European Commission

eGovernment in Slovenia

ISA²

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The main services are:
- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.

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Basic Data

Population (1 000): 2,064,188 inhabitants (2016) [1]

GDP at market prices: 39,769 million Euros (2016)

GDP per inhabitant in PPS (Purchasing Power Standards EU 28 = 100): 83 (2014)

GDP growth rate: 2.5% (2016)

Inflation rate: -0.2% (2016)

Unemployment rate: 7.9% (2016)

General government gross debt (Percentage of GDP): 83.1% (2015)

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

Area: 20,273 km^2

Capital city: Ljubljana

Official EU language: Slovenian

Currency: EUR

Source: Eurostat (Last update: 13 March 2017)

Country Profile

Basic data and indicators

Political Structure

Slovenia is a **parliamentary republic**. Legislative power is held by a unicameral parliament, the National Assembly, which has 90 members (88 elected representatives of the parliamentary parties and one representative each from the Italian and the Hungarian national communities). Apart from the National Assembly, the Constitution also provides for a National Council, which comprises 40 members elected for five years and is mainly an advisory body without full law-making powers.

The Head of State is the President of the Republic (elected for a maximum of two five-year terms via direct elections). Executive power is exercised by the government, which consists of the Prime Minister and other Ministers. The government and the ministers are independent within the framework of their jurisdiction, and responsible to the National Assembly.

Slovenia has a single-level system of local self-government; a municipality regulates only local tasks. Slovenia comprises 212 municipalities, 11 of which have the status of a city municipality.

The Constitution of Slovenia was adopted in December 1991.

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

Head of State: President Borut Pahor (since 2 December 2012).

Head of Government: Prime Minister Miro Cerar (since 18 September 2014).

Information Society Indicators

Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for Slovenia 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 Slovenia
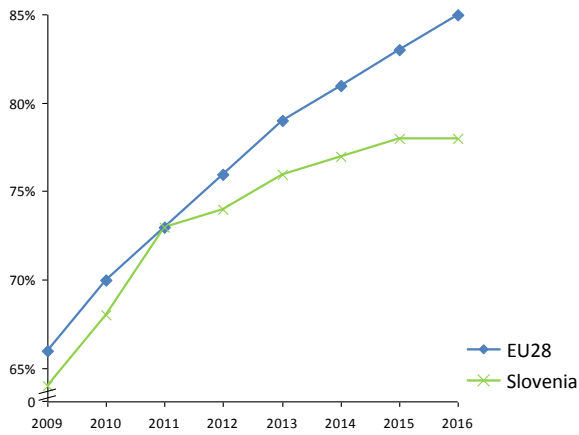
Source: Eurostat Information Society Indicators

Percentage of enterprises with Internet access in Slovenia
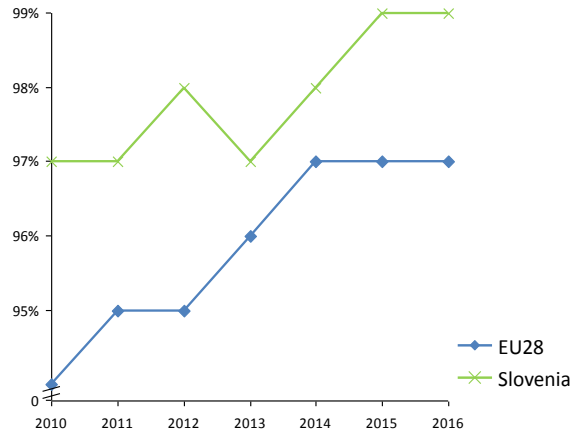
Source: Eurostat Information Society Indicators

Percentage of individuals using the Internet at least once a week
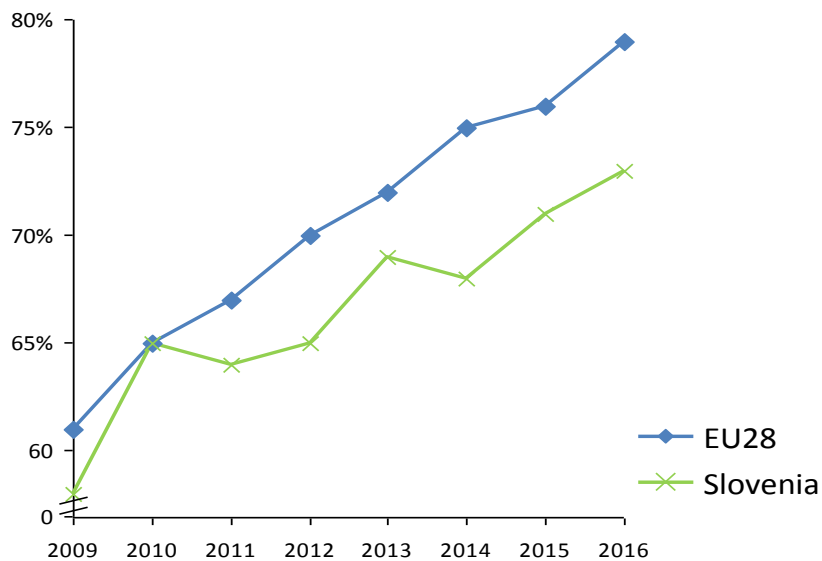
Source: Eurostat Information Society Indicators

