

DIGITAL GOVERNMENT IN SERBIA



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DIGITAL GOVERNMENT GLOBAL RANKINGS

UN eGov Index 2020 Online Service Index (OSI)

- **Very High OSI** – Estonia, Denmark, Finland, Austria, Netherlands, Sweden, Spain, France, Cyprus, Poland, Lithuania, Slovenia, Portugal, Italy, Malta, Iceland, SERBIA, Ireland, Bulgaria, Croatia
- **High OSI** – Hungary, Germany, Czech Rep, Romania, Slovakia, Greece, Belgium, Latvia
- **Middle OSI**
- **Low OSI**

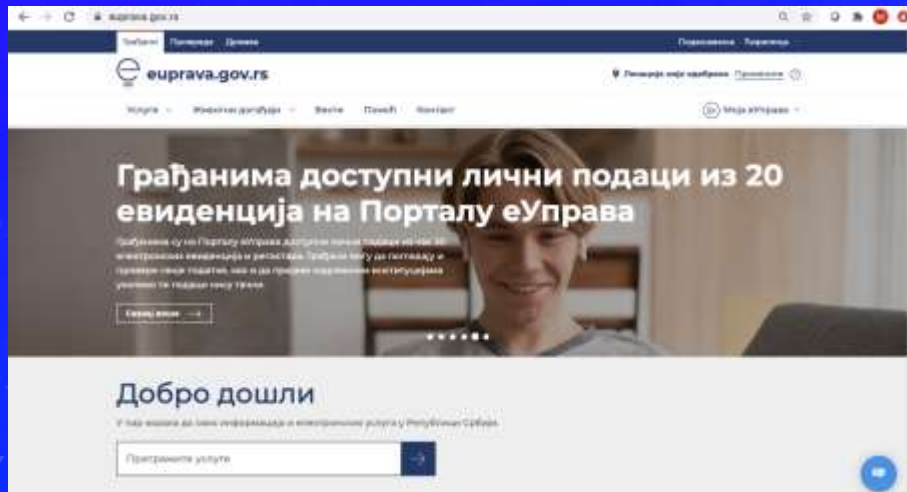
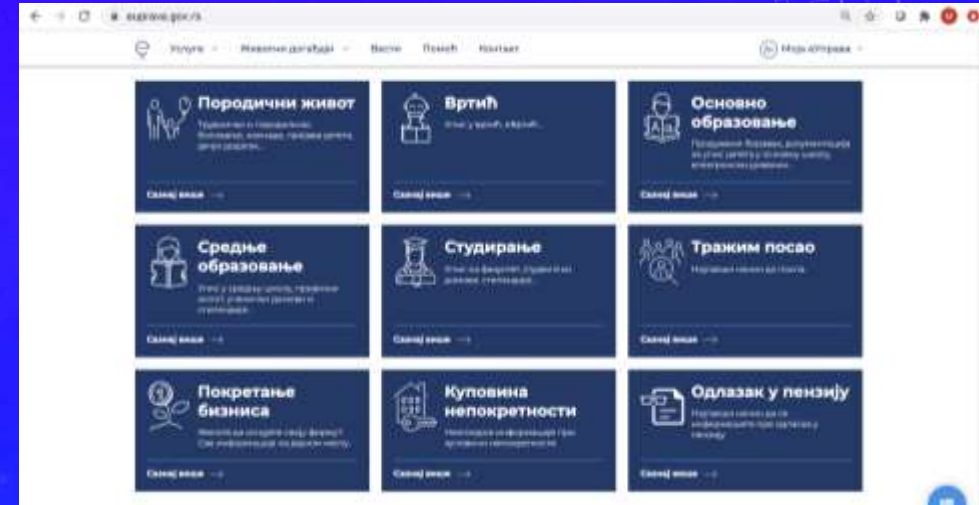
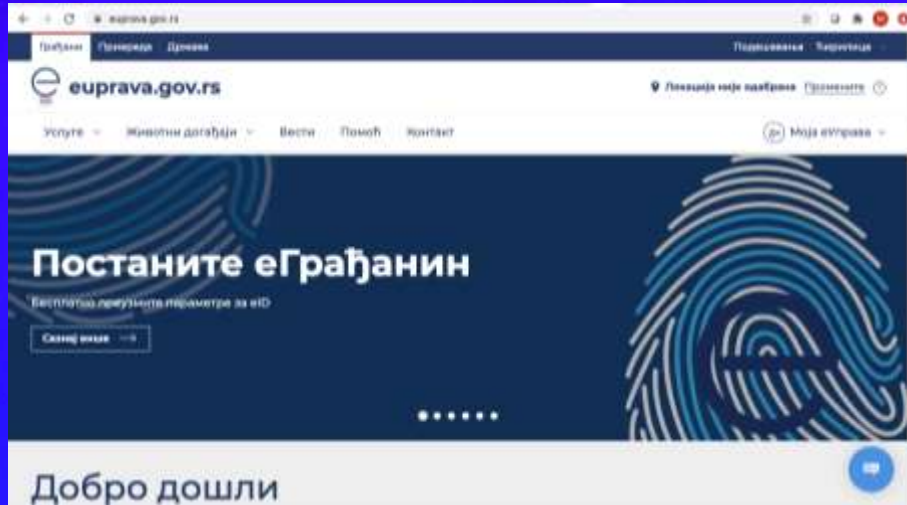
DIGITAL GOVERNMENT BUILDING BLOCKS



