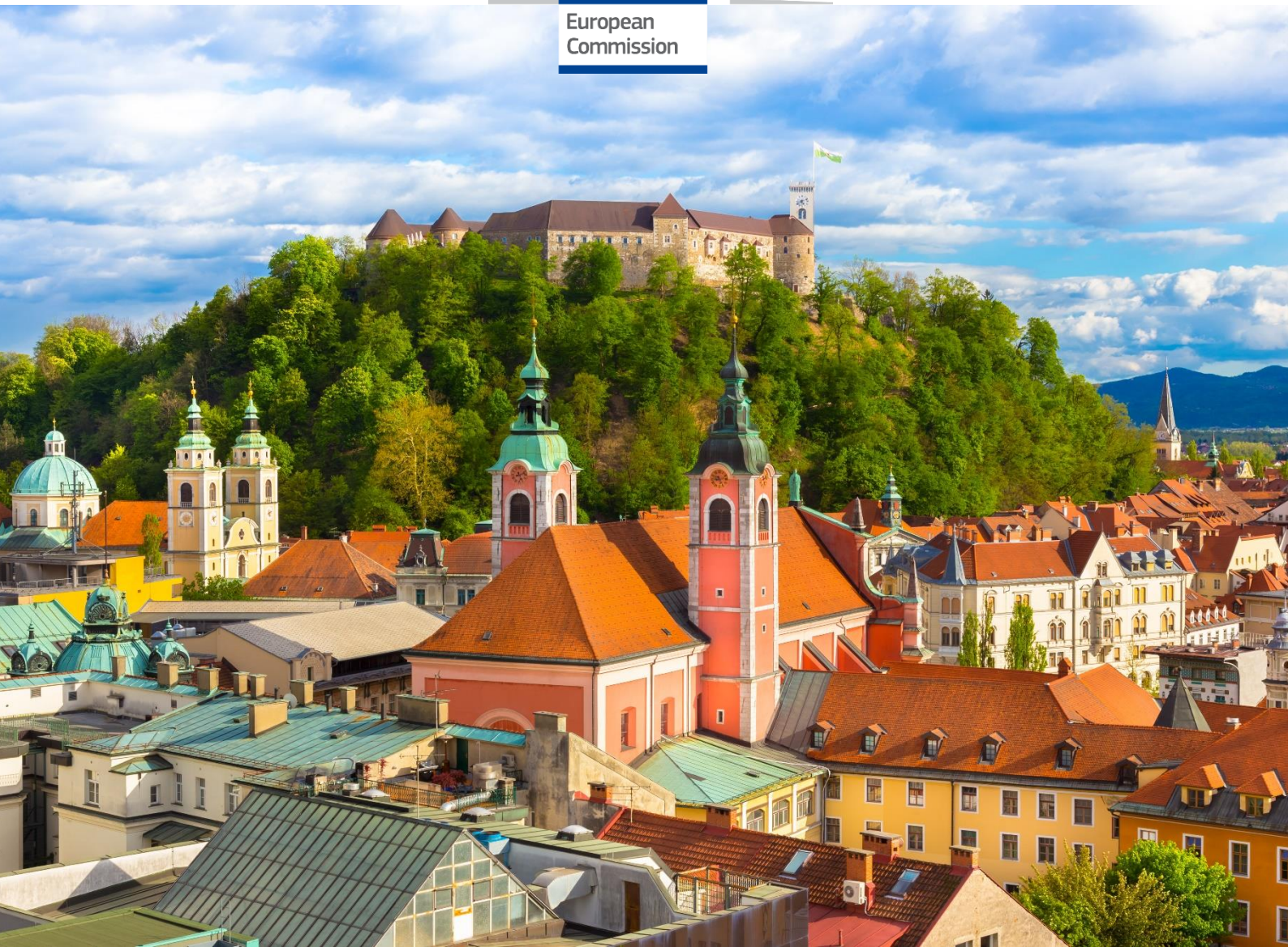




European  
Commission



# Digital Public Administration factsheet 2020

Slovenia

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1

Country Profile

# 1 Country Profile

## 1.1 Basic data

**Population:** 2 080 908 inhabitants (2019)

**GDP at market prices:** 48 006 million Euros (2019)

**GDP per inhabitant in PPS (Purchasing Power Standard EU 27=100):** 88 (2019)

**GDP growth rate:** 2.4% (2019)

**Inflation rate:** 1.7% (2019)

**Unemployment rate:** 4.5% (2019)

**General government gross debt (Percentage of GDP):** 66.1% (2019)

**General government deficit/surplus (Percentage of GDP):** 0.5% (2019)

**Area:** 20.3 km<sup>2</sup>

**Capital city:** Ljubljana

**Official EU language:** Slovenian

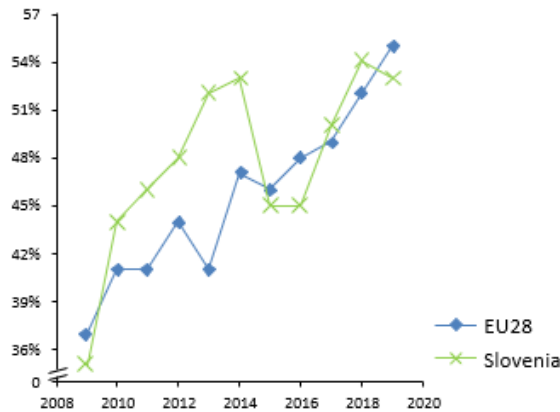
**Currency:** Euro

Source: Eurostat (last update: 24 April 2020)

## 1.2 Digital Public Administration Indicators

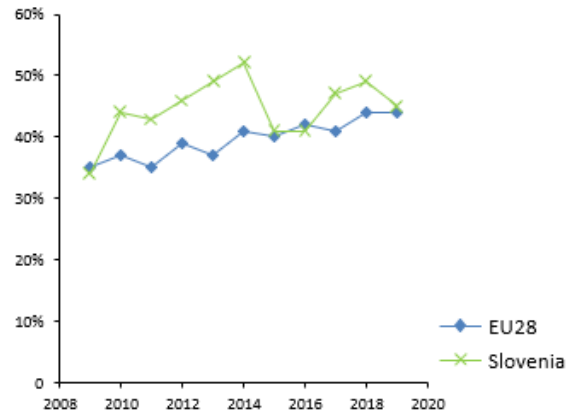
The following graphs present data for the latest Digital Public Administration Indicators for Slovenia compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Slovenia



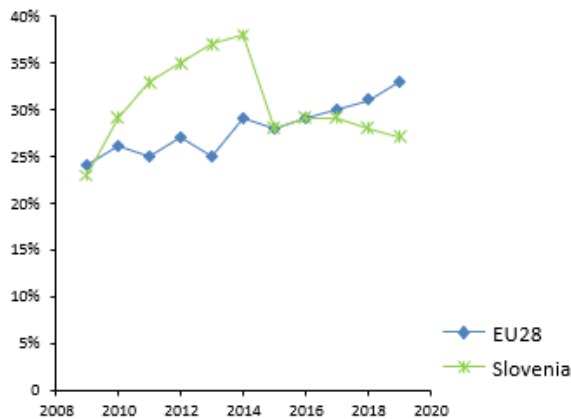
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Slovenia



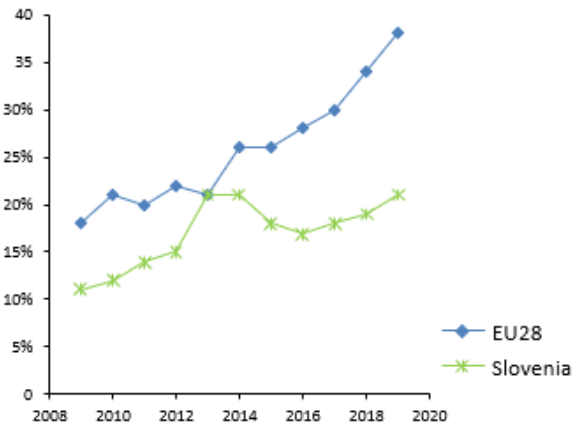
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for downloading official forms from public authorities in Slovenia



Source: Eurostat Information Society Indicators

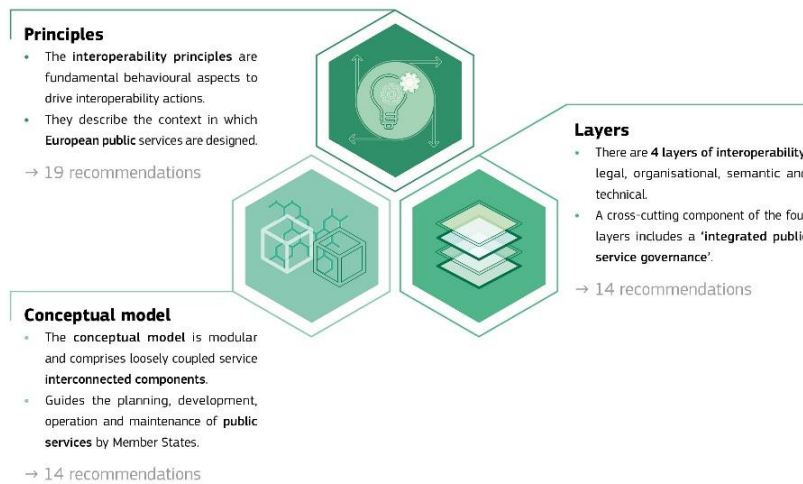
Percentage of individuals using the internet for sending filled forms to public authorities in Slovenia



Source: Eurostat Information Society Indicators

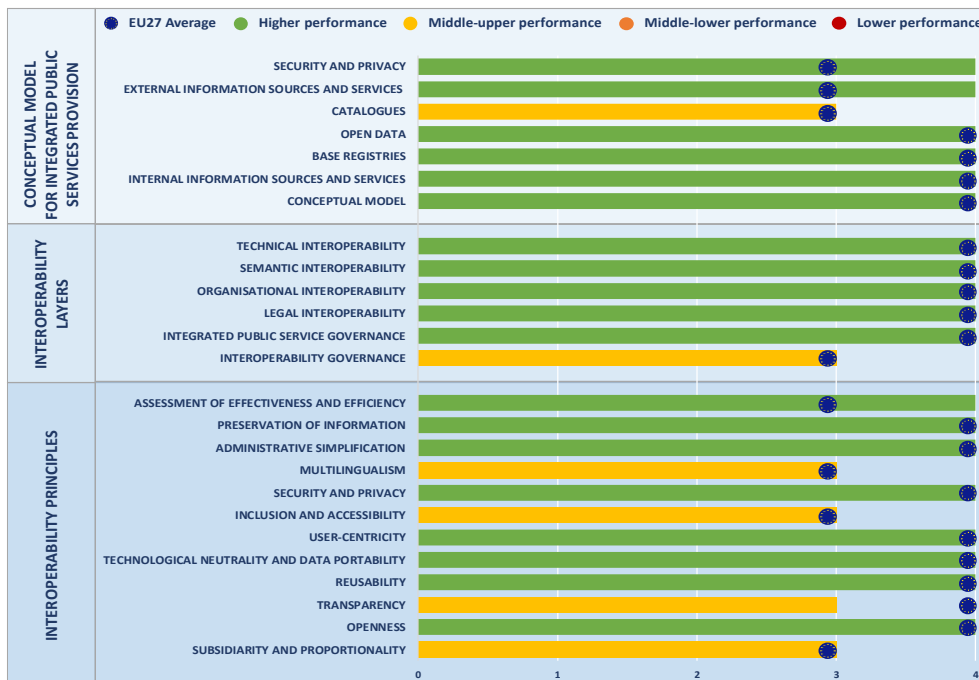
### 1.3 Interoperability State of Play

In 2017, the European Commission published the European Interoperability Framework (EIF) to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations. The picture below represents the three pillars of the EIF around which the EIF Monitoring Mechanism was built to evaluate the level of implementation of the EIF within the Member States. It is based on a set of 68 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.



Source: European Interoperability Framework Monitoring Mechanism 2019

For each of the three pillars, a different scoreboard was created to breakdown the results into their main components (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The components are evaluated on a scale from one to four, where one means a lower level of implementation, while 4 means a higher level of implementation. The graph below shows the result of the first EIF Monitoring Mechanism data collection for Slovenia in 2019. It is possible to notice an overall good performance of the country, with particularly positive results within the second scoreboard (Interoperability layers). The areas of improvements, if any, are related to principle of catalogues and interoperability governance among others.



