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WHAT'S INSIDE

# eGovernment in Slovakia

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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):** 5, 421, 349 inhabitants (2015)

**GDP at market prices:** 75,560 million Euros (2014)

**GDP per inhabitant in PPS (purchasing Power Standards EU 28=100):** 77 (2014)

**GDP growth rate:** 2.5 % (2014)

**Inflation rate:** - 0.3 % (2015)

**Unemployment rate:** 13.2% (2014)

**General government gross debt (Percentage of GDP):** 53.5% (2014)

**General government deficit/surplus (Percentage of GDP):** -2.8% (2014)

**Area:** 49.036

**Capital city:** Bratislava

**Official EU language:** Slovak

**Currency:** EUR

**Source:** [Eurostat](#) (Last update: 19 January 2016)

## Political Structure

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

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

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

The country is divided into eight regions, comprised of 79 districts and further subdivided into 138 towns and 2 933 municipalities.

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

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

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

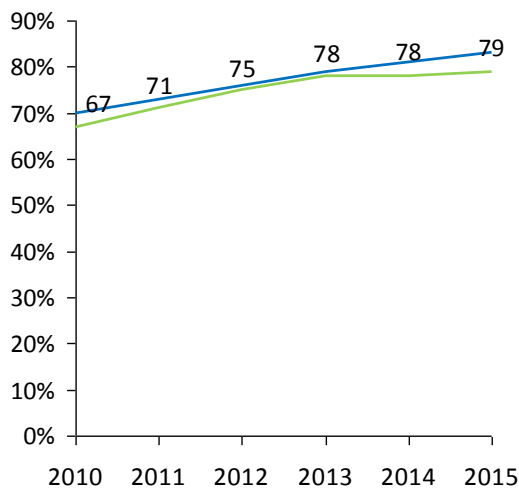
**Head of Government:** Prime Minister [Róbert Fico](#) (since 4 April 2012).

## Information Society Indicators

### Generic Indicators

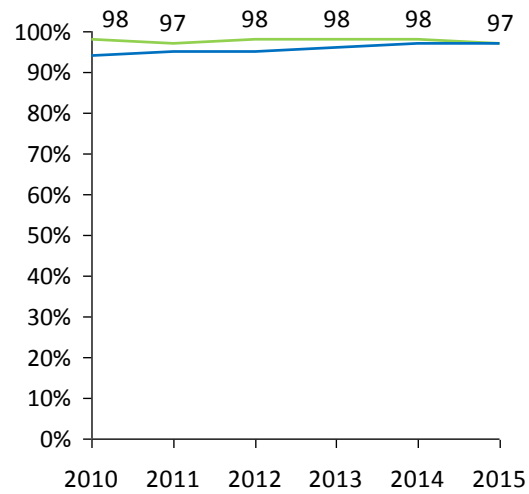
The following graphs present data for the latest Generic Information Society Indicators for Slovakia compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

**Percentage of households with Internet access in Slovakia**



Source: [Eurostat Information Society Indicators](#)

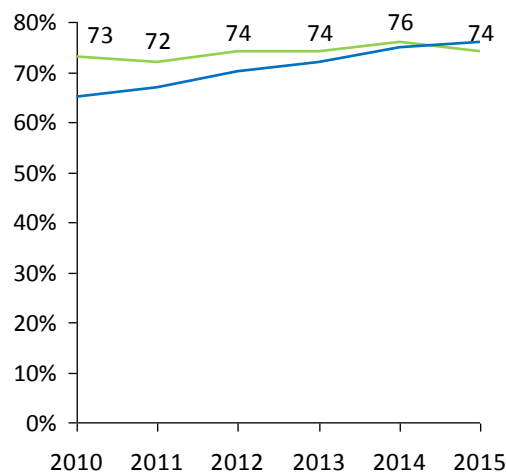
**Percentage of enterprises with Internet access in Slovakia**



Source: [Eurostat Information Society Indicators](#)

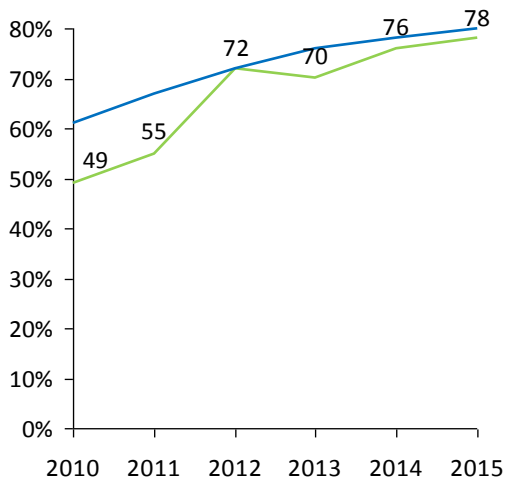
— Slovakia  
— EU

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



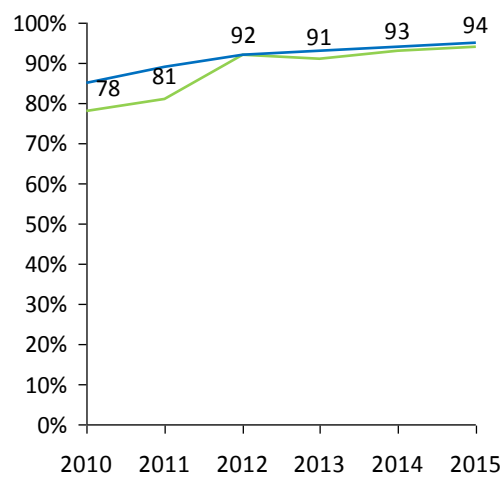
Source: [Eurostat Information Society Indicators](#)

**Percentage of households with a broadband connection in Slovakia**



Source : [Eurostat Information Society Indicators](#)

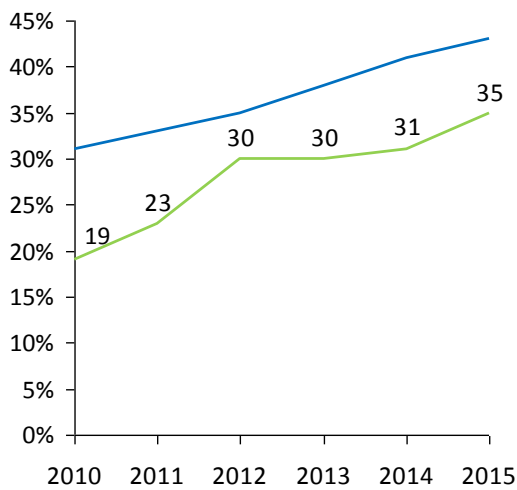
**Percentage of enterprises with a broadband connection in Slovakia**



