

[eGovernment in]

Slovakia

Slovensko



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Slovakia. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 5 410.836 inhabitants (2013)

GDP at market prices: 81 096.0 million Euro (2013)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 76.0 (2012)

GDP growth rate: 1.8 % (2012)

Inflation rate: 1.5 % (2013)

Unemployment rate: 13.6 % (2014)

Government debt/GDP: 52.4 % (2012)

Public balance (government deficit or surplus/GDP): -4.5 % (2012)

Source: [Eurostat](#)

Area: 48 845 Km²

Capital city: Bratislava

Official EU language: Slovak

Currency: Euro

Source: [Europa website](#)

Political Structure

Slovakia is a **democratic parliamentary republic** founded on 1 January 1993, following the dissolution of Czechoslovakia.

Legislative power is held by a unicameral Parliament, known as the [National Council](#), which consists of 150 members elected every four years by universal suffrage. The proportional voting system is accompanied by a threshold ruling, which requires parties to obtain more than 5 % electoral support in order to be seated.

The Head of State is the [President](#) of the Slovak Republic, elected every five years by universal suffrage. The president formally approves legislation but wields little domestic political power. Executive power is exercised by the [Government](#), which is headed by the [Prime Minister](#).

The country is divided into eight regions, comprised of 79 districts and further subdivided into 138 towns and 2 883 municipalities.

The [Constitution](#) of the Slovak Republic was ratified on 1 September 1992 and has been amended in 1998, 1999, 2001, 2004, 2005 and 2006.

Slovakia became a member of the European Union on 1 May 2004.

Head of State: President [Andrej Kiska](#) (since 15 June 2014)

Head of Government: Prime Minister [Róbert Fico](#) (since 4 April 2012).

Information Society Indicators

Generic Indicators

Percentage of households with Internet access: 78 % (2013)

Percentage of enterprises with Internet access: 98 % (2013)

Percentage of individuals using the Internet at least once a week: 74 % (2013)

Percentage of households with a broadband connection: 70 % (2013)

Percentage of enterprises with a broadband connection: 78 % (2010)

Percentage of individuals having purchased/ordered online in the last three months: 30 % (2013)

Percentage of enterprises having received orders online within the previous year: 18 % (2013)

eGovernment Indicators

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 33 %, downloading forms 20%, returning filled forms 16 % (2013)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 84 %, downloading forms 85 %, returning filled forms 71 % (2013)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

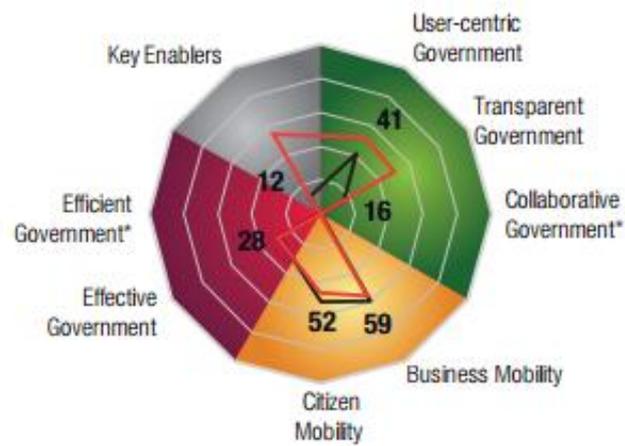
eGovernment State of Play

The spider graph below is the result of the latest [eGovernment Benchmark study](#), which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within the four main priorities (User-empowerment, Single Market, Efficiency & Effectiveness, Pre-conditions) of the eGovernment Action Plan, and are measured using a life-events (mystery shopping) approach. 'Collaborative Government' and 'Efficient Government' were however not part of the 2012 measurement. The spider graph thus compares the development of eGovernment in a specific country compared to the EU27 average.

eGOVERNMENT MATURITY PER TOP LEVEL BENCHMARK

Synthesis of 4 priorities for eGovernment for EU27+

■ User Empowerment
 ■ Single Market
 ■ Efficiency & Effectiveness
■ Pre-conditions
 SK
 EU27+



* not part of 2012 measurement

Source: [eGovernment Benchmark 2013](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

Recent News

February 2014

- ▶ Since 1 February 2014, electronic personal mailboxes are available on the [Central Public Administration Portal](#) (CPAP), in line with the Act No. 305/2013 Coll. Access to electronic personal mailboxes is only possible through the eID card. Electronic personal mailboxes are an essential tool to enable communication between citizens and businesses, and public authorities as they enable the electronic delivery of official documents. The electronic mailboxes will enable quicker and more efficient communication with public authorities, replacing the current paper forms.

January 2014

- ▶ On 1 January 2014, the Ministry of Interior launched the electronic services of the "[Central registration office](#)", which enable citizens to make declarations to the "Central registration office" via electronic service using eID card.

December 2013

- ▶ Since 1 December 2013, the Ministry of Interior has started to issue eID cards for citizens as a means of identification and authentication for eGovernment services and possibly for other public and private services. The new eID card, in credit card format, replaces the existing national identity card and includes the optional electronic signature functionality.

September 2013

- ▶ On 15 September the [Act No. 305/2013](#) Coll. Civil Code on the Government was adopted by the Parliament, laying down the basic principles upon which electronic public administration will operate. The Act will not replace traditional 'paper' from the official agenda, but it will create a comprehensive electronic alternative. The Act also describes a number of key elements, such as pursuance by proxy, basic registries, eDesk modules, document conversion, electronic payment of fees, authentication of persons in public administration information systems, eDelivery, eForms modules, electronic personal mailbox, the administration and operation of a central portal for public administration and Integrated Service Points (ISPs) for assisted public administration eServices.

April 2013

- ▶ On 3 April, the first national project from the Operational Programme Information Society - "Kontrolórsky informačný systém NKÚ SR – Elektronické služby NKÚ SR" was successfully ended. The project introduced a new Audit Information System [Supreme Audit Office of the Slovak Republic](#), which aims to support the processes of the SAO.

News 2012-2001

2012

- ▶ The [Point of Single Contact portal](#) offers electronic services for entrepreneurs, for example:
 - * Notification of trade for natural and legal person in the Trade Register
 - * Notification of the changes in the Trade register
 - * Request for the extract from the Trade register

Many more services can be found at <http://www.minv.sk/?services-by-sector-cross-border-provision-of-services>

The PSC provides all the relevant services based on the Service Directive, as well as the most frequently asked procedure forms in the Slovak business environment. For more information, please see the Study on the functioning and usability of the Points of Single Contacts - Slovakia 2012.

