORACLE

IBM



INCRAM MICRO



AIGO
SMARTER SYSTEM, SMARTER BUSINESS.

Telekom Srbija

► CETIN
MEMBER OF PPF GROUP



PTC

Office for IT and eGovernment

Scope

**eGovernment and ICT
infrastructure and services**

**Government
Cloud**



Office for IT and eGovernment

Scope

**eGovernment and ICT
infrastructure and services**

**Information
security, CERT**



Office for IT and eGovernment

Scope

**eGovernment and ICT
infrastructure and services**

ICT standards

**Interoperability
Standards**

Service Standards

Websites



Office for IT and eGovernment

Scope

**eID and Qualified Trust Service
Provider**

eID Service Provider



EU eIDAS compliant
national framework

**Qualified Trust Service
Provider**



Office for IT and eGovernment

Scope

eID and Qualified Trust Service Provider



EU eIDAS compliant
national framework

eID Service Provider

**Username
Password**

Basic LoA

**Mobile ID
ConsentID**

High LoA

Qualified Trust Service Provider

CA

TSA

QERDSP



Office for IT and eGovernment

Scope

eID and Qualified Trust Service Provider



EU eIDAS compliant
national framework

eID Service Provider

**Username
Password**

Basic LoA

**Mobile ID
ConsentID**

High LoA

Qualified Trust Service Provider

CA

TSA

QERDSP



Office for IT and eGovernment

Scope

**eGovernment and ICT
infrastructure and services**

IISs



Office for IT and eGovernment



Scope

**eGovernment and ICT
infrastructure and services**

IISs

**Information
Sharing and Reuse**

Registers

- Central Population Register
- Social Card Register
- Register of Administrative Procedures
- Address Register
- Cadaster

...And many more!



Office for IT and eGovernment



Scope

**eGovernment and ICT
infrastructure and services**

IISs

**Information
Sharing and Reuse**

**Key Enablers and
eGov Building Blocks**

Registers

eID



**eForms
(pre-filled)**



ePayment



**Status
Notifications**



eDelivery



Office for IT and eGovernment



Scope

**eGovernment and ICT
infrastructure and services**

IISs

**Information
Sharing and Reuse**

**Key Enablers and
eGov Building Blocks**

Registers

eID



**eForms
(pre-filled)**



ePayment



**Status
Notifications**



eDelivery

Portals

- Portal eID
 - eHealth portal
 - Portal of LTAs
 - Open Data portal
 - eConsultations portal
- ...And many more!