DIGITAL GOVERNMENT DATA CENTER



DIGITAL GOVERNMENT NATIONAL PORTAL



DASHBOARD

- 1 mil. users on the portal
- 76.000 services - Noe/2020
- 1.3 mil. services - since Jan/2020
- 16 mil. transactions on the Interop

SIGNATURE SERVICE **E-BABY**

- eBaby is a one-stop-shop that enables a set of birth-related services to be triggered at once, while still in hospital, completely paperless and free of charge.
- The service substitutes visits to multiple counters of municipalities, city secretariats, police administrations, branch offices of the National Health Insurance Fund, or average of 7 hours waiting at different counters to register a newborn.



- Since 2016, when eBaby started, 260.000 parents (90%) opted to use the service, thus time savings amount to 1,82 million hours, which equals to 5,46 million euros.

COVID-19

SERVICES4EDUCATION

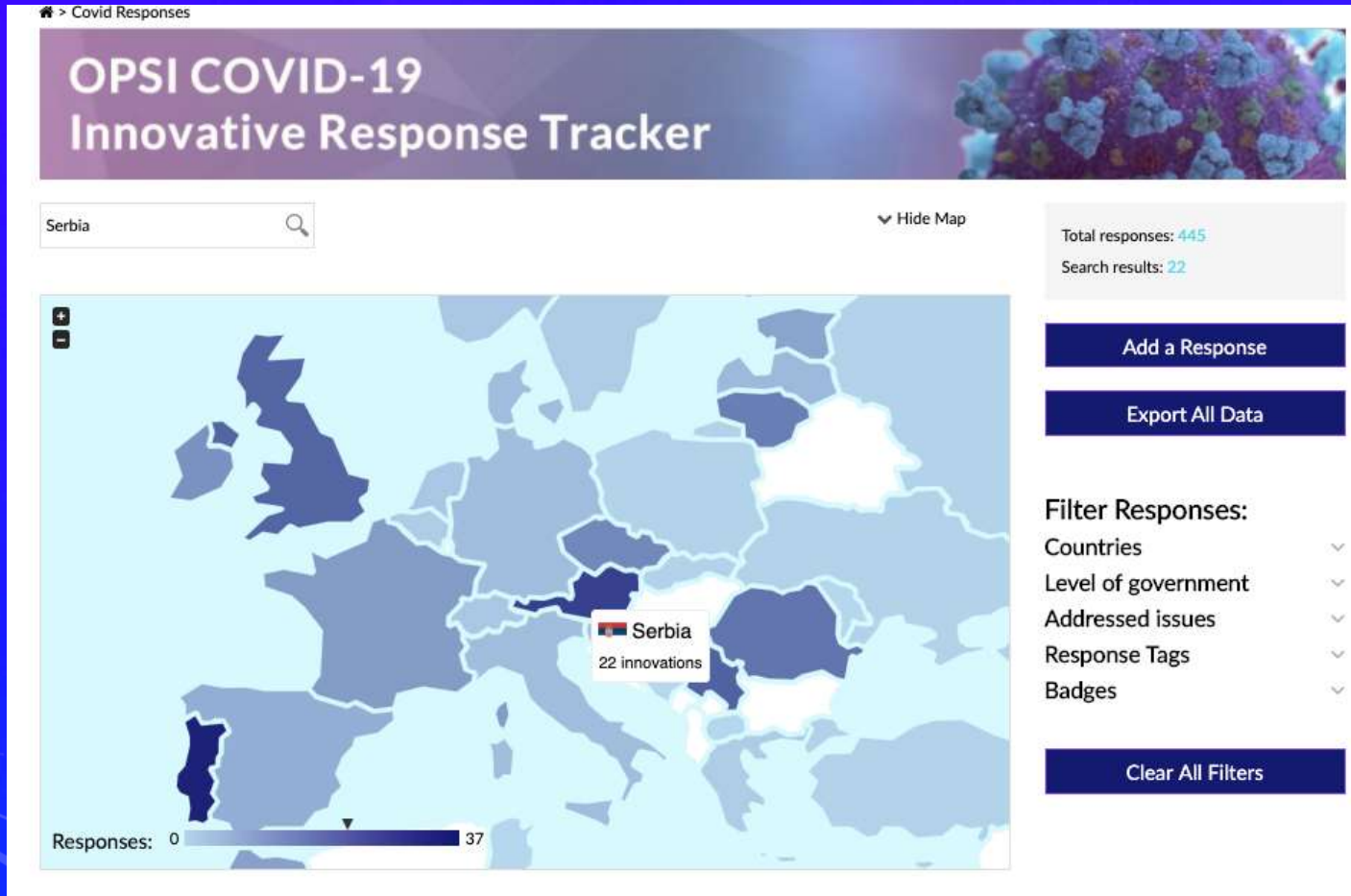
- Education is fully digital!
 - eKindergarten
 - eSchoolEnrolment
 - eHighSchoolEnrollment
 - eMatura
 - Online education
- NEXT!!!
Integrated Education Management System – March 2021
 - Unique EDU ID for students from kindergarten until their first employment
 - Informed education policies