- ▶ The Government adopted the Open Government Initiative and Action Plan in 2012. Its main goal is to enhance of transparency, effectiveness and responsibility through open information. The Central Portal www.data.gov.sk is in operation, and includes 205 datasets, which are reusable for commercial and non-commercial purposes. The Digest of Law can be openly accessed through the portal <http://www.justice.gov.sk/Stranky/default.aspx>.
- ▶ The Government has also implemented the eDemocracy project. As such, the electronic petition service will enable citizens to file petitions. Further, citizens will also have the opportunity to discuss public policy through the eDemocracy project.
- ▶ The amendment to the [Decree on standards on Public Administration Information Systems](#) has incorporated standards on open data formats, which will come into force in Spring 2014.

2011

- ▶ On *21 May 2011*, a census was organised in the Slovak Republic, which gave citizens the opportunity to fill in electronic census forms for the first time. The electronic census forms were accessible in Slovak, English and national minorities languages, and were used by 7.3 % of citizens.
- ▶ In February 2011, the [Ministry of Finance](#) started a pilot testing of the [Central Metainformation System](#) of Public Administration (MetaIS).

The MetaIS:

- incorporates information on operating the information systems of public administrations, eServices, as well as other technological and administrative data, which is then published by the given institution that manages the public administration information system;

- incorporates the concepts of the public administration information system, which are further developed by public administration bodies and submitted to the Ministry of Finance for approval;

- serves and supports designers and developers of eServices, namely by the data on the content of operating and planning services, technical and functional specifications, performance parameters and publishing services into the Universal Description Discovery and Integration (UDDI) format;

- records and updates the data in each MetaIS module, analyses data and adopts measures for the effective building of an integrated public administration information system, supervises on the interoperability, functionality, efficiency and effectiveness of the state budget expenditure.

- ▶ Since *January 2011*, a new [Central Register of Contracts](#) is in operation. The Central Register of Contracts is a public list of contracts by the Government Office, ministries, central government authorities, public bodies and subordinate organisations (subsidised, budgetary organisations, etc.).

According to Act No. 546/2010 Coll. Supplementing [Act No. 40/1964](#) Coll. Civil Code as amended, such contracts shall enter into force on the day following publication in the register.

- ▶ Since *January 2011*, the use of **eAuction** is mandatory for contracts awarding the delivery and sale of goods, with the exception being those lacking competitive dialogue and negotiated procedures without publication and contests. Ministers have to use eAuction for the awarding of service contracts and building works, if it is possible to accurately determine the technical requirements relating to the subject of the contract. This obligation is mandatory for all budgetary and subsidised institutions, companies with full state ownership and state enterprises ([Government resolution No. 653/2010](#)).
- ▶ The [Registry of Surplus State-Owned Immovable Property](#) represents a publicly available registry of state-owned immovable property that has been declared surplus (redundant) and is being offered for sale. Since *January 2011*, the Registry has offered the possibility to use eAuction for the surplus immovable property of the State.

2010

- ▶ In *December 2010*, the pilot project 'The MS Software License Audit', which will last until April 2011, is initiated. The Ministry of Finance manages the interaction with State authorities in the field of MS software licenses via the Customer Relationship Management (CRM) software and databases since May 2009.
- ▶ In *November 2010*, the concrete needs and expectations of users become the key drivers in building an eGovernment platform. It intends to offer eServices that the user is interested in, delivered to serve individual requirements and needs. On this basis, the [Ministry of Finance](#) begins the long term project survey on satisfaction with **eGovernment services**, to be conducted annually. The survey aims to provide a realistic picture of the knowledge, use, quality evaluation and satisfaction with basic eGovernment services.
- ▶ In *July 2010*, the Government approves an amendment to the Directive for preparation and submission materials to the [Government by Resolution No. 318/2010](#). This directive established the phase of preliminary commenting of materials on 1 July 2010, which has been in effect ever since. In this phase of preliminary commenting - which precedes interdepartmental commenting - selected effects of proposed legislative and non-legislative materials are assessed. The **Unified Methodology** includes an assessment of financial, economic and environmental impacts, as well as impacts on employment and the information society. The current Unified Methodology has determined the evaluation of the anticipated effects on the information society for the first time.

On *13 July 2010*, the governmental [CSIRT.SK](#) (Computer Security Incident Response Team) is launched. In September 2010, a specialised unit of CSIRT.SK is integrated into the European Community TF-CSIRT (Task Force - Computer Security Incident Response Team). The Slovak CSIRT is created by [Government resolution No.479/2009](#). The main aim of the CSIRT is to address the information security incidents in the Slovak Republic and to expand public knowledge in selected areas of information security, to cooperate with international sister organisations and to represent Slovakia in the field of information security at international level.

- ▶ Since *1 June 2010*, the Ministry of Interior begins to issue a vehicle log book as a smart card equipped with a contact chip. It provides access to the electronic services of the **national vehicle registration**. Through the specialised kiosks located at district transport inspectorates, citizens can obtain comprehensive information on vehicle data, emission controls, technical reviews and car insurance. The contact chip will contain details of the vehicle, as prescribed in [EU Directive no. 1999/37](#).
- ▶ In *February 2010*, following the amendment to the '[Act on Public Administration Information Systems](#)', legal preconditions are created for the establishment of a network of **Integrated Service Points** (ISPs). ISP will mediate eServices and provide assisted public administration eServices, so as to avoid having to visit several different offices for the provision of such services. A feasibility study has been drawn up and approved. The planning process for project implementation has begun, while

the Ministry of Finance has prepared a draft decree detailing the set up and operating conditions for ISP.

- ▶ In *January 2010*, the electronic submission of value added tax (VAT) summary statements becomes obligatory following the amendment to [Act no. 222/2004](#) Coll. on VAT. It transposes [Council Directive 2008/117/ES](#), which amends [Council Directive 2006/112/EC](#) on the common system of VAT to combat tax evasion connected with intra-Community transactions on the common system of VAT. Since January 2010, the submission of applications for VAT refunds between Member States can only be carried out electronically.

In *January 2010*, the Office for Public Procurement begins issuing the public procurement bulletin solely in electronic form.

On 1 *January 2010*, an electronic, 'pay as you drive' road user charging system for trucks is introduced.

2009

- ▶ By the end of *2009*, 21 calls for proposals of Operational Programme for the Information Society (1. Priority axis) are declared in the amount of € 505 931 848. This is intended primarily for projects in the field of public administration and municipalities.
- ▶ Two national projects are funded by the OP Education, which involves approximately 3 000 elementary and secondary schools outside the Bratislava region. The projects aim to develop the digital literacy and the use of modern teaching techniques in the teaching of specific subjects.
- ▶ Since *July 2009*, passports are issued with two biometric identifiers.
- ▶ Since *June 2009*, the electronic service 'The general administration' becomes available on the Central Public Administration Portal (CPAP). This new electronic service allows citizens and businesses to electronically file a request, complaint, notice or announcement from public authorities, which used a central electronic registry through the CPAP.
- ▶ A new [legislative portal](#) comes into full operation in *January 2009*, which provides the transparent process of observation and adoption of laws. The portal permits publishing, observation and electronic legislative process for all documents to be submitted to the Slovak Government at a later date. Public institutions, citizens and organisations are able to monitor the legislative process in a transparent manner.