Percentage of households with a broadband connection in Slovenia
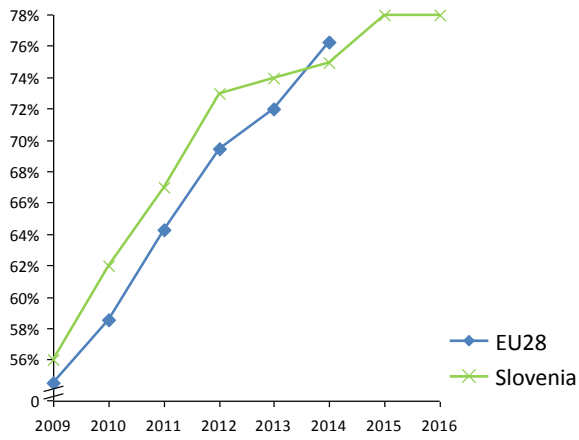
Source: Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in Slovenia
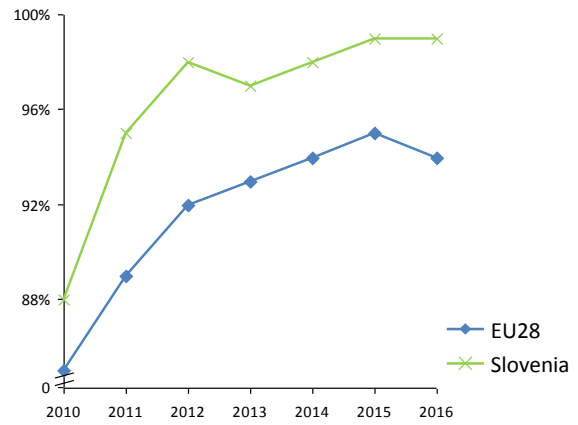
Source: Eurostat Information Society Indicators

Percentage of individuals having purchased/ordered online in the last three months in Slovenia
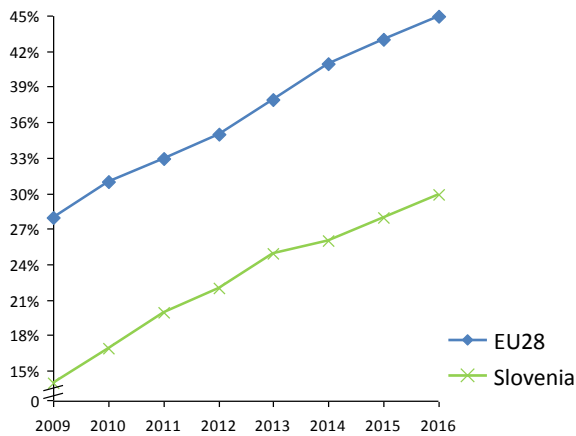
Source: Eurostat Information Society Indicators

Percentage of enterprises having received orders online within the previous year in Slovenia
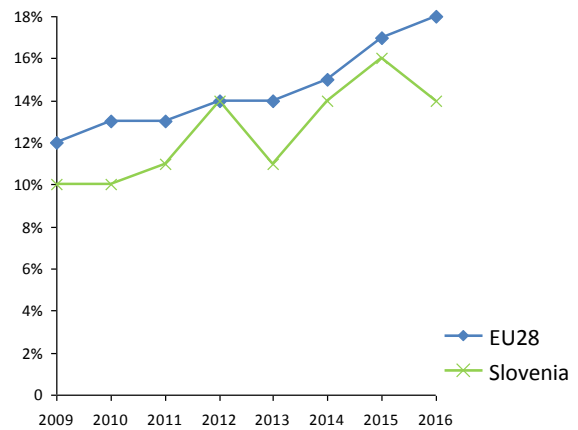
Source: Eurostat Information Society Indicators

eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for Slovenia 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 Slovenia
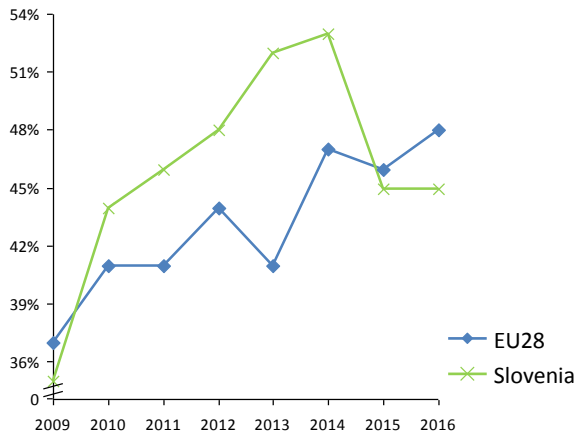
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Slovenia
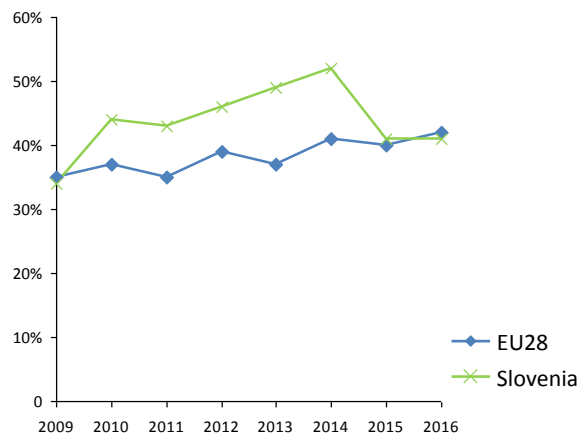
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for downloading official forms from public authorities in Slovenia
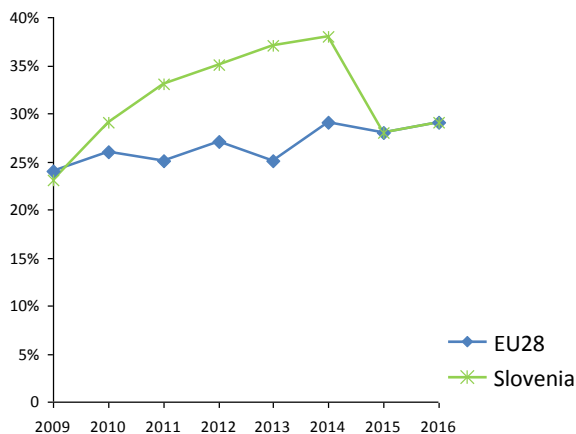
Source: Eurostat Information Society Indicators

