

BOSNIA AND HERZEGOVINA

2024 Digital Public Administration Factsheet

Supporting document






Main developments in digital
public administrations and
interoperability

JUNE 2024

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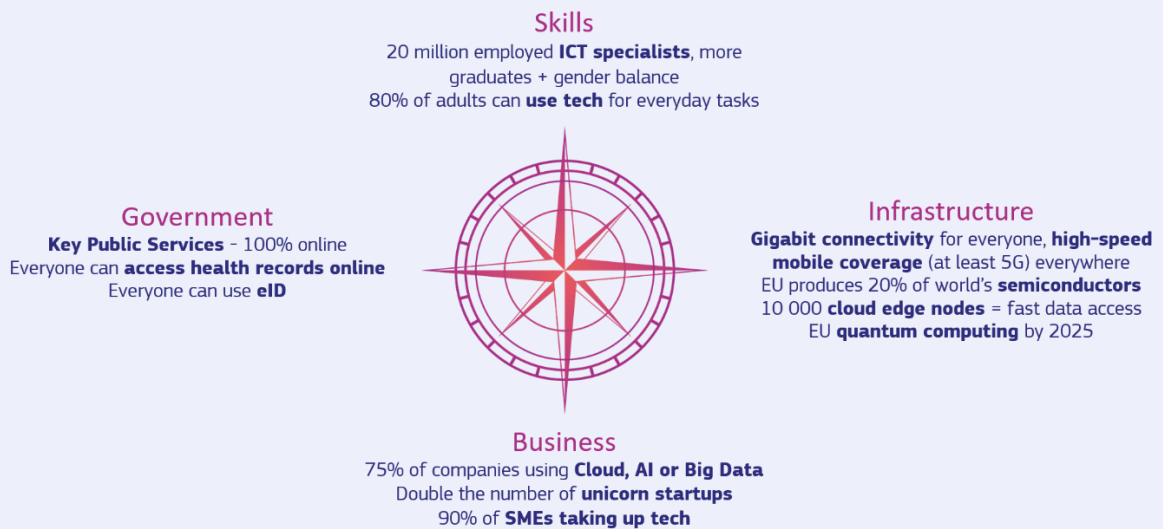
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<i>Political Communication</i>	<i>Legislation</i>	<i>Infrastructure</i>
		

2030 DIGITAL DECADE

The **Digital Decade policy programme 2030** sets out digital ambitions for the next decade in the form of clear, concrete targets. The main goals can be summarised in 4 points:

- 1) a digitally skilled population and highly skilled digital professionals;
- 2) secure and sustainable digital infrastructures;
- 3) digital transformation of businesses;
- 4) digitalisation of public services.



The production of the **Digital Public Administration factsheets and their supportive documents** support the objectives and targets of the Digital Decade programme. By referencing national initiatives on the digital transformation of public administrations and public services, as well as interoperability, they complement existing data and indicators included in the Digital Decade reports and related resources. They also highlight and promote key initiatives put in place or planned by EU countries to reach the Digital Decade’s targets.

1. Interoperability State-of-Play

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

Curious about the state-of-play on digital public administrations in this country?

Please find here some relevant indicators and resources on this topic:

- [Eurostat Information Society Indicators](#)
- [Digital Economy and Society Index \(DESI\)](#)
- [eGovernment Benchmark](#)
- [Repository of good practices on the EIF implementation](#)





2. Digital Transformation of Public Administrations

Main Digital Strategies, Action Plans and Legislations

Policy for Information Society Development 2017–2021

On 4 May 2017 Bosnia and Herzegovina adopted the [Policy for Information Society Development 2017–2021](#) (Official Gazette BiH, No. 42/17). The main goal was to plan activities that will maximize the social and economic potential of information and communication technologies (ICT), especially the internet. A special segment of the policy is also dedicated to the development of the domestic software industry.

More specifically, Pillar I is titled 'Establishing a digital single market' and includes several relevant provisions when it comes to promoting the adoption of ICT in the private sector:

- Adoption of new legislation and bylaws of existing legislation supporting the establishment of a single digital market; and
- Supporting and promoting the digital single market on the territory of Bosnia and Herzegovina and the European Union (EU).