COVID-19 SERVICES4EMPLOYMENT

**Young people struggle a lot
to obtain their first work experience.**

DIGITAL GOVERNMENT COVID-19 INNOVATION



- Among Top 5 most-productive countries in the world by the number of COVID-19 innovative responses!
- UN WSIS recognition for innovative government!
- Absolute champion of the first RESPA/SIGMA/OECD Western Balkans Public Administration Awards 2020!

WB PUBLIC ADMINISTRATION AWARDS 2020

e-Government response – Improving service delivery during the pandemic, adjusting to context and ensuring continuity

Institutions:

Office for Information Technologies and e-Government
Office of the Prime Minister of Serbia

New e-services and more use of current e-services.

Crucial parts of e-Government infrastructure were completed, including upgrade of the e-government portal according to lifecycle events, expansion of interoperability, single-sign-in authentication and implementation of e-documents delivery.

Over 1 million users, 12 million transactions by June 2020!

Many public service providers offered 100% of their services online (e.g. enrolment in kindergartens)

Some of these solutions can be replicated.

Development of Infection Control and Tracking Mechanisms

Institutions:

Office for Information Technologies and e-Government
Office of the Prime Minister

1. COVID-19 Self-Assessment
2. National COVID-19 Integrated Information System
3. COVID-19 open data
4. "Notify me when my COVID-19 test result is ready"
5. Support of scientific and research projects within the Special Research Programme on COVID-19

4.000+ citizens have used the COVID-19 Self-Assessment Tool in the first 6 days, 150.000+ have used it by October 2020

Ensuring communication and targeted information provision mechanisms

Institutions:

Office for Information Technologies and e-Government
Office of the Prime Minister of Serbia

Contact centres, information platform and app with chatbot provide citizens with accurate and timely information - generally and to specific target groups. The government speedily set up a multichannel authoritative source of guidance, to help people adapt to the crisis.

This system can be evolve into a general support network for the elderly in post-pandemic times.

Nearly 20,000 calls received via Contact Centre for the Elderly (late-March to mid-May 2020)

4% of the population subscribed.

This project is easily replicable elsewhere.

Countering grey economy and ensuring business continuity during the crisis e.g.: e-Inspector Contact Center and e-Greenmarket

Institutions:

Office for Information Technologies and e-Government
Office of the Prime Minister

The Ministry of Agriculture created an e-Greenmarket portal as a substitute for traditional greenmarkets and wholesale facilities that closed during lockdown. From inception to launch just 48 hours later, "e-Greenmarket Serbia" provided the framework to substitute a traditional market with a digital ecosystem connecting producers and consumers.

In April 2020, around 2,000 sellers of farm products have registered and 1,300 producers have been mapped.

The continued use of the platform demonstrates its true value.

The project can easily be re-created elsewhere.

DIGITAL GOVERNMENT **EXPLORATION**

POLICY LAB - Unit in the Public Policy Secretariat - supported by GIZ

- Behavioral nudges, service & journey mapping, design concepting, co-design and prototyping

GOVTECH LAB - Innovation Fund - supported by the Office for the IT & eGov

- Mapping of the existing solutions based on disruptive technologies AI, blockchain, IoT, big data, sensors, robots, drones, etc. (National AI Strategy AP has a set of measures on the AI adoption in the public sector)
- Mapping of solutions for innovative SMEs and startups that could be applied in the public sector with some adaptation, as well as development of new solutions for current public sector challenges in the field of public administration, health, environment, agriculture, smart cities. (formation of GovTech startups database, hackatons, challenges on a given topic, short acceleration programs to get to PoC, MVP, prototype...)
- Assistance to institutions in the practical implementation of the Public Procurement of Innovation (training, mentoring...)

OPEN DATA

- Datasets on data.gov.rs - 2.067
- Open municipalities budgets – 80/174
- Hackatons, open data weeks, conferences...



The background is a solid blue color with a subtle pattern of small white dots. Overlaid on this are several faint, white technical diagrams. These include circular gauges with numerical scales (e.g., 100, 110, 120, 130, 140, 150, 160, 170, 180, 190, 200, 210) and arrows indicating rotation. There are also dashed lines and concentric circles, suggesting a theme of technology, data, or engineering.

DIGITAL GOVERNMENT IS SMART GOVERNMENT

THANK YOU!