Office for IT and eGovernment



Scope

**eGovernment and ICT
infrastructure and services**

IISs

**Information
Sharing and Reuse**

**Key Enablers and
eGov Building Blocks**

Registers

eID



**eForms
(pre-filled)**



ePayment



**Status
Notifications**

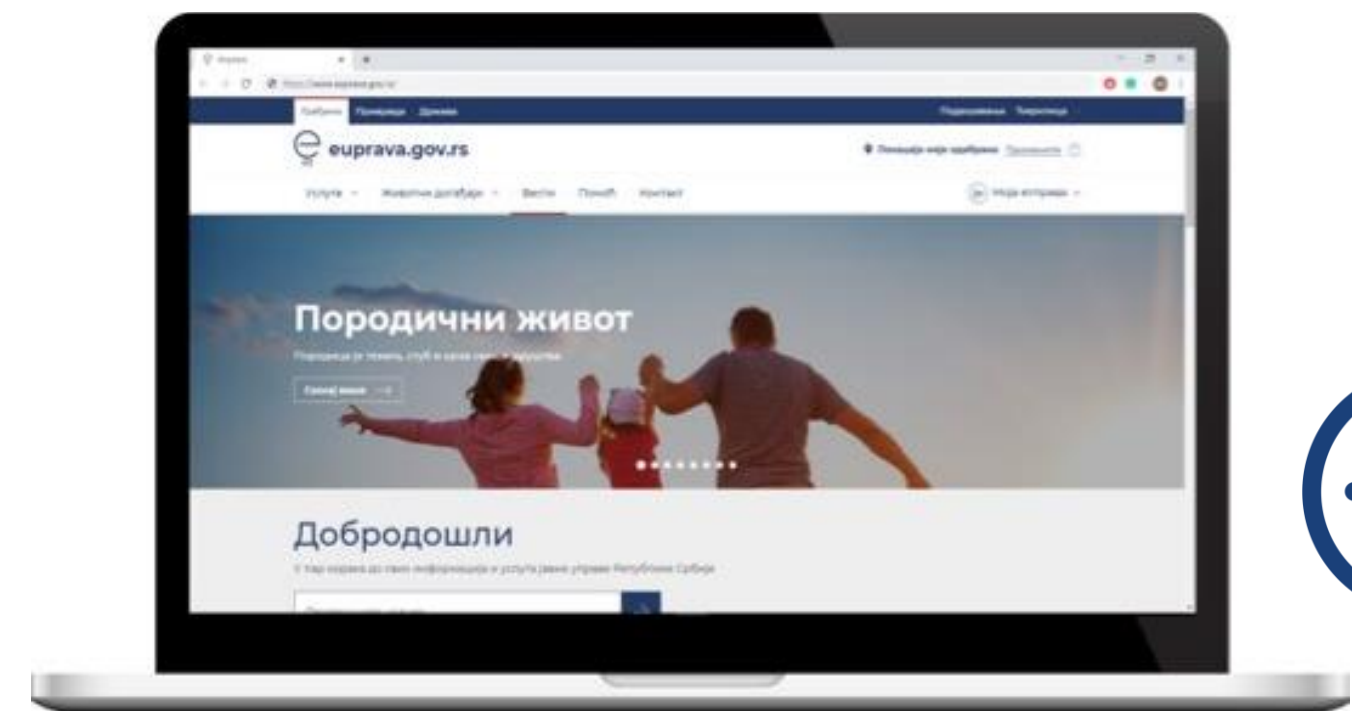


eDelivery

Portals



euprava.gov.rs





euprava.gov.rs

340 +
digital services



Citizens

Businesses

Government

**ePayment
eDelivery**