The pillar involves the establishment of an online eServices and digital content market with a high level of trust, using tools and methodologies that will create new capacities and skills for the use of ICT in all social sectors.

Under Pillar II, the policy considers the importance of establishing an interoperability framework and interoperability standards. To ensure that new ICT devices, applications, data from archives and other interactive services are interoperable, Bosnia and Herzegovina needs to draft legislations and guidelines to get closer to the European Interoperability Framework (EIF).

Concerning the other pillars, Bosnia and Herzegovina's digital roadmap aims at strengthening its online landscape. The strategy involves bolstering cybersecurity, ensuring widespread high-speed internet access, nurturing the software industry, promoting digital literacy, and leveraging ICT to address societal challenges. From enhancing trust and security to fostering innovation in software development and bridging digital divides through education, the holistic approach adopted seeks to prepare the nation for a digitally resilient and inclusive future.

Electronic Communications Sector Policy 2017–2021

The main objectives of the [Electronic Communications Sector Policy 2017–2021](#) (Official Gazette BiH, No. 46/17), adopted on 23 May 2017, were to enhance competitiveness within Europe, improve productivity and efficiency in business, and most of all enhance public and eGovernment services. In this context, the investment process is crucial for advancing the electronic communications infrastructure, treating it as an essential service for all citizens.

More in detail, the policy, guided by the Regulatory Agency for Communications of Bosnia and Herzegovina, aims to achieve the following objectives: (i) maintaining competitiveness in the electronic communications market to enhance service quality; (ii) prioritising infrastructure development in less populated areas; (iii) catering to public service and security needs; (iv) defining procedures for radio frequency spectrum licenses; (v) ensuring universal services; (vi) improving user protection; (vii) implementing legal interception; and (viii) promoting market efficiency through cost-based pricing. Additionally, the policy emphasizes the importance of transparency, non-discrimination and alignment with EU regulations to keep pace with evolving technologies and international standards.

Digitalisation of Internal Processes

No particular initiatives in this field have been reported to date.

Digitalisation Supporting the EU Green Deal

No particular initiatives in this field have been reported to date.



3. Interoperability and Data

Interoperability Framework



National Interoperability Framework

The **Interoperability Framework of Bosnia and Herzegovina** was adopted at the 14th session of the Council of Ministers of Bosnia and Herzegovina, held on 18 June 2018. It aims at creating the conditions for developing eServices and improving their provision to citizens and economic entities, local authorities and other user groups on different levels of administration.

Data Access, Management and Reuse



Ordinance on the Infrastructure and Special Data Planning of the Federation of Bosnia and Herzegovina

The **Ordinance on the Infrastructure and Special Data Planning of the Federation of Bosnia and Herzegovina** (Official Gazette FBiH, No. 1845/2014) regulates the establishment and maintenance of the Geoportal IPP FBiH.



Rule on Method for Establishment and Maintenance of Network Cadaster

By the Law on Land Survey and Cadastre of the Republic of Srpska ("Official Gazette of the Republic of Srpska" no. 6/12, 110/16, 22/18 - Decision of the Constitutional Court of the Republic of Srpska, 62/18, 95/19 - Decision of the Constitutional Court of the Republic of Srpska and 90/23) it is prescribed that the Republic Administration for Geodetic and Property Legal Affairs organizes the performance of work related to the construction, development, design and implementation of the Geo-information System.

Open data



Odata Standard

The Public Procurement Agency of Bosnia and Herzegovina has enabled the opening of public procurement data (Odata standard), which are published in the public part of the **eProcurement system**. The Public Procurement Agency of Bosnia and Herzegovina is one of the few institutions in the country that, to cater for the needs of a wide range of interested users, has enabled the collection of data in the area it is responsible for. Open data will play a key role in achieving greater transparency and accountability in public procurement, and thus in building trust between the public sector and civil society.



