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WHAT'S INSIDE

eGovernment in Slovakia

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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): 5,426,252 inhabitants (2016)

GDP at market prices: 78,685.6 million Euros (2015)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 77 (2015)

GDP growth rate: 3.3% (2016)

Inflation rate: -0.5% (2016)

Unemployment rate: 9.7% (2016)

General government gross debt (Percentage of GDP): 52.5% (2015)

General government deficit/surplus (Percentage of GDP): -2.7% (2015)

Area: 49,036 km²

Capital city: Bratislava

Official EU language: Slovak

Currency: EUR

Source: [Eurostat](#) (Last update: 13 March 2017)

Political Structure

Slovakia is a **democratic parliamentary republic** founded on 1 January 1993.

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, who is 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)

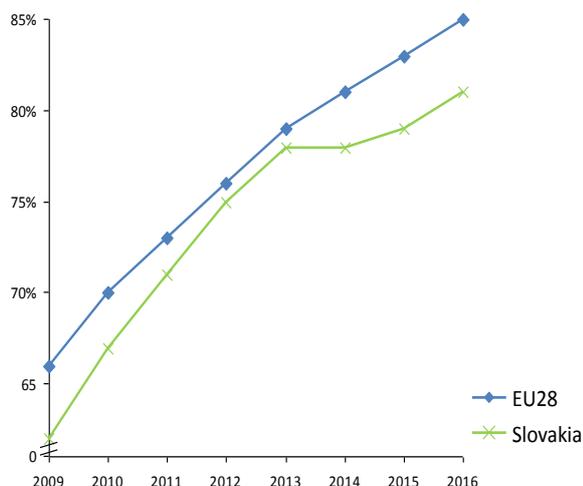
Head of Government: Prime Minister [Róbert Fico](#) (since 4 April 2012).

Information Society Indicators

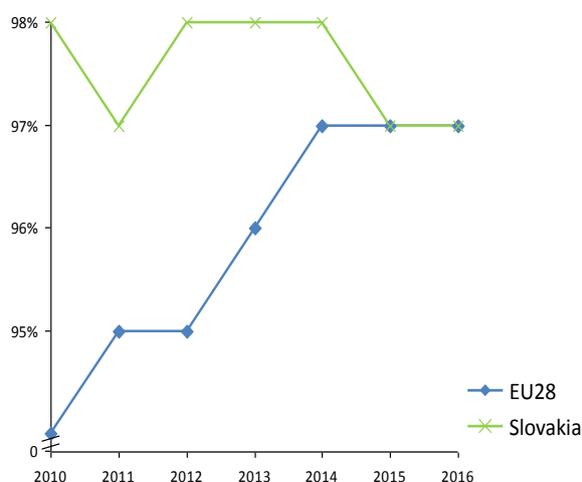
Generic Indicators

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.

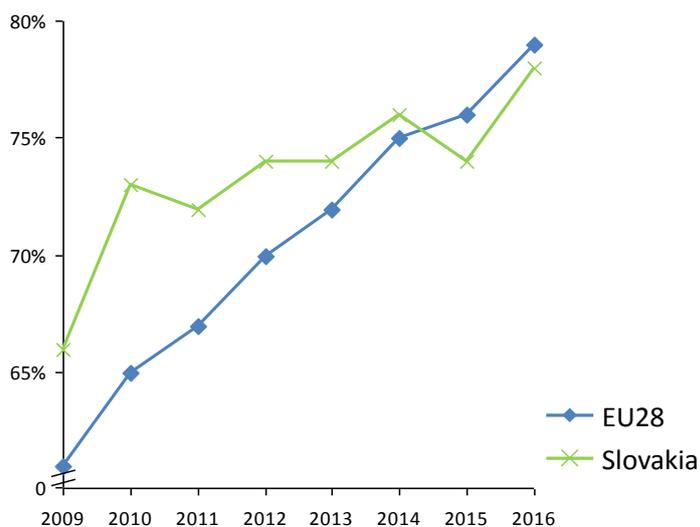
Percentage of households with Internet access in Slovakia



