

Management and project coordination of e-government development strategy in public administration

Presentation for the India delegation



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Organization of the
Project coordination
and of the
Strategic coordination

Government of RS
Adopting ICT related decisions, Strategy...



Strategic coordination of informatics (head: minister of interior)

State secretaries, directors of agencies, institutes, offices, association of municipalities, information commissioner, government general secretary
(directing the development of central information-communication system – regulated by special law ZDU,
Processing reports of the Project coordination, adopting strategic ICT decisions, submitting proposals to the Government)



Project coordination of informatics (head: state secretary for informatic in the PM office)

Representatives of IT departments of all ministries, government offices, institutes, agencies
(ownership and monitoring of the **Strategy** and at the **Action plan** of the efficient government informatics,
Monitoring the **IT budget** and spending, fostering the IT projects, common **methodologies**, key performance indicators, promotion)



E-Spatial
Planning

eTaxes

eArchives

eJustice

eEducation

eHealth

Operations, projects,
horizontal functions,
Common building blocks...
Focus on EU funds

eGov

E-Public
procurement

InterOP
(eSocSecurity)

Admin.
procedures

SD SPOC
(ekt1, ekt2,
evem)

Data
infrastructure

Communication
Infrastructure
HKOM

New generation of public administration e-services

“Digital Alliance with Users without Obstacles”

Why?

Reasons for electronic channels

cheaper

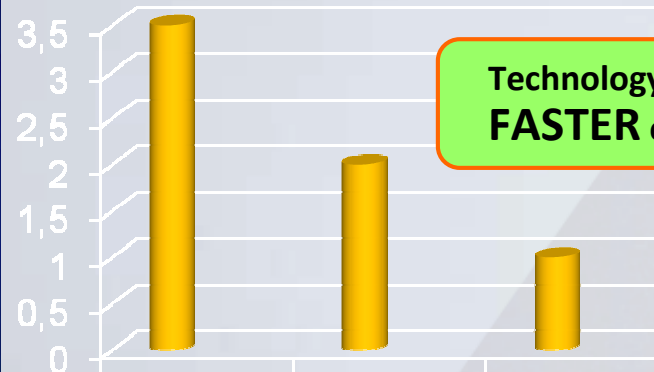
faster

better

Services of publ.adm.

CHEAPER (source: EU benchmarking 2013):

Physical contact **3,5 x more expensive** and
Phone **2 x more expensive** than electronic



fizično

telefon

digitalno



Technology for new and
FASTER e-services

BETTER e-services

following the users' demands:

- Simple use
- Adapting to personal needs
- Efficient & effective
- Collaboration - social media
- Comfortable - any place, any time

How?

Transformation of services, collaboration of institutions and public, innovations also in public sector

- transparency and openness of public administration
- accessibility and personal data control
- reuse of common building blocks
- security and privacy
- interoperability and data exchange
- Cloud computing (quick scalability of ICT capacities on demand, cost effective)

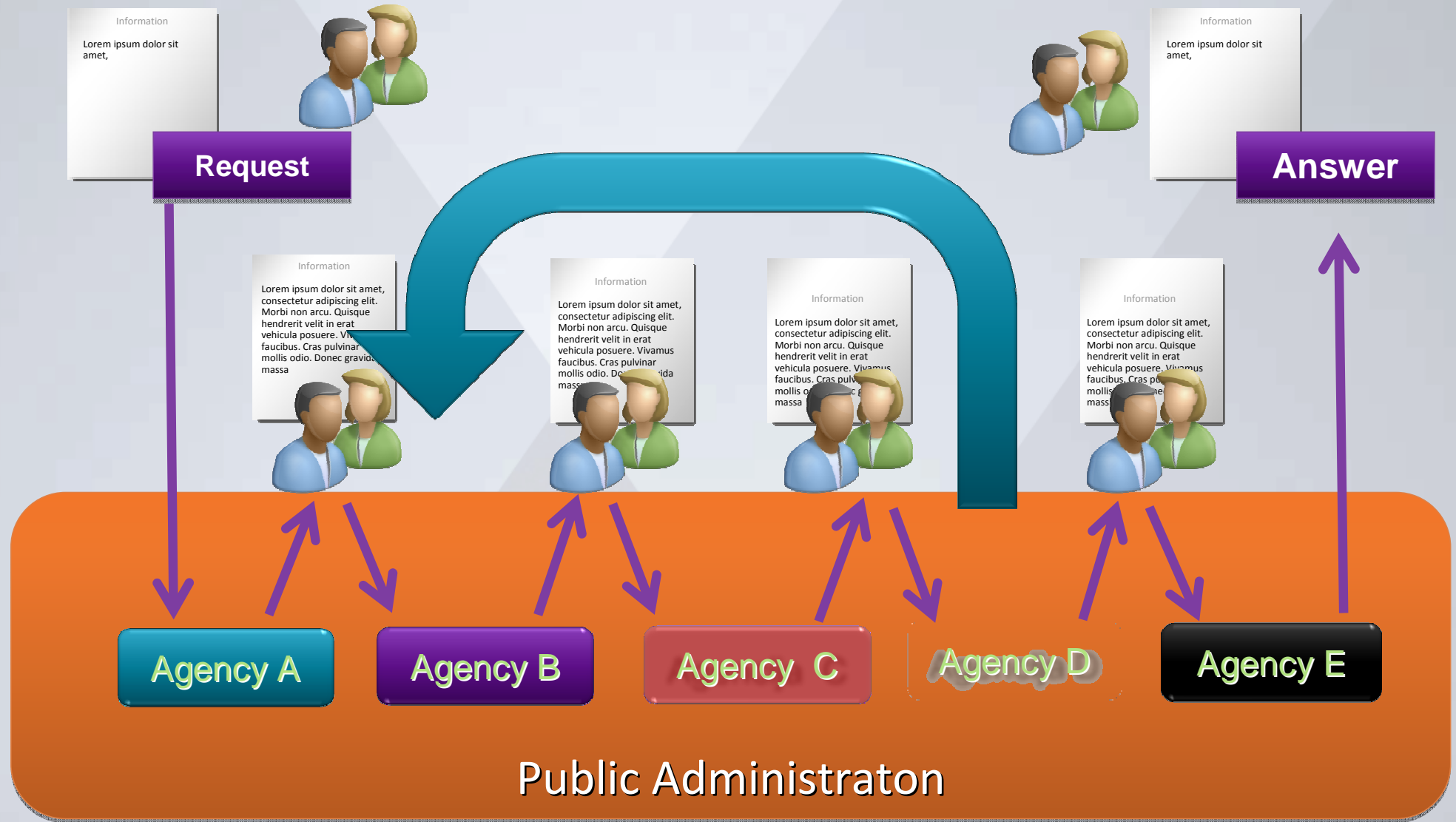
What?