2008

- ▶ The 'National Programme of Reforms for 2008 – 2010' is [approved](#) by the Government of Slovakia in *October 2008*. Legal measures of this document aim to create preconditions for fast and sustainable economic growth.
- ▶ The Ministry of the Interior launches a new [portal](#) which offers comprehensive information on main competency areas under its responsibility: police; fire department and rescue; civil protection and crisis management; asylum and immigration; sports; education and career development. The new site complies with web accessibility standards for the visually impaired.
- ▶ In a bid to substantially reduce the amount of paper being used, the Slovak Parliament [introduced](#) in *May 2008*, an electronic system to submit legislative bills. Thus, the amount of printed materials distributed is greatly reduced with the introduction of 'Electronic Parliament'.
- ▶ In *April 2008*, the Ministry of Finance launches an English version of the portal <http://www.informatizacia.sk/>.
- ▶ In *March 2008*, 220 students become the first to sit electronic school-leaving exams in a pilot project conducted by the [Ministry of Education, Science, Research and Sport](#). This [pilot test](#) represents the first of its kind for Slovakia.

- ▶ The concept of a central electronic directory (single window) is approved by the Government in *January 2008*. The main aim of creating a single window is to speed up and simplify the processes of information between the business community and the State, as well as to bring benefits for all parties involved in cross-border trade. The single window allows all parties involved in trade and transport to bring and provide standardised information and documents to a single entry point, and thus meet all the requirements for the import, export and transit.

2007

- ▶ In *December 2007*, the Ministry of Finance launches the portal www.informatizacia.sk, aimed at improving awareness of the Information Society.
- ▶ In *October 2007*, the European Commission [gave](#) the final approval for the allocation of EU Structural Funds for the development of the Information Society in Slovakia. According to the Operational Programme for the Information Society (OPIS) for the programming period 2007-2013, over € 1 billion would be made available over the next five years for actions aimed at developing the Information Society.

In *October 2007*, the Minister of Justice [announced](#) Slovakia's intention to participate in the development of an integrated European eJustice portal and an information network that contains data on lost or kidnapped children. Slovakia intends for the eJustice portal to contain commercial, trade and crime registers, a bankruptcy register and a register of missing persons.

In *October 2007*, the European Commission [approved](#) an 'Information Society' **Operational Programme** for Slovakia for the period 2007-2013. The programme recognises that further development of the information society infrastructure was necessary in order to harness the potential of new information and communication tools, and that eGovernment services would contribute to a more inclusive society. The programme's focus was on the digitalisation of Public Administration, the development of the IT infrastructure of repository institutions and the improvement of the availability of broadband internet access.

- ▶ Trade registration is facilitated through united contact points in *September 2007*.
- ▶ In *July 2007*, the Ministry of the Interior begins to [modify](#) the Government information system with the assistance of the private sector. These modifications will ensure an integrated solution for dealing with requests, managing data and issuing documents. The modifications include changes to the system for issuing residence permits.
- ▶ In *April 2007*, a project designed to [enable](#) free access to the Slovak land and property register is tested by the Slovak Geodesy, Cartography and Cadastre Authority, the Ministry of Transport, Post and Telecommunications and IT developers. The portal <http://www.katasterportal.sk/kapor/> goes live on 1 July 2007.

In the same month, the Slovak Tax Authority [made](#) a variety of new services available on the [Tax Directorate site](#), including the possibility to submit tax declarations electronically and to complete an electronic tax declaration with a certified eSignature.

- ▶ In *February 2007*, in compliance with [Act No. 575/2001](#) of Coll. on organisation of activity of the Government and organisation of the Central State Administration, the competences of the Section for Information Society of the Ministry of Transport, Posts and Telecommunications [became](#) limited to the Office of the Government of the Slovak Republic and the Ministry of Finance.
- ▶ In *January 2007*, the Ministry of Transport, Posts and Telecommunications put forward draft legislation on the setting up of a 'National framework for the interoperability of the public information system'. The proposed legislation sets out criteria for the interconnection of **national information systems** and the link-up of these systems with other EU information systems, in accordance with the European Interoperability Framework for pan-European eGovernment Services.

In the same month, [electronic public procurement](#) was launched.

2006

- ▶ In *December 2006*, Public Administration employees in the Bratislava region [began](#) to improve their knowledge of computers thanks to free European Computer Driving Licence (ECDL) courses financed by the European Social Fund. The training programme falls under the responsibility of the Slovak Ministry of Transport, Post and Telecommunications.
- ▶ As from *November 2006*, citizens are able to [check](#) the progress of their passport applications online at the Ministry of Interior. A database of lost and stolen IDs also makes it possible to control the use of stolen identities. Citizens applying for a new passport - in line with the new EU ePassport requirements - will receive a tracking number to monitor their application's progress via the Internet.
- ▶ From *October 2006* onwards, information on proceedings in the Slovakian criminal courts will be made [available](#) online through the website of the [Ministry of Justice](#).
- ▶ In *September 2006*, the development of a central national [tourism information system](#) begins.
In the same month, the Government plans to offer a grant to all permanent residents in Slovakia to help support wider Internet access.
- ▶ In *July 2006*, the Government launches a web portal to make it easier for citizens to communicate with public bodies. In the near future, all Government services will be available through [portal.gov.sk](#).

2005

- ▶ In *August 2005*, the Trade registry begins offering online registration of legal entities.
- ▶ In *April 2005*, the Government approves a 'National Strategy for Broadband Connection in the Slovak Republic'. The strategy aims to reach the level of leading European countries in terms of broadband availability and penetration in the next five to eight years.
- ▶ In *March 2005*, Slovakia's first tax eFiling season ends. 44 individual and corporate taxpayers declared their income tax electronically over the Internet using a Guaranteed Electronic Signature.
In the same month, the Tax Directorate launches the national tax portal [eTax](#), built to serve all citizens' and businesses' tax information and servicing needs.
- ▶ Beginning of *January 2005*, all businesses with more than 20 employees are required to transmit regular monthly social contributions forms to the [Social Insurance Agency](#) (SIA) electronically.
In the same month, a central [notarial register of deeds](#) is set up.

2004

- ▶ In *December 2004*, the Government adopts the 'National Lisbon Strategy'. The [Competitiveness Strategy for the Slovak Republic until 2010](#), which provides for the attainment of the EU Lisbon objectives in Slovakia, identifies ICT deployment as one of the main priorities to increase the country's competitiveness.
- ▶ In *January 2004*, the Government approves a [Strategy and Action Plan for the Development of the Information Society](#). The document derives from the objectives and actions set in the [eEurope+](#) and eEurope 2005 Action Plans. eGovernment is a key aspect of the plan.

2003

- ▶ The national Public Administration portal '[Obcan.sk](#)' (Citizen.sk) was [launched](#). The main objective of the portal is to provide a one-stop shop to information on public services offered by the state administration and relevant independent organisations.