Source: European Interoperability Framework Monitoring Mechanism 2019

## 1.4 eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark report, which evaluates the priority areas of the eGovernment Action Plan 2016-2020, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates the extent to which a service is provided online, its mobile friendliness and usability of the service (in terms of available online support and feedback mechanisms).
- **Transparency** – indicates the extent to which governments are transparent about (i) the process of service delivery, (ii) the responsibilities and performance of public organisations and (iii) the personal data processed in public services.
- **Cross-Border Mobility** – indicates the extent to which users of public services from another European country can use the online services.
- **Key Enablers** – indicates the extent to which technical and organisational pre-conditions for eGovernment service provision are in place, such as electronic identification and authentic sources.

The 2020 report presents the biennial results, achieved over the past two years of measurement of all eight life events used to measure the above-mentioned top-level benchmarks. More specifically, these life events are divided between six 'Citizen life events' (Losing and finding a job, Studying, Family life, all measured in 2012, 2014, 2016 and 2018, and Starting a small claim procedure, Moving, Owning a car, all measured in 2013, 2015, 2017 and 2019) and two 'Business life events' (Business start-up, measured in 2012, 2014, 2016 and 2018, and Regular business operations, measured in 2013, 2015, 2017 and 2019).

eGovernment performance across policy priorities				
		EU27+ average [% 2018 2019]	Country average [% 2018 2019] (growth since 2016 2017)	
USER CENTRICITY	Overall scores	86.5		89 (+8) •
	Online availability	86.8		91 (+7) •
	Usability	90.5		91 (+11) •
	Mobile Friendliness	76.3		69 (+14) •
TRANSPARENCY	Overall scores	65.6		70 (+26) •
	Service delivery	57.8		75 (+29) •
	Public organisations	74.4		70 (+12) •
	Personal data	64.8		65 (+36) •
CITIZEN CROSS BORDER MOBILITY	Overall scores	50.8		67 (+7) •
	Online availability	62.3		74 (+12) •
	Usability	65.0		100 (0) •
	eID	9.3	23 (-1) •	
	eDocuments	24.3	25 (+4) •	
BUSINESS CROSS BORDER MOBILITY	Overall scores	67.0		59 (+10) •
	Online availability	75.5		66 (+3) •
	Usability	75.5		67 (+16) •
	eID	36.0		44 (+6) •
	eDocuments	51.0	27 (+26) •	
KEY ENABLERS	Overall scores	61.4		63 (+25) •
	eID	57.4		65 (+15) •
	eDocuments	68.4		80 (+28) •
	Authentic sources	56.9		64 (+13) •
	Digital post	67.3		44 (+44) •

Source: eGovernment Benchmark Report 2020 Country Factsheets

A blurred background of people in a meeting and a silver laptop in the foreground. The laptop is open and positioned in the lower right corner. The background shows several people sitting around a table, engaged in a discussion, with warm, soft lighting.

2

## Digital Public Administration Highlights



## 2 Digital Public Administration Highlights

### Digital Public Administration Political Communications

Following the tremendous success of the 2nd World Congress on Open Educational Resources, hosted by Slovenia in September 2017, the Minister of Education, Science and Sport adopted in May 2018 the initiative to establish the [International Research Centre on Artificial Intelligence under the auspices of UNESCO \(IRCAI\)](#). Slovenia's proposal was confirmed and adopted during the 40th Session of UNESCO's General Conference in November 2019 – unanimously and with huge support from all Member States of UNESCO. Therefore, IRCAI was established in the beginning of 2020.

### Digital Public Administration Legislation

Slovenia continues the preparation of a new law in the area of electronic identification and trust services, which will align national legislation with the new [Regulation \(EU\) No 910/2014](#) on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation). The [Ministry of Public Administration](#), which is responsible for the preparation of the new legislation conducted a series of public consultations to obtain different views and feedback of the interested public. The tentative date of adoption of the new law is envisioned for 2020. It is expected that it will introduce an electronic identity that will be issued on different electronic identification means, including mobile-based means.

### Digital Public Administration Governance

The newly established [Information Security Administration of the Republic of Slovenia \(ISA\)](#) has been the competent national authority in the field of information security since 1 January 2020. Its mandate involves increasing the resilience to cyber threats that can threaten individuals, businesses, government and society at large. ISA is also strategically placed within the Slovenian national security system and is tasked with notifying the Government and the National Security Council (NSC) in the case of a critical incident or cyber-attack.

### Digital Public Administration Infrastructure

The Slovenian government launched the centralised governmental portal [GOV.SI](#), cutting down the number of governmental websites from 335 to around 30.

Recent progress in the implementation of eHealth solutions in Slovenia represents an important milestone. Further exploitation of eHealth potentials certainly represents a development opportunity, which can, subject to proficient coordination with other ecosystem factors, ensure better utilization of healthcare resources and provide considerable public health benefits.

The central document system [KRPAN](#) was established for 150 state administration bodies. It serves as a fundamental tool for document management and long-term document retention. As a modern information system, it contributes to increase the flexibility and mobility in working processes supporting the preparation and distribution of documents.



3

Digital Public  
Administration  
Political  
Communications

## 3 Digital Public Administration Political Communications

### 3.1 Specific political communications on digital public administration

#### Digital Slovenia 2020 - Development Strategy for the Information Society

At the beginning of 2016, the government of the Republic of Slovenia adopted the long-term strategy *Digital Slovenia 2020 - Development Strategy for the Information Society*. The detailed objectives of this strategy included:

- raising general awareness on the importance of information and communication technologies (ICT) and the Internet for the development of society;
- sustainable, systematic and targeted investment in the development of a digital society;
- general digitalisation according to the 'Digital by Default' principle;
- competitive digital entrepreneurship and digital industry for digital growth;
- intensive and innovative use of ICT and the Internet in all segments of society;
- high-speed access, open internet for all;
- inclusive digital society;
- secure cyberspace;
- trust and confidence in cyberspace and the protection of human rights; and
- Slovenia – a point of reference for the deployment of innovative approaches in the use of digital technologies.

The Strategy's vision calls on Slovenia to take advantage of the development opportunities of ICT and the internet, thus becoming an advanced digital society and reference environment for the deployment of innovative approaches in the use of digital technologies at a systemic level. At the same time, a high level of protection of personal data and communication privacy in a digital society should be ensured. This will create trust and confidence in digitalisation and cyberspace.

The government favours investments in the digitalisation of entrepreneurship, an innovative data-driven economy, and the development and use of the internet, smart communities, cities and homes. Within these limits, it favours research and technology development of the Internet of Things, cloud computing, Big Data and mobile technologies. Because the government wishes to enable equal integration into the single European digital area for Slovenian stakeholders, it uses ICT and the internet innovatively in all developmental areas. In the future, it will invest in education to promote digital society.

The analysis of this strategy is currently in process and will be the basis for any further reviews of or changes to this strategy. Since it is coming to the end of the term, the Slovenian administration is already looking ahead for the next period.

#### Public Administration 2020 – Slovenian Public Administration Development Strategy 2015-2020

The Strategy's main purpose is to set a platform for a real improvement in the operations of Slovenia's public administration, which is about to undergo modernisation and renewal. Reform will be achieved by introducing a comprehensive management system through centralised strategic planning, while ensuring quality control systems for the simplification and modernisation of administrative processes, as well as monitoring and evaluating the work done and the targets to be achieved across all levels. Effective public administration cannot be achieved without efficient government IT. This will leverage new opportunities and the potential offered by modern technological and organisational approaches, of which cloud computing has one of the

greatest potentials. Improving the state of ICT in public administration will have significant synergistic effects in achieving other strategic targets, as well as in the development of information society as a whole.

This will require effective informatics, the increased use of eServices, digitalisation and interoperability of information solutions, all of which were encompassed in a special strategic objective: the [Public Administration Development Strategy 2015-2020](#). In addition to the direct effects on central government, indirect positive impacts were anticipated for the entire public administration (particularly local self-government, public institutions, and agencies), whose business processes are linked to the central government. Efficient governmental IT, argued the Strategy, had the potential to significantly contribute to the digitalisation of business processes and therefore improve quality, transparency, and accountability in public administration.

Data governance is a prerequisite for data driven developments, operations, decisions, and innovative approaches. In this context, a set of actions is in place. The development of a central metadata dictionary is a priority and is also the prerequisite for a data repository. A data repository will provide views with different perspectives and contexts, which will be the root for the knowledge and understanding of the data. The repository will provide information on how applications are connected to the data, what institutions are responsible for the data, and how data is used through public administration procedures.

In the context of the Slovenian Public Administration Development Strategy 2015-2020, which also covered the digital government strategy, the government adopted an action plan every two years. In 2018, the [Semantic Interoperability Implementation Strategy](#) was prepared. With the help of tools and procedures defined in the Strategy we intend to address the following areas:

- Once-Only Principle;
- more efficient and standardised planning of information solutions models (for new and re-engineering existing ones); and
- greater degree of reliability and quality of data exchanged between systems (one truth rule, same understanding of the meaning of data for all users).

### Reorganisation and Centralisation of government IT

The project of reorganisation and centralisation of informatics in State administration was completed in 2018. Slovenia has established and ensured the functioning of various new organisational, financial, personnel and technological solutions or processes at all levels of information and communication technology, by carrying out the following activities:

- Slovenia has established a unified way of managing State administration information and communication systems, through the consolidation of human resources and information and communication infrastructure, and the establishment and operation of the Council for the Development of Informatics in State administration;
- the establishment of a unified information security policy has increased the level of confidence in the safe and reliable functioning of the State administration information system;
- public administration has established a new way for financial resources joint planning, which has contributed to the optimisation of financial planning processes and, consequently, the reduction of procurement costs and equipment standardisation;
- the Country established a new way of performing joint procurement, which resulted in increasingly positive effects in terms of economies of scale, homogeneity of equipment, better control and more efficient use of hardware and software;

- Slovenia has introduced a new way of implementing first- and second-level customer support system, which quickly and efficiently monitors business processes, improves communication with users, reduces problem-solving time, and monitors user requests execution, ordering, and state of computer equipment, etc. more effectively;
- the administration changed the cost structure between investment maintenance and investment and development costs in favour of the latter;
- through the consolidation of human resources, public administration has created an appropriately qualified core, which enables a wider range of internal services, thereby reducing the ownership of information and communication systems and allowing greater independence from external service providers.

Budget savings were invested in digital information and communication solutions. The Slovenian administration expects this trend to continue in the coming years, mainly due to economies of scale, which means that the Country will be able to achieve lower prices for contractors and equipment suppliers.

The government cloud established a computer infrastructure for direct budget users, provided them a landing zone for big data, storage (app store) and common solutions. It increased innovation opportunities for service providers and public administrations, as evidenced through the implementation of advanced cloud infrastructures and services. The State cloud contributed to the simplification and streamlining of IT procedures development and maintenance, as well as the improvement of national authorities' operations.

The government cloud was awarded the ISO 27001 certification in 2018, thus established itself as a trustworthy and secured cloud services provider.

The government cloud DRO offers an efficient and reliable infrastructure for the functioning of critical IT systems in public administration. It was designed technically to provide the highest level of security. It consists of three equivalent infrastructures. The critical applications run parallel and equivalent on all three active infrastructures. DRO will bring better services for its users, citizens and companies, and not only electronic services, but also F2F interaction through administrative units. DRO can rely on the knowledge and experience of 38 IT companies (involved in the establishment of DRO) and their experts. DRO also represents development platforms for innovative processing and simulation of mass data (Big Data).

The migration of existing public administration applications to the cloud infrastructure is still in progress. The implementation of a new application development methodology is acting as a foundation for application renovation. The application development will be aligned with cloud computing concepts and supported by tools, standards, software solutions and training. A special emphasis will be put on civil servants' training through the Raising Digital Competences project financed by the European Social Fund and carried out by the Academy of Public Administration, with the help of public administration professionals.

Simultaneously with the government cloud, the Slovenian administration is now also in the phase of creating Development Innovative Cloud (RIO), which will establish a development environment for start-ups, innovators, researchers, students, individuals, NGOs and public institutions. RIO will include mechanisms for monitoring new approaches to the development of information systems in various areas such as: containerisation, microservices, network-free concepts, event and domain-driven systems, and the Internet of Things.

## 3.2 Interoperability

### National Interoperability Framework

The Slovenian National Interoperability Framework represents a metadata framework for the coordinated development of public sector eServices. On the [NIO portal](#), system specifications and documentation are available together with standards, recommendations, interoperability products, data access services, organisational rules, interoperability infrastructure and building blocks. The NIO's Editorial Board, a group of IT experts from various fields, are involved in the publication and monitoring of interoperability products working process on the NIO portal. An important and continuous task of the Committee is to raise awareness on the importance of interoperability and the establishment of NIF and EIF.