Source: [Eurostat Information Society Indicators](#)

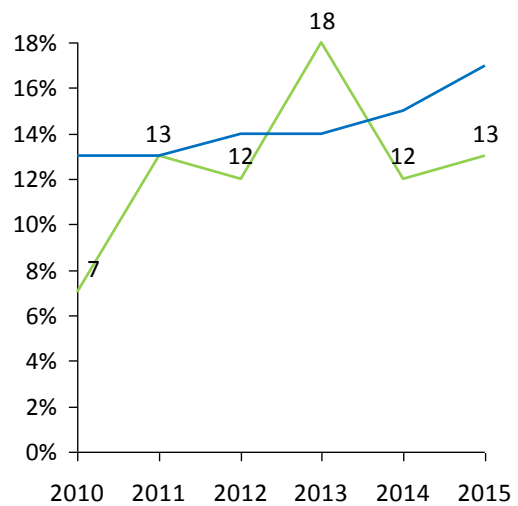
— Slovakia  
— EU

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



Source: [Eurostat Information Society Indicators](#)

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

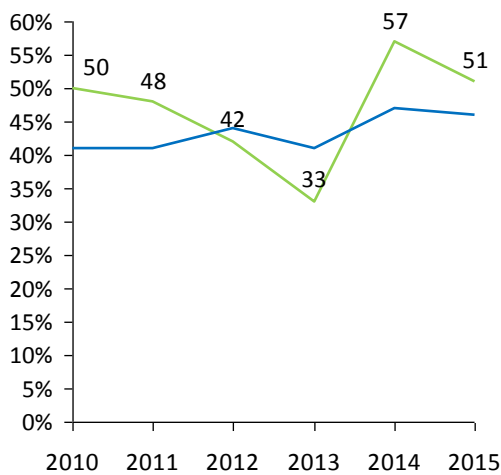


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

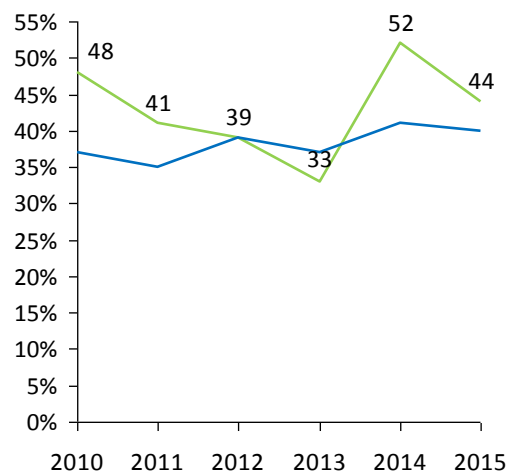
The following graphs present data for the latest eGovernment Indicators for Slovakia compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

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



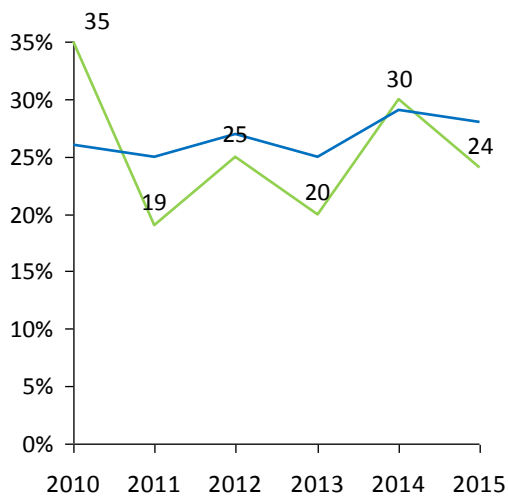
Source: [Eurostat Information Society Indicators](#)

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



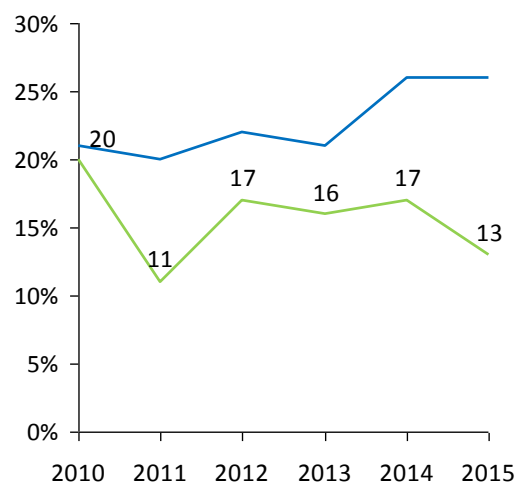
Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