2002

- ▶ In *July 2002*, [Act No. 428/2002 on Personal Data Protection](#) was passed. It corresponds to the EU's Data Protection Directive ([95/46/EC](#)). The Act establishes a new [Personal Data Protection Office](#) and strengthens the independence of the Commissioner for the protection of personal data.
- ▶ In *March 2002*, [Act No. 215/2002](#) on Electronic Signatures is passed. The Act defines the conditions for use of the electronic signature as legally equivalent to the hand-written signature.
- ▶ In *February 2002*, the Ministry of Justice launches a united automatic system of law information. The [portal](#) is free for public use.

2001

In *June 2001*, the [eEurope+ Action Plan](#) is published by the European Commission, in conjunction with the Central and East European accession countries. The goal of this plan is to foster the development of an Information Society in the accession countries, including Slovakia.

In the same month, the Policy for the Development of the Information Society in the Slovak Republic is [adopted](#). This document identifies the challenges for building up an information society and proposes a number of measures designed to realise the full potential of ICT for the benefit of all segments of the society. eGovernment is one of the main priorities identified.

News 2000 and before

- ▶ In *2000*, the Slovak Parliament approves [Act No. 211/2000](#) on Free Access to Public Information. This law defines the term 'public information' and declares the principle of free and unlimited access.
- ▶ In *1999*, the Government adopts the '[Strategy of Public Administration Reform in the Slovak Republic](#)'. In addition to defining the starting points for and the principles of the decentralisation process, the strategy document deals with related reform measures in such areas as deregulation, Public Administration financing, education, management, Public Administration control and computerisation of Public Administration.
- ▶ In *1995*, [Act No. 261/1995](#) on State Information Systems (SIS) is approved. The Act provides a framework for the development of information systems for public authorities.

eGovernment Strategy

Main strategic objectives and principles

Strategic Document for Digital Growth and Next Generation Access Infrastructure (2014 – 2020)

[The Strategic Document for Digital Growth and Next Generation Access Infrastructure \(2014 - 2020\)](#) defines a strategy for the further development of digital services and next generation access infrastructure in Slovakia. It also focuses on the fulfilment of the ex-ante conditionalities by means of which the European Union evaluates the readiness of Member States to implement investment priorities of their choice. The document particularly discusses the fulfilment of the two ex-ante conditionalities defined under thematic objective 2 "Enhancing access to and use and quality of information and communication technologies".

The Strategic document sets out a strategy for the further development of digital infrastructure services and next generation networks in Slovakia for the 2014 - 2020 period. It also fulfils the objectives set out in the Position Paper of the European Commission and implements measures in the Digital Agenda for Europe, building on the activities implemented under the Operational Programme Information Society in the 2007 – 2013 period.

The vision of further eGovernment development in Slovakia until 2020 includes actions to move towards a functioning information society and building of Smart Government. Information technologies will become inherent in people's everyday life and an essential driver of Slovakia's competitiveness.

The following investment priorities are proposed to be actively addressed to facilitate eGovernment development in the 2014-2020 period:

- Services for citizens and businesses
- Effective public administration
- Broadband / Next Generation Network

The document serves as a ground for the preparation of The Operational Programme Integrated Infrastructure (Priority Axis Information Society) for the 2014 - 2020 period.

The document was acknowledged by the Government of the Slovak Republic on 8 January 2014.

Previous eGovernment Strategies

eGovernment Strategy of the Slovak Republic (2008-2013)

The '[eGovernment Strategy of the Slovak Republic](#)' is the principal strategic document for the implementation of eGovernment. It was approved by [Government Resolution No. 131/2008](#) on 27 February 2008. The eGovernment Strategy was prepared by the Ministry of Finance in cooperation with the Government Office and the Government Plenipotentiary for Information Society.

The purpose of the [eGovernment Strategy](#) of the Slovak Republic is to ensure increased citizen satisfaction with the public administration. This is to be achieved by delivering services in an attractive and simple manner, while increasing the efficiency and competence of public administration and reducing its costs. The document lays down the strategy and defines the criteria and procedures of eGovernment funding which combine state budget funds with resources from the EU Structural Funds.

The following eGovernment strategic **objectives** have been put forward for the period until 2013:

1. Improved satisfaction of citizens, businesses and other public bodies with public administration

- ▶ enable all citizens, including the disabled ones, to use eGovernment services;
- ▶ reduce considerably the administrative burden of citizens and business entities when handling administrative formalities, via transparent procedures;
- ▶ improve citizen participation in public matters through the use of ICT.

2. Electronic public administration services

- ▶ create and link the registers that may be used for legal acts;
- ▶ implement the key tools for the delivery of electronic services;
- ▶ ensure the upgrading of the portfolio of its electronic services;
- ▶ initiate and support a law-making process to implement eGovernment services.

3. Effective and efficient public administration

- ▶ create a joint secured infrastructure for eGovernment services and support operations;
- ▶ use central applications and services for the performance of selected operations. Systematic management and utilisation of existing projects will avoid duplication;
- ▶ perform 100 % of public procurement operations through electronic means in all areas and remove relevant legislative barriers.

4. Enhanced competency of public administration

- ▶ achieve computer literacy for the majority of Slovak public administration employees;
- ▶ increase training courses for employees covering specific IT, project and managerial skills.

The National Concept of eGovernment (2008-2013)

'[The National Concept of eGovernment](#)', approved by the Government on 21 May 2008, is a strategic document drafted by the Ministry of Finance, which addresses the [principles](#) for the building up of eGovernment and the introduction of electronic services in Slovakia. The document builds on the '[eGovernment Strategy of the Slovak Republic](#)' and lays down the principles, priorities and architecture of integrated information systems in public administration to safeguard their interoperability and independence from technology platforms.

The National Concept of eGovernment:

- ▶ outlines the framework of eGovernment services so that the administrative processes are effectively digitised within the entire structure of public administration;
- ▶ defines eGovernment principles so that public administration's activities during the application of ICT are aimed at digitisation of administrative processes and delivery of effective eServices to the public;
- ▶ defines the architecture of integrated Public Administration Information Systems (PAIS) so that public administration provides citizens with information, communication and transactional eServices;
- ▶ describes the policy approach PAIS administrators should apply in the development of eGovernment services in areas under their responsibility;
- ▶ outlines priorities whose realisation will launch the process of effective development of eGovernment.

Once the concept is implemented, it will be possible to arrange administrative matters by various electronic means and to reduce the time inefficiently spent by citizens/businesses when handling their affairs at various offices in person. It will also create the conditions for reductions in administrative charges, and elimination of multiple performances of identical actions, thus making, the public

administration more effective and transparent. Furthermore, the use of ICT will gradually shift from paper to electronic processing of documents and electronic communication both within the public administration and other public entities.

