



European
Commission

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WHAT'S INSIDE

eGovernment in Croatia

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Joinup provides numerous services around 3 main functionalities:

1. An observatory on interoperability, e-government, e-inclusion and e-health
2. A collaborative platform of open communities
3. A repository of interoperability solutions



This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 4 225, 316 inhabitants (2015)

GDP at market prices: 43 019, 8 million Euros (2014)

GDP per inhabitant in PPS (Purchasing Power Standards EU 28 = 100): 59 (2014)

GDP growth rate: -0.4% (2014)

Inflation rate: - 0.3% (2015)

Unemployment rate: 16.6% (2015)

General government gross debt (Percentage of GDP): 85.1 % (2014)

General government deficit/surplus (Percentage of GDP): -5.6 % (2014)

Area: 56,594 km²

Capital city: Zagreb

Official EU language: Croatian

Currency: HRK

Source: [Eurostat](#) (last update: 8 February 2016)

Political Structure

Since the adoption of the 1990 Constitution, Croatia has been a **democratic republic**. Between 1990 and 2000 it had a semi-presidential system of government; since 2000 it is a parliamentary republic. The [President](#) of the Republic (*Predsjednik*) is the Head of State, directly elected for a five-year term and limited by the Constitution to a maximum of two terms. In addition to being the commander-in-chief of the armed forces, the President has the procedural duty of appointing the Prime Minister with the consent of the Parliament, and exercises a certain influence on foreign policy. The Government in the Republic of Croatia is organised on the principle of the separation of powers into three branches: legislative (the Parliament), executive (the President of the Republic, the Government) and judicial.

The Croatian [Parliament](#) (*Sabor*) is a unicameral legislative body of no less than 100 and no more than 160 representatives, all elected by popular vote to serve four-year terms. It convenes regular sessions twice per year: 15 January to 15 July and 15 September to 15 December. Currently the Parliament has 151 members who were elected on 8 November 2015: 140 from ten election units on the territory of the Republic of Croatia, 3 members of Croatian expatriates and 8 members of Croatian minority groups.

The Croatian [Government](#) (*Vlada*) consists of president, vice-presidents and ministers. There are 20 Ministries in charge of particular sectors of activity. The executive branch is responsible for proposing legislation and a budget, executing the laws, and guiding the foreign and internal policies of the Republic.

Croatia has a three-tier judicial system, consisting of the Supreme Court, county courts and municipal courts. The Constitutional Court rules on matters regarding the [Constitution](#).

Administratively, Croatia is divided into 20 counties (*županija*) and the city district of the capital, Zagreb.

Head of State: President [Kolinda Grabar Kitarović](#) (since 19 February 2015).

Head of Parliament: President [Željko Reiner](#) (since 28 December 2015).

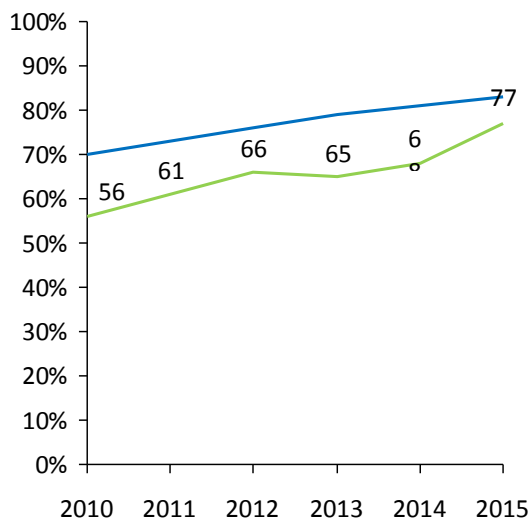
Head of Government: Prime Minister [Tihomir Orešković](#) (since 22 January 2016).

Information Society Indicators

Generic Indicators

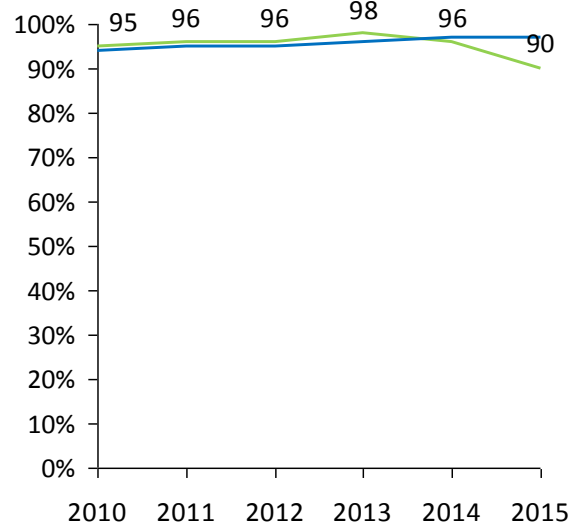
The following graphs present data for the latest Generic Information Society Indicators for Croatia compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Croatia



Source: [Eurostat Information Society Indicators](#)

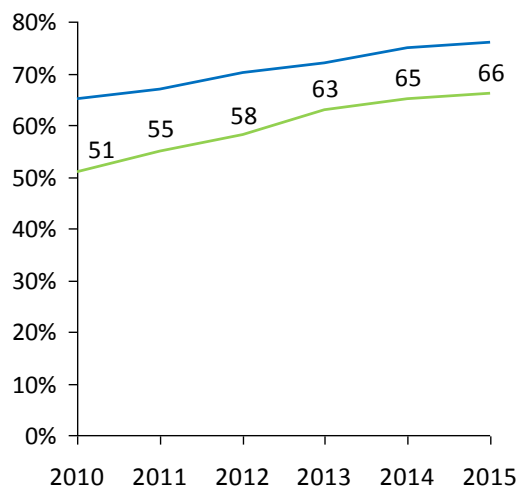
Percentage of enterprises with Internet access in Croatia



Source: [Eurostat Information Society Indicators](#)

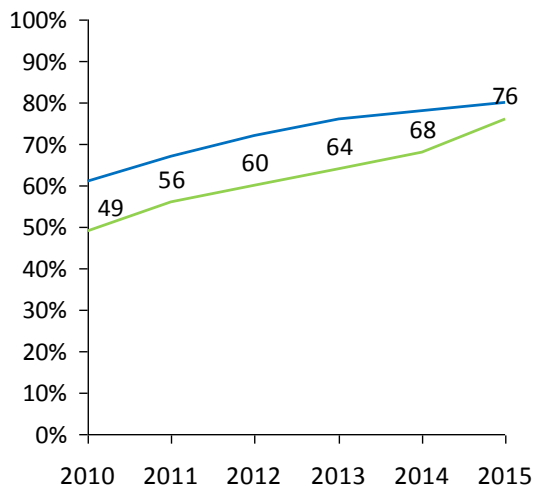
— Croatia
— EU

Percentage of individuals using the internet at least once a week in Croatia



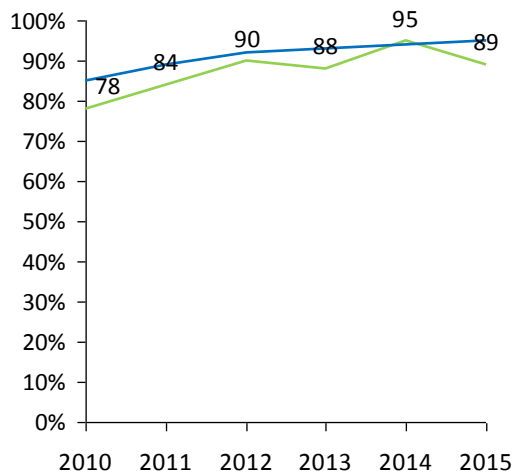
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in Croatia



Source: [Eurostat Information Society Indicators](#)

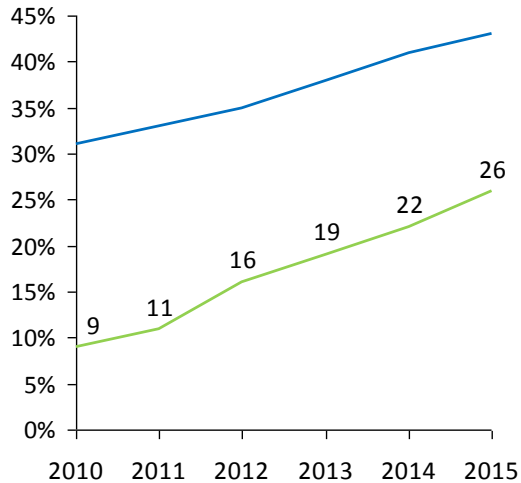
Percentage of enterprises with a broadband connection in Croatia



Source: [Eurostat Information Society Indicators](#)

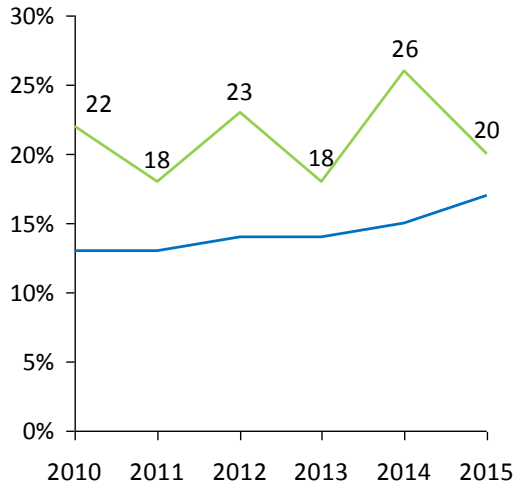
— Croatia
— EU

Percentage of individuals having purchased/ordered online in the last three months in Croatia



Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises having received orders online within the previous year in Croatia