Percentage of enterprises with Internet access in Slovakia

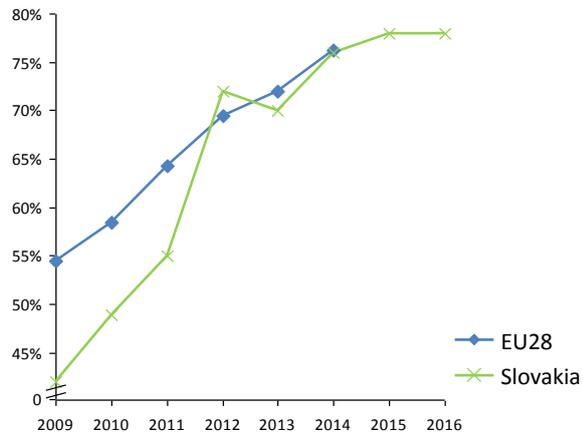


Percentage of individuals using the internet at least once a week in Slovakia

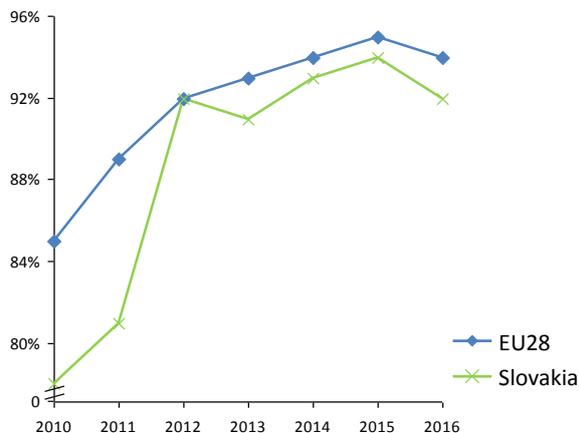


Source: [Eurostat Information Society Indicators](#)

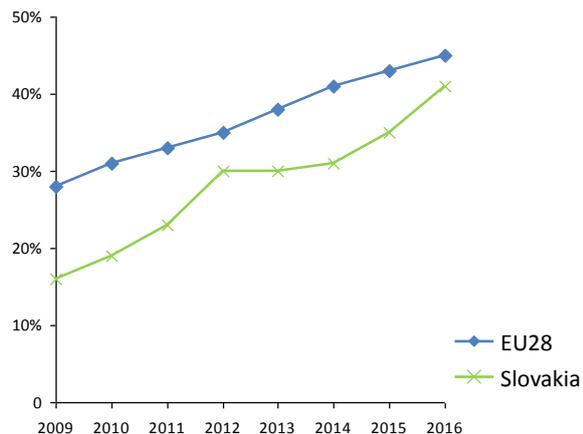
Percentage of households with a broadband connection in Slovakia



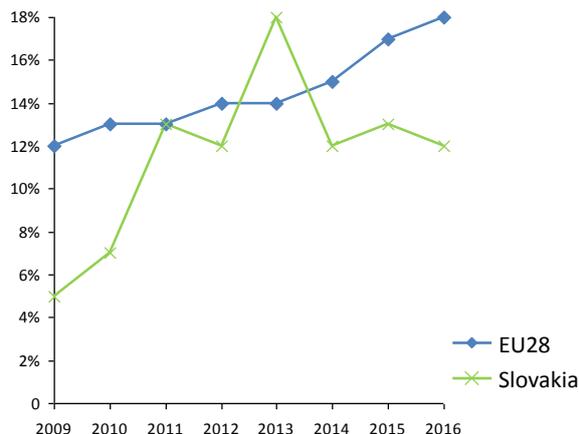
Percentage of enterprises with a broadband connection in Slovakia



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



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



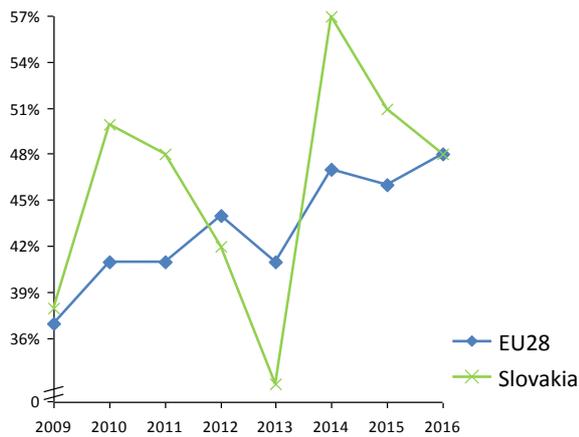
Source: [Eurostat Information Society Indicators](#)

Source: [Eurostat Information Society Indicators](#)

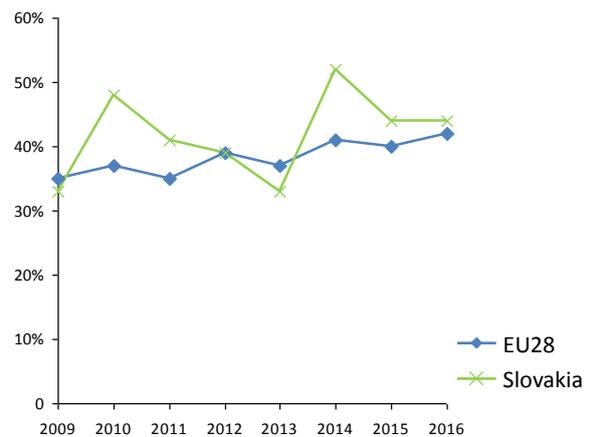
eGovernment Indicators

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.

