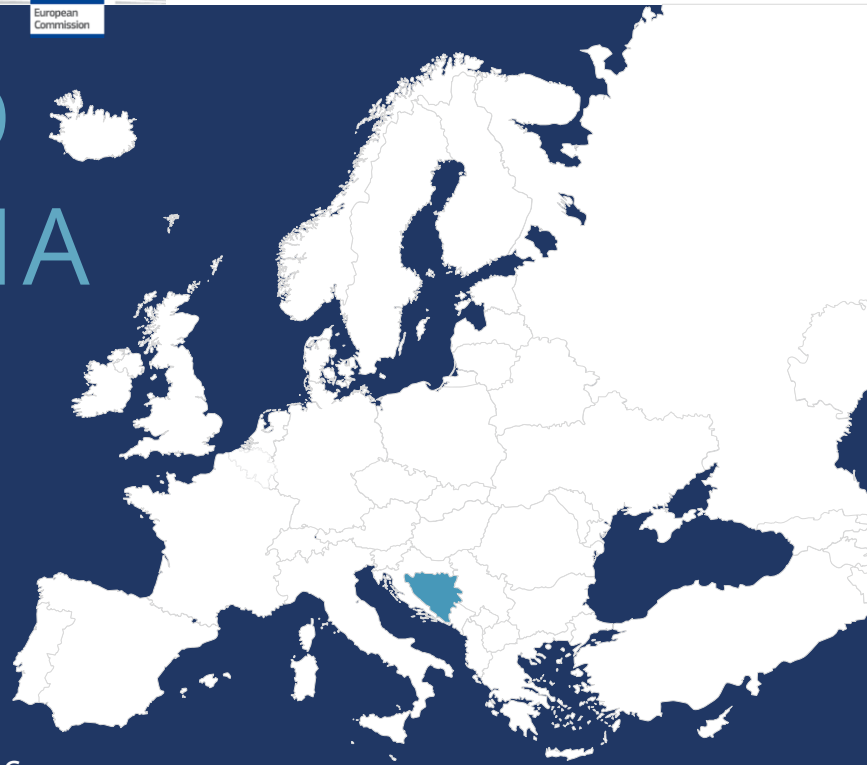


# BOSNIA AND HERZEGOVINA

## Digital Public Administration Factsheet 2024

Main developments in digital public administrations and interoperability  
JULY 2024



### HIGHLIGHT - KEY PROJECT

- The Council of Ministers of Bosnia and Herzegovina adopted the Decision on the Establishment of a Computer Emergency Response Team (CERT) for the country's institutions (Official Gazette BiH, No. 25/17). However, the implementation was delayed pending changes to the Rulebook on the internal organisation of the Ministry of Security. Following the cyberattacks carried out last year, the new leadership of the Ministry has intensified efforts, resulting in the Council of Ministers' approval of changes to the Rulebook on 11 May 2023. This facilitated the establishment of CERT, consisting of five positions aligned with the European Union Agency for Cybersecurity (ENISA) recommendations. CERT's objectives include: (i) coordinating with relevant bodies; (ii) mitigating security incidents; (iii) enhancing ICT system reliability; and (iv) providing proactive assistance. The Ministry also aims to establish a network of CERTs as coordinating body for Bosnia and Herzegovina.



### Key figures

2 new initiatives adopted in 2023-2024



Figure 1

Number of initiatives per topic adopted in 2023-2024

Towards the Digital Decade targets set for 2030: DIGITAL PUBLIC SERVICES

*This country is not under the scope of the Digital Decade data collection.*

## DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- No new initiatives have been reported to date

## DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- All contracting authorities are obliged to publish the procurement plan for their institution, together with its amendments, on the eProcurement portal, no later than 30 days from the date of adoption of the budget or financial plan. The Personal Data Protection Agency of Bosnia and Herzegovina (IDDEEA) prepares a public procurement plan for each year and publishes it on its website. The [Public Procurement Plan](#), as updated on March 2024, is available on the IDDEEA platform.

## TRUST AND CYBERSECURITY

- The [Law on Electronic Signatures of Bosnia and Herzegovina](#) (Official Gazette BiH, No. 91/06) establishes that all personal data of users of qualified electronic signatures are processed in accordance with the General Data Protection Regulation (GDPR). As a result, natural and legal persons can use their eSignature in the country and abroad. Subsequently, the State Office for the Supervision and Accreditation of Certifiers was established, as an institution giving accreditation to competent certifiers in Bosnia and Herzegovina. Four accredited bodies are registered in the Registers of Certifiers of the Office for the Supervision and Accreditation of Certifiers based on the law currently in force: (i) Halcom, issuing qualified certificates to legal and natural persons; (ii) ITA, issuing qualified certificates to legal persons; (iii) IDDEEA, issuing qualified certificates to natural persons; and (iv) BH Post, issuing qualified certificates to legal and natural persons. A total of 6 161 qualified certificates had been issued as of 31 December 2023. This trend of growing demand for qualified certificates indicates a great interest of individuals and legal entities in Bosnia and Herzegovina in using eServices, which is inevitable in future business.
- This law will soon be replaced by a new Law on Electronic Identification and Trust Services for Electronic Transactions, currently in the development phase, to be in line with Regulation (UE) No. 910/2014 on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation).

## INTEROPERABILITY AND DATA

- The second Action Plan of the Council of Ministers of Bosnia and Herzegovina for the Implementation of the Open Government Partnership Initiative for the Period 2022–2024 includes measures to improve the openness of public administration bodies towards citizens. Within this action plan, the Public Administration Reform Coordinator's Office (PARCO) is responsible for the implementation of the measure related to the coordination of the development of the open data ecosystem (public data asset).



Key figures from European Interoperability Framework Monitoring Mechanism results (Score 1 to 4)

*This country is not yet part of the EIF data collection.*

Find out more about the EIF [here](#).

## INNOVATIVE TECHNOLOGIES

- No new initiatives have been reported to date



The Digital Public Administration factsheets are produced by the [National Interoperability Framework Observatory \(NIFO\)](#) under [Interoperable Europe](#) (DG DIGIT) and the [Digital Decade Programme](#). More information on the state-of-play on digital public administrations and interoperability in this country can be found in its [supporting document](#).