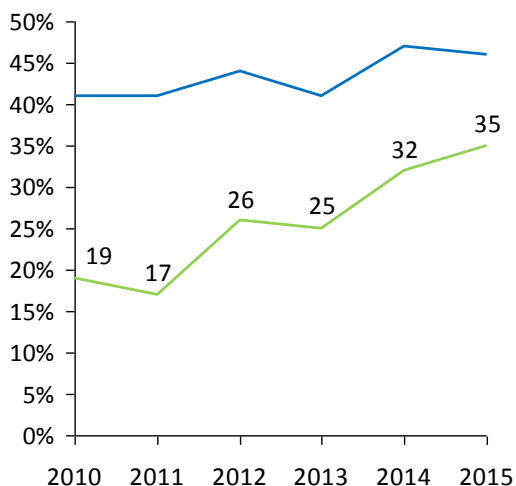


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

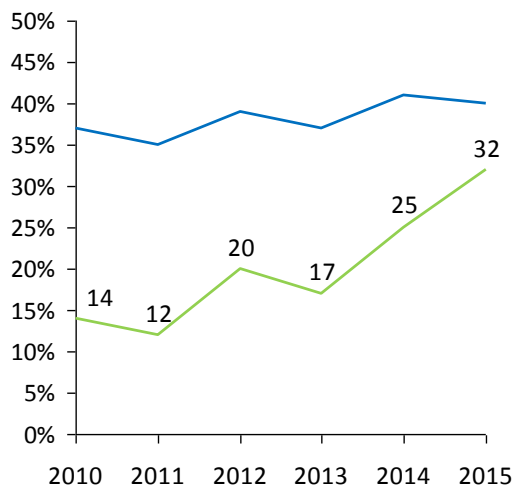
The following graphs present data for the latest eGovernment Indicators for Croatia compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



Source: Eurostat Information Society Indicators

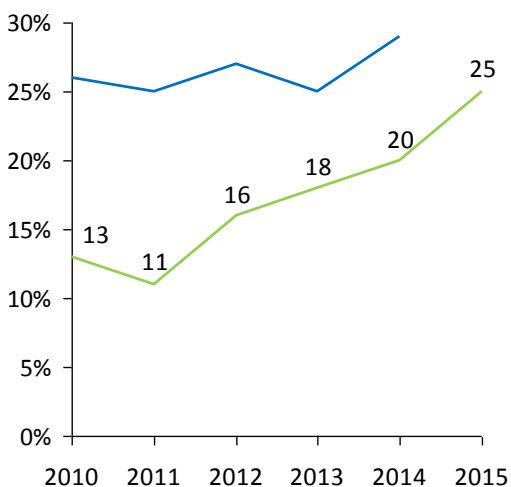
Percentage of individuals using the internet for obtaining information from public authorities in Croatia



Source: Eurostat Information Society Indicators

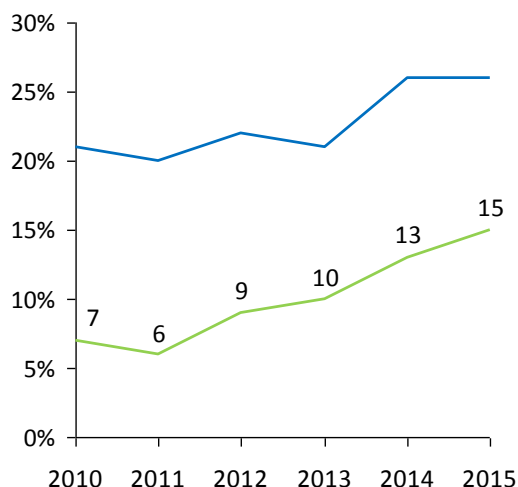
— Croatia
— EU

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



Source: Eurostat Information Society Indicators

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



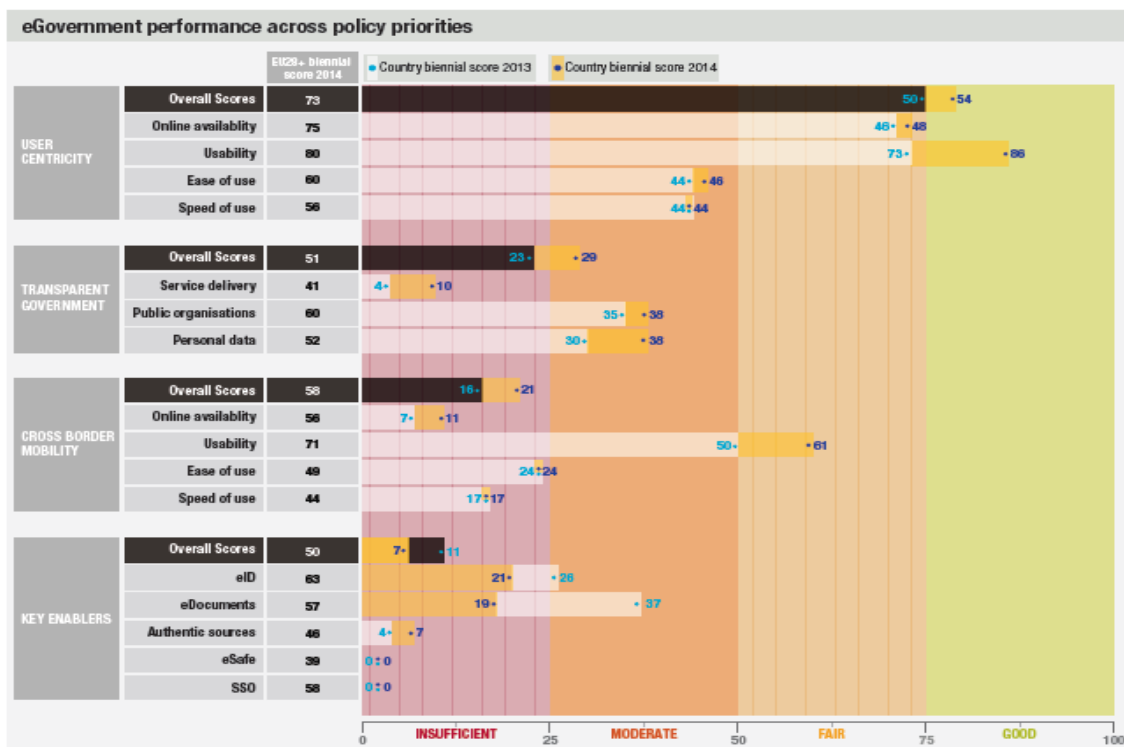
Source: Eurostat Information Society Indicators

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark¹](#) study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, Losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Croatia compared to the EU average score.



Source: [eGovernment Benchmark Report 2015² Country Factsheet Croatia](#)

¹ [eGovernment Benchmark Insight Report](#)

² The latest version of country's benchmark report was published in June 2015, however it shall be noted that it summarizes the country's biennial score of the preceding year (2014).

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

Recent News

- ▶ Throughout 2015 activities were undertaken for further development of the [e-Croatia 2020 Strategy](#) that will be the base for the coordination of the development of e-services and the ICT infrastructure. The main strategy objective is to enlarge the number of users of e-public services by providing more complex user oriented e-services based on the needs of the citizens. The citizens had the opportunity to express their needs via a survey prepared by the e-Croatia Directorate. All ministries are involved in this activity. The development of e-services will be based on a Shared Service Centre thus ensuring interoperability, industrialisation and rationalisation of ICT infrastructure.
- ▶ The platform [e-Citizen](#) (launched in 2014) was welcomed by the citizens and so far we have reached more than 250.000 citizens ID-s issued. Every day new e-services are developed and integrated into the system.

Available e-Services to date are as listed:

- **My account** - Register of insured persons
- **Electronic services system (ENA)** - Register of insured persons
- **User web pages** - Croatian Pension fund
- **ERPS** - Electronic employment status - Croatian Pension fund
- **Job market** - Croatian Employment Agency
- **e-Diary** - CARNet
- **e-Doctor** - Croatian Health Insurance
- **EKZO - EU Health Insurance Card** - Croatian Health Insurance
- **Overview of used drugs** in the last 6 months - Croatian Health Insurance
- **E-PKK - Tax Card**
- **e-Registers** (birth, marriage)- Ministry of Public Administration
- **e-Voters** - Ministry of Public Administration
- **e-Temporary registration in Voters list** - Ministry of Administration
- **e-certificates of residence and vehicle ownership, apply for temporary residence online** - Ministry of Interior
- **Children allowance calculator**
- **e-Journal** - Information for parents
- **Sole Trader Registration** - set up as a Sole Trader online - Ministry of Entrepreneurships and Crafts
- **Enrolment to the study programs** - Ministry of Science, Education and Sports
- **e-Residence** - online application of the residence (Croatian citizens only) - Ministry of Interior
- **e-Seaman** - Ministry of Maritime Affairs and Infrastructure
- **e-Consultations** enable citizens to get actively involved in shaping new legal initiatives
- **Medical appointment** in health institutions - users are able to see

incoming medical appointments in health institutions and to cancel it

- **e-certificate of enrollment** at an university – students are able to get e-certificate to confirm their student status
- **Zagreb utilities billing** – citizens are able to choose if they want to receive utilities bill online only

Available e-Messages are as listed:

- REGOS – **Information about e-document**
- Croatian Pension Fund – **Information about the change of status**

- Croatian Health Insurance – **Expiration of additional insurance**
- Croatian Employment Agency – **Check-in, check-out information**
- Ministry of Interior – **Expiration of documents** (passport, personal ID, vehicle permit)
- Ministry of Justice – **Information from bulletin boards courts**
- Ministry of Public Administration – **Information about polling station**
- Ministry of Agriculture – **Information from the system of fisheries**
- Taxes – **Notifications from e-Taxes system**

- ▶ Ministry of Public Administration continued to work closely with the Ministry of Finance and the Financial Agency and with the help of the Government Committee for the Coordination of the Implementation of ICT in the Public Sector on further implementation of the **Central Salary System (COP)**. The system is fully established and salaries, paid through the state budget for 250,000 employees, were paid through the information system of the Central payroll.
- ▶ To remedy the shortcomings in terms of inadequate and inefficient cost management and investment in the state's IT sector, the Croatian Government proceeded with the establishment of the **Shared Service Center (SSC)** as one of the long-term reform measures, and in the course of that, the development of the state cloud company APIS-IT. SSC is foreseen as a unique strategic management place for coordination the development of national IT, rationalization expenses of the state IT through the control over the spending of budget funds. That would also allow transparency of the system and opening new business opportunities for the private sector. Through EU funds (more specifically the European Regional Development Fund (ERDF) under the Operational Programme for Competitiveness and Cohesion Funds the amount of 30 mil.€ have been allocated for the development of the state cloud.