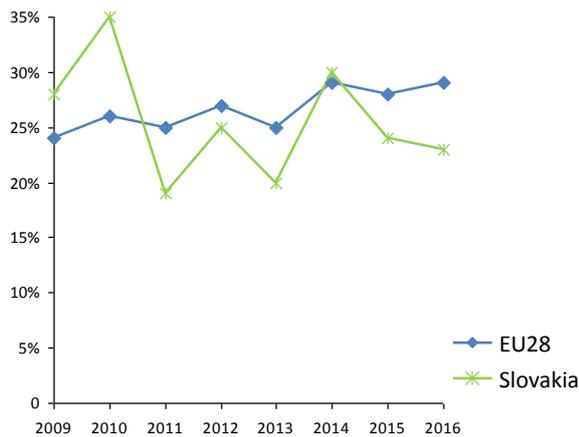
Percentage of individuals using the internet for interacting with public authorities in Slovakia



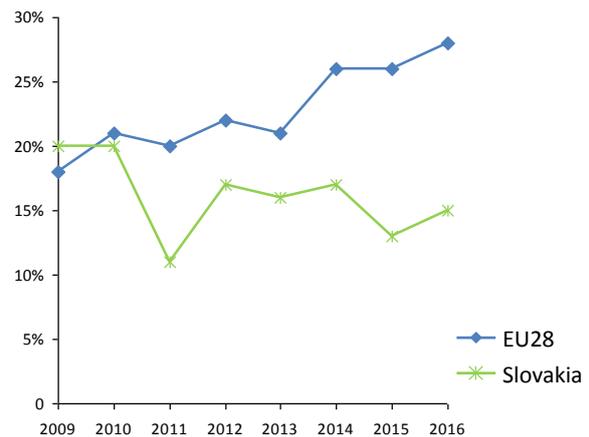
Percentage of individuals using the internet for obtaining information from public authorities in Slovakia



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



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



Source: [Eurostat Information Society Indicators](#)

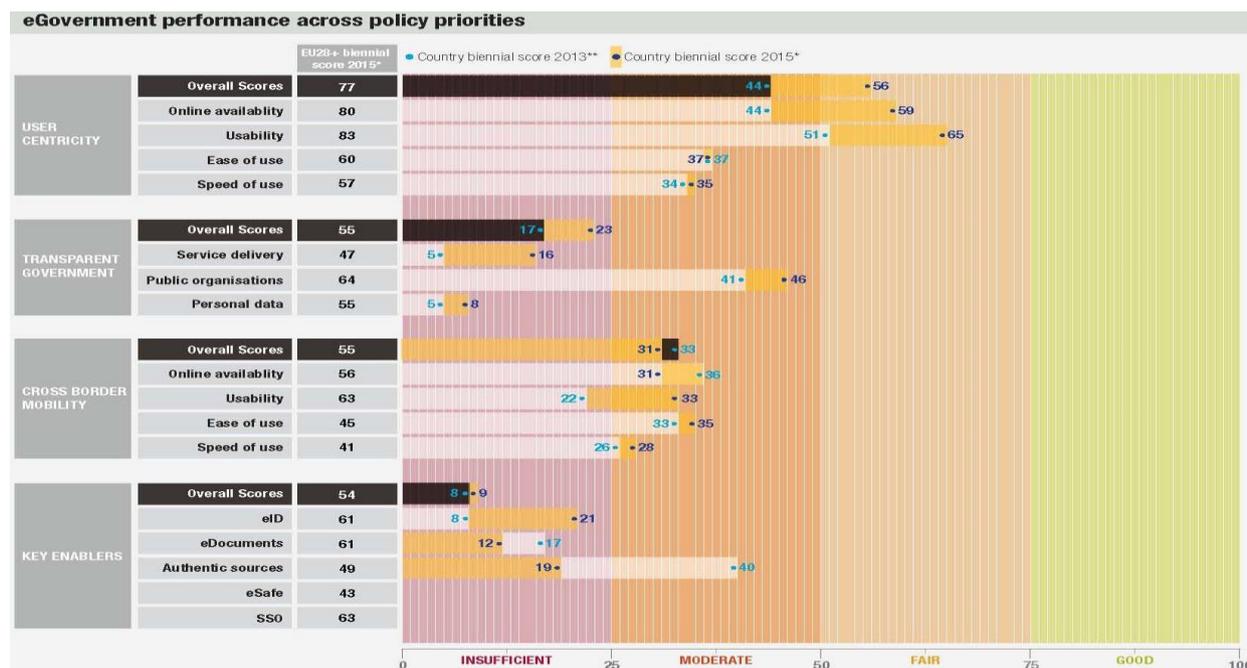
Source: [Eurostat Information Society Indicators](#)