— Slovakia  
— EU

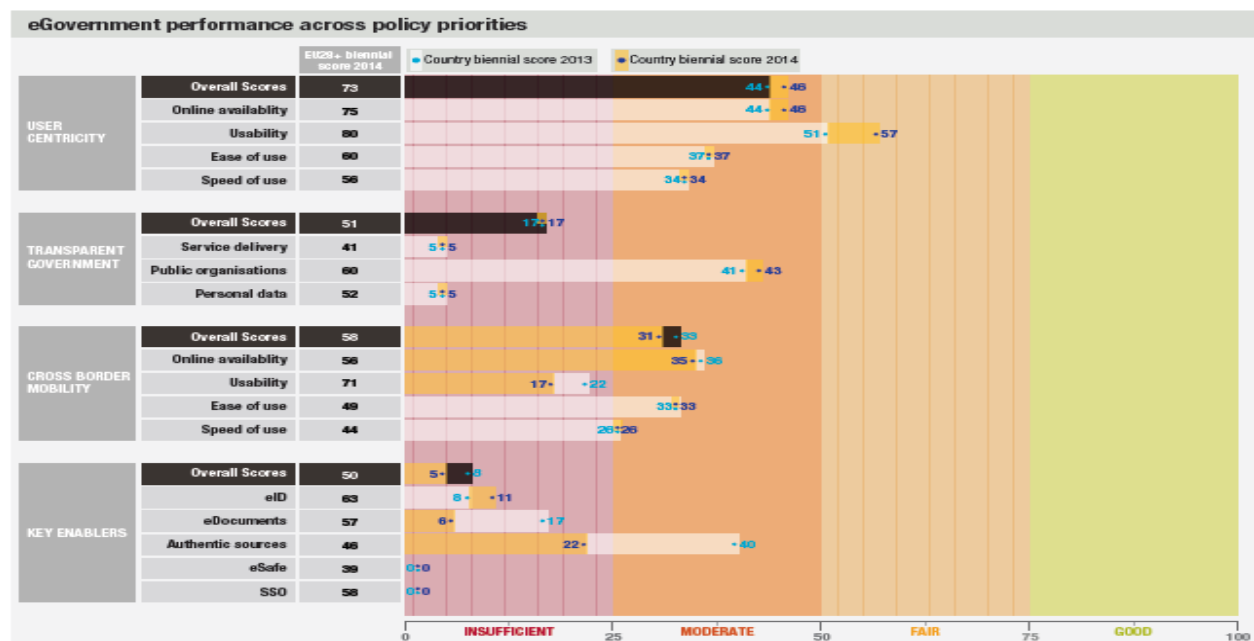


## Government State of Play

The graph below is the result of the latest [eGovernment Benchmark<sup>1</sup>](#) 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 Slovakia compared to the EU average score.



Source: [eGovernment Benchmark Report 2015<sup>2</sup> Country Factsheet Slovakia](#)

<sup>1</sup> [eGovernment Benchmark Insight Report](#)

<sup>2</sup> 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

### November 2015

November marked an accelerated implementation of new e-services for citizens and businesses within the Operational Programme Information society that finishes at the end of the year 2015. The citizens can now enjoy new services from the comfort of their homes – they can apply for example for all sorts of social benefits, move to another city or register their new car. The newly launched Registry of businesses simplifies the administrative procedures connected with owning a business.

Furthermore, the municipality project DCOM (Municipal Data Centre) was nominated in the category Best Cloud Service for Vertical Markets during the EuroCloud Country Awards 2015 – Finding Europe's best Cloud Services. The remaining two nominations in the category were from Spain, with the service Drooms Data Room from DRS Digital Espana SL, and from Luxembourg, with Champ Hybrid Logistic Cloud from Champ CargoSystems. The overall competition encompassed more than 50 projects from 11 countries, divided into 6 categories.

Finally, an update of the National Concept of eGovernment, a conceptual document that defines the strategic Enterprise Architecture of eGovernment and its central coordination as well as the principles and objectives of its further development, got into the public consultation process. The concept is built around a vision of an innovative and open state that provides the citizens and businesses with user-friendly and easy-to-use services but at the same time operates inside in a complex way.

### October 2015

From 1 October 2015, several services of the national registry can be requested electronically as enabled by the amendment to the Act no. 254/1994 that introduced the electronic registry to the original Act. As of October 2015, citizens will be able to ask for confirmations or extracts from the national registry, or request a name or surname change, announce several life events, and perform other services electronically. The implementation of the change has been enabled by the Ministry of Finance of the Slovak Republic under the Operational Programme Information Society (OPIS) co-financed by the European Regional Development Fund (ERDF). Full length of the press release is [available in Slovak language](#) on the web portal of the Ministry of Interior of the Slovak Republic.

### September 2015

On 23 September 2015, the National Council approved an amendment to the Act on e-Government being subsequently published in the national Collection of Laws under no.

273/2015. The aim of the amendment to the Act on e-Government is to streamline and simplify the existing legal procedures in the areas of identification and authentication, payments for electronic services, and base registries where responsibility was given to the newly established institute for source registries. The full text of the amendment is [available in Slovak language](#) on the web portal of the Ministry of Finance of the Slovak Republic.

### July 2015

The Operational Programme Integrated Infrastructure that presents a continuation of the Operation Programme Information society in the new programming period, will support IT projects that will be based on a comprehensive reform of the public administration within the Operational Programme Effective Public Administration. By applying the underlying coordination mechanism, the necessary information technologies, which will enable and support the policy making, the regulatory process, an organizational change of the public institutions, concrete designs of optimized processes as well as the application of the newest methodologies across the public administration, will be implemented. Thanks to this interconnection, synergic effects will arise and each operational programme will be concentrated on its own area of competency. OP II is aimed at effective implementation and use of the newest information and communication technologies whereas OP Effective Public Administration will concentrate on the reform of the public administration operations.

### June 2015

At the beginning of June 2015 at a workshop in Bratislava, [the Ministry of Finance has announced](#) the new feature of the use of eID smart cards that will enable to update the records in the country's civil registry online. The new functionality will be added in the course of the coming months.

Secondly, the ministry representatives have also presented the [Central Government Portal](#) 'www.slovensko.sk' that aims to be a single access point to services for the general public, and public authorities with several online services available at the portal, as well as an extensive government information. The portal shall become the main access point for the eGovernment services.

## March 2015

In March 2015, the public consultations on the Open Government Partnership Action Plan 2015 were closed as organised by the Office for Plenipotentiary of the Slovak Government for the Development of Civil Society (USVROS) and the National Agency for Network and Electronic Services (NACES). General public, business sector, NGOs, public institutions as well as local government were invited to answer set of four questions in regards to the use and quality of open data. The results were published at the website of the NACES and USVROS and shall be used to fuel a national Open Data policy for OGP. Further information about Open Government Strategy of the Slovak Republic can be found at [www.otvorenavlada.gov.sk](http://www.otvorenavlada.gov.sk).

Slovakia is currently developing its second Action Plan. Apart from the open data, there are further areas that Slovakia decided to commit itself to in the course of 2015 such as opening of the access to publicly-funded educational and scientific materials via open licences, promotion of citizens' participation in policy-making, and adoption of policy to ensure that the assessment and evaluation of judges are being published.

Furthermore, in March 2015, Slovakia signed a contract worth nearly EUR 12 million for the creation of portal on bankruptcies, financial restructuring and debt reduction, that shall improve the availability of information and streamline processes (including court proceedings) with link to the CourtInformation System of Slovak Republic. The administrative burden was further decreased by information being in need of submission only once. The portal is expected to be running approximately at the beginning of the 2016 and shall allow introduction of further new online services.