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

Source: Eurostat Information Society Indicators

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eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark study[1], 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.
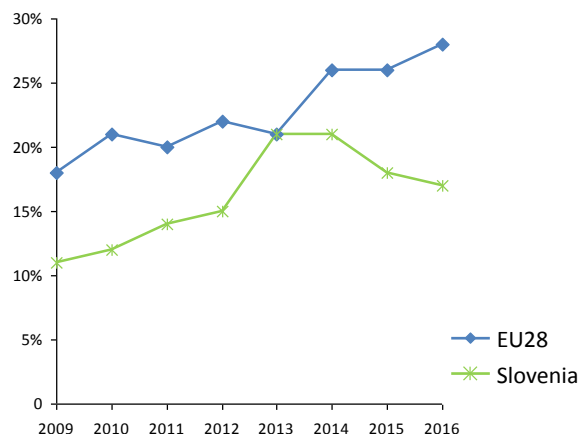
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.

- **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 Slovenia compared to the EU average score.

eGovernment performance across policy priorities

		EU28+ biennial score 2015*	Country biennial score 2013**	Country biennial score 2015*
USER CENTRICITY	Overall Scores	77	70	80
	Online availability	80	68	84
	Usability	83	82	84
	Ease of use	60	64	66
	Speed of use	57	59	61
TRANSPARENT GOVERNMENT	Overall Scores	55	47	53
	Service delivery	47	45	51
	Public organisations	64	53	65
	Personal data	55	37	49
CROSS BORDER MOBILITY	Overall Scores	55	44	57
	Online availability	56	40	57
	Usability	63	67	78
	Ease of use	45	38	38
	Speed of use	41	32	33
KEY ENABLERS	Overall Scores	54	46	53
	eID	61	71	72
	eDocuments	61	49	54
	Authentic sources	49	43	46
	eSafe	43	29	43
	SSO	63	43	57

0 — INSUFFICIENT — 25 — MODERATE — 50 — FAIR — 75 — GOOD — 100

Source: eGovernment Benchmark Report 2016[2] Country Factsheet Slovenia

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[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 summarises 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

January 2017

In January 2017, a new portal zVEM (One Stop Shop for eHealth) was introduced. Every authenticated user can use their digital certificate to access their own data in the eHealth databases, review electronically prescribed and dispensed medication, information on waiting times and electronically issued referrals through a single portal.

December 2016

In December 2016, the project to reform the system for the publication of public sector open data began. This resulted in the introduction of the national Open Data Portal (OPSI). The portal was created using the source code of the British Open Data portal[3]. In addition to the development of the portal, a handbook was introduced promoting the opening up of public sector data. This will facilitate public sector authorities' process of opening up data. Along with development of the portal, the legislation on open data was also revised.

This will set the groundwork for the creation of the so-called Open Data Ecosystem in 2017, with which various stakeholders would promote the use of open data, as well as exchange information and experience. This will ensure that the data is reused in the long term and a platform for the development of new innovative solutions is created. To this end, the Ministry of Public Administration together with the Faculty of Computer and Information Science is organising an Open Data Festival for a second year in a row. As part of the festival, the university students analyse and process public data, (e.g. data on the budget, tourism, motor vehicles etc.), which will be provided by the relevant ministries. Based on this data, the students will create a wide variety of visualisations and innovative displays.

Due to the changes in the public procurement legislation, the **eSubmission** module in the framework of electronic procurement is currently being upgraded so that full compliance with the new legislation will be implemented in December 2016. **eSubmission** allows for the electronic submission of tenders, public opening of the bids and the electronic transfer of tenders to subscribers.

November 2016

The Slovenian Digital Coalition was adopted by the government and signed at the Summit of the Slovenian Economy on 24 November 2016 with all stakeholders – the national government, the economy, research and development areas and civil society that form an ecosystem and platform for coordination of further digital development of the country[4].

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[3] https://joinup.ec.europa.eu/community/osor/news/new-slovenian-open-data-portal-built-ckan
[4] http://www.bizbox.eu/si/index.php?option=com_content&view=article&id=221:vzpostavitev-slovenske-digitalne-koalicije-digitalna-si-2&catid=24&Itemid=238&lang=en

October 2016

An obligatory "opening" of timetables and waiting lists for electronic way of booking a medical appointment started in October 2016 and, by January 2017, eReferrals will almost completely replace the paper referral. Electronic prescriptions and the dispensing of medicinal products is now in full use and over 90% of prescriptions are being prescribed in digital way (85% was achieved in less than 10 months after the national implementation started). 2016 saw the introduction of several new eHealth measures such as electronic medical appointments, i.e. eAppointments, where increasing the efficiency of booking medical appointments with providing exact data about the available time slots for medical service collected on the national level is to be achieved. At the same time, accurate data regarding waiting times on the national level will help plan the measures for the improvement of the situation in this field.

June 2016

The eDossier module of the electronic public procurement framework, intended to verify compliance with the conditions of providers in the official records, has been in use since June.

May 2016

The second pilot project in the context of the government's drive to promote Business Analytics, Data Warehouse and Big Data were launched in May 2016. This project envisages using **big data** to perform an experimental prototype pilot survey, testing and learning which big data tools installed on State Cloud Infrastructure could enable the Ministry of Public Administration to improve its efficiency. The defined databases to be analysed are the following: time management, HR Finance and Public Procurement. The pilot project is in data preparation stage, which involves communication with the Information Commissioner (related to retrieving personal data) and the planning of data analysis and interviews with our staff, which are due to take place probably in January 2017.

February 2016

The establishment of **Statist** took place in February 2016, which is available to the general public, provides a comprehensive, direct and updated publication of data on the submitted public procurement contracts in the Republic of Slovenia. On Statist, data is updated daily and the data on public procurement contracts is collected in one single place since 1 January 2013. Users can examine the information using different parameters and consequently access all key information on the use of public funds for all contracting authorities in a certain period. The display of the data can be adapted by the user to his needs through a filter, determining the parameters of the search.

