Cabinet Level Body

Central State Administrative Office for *e*-Croatia

- Cabinet level body responsible for the implementation of the Program e-Croatia 2007

- Main task – coordination of various programs, actions and operation stakeholders in order to achieve the best results that are projected within the basic strategy document.

e-Croatia 2007 Program

- Strategic priority of the Croatian Government
- Promoting information society development
- Active participation in global development trends
- Government - efficient and transparent

e-Croatia areas of development

- Information Security
- Broadband Development
- HITRONet Network
- Interoperability
- e-Education
- e-Justice
- e-Health
- e-Business
- e-Government

Information Security

- National Information Security Program
    - Establishing framework for information security policy and organization (information and communication security)
    - Measures for establishing security of information and communication systems for the government administration and on the level of the entire state
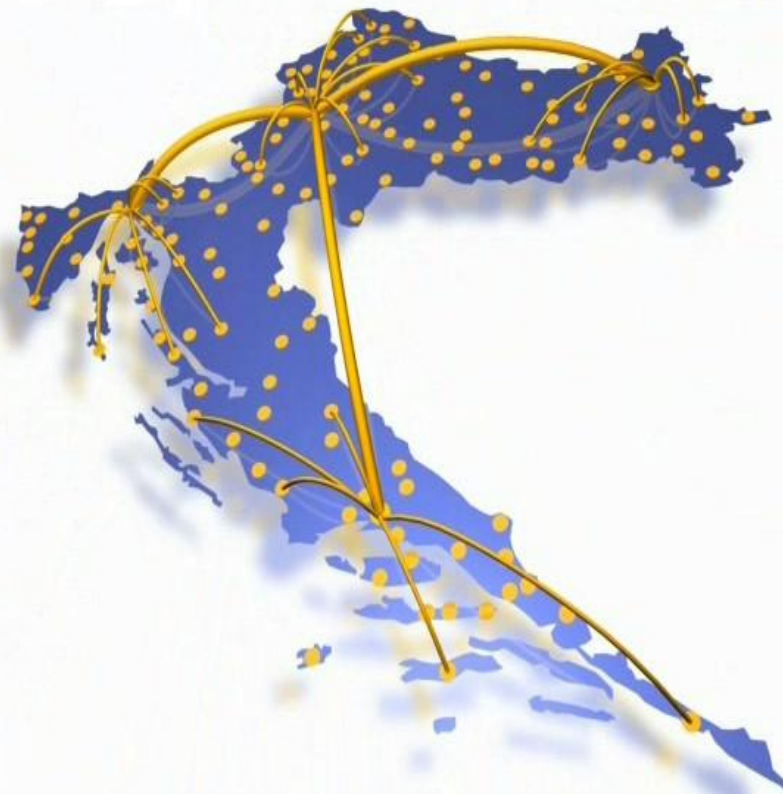
Broadband

- Broadband – basic infrastructure for knowledge-based society
- Croatia 3,72 percent of broadband users vs. EU25 average 15,1 percent (September 2006)