The Directorate for e-Croatia is working on the establishment and operation of the SSC with the state owned company APIS-IT d.o.o., first by preparing and adopting of a legal framework for the provision of services and the definition of management models.

October 2015

- ▶ In October 2015, the first meeting of the **Council for National Information Infrastructure** (established in June by the Decree on Establishment of Public Register for Coordination of Projects on the State Information Infrastructure (ProDII Register)) was held and Council was formally founded. The Council is composed of representatives of central state administration bodies and professional ICT community. The Council has the task of supervision compliance projects in the ProDII Register with the Law on Public Information Infrastructure and acts of planning, coordinating projects of state information infrastructure and making recommendations on the merger of the same projects entered in the ProDII Register.

Council also assess goals and possibilities of development of the state information infrastructure and the achieved quality of availability of information services, encouraging research and development in the field of information technology in the public sector and making recommendations for the future development of the state information infrastructure, with particular emphasis on its security.

- ▶ In October 2015, the Conference "**Smart Government 2015 - Disruptive innovation through the implementation of smart solutions**" was held in Zagreb under the auspices of the Croatian Government. Participants included senior representatives of the Government and the ICT community in Croatia.

Smart Government is an administration that applies the integrated information, communication and technology for operational planning, management and operations across multiple domains, or a set of business processes and basic IT skills that allow the flow of information across government agencies and programs to provide high quality services to citizens in all areas of activities of the Government. This should create a modern government that would openly embrace the new possibilities of technology and civic engagement, and to constantly adapt to influence for the better the results.

- ▶ At the Global Summit Initiative Open Government Partnership, held on 28 October 2015 in Mexico City on "Open Government for the Improvement of Public Services", the project of the Croatian **government platform e-Citizens won the award as best solution implemented in Europe**. The project was announced as the best solution that provides Croatian citizens with a modern, simplified and fast communication with the public administration and improves the transparency of the public sector in providing public services.

With this winning project of highest achievement in quality and implementation, Croatian Republic peaked at the top of this ambitious movement, and the Croatian government has been recognized as one that respects the criteria of openness, transparency and inclusiveness as a foundation of modern democracy of the 21st century.

September 2015

- ▶ In September 2015, the **Decree on Organizational and Technical Standards for Connecting to the National Information Infrastructure** was adopted, laying down the corresponding organizational and technical standards, policies and activities necessary for the launch, implementation, development and monitoring of projects related to the national information infrastructure as well as management, development and other elements necessary for the operation of the state information infrastructure.

In addition, the connection to the system of central government portals, national identification and authentication system and the user box is regulated and the organization of public registers within the Metaregister.

June 2015

- ▶ **Government Committee for the Coordination of the Implementation of ICT in the Public Sector** held its regular session in June 2015, where they discussed the Strategy of e-Croatia 2020, the implementation of the national information infrastructure, the Public Register for Coordination of Projects on the State Information Infrastructure (ProDII Register), Metaregister, e-Citizens platform, the Regulation on the organization and technical standards for connecting to the national information infrastructure, Open Data Portal, Shared Service Centre, Central Salary System, implementation of e-obligations from the National Reform and preparation of the Smart Government 2015 Conference.

May 2015

- ▶ Two geospatial service platforms on biodiversity and environmental protection were unveiled under Croatia's Ministry of Environment and Nature Protection using an open source software that makes available online existing spatial datasets. These two platforms are publicly available. The use of the open source software was not a requirement however has proved to be the most suitable as it enables scaling of the projects without incurrance of the licence costs.

March 2015

- ▶ In March 2015, **Open Data Portal** of the Republic of Croatia was launched, which like other similar projects in Europe and the world, is a catalog of metadata (data that describes in more detail data sets), by which users can easily come up to the required open data. The portal was established at <https://data.gov.hr>.
- ▶ Secondly, in March 2015, the Directorate for e-Croatia has set up a public register **Metaregister** as a collaborative tool for integration and development of the system of public registers. Metaregister ensures coordination within the change in the registration system and helps to maintain the so-called. 'referential integrity'. Related information systems require development coordination and change of the existing registration system and that coordination can be achieved through Metaregister. At the moment, the trainings are conducted for representatives of the public sector on the Metaregister.

January 2015

- ▶ After the Decree on establishing **Public Register for Coordination of Projects on the State Information Infrastructure (ProDII Register)** was adopted in 2014 by Croatian Parliament, implementation started in order to streamline, control the develop and coordination of all the ICT activities and projects of state information infrastructure while increasing the quality of public services and preventing the planning and implementation of the same or similar ICT projects in public sector. Establishment of ProDII provides control of ICT projects, and based on those decisions joint implementation of projects can be made, with disabling of planning and implementation of the similar projects.

During 2015 all ministries and government bodies have appointed their representatives responsible for entering and updating ICT projects data in the Register ProDII from their jurisdiction. So far, over 120 such representatives are educated throughout workshops with plan to continue permanent ProDII education, also having in mind that the ICT projects in Action Plan of the e-Strategy are in line with it.

November 2014

- ▶ Croatia managed to implement the **Central Salary System (COP)** in 2180 institution of the public administration out of 2200 institutions that have salaries financed from the State budget. The COP is a web based application covering salary calculations for the whole public administration. The system gives the Government of Croatia the possibility to manage the system, it provides exact data to the Government of salaries paid by all elements.
- ▶ On 13 November 2014, the Croatian Government adopted the **Decree on the Establishment of the Public Register for Coordination of Projects on the State Information Infrastructure (ProDII Register)**. The Decree was set up with the

purpose on rationalization, development direction and coordination of all activities and projects on the state information infrastructure, simultaneously increasing the quality of public services as well as disabling future planning and implementation of the same or similar projects in the public sector.

July 2014

- ▶ On 15 July 2014, the Croatian Parliament [adopted the Law on the State Information Infrastructure](#). The Act establishes a central government portal system as a single point of contact in the virtual world. The Act introduces also the communication of public sector institutions with citizens via a state issued mailbox, a national identification and authentication system, a system of basic and public registers, a public register for the coordination of projects established for State Information Infrastructure (ProDII) and a meta-register with all information needed for their interconnection thus ensuring preconditions for the 'Paperless government' project. The Law also defines the body responsible for the development and implementation of ICT in the public sector and instruments for coordination.

June 2014

- ▶ On June 10, 2014 the platform [e-Citizen](#) was launched. The platform represents a one stop shop in the virtual world. It consists of a central web portal gov.hr, a National Identification and Authentication System (NIAS) and a government issued personal mailbox dedicated to the communication of the government with the citizens. Through that platform all e-services of all governmental institutions can be reached, while the identification and authentication is performed only once if so chosen. The NIAS functionalities are in line with the STORK project of the EU, ensuring authentication levels from 1 to 4 depending on the security level needed by the application.

April 2014

- ▶ On 3 April 2014, the Croatian Government [adopted a draft law](#) on the State Information Infrastructure. The Act establishes a central government portal system as a single point of contact in the virtual world. The Act introduces also the communication of public sector institutions with citizens via a state issued mailbox, a national identification and authentication system, a system of basic and public registers, a public register for the coordination of projects established for State Information Infrastructure (ProDII) and a meta-register with all information needed for their interconnection thus ensuring preconditions for the 'Paperless government' project. The Law also defines the body responsible for the development and implementation of ICT in the public sector and instruments for coordination.
- ▶ One of the biggest projects at the moment demonstrating the 'paperless government' concept is the [e-Soc Skrb project](#) that integrates all registers with data needed to check different statuses of recipients of social benefits thus avoiding citizens to acquire and carry documents between institutions.
- ▶ The Strategy for Broadband Development in the Republic of Croatia for 2012 – 2015 as of October 2011 ensures the establishment of strategic objectives for the development of broadband networks and services as one of the key branches of economic development and the definition of guidelines and tasks for institutions responsible for the implementation of the Strategy.

April 2013

- ▶ On 25 April 2013, Milanka Opačić, the Deputy Prime Minister and Minister of Social Policy and Youth and the president of the Committee for the Coordination of the Implementation of ICT in the Public Sector along with the Assistant Minister at the Ministry of Public Administration, Darko Parić, announced the eCitizens project. The project presents a platform for the interaction of State institutions with citizens through a single point of contact and one identification and authentication process to access different eServices provided by different institutions. In addition, one central web portal with information of all state bodies has been prepared in the framework of the same project.

2011

- ▶ On 20 October 2011, the Croatian Government adopts a Decision establishing eGovernment development goals in the State Administration for 2011-2015. It is expected that this decision will allow the country to reach in a short period of time the quality of public service expected from EU Member States.
- ▶ On 15 April 2011, the Croatian Parliament ratifies the Memorandum of Understanding between the Republic of Croatia and the EU on the participation of Croatia in the Interoperability Solutions for European Public Administrations (ISA) Programme. It stands to benefit from its participation through the possibility to use common solutions developed under this programme and to participate in trend spotting the future of information society development in the European Union.
- ▶ On 11 February 2011, the Republic of Croatia signs a Memorandum of Understanding with the EU to join the Interoperability Solutions for European Public Administrations (ISA) Programme. The programme facilitates cross-border and cross-sector interaction between European public administrations, enabling the delivery of electronic public services and ensuring the availability of common solutions.

By joining the ISA programme, Croatia will become familiar with EU policies in the field of interoperability, one of the key elements identified in the flagship initiative Digital Agenda for Europe (DAE).

2001 - 2010

- ▶ Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2001 – 2010 can be fully retrieved [here](#).

eGovernment Strategy

Main strategic objectives and principles



The e-Croatia 2020 Strategy

Throughout 2015 activities were undertaken for further development of the [e-Croatia 2020 Strategy](#) (hereinafter: Strategy) with corresponding Action Plan. Relevant institutions appointed their representatives for the working group for drafting the Strategy i.e. the ministries,

the Office of the National Security Council, the state administration offices in counties, Faculty of Organization and Informatics, ICT companies, economy and business organizations etc.