## February 2015

On 26th February 2015 at a workshop in Sofia, best practices of the Visegrad countries (Czech Republic, Hungary, Poland and Slovakia) were compared with those implemented by Bulgarian eGovernment services. The workshops were based at the premises of embassy of Slovak Republic.

Furthermore in February 2015, the Ministry of Finance of Slovak Republic signed a contract for a EUR 23 million project for a central base registry creation to enable exchange of data and information for public administrations. This investment reflects the lack of central base registry system that resulted in public administrations recordings and management of the same information in separate systems. The investment is predicted to recover is seven years.

## January 2015

Document on ICT standards has been revised by the government of the Slovak Republic with the major changes in terms of additional specifications for the cloud computing services that allow for security testing and facilitation of the management of the cloud computing, or location of cloud services, linking them to the European rules on privacy and data standards. Six paragraphs were also added to the specifications on the electronic signatures that further elaborate on the sending and receipt of the electronically signed documents, and how to create them. The update is available on the [portal for the Information Society](#) as managed by the Ministry of Finance.

Furthermore, Slovak Republic is launching several projects in order to attain a 'modern, professional, efficient, reliable, non-corrupt and transparent public administration'. Among the first of this projects is a projects with focus on improvements in the quality and accessibility of government services, titled 'Effective public administration' with the total fund of EUR 335 million (out of which EUR 278 comes from the European Social Fund).

A second launched projects is the Integrated Regional Operational Programme 2014 – 2020 that aims to improve social and health services, as well as to help to improve the energy efficiency of residential buildings, with particular focus on the provision of these public services in country's regions and cities. The total fund of the project is EUR 2.1 billion with EUR 7.4 originating from the European Regional Development Fund. These two above mentioned project are two out of seven Slovak Operational Programmes approved by the European Commission in December 2014.

## December 2014

The Architectural vision of Enterprise Architecture was accepted by Architectural Office of Ministry of Finance of the Slovak Republic. Architectural vision of public administration provides a high-level view of the target architecture of public administration of the Slovak Republic for the period 2014 - 2020. Its role is to communicate a coherent and common understanding of all stakeholders to target state based on today known major shortcomings baseline architecture. To support and effectively perform Enterprise Architecture institutionalization Architectural Office has customized open architecture standards - TOGAF® and ArchiMate®.

## November 2014

On 29 November 2014, the Slovak Republic's Bureau of Statistics used PCs using Ubuntu Linux system during its municipal elections in order to record votes as reported by the Slovak IT news site DSL. This system has proved to be easier to maintain and configure, and it also better withstands malware attacks.

## October 2014

On 29 October 2014 the European Commission approved Operational Programme Integrated Infrastructure as a one from the first 10 Operational Programmes for 2014 – 2020. The Operational programme 'Integrated Infrastructure' (hereinafter also 'OPII') is a strategic document of Slovak Republic for EU funds absorption in the 2014 - 2020 period in the transport sector and in the area of enhancing access to, and use and quality of, information and communication technologies. Overall focus of OPII, its specific objectives, and activities are set to ensure promotion of the fulfilment of the priorities of Europe 2020 strategy and National Reform Programme of Slovak Republic.

## May 2014

On 21 May 2014 the Government of Slovak Republic approved a strategic material "The Proposal of centralization and development of data centers in the state administration", whose main goal is to centralize the amount of data centers of the state into two main data centers - in scope of the Ministry of Finance and the Ministry of Interior. These will be provide to national authorities and institutions cloud services (such as IaaS, PaaS, SaaS) in the high levels of quality and safety through a single area in the form of catalog services.

## February 2014

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

## January 2014

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

## December 2013

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

## September 2013

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

## April 2013

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

## 2012

The [Point of Single Contact portal](#) offers electronic services for entrepreneurs, for example:

- \* Notification of trade for natural and legal person in the Trade Register
- \* Notification of the changes in the Trade register
- \* Request for the extract from the Trade register

Many more services can be found at the portal of the Ministry of Interior of the [Slovak Republic](#).

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

The Government adopted the Open Government Initiative and Action Plan in 2012. Its main goal is to enhance of transparency, effectiveness and responsibility through open information. The Central Portal [www.data.gov.sk](http://www.data.gov.sk) is in operation, and includes 205 datasets, which are reusable for commercial and non-commercial purposes. The Digest of Law can be openly accessed through the portal of the [Ministry of Justice of the Slovak Republic](#).

The Government has also implemented the eDemocracy project. As such, the electronic petition service will enable citizens to file petitions. Further, citizens will also have the opportunity to discuss public policy through the eDemocracy project.

The amendment to the [Decree on standards on Public Administration Information Systems](#) has incorporated standards on open data formats, which will come into force in Spring 2014.

## 2011

On *21 May 2011*, a census was organised in the Slovak Republic, which gave citizens the opportunity to fill in electronic census forms for the first time. The electronic census forms were accessible in Slovak, English and national minorities languages, and were used by 7.3 % of citizens.

In February 2011, the [Ministry of Finance](#) started a pilot testing of the [Central Metainformation System](#) of Public Administration (MetaIS).

The MetaIS:

- incorporates information on operating the information systems of public administrations, eServices, as well as other technological and administrative data, which is then published by the given institution that manages the public administration information system;
- incorporates the concepts of the public administration information system, which are further developed by public administration bodies and submitted to the Ministry of Finance for approval;
- serves and supports designers and developers of eServices, namely by the data on the content of operating and planning services, technical and functional specifications, performance parameters and publishing services into the Universal Description Discovery and Integration (UDDI) format;
- records and updates the data in each MetaIS module, analyses data and adopts measures for the effective building of an integrated public administration information system, supervises on the interoperability, functionality, efficiency and effectiveness of the state budget expenditure.

Since *January 2011*, a new [Central Register of Contracts](#) is in operation. The Central Register of Contracts is a public list of contracts by the Government Office, ministries, central government authorities, public bodies and subordinate organisations (subsidised, budgetary organisations, etc.). According to Act No. 546/2010 Coll. Supplementing [Act No. 40/1964](#) Coll. Civil Code as amended, such contracts shall enter into force on the day following publication in the register.