One of important goals for the future development in Slovenian public administration is to support the development of "**data driven" public administration**. The current situation in the Slovenian public administration in the field of business analytics, data warehousing and big data is still in its early phase. Therefore, the Ministry of Public Administration decided to establish a system of business analytics and data warehouse to improve data management as a basis for decision making. The data warehouse and business analytics is planned to be offered as horizontal service on State Cloud Infrastructure.

In the first phase, from February to November 2016, the **pilot project 'Skrinja-Data Chest'** testing data warehouse and business analytics was launched to evaluate two tools (Oracle and Microsoft) and to design the final reports for end-users in the field of salaries in the public

sector, number of employees in state administration and payed fees from cashiers of administrative units. The final evaluation of the results of the pilot project is underway and will be used as a basis for selection of technology for **the second phase Project for Establishing of System of Business Analytics and Data Warehouse,** which is planned to be launched in 2017 and will be developed by 2020 when the production system of business analytics and data warehouse will be ready for other administration bodies for common applications (finances, document management, administration statistics).

January 2016

The One Stop Shop Business Portal - e-VEM went live on 1 January 2016 for all businesses liable for applying mandatory social insurances and are registered in the Slovenian Business Register as natural or legal persons (sole proprietors, persons engaged in an independent occupational activity, companies, institutions, state administration bodies etc.). The businesses must regulate their mandatory social insurances via the e-VEM system. In 2016, this resulted in approximately 1 million electronic transactions, which replaced the exchange of paper forms. It is estimated that this would mean 6 million EUR in savings for enterprises.

The Act on Fiscal Verification of Invoices came into force on 2 January 2016. In the new system, the cash registers of liable persons will be connected to the central information system of the Financial Administration of the RS through the internet. The Financial Administration will confirm and save data about invoices at cash register operations in the procedure of their issuing in the real time. The procedure for fiscal verification of invoices together with the valid Articles 38 and 31.a of the Tax Procedure Act form the system, which will enable traceability and effectiveness of supervision over issued invoices and limit grey economy. The e-Acquisitions module within the national eProcurement framework, covering the internal procedures of preparing tender documentation for public procurement procedures, has been operational since the beginning of 2016 and is used by the Ministry of Public Administration. The module is connected to the back office system for financial management and documentary system. To eAcquisitions, can be added the entry into use of the e-catalogue module, which allows the execution of individual orders on the basis of signed contracts and framework agreements. The module has been in use since January 2016. Until July 2106, 2.206 orders were carried out using the eCatalogue and currently contains 3.435 items. Between the beginning of July and 23 November, 1,315 orders were carried out. All orders in the system were carried out by 252 different public authorities.

November 2015

Safe eCitizen – LogOnTrust

In 2015, several projects for trust services have been launched, such as eAuthentication, eSignature, eDelivery and eDocuments. These services are designed as central building blocks imposing their usability to all public sector and their projects that can bring many benefits to the public administration and its end-users. They are designed to enable end-users also access via mobile devices and they enable usage for foreigners.

The first building block, **Central authentication system SI-CaS,** has gone »live« together with renewed eGovernment State portal in November 2015. SI-CaS takes on board the results of the EU project STORK for cross-border authentication and its future development will have to follow the requirements of eIDAS regulation (EU Regulation on electronic identification and trust services for electronic transactions in the internal market).

Renewed eGovernment state portal

In November 2015 a renewed eGovernment state portal ("Državni portal eUprava" – http://euprava.gov.si) was launched. It was completely redesigned – not only the system

architecture, but also the user interface. It is based on a CMS system, which enables effortless content maintenance.

The portal follows modern principles of user interface design. It is simple, responsive and strictly user-centric. It also meets the needs of the impaired, by using different visual themes as well as videos with interpreted sign language.

Another great improvement is the rewritten content. In cooperation with professional copywriters, editors tried to prepare texts that were precise, but simple enough for everyone to understand; the users' needs are kept in focus. Large parts of the portal are translated to the languages of Slovenia's national minorities (Italian and Hungarian). There is also an English sub-portal with adapted content, which mostly meets the needs of the foreigners living in or moving to Slovenia.

However, the main value of the renewed portal are the electronic services, which are seamlessly integrated into the content and are easily accessible. Users may access various services (currently about 250), through the integration of public bodies' information systems. Every authenticated user can use their digital certificate to access personal storage, which allows them to store their private documents. The users can also view their personal data from various public records (e.g. personal information, information about their vehicle and real estate property).

The Web application "Implementation of measures to improve the regulatory and business environment" was set up. The implementation of the web application represents a considerable step forward in the context of monitoring of the implementation of measures to improve business environment, since it enables the simplified collection, monitoring and processing of data, as well as uniform and transparent reporting. In addition to substantive descriptions there are graphical and tabular representations of individual measures also available. The ministries can use the tool to inform the employees on deadlines, progress updates and current status of the realisation of the measures, in addition to quarterly reporting on the realisation of the measures to the Government.

The tool also enables editing and concretisation of the existing measures, tasks, deadlines for the implementation and related areas. The ability to monitor progress according to the World Bank competitiveness index and indicators set in the Programme for transition to the green economy was also recently added. In the case of a new measure planned, relevant ministry can independently include new measure to the list. Previously, this activity could only be carried out by the Ministry of Public Administration, the coordinator of a list of measures. With the gradual introduction of new functionalities we would like to achieve that all ministries autonomously include all measures affecting better regulatory and business environment to the list of measures.

September 2015

In September 2016, the Government cloud and Central Communication System (HKOM) were certified by the Cisco *Cloud and Managed Services Program* as the first state owned cloud.