## 3.3 Key enablers

### 3.3.1 Access to public information

No political communication has been adopted in this field to date.

### 3.3.2 eID and Trust Services

No political communication has been adopted in this field to date.

### 3.3.3 Security aspects

#### Cyber Security Strategy

The current [Cyber Security Strategy](#) was the first step in establishing the framework for ensuring national cyber security on a higher level. The Republic of Slovenia will provide an open, safe and secure cyberspace, which will serve as the basis for the smooth functioning of the infrastructure relevant for State agencies and the economy, as well as the lives of all citizens. On the one hand, rapid development of information and communication technologies in modern society is beneficial, but on the other it determines the emergence of new and more technologically-sophisticated cyber threats. There is a growing trend in using ICT for political, economic and military pre-eminence. Cyber-attacks have become a major security threat to the contemporary world. As a consequence, some time ago cyber security became an important and integral part of national security.

With the adoption of the [Information Security Act](#), Slovenia set the real basis for strengthening the national cyber security system. A new Information Security Administration was established within the Ministry of Public Administration with a clear mission of increasing resilience to cyber threats that can threaten individuals, businesses, the government and society at large. With these new developments, achieving the goals set by the Cyber Security Strategy has become realistic.

### 3.3.4 Interconnection of base registries

No political communication has been adopted in this field to date.

### 3.3.5 eProcurement

No political communication has been adopted in this field to date.

## 3.4 Domain-specific political communications

No political communication has been adopted in this field to date.

## 3.5 Emerging technologies

### Blockchain Action Plan

In May 2018, Slovenia adopted an [Action Plan](#) to lay the groundwork for an accelerated implementation in the use of blockchain technologies. The main activities, foreseen in the Action Plan were:

- identification of the relevant legislation for the implementation of blockchain/DLT solutions (tax legislation, AML – Anti Money Laundering, GDPR – General Data Protection Regulation, Financial Regulation of the Securities and Requirements for Security Tokens);
- identification of the relevant technological areas (vertical/horizontal) to determine the testing environment (a 'sandbox');
- strengthening of the implementation of blockchain/DLT solutions (together with other Industry 4.0 technologies: IoT, AI, AR, VR, MR – mixed reality, machine learning) in the demo/pilot projects developed for nine smart specialisation strategy areas (including: smart cities and communities, smart home, sustainable tourism, sustainable materials, smart factories – factories of the future, smart mobility, circular economy, health and medicine and sustainable food supply);
- creation of the regulatory framework for the introduction of blockchain/DLT solutions and ensuring the legal base to start or develop a business based on blockchain/DLT in Slovenia;
- definition of the relevant educational/training content and programmes and steps to introduce knowledge into companies, supporting environments and the educational system (regarding the strong concentration of knowledge in Slovenia on blockchain/DLT).

Use cases are implemented by the blockchain ecosystem in Slovenia, which is partly presented throughout the Blockchain Think Tank and other communities. The main purpose of [Blockchain Think Tank Slovenia](#), under the Slovenian Ministry of Economic Development and Technology, is to act as a bridge between the public and the private sector and serve as a platform for gathering all possible knowledge on blockchain technology in one place.

### SI-Chain – National test blockchain infrastructure

Slovenia [launched the national test blockchain infrastructure SI-Chain](#) to enable the testing of existing and new blockchain applications for both the public and private sectors. Still in the test phase, the blockchain solution allows transactions and the possibility to create smart contracts.

### National Strategy for Artificial Intelligence

The Ministry of Public Administration has been drafting a national Strategy for Artificial Intelligence. A working group was formed consisting of representatives of various ministries and government departments. External stakeholders include the Slovenian Digital Coalition, the Slovenian Society for Artificial Intelligence, Slovenia's Digital Ambassador, the Chamber of Commerce and Industry of Slovenia, the Strategic Research and Innovation Partnerships (SRIP PMiS - Smart Cities and Communities and SRIP ToP - Factories of the future), the Jožef Stefan Institute, the Faculty of Computer and Information Science of the University of Ljubljana and others).

The Working Group's tasks include:

- examining the state of artificial intelligence in the Country;
- examining possible best practices in place abroad;
- formulating proposals for systemic regulation;
- harmonising systemic system proposals with Slovenian and EU strategic documents;
- preparing the final proposal for the national strategy for artificial intelligence.

The focus areas are:

- strengthening technological and industrial capacities in the field of artificial intelligence;
- responding to socio-economic changes, such as changes in the labour market and education system;
- providing an appropriate ethical and legal framework.

The Working Group is currently finalising the strategy, which is envisaged to be adopted by the end of 2020.

### International Research Centre on Artificial Intelligence under the Auspices of UNESCO (IRCAI)

Following the tremendous success of the second World Congress on Open Educational Resources hosted by Slovenia in September 2017 and the ensuing growth of the Country's profile on global level, the Minister of Education, Science and Sport adopted in May 2018 the initiative to establish the [International Research Centre on Artificial Intelligence under the auspices of UNESCO \(IRCAI\)](#). Slovenia's proposal was confirmed and adopted during the 40<sup>th</sup> Session of the UNESCO General Conference in November 2019 – unanimously and with huge support from all UNESCO Member States. Therefore, IRCAI is being established in the beginning of 2020.

The purpose of IRCAI will be to provide an open and transparent environment that, in addition to research, technology and discussions in the field of Artificial Intelligence, will provide stakeholders worldwide with public-policy support for the development of Artificial Intelligence orientations and action plans. IRCAI will provide governments, (international) organizations, legal entities, other institutions and the general public with appropriate professional support for systemic and strategic solutions in the deployment of Artificial Intelligence in various fields. It will assist in developing and expanding capabilities in a variety of ways, including setting up ancillary research centres around the world, developing training and global awareness programmes and creating a network for research and knowledge exchange.



A person in a blue suit is seated at a desk. In the foreground, a silver laptop is open. To the left of the laptop is a stack of several books. On top of the books sits a golden scale of justice. The person's hands are visible, one holding a pen and the other resting on an open book. A green banner is overlaid on the right side of the image, containing the number '4' and the text 'Digital Public Administration Legislation'.

4

Digital Public  
Administration  
Legislation

## 4 Digital Public Administration Legislation

### 4.1 Specific legislation on digital public administration

#### General Administrative Procedures Act

The [General Administrative Procedures Act](#) (Official Gazette of the Republic of Slovenia, no 24/2006-ZUP-UPB2, 105/06-ZUS-1, 126/07, 65/08, 8/10, 82/13), adopted in 1999 and amended several times, provided the general legal basis for all administrative proceedings: Administration-to-Citizen (A2C) and Administration-to-Business (A2B) interactions together with a major portion of Administration-to-Administration (A2A) relations. One of the main provisions of the Act and its [Decree on Administrative Operations](#) (Official Gazette of the Republic of Slovenia, no 9/18) allow for a two-way electronic communication between public administration and citizens. Prior to the enforcement of this provision, citizens could submit digitally signed eDocuments to the eGovernment state portal, but the Administration would only respond in writing via regular mail. Electronic answers, or eDeliveries, acquired legal status after the 2004 amendment of the Act.

### 4.2 Interoperability

#### Spatial Information Act

The [Spatial Information Act](#), in articles 8, 10, 11 and 12, defines the interoperability of spatial data sets and services. It defines interoperability as the ability to combine spatial data sets for services to interact, without manual intervention, in such a way that the result is coherent, and the added value of the spatial data sets and services is enhanced. Interoperability of spatial data sets and spatial data services shall be provided by administrators. Interoperability shall ensure links between different spatial data that refer to the same location, and between the same spatial data that refer to the same spatial object when represented at different scales. Information for the implementation and provision of the interoperability of spatial data sets and services, including data, codes and technical arrangements, shall be available free of charge to public law entities and third parties through the spatial data geo-portal.

### 4.3 Key enablers

#### 4.3.1 Access to public information

##### Access to Public Information Act

The legal basis for the proactive publication of information and data on the web by public sector bodies was provided for by the [Access to Public Information Act](#) (Official Gazette of the Republic of Slovenia No 51/06, 117/06 – ZDavP-2, 23/14, 50/14, 19/15, 102/15 in 7/18). The Act regulates the open and transparent functioning of the public sector and the re-use of public sector information. In principle it provides that all generally accessible public information is re-usable (it includes the reuse right from the PSI Directive). The law places the emphasis on the online publication of entire databases/public sector open data (i.e. data in open, machine-readable formats for further re-use by citizens, non-governmental organisations, media, etc.)

Regarding public sector databases, special attention is paid to the provision in terms of database management by public administration bodies, and connectivity between databases, in order to provide simple and straightforward data access:

- metadata are defined by the [Decree on the Delivery and Re-use of Public Information](#) (adopted by the Slovenian government in April 2016);
- the Ministry of Public Administration published the [Manual on Opening Up PSI](#) (June 2016).

Apart from the legal framework, several activities have been announced in this field (hackathons, guidelines, renewal of the open data portal etc.). In addition, it is important to emphasise that in principle all documents (electronic or not), produced by public bodies are publicly available on the basis of a request after a legal review by the institution. The [Information Commissioner](#) acts as a strong supervisory body whose decisions are fully binding upon public sector institutions.

### Accessibility of Websites and Mobile Applications Act

The [Act](#) regulated measures to ensure the accessibility of public sector websites and mobile applications, providing more accessible websites and mobile applications for all users, in particular for users with disabilities (sensory or mobility impairment and mental disorders). The [Accessibility of Websites and Mobile Applications Act](#) is only available in Slovenian. Additional information is available [via the NIO portal](#).

## 4.3.2 eID and Trust Services

### National legislation related to eIDAS (under preparation)

Preparation continued on a new law in the area of electronic identification and trust services, one that will eventually align previous national legislation based on the [eSignature Directive \(1993/93/EC\)](#) with [Regulation \(EU\) No 910/2014](#) on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation). The [Ministry of Public Administration](#), which is responsible for drafting new legislation, concluded a series of public consultations to obtain different views and feedback from stakeholders interested in electronic identification in 2018 and 2019. The tentative date of adoption of the new law is envisioned for 2020. It is expected that it will introduce electronic identity that will be issued on different electronic identification means. It is planned that Slovenian citizens will be able to use their new identity cards as electronic identification means starting in 2021. At the same time, further development will involve mobile based identification means.

The different activities regulated by the eIDAS Regulation in the area of trust services, such as the certification of qualified trust service providers, were successfully finalised on time within the required transitional period. Currently, all activities in the area of trust services are operational and aligned with requirements of the eIDAS Regulation.

## 4.3.3 Security aspects

### Information Security Act

Following [Directive \(EU\) 2016/1148](#) (NIS Directive), the [Information Security Act](#) regulates information security and the measures for achieving a high level of network and information systems security in the Republic of Slovenia, which are crucial for the smooth functioning of the State in any security situation and which provide essential services for the preservation of key societal and economic activities. It stipulates the minimum-security requirements and the requirements for the notification of incidents for the subjects obliged to comply with the Act. Furthermore, it regulates the competences, duties, organisation and operations of the National Competent Authority for Information Security and the Single Point of Contact (Information Security Administration), the National Cyber Security Incident Response Centre (National CSIRT) and the State Administration Cyber Security Incident Response Centre (State Administration CSIRT).

## General Data Protection Regulation (GDPR)

The **General Data Protection Regulation (GDPR)** was adopted on 27 April 2016 and entered into force on 25 May 2018. It is legally binding in its entirety and directly applicable in all Member States, including the Republic of Slovenia.

## Personal Data Protection Act

In 2018, the **Personal Data Protection Act** (Official Gazette of the Republic of Slovenia No 94/07), which transposed EU **Directive 95/46/EC** on data protection into Slovenian Law, was still in force. The Personal Data Protection Act still applied for personal data protection not covered by the GDPR. Pending the adoption of a new Law on personal data protection in Slovenia, the Personal Data Protection Act governed the processing of personal data by competent authorities for the purposes of the prevention, investigation, detection or prosecution of criminal offences or the enforcement of criminal penalties, including safeguarding against and preventing threats to public security.

The Information Commissioner of the Republic of Slovenia oversees the application of the rules on personal data protection, including GDPR and Personal Data Protection Act.

## Renewal of the Identity Card Act

The **Renewal of the Identity Card Act**, pursuant to Regulation (EU) 2019/1157 of the European Parliament and of the Council of 20 June 2019 on strengthening the security of identity cards of Union citizens and of residence documents issued to Union citizens and their family members exercising their right of free movement, it was decided that Slovenia will introduce new identity cards according to the above regulation. The identity card will serve also as an e-identity card. The **Renewal of Identity Card Act** is under preparation together with new legislation on e-identities and trust services. Both acts are expected to be adopted in 2020.