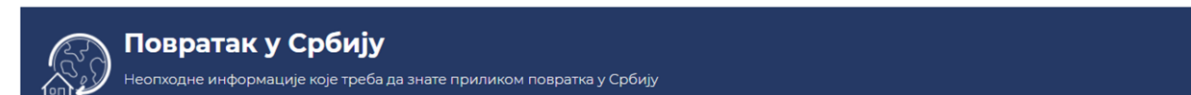
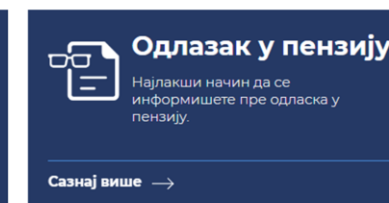
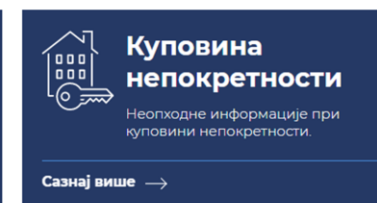
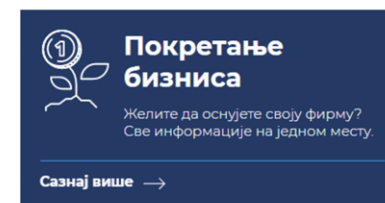
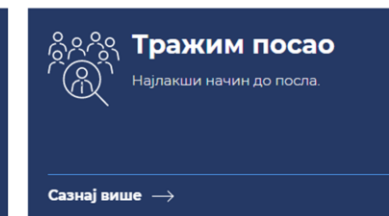
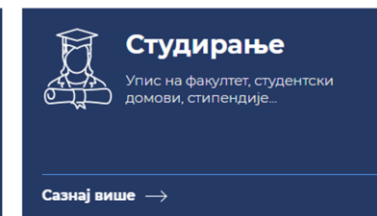
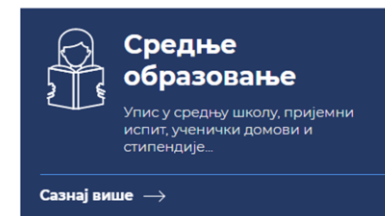
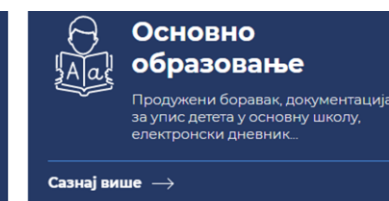
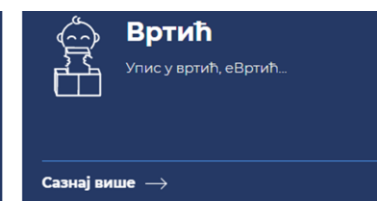
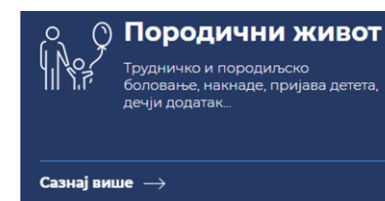
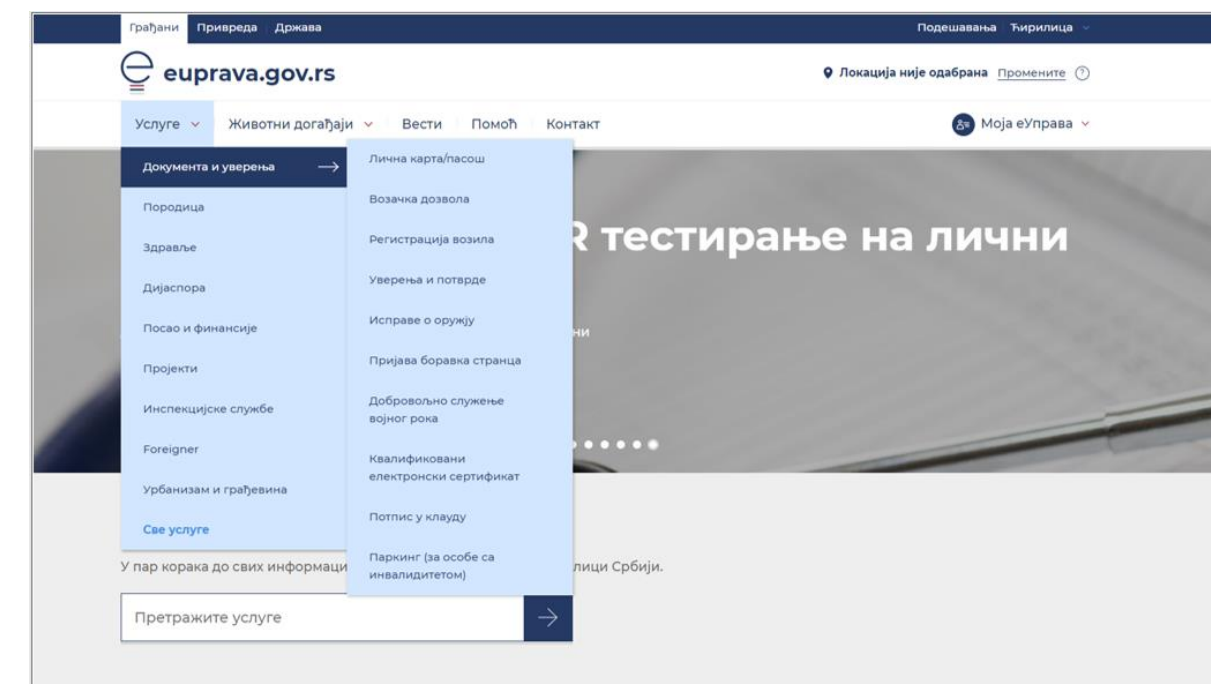
euprava.gov.rs