- Further development
  - Initiative to encourage investment in developing infrastructure and contents on local level
  - Follow the examples of developed broadband societies in Europe (cities like Almera in Netherlands)
- Target: digital contents and services available to citizens and businesses through fast and universally accessible broadband Internet access at competitive prices
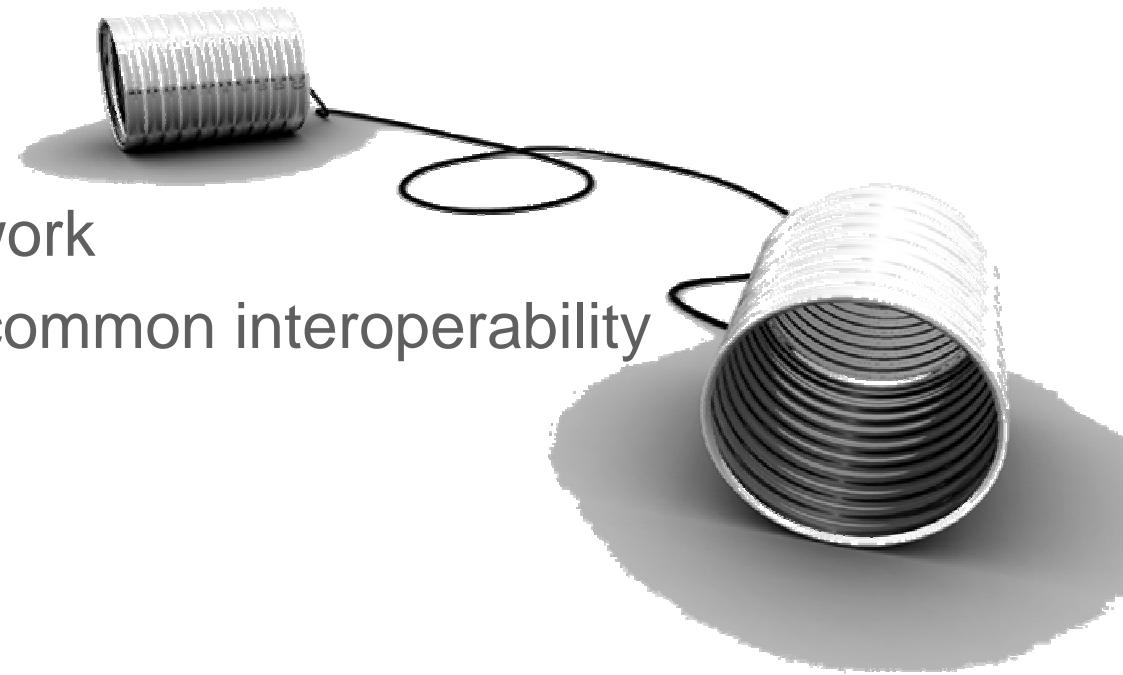
HITRONet - Government Network

- Information-communication network for state administration (HITRONet)

  - Integrating government information resources through safe private broadband infrastructure
  - The network represents a basic infrastructure for further development of electronic services and enables better communication among the bodies of public administrations.
  - Infrastructural support for realization of program HITRO.HR
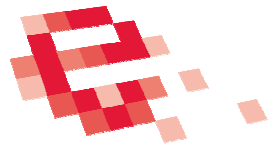 - sTESTA

Interoperability

- Open standards for data interchange (XML, standard data structures...)
- Croatian Standards Institute (joint technical committee on information technology)
- IDAbc membership
- European Interoperability Framework
- eSEE Initiative – cooperation on common interoperability framework (Pact of Stability)

e-Education

- Information system of the universities
- "Computer classroom for every school"
  - 1 300 schools equipped
- Central eLearning portal
- ECDL education for teachers
- e-mail address for every pupil
- Every school has web space
- e-Island

e-Justice

- Computerization of the judicial system
- Connecting all judiciary institutions to the Internet
- Integrated Court Case Management System - ICMS
- Infringement and penalties record keeping system
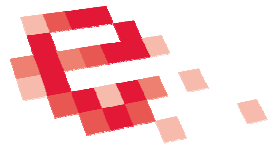- Land registry and cadastre information systems (digitalized maps, GIS)

e-Health

- Improve the quality of health services to citizens with considerable financial savings

- Informatisation of primary health services (by the end of this year)

- Introduction of an integral information system for hospitals

- Informatisation of the Croatian Institute for Health Insurance with the introduction of multifunctional smart cards

e-Business

- Creating favorable conditions for the development of electronic business
- Legal framework
  - Electronic signature Act (2002)
  - e-Commerce Act (2003)
  - e-Document Act (2005)
- Stimulating the use of e-Signature in business
- UNCTAD: E-business and ICT in general can be powerful development tools

e-Government

- Universal availability through various communication channels (no technological or competency requirements)

- Business process transformation (simplification of procedures, changes in legislation)

- Back-office integration (secure private network, interoperability)

Central Public Administration Portal "Moja uprava"

- Portal is going to be one access point for all up to date information about public administration services.

- Information on the Portal will be about all services public administration bodies provides and not just about e-services.

- Current situation is that there is large number of web sites of different public administration bodies that creates "forest" of web pages with great variations in design, content and terminology.