Since *January 2011*, the use of **eAuction** is mandatory for contracts awarding the delivery and sale of goods, with the exception being those lacking competitive dialogue and negotiated procedures without publication and contests. Ministers have to use eAuction for the awarding of service contracts and building works, if it is possible to accurately determine the technical requirements relating to the subject of the contract. This obligation is mandatory for all budgetary and subsidised institutions, companies with full state ownership and state enterprises ([Government resolution No. 653/2010](#)).

The [Registry of Surplus State-Owned Immovable Property](#) represents a publicly available registry of state-owned immovable property that has been declared surplus (redundant) and is being offered for sale. Since *January 2011*, the Registry has offered the possibility to use eAuction for the surplus immovable property of the State.

## 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

### National Concept of eGovernment 2015 - 2020

The National Concept of eGovernment is a conceptual document that defines the strategic Enterprise Architecture of eGovernment and its central coordination as well as the principles and objectives of its further development in accordance with the goals stated in the Strategic Document for Digital Growth and Next Generation Access Infrastructure. This document also describes an approach to a successful implementation based on the best practices and a solid eGovernment basis developed according to the National Concept of eGovernment from 2008. The updated concept is built around a vision of an innovative and open state that provides the citizens and businesses with user-friendly and easy-to-use services but at the same time operates inside in a complex way so that it can respond swiftly and effectively to the challenges of the dynamic modern era. In order to fulfil this vision, the strategic priorities were defined such as:

- Better customer-oriented e-services that interactively and proactively deal with life events,
- Approach to data as a valuable national resource and a strategic asset (data driven-state) – data ownership, data sharing with creative communities and businesses and better usage of data in the policy-making and regulatory process,
- Central integration platform that will lead toward a common Data Layer of eGovernment,
- Cloud Security across all layers of the Enterprise Architecture (a Business, Application and Technology layer),
- Efficient IT operations in the eGovernment cloud.

### Operational Programme Integrated Infrastructure 2014 - 2020

[Operational programme 'Integrated Infrastructure'](#)<sup>3</sup> (hereinafter also 'OPII') is a strategic document of Slovak Republic for EU funds absorption in the 2014 - 2020 period in the transport sector and in the area of enhancing access to, and use and quality of, information technologies. Overall focus of OPII, its specific objectives, and activities are set to ensure promotion of the fulfilment of the priorities of Europe 2020 strategy and National Reform Programme of Slovak Republic.

Overall objective of OPII is to support sustainable mobility, economic growth, job creation and to improve the business climate through the development of transport infrastructure, public transport and information society.

Ministry of Finance is responsible for the area of information society within the Operational Programme Integrated Infrastructure. Other objectives of the operational programme are

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<sup>3</sup> [Ministry of Finance of the Slovak Republic](#)

managed by the Ministry of Transport, Construction and Regional Development to support sustainable mobility, economic growth, job creation and improving the business environment through the development of transport infrastructure.

In the framework of the Operational Programme, the Ministry of Finance act as an intermediary body responsible for Priority Axis 7 Information Society, aiming to develop projects Operational Programme Information Society of the current programming period, as well as the implementation of the latest trends in the digital economy.

The funds will be invested in development of electronic services for citizens and businesses, arranging complex life events, cross-border interoperability and increasing the availability of government data through open data. At the same time the public administration reform will be supported through ICT, including the further expansion of government cloud. Finally, the allocation for priority axis 7 should ensure coverage with broadband internet of all households with minimum speed of 30 mbps.

### **The Proposal of centralization and development of data centers in the state administration**

On 21 May 2014, the Government of Slovak Republic<sup>4</sup> approved a strategic material, whose main goal is to centralize the amount of data centers of the state into two main data centers - in scope of the Ministry of Finance and the Ministry of Interior. These will be provide to national authorities and institutions cloud services (such as IaaS, PaaS, SaaS) in the high levels of quality and safety through a single area in the form of catalog services.

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

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

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

The vision of further eGovernment development in Slovakia until 2020 includes actions to move towards a functioning information society and building of Smart Government.

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<sup>4</sup> [Ministry of Finance of the Slovak Republic](#)

Information technologies will become inherent in people's everyday life and an essential driver of Slovakia's competitiveness.

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

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

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

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

## Previous eGovernment Strategies

### eGovernment Strategy of the Slovak Republic (2008-2013)

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

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

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

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

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

#### **2. Electronic public administration services**

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

#### **3. Effective and efficient public administration**

- ▶ create a joint secured infrastructure for eGovernment services and support operations;
- ▶ use central applications and services for the performance of selected operations. Systematic management and utilisation of existing projects will avoid duplication;

- ▶ perform 100 % of public procurement operations through electronic means in all areas and remove relevant legislative barriers.

#### 4. Enhanced competency of public administration

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

### The National Concept of eGovernment (2008-2013)

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

The National Concept of eGovernment:

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

Once the concept is implemented, it will be possible to arrange administrative matters by various electronic means and to reduce the time inefficiently spent by citizens/businesses when handling their affairs at various offices in person. It will also create the conditions for reductions in administrative charges, and elimination of multiple performances of identical actions, thus making the public administration more effective and transparent. Furthermore, the use of ICT will gradually shift from paper to electronic processing of documents and electronic communication both within the public administration and other public entities.

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

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

citizen's right to protection of personal data, measures to protect against damage and misuse of ICT systems, as well as measures to enforce applicable Slovak and EU laws.

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

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

The goals set forth are to:

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

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

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

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

# eGovernment Legal Framework

## Main legal texts impacting on the development of eGovernment

### eGovernment Legislation

#### [Amendment No. 273/2015 to the Act No. 305/2013 of Coll. On the eGovernment](#)

On 23rd September 2015, the National Council approved an amendment to the Act on e-Government that was subsequently published in the national Collection of Laws under no. 273/2015. The aim of the amendment to the Act on e-Government is to streamline and simplify the existing legal procedures in the areas of identification and authentication, payments for electronic services, and base registries where responsibility was given to the newly established institute for source registries. The full text of the amendment is [available in Slovak language](#) on the web portal of the Ministry of Finance of the Slovak Republic. [Act No. 305/2013 of Coll. On the eGovernment](#)

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

Furthermore, it also lays a foundation of a common data layer by defining a Module of the intergovernmental communication. This module implements the rules and processes for the data exchange among IT systems from different segments as well as applies the concepts of the Master Data Management.