Government State of Play

The graph below is the result of the latest [eGovernment Benchmark](#)¹ 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 2016](#)² Country Factsheet Slovakia

¹ [eGovernment Benchmark Insight Report](#)

² The latest version of country’s benchmark report was published in October 2016, however it shall be noted that it summarizes the country’s biennial score of the preceding year (2015).

eGovernment Recent Developments

Main developments and key milestones (in reverse chronological order)

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

Recent News

September 2016

The National Concept of eGovernment was approved by the Slovak government in September 2016³. This conceptual document 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 represents a new philosophy of viewing informatisation with an emphasis on the openness of the processes, fair competition, and of the increase in value of IT in key functions of public administration, whether by improved services, better decision-making through data, better regulation, or more efficient operation. The concept is built around a vision of an innovative and open state that provides citizens and businesses with user-friendly and easy-to-use services but at the same time operates in a complex way, to respond swiftly and effectively to modern challenges.

June 2016

The competencies in the area of information society and eGovernment were transferred from the Ministry of Finance of the Slovak Republic into the newly established Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic as of 1 June 2016. Among the main tasks of the Office, there is the participation in the creation and implementation of uniform state policy in the field of use of European Union funds as well as in the field of informatisation of the society, eGovernment and investments.

April 2016

The operation of the Central Metainformation System of Public Administration has been launched⁴. The Central Metainformation System supports the management of public administration eGovernment components and policy-making in the information society field, as well as supports the objectives of an efficient public administration.

³ <http://www.informatizacia.sk/narodna-koncepcia-informatizacie-verejnej-spravy--2016-/22662c>

⁴ <https://metais.finance.gov.sk/>

The Metainformation System includes the following functionalities:

- ▶ Modeling and architectural design;
- ▶ Collecting and recording the information system development concepts of obligors;
- ▶ Information systems and their functionalities;
- ▶ Registration of implemented eGovernment services and following services relations, especially in relation to life situations, agendas and application services;
- ▶ Registration processes of integration and integration links between components of eGovernment;
- ▶ Workflow standardization support and publishing of standards in public administration information system.

March 2016

The Action Plan for the Implementation of the Cyber Security Concept of the Slovak Republic for 2015-2020 was established in March 2016⁵. This Action Plan defines tasks, roles and cooperating parties responsible for its completion. The National Security Authority of the Slovak Republic is a government body responsible for the implementation of the strategy and its action plan. The strategic goal of cyber security in the Slovak Republic is to achieve an open, secure, and protected national cyber space by building trust in the reliability and security of, above all, critical information and communication infrastructure, as well as building of certainty that this will perform its functions and serve national interests also in cases of cyber-attacks.

November 2015

November witnessed the 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 overall competition encompassed more than 50 projects from 11 countries, divided into 6 categories.

Finally, an update to 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.

⁵ <http://www.nbusr.sk/kyberneticka-bezpecnost/strategicke-dokumenty/index.html>

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). The full 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 eGovernment being subsequently published in the national Collection of Laws under no. 273/2015. The aim of the amendment to the Act on eGovernment 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', 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 enabling and supporting policy making, the correct regulatory process and organisational change in public institutions, the application of the newest methodologies across the public administration will be implemented. Thanks to this interconnection, synergistic effects will arise and each operational programme will be concentrated on its own area of competency. OP II is aimed at the 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 had 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). The 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.

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 a link to the Court Information 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 26 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

A document on ICT standards has been revised by the government of the Slovak Republic with 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.

2001-2014

For previous news items, please consult the factsheets for past years, accessible through this [link](#).

eGovernment Strategy

Main strategic objectives and principles

National Concept of eGovernment 2015 - 2020



The National Concept of eGovernment, approved by the Slovak government in September 2016, 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

represents a new philosophy of viewing informatisation with an emphasis on the process openness, fair competition, and increase of the value of IT in key functions of public administration, whether in a form of the improved services, better decisions thanks to data, better regulation, or more efficient operation. 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 so that it can respond swiftly and effectively to the challenges of the dynamic modern era.