National Strategy for Information Security of the Slovak Republic (2008-2010)

In August 2008, the Government approved the '[National Strategy for Information Security of the Slovak Republic](#)'. The strategy defined starting points, allocated competences and proposed aims, priorities and steps to be taken in order to lay down an information security framework. It also included a basic description of individual tasks intended to ensure the protection of the entire Slovak digital space, with the exception of classified information falling under the competence of the National Security Authority. These involved measures to avoid information leaks and its unauthorised use, violation of data integrity, violation of a citizen's right to protection of personal data, measures to protect against damage and misuse of ICT systems, as well as measures to enforce applicable Slovak and EU laws.

The Concept of Software Products Usage for Public Administration (2009-2013)

[The Concept of Software Products Usage for Public Administration](#) was approved by the Government on 15 July 2009. It defines a framework strategy for the procurement, placement and operation of software products in the public administration environment inline with the eGovernment development objectives set for the upcoming years and in compliance with EU requirements and recommendations.

The goals set forth are to:

- ▶ ensure common understanding of the new approach to the use of software products in public administration;
- ▶ identify options to save costs throughout a whole life cycle of the usage of software products in public administration;
- ▶ identify necessary steps in order to implement the principles of effective use of software products.

Competitiveness Strategy for the Slovak Republic until 2010 (2004-2010)

The '[Competitiveness Strategy for the Slovak Republic until 2010](#)' adopted in December 2004 stressed the role of eGovernment for increasing the country's competitiveness. The primary objective of computerising Public Administration was to provide more effective services for citizens and the private sector. To this end, it was necessary to:

- ▶ interconnect the basic information systems of the Public Administration in an effective and secure way, to define the standards and interfaces for data exchange between Public Administration bodies;
- ▶ gradually make services accessible at a central public portal to citizens and especially to activities that would be using these services the most;
- ▶ improve the function of all public registers and databases through their complete computerisation and migration to online services;
- ▶ effectively facilitate the introduction of information technology in the public sector through an audit of spending resources on ICT and Public Administration services;
- ▶ introduce concepts, monitor the concrete project results and evaluate joint public procurement;
- ▶ ensure high-quality ICT equipment in the Public Administration and IT literacy of employees;
- ▶ introduce secure electronic identification cards necessary for transactions within eGovernment.

Strategy and Action Plan for the Development of the Information Society (2004)

Slovakia's overall eGovernment **strategic objectives** were set in the '[Strategy and Action Plan for the Development of the Information Society](#)' adopted in January 2004. According to the document, strategic objectives of Public Administration computerisation were to ease and widen citizens' participation in public affairs through the computerisation of public services; to ease communication between businesses and Public Administration; to increase the effectiveness of Public Administration through digitisation; and to prepare Public Administration for a smooth integration into EU structures.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

[Act No. 305/2013 of Coll. On the eGovernment](#)

The Parliament adopted the Act No. 305/2013 Coll. Civil Code on the Government, laying down the basic principles, upon which electronic public administration

will operate. The Act will not replace traditional 'paper' from the official agenda, but it will create a comprehensive electronic alternative. The Act also describes a number of key elements, such as pursuance by proxy, basic registries, eDesk modul, document conversion, electronic payment of fees, authentication of persons in public administration information systems, eDelivery, eForms modul, electronic personal mailbox, the administration and operation of a central portal for public administration and Integrated Service Points (ISPs) for assisted public administration eServices.

[Act No. 275/2006 of Coll. on Public Administration Information Systems](#)

This Act provides a framework for eGovernment and namely regulates:

- ▶ the rights and obligations of responsible persons in the area of design, operation, use and development of public administration information systems;
- ▶ basic conditions to ensure integrity and security of public administration information systems;
- ▶ the administration and operation of a central portal for public administration;
- ▶ the issuing of data depreciation from public administration information systems and the output from public administration information systems;
- ▶ Integrated Service Points (ISPs) for assisted public administration eServices;
- ▶ administrative proceedings and penalties for unlawful activity.

[Decree No. 55/2014 on standards for information systems of public administration](#)

The decree on standards for information systems of public administration No. 55/2014 of Coll. came into force on 15 March 2014. This decree lays down specific standards for information public administration systems: technical standards related to technical equipment, network infrastructure and software resources; standards of accessibility and functionality of websites relating to the application software by law; standard terminology for electronic services, related to the network infrastructure, and standards for electronic government services, related to data registers, code and application Software.

[Decree No. 478/2010 on basic code list of public administration sections and public administration agendas](#)

The decree on basic code list of public administration sections and public administration agendas was approved. Decree No. 478/2010 of Coll. came into force on 1 January 2011. This basic register is managed in the Central Metainformation System of Public Administration (MetaIS).

Freedom of Information Legislation

[Act No. 211/2000 on Free Access to Public Information](#)

The Act on Free Access to Information, which came into force on 1 January 2001, defines the term 'public information' and establishes a general principle of free and unlimited access. Under the Act, any person or organisation can request information held by state agencies, municipalities and private organisations that make public decisions. The body has to respond no later than 10 days after receipt of the request and to keep a registry of requests. Costs are limited to reproduction and can be waived. There are a number of exemptions (e.g. for information classified as a state or professional secret, personal information, trade secrets, etc.), which can be withheld. Appeals are made to higher agencies and can be reviewed by a court.

Data Protection/Privacy Legislation

Legislative intent of the Information Security Act

A legislative intent of the Information Security Act was approved by the Government Resolution No. 136/2010. The main purpose is to determine the basic structure and the substantive focus of information security, which ensure a sufficient level of protection throughout the information space in Slovakia. The Act is scheduled to enter into force in 2014.

[Act No. 122/2013 on Personal Data Protection](#)

This legislation (1 July 2013) implements the principles set in the EU's Data Protection Directive ([95/46/EC](#)). Under this Act, individuals can access and correct personal information held by public and private bodies. The Act is enforced by the [Office for Personal Data Protection](#).

eSignatures Legislation

[Act No. 215/2002 on Electronic Signatures](#)

[Act No. 305/2013](#), which entered into force on 1 November 2013, amended Act No. 215/2002 of Coll. on Electronic Signatures. It regulates relations arising in connection by the creation and use of electronic signature and electronic seal, the rights and obligations of person and legal persons when using electronic signature and electronic seal, reliability and protection of electronic documents signed by electronic signature or provided by electronic seal.

eCommerce Legislation

[Act No. 22/2004 on Electronic Commerce](#)

The Act on Electronic Commerce, which came into force on 1 February 2004, regulates relationships between information society service providers and recipients that may arise when the communication takes place remotely, or while electronic devices are connected by means of an electronic communication network. These can be based on electronic processing, transmission, storage, search or collection of data including text, sound and picture, supervision over compliance with this Act and also international cooperation in electronic commerce.

eCommunications Legislation

[Act No. 610/2003 on Electronic Communications](#)

The Act on Electronic Communications, which entered into force on 1 January 2004, transposes to Slovak Law the EU's New Regulatory Framework for electronic communications: Directive No. [2002/58/EC](#) on Privacy and Electronic Communication, Authorisation Directive No. [2002/20/EC](#), Access Directive No. [2002/19/EC](#), Universal Service Directive No. [2002/22/EC](#) and Framework Directive No. [2002/21/EC](#).

eProcurement Legislation

[Act No. 25/2006 on Public Procurement](#)

[Act No. 95/2013 of Coll.](#), which entered into force on 1 July 2013, amended the Act No. 25/2006 on Public Procurement. This legislation implements [Directive 2007/66/EC](#) of the European Parliament. The amendment primarily gives further details on regulation of review procedures, harmonises the standstill periods applied in the procurement process with the periods laid down in the Directive and regulates the entire supervision process directly in the Public Procurement Act.