Development of the Strategy was presented at various workshops, conferences, round tables and to the wider community. Strategy was presented as a strategic document written with the intention of improving the quality of life of citizens in Croatia by building the competitiveness of the economy by stronger involvement of information and communication technology by providing high-quality electronic public services to the society. Strategy was made in accordance with already applicable strategies and Croatian laws, professional recommendations and directives of the European Union, primarily with Digital Agenda for Europe (DAE) as the first of the seven flagship initiatives within the program of the Strategy Europe 2020.

During June 2015, the Strategy of the Development of the Public Administration was adopted in the Parliament as a complementary strategy to the **e-Croatia 2020 Strategy**.

The aim is to create a coherent, logical and efficient information system of the state by providing high quality and cost-effective e-services both at national and European level. It will ensure interoperability between existing and new ICT systems in the public administration, at the same time eliminating duplication of their functionality. The achievement of its objectives will be measured based on the percentage of citizens and businesses using public e-services and the level of customer satisfaction.

In addition to national resources, Strategy is on the expenditure plan relying on the European Union funds in the financial perspective 2014-2020.

The Strategy is at the moment in the Croatian Government procedure of adoption, after statements from relevant ministries are collected and confirmation from the EU Commission was given that the Strategy is considered as mature and can be notified to the Commission.

National Health Care Strategy 2012 - 2020

National Health Care Strategy 2012-2020 is the umbrella document determining the context, vision, priorities, goals and key measures in health care in the Republic of Croatia in the future period. The time horizon until 2020 was selected because it provides sufficient time for implementation and evaluation of the strategic measures, and it coincides with key strategic documents of the European Union (EU) and World Health Organisation (WHO).

Part of this strategy focuses on the Informatisation and eHealth with the Central Health Care Information System in Croatia (CEZIH) as the basis. CEZIH with more than 17,000 users and a large number of information systems makes a good basis for informatisation of the entire health care system in Croatia. On 2nd January 2011, the e-prescription were introduced and complete national coverage was achieved which meant a significant step

towards “paperless office”. On 15th January 2011, a full national coverage of e-referral has been achieved in biochemical laboratory, and millions of electronic referrals and results of laboratory examinations have been exchanged in the system. Another effect of modernisation is the increase of information technology literacy among health care workers. Overall there are five key purposes of the informatisation of the health care in Croatia:

- To contribute directly to the improvement of the health care service quality, safety and consistency.
- To provide better communication between all participants in the health care through central management of patients’ data, in primary, secondary and tertiary care (electronic medical record), centralised managing of processes in the health care system (e.g. e-appointment) and connecting all health care registers.
- To achieve a complete availability of the health care to patients through quick and secure access to their own health record, as well as to information on health services and the quality of health care.
- To enhance efficient administration and better management in the health care system by building an advanced reporting system including all data in the health care system, which would make a reliable support to health care authorities and decision makers and allow more efficient spending of resources.
- To align the health system with the political goals of digitalisation of the public sector and provision of electronic services to population, in coordination with other state administration bodies and in accordance with the strategy of the Republic of Croatia and eCroatia.

Decision establishing eGovernment development goals in State Administration (2011-2015)

In 2011, the Croatian Government adopted a [Decision](#) establishing eGovernment development goals in the State Administration for the period 2011-2015. Following several years of investment in IT solutions and in the development of eGovernment, the Government adopted this decision to further develop eGovernment in line with the EU’s ‘eGovernment Action Plan 2011-2015’.

The business systems of the State Administration must be improved to a level that will enable:

- ▶ electronic communications and data exchange with the administrative bodies of both the EU and its Member States (MS);
- ▶ the development of eGovernment services in supporting the rights of citizens to travel, work, study and live, as well as the freedom for businesses to establish and to provide services, in any EU Member State.

Moreover, this decision aims to ensure the continued and harmonious development of eGovernment in the country while facilitating the building of a system which is oriented towards the needs of citizens and businesses.

Previous eGovernment Strategies

Strategy for the Development of eGovernment in the Republic of Croatia (2009-2012)

Up until 2009, eGovernment in Croatia was part of the general ICT strategy. It gained more prominence after a dedicated eGovernment strategic document (['Strategy for the development of eGovernment'](#)) was adopted by the Government for the period 2009-2012.

The purpose of this strategy is to standardise and stimulate the use of ICT in public administration in order to make public services available online and more accessible to end-users. It aims to lay down the foundations for the building of modern, transparent, efficient and streamlined public services for citizens. The strategy is well in line with the provisions of the 'Croatian Public Administration Reform Strategy', in particular that relating to the use of ICT as a key tool for reforming the Public Administration.

In the first phase, the government is in charge of:

- ▶ assessing the existing information systems, communication networks and eGovernment services;
- ▶ implementing the first pilot projects;
- ▶ setting a single methodology and standards for the functioning of the various segments of eGovernment.

In the second phase, the public authorities are to have a complete ICT infrastructure at their disposal, enabling them to communicate with each other in a unified environment.

eCroatia Programme (2007-2011)

According to the report ['Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement'](#), eGovernment activities are strongly aligned with the EU's policies, inspired by Croatia's bid for EU membership. As such, eGovernment strategy is set in the ['e-Croatia programme'](#) based on the principles and priorities outlined in the ['i2010 - A European Information Society for growth and employment'](#). The 'e-Croatia programme' sets the **objective** of providing online access to key services in Public Administration, health, education and the judicial system, and continuous development of those services. In addition to improving the quality and responsiveness of public services to citizens and businesses, this strategy also aims at reducing red tape and corruption, while delivering significant cost savings on government operations.

This programme primarily aimed to provide an opportunity for citizens to receive information in a timely manner, and therefore, actively participate in society through a networked information system; to strengthen and connect business entities of the Croatian economy; to provide a comprehensive exchange of information and experience in the business and entrepreneurial world; and to enable the State to become a transparent, quick and efficient service to its citizens.

Every year the Government adopts an Implementation plan of the 'e-Croatia programme' which represents a framework for the enforcement and monitoring of the programme in order to establish and provide its successful and effective implementation at the level of activities, projects and implementation measures.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

Current status



In September 2015 the **Decree on Organizational and Technical Standards for Connecting to the National Information Infrastructure** was adopted, laying down the corresponding organizational and technical standards, policies and activities necessary for the launch, implementation, development and

monitoring of projects related to the national information infrastructure as well as management, development and other elements necessary for the operation of the state information infrastructure.

In June 2015, the **Council for National Information Infrastructure** was founded. The Council is composed of representatives of central state administration bodies and professional ICT community. The Council has the task of supervision compliance projects in the ProDII Register with the Law on Public Information Infrastructure and acts of planning, coordinating projects of state information infrastructure and making recommendations on the merger of the same projects entered in the ProDII Register. The Council also assesses goals and possibilities of development of the state information infrastructure and the achieved quality of availability of information services, encouraging research and development in the field of information technology in the public sector and making recommendations for the future development of the state information infrastructure, with particular emphasis on its security.

Also, on 13 November 2014, the Croatian Government adopted [the Decree on the Establishment of the Public Register for Coordination of Projects on the State Information Infrastructure \(ProDII Register\)](#). The Decree was set up with the purpose on rationalization, development direction and coordination of all activities and projects on the state information infrastructure, simultaneously increasing the quality of public services as well as disabling future planning and implementation of the same or similar projects in the public sector.

On 15 July 2014, the Croatian Parliament adopted **the Law on the State Information Infrastructure**. The Act establishes a central government portal system as a single point of contact in the virtual world. The Act introduces also the communication of public sector institutions with citizens via a state issued mailbox, a national identification and authentication system, a system of basic and public registers, a public register for the coordination of projects established for State Information Infrastructure (ProDII) and a meta-register with all information needed for their interconnection thus ensuring preconditions for the 'Paperless government' project. The Law also defines the body responsible for the development and implementation of ICT in the public sector and instruments for coordination.

Also, on 13 November 2014, the Croatian Government adopted **the Decree on the Establishment of the Public Register for Coordination of Projects on the State Information Infrastructure**. The Decree was set up with the purpose on rationalization, development direction and coordination of all activities and projects on the state information infrastructure, simultaneously increasing the quality of public services as well as disabling future planning and implementation of the same or similar projects in the public sector.

The country has a comprehensive framework of laws and regulations in place for exercising eGovernance which is supplemented by the **Electronic Document Act** ([OG 150/2005](#)), the **Information Security and Confidentiality Act** ([NN 79/2007](#)), the **Act on the Right to Access Information** ([NN 172/03](#)) and the implementation of the **Convention on Cybercrime** ([OG 173/2003](#)).

Freedom of Information Legislation

[Law on Freedom of Information \(NN 172/03\)](#)

The Law on the Freedom of Information was adopted on 15 October 2003 and aimed at facilitating and ensuring access to information to natural and legal entities through the openness of public authorities. It regulates the right of access to information held, managed or controlled by public authorities, lays down the principle of access to information, exceptions to the right of access to information and procedures for the exercise and protection of the right in question.

Data Protection/Privacy Legislation

[Law on Personal Data Protection \(NN 103/03\)](#)

The Law on Personal Data Protection was adopted in June 2003, implementing the relevant EU Directive ([95/46/EC](#)). It foresees that personal data may be transferred cross-border and processed in another jurisdiction, to the extent that this jurisdiction can ensure an adequate level of protection. The law was amended once on 20 October 2006 ([NN 118/06](#)), while the last amendment took place on 3 April 2008 ([NN 41/08](#)).

eSignatures Legislation

[Electronic Signature Act \(NN 10/02 / NN 80/08\)](#)

Croatia was one of the first countries to include digital signatures in its legislation. The Electronic Signature Act (Law [NN 10/02](#), amended by Law [NN 80/08](#)) has been supplemented by a series of ordinances and regulations, such as the Regulation on the scope of operations, content and responsible authority for operations of electronic signature certification for State Administration bodies ([NN 146/04](#)).

eCommerce Legislation

[Law on Electronic Commerce \(NN 173/03\)](#)

The Law on Electronic Commerce regulates the provision of information society services, IT services providers' liability and lays down the rules concerning the conclusion of contracts in electronic form. Its provisions do not apply to data protection, taxation, and notary activity, representing clients and protecting their interests before the courts.