eID portal

eid.gov.rs

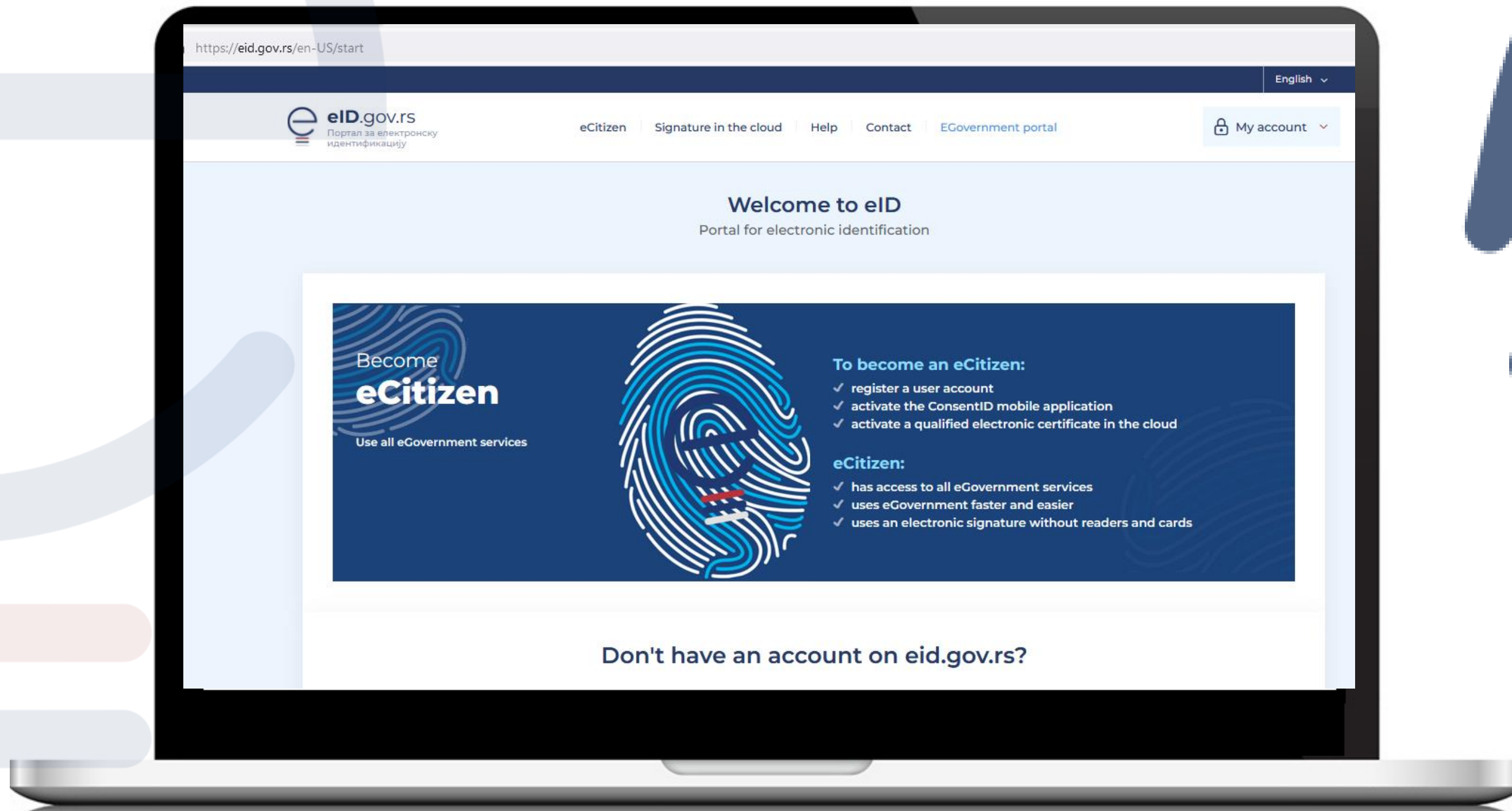
**Cloud
signature**

cloud.eid.gov.rs



Portal for Electronic Identification

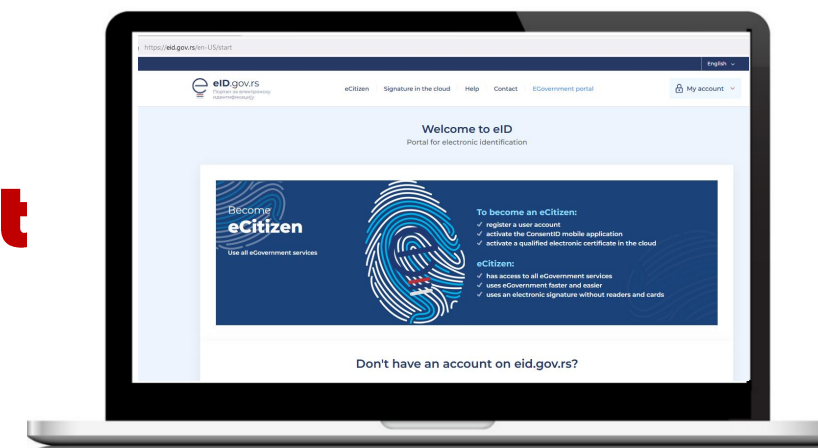
eid.gov.rs



Portal for Electronic Identification

eid.gov.rs

- Several registration procedures - **Single account**
- Three authentication types supported



Register

Offline

> 1,000 locations

Obtain...