Open Data Readiness Assessment

The **Open Data Readiness Assessment** was implemented in Bosnia and Herzegovina to support the development of transparency and the data opening process. In particular, the purpose of the assessment was to assist the Council of Ministers, and Bosnia and Herzegovina's institutions in identifying activities that may contribute to building initiatives for data opening. The survey was conducted under the Strengthening of Public Institutions (SPI) in Bosnia and Herzegovina Programme, which was implemented by Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, on behalf of the governments of the United Kingdom and Germany, as part of the support to public administration reform. The assessment was conducted by the consortium composed of PricewaterhouseCoopers d.o.o. Sarajevo (PwC), Transparency International in Bosnia and Herzegovina and ProPuh Zagreb. The same assessment was subsequently carried out at the level of the Federation of Bosnia and Herzegovina. The **Public Administration Reform Coordinator's Office** (PARCO) was responsible for the coordination of activities during both assessments.



 **Strategic Framework for Public Administration Reform in Bosnia and Herzegovina 2018–2022 and its Action Plan**

The Strategic Framework for Public Administration Reform in Bosnia and Herzegovina 2018–2022 was adopted together with an Action Plan. In the accountability reform area, they aim at ensuring the maximum availability of information on public administration and place special emphasis on the willingness of Bosnia and Herzegovina’s institutions to publish data in an open format. In the service delivery reform area, they provide for additional reform activities, including (i) the publication of public data assets for commercial and social reuse, with full respect of the legal framework for the protection of personal data and privacy; (ii) the establishment of an open data portal in accordance with EU standards; (iii) the modernisation and digitisation of public registers; and (iv) the availability of data for all users via web or mobile applications.

 **Open Data Portal**

The Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (IDDEEA) has announced the launch of a new **Open Data Portal**. As a unique source of data available to everyone, without any restrictions or payment, it will provide users throughout Bosnia and Herzegovina and the world with access to a large number of relevant pieces of information.

The goal of establishing the IDDEEA BiH portal is to implement the basic principles of the Law on Free Access to Information at the level of Bosnia and Herzegovina’s institutions to ensure the proactive publication of information through continuous self-initiated publication of certain types of information on the Agency’s website in an open format, i.e. in a format that is independent of the platforms used and without restrictions on reuse. The portal also implements the provisions of Directive (EU) 2019/1024 of the European Parliament and the Council of 20 June 2019 on open data and the re-use of public sector information.

 **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**

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, PARCO is responsible for the implementation of the measure related to the coordination of the development of the open data ecosystem (public data asset).

 **Support to Public Administration Reform in Bosnia and Herzegovina**

One of the components of the project Support to Public Administration Reform in Bosnia and Herzegovina was related to the creation of an information technology (IT) platform, as a pilot solution, and the organisation of presentations for civil servants and relevant non-governmental organisations (NGOs). The plan is for the portal to be piloted for the institutions of the Council of Ministers of Bosnia and Herzegovina, and later be offered as a platform to all other administrative levels in the country. Considering the way the portal is organised, and the architecture and mechanisms on which it is based (data and metadata publication, link to open published data, data catalogue harvesting, etc.), the key benefit for end users is the searchability and availability of a larger volume of quality open data in one place. Also, the organisation of the portal, modelled on the EU reference portal, enables the increase in data reuse through more direct access to open data structured by categories, as well as on the mentioned EU portal.

Base Registries

The following table lists Bosnia and Herzegovina’s base registers:

National	
Business and Tax	<ul style="list-style-type: none"> Registers of Business Entities <p>The electronic court registers contain information on all business and legal entities required to register under the Laws on Registration of Business Entities. This includes companies, enterprises, cooperatives and other entities</p>