Re-use of Public Sector Information (PSI)

Current Status

Slovakia has notified full transposition of Directive [2003/98/EC](#) of the European Parliament and of the Council of 17 November 2003 on the re-use of public sector information (PSI Directive). This legislation was implemented by [Act No. 211/2000 of Coll.](#) on Free Access to Public Information.

Other Legislation

[Act No. 45/2011 of Coll. on Critical Infrastructure](#)

The Act on Critical Infrastructure No. 45/2011 of Coll. came into force on 1 March 2011. This legislation implements [Council Directive 2008/114/EC](#) of 8 December 2008 on the identification and designation of European critical infrastructures and the assessment of the need to improve their protection.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Finance

eGovernment is a specific policy under the overall information society strategy and falls under the responsibility of the Ministry of Finance. The Ministry is in charge of all central aspects of the Information Society and eGovernment, which are handled by various Ministerial subdivisions. Furthermore, the Ministry acts as an intermediary body in managing the [Operational Programme Information Society \(OPIS\)](#). It is also responsible for the [National Lisbon Strategy](#), including its eGovernment aspects.

Information Society Division

The Division performs tasks on behalf of the Ministry of Finance, under which it operates. The Division is responsible for:

- ▶ preparing eGovernment concepts and strategies;
- ▶ managing and creating development concepts of information systems of the public administration;
- ▶ issuing standards for public administration information systems.

Coordination

Ministry of Finance

The Ministry of Finance acts as an intermediary body under the managing authority for the [Operational Programme Information Society \(OPIS\)](#). It is responsible for the [National Lisbon Strategy](#), including its eGovernment aspects.

The Ministry is responsible for the coordination of the building of information systems in public administration at national and international levels (article 4, section 1 e) Act No. 275/2006 of Coll.).

Slovak Government Office

The Slovak Government Office is the central body of State administration of the Slovak Republic which coordinates the fulfilment of the tasks for the information society (article 24, section 3 Act No.575/2001 of Coll).

Implementation

Central State authorities

Central State authorities are responsible for the implementation of eGovernment. The Ministry of Finance acts as the central government body responsible for the information society and infrastructure projects. Ministries and other central bodies are responsible for departmental projects.

Support

Ministry of Finance

The Ministry provides systematic, long-term support in the computerisation of public administration. It assists the development of IT support necessary for key processes, such as eGovernment.

Digital Champion for Slovakia

The position was created upon the initiative of the European Commission which invited all EU Member States to appoint a Digital Champion. The role of a Digital Champion is to oversee and implement the objectives of the Digital Agenda for Europe at the national level.

Slovak Government Office

Slovak Government Office administers the central public administration [portal](#).

Committee for Legislation in the Information Society Area

This is an advisory and consultative body that prepares an expert basis for legal regulation proposals on the information society by the Ministry of Finance, suggests changes and amends the regulations.

Committee for Standardisation of Information Systems of Public Administration

The Committee is an advisory and consultative body under the responsibility of the Ministry of Finance in the field of implementation of the standards of public administration information systems (PAIS). Its competence extends to all actual issues that relate to the field of PAIS standardisation.

Committee for Information Security

Composed of internal experts of the Ministry and external experts, the Committee prepares proposals and opinions in the area of protection and security of public administration information systems. It proposes changes or new requirements to the existing security standards and analyses proposals from different bodies. It also analyses legal matters in the information security area.

National Agency for Networking and Electronic Services (NASES)

The Agency is a contributory and consulting organisation founded by the Government Office. Its main tasks are to manage, operate and develop GOVNET, the governmental data network, and to operate and develop the central public administration [portal](#), as basic tools of public administration.

Audit/Assurance

Supreme Audit Office (SAO)

The SAO is an independent institution which audits the management of public funds, state property and the performance of the national budget. These auditing activities extend to central authorities, as well as to legal entities established by them.

Data Protection

Office for Personal Data Protection

The Office for Personal Data Protection is responsible for the privacy of individuals with respect to processing their personal data.

Other

National Security Authority (NSA)

The NSA is the central state administration body responsible for the protection of classified information, encryption services and eSignature.

Office for Public Procurement

The Office for Public Procurement is a central state administration authority for public procurement, which is actively involved in the introduction and development of public eProcurement in the country.

Regional & Local eGovernment

Policy/Strategy

Ministry of Finance

In compliance with [Act No. 275/2006 of Coll.](#) on Public Administration Information Systems, the Ministry is responsible for the preparation and analysis of '[The National Concept of eGovernment](#)', regarding regional and local Governments. In addition, the Ministry monitors and evaluates progress in its implementation, and provides guidelines for the preparation of Development Concepts for Information Systems in Public Administration, including regional and local Governments.

Coordination

Department of Public Administration

The Department of Public Administration under the Ministry of the Interior is tasked with the coordination of public administration operation by self-government at regional and local authorities.

Implementation

Regional/local authorities

Self-governing regional and local authorities are responsible for the implementation of eGovernment in the various country regions. [Act No.416/2001](#) on conversion of some competences from authorities of the state administration to municipalities and higher territorial units regulates the process of conversion of competences, originally executed by state authorities, to authorities of self-governing municipalities, towns and regions. There are eight self-governing regions in: [Banská Bystrica](#), [Bratislava](#), [Košice](#), [Nitra](#), [Prešov](#), [Trenčín](#), [Trnava](#), [Žilina](#), and local government at every municipality.

Support

Department of Public Administration

The Department of Public Administration, under the Ministry of the Interior, serves as an advisory body to the Ministry on the development of the organisational structure, scope and practical functioning of public authorities. Furthermore, it provides IT assistance to local bodies.

Audit/Assurance

Supreme Audit Office (SAO)

The SAO primarily determines whether regional and local bodies manage the state property and resources entrusted to them in an effective and cost-efficient manner, in accordance with the law.