May 2015

An upgrade to the public procurement portal has increased the transparency in public procurement; since 25 May 2015, the portal has provided direct access to public procurement contracts, concessions and public-private partnerships (pursuant to Article 10a of the Access to Public Information Act – ZDIJZ).

February 2015

Since February 2015, financial reports of the organisers of the election campaigns can be accessed online on the new website established by the Agency of the Republic of Slovenia for Public Legal Records and Relates Services (AJPES). The web site publishes also the annual financial reports of political parties. The web site has been set up on the basis of the amendments to the Political Parties Act and the Elections and Referendum Campaign Act in accordance with the GRECO recommendations. The application enables the transmission of data and subsequent electronic processing of data. The creation of a website has led to an increased transparency in the financing of election campaigns and political parties.

January 2015

eInvoices Mandatory for Public Administration

Since 1 January 2015 institutions of public sector should receive invoices in electronic form for any goods and services based on the new Act on the Provision of Payment Services to Budget Users (ZOPSPU-A). The Public Payments Administration serves as a single entry and exit point for the exchange of eInvoices between administrations and between public administration and external entities.

eProstor Portal upgraded

The content of the portal is regularly maintained and modified according to changes in legislation. Most changes were carried out within the applications that are accessible through the portal. The Personal Access to the real estate was completely renovated and upgraded. This application enables the individual to have free access to graphical and descriptive information about their properties that are kept in geodetic records. The data on the cadastral income was added, the graphical presentation was refurbished and the generalized market values of real estates were published in the application Public Access. The application module for issuing statutory certificates from geodetic records was fully renovated in the application Access to the information on real estate for registered users and the application Public access to the property sales register was newly created. Within the content of the portal, a revised and updated system of free, freely accessible data is being set up.

2001 – 2014

For previous news items, please consult the factsheets for past years, accessible through this link.

eGovernment Strategy

Main strategic objectives and principles

The Slovenian government is currently committed to an ambitious project of digital transformation of Slovenian society, dedicated to creating a digital eco-system for the State, economy and citizens and creating an environment favourable for a completely different business and organisation model that ensures a green, inclusive and smart growth, increases in productivity and the creation of a circular and sharing economy. The current strategic framework for the development of eGovernment in Slovenia comprises the following documents:

▶ **Public Administration 2020 – Slovenian Public Administration Development Strategy 2015 – 2020**

▶ **Strategy for Digital Slovenia 2020,** covering all the aspects of information society development

▶ **Strategy for eGovernment Development 2020,**

▶ **Information Society Development Strategy to 2020,** long term strategy on the development of information society.

▶ **Next-Generation Broadband Network Development Plan to 2020** is dedicated to high-quality broadband infrastructure.

▶ **Cyber Security Strategy,** aiming to establish an integrated national system to ensure cyber security.

▶ **Strategy on IT and electronic services development and connection of official records (SREP), last amended and adopted in June 2009.**

▶ **Action Plan on Electronic Commerce in Public Administration (2010)**

The primary policy aim for eServices is user satisfaction. The view is that this can be achieved via friendly, accessible, simple and affordable services based on life events, such as childbirth, marriage, purchase of real estate, company registration and others.

INFORMATION SOCIETY DEVELOPMENT STRATEGY TO 2020

At the beginning of 2016, the Government of the Republic of Slovenia adopted a long term strategy on the development of information society[5], the objectives of which are targeted at a secure digital future. The detailed objectives of the strategy are:

▶ Raising general awareness of the importance of information and communications technologies (ICT) and the Internet for the development of society;

▶ Sustainable, systematic and targeted investment in the development of a digital society;

▶ General digitalisation according to the "Digital by Default" principle;

▶ Competitive digital entrepreneurship and digital industry for digital growth;

▶ Intensive and innovative use of ICT and the Internet in all segments of society;

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[5] http://www.mju.gov.si/fileadmin/mju.gov.si/pageuploads/DID/Informacijska_druzba/pdf/DSI_2020_3-2016_pic1.pdf

- ▶ High speed access, open internet for all;
- ▶ Inclusive digital society;
- ▶ Secure cyberspace;
- ▶ Trust and confidence in cyberspace and the protection of human rights;
- ▶ Slovenia – a point of reference for the deployment of innovative approaches in the use of digital technologies.

The vision of the strategy is for Slovenia to take, through an accelerated progress of the digital society, advantage of the development opportunities of ICT and the Internet, thus becoming an advanced digital society and reference environment for the deployment of innovative approaches in the use of digital technologies on a systemic level. At the same time, a high level of protection of personal data and communication privacy in a digital society would be ensured. This would create trust and confidence in digitalisation and cyberspace.

The Government of the Republic of Slovenia, therefore, favours investments in the digitalisation of entrepreneurship, an innovative data-driven economy, and the development and use of the Internet, smart communities, cities and homes. Within these limits, it favours research and technology development of the 'Internet of things', cloud computing, Big Data and mobile technologies. Because the Government of the Republic of Slovenia wishes to enable the equal integration into the single European digital area for Slovenian stakeholders, it innovatively uses ICT and the Internet in all developmental areas. In the future, it will invest in education to promote the digital society.

In order to digitalise the economy and society, to raise greater general awareness on the developmental importance of ICT and the Internet, to improve digital literacy, for the economically active, develop better e-skills, and to create a larger number of skilled ICT professionals, all stakeholders must be connected to Slovenia's digitalisation, not only the industry, but non-governmental organisations and other stakeholders as well. For this reason, the Slovenian Digital Coalition was established.

Next-Generation Broadband Network Development Plan To 2020

In a modern digital society, the economic, as well as overall development are directly linked to the high-quality broadband infrastructure, which serves as the basis for the development and use of the Internet.

By co-financing, the Government of the Republic of Slovenia will provide the inhabitants of rural areas with access to modern communication infrastructure and very fast internet access. This will also create conditions for the preservation of countryside and for continuous balanced development of this kind of infrastructure in all regions of Slovenia.