	<p>established for economic activity and profit generation. Since their introduction, these electronic registers have served as repositories of information for informational purposes only.</p> <ul style="list-style-type: none"> • Central Register of Credits of Legal Entities and Natural Persons <p>The Central Register of Credits of Legal Entities and Natural Persons in Bosnia and Herzegovina contains the data on credit and other debts of business entities and natural persons with entities in the Register. For the purpose of the Register, a business entity means any entity that is assigned a business unique identification number (UIN); a natural person is any person who has a single identification number and a non-resident /foreigner natural person who has an identification number assigned by the competent tax authority.</p>
Transportation / vehicles	Register of Motor Vehicles and Registration Documents
Land	No particular initiatives in this field have been reported to date.
Population	No particular initiatives in this field have been reported to date.
Other	<ul style="list-style-type: none"> • Central Register of Foreigners <p>The Central Register of Foreigners is established according to the Law on Foreigners (Official Gazette BiH, No. 24/18, 31/19 and 62/23) and the Law on Asylum (Official Gazette BiH, No. 11/16).</p> <ul style="list-style-type: none"> • Register of Certificate Authorities • Register of Fines and Minor Offense Records <p>The Register is accessible through IDDEEA, as regulated in the Guidelines No.º15-03-02-2-956-2/2022 from 2022.</p> <p>According to the Index Register of IDDEEA, the Agency maintains the following registers:</p> <ul style="list-style-type: none"> • Register of Identity Cards of Bosnia and Herzegovina Nationals; • Register of Identity Cards of Foreign Nationals; • Register of Driving Licenses; • Register of Civil, Official and Diplomatic Passports; • Register of Personal Identification Numbers; • Register of Permanent and Temporary Residence in Bosnia and Herzegovina; • Register of Tachograph Cards; • Register of Local Border Traffic Permits; • Register of Fines and Infringements; • Other registers approved by the source authorities and with special decision of the Council of Ministers.

Data Platforms and Portals

The following table lists Bosnia and Herzegovina’s data platforms and portals:

Geoportal of the Federation of Bosnia and Herzegovina	The GeoPortal of the Federal Administration for Geodetic and Real Property Affairs of the Federation of Bosnia and Herzegovina is established with the main objective of facilitating access to and taking advantage of standardised spatial data held by the Federal
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	Administration. The GeoPortal is a key element of the spatial data infrastructure of the Federation of Bosnia and Herzegovina.
Geoportal of the Republika Srpska	The Geoportal of the Republic of Srpska represents a unique access point, i.e. a web-based platform for geospatial data and services at the level of the Republic of Srpska. The goal of the platform is that all pieces of geospatial information for the territory of Republic of Srpska, or at least information about where this data is located and in what format, can be accessed from one place.
Geoportal IPP FBiH	The Geoportal IPP FBiH was established to ensure easier access and use of standardised spatial data available to Infrastruktura prostornih podataka (IPP – Spatial Data infrastructure) subjects.
RAK NetTest	RAK NetTest is the Communications Regulatory Agency (CRA)'s free tool which end users can use to test the speed and quality of the broadband internet access service. RAK NetTest is a complex measurement system offering reliable and credible testing and results. The application measures more than 150 different parameters, and comprehensively evaluates the quality of service and satisfaction with the fixed/mobile internet access service. The results are provided to the user in customised, and detailed graphical and statistical forms. Additionally, the most important measured parameters (download, upload and ping), within a given time period, can be displayed on maps (Bing, BingSat, OSM).

Cross-border Infrastructures

The following table lists the European cross-border infrastructures which Bosnia and Herzegovina is using:

European Business Registry	Bosnia and Herzegovina is part of the European Business Registry Association (EBRA) .
TESTA	The Trans European Services for Telematics between Administrations (TESTA) network is used for a number of cross-border use cases.



4. Digital Transformation of Public Services

Digital Public Services for Citizens



Portal of the Public Administration of the Republic of Srpska

The Portal of the Public Administration of the Republic of Srpska contains useful information organised in two sections, i.e. Citizens and Economy. Citizens can access the Portal to get useful information about health, employment, family, social protection, professional and State exams, licenses, travel, housing, youth, sports, education, culture, traffic, fighters and civilian victims of war, refugees and displaced persons, pensioners, personal finances, consumers, and law and order. The economy section is dedicated to topics such as business, tourism, agriculture, eBusiness, public procurement, export-import, incentives, finances, and work and employment relationship. In addition, the Portal aims at unifying all institutions of the Republic of Srpska, as well as all emergency services in a single web platform.



eParticipation Portal

The eParticipation Portal was established to improve the system of transparency, cooperation and openness to citizens and civil society organisations. It was developed through the project 'Capacity building of government institutions to participate in dialogue with civil society (CBGI)', funded by the EU.



eStranac

eStranac is the portal used by citizens for the online registration of foreigners' residence.

eInvoicing

No particular initiatives in this field have been reported to date.

eHealth and Social Security

No particular initiatives in this field have been reported to date.