Informatisation priorities cover a wide range of areas needed to be addressed in this period primarily. The priority of process optimisation and automation of the public administration performance, along with the priority of orchestration of services to the life situations, shall ensure a qualitative change not only in the provision of the public administration services to the public, but also in the operation of public administration itself. Equally important are the priorities referring to the improved access of citizens, businesses or officials to the e-Government environment, the use of the common central blocks, management of data, Open Data, Government Cloud, and security. This document also includes a proposal for the prioritisation of development programs and projects that will help implementing the strategic architecture of public administration, reference architecture of specific solutions, and segment architecture. These aspects create conditions for the efficient process of public administration informatisation, the managed and controlled access by the Slovak Government to any changes in the process, as well as the preconditions for offering effective responses to a wide range of both, the existing and potential, economic, security or other threats.

Operational Programme Integrated Infrastructure 2014 - 2020

[Operational programme 'Integrated Infrastructure'](#) (hereinafter also 'OPII') is a strategic document of the Slovak Republic for the absorption of EU funds 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.

The Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic is responsible for the area of information society within the Operational

Programme Integrated Infrastructure. Other objectives of the operational programme are 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 Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic acts as an intermediary body responsible for Priority Axis 7 Information Society. The funds will be invested in the 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.

Cyber Security Concept of the Slovak Republic for 2015 – 2020

The Cyber Security Concept of the Slovak Republic for 2015 – 2020 was adopted in 2015. The National Security Authority of the Slovak Republic is a government body responsible for the implementation of the strategy. The strategic goal of cyber security in the Slovak Republic is to achieve an open, secure, and protected national cyber space especially by building trust in the reliability and security of, above all, critical information and communication infrastructure, as well as building of certainty that this will perform its functions and serve national interests also in cases of cyber-attacks. The implementation of the Concept is coordinated by the Action Plan for the Implementation of the Cyber Security Concept of the Slovak Republic for 2015-2020 by defining tasks, responsible and cooperating parties responsible for its completion. The Action Plan was established in March 2016.

The main strategic pillars of the Concept are:

- I. Building an institutional framework for cyber security administration;
- II. Creating and adopting a legal framework for securing the administration of cyber space;
- III. Supporting, preparing, and introducing a system of education in the area of cyber security.

The proposal for the centralisation and development of data centres in the state administration

On 21 May 2014, the Government of Slovak Republic approved a strategic material, whose main goal was to centralise the amount of data centres of the state into two main data centres - in scope of the Ministry of Finance and the Ministry of Interior. These will be provided 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 catalogue services.

The intention of supra-ministerial provision of cloud services addresses primary requirements for decreasing the costs of public administration by:

- ▶ Unifying the environment for operation of information systems; providing eGov services;
- ▶ Optimising the use of resources;
- ▶ Decreasing procurement and operating costs;

- ▶ Increasing the efficiency of management at all levels, from operation of infrastructure to management of relationships, including methodological support;
- ▶ The focus of organisations only on their key processes and activities (excluding IT);
- ▶ Simplifying and unifying processes across organisations.

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 development of digital services and next generation access infrastructure in Slovakia. It also focuses on the fulfilment of the ex-ante conditionalities by means of which the European Union evaluates the readiness of Member States to implement investment priorities of their choice. The document particularly discusses the fulfilment of the two ex-ante conditionalities defined under thematic objective 2 "Enhancing access to and use and quality of information and communication technologies".

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

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

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

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

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

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

Previous eGovernment Strategies

eGovernment Strategy of the Slovak Republic (2008-2013)

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

The purpose of the [eGovernment Strategy](#) of the Slovak Republic is to ensure increased citizen satisfaction with the public administration. This is to be achieved by delivering services in an attractive and simple manner, while increasing the efficiency and competence

of public administration and reducing its costs. The document lays down the strategy and defines the criteria and procedures of eGovernment funding which combine state budget funds with resources from the EU Structural Funds.

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

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

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

2. Electronic public administration services

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

3. Effective and efficient public administration

- ▶ Create a joint secured infrastructure for eGovernment services and support operations;
- ▶ Using 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 the 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 the elimination of multiple 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. 272/2016 to the Act No. 305/2013 of Coll. On the eGovernment](#)

On 20 September 2016, the National Council approved an amendment to the Act on eGovernment that was subsequently published in the national Collection of Laws under no. 272/2016. The aim of the amendment to the Act on e-Government is to harmonize existing procedures in the area of identification and authentication with reflect to Regulation no 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC. Minor changes to electronic communication with public administration bodies were also introduced by the following **Amendment No. 374/2016 to the Act No. 305/2013 of Coll approved by the National Council on 7th December 2016**. The full text of these amendments are available in Slovak language on the newly established Legislative and Information Portal 'Slov-Lex', which provides public access to applicable laws in electronic form.