In the light of a less developed broadband infrastructure in the Slovenian countryside (according to DESI 2016), the Government of the Republic of Slovenia adopted the 'Next-Generation Broadband Network Development Plan To 2020'[6]. The objective of the Plan is to ensure equal standing of rural, urban and suburban population in Slovenia in this area.

The Plan establishes strategic guidelines for co-financing the construction of broadband infrastructure through public resources, especially in rural areas. The objective of the guidelines is, by 2020, to provide most households with broadband internet access with 100Mb/s, and other households with at least 30 Mb/s.

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[6]
http://www.mju.gov.si/fileadmin/mju.gov.si/pageuploads/DID/Informacijska_druzba/NGN_2020/NGN_2020_Slovenia_EN.pdf

Cyber Security strategy

The Cyber Security Strategy sets up measures for the establishment of an integrated national system to ensure cyber security on a high level. The Republic of Slovenia will provide an open, safe and secure cyberspace, which will serve as a basis for the smooth functioning of the infrastructure relevant for the functioning of state agencies and the economy, as well as the lives of all citizens.

On one hand, more rapid development of information and communication technologies in modern society is beneficial; but on the other hand, it affects the emergence of new and technologically more sophisticated cyber threats. There is a growing trend in using ICT for political, economic and military pre-eminence. Cyber-attacks are also a major security threat to the contemporary world. This has helped to ensure that cyber security, some time ago, became an important integral part of the countries' national security.

By 2020, Slovenia will have set up an effective system for ensuring cyber security in preventing and addressing the consequences of security incidents. To achieve this objective, a set of measures will have been taken in the following areas:

▸ Reinforcement and organisation of the regulatory framework of the national cyber security system;

▸ Citizen security in cyberspace;

▸ Cyber security in the economy;

▸ Ensuring the functioning of critical infrastructure in the sector for information and communication support;

▸ Ensuring cyber security in the field of public security and combating cybercrime;

▸ Ensuring safe functioning and availability of key information and communication systems in the event of major natural and other disasters.

An essential objective of the strategy is the regulatory framework organisation at strategic level for ensuring cyber security. Therefore, the Government of the Republic of Slovenia foresees the creation of a national authority for cyber security. The authority will, at strategic level, coordinate activities and resources for ensuring high level cyber security in the Republic of Slovenia:

▸ The development of cyber defence capabilities;

▸ Reinforcement of national cyber security through international co-operation.

An [Action Plan](#) for further establishing and maintaining infrastructure for spatial information in Slovenia was also adopted.

The Strategy on the development of public administration 2015-2020, adopted in April 2015, contains a special section devoted to transparency and the re-use and open data (Chapter 6.4.1). On the basis of the strategy, the Action plan provides for the actual measures in this field. The Action plan defines specific measures in relation to 'Opening of public sector information', from legal amendments to the Manual and the renewal of the national portal.

Public Administration 2020 – Slovenian Public Administration Development Strategy 2015 – 2020

The [Strategy](#)'s main purpose is to set a platform for a real improvement of operation of Slovenia's public administration which is to undergo modernisation and renewal. The reform will be achieved by introducing a comprehensive management system through centralised strategic planning, introducing quality control systems for the simplification and modernisation of administrative processes, as well as monitoring and evaluation of the work

done and targets to be achieved across all levels. Effective public administration cannot be achieved without efficient government IT. It will take advantage of new opportunities and potential offered by modern technological and organisational approaches, among which, one of the great potential priorities is cloud computing. Improving the state of ICT in public administration will have significant synergistic effects in achieving other strategic targets of public administration as well as in the development of the information society as a whole.

This will require effective informatics, the increased use of eServices, digitalisation and interoperability of information solutions, which are encompassed in a special strategic objective of the Public Administration Development Strategy 2015-2020 (hereinafter: PADS 2020). In addition to the direct effects on central government, indirect positive impacts are also anticipated on the entire public administration (particularly local self-government, public institutions, and agencies), whose business processes are linked to the central government. Efficient governmental IT can significantly contribute to the digitalisation of business processes and therefore improve the quality, transparency, and accountability in public administration.

Data governance is a prerequisite for data driven developments, operations, decisions, and innovative approaches. In this context, the set of actions are in place. The development of central metadata dictionary is a priority and is also the prerequisite for data repository. A Data repository will provide views from different perspectives and contexts, which will be the root for the knowledge and understanding of the data. The repository will provide information on how the applications are connected to the data, what institutions are responsible for the data and how the data are used through the public administration procedures.

Reorganisation and centralisation of the government IT

Slovenia's public administration could accomplish potential cost savings and maximise efficiency in the next couple of years through various measures. IT centralisation will bring a centralised management of the infrastructure, communications, joint software, financial and human resources, IT public procurement and security policy, as well as consolidation of fundamental data registers, common building blocks and trust services. This will involve the following measures/initiatives;

Infrastructure consolidation

▶ Building of unified and consolidated information systems of public administration;

▶ Reference architecture and standardisation of information systems of public administration;

▶ Establishing a vendor management team;

▶ Introducing a Government cloud (DRO): in 2015, the private Government cloud was established. This was continued by the migration of public administration IT systems to cloud infrastructure and the consolidation of data centres.