Other Key Initiatives

No particular initiatives in this field have been reported to date.

Digital Public Services for Businesses

Public Procurement



Public Procurement Plan

All contracting authorities are obliged to publish the Procurement Plan for their institution, together with its possible amendments, on the eProcurement Portal, no later than 30 days from the date of adoption of the budget or financial plan.



Public Procurement Portal

The Public Procurement Portal was established in late 2014 to improve the efficiency of eProcurement systems in Bosnia and Herzegovina. A new and improved public part of the Public Procurement Portal went live on 29 December 2023. It primarily implies a new simple and revised graphical user interface (GUI) of the public part of the eProcurement system, the improvement of all searches, including the introduction of new extended search forms for all data published on the public part of the eProcurement system, and the significant simplification of procedures for

finding data published on the public part of the eProcurement system with new links between grids and data (see <https://next.ejn.gov.ba>)



Law on Public Procurement of Bosnia and Herzegovina

The Law on Public Procurement of Bosnia and Herzegovina adopted in 2014 (Official Gazette BiH, No. 39/14), together with the Law on Amendments to the Law on Public Procurement (Official Gazette BiH, No. 59/22), regulate the public procurement system in Bosnia and Herzegovina. They define the rights, duties, responsibilities and legal protection of participants in the public procurement procedure, as well as the competences of the Public Procurement Agency and of the Office for the Review of Appeals.



Digital Inclusion and Digital Skills



Policy for the Development of the Information Society 2017–2021

The Policy for the Development of the Information Society 2017–2021 included several relevant provisions when it comes to promoting digital skills among students. For instance, it included a pillar dedicated to strengthening digital literacy and knowledge, as well as eInclusion. However, Bosnia and Herzegovina does not have a specific strategy and action plan to detail actions concerning the digital skill area. The development of an Information Society Development Strategy is planned, but political support to that end is still awaited. Nonetheless, different initiatives generally funded by donors support the ICT sector, including start-ups and employment.



5. Trust and Cybersecurity

eID and Trust Services



Law on Electronic Signatures

The [Law on Electronic Signatures](#) (Official Gazette BiH, No. 91/06) was adopted in November 2006 and 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 Register 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.

The 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).

Cybersecurity



Law on Personal Data Protection

The [Law on Personal Data Protection](#) (Official Gazette BiH, No. 49/06, 76/11 and 89/11) was adopted in May 2006 and regulates the right to privacy with regard to the processing of personal data relating to every individual, regardless of the nationality, in the territory of Bosnia and Herzegovina. The Personal Data Protection Agency of Bosnia and Herzegovina expects that this law will soon be replaced by a new Law on Personal Data Protection which will be in line with the GDPR.



Decision on the Establishment of the CERT for the Institutions of Bosnia and Herzegovina

The Council of Ministers of Bosnia and Herzegovina adopted the Decision on the Establishment of a Computer Emergency Response Team (CERT) for the institutions of Bosnia and Herzegovina in the Ministry of Security of Bosnia and Herzegovina (Official Gazette BiH, No. 25/17). However, the decision had not been implemented yet, since the Council of Ministers of Bosnia and Herzegovina still needs to adopt the necessary changes to the Rulebook on the Internal Organisation of the Ministry of Security of Bosnia and Herzegovina.

After last year's cyberattacks on the institutions of Bosnia and Herzegovina, the new leadership of the Ministry of Security of Bosnia and Herzegovina has further intensified activities on the establishment of the CERT for the institutions of Bosnia and Herzegovina and the Council of Ministers of Bosnia and Herzegovina adopted the proposed changes to the Rulebook at the session held on 11 May 2023, which created the conditions for the final establishment of the CERT for the institutions of Bosnia and Herzegovina.