[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 the 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, 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 Meta-information 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 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

[Draft Cyber Security Act](#)

The National Security Authority is working on drafting the Act on Cyber Security to comprehensively cover cyber and information security, introduce basic security requirements and other measures critical for coordinating the protection of information, communication and management systems. At the same time, the European NIS Directive on network and information security is being transposed into the Slovak legislative.

[Act No. 122/2013 on Personal Data Protection as amended by Act no. 84/2014](#)⁶

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

⁶http://www.dataprotection.gov.sk/uouu/sites/default/files/kcfinder/files/Act_122-2013_84-2014_en.pdf

information held by public and private bodies. The Act is enforced by the [Office for Personal Data Protection](#). This Act regulates:

- a) Protecting the rights of natural persons against wrongful interference with their private life in connection with the processing of their personal data
- b) Rights, duties and liability in connection with personal data processing
- c) Establishment of the scope of the powers and organisation of the Office for Personal Data Protection of the Slovak Republic.

eSignatures Legislation

Act No. 215/2002 on Electronic Signatures has been repealed by **Act No. 272/2016 on trust services for electronic transactions in the internal market based on Regulation no 910/2014** of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market. It regulated relations arising in connection to the creation and use of electronic signatures and electronic seals, the rights and obligations of persons and legal persons when using electronic signatures and electronic seals and the reliability and protection of electronic documents signed by electronic signatures or provided by electronic seals.

eCommerce Legislation

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

The **Act on Electronic Commerce**, which came into force on 1 February 2004, regulates the 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. 343/2015 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 the 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

The Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic

The Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic (hereinafter only as the 'Office') is a central public authority body established on the 1 June 2016. Among the main tasks of the Office, there is the participation in the creation and implementation of uniform state policy in the field of use of European Union funds as well as in the field of informatisation of the society, eGovernment and investments. The Office also performs tasks that stem from the membership of the Slovak Republic in international organisations (European Union, United Nations Organisation, Organisation for the Security and Cooperation in Europe, the Organisation for Economic Cooperation and Development, World Bank and the Visegrad Group (V4)), but also tasks related to the professional, organisational and technical arrangement of activities of Peter Pellegrini, the Deputy Prime Minister for Investments and Informatisation of the Slovak Republic, who is also appointed 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.

The Deputy Prime Minister's Office for Investments and Informatisation unit responsible for eGovernment is the Division of Information Society Governance. Furthermore, the Office acts as an intermediary body in managing the Operational Programme Integrated Infrastructure (OPII), priority axis No.7 and manages the policy of Digital Single Market at national level.

Division of the Information Society Governance

The Division is responsible for:

- ▶ Preparing eGovernment concepts and strategies;
- ▶ Overseeing the national eGovernment architecture;
- ▶ Issuing standards for public administration information systems
- ▶ Legislative measures
- ▶ Managing the Operational Programme Integrated Infrastructure (OPII), priority axis No.7
- ▶ The policy of Digital Single Market at national level

Coordination

The Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic

The Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic coordinates the implementation of tasks in the area of informatisation of society and provides central management of informatisation of society and policy development in the area of the Digital Single Market. The Office decides on the use of financial resources

for information technologies in the public administration, and stipulates the central architecture of integrated public administration information system. The Office also acts as the intermediary body under the managing authority for the Operational Programme Integrated Infrastructure (OPII). It is responsible for the Digital Single Market Strategy, including its eGovernment aspects. The Office is responsible for the coordination of the building of information systems in public administration at national and international levels (section 4, article 1 e) Act No. 275/2006 of Coll. and section 34 a) article 2). Act No. 575/2001 of Coll.)

Slovak Government Office

The Slovak Government Office is the central body of the state administration of the Slovak Republic which carries out the management, operation and development GOVNET and provides the central tasks of the national operator of the information infrastructure and the central communications infrastructure in the Slovak Republic for public administration (section 4a, article 1 and 2 Act No. 275/2006 of Coll.). GOVNET is a government data network of public authorities that creates the essential component of the national central communication infrastructure.

Council of the Slovak Republic for Digitalisation of the Public Administration and Digital Single Market

The Council of the Slovak Republic for digitalisation of the public administration and digital single market, founded in December 2015, is the advisory, coordinating and initiative body of the Slovak Government focused on the issues related to informatisation and digitisation of public administration and DSM. Council is composed of the high level representatives from the Ministries and IT associations.

Implementation

The Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic - eGovernment Architecture Department

The Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic coordinates the implementation of tasks in the area of informatisation of society and provides central management of informatisation of society and policy development in the area of the Digital Single Market. The Office decides on the use of financial resources for information technologies in the public administration, and stipulates the central architecture of integrated public administration information system.