Other

Association of Towns and Municipalities of Slovakia (ZMOS)

The Association initiated the creation and development of [ISOMI](#), an Internet information system for towns and municipalities. The project is designed to host and integrate municipal websites to support municipalities in providing citizens with information and eServices.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment



Peter Kažimír
Deputy Prime Minister and Minister of Finance

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

[Central Public Administration Portal \(CPAP\)](#)

The Central Public Administration Portal (CPAP), under the administration of the Slovak Government Office and operated by the [National Agency for Networking and Electronic Services](#) (NASES), provides a central and unified access to information resources and services of public administration. Among the most important tasks of the portal include directing the interested party to use a particular eGovernment service of relevant information sources.

[informatizacia.sk](#): Information Society Division's portal

The Information Society Division, operating under the Ministry of Finance as the key government body responsible for the information society, launched the *'informatizacia.sk'* portal in 2007 with the aim to provide comprehensive information on the strategies, legislation, standardisation and other activities concerned with the information society.

Portals of public authorities

The administration section and self-government portals belong to the respective administrators. Administration section and self-government portals provide more detailed information and may enable the performance of transaction services within the relevant special agendas.

[Ministry of Justice legislation portal](#)

The portal offers search capabilities for documents at various stages of the legislative process based on user-selected criteria. It monitors, archives and retrieves material of a legislative nature during the legislative process. By virtue of the portal, public institutions, citizens and organisations are able to transparently monitor the legislative process. These registered users are also given the opportunity to actively participate in the legislative process (through individual or collective comments).

[CSIRT.SK \(Computer Security Incident Response Team\)](#)

The main task of the portal is to present basic information about the unit CSIRT.SK and its working agenda. It provides the possibility of reporting the incidents and vulnerabilities relating to security of computer and communication technologies; it also creates a space for progressive services of the unit CSIRT.SK.

Network

[GovNet](#)

GovNet is a project aimed at building a physical network among Public Administration bodies, which was launched in the early 1990s. Govnet provides the public administration with services such as encrypted eCommunication, helpdesk, supervision, webhosting, antispam and antivirus protection.

eIdentification/eAuthentication

eID card

Since 1 December 2013 the Ministry of Interior started to issue eID card for citizens as a means of identification and authentication of individuals within the domains of eGovernment and possibly other areas from public and private services. The new eID card in credit card format replaces the existing national identity card and includes the optional electronic signature functionality. By utilising a microchip, the card provides an online authentication functionality, applicable to eGovernment transactions. Data from the eID card will technically be read only with the consent of the citizen with the security code and attaching the eID card to the card reader.

JIFO

The JIFO initiative has created new personal unique identifiers for citizens using cryptographic algorithms and will be used within all sectors of applications (SIFO).

eProcurement

Information System of Electronic Public Procurement (EVO)

eProcurement in Slovakia is managed by the [Office for Public Procurement](#). The system of eProcurement (EVO) covers only some procedures and phases of procurement (preparation, planning, eNotification, and partially eTendering and eAwarding). EVO integrates several electronic systems dedicated to each sub-phase. Currently, EVO supports the eSubmission of tenders for above and below the limit contracts regarding open and restricted procedures. In 2009, a feasibility study for the improvement of eProcurement services and the extension of these eServices on all procedures categories was developed. The implementation of the national project will continue until 2014.

The general **objectives** of the national project on eProcurement are as follows:

- ▶ build a new fully-integrated information system for collecting data based on Web services and data processing;
- ▶ complete, expand and possibly upgrade the Information System of Electronic Public Procurement (EVO) to support all phases of the contract award stage, particularly phases of the evaluation;
- ▶ develop a consistent and highly accessible website for the Office for Public Procurement/publishing portal of the Office.;
- ▶ support the conceptual view of the activities related to public procurement.

The implementation of the national project will continue until 2014.

Knowledge Management

Slovak Library-Project KIS3G

Public libraries offer the possibility to search for a specific title and to make an electronic reservation, or to obtain an electronic copy. The [National Slovak Library portal](#) enables access to libraries in Slovakia that can search for a specific title and reserve it electronically. The portal has been developed under the national project [KIS3G](#) by the Ministry of Culture, and it is open to all libraries interested in participating.

Currently, there are 28 libraries involved. For online searching in catalogues, users do not need any authentication. For electronic reservation and obtaining an electronic copy, users have to provide a user

name and a password that is issued by the respective library following registration and ID check. A detailed description on how to search and reserve a title is [available](#). Furthermore, it is possible to extend a title via telephone, or the Internet.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance, Tax Directorate of the Slovak Republic

Website: <https://www.financnasprava.sk/sk/obcania/>; <https://www.slovensko.sk/sk/titulna-stranka>

Description: Information and forms to download. Holders of a Guaranteed Electronic Signature may declare tax online; however, the use of such eSignatures remains limited. The income tax declaration of employees is automatically delivered by their employer.

2. Job search services by labour offices

Responsibility: Central Government, Ministry of Labour, Social Affairs and Family, Central Agency of Labour, Social Affairs and Family

Website: <http://www.upsvar.sk/>; <https://www.slovensko.sk/sk/titulna-stranka>

Description: The service provider offers the possibility of an electronic supply of pre-selected jobs related to a given profile.

3. Social security benefits

a. Unemployment benefits

Responsibility: Central Government, Ministry of Labour, Social Affairs and Family, Social Insurance Agency

Website: <http://www.socpoist.sk/index/index.php>

Description: Information and forms to download. The social insurance portal carries out the electronic eService 'Individual account of policyholder', providing them with an overview of their health, pension and unemployment insurance details.

b. Child allowances

Responsibility: Central Government, Ministry of Labour, Social Affairs and Family, Central Agency of Labour, Social Affairs and Family

Website: <http://www.upsvar.sk/>; <http://www.employment.gov.sk/>

Description: The service provider offers the possibility to obtain the forms for child allowances in a non-electronic way. Only information and downloadable forms are available online.

c. Medical costs (reimbursement or direct settlement)

Responsibility: General Health Insurance Company, Dôvera Health Insurance Company, Union Health Insurance Company

Website: <http://www.vszp.sk/>; <http://www.dovera.sk/>; <http://www.unionzp.sk/>

Description: Compulsory health insurance typically covers the costs for medical treatment and drugs, so citizens' reimbursement requests are not necessary. The rights deriving from compulsory health insurance include the provision of health care services and several financial benefits. The websites of service providers offer the possibility to obtain the paper form for reimbursement of healthcare costs in a non-electronic way.

d. Student grants

Responsibility: Central Government, Ministry of Education, Science, Research and Sport, Higher education institutions

Website: <http://www.minedu.sk/>

Description: Students who qualify for the 'social bursary' have to apply for the grant directly with higher education institutions (HEIs). Financial resources are distributed to the HEIs by the Ministry of Education, Science, Research and Sport.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government, Ministry of Interior

Website: <https://www.slovensko.sk/sk/titulna-stranka>

Description: Information to download. The service provider offers the possibility of an electronic intake with an official electronic form to obtain an international passport. An electronic form is filled in and two biometric identifiers are required. The issuance of the personal document is made known via SMS, or email by the service provider.

b. Driver's licence

Responsibility: Central Government, Ministry of Interior

Website: <http://www.minv.sk/>; <https://www.slovensko.sk/sk/titulna-stranka>

Description: Information to download. The service provider offers the possibility of electronic input through an official electronic form in order to obtain a driver's licence. An electronic form is filled in and a biometric identifier is required. The issuance of the personal document is announced via SMS, or email by the service provider.