The law was first adopted on 15 October 2003 ([NN 173/03](#)) and amended on 20 May 2008 ([NN 67/08](#)), while its last version was voted on 13 March 2009 ([NN 36/09](#)).

eCommunications Legislation

[Electronic Communications Act \(NN 73/2008\)](#)

The Electronic Communications Act ensures the realisation of the essential principles and objectives in the area of electronic communications, such as further consolidation and simplification of the existing legislative framework in electronic communications and the application of other solutions in accordance with best practices in EU Member States.

eProcurement Legislation

[Public Procurement Act \(NN 110/07 / NN 125/08\)](#)

The Public Procurement Act (NN 110/07) and accompanying regulations and ordinances (NN 125/08), regulate the conditions of and procedures for public procurement which precede the conclusion of contracts on the procurement of goods and services and the contracting of works with the objective of securing the effective utilisation of budgetary and other of encouraging a free market for tendering.

Re-use of Public Sector Information (PSI)

Current status

Currently, there is no specific legislation concerning the re-use of PSI. Re-use of electronic content is addressed by the Electronic Document Act (OG 150/2005), enacted in December 2005, which defines the legal procedures related to the development, trade, use and storage of the information of an electronic document. Moreover, the [Croatian Information and Documentation Referral Agency](#) (HIDRA) ensures the availability of public official data, information and documents, and furthermore promotes its use.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Public Administration

The Ministry is responsible for the harmonisation of the national policy on information society development and the promotion of the use of common interoperable solutions in collaboration with other countries at European level. It participates in the preparation of normative and expert frameworks ahead of EU accession as far as the information society and media are concerned.

Coordination

Ministry of Public Administration

The Ministry performs administrative tasks related to the coordination of public administration body information systems. It coordinates the scientific development of State Administration, as well as the direction of its reform and modernisation process. Furthermore, it directs the '[eCroatia Programme](#)'.

Committee of the Government of Republic of Croatia for the Coordination of the Implementation of IT in the public sector

The newly-established [Committee](#) directs the development and coordination of all ICT activities in the public sector with the aim of rationalising the information system and increasing the quality of public services.

Implementation

Ministry of Public Administration

The Ministry monitors the implementation of laws and regulations in the field of ICT, ICT in public administration and new technologies in support of administrative procedures in public administration facilities. Moreover, it is responsible for driving the implementation of the '[eCroatia Programme](#)'.

Ministry of Maritime Affairs, Transport and Infrastructure

The Ministry performs administrative services and other professional actions related to the field of electronic communications representing the basic information-communication infrastructure.

Agency for the Protection of Personal Data

The Bureau is a central government body tasked with implementing the technical aspects of information security for government bodies. Technical areas include the following: standards for information systems' security; security accreditation of information systems; management of crypto-material used in the exchange of classified information; and prevention and response to computer threats.

Support

Ministry of Public Administration

The Ministry participates in the overall promotion and improvement of IT infrastructure in Croatia. Furthermore, it promotes the building of the information society, the public's access to Internet services and facilities, as well as the development of ICT, eGovernment, eEducation and eBusiness.

Croatian Bureau of Statistics (CBS)

CBS provides statistical data on economic, demographic, social, health and ecological conditions, activities and events. In addition, it fulfils the international commitments of Croatia related to production and dissemination of official statistics.

Information Systems and Information Technology Support Agency (APIS IT)

The Agency has developed a document management information system to support the ongoing activities of the State Administration and local government institutions. APIS IT also supports the State administration portal.

Financial Agency (FINA)

FINA is a Government-owned company competent for financial transactions. It streamlines the information-communication infrastructure, supports the State and public finances systems, as well as the registers and information services of administration, regional and local self-government bodies. FINA was entrusted with the development of IT-Communication Network of State Administration Bodies ([HITRO.HR](#)).

National Council for Information Society, Ministry of Science, Education and Sports

The National Council for Information Society advises the Government on issues relating to the development of the information society as a whole.

Digital Information-Documentation Office

Digital Information-Documentation Office is an expert government service which performs information, documentation and referral work. In addition, it promotes the use of official public domain data, information and documentation and ensures the use of additional information, data and documentation relevant to state bodies and institutions.

Ministry for Regional Development and EU funds

The Ministry is in charge of preparing primary and secondary legislation which regulates administrative procedures. Furthermore, it seeks to improve the legal and procedural framework towards fulfilling the requirements of eGovernment and electronic communication in line with EU regulations.

Audit/Assurance

State Audit Office

The State Audit Office is the supreme audit institution of Croatia whose authorities and responsibilities lie within the scope of the State Audit Act.

Data Protection

Agency for the Protection of Personal Data

The Croatian Personal Data Protection Agency carries out administrative and professional tasks regarding personal data protection. More specifically, it supervises the implementation of personal data laws and regulations, calls attention to the perceived misuse of personal data, decides on the course of action to be taken in case of violation of personal data laws and centrally registers all the Croatian territory's official personal data.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment



Dubravka Jurlina Alibegović, Ph.D.
Minister of Public Administration

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Head of eGovernment



Bernard Gršić
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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

Central Salary System

Croatia managed to implement the [Central Salary System](#) (COP) in 2180 institution of the public administration out of 2200 institutions that have salaries financed from the State budget. The COP is a web based application covering salary calculations for the whole public administration. The system gives the Government of Croatia the possibility to manage the system, it provides exact data to the Government of salaries paid by all elements.

e-Citizen portal

On June 10, 2014 the platform e-Citizen was launched. The platform represents a one stop shop in the virtual world. It consists of a central web portal (gov.hr) that all web pages of all stated administration bodies will be integrated, a National Identification and Authentication System (NIAS) and a government issued personal mailbox dedicated to the communication of the government with the citizens. Through that platform all e-services of all governmental institutions can be reached, while the identification and authentication is performed only once if so chosen. The NIAS functionalities are in line with the STORK project of the EU, ensuring authentication levels from 1 to 4 depending on the security level needed by the application. The platform was welcomed by the citizens and we had more than 131.000 citizens ID-s issued since. With the introduction of the e-Citizen portal, the 'Central State Portal' ('My eGovernment Portal') was abolished.

[State administration](#) portal

The State administration portal 'Central State portal' (My eGovernment Portal) was abolished after the introduction of the e-Citizen portal. Prior to this, it represented an innovative development in terms of administration information usage and availability. It connects citizens and companies with administration, making information available in one place and in a user-friendly manner. The portal provides information on Government services intended for citizens and entrepreneurs. By providing access to all eGovernment services, it continues to evolve into a single point of contact between Government and citizens.

The portal remains in the first phase of its development in terms of building a unified synergy platform to integrate the overall Croatian public government system.

[HITRO.HR](#) portal

'HITRO.HR' portal is a service provided by the Government to facilitate rapid communication between citizens and businesses with the State administration. This eServices infrastructure serves as a one-stop shop as it enables citizens and businesses to enjoy quicker, simpler access to information and services in one location. Furthermore, it aims to improve service levels by increasing the speed, efficiency, flexibility and transparency of State administration.

Through the use of smart cards and digital signatures, citizens have access to the following services:

- ▶ ['How to start a limited liability company'](#); ['How to start a craft business'](#): entrepreneurs are able to carry out online the process of business creation.
- ▶ ['eREGOS' \(Central Registry of Insured Persons\)](#): registered users are able to submit electronically the R-Sm form (the insured person's specification based on calculated and paid compulsory contributions for pension fund insurance).
- ▶ ['eTax'](#): taxpayers (legal and natural entities) are able to submit electronically tax returns and forms.
- ▶ ['eVAT'](#): citizens are able to perform VAT (value-added tax) payments online.
- ▶ ['ePension'](#): employers and taxpayers (legal and natural entities) are able to register online for pension insurance.

[eJudicial practice database portal](#)

The eJudicial practice database portal provides insight into the case-law published in printed versions of the Supreme Court under 'Selection of rulings', thus giving access to complete texts on Supreme Court rulings since 1993. In addition to these rulings, a selection of regional court and High commercial court rulings have been published.

['Judges web' service](#)

'Judges web' is an interactive web service providing access to information on all Croatian courts, judges, lawyers, court experts and judicial practice, in order to render the judicial system more transparent and to provide a helpful tool to all actors. By publishing municipal and county courts judicial practice, the portal enables transparent insight into court work and judicial practice.

Networks

['eBulletin board and court networking' project](#)

A project has been initiated for developing a single intranet and Internet network for judicial bodies which will create prerequisites for the exchange of documents and information within the judiciary. The Ministry of Justice is working on introducing online bulletin boards for its courts across the country. The aim of the project is to become one of the controlling mechanisms in the implementation of anticorruption politics and to reduce the costs of court proceedings.

['StuDOM' project-System of Local Computer Networks in Students' Dormitories](#)

Through the project sponsored by the Ministry of Science, Education and Sports, all student dormitories are connected to the broadband network.

eIdentification/eAuthentication

Current status

The project ['e-Citizens'](#), is a platform for the interaction of state institutions with citizens' through a single point of contact and one single identification and authentication process. The identification and authentication system (NIAS - National Identification and Authentication System) is in line with the EU STORK project and follows its recommendation.

A new personal identity card with a smart card is in development. Users will be able to access all services through NIAS using the mentioned identity card.

Until the issuance of the electronic identity card, the following smart cards are used to identify the users of eGovernment applications (eServices):

▶ [FINA eCard](#)

The FINA (Financial Agency) eCard provides faster, simpler and more secure access to information and services for businesses. It offers unlimited access to the following eServices, among others: eTax, eVAT, ePension and ePayment. The eCard has a qualified certificate prepared in accordance with the [Electronic Signature Act](#) and all related by-laws.