### 4.3.4 Interconnection of base registries

#### Business Registry legislation

The **Law on the Business Registry of Slovenia** regulates many aspects related to the management and maintenance of the Business Registry. It defines the units of the registry, its identification, the obligatory use of the content of the registry, how to obtain data for the management of the registry and the storage of documents. Other relevant pieces of legislation are the **Rules on Shared Living in the Business Register of Slovenia**, the **Regulation on Keeping and Maintaining the Business Registry of Slovenia**, the **Fees for Re-use of Public Sector Information in the Business Registry of Slovenia** and the **Instructions on the Type and Extent of Data for a Particular Legal Form Unit of the Business Registry of Slovenia**.

#### Land Registry Act

The **Land Registry Act** regulates the concepts to be used, and in particular the information system to support the digitalisation of the Land Registry and the relevant manager, the property data and legal facts to be included in the registry, and the basis for accountability. Other legislation to be considered includes the **Rules on Land Registry**, the **Decree on the Forms for Registration in the Land Registry**, the **Rules on the Electronic Exchange of Data Between the Land Registry and Cadastral Registry** (Official Gazette of RS, Nos 58/03, 34/08 - ZST-1, 45/08, 59/90 and 25/11), among others.

## Spatial Data Information Act

For the purpose of spatial data infrastructure, the [Infrastructure for Spatial Information Act](#) regulates the establishment, management and maintenance of the infrastructure for spatial information in Slovenia as an integral part of the infrastructure for spatial information in Europe. It is connected with the establishment and operation of a metadata system, network services to access the data and their use, coordination in establishing the infrastructure for spatial information (ISI), and the use of this infrastructure. It also defines the individual public entities responsible for establishing, managing and using spatial data and services and their tasks. Also, the tasks of a body in charge of national SDI are defined. The latter must be provided as an integral part of Slovenian and European infrastructure for spatial information.

## Registries regulated by the Real Estate Registration Act

The [Real Estate Registration Act](#) regulates different aspects related to the management and maintenance of the Land Cadastre, the Building Cadastre, the Registry of Administrative Units and Addresses, the State Border Registry and the Registry of Real Estate Data. All registries are defined as public registries. Key processes in the field of real estate registration and connection with other registers provide interoperability with a wide list of stakeholders. As such, they are precisely defined in the Law. The Address Register is connected to the Business and Population Register (it is not allowed to register personal residence or a company at non-existent address; no-one can be an owner in the Real Estate Register without being registered in the Business or Population Register). For the purpose of data sharing and exchange, Article 117 defines the distribution environment within the framework of the State's central information and communication infrastructure.

## Population Registry

Concerning the Population Registry, the [Law on Central Population Register](#) and the [Law amending and supplementing the Law on the Central Population Register](#) set out the determination and use of personal identification numbers and the content of the Central Population Registry, together with data flow, control, maintenance, storage, and use. Other important pieces of legislation are the [Instructions for Electronic Central Population Registry](#), the [Decree on the Operation and Maintenance of the Central Population Registry](#) and the [Procedure for Obtaining and Communicating Information to the Data Registry of the Population](#).

## Vehicle Registry

As concerns the Vehicle Registry, the [Law on Motor Vehicles](#) sets out the conditions for the placement of motor vehicles and trailers on the market, their registration and operation on the road network, and in the performance of agricultural or forestry work, the conditions for carrying out such tasks as the technical services, the registration of organisations managing databases on vehicles, and the monitoring of the implementation of this Law. The [Rules on the Registration of Motor Vehicles](#) sets out the registration conditions to be met, the procedures for registration of motor vehicles and trailers, the issue and revalidation of transport permits, the de-registration of vehicles, the change of vehicle owner or user data and the issue of permits for test drives, record-keeping and document and evidence storage.

### 4.3.5 eProcurement

#### Public Procurement Act

On 1 April 2016 a [Public Procurement Act](#) entered into force, which transposed Directive 2014/24/EU and Directive 2014/25/EU. On 1 November 2018, an [amendment to the](#)

**Public Procurement Act** came in force. Its main objective was to additionally emphasise on the importance of social aspects in public procurement procedures and public contract execution.

The Public Procurement Act lays down mandatory actions required of contracting authorities and tenderers in awarding public supply contracts, public service contracts and public works contracts. Among other provisions, the Act sets out rules on mandatory publication of procurement notices in the **Public Procurement Portal**, on mandatory electronic submission and electronic communication in procurement procedures, on electronic verification of tenderers in official documents via the information system eDossier, on the dynamic purchasing system and electronic auctions, thus also laying down grounds for a public, State-developed eProcurement system called **e-JN information system**. This system comprises of five modules: eSubmissions, eAuctions, eDossier, eCatalogue and eInternal procedures for public authorities.

Furthermore, the 2017 amendment to the **Legal Protection in Public Procurement Procedures Act** introduced an electronic information system for legal protection procedures in public procurement, i.e. the eRevision portal. The eRevision portal was established in September 2019 and enables exchange of information and documents between contracting authorities, selected tenderers, the National Review Commission and other participants in the appeal proceedings. The eRevision portal enables a widespread flow of information about the course of the review procedure. It communicates with the Public Procurement Portal to allow a smooth flow of information and documentation. This will significantly reduce the duration of the procedure and administrative burdens and costs for the parties involved. The use of this portal is recommended until the end of December 2020; thereafter, its use will be mandatory.

### eInvoicing legislation

In Slovenia, the competent authority with purview on eInvoicing is the **Public Payments Administration of the Republic of Slovenia**, attached to the Ministry of Finance.

Since 1 January 2015, public sector institutions have begun receiving electronic invoices for any goods and services. This function was based on the **Provision of Payment Services to Budget Users Act (ZOPSPU-1)**.

The Public Payments Administration serves as a single entry and exit point for the exchange of eInvoices between administrations, and between public administration and external entities as well.

## 4.4 Domain-specific legislation

### Amendment to Healthcare Databases Act

By amending the **Healthcare Databases Act in 2015**, a legal basis was established for connecting the databases of the eHealth Central Register of Patient Database, the ePrescription, eReferral and eAppointment registers, Telestroke, the Register of teleradiological mapping and others.

An amendment to the Healthcare Databases Act facilitated the implementation of the National eHealth project. The National **eHealth project** was established as a common health-care information system that, by connecting with information systems of various providers, enables interoperability and the exchange of data. Considerable progress was made in the national implementation of solutions developed within the **eHealth project**.

### Protection of Documents and Archives and Archival Institutions Act

The **Act** and the accompanying Regulation on Documents and Archives Protection were both passed in 2006 to regulate the management of electronic content. The Act states that all electronic records, including digitalised documents, have full legal status provided they comply with certain technical conditions. The accompanying regulation governs the activities and internal rules for individuals to keep documents and/or

archives, the storage of such materials in physical and digital forms, the general conditions, registration and accreditation of digital storage equipment and services, the selection and transfer of archives to public archival institutions, the processing and keeping of registers of archives, the protection of film and private archives, the use of archives in archival institutions and the work of the Archives Commission. The law contains provisions regarding the long-term validity of eSignatures. Later amendments to the Act took place in 2014.

This law eliminated the obligation of certifying internal rules for companies and public authorities at the Archives Commission and simplified the procedures for accreditation. It allowed companies and other private organisation the power to decide, autonomously and without State interference, the best method to store digital documents, and hence the choice of solutions and technologies.

### Amendments to Tax Procedure Act

With the 2016 amendments to the [Tax Procedure Act](#), an electronic notification (eNotification) was implemented via the State tax platform portal eDavki. eNotification is, in a similar manner to tax returns, obligatory for legal entities, individual sole traders and natural persons performing business activities (business entities). Since the adoption of this amendment, the eDavki portal has been considered as a communication mean in both directions, for tax returns purposes and other applications, and for the service of documents between taxpayers and the Financial Administration of the Republic of Slovenia. Other natural persons may voluntarily register into the eNotification system.

The Tax Administration of the Republic of Slovenia enables, according to the Tax Procedure Act, a special tax platform i.e. the [eDavki portal](#). The eDavki Portal is the [financial administration](#) information system of the Republic of Slovenia, which is used for any electronic dealings with the financial administration. It provides a comfortable, easy and secure sending of tax forms and receiving documents notified by the financial administration (electronic notification eVročanje). The use of the portal is free of charge. Natural persons can enter the eDavki portal in three ways:

- a qualified digital certificate;
- with a user account;
- with the eDavki mobile application.

Use of the portal (submitting forms and receiving documents) is mandatory for business entities. They can access the eDavki portal with a qualified digital certificate.

## 4.5 Emerging technologies

No legislation has been adopted in this field to date.



5

Digital Public  
Administration  
Governance



## 5 Digital Public Administration Governance

### 5.1 National

#### 5.1.1 Policy

##### Ministry of Public Administration

The Ministry of Public Administration deals with policies and strategies regarding eGovernment and administrative processes. Established in December 2004, the Ministry pursues the objective of orienting public administration towards up-to-date, user-friendly solutions and services. In September 2019, a new information security administration was established within the Ministry, which is the competent national authority and at the same time the single point of contact in the field of information security. The reform of administrative processes for eGovernment is the responsibility of the Ministry's Information Society and Informatics Directorate. The Directorate is involved in the development of strategies for eGovernment, especially via the Digital Solutions Development Office.



Foto: Nebojša Tejić, STA

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Foto: Nebojša Tejić, STA

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Foto: Ministry of Public Administration

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Source: <https://www.gov.si/en/state-authorities/ministries/ministry-of-public-administration/about-the-ministry/information-society-and-informatics-directorate/>

### 5.1.2 Coordination

#### Information Society and Informatics Directorate

The **Slovenian Ministry of Public Administration** strives to establish a kind, efficient, and modern public administration, one which will provide citizens and businesses with efficient and high-quality public services. To achieve this, the Ministry is responsible for measures and improvements which follow the 2020 Public Administration Development Strategy. The measures encompass a reorganisation of the public administration to improve efficiency and effectiveness, procedural simplification, increase of public administration transparency and openness, zero tolerance of corruption and strengthened of integrity, effective local self-government, and digitalisation of public administration.

The Ministry also coordinates and promotes eGovernment initiatives and developments across government, for example interoperability activities (e.g. the **NIO portal**), inter-ministerial projects on eServices and eApplications.

The **Information Society and Informatics Directorate** is responsible for the strategic planning and promotion of the digital transformation of Slovenia, and the functioning of the national communication network. It provides support to all users within the State administration and, more broadly, through the **Single Contact Centre**. It prepares national strategic development documents in the field of information society and electronic communications and coordinates and implements development measures. Its strategic objective is to digitalise all areas of social life by using digital technologies and the internet innovatively and intensively, as this is of crucial importance for the competitiveness of the economy, for achieving a high level of prosperity and for ensuring that the state has an appropriate position in a globalised digital society.

Furthermore, the Information Society and Informatics Directorate is tasked with the responsibility of developing the cloud framework and eServices useful for the State, citizens and the economy, as well as with issuing digital certificates, the implementation of a unified IT security policy, and IT solutions and data management. In this respect, it provides citizens and businesses with an effective, reliable and easy access to eServices at the national level and in the Digital Single Market.

The Information Society and Informatics Directorate coordinates the implementation of measures to promote the general digitalisation of society at inter-ministerial and inter-sectoral levels. In this process, coordination with external stakeholders in the business sector and non-governmental organisations, as well as with stakeholders in education and research, takes place through the [Slovenian Digital Coalition](#). Within its area of competence, the Directorate represents the Republic of Slovenia in international organisations (EU, OECD, ITU, ICANN, IGF, CEPT and Eutelsat). In the areas of electronic communications and radio spectrum management, the Directorate is responsible for the Agency for Communication Networks and Services.

### Information Security Administration

The [Information Security Administration](#) of the Republic of Slovenia is the competent national authority in the field of information security. It operates as a body within the Ministry of Public Administration. Its core mission is to increase resilience to cyber threats that can threaten individuals, businesses, the government and society at large. The Information security administration connects stakeholders in the national information security system and coordinates the operational capabilities of the system at a strategic level. It pays particular attention to subjects under the [Information Security Act \(ISA\)](#) from the group of essential service providers in the fields of energy, digital infrastructure, drinking water supply and distribution, healthcare, transport, banking, financial market infrastructure, food supply and environmental protection, from a group of digital service providers and from a group of state administration authorities. The Information security administration is also the single point of contact to ensure cross-border cooperation with the relevant authorities of other EU Member States and with the European CSIRT Network and other international cooperation tasks. Through its own inspection service, it oversees the implementation of ISA, as well as controls the compliance of websites and mobile applications under the [Website and Mobile Application Accessibility Act](#), and the compliance with the regulation in the field of e-identities and trust services. Due to being tasked with informing the government and the National Security Council (NSC) in case of critical incidents or cyber-attacks, the Information security administration is also placed within the national security system.