5. Car registration (new, used, imported cars)

Responsibility: Central Government, Ministry of Interior

Website: <http://www.minv.sk/>; <https://www.slovensko.sk/sk/titulna-stranka>

Description: Information and forms to download. The service provider offers the possibility to obtain the paper form to register a new or used car in a non-electronic way.

6. Application for building permission

Responsibility: Local Government, Municipalities

Website: <https://www.slovensko.sk/sk/titulna-stranka>; <https://portal.minv.sk/>

Description: The Government portal 'portal.gov.sk' provides information only. There is also the possibility to obtain the paper form to start the procedure for the issuance of a building or renovation permission in a non-electronic way.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Ministry of Interior, Slovak Police

Website: <https://portal.minv.sk/>; <https://www.slovensko.sk/sk/titulna-stranka>

Description: The information necessary to make an official declaration for theft of personal goods to the local police is available on a publicly accessible website.

8. Public libraries: (availability of catalogues, search tools)

Responsibility:	Central Government & Local Government
Website:	https://www.kis3g.sk/ ; http://www.ulib.sk/sk/ ; http://www.snk.sk/ ; http://www.infolib.sk/ ; http://193.87.33.66/opac
Description:	Public libraries offer the possibility to search for a specific title, to carry out an electronic reservation, or to obtain an electronic copy. The National Slovak Library portal enables the search of a specific title and to perform an online reservation.

9. Certificates (birth, marriage): request and delivery

Responsibility:	Central Government (Ministry of Interior) and Local Government (Municipalities)
Website:	http://portal.gov.sk/Portal/sk/Default.aspx ; https://portal.minv.sk/
Description:	The information necessary to obtain a birth or marriage certificate is available on a publicly accessible website managed by the service provider.

10. Enrolment in higher education/university

Responsibility:	Central Government, Ministry of Education, Science, Research and Sport, Higher education institutions
Website:	http://www.minedu.sk/ ; https://e-prihlaska.uniba.sk/ais/start.do ; https://vzdelavanie.uniza.sk/prijimacky/ , https://e-prihlaska.euba.sk/ais/start.do ; http://www.ukf.sk/index.php?option=com_content&view=article&id=180&Itemid=53
Description:	Several universities already offer the opportunity to apply electronically to a chosen faculty. An electronic application can be signed electronically and the status of each perspective applicant is available by logging onto the faculty website.

11. Announcement of moving (change of address)

Responsibility:	Central Government (Ministry of Interior) and Local Government (Municipalities)
Website:	https://www.slovensko.sk/sk/e-sluzby/esluzby-ministerstva-vnutra-sr/elektronicke-sluzby-centralnej/ ; https://portal.minv.sk/wps/wcm/connect/sk/site/main/zivotne-situacie/pobyt/pobyt-t/trvaly-pobyt-prihlasenie
Description:	The necessary information is available on a publicly accessible website, managed by the service provider, or by the administrative body responsible. Citizen can start process of changing of address by electronic service by using the eID card..

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health

Website: <http://www.health.gov.sk/>; http://www.infopacient.sk/_remake/;
<http://www.dfensp.sk>

Description: The necessary information to obtain an appointment at a hospital is available on a publicly accessible website. Several portals offer the possibility of an electronic intake with an official electronic form to start the procedure in order to book an appointment. Information is provided on disease, diagnosis and medical organisations, among others. It is possible to send an online request about social, legal or health issues. Answers are published on the portal, or sent to an individual email address.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

Responsibility:	Central Government, Ministry of Labour, Social Affairs and Family, Social Insurance Agency
Website:	http://www.socpoist.sk/index/index.php
Description:	All businesses with more than five employees are required to submit regular monthly social contributions forms via the web-based data intake system. All forms are downloadable from the website.

2. Corporate tax: declaration, notification

Responsibility:	Central Government, Ministry of Finance, Tax Directorate of the Slovak Republic
Website:	https://www.financnasprava.sk/sk/titulna-stranka ; https://www.slovensko.sk/sk/titulna-stranka
Description:	The service provider offers the possibility to treat the declaration of corporate tax via the website. Holders of the Qualified Electronic Signature may declare tax online. There is a limited possibility to declare tax fully online, for non-holders of eSignature.

3. VAT: declaration, notification

Responsibility:	Central Government, Ministry of Finance, Tax Directorate of the Slovak Republic
Website:	https://www.financnasprava.sk/sk/titulna-stranka ; https://www.slovensko.sk/sk/titulna-stranka

Description: The service provider offers the possibility to completely carry out the VAT declaration via the website. Users can choose the possibility to communicate using Qualified, or Advanced Electronic Signature.

4. Registration of a new company

Responsibility: Central Government, Ministry of Justice, Trade Registry

Website: <http://www.justice.gov.sk/>; <https://www.slovensko.sk/sk/titulna-stranka>

Description: The service provider offers the possibility to register a new company electronically via the central government portal. No other formal procedure is necessary for the applicant.

5. Submission of data to statistical offices

Responsibility: Central Government, Statistical Office of the Slovak Republic

Website: <http://webstat.statistics.sk/page.php>

Description: The service provider offers the possibility to completely carry out the electronic submission of statistical data to the Statistical Office. Some statistically important data already declared to the tax and customs administration does not need to be resubmitted separately to the Statistical Office by a company.

6. Customs declarations

Responsibility: Central Government, Ministry of Finance, Customs Administration

Website: <http://www.colnasprava.sk/>

Description: Information and forms to download. Holders of the Guaranteed Electronic Signature may submit a declaration online. The service provider offers the possibility to carry out the declaration of customs electronically.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment, local environment offices

Website: <http://www.enviro.gov.sk/>

Description: The publicly accessible website managed by the relevant administrative level offers the possibility to start the procedure for environment-related permits in a non-electronic way using a paper form.

8. Public procurement

Responsibility:	Central Government, Office for Public Procurement
Website:	http://www.uvo.gov.sk/en/web/opp
Description:	To send an online notice to the National Journal of Public Procurement (<i>eVestník</i>), the contracting authority/entity has to gain access to the online system for editing and sending notices (ZOVO application). Access to ZOVO is subject to the assignment of a password and an ID by the Office for Public Procurement. Within the application, all forms used in public procurement are centralised. The contracting authority/entity selects relevant forms for a particular tender and sends them to the OJ EU (depending on thresholds) and to the OPP for publishing.

European Commission - eGovernment Practice

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment status and progress in the European countries.

The eGovernment factsheets are produced and updated twice a year.

eGovernment practice is an initiative by the Directorate General for Communications Networks, Content and Technology.

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