The Government Cloud establishes computer infrastructure for direct budget users, providing them a landing zone for big data, storage (app store) and common solutions. It increases innovation opportunities for service providers, including SMEs and public administrations, evidenced through the implementation of advanced cloud infrastructures and services. The Government Cloud contributes to the simplification and streamlining of development and maintenance procedures of IT, as well as improvement of national authorities' operation. Specific initiatives are the following:

▶ The modernisation of the Government Central Communication System (HKOM), new business models with expanding capacities. In September 2016, Government cloud and HKOM were certified by the Cisco Cloud and Managed Services Program as the first state owned cloud;

▶ Developing applications for the next generations. Promoting the use of modern methods of development and management of critical applications;

▶ Full integration of horizontal building blocks in terms of development of information solutions;

▶ Information security. Providing a safe IT environment for public authorities through pragmatic approaches to security policy;

▶ Implementing a unified security policy and establishing SIGOVCERT (government response team);

▶ Introducing a government service centre helpdesk: a single helpdesk centre for public administration, enterprises, and citizens. The Service Centre represents consolidation of all service centres for ICT user support, with focus on quality, standards and lower costs. Centralisation of the support for public administration;

A single portal for IT services. Offering an online catalogue of IT services, adapted to public administration's applications.

The IT reorganisation and centralisation will bring standardisation and unification and, as such, it will positively impact on the efficiency of public administration, due to the common infrastructure also on the budget savings. All these measures combined will bring savings of about 20 million EUR by 2020. The Government cloud establishes computer infrastructure for direct budget users, providing them a landing zone for big data, storage (app store) and common solutions. It will thus increase innovation opportunities for service providers, including SMEs and public administrations, evidenced through the implementation of advanced cloud infrastructures and services. The State Cloud contributes to the simplification and streamlining of the development and maintenance procedures of IT, as well as the improvement of national authorities' operation.

DRO offers an efficient and reliable infrastructure for the functioning of critical IT systems in Public Administration. It is designed technically to provide the highest level of security. It consists of three equivalent infrastructures. The critical applications run parallel and equivalent on all three active infrastructures. DRO will bring better services for its users, citizens and companies, and not only electronic services, but also in F2F interaction through administrative units. DRO can rely on the knowledge and experience of 38 IT companies (involved in the project) and their experts. DRO also represents development platform for innovative processing and simulation between mass data (Big Data).

In the period of the next two years, the migration of existing applications to the cloud infrastructure and implementation of the new application development methodology will be underway. The application development will be aligned with cloud computing concepts and supported by tools, standards, software patterns and trainings. A special emphasis will be given to civil servants' training through the 'raising digital competences' project, financed by the European Social Fund and carried out by the Academy of Public Administration, with the help of public administration professionals. Slovenia will provide an innovative environment that will enable the implementation of new e-services for the private sector and encouraging the research of academia. In order to reach this goal, hybrid and innovative cloud services will be established.

Single IT budget-unified & IT financial plan: In terms of uniform management, each year the government prepares a centralised IT budget with a single financial plan to provide an efficient and flexible financial resource management.

Central IT procurement Goals:

▶ Maximising the benefits of information and communications technology- Ensure effective competition;

▶ Minimising the risk of lock-in to specific suppliers - Providing equal access of all suppliers to the procurement procedures;

▶ Facilitating the interoperability between public sector ICT systems;

▶ Guidelines for ICT procurement;

▶ Guidelines for the development of ICT solutions;

▶ Establishing the vendor management teams and enhancing vendor terms;

▶ Management of intellectual property rights;

▶ Cooperative procurements: Ministry of Public Administration is already managing some cooperative procurements in the IT area, including;

▶ The purchase and maintenance of hardware (desktop HW, servers, storage, communications HW);

▶ The purchase and maintenance of software.

SREP: Strategy on IT and electronic services development and connection of official records (2009-present)

This Strategy lays down a framework and steps which will enable the balanced development of public administration and electronic services, and its integration of solutions and best practices with other spheres of civil service work. Four areas are targeted, namely:

▶ Efficient and effective public administration based on eGovernment;

▶ Increase in user take-up of online services, with measures such as training, inclusion of those who are socially weaker and marginalised, and development of proactive services and user-friendly solutions;

▶ Sharing of infrastructure among public institutions, reuse of different modules and other horizontal measures to aid the development of interoperable solutions to complex problems;

▶ Support for cross-border pan-European services.

Previous eGovernment Strategies

AN SREP: Action Plan on Electronic Commerce in Public Administration (2010-2015)

The AN SREP action plan defines objectives, eServices and tasks for implementing eCommerce solutions in the public sector. It also provides methods of execution and monitoring of activities and projects. The plan complies with EU guidelines and Directives on eCommerce. A further purpose of the plan is to encourage the development of e-Services based on joint initiatives with the Member States and the European Commission, built on a unified architecture and common standards.

By 2015, AN SREP sets the objective that at least 25% of the functionality of the necessary central and horizontal services must have been completed. The achievement of this target is foreseen by the plan to be in cooperation with the goals of the SREP strategy regarding effective and efficient operation of the public administration.

Completed Actions under the eGovernment Strategy (2006-2010)

Following the targets of the SEP-2010, the update of the national interoperability framework started at the end of 2007. The first step was the renovation of the catalogue holding

metadata of registers kept by public administration institutions. The renovated catalogue now holds up-to-date data and allows institutions in charge of the register to update data online pertaining to their register. The second step, a study on technical, semantic and organisational interoperability, was completed in May 2008. The study brought together the following: all semantic assets in use by public administration institutions; all technical standards and recommendations used by eGovernment services; all legal acts, agreements, actors and processes within the scope of eGovernment services (organisational level).

Furthermore, the government has adopted a 'Programme of Measures for the Reduction of Administrative Burdens – RAB' (November 2005), which contains 34 measures aimed at simplifying procedures and raising the quality of public services.

eGovernment Strategy for Local Self-Government (ESLS) (2003)

The strategy was based on the eGovernment Strategy for Local Self-Government (ESLS), prepared in 2003. An additional goal was also to connect central government with local government in the field of eCommerce. Thus ESLS proposes solutions for eCommerce within local government, eCommerce between local and central government, as well as eCommerce between local government and citizens and legal entities.