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

This Act provides a framework for eGovernment and namely regulates:

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

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

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

for electronic services, related to the network infrastructure, and standards for electronic government services, related to data registers, code and application Software.

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

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

### Freedom of Information Legislation

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

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

### Data Protection/Privacy Legislation

#### [Legislative intent of the Information Security Act](#)

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

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

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

### eSignatures Legislation

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

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

## eCommerce Legislation

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

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

## eCommunications Legislation

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

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

## eProcurement Legislation

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

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



## Re-use of Public Sector Information (PSI)

### Current Status

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

### Other Legislation

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

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

# eGovernment Actors

## Main roles and responsibilities

### National eGovernment

#### Policy/Strategy

##### Ministry of Finance

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

##### Information Society Division

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

- ▶ preparing eGovernment concepts and strategies;
- ▶ overseeing the eGovernment Architecture Office;
- ▶ issuing standards for public administration information systems.

#### Coordination

##### Ministry of Finance

The Ministry of Finance acts as an intermediary body under the managing authority for the [Operational Programme Integrated Infrastructure \(OPII\)](#). It is responsible for the Digital Agenda for Europe and the Digital Single Market Strategy, including their eGovernment aspects.

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

##### Slovak Government Office

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

#### Implementation

##### **eGovernment Architecture Office**

eGovernment Architecture Office represents a Delivery unit for the information society. It plans and systematically supports the development of the eGovernment architecture according to the defined principles, goals and priorities. It oversees the projects in their preparation and implementation phase so that they are in accordance with the methodologies, application designs, requirements and best practices. It also organizes regular trainings and workshops for other public organizations. It coordinates the implementation of the eGovernment information systems with the comprehensive reform of the public administration overseen by the Ministry of Interior. The key objective is to ensure effective use of public resources and a satisfactory level of innovation. One of the

key tools is the Enterprise Architecture modelling that allows for precise documentation and analysis of the public administration at all layers (the Motivation, Business, Application and Technology layer) as well as for planning all changes that will arise from various reform initiatives.

### **Central State authorities**

Central State authorities are responsible for the implementation of eGovernment systems in the scope of their competencies. The Ministry of Finance acts as the central government body responsible for the information society and infrastructure projects. Ministries and other central bodies are responsible for departmental projects and get support from the eGovernment Architecture office.

## Support

### **Digital Champion for Slovakia**

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

### **Slovak Government Office**

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

### **Committee for Legislation in the Information Society Area**

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

### **Committee for Standardisation of Information Systems of Public Administration**

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

### **Committee for Information Security**

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

### **National Agency for Networking and Electronic Services (NASES)**

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

## Audit/Assurance

### **Supreme Audit Office (SAO)**

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

#### Data Protection

##### **Office for Personal Data Protection**

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

#### Other

##### **National Security Authority (NSA)**

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

##### **Office for Public Procurement**

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

## **Regional & Local eGovernment**

#### Policy/Strategy

##### **Ministry of Finance**

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

#### Coordination

##### **Department of Public Administration**

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

## Implementation

### **Regional/local authorities**

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

## Support

### **Department of Public Administration**

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

## Audit/Assurance

### **Supreme Audit Office (SAO)**

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

## Other

### **Association of Towns and Municipalities of Slovakia (ZMOS)**

The Association initiated the creation and development of [ISOMI](#), an Internet information system for towns and municipalities. The project is designed to host and integrate municipal websites to support municipalities in providing citizens with information and eServices. Furthermore, the association operates the municipality solution [DCOM](#) (Municipal Data Centre) that offers e-services of towns and municipalities to their citizens.

# eGovernment Who's Who

## Main eGovernment decision-makers and executives

### Minister responsible for eGovernment



**Peter Kažimír**  
Deputy Prime Minister and Minister of Finance

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Source: <http://www.finance.gov.sk/>

### Head of eGovernment



**Peter Pellegrini**  
Digital Champion for Slovakia – Speaker of the National Council of the Slovak Republic

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Source: <http://www.informatizacia.sk/>

# eGovernment Infrastructure

## Main eGovernment infrastructure components

### Portals

#### [slovensko.sk](http://slovensko.sk): Central Public Administration Portal

The Central Public Administration Portal ([slovensko.sk](http://slovensko.sk)), under the administration of the Slovak Government Office and operated by the [National Agency for Networking and Electronic Services](#) (NASES), provides a central and unified access to information resources and services of the public administration. Among the most important tasks of the portal are directing the interested party to use a particular eGovernment service and providing a navigation through a life event as well as useful tips and tricks. The portal currently offers more than 800 eGovernment services in the area of running a business, citizenship, justice, registering vehicles, social security and more.

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

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

#### Portals of public authorities

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

#### [Ministry of Justice legislation portal](#)

The portal offers search capabilities for documents at various stages of the legislative process based on user-selected criteria. It monitors, archives and retrieves material of a legislative nature during the legislative process. By virtue of the portal, public institutions, citizens and organisations are able to transparently monitor the legislative process. These registered users are also given the opportunity to actively participate in the legislative process (through individual or collective comments). The portal also provides effective tools for searching information inside the legislative framework as well as for finding concrete full-text laws and legislative materials.

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

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

## Government Cloud

Slovak Republic acceded to the introduction of Cloud Computing into public administration. On 21 May 2014 the Government of Slovak Republic approved a strategic material, whose main goal was to define technical, organizational and legal level of implementation and operation of supra-ministerial data centres as a provider of central cloud services of the Government cloud. The eGovernment cloud will provide national authorities and institutions with cloud services (such as IaaS, PaaS, SaaS) in the high levels of quality and safety through a one stop shop in the form of a service catalogue.

Cloud computing as a model of development and of used computer technologies enables users to have access to services or programmes which are stored on Internet servers basically from anywhere. The cloud solution will ensure effective sharing of ICT resources, improve access to data and facilitate the use of Big Data as well as unify the environment and methodologies for development and operation of information systems.