Key common IT building blocks, enabling the new generation of e-business:

- eIdentification (authentication and e-signature)
- Authentic data sources (registers, databases)
- eDocuments (standards for exchange)
- eSafe (virtual storage of personal data and documents, including eDelivery)
- Single sign-on and registration
- Application markets (portal – one stop shop for applications and building blocks)

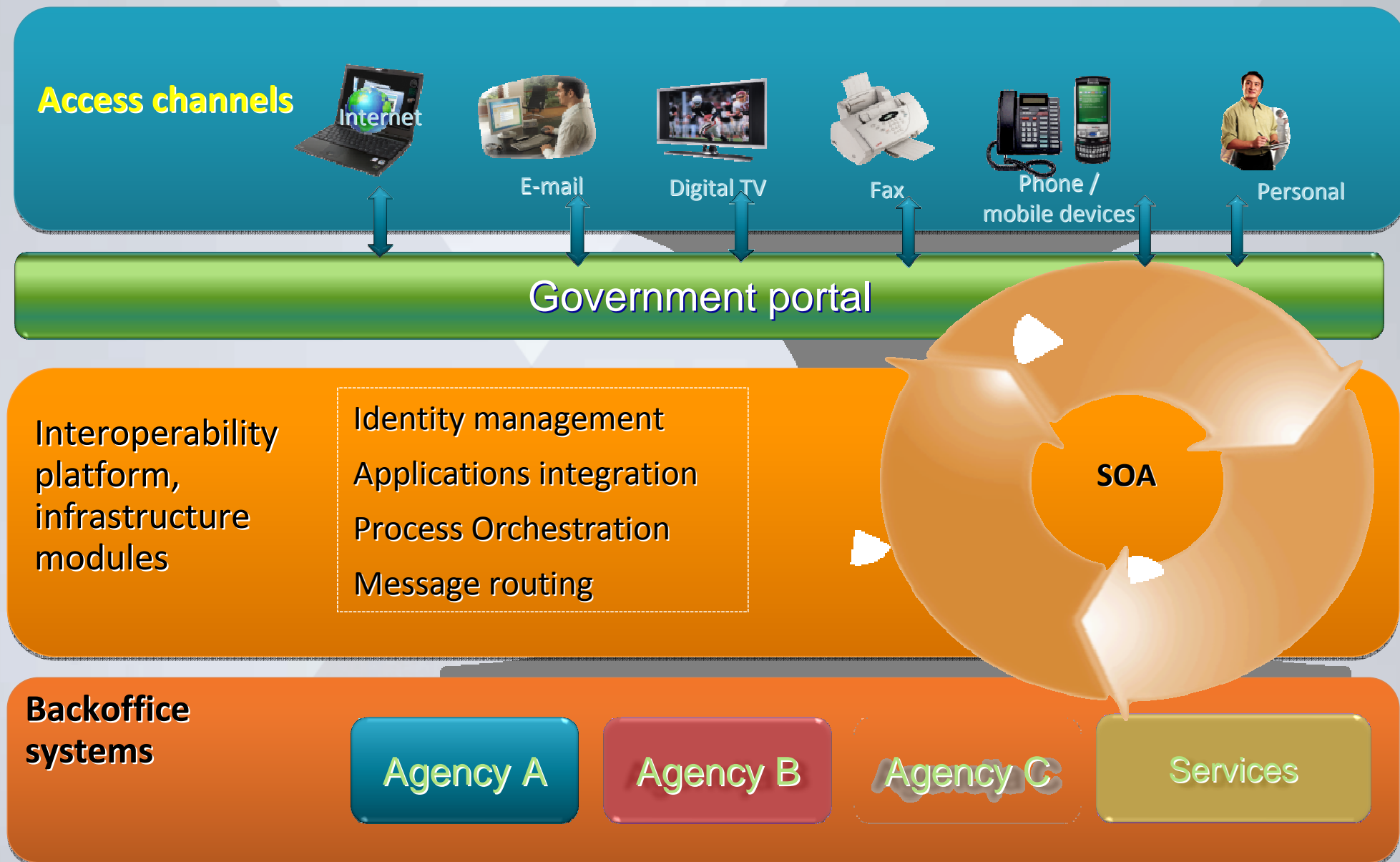


Traditional public administration



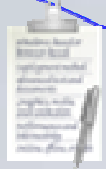
E-public administration of the Future

Single entry point & multiple output channels



Shift towards the high-efficient government informatics and e-government of the future

Manual



Service islands



Connected services



Seamless (interoperable) services
"Service oriented administration"



Are we ready for the “e-Government of the Future”?

Can we provide
efficient IT infrastructure and e-services
regarding increasing demands
of the management and public?



Expectations are high

- 
- **Management: more with less**
 - **Users: yesterday is too late**
 - **Availability 24 x 7**
 - **Security, protection and performance of the data- and communication infrastructure**
 - **Increase independence from outsourcing partners**
 - **New e-services and access with different devices**

Facts in the public administration

- **Cost reduction**
- **Difficult new employments**
- **Higher expectations for employees**
- **Difficult stimulation of employees**
- **Increasing ownership costs for infrastructure**



Cloud computing
as tool
for accomplishing goals

Cloud computing as tools for accomplishing goals

- Renting INFRASTRUCTURE as a service (IaaS)
- Renting PLATFORM as a service (PaaS)
- Renting SOFTWARE as a service (SaaS)
- Enabling dynamic management of IT capacities
- Using different locations as a community cloud (if possible)
- Institutions of public administration will be able to rent different services in the private government computer cloud
- Possibilities for setting up a “**hybrid**” data cloud
- **Estimation of savings: 20% lower costs for IT infrastructure every year (long term savings)**





Clients



Government computer cloud (DrO)

SaaS

PaaS

IaaS