### 5.1.3 Implementation

#### Council for Informatics in Public Administration

The highest decision-making authority tasked with monitoring and directing the implementation of the Action Plan is the dedicated [Council for Informatics in Public Administration](#), composed of state secretaries of the most relevant ministries and other public institutions. The Council is currently not working at full capacity. The Information Society and Informatics Directorate assessed materials and issues recommendations as non-mandatory technical opinions.

#### The Secretariat-General of the Government of the Republic of Slovenia

The [Secretariat-General of the Government of the Republic of Slovenia](#) is primarily responsible for conducting the sessions of the government, its working bodies, expert councils and other governmental bodies, and for monitoring the implementation of decisions adopted by the government and the obligations undertaken by or imposed on it.

One of the key tasks of the Secretariat-General is to ensure the smooth operation of information systems whose primary function is to support the decision-making processes. Electronic services and systems developed for this purpose facilitate the harmonisation of documents at different levels and the provision of information on government decisions to various target user groups and the public.

## Administrative Burden Reduction and Better Regulation Service

The **Administrative Burden Reduction and Better Regulation Service**, which is under the responsibility of the Ministry of Public Administration, seeks to improve regulations that are essential to creating a high-quality regulatory environment. Recognising the importance of introducing innovative approaches in state administration bodies, the Service promotes creativity, agile approaches, the involvement of stakeholders, the co-development of services and the testing of services with stakeholders, and regularly monitors user experiences. In all the aforementioned areas, it ensures that public employees are suitably qualified for their tasks.

The Service has made it its mission to simplify life for citizens and businesses and thus contribute to reducing costs and administrative burdens. Its employees are well aware that only the least burdensome legislation can improve the competitiveness of the economy, open the market, improve the standard of citizens and increase transparency. To this end, a range of activities has been undertaken to prevent and eliminate administrative barriers and to improve the quality of regulations. In that regard, the Service cooperates with citizens, businesses and other state authorities.

The Service is the administrator of the **STOP the Bureaucracy web portal**, through which it receives initiatives for the removal of administrative barriers or the improvement of regulations. It examines the initiatives, checks their feasibility and coordinates activities for their realisation. It is also tasked with overseeing the implementation of the adopted initiatives which are then translated into actions with clearly defined objectives, deadlines and responsible institutions, and aggregated in the Single Document Aimed at Improving the Legislative and Business Environment.

In this regard, it is important to bear in mind that the efficiency and quality of public administration work are of the utmost importance. Efficiency and quality are promoted through the **Inovativen.si** project where the main objectives are the uptake of innovative approaches and innovative methods of work by employees in public administration.

## ICT Association (ZIT) at the Chamber of Commerce and Industry

The Information Society and Informatics Directorate at the Ministry of Public Administration works closely with the **ICT Association of Slovenia (ZIT) at the Chamber of Commerce and Industry**. The Association strives to connect public administration and ICT companies as well as to cooperate in marketing and implementing ICT solutions abroad. There are several cooperation initiatives, from 5G networks, eIdentity legislation, Smart city solutions to the Artificial Intelligence National Strategy and the recently-established Open Data National Hub.

ZIT runs several sections, competence centres, initiatives and projects that support the ICT sector and the digitalisation of the economy in Slovenia. The key sections are:

- ZITEX - the export section, organising activities to support the internationalisation of the industry;
- SOEK – improving the business environment for telecom solutions providers;
- SeGov – cooperating with the government, connecting providers and exporting solutions;
- S3P - promoting online-business and e-commerce, cooperating with the government offices in the field of financial regulation;
- SeKV – networking in the field of cyber-security;
- ScienceTech – networking high technology companies for further co-operation with CERN, ESA, EUMETSAT...
- Center for e-business (EPOS), providing B2B support to SMEs with standards, tools and skills;
- AI4Slovenia (AI4SI) – a recently established initiative to promote and support the transfer of knowledge, from research to use, of AI in industry;

- ICT Innovation Network, part of Smart Specialisation of Slovenia, supporting all vertical industries with digitalisation initiatives and projects.

### ICT Innovation network – Smart specialisation cluster on ICT

The ICT sector is innovative and highly skilled, with cutting edge ICT solutions on different priority domains with key enabling technologies. The **ICT Innovation network** is a partnership between the business community, research organizations, the government and other facilitators to pool investment and the intellectual potentials of Slovenian stakeholders, and help the stakeholders set up a comprehensive innovation ecosystem with the aim of entering global markets and improving the position in S3 priority areas, with the Information Society and Informatics Directorate at the Ministry of Public Administration as one of the key strategic partner. The ICT Innovation network follows the vision of the government of the Republic of Slovenia of making Slovenia a green reference Country in digital Europe through Smart specialization, accomplished through an exemplary model of collaboration between the business sector, science and the government in the introduction of modern digital solutions into people's lives. The objective of the ICT Innovation network, according to the S3 strategy, is providing support to the developmental activities of all strategic partnerships in Slovenia in the ICT field, above all in laying the groundwork for the use and integration of ICT as enabling technologies and their development in different priority domains (circular economy, mobility, agri-food, smart cities & communities). The ICT Innovation network works closely with Ministry of Public Administration to develop and promote data models and data interoperability in ICT solutions for smart societies.

### Slovenian Digital Coalition – Digitalna.si

The **Slovenian Digital Coalition** comprises stakeholders from trade and industry, science, education, public administration, public sector, local government and civil society. The Slovenian Digital Coalition is focused on attaining a cross-sector multiplier impact accelerating the development of the digital society and leveraging opportunities for the development of ICT and the internet. In November 2019, the Slovenian Digital Coalition organised a forum showcasing two years of work and assessing the current state of play in the field of digitalisation. A work plan for the upcoming two years was set with the view to collectively support Slovenia's development and the implementation of the 2020 Digital Slovenia strategy. There are three focus areas: digital economy; digital competencies and education system; regulatory and business ecosystem. Each area is supported by a coalition strategic working group. Furthermore, the Slovenian Digital Coalition established a project team on the topics of smart cities and society and Blockchain.

### Digital Innovation Hub in Slovenia

The Digital Innovation Hubs (DIH) **DIH Slovenia** and **4P DIH** provide links with investors, facilitate access to finance for digital transformation, connect users and providers of digital innovation and provide synergies between digital and other key technologies.

DIH Slovenia is the one-stop shop for digitalisation and digital transformation, connecting the stakeholders to foster the digitalisation of the economy and the growth of digital competences for society as a whole. Even though DIHs specialisation is geared towards SMEs, synergies the fields of AI and cybersecurity are also covered. The main activities are consulting, raising awareness on the meaning of digitalisation, presenting and promoting good practices, educating and training in digitalisation, event management, projects for the digitalisation of society.

DIHs are building multi-sector and multi-discipline partnerships with universities, research and business institutes, companies, ICT providers and businesses to support organisations in the ecosystem to sustainably support a short and long-term vision. DIHs are entities that provide support for digital transformation across different sectors, ICT as well as traditional sectors. To be able to provide all the necessary knowledge and

equipment, DIHs need to collaborate with research & technology organisations (RTO) and various different stakeholders. They normally combine the national, regional and local level and to be able to do so effectively, they need to have a wide range of partners. DIHs are currently filling the gaps, that are not yet filled on the market. But of course, their mission can change in the future. For the time being, DIHs benefit from a great support from the European Commission, which aims to gather all European DIHs under one umbrella. However, each Member State is free to organise national DIHs in the way it deems best. DIHs advise and help with planning to foster the user-centricity of public services. They actively collaborate with schools, local communities, municipalities, and inter-sector centres to foster digitalisation.

### INSPIRE project group

The **INSPIRE project group** is an inter-sectoral strategic bodies coordination group involving stakeholders, data & metadata managers, and ad hoc working groups regarding metadata, standards, interoperability of spatial data sets and services. The INSPIRE Task Force is composed mainly of representatives of data providers and data users, which are part of the national spatial information infrastructure. Their aim is to ensure that the spatial data infrastructures are compatible and usable in a national and trans-boundary context as part as of the European Infrastructure. The main tasks of the INSPIRE project group are: elaboration of analysis and proposal of measures regarding spatial data sets, evaluation of each new or very modified existing database in view of streamlining the use of data and services, preliminary assessment of a new or amended regulation dealing with spatial data sets, implementation of the INSPIRE Directive and coordination of tasks in the field of metadata and connection of spatial portals, network services, data using and sharing, assuring interoperability of spatial data and services, monitoring and reporting, implementation of prototype solutions and analyses. The group also coordinates the provision of necessary data in collaboration with providers and data administrators. It addresses particular aspects of this collaboration by setting up different working groups and interacting with users and technology groups, representatives of research organizations, other NGOs, etc.

### 5.1.4 Support

#### Government Single Contact Centre

The **Government Single Contact Centre** was set up at the Ministry of Public Administration in the framework of the Information Society and Informatics Directorate in order to provide a full range of information on government policy and administrative issues, and to offer a one-stop shop for government application technical assistance. The users of these services are mainly citizens, but civil servants using internal IT systems also benefit.

### 5.1.5 Interoperability coordination

#### Ministry of Public Administration

The main body responsible for interoperability activities in the country is the **Ministry of Public Administration**.

### 5.1.6 Base registry coordination

#### Ministry of Internal Affairs

The Ministry of Internal Affairs is responsible for coordinating and managing the Central Population Registry (CRP - *Centralni register prebivalstva*).

## Financial Administration

The Financial Administration of the Republic of Slovenia is an administrative body within the Ministry of Finance, and is the responsible authority for the **Tax Register of the Republic of Slovenia**. The Tax Register of the Republic of Slovenia is a computerised and uniform database of taxable persons. It is connected to other State records. The legal base for this register is the **Financial Administration Act (ZFU)**.

## Ministry of the Environment and Spatial Planning, Surveying and Mapping Authority

The Ministry of the Environment and Spatial Planning, Surveying and Mapping Authority of the Republic of Slovenia has the responsibility of coordinating and managing the following base registries: Spatial Units And Address Registry (RPE - *Register prostorskih enot*), Real Estate Registry (*Register nepremičnin*), Parcel and Building Registry, Utility Cadastre Registry, Mass Evaluation Registers, Topographical Data Registers, Coordinate Reference System Registers.

## The Agency of the Republic of Slovenia for Public Legal Records and Related Services

The Agency of the Republic of Slovenia for Public Legal Records and Related Services (AJPES) is the responsible authority for the Business Registry (PRS - *Poslovni register Slovenije*).

## The Slovenian Traffic Safety Agency

The Slovenian Traffic Safety Agency manages and coordinates the Vehicle Registry (MRVL - Podatki o vozilih).

## Supreme Court of Republic of Slovenia

The Supreme Court is responsible for coordinating and managing the Land Registry (ZK-Zemljiška knjiga).

### 5.1.7 Audit

#### Court of Audit

The Court of Audit is the body responsible for supervising State accounts and all public spending in Slovenia. By law, the Court of Audit is independent in the performance of its duties.

### 5.1.8 Data Protection

#### Information Commissioner

The **Information Commissioner** was created from the merger of the Commissioner for Access to Public Information and the Inspectorate for Personal Data Protection. The legal basis for the merger was established in the Information Commissioner Act passed in November 2005. The new body started operating on 1 January 2006.

The Information Commissioner performs the duties of both its parent bodies, namely supervision of access to public information, supervision of the legality of personal data processing, measures to ensure data security and protection (such as video, surveillance and biometry) and others.

The **Information Commissioner** oversees the application of the Access to Public Information Act with regards to individual complaints when liable public sector bodies refuse access to public documents or refuse a request for re-use of public sector

information. The role that the Information Commissioner has played is vital in ensuring a high degree of institutional transparency. The number of individual complaints is steadily growing every year, which shows that the awareness of the Right to Access to Public Information has risen also among Slovenian citizens. The Information Commissioner receives only a low number of complaints every year regarding the right to re-use public information when compared to the number of complaints raised over the refusal of the access to public documents. This can be interpreted as evidence that government efforts to promote and enable the re-use of public sector information is working.