▶ [SmartX university card](#)

The SmartX university card is a multifunctional smart card intended for professionals and students at university level. It was created with the primary function to identify natural persons in academia and to give them access to required electronic services. The intention is to reduce costs, to simplify administrative procedures in dealing with students and to facilitate mobility. The card contains the name of the university/faculty and owner, a photo and an ID number printed on the surface. SmartX enables the identification of persons via the magnetic tape, the contactless interface and the contact interface. It has a certificate based on the PKI infrastructure for electronic signature creation.

eProcurement

[Electronic Public Procurement Classifieds \(EPPC\)](#)

EPPC is the national platform and it is managed by the Official Gazette (*Narodne Novine*). Publication of tenders above the threshold of € 10 000 is mandatory on the platform. The contracting authority must publish an invitation to tender on the standard forms used for this purpose in the EPPC of the Official Gazette. eNotification is available during the eProcurement pre-award process; however, the eSubmission and eAward services are not.

[Electronic CIHI card for health care practitioners](#)

The CIHI card is issued to all health care practitioners and used to access the health information system.

Knowledge Management

[Digital Information-Documentation Office](#)

Digital Information-Documentation Office is the official service of the Government for the dissemination of information, documentation and referral. It provides a central information and documentation portal for official information and documents of the public domain. Documentation includes laws, regulations, state documents, official studies and other similar data. Storage is permanently allocated in DAMIR, the Digital Archives of Web Sources of the Republic of Croatia. Digital Information-Documentation Office ensures the availability of public official data, information and documents while promoting its use.

[Higher Education Institutions Information System - Undergraduate Studies \(ISVU\)](#)

ISVU is a network-oriented system intended for the informatisation of all student services at higher education institutions that offer graduate education. It offers access via the Internet, regardless of user data and location, and serves as a powerful integration solution at tertiary level through the creation of a data warehouse. The Ministry of Science,

Education and Sports provides funding for ISVU development and its daily operations, as well as monitors system performance.

[EUROVOC](#) thesaurus

EuroVoc is a multilingual, multidisciplinary thesaurus covering the activities of the EU in general and the European Parliament in particular. It contains over 6 600 structurally organised and controlled terms (descriptors) in 22 EU languages, Croatian among them. The Croatian equivalent (*CROVOC*) was translated by the Digital Information-Documentation Office for subject indexing of official documentation in the Republic of Croatia.

Digital Information-Documentation Office and the Library of the Croatian Parliament have developed a Croatian Addendum which includes:

- ▶ a glossary of the names of Croatian governmental bodies, political parties and geographic terms accompanied by the special designation *CROVOC* added to the end of the hierarchical structure of the thesaurus as a separate field;
- ▶ descriptors incorporated into the structure of the original accompanied by the special designation *CROVOC*.

Other Infrastructure

[Personal identification number \(OIB\) system](#)

The OIB system offers safe infrastructural and functional services for all central and public institutions in charge of physical and legal entity registration, all institutions obliged to use OIB for their official records, as well as for all citizens and legal entities that are able to use public web applications and SMS services to obtain information about their OIB.

[Cadastral data browser](#)

The browser for cadastral data provides insight into the central cadastre database of Croatia, which incorporates all cadastral offices. The eCadastre service enables checking of cadastre plots, authentication of data entries, as well as the latest data changes and documentation based on the modifications performed.

[eCourt registry](#)

The eCourt registry contains all entities that are being founded, including trading companies, co-ops and institutions. Through automation of certain administrative and accounting judicial operations and access to criminal and minor offence records, it enables simpler registration of business entities (full online company registration) and simpler access to court registry data.

[eCREW](#)

The eCREW system enables all legal and natural entities who rent yachts and boats to register, prior to putting out to sea, their crew and passengers via the Internet using smart cards with a digital certificate based on acquired user rights. The aim is to expedite business processes at the Ministry of Maritime Affairs, Transport and Infrastructure with business subjects (charter companies) relating to charter vessels, to secure a complete monitoring over the procedure of renting vessels by all authorised bodies of the State Administration, and in that way, prevent illegal chartering.

[eCustoms](#)

The Customs administration offers Internet services to international dispatchers. In addition to dispatching, dispatchers can obtain information on the current charge of their bank guarantees and on the register of customs duties. These services provide considerable savings in dispatcher business operations, faster submission of customs declarations and a lowered risk in business operations of dispatchers.

[Central Database Registry on Personal Data](#)

Registry offices in the country keep national records on registries of births, marriages and deaths. Data on citizens' personal status is entered into local databases and replicated into the central registry at the Ministry of Public Administration.

[Multipurpose Spatial Information System](#)

The application of the Multipurpose Spatial Information System links basic spatial databases into a unique information system which enables users to efficiently use data and build on it. It is maintained by the [Croatian State Geodetic Directorate](#).

[Croatian National Educational Standard \(CNES\)](#)

The CNES has been created as a basis for the changes in the teaching programme and work methods in the elementary school system for the purpose of developing the 'school tailored to pupils'. The purpose of the CNES is the unburdening of the workload by abandoning redundant educational programmes, introducing modern teaching methods based on research-based classes and individual and group work, as well as applicable knowledge and skills.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility: Central Government, Ministry of the Interior, County Police offices

Website: <http://www.mup.hr/44.aspx>

Description: Passports are issued by the police headquarters or the police station closest to the place of residence of the citizens. The Police Headquarters' website offers the possibility to obtain and download the paper form for an identity card or passport application.

Money and charges

VAT refunds and excise duties

Responsibility: Central Government, Ministry of Finance, Tax Administration

Website: <http://www.mfin.hr/>

Description: The VAT application form is submitted to the authorised Tax Administration branch office according to the place of residence or the usual residence of a taxpayer. The website of the Tax Administrations of the Ministry of Finance or County tax administrations offers the possibility to completely treat the VAT declaration online. The service provides the following: filling of electronic forms; input data validation; electronic signature; sending an electronic form; receiving confirmation of receipt; checking the status of sent and received electronic forms.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Central Government, Ministry of Economy, Ministry of Labour and Pension System, Croatian Employment Service

Website: <http://www.hzz.hr>

Description: To facilitate the job search of Croatians, the Croatian Employment Service, i.e. its Regional Departments, introduced the online public service 'Searching for a Job?' with the possibility of free browsing through a list of vacant posts. The web page of the service provides a detailed search for information on available jobs, employers' names, descriptions, dates and expiration of applications, statistics etc. Downloadable forms are also provided.

Professional qualifications

Digital Information - Documentation Office

Responsibility: Central Government

Website: <http://www.digured.hr/>

Description: Digital Information - Documentation Office is the official service of the Government for the dissemination of information, documentation and referral. It provides a central information and documentation portal for official information and documents of the public domain. Documentation includes laws, regulations, state documents, official studies and other similar data. Storage is permanently allocated in DAMIR, the Digital Archives of Web Sources of the Republic of Croatia. Digital Information-Documentation Office ensures the availability of public official data, information and documents while promoting its use

Taxes, unemployment and benefits

eTax (legal and natural entities)

Responsibility: Central Government, Ministry of Finance, Tax Administration

Website: <http://www.hitro.hr/Default.aspx?sec=37>

Description: The website of the Tax administrations of the Ministry of Finance and the tax administrations of the counties offers the possibility to completely treat the declaration of corporate tax online. The service provides the following: filling of electronic forms; input data validation; electronic signature; sending an electronic form; receiving confirmation of receipt; checking the status of sent and received electronic forms.

ePension

Responsibility: Central Government

Website: <http://www.hitro.hr/Default.aspx?sec=38>

Description: 'HITRO.HR' portal is a service provided by the Government to facilitate rapid communication between citizens and businesses with the State administration. This eServices infrastructure serves as a one-stop shop as it enables citizens and businesses to enjoy quicker, simpler access to information and services in one location. In this instance it allows the employers and taxpayers (legal and natural entities) to register online for pension insurance.

eRegos (Central Registry of Insured Persons)

Responsibility: Central Government

Website: <http://www.hitro.hr/Default.aspx?sec=64>

Description: 'HITRO.HR' portal is a service provided by the Government to facilitate rapid communication between citizens and businesses with the State administration. This eServices infrastructure serves as a one-stop shop as it enables citizens and businesses to enjoy quicker, simpler access to information and services in one location. In this instance it allows registered users to submit electronically the R-Sm form (the insured person's specification based on calculated and paid compulsory contributions for pension fund insurance).

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance, Tax Administration

Website: <http://www.mfin.hr>; <http://www.mfin.hr/hr/porezi>

Description: Taxpayers submit annual tax claims for the previous year to the competent Tax Administration Branch Office, according to the residence, by the end of February of each year. Income tax declaration is performed through an application form for income tax declaration. The Ministry of Finance's Tax Administration website offers the possibility of obtaining and downloading the paper form used to start the procedure for income tax declaration.

Unemployment benefits

Responsibility: Central Government, Ministry of Economy, Ministry of Labour and Insurance System, Ministry of Entrepreneurship and Crafts, Croatian Employment Service

Website: <http://www.hzz.hr>

Description: The website of the Croatian Employment Service offers the possibility to obtain and download the paper form in order to apply for social benefits.

3. Vehicles**Driving licence****Driver's licence**

Responsibility: Central Government, Ministry of the Interior, County Police offices

Website: <http://www.mup.hr/46.aspx>

Description: Request for issuing a driving licence is submitted on a predefined form to the police headquarters or police station closest to the place of residence. The Police Headquarters' website offers the possibility to obtain and download the paper form for a driver's licence application.

Registration**Car registration (new, used, imported cars)**

Responsibility: Central Government, Ministry of the Interior, County Police offices

Website: <http://www.mup.hr/45.aspx>

Description: Owners of new and unregistered vehicles can complete the technical check-up of a car at an authorised check-up station. They can also pay for public roads excises, obligatory insurance (with the insurance companies represented in some stations), obtain traffic licences and car documents necessary to the police headquarters in order to issue registration plates

for a complete registration process. Owners of registered cars can have the registration extended at check-up stations, and therefore are not obliged to go to a police station. The information necessary to start the procedure of registering a new, used or imported car (application) are available on a Police Administration website.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government, Ministry of the Interior, Police Offices at Counties

Website: <http://www.mup.hr/>

Description: The application is submitted to police headquarters/stations according to the place where citizens want to register or move out from and thus change address. The standard procedure to create an official moving announcement is organised by police offices in counties. The website of the Police headquarters offers the possibility to obtain and download the paper form needed to start the procedure to officially announce a change of residence.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of Public Administration, Public Administration Office in Counties

Website: <http://www.uprava.hr/>

Description: The central authority of state administration for this service is the Ministry of Public Administration which offers the possibility to obtain and download the paper form to start the procedure for birth and marriage certificates. The standard procedure to obtain certificates from registry books is organised by registry offices in cities and municipalities or by an online service.