Strategic goals of e-government (part of Strategy of public administration 2020)

- **Cost reduction** by increasing the informatisation level
- Ensuring **open** and **transparent** public administration processes
- Improving **digital competences** and stimulating **innovativeness** with public employees
- Improving the level of **e-services use, promotion** and innovative approaches for **developing and improving e-skills** of different generations and social groups

Electronic services

“from 1-5”

New e-Government 2.0

“Everything that the Government knows about me – let me know it too”

Fast, simple, cost efficient: new generation of government portal

- **User-centric**
- **One stop shop for all e-services (eSafe, e-documents)**
- **Personalised approach**
- **Holistic approach (from life events and information to full support for the services and procedures)**
- **Efficient search mechanisms**
- **Simplified use of authentication and e-signatures (single sign-on, support for different channels and devices:tablets,smartphones,USB...)**

E – Public procurement

- ***Portal***
- ***E-Catalogue***
- ***E-Ordering***
- ***E-Auctions***
- ***E-File***

Open data and NIO portal

“think open”

THINK

OPEN

Open data initiative: Slovenian e-government national interoperability portal



NIO

Catalogue

Assets

Data

Apps

Glossary

Contact

I WOULD LIKE
TO PARTICIPATE


ABOUT NIO


Standards and EU
recommendations


CATALOG



NEWS


I HAVE
AN IDEA!


SEARCH

Search

[View catalogue](#)

LAST ADDED

- First registered vehicles in 2012, by month
- Registered vehicles database, 31.12.2012
- Metadata system INSPIRE
- Portal PROSTOR
- Public data service (ISPO)
- Number of fixed and mobile telephones and related costs in state administration



STATISTICS



GENERAL



ENVIRONMENT


INFORMATION
SOCIETY


INTERNAL AFFAIRS


PUBLIC
ADMINISTRATION,
ADMINISTRATIVE
PROCEDURES AND

eInvoices

***”mandatory for all companies,
starting with 1.1.2015”***

Centre of Information Society

***“Museum of government informatics
&
demo centre for improving the citizens’ skills for using e-services”***

The India delegation 2013

Thank you for your attention!



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