## Network

### [GovNet](#)

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

## eIdentification/eAuthentication

### [eID card](#)

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

### [JIFO](#)

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



## eProcurement

### [Information System of Electronic Public Procurement \(EVO\)](#)

eProcurement in Slovakia is managed by the [Office for Public Procurement](#). The system of eProcurement (EVO) covers only some procedures and phases of procurement (preparation, planning, eNotification, and partially eTendering and eAwarding). EVO integrates several electronic systems dedicated to each sub-phase such as [the Electronic Contracting System](#) for fully automated placement of orders. Currently, EVO supports the eSubmission of tenders for above and below the limit contracts regarding open and restricted procedures and offerseServices on all procedures categories.

The general **objectives** of the further development of the eProcurement are based on the rules of the green procurement and the procurement of innovations:

## Knowledge Management

### [Slovak Library-Project KIS3G](#)

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

Currently, there are 28 libraries involved. For online searching in catalogues, users do not need any authentication. For electronic reservation and obtaining an electronic copy, users have to provide a user name and a password that is issued by the respective library following registration and ID check. A detailed description on how to search and reserve a title is [available](#). Furthermore, it is possible to extend a title via telephone, or the Internet.

# Government 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 Interior

Website: [https://www.slovensko.sk/sk/agendy/agenda/\\_cestovne-doklady](https://www.slovensko.sk/sk/agendy/agenda/_cestovne-doklady)

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

### 2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

#### Job search services by labour offices

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

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

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

Professional qualifications

#### Legal information system (incl. information on the regulated professions)

Responsibility: Ministry of Justice

Website: <https://www.slov-lex.sk/domov>

Description: The legal information system of Slovak Republic Slov-Lex is a collection of Slovak and EU legislation. All texts of laws can be found at this portal in an electronic form by the Ministry of Justice of the Slovak Republic.

#### Taxes, unemployment and benefits

##### **Income taxes: declaration, notification of assessment**

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

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

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

##### **Unemployment benefits**

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

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

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

#### Vehicles

##### Driving licence

##### **Driver's licence**

Responsibility: Central Government, Ministry of Interior

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

Description: Information is available on the webportal of the Ministry of Interior as well as forms to download.

#### Registration

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

Responsibility: Central Government, Ministry of Interior

Website: <https://portal.minv.sk/wps/wcm/connect/sk/site/main/zivotne-situacie/vozidla/vozidla-evidencia-ziadosti/>;  
<https://www.slovensko.sk/sk/titulna-stranka>

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

### 3. Residence (and other) formalities

#### Documents and formalities

##### **Announcement of moving (change of address)**

Responsibility: Central Government (Ministry of Interior) and Local Government (Municipalities)

Website: <https://www.slovensko.sk/sk/e-sluzby/esluzby-ministerstva-vnutra-sr/elektronicke-sluzby-centralnej/>;  
<https://portal.minv.sk/wps/wcm/connect/sk/site/main/zivotne-situacie/pobyt/pobyt-t/trvaly-pobyt-prihlasenie>

Description: The necessary information is available on a publicly accessible website, managed by the service provider, or by the administrative body responsible. Citizen can start process of changing of address by electronic service by using the eID card.

##### **Certificates (birth, marriage): request and delivery**

Responsibility: Central Government (Ministry of Interior) and Local Government (Municipalities)

Website: <https://www.slovensko.sk/sk/titulna-stranka>;  
<https://portal.minv.sk/wps/wcm/connect/sk/site/main/zivotne-situacie/matrika-zivotna-udalost/>

Description: The information necessary to obtain a birth or marriage certificate is available on a publicly accessible website managed by the service provider. A number of services such as a change of the name is provided online.

##### **Criminal Record Certificate**

Responsibility: Central Government, Ministry of Interior

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

Description: Information is available on the webportal of the Ministry of Interior as well as forms to download. eService is not available.

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

Responsibility: Central Government, Ministry of Interior, Slovak Police

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

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

**Housing (building and housing, environment)**

Responsibility: Local Government, Municipalities

Website: <https://www.slovensko.sk/sk/titulna-stranka>;  
<https://www.dcom.sk/majetok-a-prenajimanie>

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

**Passport**

Responsibility: Central Government, Ministry of Interior

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

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

**Education and youth**

School, university

**Enrolment in higher education/university**

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

Website: <http://www.minedu.sk/>; <https://e-prihlaska.uniba.sk/ais/start.do>;  
<https://vzdelavanie.uniza.sk/prijimacky/>, <https://e-prihlaska.euba.sk/ais/start.do>;  
<https://e-prihlaska.ukf.sk/ais/start.do>

Description: Several universities already offer the opportunity to apply electronically to a chosen faculty. An electronic application can be signed electronically and the status of each perspective applicant is available by logging onto the faculty website.

**Public libraries (availability of catalogues, search tools)**

Responsibility: Central Government & Local Government

Website: <https://www.kis3g.sk/>; <http://www.ulib.sk/sk/>; <http://www.snk.sk/>;  
<http://www.infolib.sk/>; <http://193.87.33.66/opac>

Description: Public libraries offer the possibility to search for a specific title, to carry out an electronic reservation, or to obtain an electronic copy. The [National Slovak Library portal](#) enables the search of a specific title and to perform an online reservation.

**Student grants (Student Finance)**

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

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

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

## Researchers

### Information and assistance to researchers

Responsibility: EURAXESS Slovakia

Website: <http://www.euraxess.sk/en>

Description: EURAXESS Slovakia provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

### Public libraries (availability of catalogues, search tools)

Responsibility: Central Government & Local Government

Website: <https://www.kis3g.sk/>; <http://www.ulib.sk/sk/>; <http://www.snk.sk/>;  
<http://www.infolib.sk/>; <http://193.87.33.66/opac>

Description: Public libraries offer the possibility to search for a specific title, to carry out an electronic reservation, or to obtain an electronic copy. The [National Slovak Library portal](#) enables the search of a specific title and to perform an online reservation.

### Research funding support

Responsibility: National Scholarship Programme, Slovak Research and Development Agency

Website: <http://www.scholarships.sk/en/>, <http://www.apvv.sk/grantove-schemy/bilateralne-vyzvy>

Description: Information on available funding opportunities for the researchers.