## 5.2 Subnational (federal, regional and local)

### 5.2.1 Policy

#### Local self-government service

The Local Self-Government Service within the [Ministry of Public Administration](#) is responsible for drafting regulations regarding the organisation, functioning and financing of municipalities.

The [State Administration Act](#) (Official Gazette of the RS No113/05; 89/07, 126/07, 48/09, 8/10, 8/12, 21/12, 47/13, 12/14, 90/14 and 51/16) in Article 74a sets out the rules for administration information and communication systems management. In Paragraph 5 it stipulates that the ministry responsible for public administration shall provide the services of the central information and communication system, electronic support for administrative and other procedures, and develop common IT solutions for the provision of eServices by state authorities, public agencies, local community authorities and bearers of public authority.

Paragraph 6 determines that the cost of using central information and communication system services by state authorities and social work centres shall be covered by the central government budget. Public agencies, local community authorities, bearers of public authority and other users shall pay for the use of these services according to the tariff determined by the minister in charge of administration.

Paragraph 7 determines that, when performing administrative tasks in accordance with the powers conferred by public law, administration authorities, local community authorities and other legal and natural persons shall keep electronic records of documentary material within their field of activity. For the purpose of performing administrative tasks, the personal name or company name, permanent residence address or registered office and email address, if any, of the entity that is the subject of the documentary material shall be entered in the electronic records. Personal data shall be deleted from the records upon the destruction or withdrawal of documents, unless they are defined as archival material by the Act governing archival material and archives. The electronic records of documentary material shall also include documents in electronic form or documents in paper form transformed into electronic form. Electronic records of documentary material shall be linked with the central population register and the [Slovenian Business Register](#) so that data concerning the personal name or company name and permanent or temporary residence address or registered office can be transferred to the electronic records of documentary material of individual authorities at their request on the basis of personal identity numbers, a tax identification number or registration number in procedures in which these data are a compulsory component of the application.



## *5.2.2 Coordination*

### *Municipalities*

In accordance with the constitutional position, Slovenian municipalities are autonomous in the field of introducing eSolutions.

## *5.2.3 Implementation*

No responsible organisations have been reported to date.

## *5.2.4 Support*

No responsible organisations have been reported to date.

## *5.2.5 Interoperability coordination*

No responsible organisations have been reported to date.

## *5.2.6 Base registry coordination*

No responsible organisations have been reported to date.

## *5.2.7 Audit*

### *Court of Audit*

The Court of Audit is the body in charge of supervising State accounts and all public spending in Slovenia. By law, the Court of Audit is independent in the performance of its duties.

## *5.2.8 Data Protection*

No responsible organisations have been reported to date.



6

## Digital Public Administration Infrastructure

## 6 Digital Public Administration Infrastructure

### 6.1 Portals

#### 6.1.1 National portals

##### eUprava

The eGovernment portal [eUprava](#) was launched in March 2001, re-launched in December 2003, and most recently updated in 2018. There are sub-portals available for Slovenia's Italian and the Hungarian national minorities and information is classified according to life events. Each insight into the specific life situations of citizens and businesses is associated with links leading to public administration web pages of similar content.

In November 2015, the eGovernment State portal was launched. It was completely redesigned using a new system architecture and a new user interface. It was based on a CMS system, which enables effortless content maintenance.

The portal follows modern principles of user interface design. It is simple, responsive and strictly user-centric. It meets the needs of people with disabilities, especially persons with vision or hearing impairments, by using different visual themes as well as videos with interpreted sign language.

Another significant improvement is in the content. In cooperation with professional copywriters, content editors tried to prepare texts that are precise but simple enough for everyone to understand, and that ensure the users' needs are kept in focus. Large parts of the portal are translated to the languages of Slovenia's national minorities (Italian and Hungarian). There is also an English sub-portal with adapted content, which mostly meets the needs of foreigners living in or moving to Slovenia.

More than 30 back offices, registers and other databases are connected to the portal. Services are provided according to life events.

The main elements of the renewed portal are the electronic services, which are seamlessly integrated into the content and easily accessible. Users may access various services (currently about 250) through the integration of public bodies' information systems. Every authenticated user can use their digital certificate to access personal storage, which allows them to store their private documents. The users can also view their personal data from various public records (e.g. personal information, information about their vehicle and real estate property).

The state portal will continue to improve its eServices, a higher level of the principle 'I know everything my State knows about me' will be achieved, together with the access to various public records and the display of one's own personal data.

eUprava is the first portal that enables its users to authenticate and eSign the applications with mobile phones. This functionality is based on the integration of SI-PASS (the Authentication and eSignature Service), that since April 2018 has also offered an authentication and eSignature mobile service called smsPASS (see below for more info on SI-PASS and smsPASS).

##### eVEM Portal for Domestic Business Entities

The **One Stop Shop Business portal**, also called **eVEM portal** is the government portal for companies and sole traders whose main purpose is to enable users to carry out public administration businesses easily, simply, quickly and free of charge. Through the eVEM portal, businesses can use electronic services to establish a company and other obligatory or frequent procedures, either at start-up or later (submission of forms for social insurance registration, declaration of changes to information on family members, notification of needs for workers, declaration of tax information, etc.). Users can carry out certain procedures independently online, using a valid digital certificate, while for

some other more complicated procedures they would need to visit one of the 139 One Stop Shop contact points, the VEM point or a public notary.

The main advantages of the eVEM Portal are: it enables a free of charge sole trader registration within one day (in the past it took seven days), the registration of a company with limited liabilities within three days (in the past it took more than 60 days). It also enables several eServices. In 2018, more than two million applications were processed through the eVEM Portal, which has more than 80 000 registered users.

The majority of services carried out via the eVEM portal or SPOT points are free of charge. The development of new services for eVEM is continuing. In terms of development of new services, relevant stakeholders are being involved and the principles of interoperability are followed. The development is carried out with the cooperation of different governmental bodies. It includes the connection of different IT systems into the eService of eVEM, aiming at re-using already available data from different registries or systems and following the once-only principle, where possible.

### GOV.SI portal

In 2016 the Slovenian government approved a new editorial project to avoid duplication of content on national websites and the main government portal. The number of administrative websites was cut from 350 to around 30. A new centralised [portal](#) was launched in 2019.

### NIO Portal

NIO is a portal within the Slovenian national interoperability framework, consisting of different guidelines, standards, information and building blocks. It helps to improve the coordination of business processes and enables better compatibility and connectability at national and international levels. Many useful assets are published and explained on NIO. Institutions can use them when designing their business processes and related information systems. Examples of this include building blocks for electronic data enquiries, trade, IO module, asynchronous module and the security platform. If an institution wants to electronically gather data from data sources, it can use these building blocks and their functionalities.

### EUGO Slovenia

The [EUGO Slovenia portal](#) helps foreign business entities from the EU, EEA Member Countries and the Swiss Confederation seeking to do business in Slovenia. The site provides information about the conditions and procedures required for performing a certain activity or profession in the Republic of Slovenia. In providing this service, Slovenia is meeting the requirements of European directives and enabling simpler and friendlier operations on the Slovenian market.

### Stop the Bureaucracy Website

The Ministry of Public Administration actively implements the principles of Better Regulation to ensure that decision-making is open and transparent, that governmental actions are based on evidence and understanding the impacts, achieving greater competitiveness of Slovenian businesses and increasing the satisfaction of citizens who engage with the public administration. One of the most important tools for promoting and implementing the Better Regulation principles is the [Stop the Bureaucracy website](#).

In 2011, Slovenia set up the website [Stopbirokraciji.si](#) for the purpose of informing the public about the Action Programme to eliminate administrative burdens and reduce regulatory burdens. It provided information on programme implementation, published best practices (at both national and EU levels) and reported on administrative burdens and individual regulations (act, rule, etc.).

Users submit proposals for eliminating regulatory burdens and simplifying procedures. After being published on the website, proposals or comments are assigned to the

competent ministries, which may then express their opinions on the proposals and comments and give their feedback to the user issuing the proposal. The website has been recently renovated. The Ministry of Public Administration has created a [video](#) explaining in detail the process of submitting proposals to the portal.

## Geoportal

The Slovenian [Geoportal](#) was launched in 2008 and serves as the central access point for spatial data and the harmonised European spatial data infrastructure, INSPIRE. Here users can find a list of INSPIRE and other national spatial data sets and services, INSPIRE metadata, legislation related to INSPIRE requirements for establishing and operating interoperable National SDI, guidelines for technical interoperability, and the spatial data viewer. A new Slovenian metadata profile was established in the form of an extended INSPIRE metadata profile. Metadata are connected (automatic harvesting) to the national Open Data portal. The portal was renewed last year. It allows easier access to all data and improves searching. The Portal allows access to spatial data via spatial data services and metadata. Slovenian metadata are also connected to the [European INSPIRE Geoportal](#).

## National Open Data Portal (OPSI)

The [National Open Data Portal \(OPSI\)](#) was launched in December 2016. The OPSI Portal represents a single national website for publishing open data for the entire public sector and has a dual function. Firstly, it represents the central catalogue of records and databases in the Country; it is a central inventory of metadata from all records and databases managed by State authorities, municipalities and other public sector bodies. Secondly, it represents a single website for publishing data in open and machine-readable formats. The portal provides everyone with the right to a free and easy reuse of freely accessible data published in the 'open data' form for any (non-profit or profit) purpose. On the portal, all public sector bodies publish data by category. Currently, over 4 000 data sets are published on the portal (at least with metadata).

The goal is to establish the so-called Open Data Ecosystem based on the OPSI Portal and to encourage cooperation between all stakeholders concerned by the opening and/or re-use of data:

- all public sector institutions (State bodies, local communities, administrative units, public institutes, agencies, public service providers, etc.);
- educational institutions (such as secondary schools, university departments, various research institutes);
- non-governmental organisations;
- research journalists; and
- start-up companies, small and medium-sized enterprises and larger companies.

Slovenia has been ranked among the top countries in the field of open data (OECD OURIndex 2019). Slovenia also ensures high level of protection to the right of access to public information with the aim of increasing the participation of citizens and raising the accountability of public authorities to assure good governance and tackle corruption.

## e-JN

The current version of [e-JN](#) contains five modules (eSubmissions, eAuctions, eDossier, eCatalogue and eInternal procedures). The modules are integrated into a comprehensive system on a single platform that enables conducting public procurement procedures in a fully electronic way. The eProcurement system e-JN was built with different levels of interoperability in mind. It was designed based on interoperable IT solutions (horizontal building blocks) for data distribution, authentication, identification and eSignature. It also uses web services, provided by Slovenian agencies, especially AJPES (Agency of the Republic of Slovenia for Public Legal Records and Related Services), who is responsible for the Slovenian Business register, Official Public Gazette for eTendering purposes and other institutions that provide data on economic operators.

It is also connected with office and financial system software that is widely used in public administration. The public State-developed eProcurement system called **Information System e-JN** is free of charge.

### zVEM Portal

The one-stop shop portal zVEM, launched in January 2017, is a patient portal. With the introduction of the **zVEM portal**, patients can access their data in eHealth databases, review electronically prescribed and dispensed medication, information on waiting time and electronically issued referrals in a safe way via the internet. Additional **eHealth tools** include ePrescription and eReferral. Currently, ePrescription is being used by all healthcare practitioners in Slovenia. Healthcare-related services such as interactive advice on the availability of services in different hospitals or booking hospital appointments are under the responsibility of the Slovenian Ministry of Health. The security and privacy of the user are protected.

Other health-related services include patients' access to **health records** held by the Health Insurance Institute of Slovenia. A registered user authenticated by a digital certificate can access their own records in eHealth databases.

Information on medical costs (reimbursement or direct settlement) is also available to patients on an **online portal**. The Health Insurance Institute provides effective collection and distribution of public funds for healthcare. The rights arising from compulsory health insurance are the right to health care services and the right to several financial benefits. The institute comprises 10 regional units and 45 branch offices located all over Slovenia.

### ePrescription

**ePrescription** is part of the eHealth Project to provide national eHealth services. ePrescription was set up to prescribe and dispense medications in a fully electronic manner. Furthermore, it provides access to drug interaction databases to doctors and pharmacists. The system is fully deployed.

### eAppointment and eReferral

In the context of the eHealth Project, national eHealth services include the **eAppointment system**. The eAppointment system provides processing of referral documents (**eReferrals**) and appointment booking services. The system is nationally deployed and used by all healthcare providers. An **online waiting list** is available for over 1 700 healthcare services, promptly updated by healthcare providers. Patients can book their appointments via the web portal.