- Username and password
- Mobile app activation codes (ConsentID)

Online

Using...

- Personal document copy (username and password)
- Qualified certificate for electronic signature (QCES)

Log In

Using...

- ☐ Username and password
- ☐ Mobile ID (ConsentID app)
- ☐ QCES

Portal eID SSO

eid.gov.rs



eID.gov.rs

Портал за електронску
идентификацију

SSO

Single Sign-On

euprava.gov.rs

e-zdravlje.gov.rs

moj.esdnevnik.rs

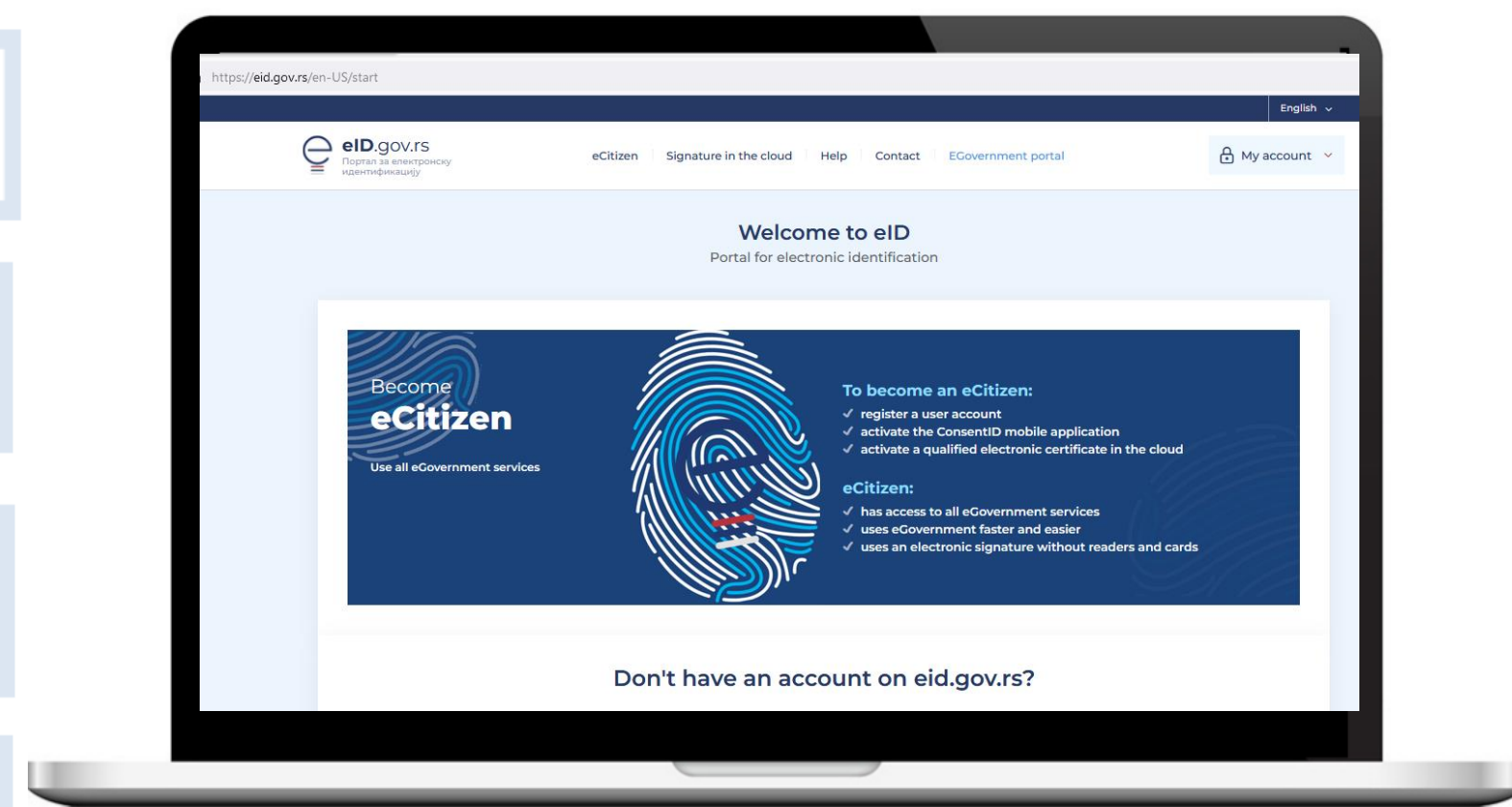
mpp.gov.rs

lpa.gov.rs

efaktura.gov.rs

apr.gov.rs

...