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

Responsibility: Central Government, Ministry of the Interior, County Police Offices

Website: <http://www.mup.hr/>

Description: Criminal offences prosecuted ex officio are filed by the Attorney General, as defined by law. However, criminal offences are usually reported to the police. The police file all information on the offence to the competent Attorney General's Office without delay. The Attorney General Office is a State body that builds charges against all criminal offences prosecuted ex officio. State bodies and corporations are obliged by law to report criminal activities. County Police offices conduct this service under the authority of the Ministry of the Interior. The information necessary to start the procedure for filing an official personal property theft report is available on a publicly accessible website of the Police Headquarters and police stations.

e-Residence

Responsibility: Central Government, Ministry of the Interior, County Police Offices

Website: <https://eboraviste.mup.hr/>

Description: Online application of the residence (Croatian citizens only).

Housing (building and housing, environment)

Responsibility: Central Government, Ministry of Public Administration, State Administration Office in a county responsible for construction affairs, Ministry of Environmental and Nature Protection

Website: <http://www.mzoip.hr/>

Description: The standard procedure for issuing a building permit is organised by the State Administration Office of a county, responsible for construction affairs, and in special cases, the Ministry of Environmental and Nature Protection. The information necessary to start the procedure to obtain an environment-related permit (including reporting) is available on the Ministry website.

Passport

Responsibility: Central Government, Ministry of the Interior, County Police offices

Website: <http://www.mup.hr/44.aspx>

Description: Passports are issued by the police headquarters or the police station closest to the place of residence of the citizens. The Police Headquarters' website offers the possibility to obtain and download the paper form for an identity card or passport application.

Elections abroad**e-Voters**

Responsibility: Central Government, Ministry of the Public Administration, Ministry of Foreign and European Affairs

Website: <https://biraci.gov.hr/ePrivremeniUpis/>

Description: Registered voters are able to change the place of voting either in Republic of Croatia or abroad and to register for voting.

5. Education and youth**School, university****Enrolment to the study programs**

Responsibility: Central Government, Ministry of Science, Education and Sports

Website: <https://diplomski.studij.hr/>

Description: Electronic enrolment to the study programs in Republic of Croatia

Enrolment in higher education/university

Responsibility: Central Government, Ministry of Science, Education and Sports

Website: <http://public.mzos.hr/>

Description: The Ministry of Science, Education and Sports introduced a National Information System of Applications for Higher Education Institutions. Thanks to the state graduation exam and this particular system, high school graduates are able to undertake all activities related to enrolment at desired higher education institutions at their own school.

e-Certificate of enrolment to an university

Responsibility: Ministry of Science, Education and Sports

Website: <https://issp.srce.hr/e-potvrda/Login.aspx>

Description: Electronic service in which the students are able to obtain e-certificate to confirm their status as a student.

e-Usmjeravanje

Responsibility: The Croatian Employment Service, Central Government, Ministry of Science, Education and Sports

Website: <http://e-usmjeravanje.hzz.hr/obrazovanje>

Description: A portal where you can find information and tools to help manage a career such as information needed to choose an occupation, school and studies, information on vacancies, skills needed for job search and many others that will help you easily manage your career. Furthermore, you can find the tools that will help you make a self-assessment of their own interests and competencies and to facilitate the choice of a profession. Moreover, the information for final year students of primary schools is available to help them to choose for the first time their profession and the high school (secondary level of education).

Higher Education Institutions Information System (ISVU)

Responsibility: Ministry of Science, Education and Sports

Website: <http://www.isvu.hr/javno/hr/index.shtml>

Description: ISVU is a network-oriented system intended for the informatisation of all student services at higher education institutions that offer graduate education. It offers access via the Internet, regardless of user data and location, and serves as a powerful integration solution at tertiary level through the creation of a data warehouse. The Ministry of Science, Education and Sports provides funding for ISVU development and its daily operations, as well as monitors system performance.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Science, Education and Sports, Ministry of Culture

Website: <http://public.mzos.hr/>; <http://www.min-kulture.hr/>

Description: Libraries in scientific and educational institutions are under the competence of the Ministry of Science, Education and Sports; public libraries are under the competence of the Ministry of Culture. Public libraries offer content and catalogue search.

SmartX university card

Responsibility: Central Government, Ministry of Science, Education and Sports

Website: <http://www.itsystemsconference.com/fercard2011/prezentacije/3-Diners Club SmartX card - sinergy of campus and payment card.pdf>

Description: The SmartX university card is a multifunctional smart card intended for professionals and students at university level with primary function to identify natural persons in academia and to give them access to required electronic services. SmartX enables the identification of persons via the magnetic tape, the contactless interface and the contact interface. It has a certificate based on the PKI infrastructure for electronic signature creation.

Student grants

Responsibility: Central Government, Ministry of Science, Education and Sports

Website: <http://public.mzos.hr/>

Description: The Ministry provides grants for student accommodation, meals and other needs according to criteria set out in the legislation. The Ministry website offers the possibility to download an official electronic form to start the application procedure for student grants in higher education.

Researchers**Information and assistance to researchers**

Responsibility: EURAXESS Croatia

Website: <http://www.euraxess.hr/>

Description: EURAXESS Croatia provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. Researchers can find a research position in Croatia and learn all about administrative procedures. Croatian researchers who wish to continue with their research work in Europe can also find information and assistance relating to research and mobility, including Research Job Vacancies as well as Grants and Fellowships.

International Fellowship Mobility Programme for Experienced Researchers in Croatia

Responsibility: Ministry of Science, Education and Sports

Website: <http://www.newfelpro.hr/default.aspx?id=63>

Description: The new International Fellowship Mobility Programme for Experienced Researchers in Croatia – NEWFELPRO is a fellowship project of the Government of the Republic of Croatia and the Ministry of Science, Education and Sport (MSES). Project duration is from 2013 to 2017 and registrations are performed via the web portal.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Science, Education and Sports, Ministry of Culture

Website: <http://public.mzos.hr/>; <http://www.min-kulture.hr/>

Description: Libraries in scientific and educational institutions are under the competence of the Ministry of Science, Education and Sports; public libraries are under the competence of the Ministry of Culture. Public libraries offer content and catalogue search.

Research support portal

Responsibility: Ministry of Science, Education and Sports

Website: <http://public.mzos.hr/Default.aspx?sec=2481>

Description: The web pages of the Ministry of Science, Education and Sports provide detailed information on science policy in Croatia and on the research infrastructure in Croatia.

SmartX university card

Responsibility: Central Government, Ministry of Science, Education and Sports

Website: <http://www.itsystemsconference.com/fercard2011/prezentacije/3-Diners Club SmartX card - sinergy of campus and payment card.pdf>

Description: The SmartX university card is a multifunctional smart card intended for professionals and students at university level with primary function to identify natural persons in academia and to give them access to required electronic services. SmartX enables the identification of persons via the magnetic tape, the contactless interface and the contact interface. It has a certificate based on the PKI infrastructure for electronic signature creation.

6. Health

Planned and unplanned healthcare

e-Health service

Responsibility: Croatian Institute for Health Insurance

Website: <http://www.hitro.hr/Default.aspx?sec=55>

Description: By providing the e-Health service, the Croatian Institute for Health Insurance allows electronic initiation of the procedure for determining the status of the insured person in the compulsory health insurance system (through the submission of e-registrations). The service is intended to be used by the legal entities registered with the Croatian Institute for Health Insurance and it allows for submission of application for registration and deregistration, of insured persons, and change of information about the insured persons in an electronic manner. Registration for the service is also available as an online service.

Electronic CIHI card for health care practitioners

Responsibility: Croatian Institute for Health Insurance, Croatian Health Insurance Fund (CHIF)

Website: N/A

Description: The CIHI card is issued to all health care practitioners and used to access the health information system.

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

Responsibility: Central Government, Ministry of Health, various hospitals

Website: <http://www.mz.hr/>

Description: Health related services include standard procedures for interactive consulting of available hospital services and interactive appointments for hospitals. They are organised by hospitals and health centres.

Medical appointment in health institutions

Responsibility: Croatian Institute for Health Insurance, Croatian Health Insurance Fund (CHIF)

Website: <https://hzzo.gov.hr/e-usluge/Narudzbe/>

Description: Users are able to see incoming medical appointments in health institutions and to cancel it.

Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Croatian Institute for Health Insurance

Website: <http://www.hzzo-net.hr>

Description: The request for exemption from treatment costs and reimbursement of transport costs after using medical services beyond the place of residence is submitted to the Institute for Health Insurance's District Office, or its Branch Office closest to the insured person's residence. Online information and forms to download are provided.

Medical prescriptions

Responsibility: Croatian Institute for Health Insurance, Croatian Health Insurance Fund (CHIF)

Website: <https://hzzo.gov.hr/e-usluge/RealiziraniRecepti/>

Description: Users are able to check prescribed medications in the last 6 months.

Verify chosen GP

Responsibility: Croatian Institute for Health Insurance, Croatian Health Insurance Fund (CHIF)

Website: <https://hzzo.gov.hr/e-usluge/izabranilijecnik/default.aspx>

Description: Users are able to verify selected GP

7. Family

Children, couples

Child allowances

Responsibility: Central Government, Ministry of Health, Ministry of Social Policy and Youth, Croatian Institute for Health Insurance, Croatian Institute for Pension Insurance

Website: <http://www.hzzo-net.hr/>; <http://www.mirovinsko.hr>

Description: All the necessary procedures related to child allowances are managed by the Croatian Institute for Pension Insurance. Online information and forms to download are provided.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of Public Administration, Public Administration Office in Counties

Website: <https://matice.gov.hr/EDokumentiZahtjev/>

Description: The central authority of state administration for this service is the Ministry of Public Administration which offers the possibility to obtain and download the paper form to start the procedure for birth and marriage certificates. The standard procedure to obtain certificates from registry books is organised by registry offices in cities and municipalities, or by an online service.