The new Rulebook established a new organisational unit, i.e. the CERT for the institutions of Bosnia and Herzegovina, with five positions in total whose descriptions were prepared in accordance with the European Union Agency for Cybersecurity (ENISA)'s recommendations and best practices. CERT's goals include: (i) coordination and cooperation with relevant bodies in Bosnia and Herzegovina; (ii) elimination or reduction of the consequences of security incidents caused by unauthorised intrusion into ICT systems in the institutions of Bosnia and Herzegovina; (iii) increased reliability of ICT systems in the institutions of Bosnia and Herzegovina through constant commitment and work on the prevention and minimisation of security incidents; (iv)

provision of assistance to administrators in the application of proactive measures to reduce the risk of security incidents; and (v) provision of assistance in preventing the consequences of security incidents. The Ministry of Security of Bosnia and Herzegovina plans to establish a network of CERTs in Bosnia and Herzegovina as coordinating body in this area.





6. Innovative Technologies

Artificial Intelligence



Work of the Committee on Artificial Intelligence

The Ministry of Communications and Transport of Bosnia and Herzegovina participates in the work of the Committee on Artificial Intelligence (CAI) at the Council of Europe (COE). The Committee is preparing the Convention on Artificial Intelligence, Human Rights, Democracy and the Rule of Law.

Distributed Ledger Technologies

No particular initiatives in this field have been reported to date.

Big Data

No particular initiatives in this field have been reported to date.

Cloud & Edge Computing

No particular initiatives in this field have been reported to date.

Internet-of-Things

No particular initiatives in this field have been reported to date.

Quantum Computing

No particular initiatives in this field have been reported to date.

Gigabit and Wireless High-speed Networks



Electronic Communications Sector Policy for the period 2017–2021

The [Electronic Communications Sector Policy for the period 2017–2021](#) (Official Gazette BiH, No. 46/17), adopted on 23 May 2017, established concrete measures for the realisation of the sustainable economic and social benefits of a single digital market, based on fast and ultra-fast internet, as well as interoperable applications.

GovTech

No particular initiatives in this field have been reported to date.

7. Digital Public Administration Governance



The institutional setup and responsibilities for the implementation and promotion of eGovernance in Bosnia and Herzegovina are very complex and are located at the state level, entity level (FBiH, RS and Brčko District), cantonal and local administrative levels.

At the national level, Bosnia and Herzegovina has made progress in developing its eGovernance structure. However, the complexity of political and administrative structures can slow down the implementation of initiatives at the national level. Some efforts have been made to improve digital infrastructure, legal frameworks, and online services. National strategies have been formulated to guide the development of eGovernment services, emphasizing the need for digitization to improve efficiency, transparency, and public access to services.

For more details on Bosnia and Herzegovina's responsible bodies for digital policy and interoperability, its main actors, as well as relevant digital initiatives, please visit the [NIFO collection](#) on Joinup.

National

Council of Ministers of Bosnia and Herzegovina

The **Council of Ministers** is the executive body of Bosnia and Herzegovina that exercises its rights and duties as a governmental function, according to the Constitution of Bosnia and Herzegovina, laws and other regulations of Bosnia and Herzegovina.

The Council of Ministers plays a key role in the establishment and implementation of eGovernance initiatives. State regulations adopted in the form of laws and by-laws enable a wide range of policies that create a sufficient basis for the establishment and functioning of eGovernment. The Department for Maintenance and Development of Electronic Business and eGovernment Services within the Council of Ministers, which is under the Office of the Secretary General, is the responsible body for dealing with aspects of eGovernance within the Council of Ministers.

Parco

Public Administration Reform Coordinator's Office (PARCO) was established by the Decision of the Council of Ministers in October 2004, following the recommendation of the feasibility study of the European Commission for BiH.