The eGovernment Architecture Department represents a delivery unit promoting 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 organises regular trainings and workshops for other public organisations. 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 has been 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. Peter Pellegrini is the Digital Champion of Slovakia. He is the Deputy Prime Minister for Investment of Slovakia, and his priorities are to bridge between the public and the expert community to improve the conditions of every citizens' life. In 2012 Mr Pellegrini initiated the School Dance project, which is a unique project that connects basic principles such as creating a team, recording a dance video and making interactive posters. In total 300 schools and kindergartens participated and were over 800,000 page views.

Committee for Legislation in the Information Society Area

The advisory and consultative body that prepares an expert basis for legal regulation proposals on the information society, suggests changes and amendments to the regulations.

Committee for Standardisation of Information Systems of Public Administration

The Committee is an advisory and consultative body under the responsibility of the Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic 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 from Ministries 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 Network and Electronic Services (NASES)

The National Agency for Network and Electronic Services (hereinafter referred to as 'NASES') was established as a contributory organisation of the Government office of the Slovak Republic. It fulfils professional tasks in the field of informatisation of society, management and operation of electronic communications networks and services for other government bodies, legal entities and natural persons, who requires information and data from information systems, databases and public administration registers.

Activities of NASES support development of e-Government services in Slovakia. This activity leads to improving the effectiveness of the public administration performance and simplifying interaction between citizens and authorities, as well as supporting the information knowledge base of the society, public sphere, business community and the general public.

The key tasks of NASES are:

- ▶ Organising, operating and developing the GOVNET network;
- ▶ Operating the sTESTA network in the Slovak Republic;
- ▶ Operating and developing the Central Governmental Portal (www.slovensko.sk);
- ▶ Operating and development of Information systems for the registration and payment of administrative and court fees;

- ▶ Operating and developing Central customer services for the Slovak Republic;
- ▶ Administration, operating and developing national cyber security systems.

Audit/Assurance

Supreme Audit Office (SAO)

The SAO is an independent institution that 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 of the Slovak Republic is an independent state authority, which performs the supervision of data protection and contributes to the protection of fundamental rights and freedoms of citizens with regard to the processing of their personal data.

Other

National Security Authority (NSA)

The National Security Authority is the central government body for Protection of Classified Information, Cryptographic Services, Trust Services and Cyber Security. The recent change was brought on by the European Regulation concerning electronic identification and trust services (eIDAS) and the Act on Trust Services, with accordance to the use of the electronic signature and other related services, covered by the summary term 'trust services'.

According to the eIDAS Member States shall designate a supervisory body established in their territory. This body has the supervisory authority and is responsible for supervisory tasks in particular Member State. The Authority is the supervisory authority in the Slovak Republic. The oversight scheme of trust services is published to ensure that common basic supervisory requirements are met in the area of supervision and to ensure a comparable security level of qualified trust services throughout the Union.

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

The Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic

In compliance with Act No. 275/2006 of Coll. on Public Administration Information Systems, the Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic is responsible for the analysis of 'The National Concept of eGovernment', regarding regional and local Governments. In addition, the Office 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

[Ministry of the Interior of the Slovak Republic - Department of Public Administration](#)

The Department of Public Administration under the Ministry of the Interior is in charge of 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 Slovakia: [Banská Bystrica](#), [Bratislava](#), [Košice](#), [Nitra](#), [Prešov](#), [Trenčín](#), [Trnava](#), [Žilina](#), and local government at every municipality.

Support

Ministry of the Interior of the Slovak Republic - Department of Public Administration

The Department of Public Administration, under the Ministry of the Interior, deals with 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.

DEUS association

DEUS association was founded as an association of legal persons by signing the memorandum in July, 2011. Founders: Ministry of Finance of the Slovak Republic and the Association of Towns and Municipalities. DEUS association is a manager of the [DCOM](#) (Municipal Data Centre).

eGovernment Who's Who

Main eGovernment decision-makers and executives

Deputy Prime Minister responsible for eGovernment and Digital Champion for Slovakia

**Peter Pellegrini**

Deputy Prime Minister for Investments and Informatisation of the Slovak Republic
Digital Champion for Slovakia

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

Central Public Administration Portal

The Central Public Administration Portal (slovensko.sk), under the administration of the Slovak Government Office and operated by the [National Agency for Network and Electronic Services](#) (NASES), provides a central and unified access to information resources and services of the public administration. The basis for all future activities of Central Public Administration Portal is the entry point, which arranges user's authentication, login, data reception and creates transaction that is passed to the particular service provider to finish the transaction process. 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 eGovernment services in the area of running a business, citizenship, justice, registering vehicles, social security and more.

Portal provides:

- ▶ Common registry, authentication, authorisation feature and user support feature;
- ▶ Managing of information flow, electronic filing, electronic fee payments.