HITRO.HR Programme

- **Efficient and functional public administration – quick and simple services for businesses and citizens**

- Quicker registration of a company
- Services within e-KATASTAR (Cadastre)
- e-REGOS (Central Registry of Insured Persons)
- e-PDV (VAT - value added tax)
- e-PENSION (Croatian Pension Insurance Agency)
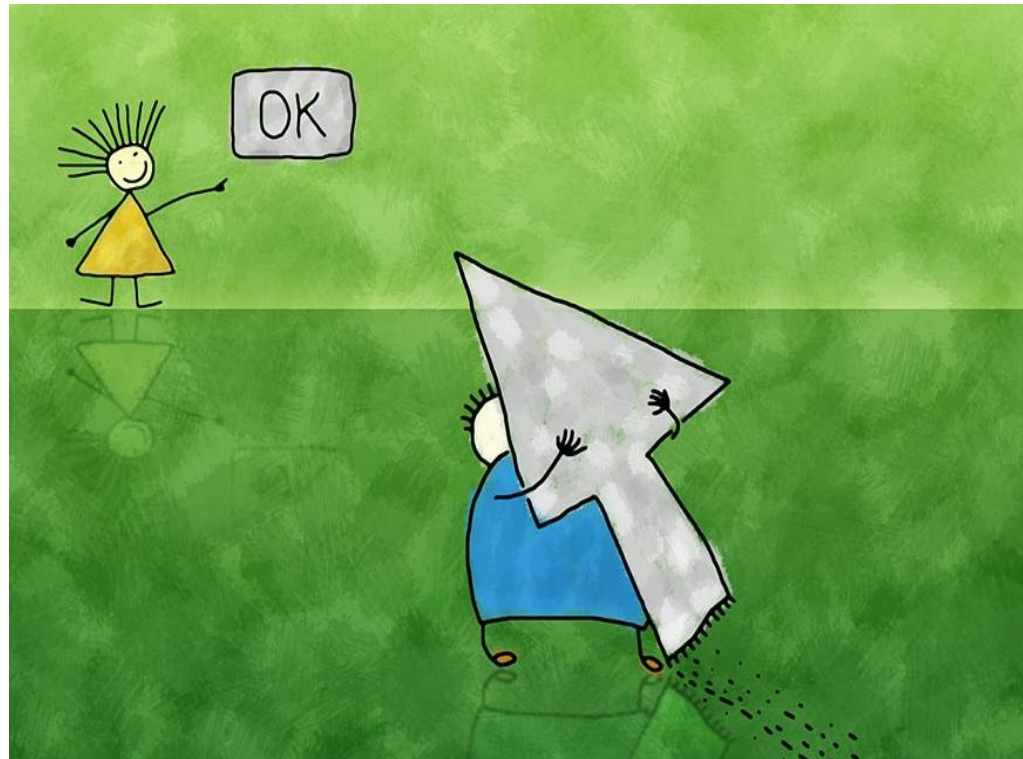- e-CRAFT (registration of a craft)

Online Public Administration Services

Citizens

1. Income Taxes
2. Job Search
3. Social Security Benefits
4. Personal Documents
5. Car Registration
6. Building Permit
7. Declaration to the Police
8. Public Libraries
9. Certificates from Registry Books
10. Enrolment in Higher Education
11. Announcement of Moving
12. Health-related Services

Businesses

1. Social Contribution for Employees
2. Corporate Tax
3. VAT
4. Company Registration
5. Submission of Data to the Statistical Office
6. Custom Declaration
7. Environment-related Permits
8. Public Procurement

HITROREZ

- The Special Unit for HITROREZ reviewed, evaluated and analyzed current business regulations on the national level
- Result:
    - 7.598 regulations accounted
    - 2.688 regulations crucial for economy reviewed
    - 706 regulations recommended for abolishment (incl. 13 laws)
    - 865 regulations needs to be simplified (incl. 97 laws)
    - Expected impact = saves for more then 1 billion kn (more then 130 million Euro) per year
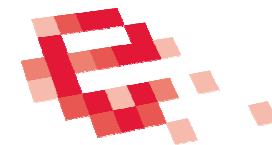
International Cooperation

- CIP - ICT PSP
- PHARE
- IPA – operational program for regional competivness
- INTERREG IIIB CADSES – TELEACCESS project
- TEMPUS – "Courses for Institution Building in Croatia"

Key documents

www.e-croatia.hr

- Operational Plan for the development of the e-Croatia 2007 Program
- One Stop Shop Program Strategy (HITRO.HR)
- One Stop Shop Action Plan (HITRO.HR)
- National program of information security in the Republic of Croatia
- National Broadband Strategy
- Open Source Software Policy
- Study on on-line availability of public services

Thank you for your attention

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