## Health

### Planned and unplanned healthcare

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

Responsibility: Central Government, Ministry of Health

Website: <http://www.health.gov.sk/>;  
<http://www.dfnsk.sk>

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

#### Medical costs (reimbursement or direct settlement)

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

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

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

When living abroad

#### Healthcare abroad – European Health Insurance Card (EHIC)

Responsibility: Public health insurance companies

Website: N/A

Description: eService not available globally, however some of the health insurance companies to provide an option to apply for the EHIC online.

### 4. Family

Children, couples

#### Certificates (birth, marriage): request and delivery

Responsibility: Central Government (Ministry of Interior) and Local Government (Municipalities)

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

Description: The information necessary to obtain a birth or marriage certificate is available on a publicly accessible website managed by the service provider.

#### Child allowances

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

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

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

### Consumers

Shopping (your rights), unfair treatment

#### Consumer protection

Responsibility: Public Defender of Rights

Website: <http://www.vop.gov.sk/would-you-like-to-file-a-complaint>

Description: Filing of complaints to the Public Defender of Rights is available via an online form on the portal of the Public Defender of Rights as well as an e-mail.

# 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. **Finance and funding**
7. **Public contracts**
8. **Environment**

### 1. Start and grow

Start-ups, European Company

#### Registration of a new company

Responsibility: Central Government, Ministry of Justice, Trade Registry

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

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

#### Uniqueness of the proposed company name check

Responsibility: Commercial Register held by the District Court

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

Description: An online check of the uniqueness of a company name without charge is possible, but the information on the website is not legally binding and usable for legal acts. The cost of the certificate is EUR 3. The cost of a certificate issued in electronic form is EUR 0.33.

Intellectual property rights

#### Industrial property

Responsibility: Industrial Property Office of the Slovak Republic

Website: <https://www.indprop.gov.sk/?introduction>

Description: Information on the registration and legislation regarding the intellectual property related processes in Slovakia are freely available at the web portal of the Industrial Property Office of the Slovak Republic. Furthermore, the portal offers information about the application process and application forms for download.



## Annual accounts

**Submission of data to statistical offices**

Responsibility: Central Government, Statistical Office of the Slovak Republic

Website: <http://slovak.statistics.sk>

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

**2. VAT and customs**

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

**Electronic Payments (E-KOLOK)**

Responsibility: Národná agentúra pre sieťové a elektronické služby (NASES), Ministry of Finance

Website: <http://www.e-kolky.sk/>

Description: Citizens and businesses are able to purchase electronic stamps from self-service payment terminals (kiosks). Electronic stamps can be used to cover any administrative or legal fees in several workplaces of the Ministry of the Interior, such as the Transport Inspectorate, Police, client centres, district offices and other. Gradually it envisages to deploy this option to other departments, state agencies, courts and prosecuting authorities.

**VAT: declaration, notification**

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

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

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

## Excise duties

**Corporate tax: declaration, notification**

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

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

Description: The service provider offers the possibility to treat the declaration of corporate tax via the website. Holders of the Qualified Electronic Signature may declare tax online. There is a limited possibility to declare tax fully online, for non-holders of eSignature.

## Reporting imports/exports

**Customs declarations (e-Customs)**

Responsibility: Central Government, Ministry of Finance, Customs Administration

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

Description: Information and forms to download. Holders of the Guaranteed Electronic

Signature may submit a declaration online. The service provider offers the possibility to carry out the declaration of customs electronically.

### 3. Selling abroad

Competition rules, unfair contract terms, consumer guarantees, defective products

#### Legal information system

Responsibility: Ministry of Justice

Website: <https://www.slov-lex.sk/domov>

Description: The legal information system of Slovak Republic Slov-Lex is a collection of Slovak and EU legislation. All texts of laws can be found at this portal in an electronic form by the Ministry of Justice of the Slovak Republic.

### 4. Staff

Health and safety

#### Information portal of the Ministry of Labour, social affairs and family

Responsibility: Ministry of Labour, social affairs and family

Website: <http://www.employment.gov.sk/sk/praca-zamestnanost/bezpecnost-ochrana-zdravia-pri-praci/dokumenty-2.html>

Description: The website of the Ministry of Labour, social affairs and family contains all the necessary information in regards to the legislation related to the safety and health at work.

Terms of employment, social security, equal treatment, redundancies

#### Social contributions for employees

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

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

Description: All businesses with more than five employees are required to submit regular monthly social contributions forms via the web-based data intake system. All forms are downloadable from the website.

### 5. Product requirements

Chemicals (REACH)

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

Responsibility: Centre for Chemical Substances and Preparations at Ministry of Economy of the Slovak Republic

Website: <http://helpdesk.ccsp.sk/>

Description: Information on REACH and CLP is provided on the portal.

## 6. Finance and funding

Access to funding, EU funding programmes

### National Business Centre, V4 Going Global, CLUSTRAT

Responsibility: Slovak Business Agency

Website: <http://www.sbagency.sk/en/slovak-business-agency>

Description: The portal offers information for businesses about funding options, education and training as well as international cooperation. The main tools are [the Microloan Program](#) and [the National Holding Fund](#) that provides venture capital. The Microloan programme is intended for small businesses employing up to 50 people and can be used for procuring movable and non-movable investment property, reconstruction of operating spaces as well as the purchase of necessary stocks, raw material or goods and other investment projects.

## 7. Public contracts

Rules and procedures, tools and databases, reporting irregularities

### Public procurement / eProcurement

Responsibility: Central Government, Office for Public Procurement

Website: <http://www.uvo.gov.sk/en/web/opp>; <https://www.eks.sk>

Description: To send an online notice to the National Journal of Public Procurement (*eVestník*), the contracting authority/entity has to gain access to the online system for editing and sending notices (ZOVO application). Access to ZOVO is subject to the assignment of a password and an ID by the Office for Public Procurement. Within the application, all forms used in public procurement are centralised. The contracting authority/entity selects relevant forms for a particular tender and sends them to the OJ EU (depending on thresholds) and to the OPP for publishing. There is also a tool for a simple participation in eProcurement called [Electronic Contracting System](#).

## 8. Environment

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

### Environment-related permits (incl. reporting)

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

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

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

### **European Commission**

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

Joinup is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

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### **Why ISA?**

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### **More on the programme:**

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

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