Central Government Portal from citizen's point of view:

- ▶ is a uniform entry point to the public administration affairs;
- ▶ is a place to find all the actual information and services first-hand;

Central Government Portal from public authority's point of view:

- ▶ Is the interface for communication with citizens;
- ▶ Is the interface for meeting up of information and public authorities' information systems;
- ▶ Represents common communication infrastructure.

informatizacia.sk: Information Society Division's portal

The Information Society Division, operating under the Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic, 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.

[Legislative and Information Portal Slov-Lex](#)

Legislative and Information Portal Slov-Lex provides access professional and general public to applicable law in electronic form and further information relating to law, while also providing for law-makers effective tools for the creation and management of lifecycle legislation. The dominant parts of Slov-Lex are two closely linked systems: e-Collection and e-Legislation.

The target group of the eCollection system consists of rights holders, which are government bodies, state administration bodies, local authorities, bodies of judicial authority, professionals working in the field of law (lawyers, notaries, experts, etc.), Freelancers, entrepreneurs (physical and legal persons) and citizens.

The target group of the eLegislation system is consisted of bodies involved in process of preparation and creating legislation: the Government, the Legislative Council of the Government, the National Council of Slovak republic, the president, the other approximately 30 subjects but also participants commenting rounds, the experts working in the field of law (lawyers, notaries, experts, etc.), freelancers, entrepreneurs (physical and legal persons) and citizens.

<https://www.slov-lex.sk/web/en>

[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 the progressive services of the unit CSIRT.SK.

CSIRT.SK provides services associated with security incidents handling and impact elimination followed by the recovery of affected information and communication technologies. CSIRT.SK cooperates with the owners and operators of critical information infrastructure, telecom operators, Internet service providers (ISPs) and other state authorities (e.g. police, investigators, courts). Additionally, it contributes to awareness rising in the certain areas of information security, actively cooperates with international counterparts and organisations and represents the Slovak Republic in the field of information security at the international level.

Government Cloud

On 21 May 2014 the Government of Slovak Republic [approved strategic material](#), whose main goal was to define technical, organisational 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.

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](#), which was launched in the early 1990s, aims at building a physical network among Public Administration bodies. GovNet provides the public administration with services such

as encrypted eCommunication, helpdesk, supervision, webhosting, antispam and antivirus protection and creates the essential component of the national central communication infrastructure.

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 for 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. The safety of data stored in contact chip is protected by security mechanisms and by personal security code /PSC/. PSC is a combination of several numbers that are chosen by the holder when submitting an application for issuing eID, or when taking the card or anytime during eID validity. PSC is used to confirm the identity of holders of eID in electronic communications.

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 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.

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

Description: Information to download. Citizens need to be personally present when applying for their passports. 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: Legislative and Information Portal Slov-Lex provides access professional and general public to applicable law in electronic form and further information relating to law, while also providing for law-makers effective tools for the creation and management of lifecycle legislation. The dominant parts of Slov-Lex are two closely linked systems: e-Collection and eLegislation.

Parts of a Slov-Lex portal are also additional modules:

- The implementing legislation of ministries and other central state administratívna bodies;
- Court decisions of the Court of Justice of the European Union and the European Court of Human Rights;
- Court decisions of the Slovak general courts.

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 for 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/davka-v-nezamestnanosti/1361s>

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/agendy/agenda/_vodicky-preukaz

Description: Information is available on the web portal of the Ministry of Interior. The issuance of the personal document is made known via SMS, or email by the service provider.

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/>; https://www.slovensko.sk/sk/detail-sluzby?externalCode=sluzba_is_604

Description: Car owners have wide options to perform duties carried out from the Road traffic Act without the need to visit the Traffic Inspectorate or bring the vehicle for control. Electronic services to be used are application for cancellation of car owner, application for new car owner after the cancellation of previous car owner and application for cancellation of reporting the cancellation of car owner. These new services can be used by car owners personally, by statutory corporate owners or by authorized persons. Electronic authorization to registration acts can be also obtained by e-services. The precondition to use e-services is an activated identity card with a chip and with a qualified electronic signature.ee.

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 change address by electronic service 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, General Prosecutors Office of the Slovak Republic

Website: [https://esluzby.genpro.gov.sk/ziadost-vo-rt](https://esluzby.genpro.gov.sk/ziadost-vo-rt;);

Description: Application for a copy of the criminal record certificate allows using an electronic form to submit an application for an extract from the criminal records of the General Prosecutor's Office. To access service, the applicant must authenticate via eID card and sign application via qualified electronic signature.

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.dfnsp.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.unionzp.sk/>

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

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: National Agency for Network and Electronic Services (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 (eCustoms)

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.

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