### Central Registry of Patient Data (CRPD)

CRPD, developed as part of the eHealth Project, is a national platform for storage and exchange of electronic health records. All healthcare providers are obliged to submit Healthcare documentation and structured Patient Summary records to CRPD. The data is promptly available to medical professionals and accessible to patients via the **zVEM portal**. More than 1.6 million patients have their healthcare documentation or patient summary record in CRPD.

### eProstor Portal

The **eProstor Portal** was updated several times. It provides links to all information about geodetic data sets and services. Key changes include:

- the spatial data browser for registered users was upgraded. The old graphical viewer was replaced with a modern browser, which fully operates based on online services; and
- a new application for free-of-charge download of spatial data sets has been installed.

### eDavki Portal

The **Slovenian eTax system** is a complete business solution combining a web portal with back office integration. Since 2004, the system has allowed individuals and companies to file tax forms online using a qualified certificate issued by any registered certification authority in the Country. The entire process consists of filling-out a form, validating data, digitally signing and time stamping the form. A mandating system integrated with the application allows taxpayers to mandate a user for filing tax forms. In 2018, the **eDavki portal** was updated to a user-friendly version with easy access to information and eServices. The portal communicates with taxpayers via text messages. Furthermore, since 2019 it is accompanied by a new **mobile app eDavki** that includes the most frequently used e-services and information for taxpayers (natural persons). In addition to submitting and reviewing forms, contacts and general information, it also offers a personalized calendar through which taxpayers receive notifications of their specific obligations and rights. In 2019, the **eDavki portal** introduced a simplified way of signing documents, i.e. without using a signature component and a qualified digital certificate. This enabled the eDavki portal to be used on all operating systems and browsers. The development of this portal marked the start of the unification of State Tax and Customs portals.

### eCustoms Portal

Slovenia offers this single-entry point to obtain registration and lodge customs declarations. The **EPOS application** is the central module of the system that accepts declarations, verifies digitally signed messages and provides routing. It implements PKI2 authentication and ensures non-repudiation via eSignature and time stamping. The application supports all qualified digital certificates valid in the Country. All information about registration is available with the **Slovenian Financial Administration**.

### Public Payments Administration Portal

The **Public Payments Administration** operates and manages the dedicated infrastructure for payments and other related services.

The **Slovenian Payment system** is a complete business solution combining a web portal with back office integration. The system was developed in 2002 and allows government institutions to honour their payments obligations to individuals and companies as well as process tax payments online using a qualified certificate issued by any registered certification authority in the Country. The entire process consists of using all SEPA compliant payment instruments (**UJPnet**), exchanging eInvoices (**eRačun**) and validating data, sending all related responses and feedbacks (corresponding status), digitally signing and timestamping the exchanged data.

In 2019, the Public Payments Administration developed a **mobile application mUJPnet** that budget users can download for free from iTunes Store (Apple iOS) and the Play Store (Google Android). The mUJPnet mobile application provides budget users with easy and fast access to payment and other services via tablets and smartphones.

The mUJPnet mobile application enables budget users to perform payment transactions more flexibly, such as the ability to prepare and sign payment orders and view transactions on a sub-account (inflows, outflows and declined payment orders). This enables budget users to make payment transactions from different locations faster and easier at different times and at any time (24/7) and to keep track of their status.

The Public Payments Administration has been developing the web applications of the **UJP eRačun portal** since 2015. The **UJP eRačun portal** is intended for smaller issuers for preparing (manual entry of eInvoices) and sending eInvoices to budget users. Access to the UJP eRačun portal is possible with a qualified digital certificate from one of the Slovenian issuers.

Since 1 March 2018, the Public Payments Administration has offered a service for the execution of payments of compulsory charges at non-cash payment points UJPlačam. The Public Payments Administration enables non-cash payment of all compulsory levies by legal and natural persons to the State and municipalities: value added tax, property

income tax, income tax, social security contributions, compensation for the use of building land, annual duty on the use of road transport vehicles, fees, fines etc., which are paid to general government revenue accounts. By paying at non-cash payment points UJPlačam with payment cards and mobile wallets, payment of compulsory charges is guaranteed without service charges, which the payers would have to settle in case of home banking, post office or bank counter payments.

## eSessions

The aim of the IT solution **eSessions** is to provide comprehensive support for decision-making in government. It is an extensive system which includes all State authorities and – indirectly – also the interested public. The eSessions service is organised into the following three segments by content:

- internal: consideration of documents by government working bodies and decision-making in the government;
- State authorities: in addition to the documents already considered, this segment includes documents currently waiting for government consideration. These documents are published in the government's information system in order to allow other ministries and government offices to submit any comments or proposals; and
- public: publication of non-confidential government decisions and documents. This content is published on the government's website and is intended for the interested public, in particular non-governmental and other civil society organisations. Here, anybody who participated in the drawing-up of the documents can check how their comments, initiatives and proposals have been considered in the preparation of government decisions by the competent ministries and offices.

A special segment of the system is used as IT support for confidential government decisions, which is in a separate information and communication structure and meets strict security requirements for the treatment of classified information.

The eSessions service facilitates the management of a great number of documents and remote voting; it also enables electronic sessions and provides a strong support for the provision of information to various target user groups and the general public.

## EU-Portal

The **EU-Portal** is part of the single information system of the government and is the basic information tool for the adoption, recording, classification and publication of documents exchanged between the Republic of Slovenia and the European Union. The system is also used in the preparation and harmonisation of the government's positions in procedures for the adoption of legislative proposals and other acts of the European Union, in the preparation and harmonisation of discussion points for the meetings of the Council of the EU, and in the reporting of Slovenian representatives from the meetings of the Council of the EU and its working bodies. The portal is managed by the Secretariat-General and the Ministry of Foreign Affairs in accordance with Rules of Procedure.

The EU-Portal is used as an information system for the coordination of documents of the Council of the EU. All documents received from Brussels through the Extranet U32 Mail, a formal system for exchanging information between the Council of the EU and Member States, are entered in the EU-Portal. The portal allows for the management of many different documents and provides a strong support for group work. The EU-Portal contains a collection of EU issues facilitating the monitoring of the consideration of documents by the Council of the EU throughout the legislative process in which EU policies are formulated, from the initial proposal of the European Commission to the final adoption of an act by the Council of the EU. When a legislative act is adopted and published in the Official Journal of the European Union, the relevant issue in the EU-Portal is closed. Issues and documents are classified according to the competent



authorities (ministries and government offices) and working groups. The classification of documents corresponds to the document classification in the EuroVoc thesaurus used by EU institutions. A special segment of the EU-portal is accredited for the treatment of classified information.

### Digital Library of Slovenia (DLib.si)

The Digital Library of Slovenia is a web portal developed in 2007 by the National and University Library (NUK) in cooperation with several cultural, educational and research institutions, including numerous libraries throughout Slovenia. The portal provides free access to digitised knowledge and cultural material – journals, books, manuscripts, maps, photographs, posters, music, and reference material.

#### 6.1.2 Subnational portals

No particular infrastructure in this field has been reported to date.

## 6.2 Networks

### HKOM (Fast Communications Network)

Most government bodies have internet/intranet facilities and are linked to the government-wide network HKOM (Fast Communications Network), connecting more than 1 600 local networks.

### zNET (Healthcare Network)

The healthcare network (zNET) provides a secure and reliable communication to all healthcare providers. All public healthcare institutions are connected to zNET.

## 6.3 Data Exchange

### TRAY

TRAY is a central system for electronic data enquiries. It enables efficient, reliable and secure collection of data for different clients, from numerous and heterogeneous data sources, by handling electronic data enquiries and electronic answers. Moreover, it also enables the handling of data sources in a customised and parameterised way. In 2019 an AI based algorithm for data traffic optimisation was added to the system, minimizing data collection congestion risks. Its advanced architecture and ease of connectivity make this system the first candidate as national OOP ('once-only principle') platform.

### IO-MODULE

The IO-MODULE is common platform for standardised data distribution. It is used by institutions for distributing data to the related clients. Additionally, the system enables to track the electronic data distributed and to see which user received which data, when and for what specific purpose.

### Asynchronous Module

The Asynchronous Module enables electronic enquiries to data sources that are not accessible via synchronous access. By using this system, it is possible to communicate with data sources via specific 'waiting rooms', where all questions for a data source are collected and after being processed and answered by data source, transmitted back to the calling system with related answers.

## SKRINJA (Chest) – Business Intelligence

Using emerging technologies such as the **Business Intelligence (BI) System Skrinja (Chest)**, Slovenia aims to support better digital public services and data-driven decision-making to improve transparency and efficiency and foster a better governance. Data Warehouse and BI are used as a central digital platform to be offered as a service to governmental agencies in order to provide better services for citizens and business. By using emerging technologies, Slovenia is introducing new concepts and tools to bring analytics to decision makers. This will make access to public sector data more user-friendly. Data on public sector salary system have been already implemented and the system is being tested. Data on public sector procurement will be implemented in 2020.

### Semantic Text Analyser

An example of using emerging technologies is being developed based on a working prototype in cooperation with **University of Ljubljana**. Using AI this new tool will support the comparison of structured and unstructured texts, analysing their meaning using a Semantic Text Analyser. It will be used for preparing and updating vocabularies and to improve fast reading of governmental (and other) documents by the end of 2021.

### Geospatial Web Services

Slovenia provides **platform** users with access to location data via web services made on the basis of OGC consortium standards (Open Geospatial consortium) and INSPIRE-compliant web services based on INSPIRE specifications. The web services supported are: online catalogue services (CSW) which return metadata information about data and services; online map services (WMS and WMTS) which return a cartographically designed display of data based on defined styles. The WMS server prepares the map display dynamically, in real time, on the basis of the specified parameters and stored styles for content display. The WMTS server returns previously prepared cartographic displays with predefined styles and in a predefined coordinate system. Web feature services (WFS) return vector and descriptive data in real time according to the specified parameters.

## 6.4 eID and Trust Services

### SI-PASS - Authentication and eSignature Service

In 2015, several projects for authentication and trust services as central building blocks were launched. The Authentication and eSignature Service **SI-PASS** has been fully operational since 2017, offering a central service for authentication and eSignature. The eSignature part of SI-PASS is implemented as a server-based system to allow the creation of an electronic signature with the private keys of the digital certificate holder securely stored in the central system. This system offers different levels of trust, including qualified digital signatures compliant with the eIDAS regulation. SI-PASS has been integrated into major public administration systems. At present, there are more than 30 systems integrated.

In 2018, the Slovenian Authentication and eSignature Service **SI-PASS** was integrated with the Slovenian eIDAS node to enable cross-border authentication according to eIDAS regulation. **SI-PASS**, the central authentication and eSignature system, offers the possibility of verifying electronic identities in one place, and it serves as the main eIDAS node for cross-border authentication. SI-PASS offers the possibility of remote eSignature, enabling users to eSign independently of the platforms and devices they are using. SI-PASS, used for cross-border authentication according to eIDAS requirements, is progressively enabled on different eGovernment services. In 2017 SI-PASS was awarded best project in eGovernment.

## Qualified Digital Certificates and smsPASS

At present, most eGovernment services with their qualified digital certificates are issued by public or private qualified providers in line with the eIDAS regulation.

In 2018, the service **smsPASS** was launched to enable the use of mobile phones for authentication and eSignature through **SI-PASS** services. At present, this functionality is enabled in around 15 different portals, also for citizens using the main State eGovernment portal.

In 2021, a new electronic identity card and new app-based mobile identification means will be introduced.

## 6.5 eProcurement

### eProcurement Portal

The eProcurement system in the Republic of Slovenia is based on two portals:

- **Public Procurement Portal:** publication of all procurement notices, all public contracts and their modifications, possibility of publishing procurement documentation and list of public contracts awarded in the previous year with a value equal to or greater than EUR 10 000 net of VAT.
- a public state-developed eProcurement system called **e-JN information system:** its use is free of charge. The current version of e-JN contains five modules (eSubmissions, eAuctions, eDossier, eCatalogue and eInternal procedures). The five modules are integrated into a comprehensive system on a single platform that will enable conducting public procurement procedures in a fully electronic way, from the proposition to start the procurement procedure to the conclusion of the procedure and ordering of individual items through a catalogue.