PARCO is the driving force behind public administration reform in BiH, and its most important role is the coordination of reform activities between the Council of Ministers, entity authorities and the Brčko District government, in close cooperation with the Delegation of the European Commission in BiH. PARCO prepared, and governments at all levels adopted in 2006, the National Public Administration Reform Strategy and Action Plan, Revised Action Plan for Public Administration Reform from 2011, including the Strategic Framework for Public Administration Reform 2018-2022 (2027). On the basis of the aforementioned strategic documents, PARCO coordinates, directs and monitors the reform of public administration, so that its improved organizational structure, with the application of the best European practices, would be able to implement the entire process of accession to the EU and BiH.

Ministry of Civil Affairs

At the national level, the **Ministry of Civil Affairs** is responsible for the international representation of the country and international cooperation related to education, science and technology, which also incorporates ICT.

Ministry of Communications and Transport

The **Ministry of Communications and Transport** is also responsible for the international representation of the country and international cooperation related to education, science and technology, which also incorporates ICT. When it comes to infrastructure development, the Ministry of Communications and Transport has a policy-maker role, including national policy, strategic documents and legislation.



Ministry of Security

The Ministry of Security leads the cybersecurity agenda and, more generally, has competence over the protection of international borders, inner border crossings, traffic regulation at Bosnia and Herzegovina's border crossings, as well as prevention and detection of perpetrators of criminal acts of terrorism, narcotics trafficking, domestic and foreign currency falsification, trafficking in human beings and other criminal acts with international or inter-entity elements. It is also competent for international cooperation in all fields falling within the scope of competence of the Ministry.

Communications Regulatory Agency

The Communications Regulatory Agency (CRA) was established by the Decision of the High Representative for Bosnia and Herzegovina on the Merger of the Competences of the Independent Media Commission and the Telecommunications Regulatory Agency (Official Gazette BiH, No. 08/01), which had previously operated separately. CRA operates on the national level and its mandate is defined by the Law on Communications of Bosnia and Herzegovina (Official Gazette BiH, No. 31/03).

More in detail, CRA is a regulatory body with combined competencies, established on the model of similar bodies throughout the EU. It reflects the convergence of technologies in telecommunications and broadcasting with a view to responding to market needs. In accordance with the applicable law, CRA's competences are the following: (i) development and promotion of rules in the sectors of telecommunications and broadcasting; (ii) issuance of licenses to operators in the broadcasting and telecommunications sectors; (iii) planning, management and allocation of the frequency spectrum; (iv) implementation of technical and other standards related to quality; and (v) establishment and maintenance of license fees.

Other institutions may have a special responsibility when it comes to regulation in the field, particularly the Council of Ministers of Bosnia and Herzegovina, which is responsible for the development and adoption of policies in accordance with the existing legal framework.

Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina

The Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (IDDEEA) is an administrative organisation within the Ministry of Civil Affairs of Bosnia and Herzegovina in charge of identification documents, storage, personalisation and transport of documents, maintenance of central registers and data exchange between the competent authorities in Bosnia and Herzegovina. IDDEEA cooperates with the competent authorities in the country, such as source authorities, as well as with other authorities using the services of the Agency. The Agency has wide range of responsibilities and tasks which are essential for the development and management of identification documents and the relevant registers in the country.

Subnational (Federal, Regional and Local)

8. 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 businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

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).

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 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 Digital Services (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from the [Public Administration Reform Coordinator's Office](#).



The Digital Public Administration Factsheets are prepared for the European Commission by Wavestone.

An action supported by Interoperable Europe

The ISA² Programme has evolved into [Interoperable Europe](#) - the initiative of the European Commission for a reinforced interoperability policy.

The work of the European Commission and its partners in public administrations across Europe to enhance interoperability continues at full speed despite the end of the ISA² programme. Indeed, enhanced interoperability will be necessary to unlock the potential of data use and reuse for improved public services, to enable cross-border collaboration, and to support the sector-specific policy goals set by the Commission for the future.

Interoperable Europe will lead the process of achieving these goals and creating a reinforced interoperability policy that will work for everyone. The initiative is supported by the [Digital Europe Programme](#).

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