8. Consumers

Shopping (your rights), unfair treatment

eCrew

Responsibility: Ministry of Maritime Affairs, Transport and Infrastructure

Website: <http://ecrew.pomorstvo.hr/>

Description: This system enables all legal and natural entities who rent yachts and boats to register, prior to putting it out to sea, their crew and passengers online. The eCREW system enables all legal and natural entities who rent yachts and boats to register, prior to putting out to sea, their crew and passengers via the Internet using smart cards with a digital certificate based on acquired user rights. The aim is to expedite business processes at the Ministry of Maritime Affairs, Transport and Infrastructure with business subjects (charter companies) relating to charter vessels, to secure a complete monitoring over the procedure of renting vessels by all authorised bodies of the State Administration, and in that way, prevent illegal chartering.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Public contracts**
7. **Environment**

1. Start and grow

Start-ups, European Company

FINA eCard

Responsibility: FINA (Financial Agency)

Website: <http://www.hitro.hr/Default.aspx?sec=24>

Description: The FINA (Financial Agency) eCard provides faster, simpler and more secure access to information and services for businesses. It offers unlimited access to the following eServices, among others: eTax, eVAT, ePension and ePayment.

How to start a limited liability company

Responsibility: Central Government

Website: <http://www.hitro.hr/Default.aspx?sec=22>

Description: 'HITRO.HR' portal is a service provided by the Government to facilitate rapid communication between citizens and businesses with the State administration. In this instance, it allows entrepreneurs to carry out online the process of this particular type of business creation.

How to start a craft business

Responsibility: Central Government

Website: <http://www.hitro.hr/Default.aspx?sec=23>

Description: 'HITRO.HR' portal is a service provided by the Government to facilitate rapid communication between citizens and businesses with the State administration. In this instance, it allows entrepreneurs to carry out online the process of this particular type of business creation.

Registration of a new company

Responsibility: Central Government

Website: <http://www.pravosudje.hr/>; <http://www.mingo.hr/>; <https://sudreg.pravosudje.hr/>

Description: The website for new business registration is publicly accessible for authorised users (notaries) only. The registration website offers the possibility to download an official electronic form in order to start the procedure to register a new business. The court can issue an electronic document of registration. Further on in the process, i.e. for opening a business financial account, the bank would still require a paper registration document. At the moment, a service is available just for registration of companies with limited liability. The Court has to treat the case within 24 hours from submission.

Sole trader registration

Responsibility: Central Government, Ministry of Entrepreneurships and Crafts

Website: <https://e-obrt.minpo.hr/>

Description: Users can start a craft business and set up as a Sole Trader online.

Annual accounts**Submission of data to statistical offices**

Responsibility: Central Government, Bureau of Statistics

Website: <http://www.dzs.hr/>

Description: There is an official electronic form to submit at least one statistical questionnaire to the National Institute for Statistics.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

e-Invoice

Responsibility: FINA (Financial Agency)

Website: <http://www.fina.hr/Default.aspx?sec=1149>

Description: Fina's e-Invoice system enables entry, signature, sending and timestamping of e-invoices, receipt of certificates of receiving e-invoices, change of e-invoice status, receipt, archiving and search of e-invoices, use of templates, graphic personalization of e-invoices (logo), and their matching to payment orders. The e-Invoice service is connected with the Internet banking services provided by banks having a business cooperation contract with Fina in place, which enables automated preparation of electronic payment orders for purchased goods and services.

Electronic Payments (e-payment)

Responsibility: FINA (Financial Agency)

Website: <http://www.fina.hr/Default.aspx?sec=1149>

Description: Fina's e-payment service enables our customers to make HRK payments out of several transaction accounts held with different banks by using a single card/USB stick and PIN. Payment transactions are possible 24 hours a day, from your own office or home, but are also compliant with the highest data security, protection, confidentiality, and accuracy and non-repudiation requirements.

VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance, Tax Administration

Website: <http://www.mfin.hr/>

Description: The VAT application form is submitted to the authorised Tax Administration branch office according to the place of residence or the usual residence of a taxpayer. The website of the Tax Administrations of the Ministry of Finance or County tax administrations offers the possibility to completely treat the VAT declaration online. The service provides the following: filling of electronic forms; input data validation; electronic signature; sending an electronic form; receiving confirmation of receipt; checking the status of sent and received electronic forms.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, Tax Administration

Website: <http://www.mfin.hr/>

Description: The website of the Tax administrations of the Ministry of Finance and the tax administrations of the counties offers the possibility to completely treat the declaration of corporate tax online. The service provides the following: filling of electronic forms; input data validation; electronic signature; sending an electronic form; receiving confirmation of receipt; checking the status of sent and received electronic forms.

eTax (legal and natural entities)

Responsibility: Central Government, Ministry of Finance, Tax Administration

Website: <http://www.hitro.hr/Default.aspx?sec=37>

Description: The website of the Tax administrations of the Ministry of Finance and the tax administrations of the counties offers the possibility to completely treat the declaration of corporate tax online. The service provides the following: filling of electronic forms; input data validation; electronic signature; sending an electronic form; receiving confirmation of receipt; checking the status of sent and received electronic forms.

Reporting imports/exports

Customs declarations

Responsibility: Central Government, Ministry of Finance, Customs Administration

Website: <http://www.carina.hr/>

Description: The website of the Customs Administration offers the possibility to obtain and download the paper form to start the procedure for customs declaration.

3. Selling abroad

Providing services abroad, distance selling, importing/exporting rules

Electronic delivery

Responsibility: Customs Administration

Website: <http://www.carina.hr/Test/ConstructionEN.aspx>

Description: The Customs Administration offers Internet services to international dispatchers. In addition to dispatching, dispatchers can obtain information on the current charge of their bank guarantees and on the register of customs duties. These services provide considerable savings in dispatcher business operations, faster submission of customs declarations and a lowered risk in business operations of dispatchers.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Central Salary System (COP)

Responsibility: Ministry of Public Administration

Website: <https://uprava.gov.hr/centralni-obracun-placa/12961>

Description: Croatia managed to implement the Central Salary System (COP) in 2180 institution of the public administration out of 2200 institutions that have salaries financed from the State budget. The COP is a web based application covering salary calculations for the whole public administration. The system gives the Government of Croatia the possibility to manage the system, it provides exact data to the Government of salaries paid by all elements.

ePension

Responsibility: Central Government

Website: <http://www.hitro.hr/Default.aspx?sec=38>

Description: 'HITRO.HR' portal is a service provided by the Government to facilitate rapid communication between citizens and businesses with the State administration. This eServices infrastructure serves as a one-stop shop as it enables citizens and businesses to enjoy quicker, simpler access to information and services in one location. In this instance it allows the employers and taxpayers (legal and natural entities) to register online for pension insurance.

Social contributions for employees

Responsibility: Central Government, Croatian Institute for Health Insurance, Croatian Institute for Pension Insurance

Website: <http://www.hzzo-net.hr>; <http://www.mirovinsko.hr>

Description: The standard procedure to obtain social contributions for employees is organised by the Croatian Institute for Health Insurance or by branch offices according to the place of residence of a physical or legal entity. The Croatian Institute for Pension Insurance through its service application allows eApplications to be submitted to the retirement insurance system. The website offers the possibility of downloading an official electronic form to start the procedure to declare social contributions for employees.

5. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging, commercial and industrial norms in Croatia

Digital Information - Documentation Office

Responsibility: Central Government

Website: <http://www.digured.hr/>

Description: Digital Information - Documentation Office is the official service of the Government for the dissemination of information, documentation and referral. It provides a central information and documentation portal for official information and documents of the public domain. Documentation includes laws, regulations, state documents, official studies and other similar data. Storage is permanently allocated in DAMIR, the Digital Archives of Web Sources of the Republic of Croatia. Digital Information-Documentation Office ensures the availability of public official data, information and documents while promoting its use.

Chemicals (REACH)

Croatia REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk

Responsibility: Ministry of Health, Ministry of Environmental and Nature Protection - Conventions, Ministry of Agriculture (PPP), Ministry of Economy (Chemical weapons)

Website: N/A

Description: In order to comply with the obligations to register and notify chemical substances to the European Chemicals Agency, Croatian companies will have access to the related IT tools: IUCLID 5 and REACH-IT. In order to register and deregister these substances, an online formulary can be submitted.

6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Ministry of Economy, Ministry of Labour and Pension System, Ministry of Entrepreneurship and Crafts, Electronic Public Procurement Classifieds

Website: <http://oglasnik-jn.nn.hr/>

Description: The Electronic Public Procurement Classifieds is a state-owned company which maintains an electronic system of public procurement publications. The website, managed by the Ministry of Economy offers the possibility to download an official electronic form in order to start the tender procedure.

7. Environment

EMAS certification, energy labels, eco-design, EU eco-label

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of Environmental and Nature Protection

Website: <http://www.mzoip.hr>

Description: For the buildings which are of national importance for the Republic of Croatia, the location permit is issued by the Ministry of Environmental and Nature Protection, Ministry of Construction and Physical Planning. The information necessary to start the procedure for an environment-related permit (including reporting) is available on the Ministry website. The request for a building permit is submitted to the Regional office of Planning, Architecture, Housing and Municipal Affairs and Trade, and the corresponding regional departments in the area where the action is planned. Regional Offices offer the possibility to obtain and download the paper form to start the procedure for an environment- related permit.

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

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Why ISA?

Administrative procedures have the reputation of being lengthy, time-consuming and costly.

Electronic collaboration between public administrations can make these procedures quicker, simpler and cheaper for all parties concerned, in particular when transactions need to be carried out cross-border and/or cross-sector.

ISA supports this type of electronic collaboration.

With more than 40 actions it provides tools, services and frameworks for the modernisation of public administrations in Europe, across e-borders and sectors.

More on the programme:

<http://ec.europa.eu/isa/>

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