### STATIST

The Ministry of Public Administration developed an IT tool named **STATIST** published on the electronic public procurement website. Its purpose is to provide a higher form of transparency in the field of public procurement. The application has been in use since January 2016, enabling a complete and thorough overview for public contracts awarded via public procurement. **STATIST** contains all information on public contracts awarded since 1 January 2013. Each user examines the data using various filters. The data can be exported in a .csv format, which enables its re-use. Its use is free of charge. The tool is designed to empower the media, civil society organisations and the wider public in their scrutiny of public procurement. The application, when launched, was well received. Moreover, it helps the media prepare their reports. The application automatically displays, for the chosen timeframe, the ten largest contracting entities and ten largest tenderers in terms of contract value, and the most frequently awarded contracts, according to the subject and legal basis. Each user can use the tool according to its needs using various filters, i.e. search parameters like the contracting authority (name, region of registered seat of the company), procedure (type of procedure, legal basis, CPV) and tenderer (name, Country and region of the company seat). Users can easily add and remove various filters and thus limit or widen the search according to their needs. The data is updated once a day.

### eSLOG standard 2.0

Directive 2014/55/EU on electronic invoicing in public procurement stipulates that public procurement contractors must accept an invoice for public procurement if it was issued in electronic form in compliance with European standard 16931 (EN 16391). The transposition of the eInvoicing Directive (2014/55/EU) into Slovenian law is contained in the **Act Amending the Provision of Payment Services to Budget Users Act**. Slovenia developed the new version of the eSLOG standard (version 2.0), which is compliant with

the EN 16931 standard. **eSLOG 2.0** is based on UN/EDIFACT INVOIC syntax, which is wide-spread in Slovenia among economic operators. The Public Payments Administration of the Republic of Slovenia (PPA) is the single entry and exit point for the exchange of eInvoices with budget users. From 1 June 2018 onwards, they can also receive them in eSLOG version 2.0, UBL 2.1 and CEFACCT CII. The PPA developed the following solutions in order to enable budget users to receive eInvoices in the EU standard:

- transformation of the eInvoice received in the European standard (UBL 2.1 or CEFACCT CII syntax) into the new eSLOG standard version 2.0;
- transformation of the eInvoice received in the new eSLOG standard version 2.0 into the existing eSLOG standard version 1.6; and
- supported eInvoice visualisation in eSLOG version 2.0.

The PPA upgraded the entry point so that it now includes entry points for eDelivery in accordance with the eDelivery AS4 and OpenPEPPOL AS2 profiles, thus enabling budget users to receive eInvoices submitted in the European standard. The PPA has been connected to PEPPOL since 2018.

Contracting entities other than budget users can use the eInvoicing exchange hub in accordance with eInvoicing [Directive 2014/55/EU](#) and the EN. The exchange hub is operated by ZZI and provides users with the same set of functionalities for eInvoicing as the PPA's single entry and exit point for budget users. ZZI's exchange hub is also a certified PEPPOL access point.

## 6.6 ePayment

### Public Payments Administration

The **Public Payments Administration** operates and manages the dedicated infrastructure for payments and other related services. Payments are made via online banking, debit or credit cards and mobile payments, called **Hal mBills**, which enables payment of eServices via a mobile application.

## 6.7 Knowledge Management

### Public Administration Academy

The Public Administration Academy, operating within the Ministry of Public Administration, organises trainings for civil servants. In the process of creating, sharing, using and managing the knowledge and information of public administration, an **eUA Portal** was launched in 2019. This site will be the main access point for all civil service trainings. It is managed by the Public Administration Academy and allows public servants to register and track training activities. It has become the main tool for organising, coordinating, administrating and analysing trainings, programmes and proficiency exams.

### JEP - Electronic procedures building block

The **JEP system** is an information solution for the full and contemporary electronic implementation of public procedures. JEP performs the function of a procedure and form editor and wizard to fill out electronic forms in procedures, including eSignature and ePayment. JEP sends a completed user request to the competent public authority or allows it to handle the application within the system itself, if the authority does not have its own document management system. JEP integrates building blocks for data exchange and trust services, refs. 6.3 and 6.4.

## KRPAN – Document Management Building Block

With the **KRPAN information system**, Slovenia is introducing a single, technologically updated, flexible, easily scalable and advanced information solution for the public sector to support the management of documentary material installed on the central information infrastructure of the Ministry of Public Administration. It enables government employees to work with documentary material faster, more flexibly and more efficiently. The KRPAN information system provides secure capture and management of original and copy documentary material in digital form. It supports the recording and management of general and administrative matters and document lists, supports work with government materials, supports work with eInvoices and other financial accounting documents and travel orders.

The modular design of this solution is upgrade-friendly, that is, it is suited to increase the number of users and the volume of data, to change and complement functionalities, change the internal organisation of users and connect with other information systems. It offers other information systems and individual central functions such as: capture of physical material, central numbering, signing of documents, validation and shipping of documents. For the purpose of safe and legal long-term storage, a central storage of electronic material has been established within the project, which is also available to other State administration bodies' information solutions. With the new unified information solution, friendly user interface and mobile access, employees of the State administration get a unified, faster, cheaper and safer tool for working with documentary material.

## 6.8 Cross-border platforms

### SEMPER

The **SEMPER** project aims to provide solutions for cross-border powers of representation and eMandates. In particular, the project will define the semantic definitions of mandate attributes and enhance the eIDAS Interoperability Framework for connecting national mandate management infrastructures.

Service Providers will be able to allow the representation of legal or natural persons within their eIDAS enabled services as well as eIDAS node operators to access national mandate infrastructures as Attribute Providers (apart from connecting their national identity providers). The Ministry of Public Administration successfully explores the possibilities for eProcedures JEP with SI-PASS services and platform. SEMPER is financed by CEF Telecom, 2018-EU-IA-0032.

### TOOP

**TOOP** aims to explore and demonstrate cross border platforms while focusing on data from businesses. TOOP wants to enable better exchange of business-related data or documents with and between public administrations and reduce administrative burdens for both businesses and public administrations, following the 'Once-Only' principle in a cross-border way. Through the project, the Ministry of Public Administration successfully implemented the pilot on business mobility eServices. The solution integrates the central TOOP solution with the national solution for data exchange 'Tray' following the 'Once-Only' principle. Indeed, the portal serves as the main 'Once-Only' platform for eServices at the national level.

Project TOOP is funded by the EU Horizon 2020 research and innovation programme under grant agreement no 737460.

### DE4A

**Digital Europe for All (DE4A)** effectively puts forward a new Member State-driven large-scale pilot aimed at compliance with the Single Digital Gateway and aligned with the EU

eGovernment Action Plan 2016-2020, the Tallinn Declaration and the EIF Implementation Strategy. Its over-arching goal is to reinforce trust in public institutions and to unleash multiple measurable positive impacts in terms of efficiency gains and reduction of current administrative burden and costs. These goals are rooted in a toolkit for extended semantic interoperability and on secure, privacy-preserving and trustworthy realisation of fundamental once-only, relevant-only and digital by default principles, through state-of-the-art, usable and high-quality fully online procedures accessible through the Single Digital Gateway (SDG). The Ministry of Public Administration will take part in the citizen mobility eService and will contribute to the OOP development at EU level.

DE4A is funded by EU Horizon 2020 research and innovation programme under grant agreement no 870635.

## 6.9 Base registries

### Beneficial Owners Register

In December 2017, the Agency of the Republic of Slovenia for Public Legal Records and Related Services (AJPES) established the Beneficial owners register in cooperation with the Office for Money Laundering Prevention of the Republic of Slovenia. The register was established based on the Law on the Prevention of Money Laundering and Terrorism Financing. The beneficial owners register is a main repository of beneficial ownership information, since the identification of a natural person that is owning or controlling a business entity is one of the conditions for a successful prevention of money laundering and terrorism financing. The purpose of establishing a beneficial owners register was to ensure transparency in the ownership structures of business entities and providing access to credible information for law enforcement authorities. Legal entities were obliged to enter the data on their beneficial owners until 19 January 2018. The purpose was to implement anti-money laundering and terrorism financing measures. Since then, public data about beneficial owners have been public, with authorised entities having access to all data in the register.

### Register of Accommodation Facilities and eTourism

In December 2017, AJPES established the Register of Accommodation Facilities and eTourism system. The register was implemented on the legal basis of the Hospitality Industry Act and eTourism system under the Residence Registration Act. The following three goals were achieved by the register and the eTourism system:

- establishment of unique evidence of all accommodation facilities – the Register of Accommodation Facilities;
- unified reporting of guest book data from all accommodation facilities; and
- reduction of administrative burdens and costs for both reporters and recipients.

The Register of Accommodation Facilities is publicly accessible free of charge on the AJPES web portal. To simplify the reporting of information and to increase the quality of the collected data, the owners of accommodation facilities report guest arrival information only once through the AJPES eTourism system. Previously, such reporting was carried out separately to the Police, the Statistical Office of the Republic of Slovenia and municipalities. With this new arrangement, AJPES provides collected data for the purpose of keeping records of guests, for statistical purposes and for tax collection purposes.

### Slovenian Central Register of Population (CRP)

Every Slovenian citizen has to register with the Slovenian Central Register of Population (CRP). He/she receives a unique Personal Registration Number (PRN–Slovenian abbreviation: EMŠO). Other individuals, who have no PRN but have to exercise rights or duties in Slovenia, may also register with the CRP.

## Register of Churches and Other Religious Communities

The Ministry of Culture developed a [Register of churches and other religious communities](#). The Register of churches and other religious communities is a collection of data and documents, which registered religious communities must submit with the government during the registration process. The public register is kept in digital format by the competent authority (Ministry of Culture), as stipulated by the [Freedom of Religion Act](#) (Official Gazette of the Republic of Slovenia, no 14/07, 46/10 – dec. US, 40/12 – ZUJF and 100/13). The digitalisation of this register allows for the comprehensive digitalisation of the procedure of registering religious communities by clients and officials. It is managed by the competent authority (Ministry of Culture). The register contains a [working application website](#).

## Register for the Media in Slovenia

The Ministry of Culture developed the [Register for the media in Slovenia](#). Before beginning operations, a publisher/broadcaster must report their medium in the Ministry of Culture media registry. The legal basis for establishing and managing the media registry comes from the Media Act, with Rules on Management and the procedure for registration and the transmission of data from the media registry. The purpose of the media registry is to provide an overview of the media landscape and structure as well as of the ownership of publishers/broadcasters in the Republic of Slovenia. The registry is digitalised and includes an [application](#).

## The National Registry of eInvoice Recipients

The [national registry of eInvoice recipients](#) enables information about recipients of eInvoices and their method for receiving documents in structured data format. It is open and allows connections to other systems to ensure organisations have greater degree of automation when sending eInvoices. The national registry of eInvoice recipients is managed by the Chamber of Commerce and Industry of Slovenia. The main purpose of the registry of eInvoice recipients is to support automation on the issuer's side. It enables the simplification of e-commerce, reduces the possibility of errors and enables full automation of eInvoicing operations. All budget users are included into the national registry of eInvoice recipients.

## Spatial Data Sets

Slovenia is harmonising addresses, buildings, locations, road, and topography registers with European requirements. This led to a [European reference system in the Slovenian spatial data sets](#) that enables interoperable, harmonised and ready to use data by all European bodies and institutions.

## EUCARIS, EULIS and ECRIS

Slovenia is a member of EUCARIS and ECRIS and is fully connected to EULIS.



7

Cross-border  
Digital Public  
Administration  
Services



## 7 Cross border Digital Public Administration Services for Citizens and Businesses

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. [Your Europe](#) is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for SMEs, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

### 7.1 Life and Travel

For citizens, the following groups of services can be found on the website:

- [Travel](#) (e.g. Documents needed for travelling in Europe);
- [Work and retirement](#) (e.g. Unemployment and Benefits);
- [Vehicles](#) (e.g. Registration);
- [Residence formalities](#) (e.g. Elections abroad);
- [Education and youth](#) (e.g. Researchers);
- [Health](#) (e.g. Medical Treatment abroad);
- [Family](#) (e.g. Couples);
- [Consumers](#) (e.g. Shopping).

### 7.2 Doing Business

Regarding businesses, the groups of services on the website concern:

- [Running a business](#) (e.g. Developing a business);
- [Taxation](#) (e.g. Business tax);
- [Selling in the EU](#) (e.g. Public contracts);
- [Human Resources](#) (e.g. Employment contracts);
- [Product requirements](#) (e.g. Standards);
- [Financing and Funding](#) (e.g. Accounting);
- [Dealing with Customers](#) (e.g. Data protection).

## The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Government European countries. The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries. The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from Danica Šaponja (Ministry of Public Administration).



*The Digital Public Administration Factsheets are prepared for the European Commission by [Wavestone](#)*

## An action supported by ISA<sup>2</sup>

ISA<sup>2</sup> is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

ISA<sup>2</sup> supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

ISA<sup>2</sup> solutions can be used free of charge and are open source when related to IT.

## Contact ISA<sup>2</sup>

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