Services

euprava.gov.rs



- Meeting user needs across **as many channels as possible**
- Building **relevant** services that are **useful** and **problem-solving** – clear impact-based objectives
- Building services that are as **end-to-end** as possible – support the complete transaction or the entire life event
- **Involving user communities** in the design and testing. Organizing workshops and gathering advice and feedback from heavy users, tech community, etc.
- **Continuous improvement** - evolution of the service is based on feedback

eBaby Baby, Welcome to the world!



One-stop-shop newborn registration service covering **10 transactions**

- **Central Registry of Births**
- **Compulsory social insurance**
- **Residence**
- **Health insurance card,**
- **Parental allowances**
- **Additional support provided at local level**

Available in every maternity ward in Serbia

Parents' only obligation is to present a valid ID card and agree on the baby's name – everything else is done by nurses

- **Status notifications via SMS and e-mail**
- **All documents delivered to a home address, at no cost**

Over 92% parents opt for eBaby service!

... some parents need more time to decide on the baby's name



euprava.gov.rs

Drivers license renewal or replacement



Meeting user needs across as many channels as possible

- User can decide to start this public service online, or to pay a visit to a counter to apply = **multichannel application***
- User can pay for a service online as well as offline - by payment cards, electronic banking or general payment order = **multichannel payment**
- Drivers license can be delivered to a home address or picked up personally at a counter = **multichannel delivery**

Even when applying online, users still can choose between available payment and delivery procedures

*To apply online, user must have a valid ID card not older than 5 years and QCES or cloud signature

8,033 online requests supported!

Cross-Border services



eConsulate

Online application for employment visa (type D visa, stay 90-180 days)

Living in Serbia

Online application for approval or extension of temporary residence in Serbia

- **Electronic visa application form**
- **Online submission of documents**
- **Online payment**
- **Online notifications**

No. of online applications
41,115 eConsulate
6,808 Living in Serbia



euprava.gov.rs

Office for IT and eGovernment



Scope

**eGovernment and ICT
infrastructure and services**

**Support to the development and
application of new technologies**

Office for IT and eGovernment

Scope



Support to the development and application of new technologies

National AI Platform

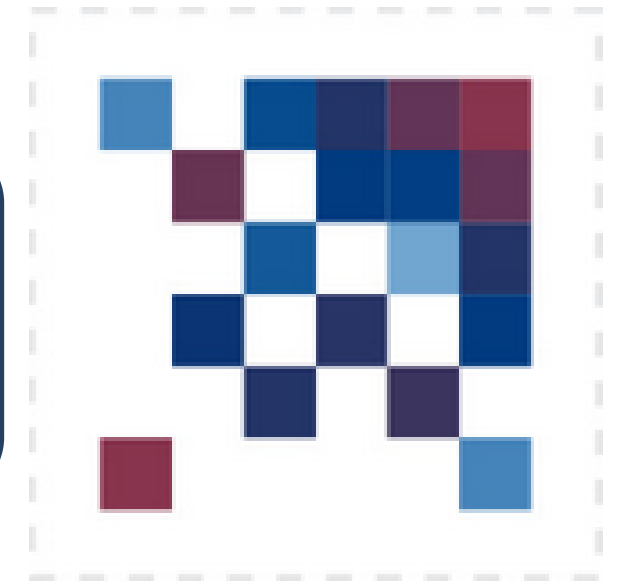


Добродошли на Портал отворених података Републике Србије!

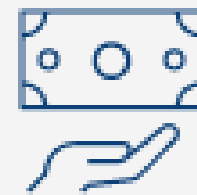
Овде можете сазнати више о доступним скуповима отворених података и примерима употребе, и пратити најновија дешавања у свету отворених података

Портал нуди могућност регистрације свим заинтересованим корисницима, који такође могу објавити како отворене податке, тако и пример употребе. Придружите се нашој растућој заједници!

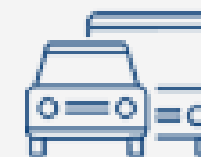
Open Data Portal data.gov.rs



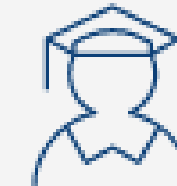
Теме



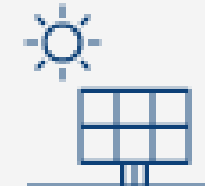
Јавне финансије



Мобилност



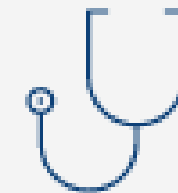
Образовање



Енергетика



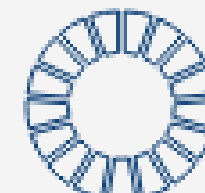
Управа



Здравље



Животна средина



Циљеви одрживог
развоја



Serbia
Centre for the
Fourth Industrial
Revolution

**Centre for the Fourth Industrial
Revolution in Serbia (C4IR Serbia)**

c4ir.rs

**Promoting development of
biotechnology and use of AI in
biomedicine**



Serbia in 2022



- **One of the top 10 countries with the highest progress in eGovernment**
- **Serbia joined the group of countries with the highest composite index of eGovernment development**
 - **eGDI – 40th/193**
 - **Online Service Index – 26th/193**



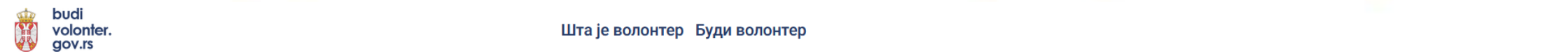
GovTech Maturity Index
The State of Public Sector
Digital Transformation

- **4th in Europe and 11th in the world**



MEDIA NEWS COVID-19

Serbia among top five countries of OECD initiative for reporting innovative responses dur



Буди волонтер

Уколико желите да се пријавите и будете волонтер/волонтерка, молимо Вас да попуните електронску пријаву. Након што надлежне службе одобре пријаву контактираћемо Вас са упутствима и задацима.

Ако имате проблем да електронски попуните пријаву позовите контакт центар на **19819** и оператер ће Вас пријавити.

*Молимо Вас да формулар попуњавате ћиричним писмом

Име	Презиме
ЈМБГ	Број личне карте
Место рођења	
Локација волонтирања Одаберите локацију	
<small>Молимо Вас унесите Вашу жељену локацију за обављање волонтерских задатака која је организована по градовима и/или општинама. Могуће је одабрати само једну локацију.</small>	
Контакт телефон	Адреса електронске поште

...ge number of innovative
...e one of the top-rated
...at achieving an optimal
...in the times of crisis, a
...ens and the economy.
...ation in Europe (OSCE)
...the official web page of
...are presented.

Forbes

FORBES > INNOVATION > AI

Serbia And Key International Sovereigns Lead With Data And AI To Become Vaccination Champions

Mark Minevich Contributor @
Global Digital Cognitive Strategist, Digital Visionary, Artificial Intelligence expert, Venture Capitalist,...

Feb 5, 2021, 04:53pm EST

Listen to article 13 minutes

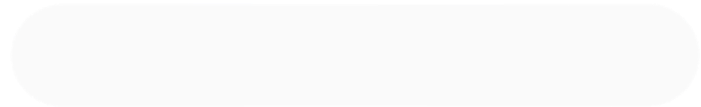
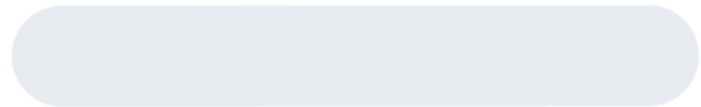
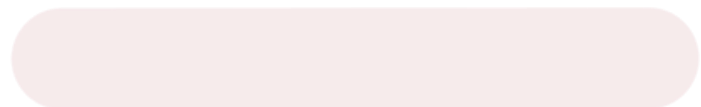
This article is more than 2 years old.

Serbia in 2022



ICT sector has become the largest net export branch

Every second job created in 2022 in Serbia was in ICTs



Serbia Digitalizes



Digital transformation knowledge sharing programme

Areas of cooperation:

1 eGovernment infrastructure

2 eGovernment services

3 Transparency in eGovernment

Website: ite.gov.rs

E-mail: kancelarija@ite.gov.rs





**Thank you for your
attention!**



еУПРАВА

КАНЦЕЛАРИЈА
ЗА ИТ И еУПРАВУ