Due to their complexity, importance and size, the joint or basic projects contained in the ESLS strategy were embedded in projects implementing the national eGovernment strategy (SEP-2010).

eGovernment Legal Framework
Main legal texts impacting on the development of eGovernment

eGovernment Legislation

Amendment to Healthcare Databases Act in 2015

By amending the Healthcare Databases Act in 2015, a legal base was established for connecting the databases of eHealth Central Register of Patient Database, ePrescription, eReferral and eAppointment, Telestroke, Register of teleradiological mapping etc.

The amendment Healthcare Databases Act facilitates the implementation of the National eHealth project. The National eHealth project was established as a common health-care information system that, with connections with information systems of various providers, enables interoperability and the exchange of data. Significant progress has been made over the past year in the national implementation of solutions developed within the eHealth project.

Law On Access To Public Information

The amendments to the law transposing the EU Directive for re-use of data (Act on Access to Public Sector Information), were adopted in December 2015. On the basis of these legislative provisions, emphasis has been put on the online publication of entire databases - public sector open data - i.e. data in open, machine-readable formats, which will enable citizens, non-governmental organisations, media, etc. to further reuse them.

Regarding databases of the public sector, special attention will be paid to the provision of transparency in terms of what databases have been managed by public administration bodies, and of better connectivity between those databases, in order to provide simple access of citizens and other public administration bodies to data.

- The metadata were defined by the new Decree on the delivery and re-use of information of public character (adopted by the Slovenian Government in April 2016).

- The Ministry of Public Administration has also prepared the Manual on opening up PSI (June 2016), which has been published.

Apart from the legal framework, several activities have been anticipated in this field (hackathons, guidelines, renewal of the open data portal etc.)

General Administrative Procedures Act

The General Administrative Procedures Act (Official Gazette of the Republic of Slovenia, no. 24/2006-ZUP-UPB2, 105/06-ZUS-1, 126/07, 65/08, 8/10, 82/13), adopted in 1999 and several times amended, provides the general legal basis for all administrative proceedings, i.e. all Administration-to-Citizen (A2C) and Administration-to-Business (A2B) together with a major part of Administration-to-Administration (A2A) relations. One of the main provisions of the Act allows for two-way electronic communication between administration and citizens. Prior to the enforcement of this provision, citizens could submit digitally signed eDocuments to the eGovernment state portal, but the administration would only respond in writing via regular mail. Electronic answers, or 'eDeliveries', acquired legal status after the 2004 amendment of the Act.

Freedom of Information Legislation

Access to Public Information Act

The legal basis for proactive publication of information and data on the web by the public sector bodies is provided for by the Access to Public Information Act (Official Gazette of the Republic of Slovenia No. 51/2006 and 23/14). The Act regulates open and transparent functioning of the public sector and the re-use of public sector information. In principle it provides that all generally accessible public information is re-usable (it already includes the re-use right from the new 2013 PSI Directive). The full implementation of the new EU Open Data rules (the 2013 amendments to the PSI Directive) is planned for 2015. It is a very pro-transparent act and has been rated by the international NGO's (Access Info) the second/third best in the world.

The initial version of the Act was adopted and came into force in 2003. Last amendment was in 2014. The current version provides the right of access to information of public character held by state bodies, local government agencies, public agencies, public contractors, other entities of public law and also state-owned companies. The liable bodies must respond to requests of access within 20 days. Restrictions to access are imposed for classified data, business secrets, personal information violating privacy and others.

The amendment passed in July 2005 introduced the public interest test, which can reveal even the most hidden faults and irregularities taking place in the public sector and thus enhance transparency and trust. The original Act also established an independent body, the Commissioner for access to public sector information, whose role has since January 2006 been taken over by the Information Commissioner. The Act also implemented Directive 2003/4/EC of 28 January 2003 on public access to environmental information.

The 2014 amendments to the Act (ZDIJZ-C) provide the basis for the Public Payments Administration to publish on the web also the financial transactions of the company's wholly owned by the state or municipalities and for their inclusion into the online application 'Supervisor'.

Data Protection/Privacy Legislation

Personal Data Protection Act

The Personal Data Protection Act (Official Gazette of the Republic of Slovenia No. 94/07), currently applicable, was adopted in July 2004 and came into force on 1 January 2005. It replaced a previous version, adopted in 1999, and transposed the EU Directive 95/46/EC on data protection into Slovenian Law.

The main goal of the Act is to prevent illegal and unwarranted violations of personal privacy in the course of data-processing, and to ensure the security of personal databases and their use. Until 1 January 2006, the Inspectorate for Personal Data Protection was in charge of overseeing the application of the Act. Since then, such responsibility has been transferred to the Information Commissioner (Information Commissioner Act, adopted in December 2005).

The last amendment of the Personal Data Protection Act was performed in 2013.

eCommerce and eSignature Legislation

Act amending the Electronic Commerce and Electronic Signature Act (2004)

The initial version of the Electronic Commerce and Electronic Signature Act (ZEPEP) was adopted on 13 June 2000 and came into force on 22 August 2000. Act no. 215/2002 on eSignature regulated creation, usage, rights and obligations of corporate entities and individuals, as well as trustworthiness and protection of digitally signed eDocuments. The Act

transposed the notions of 'advanced' and 'qualified' electronic signature of Directive 1999/93/EC of 13 December 1999. Devices for secure electronic signing should comply with specific conditions regarding security and reliability, specified in a number of decrees collectively referred to as Implementing Regulations to the Act, in force since April 2009. eSignatures for internal government applications must be secured by qualified certificates issued by one of the Certification Authorities at the Ministry of Public Administration, while the National Security Authority (NSA) is the central state body administering electronic signatures.

The act amending the Electronic Commerce and Electronic Signature Act was adopted in April 2004, defined the responsibilities of providers of IT services in a more precise way and set the conditions for the realisation of the electronic identity card project. Later Act amending was adopted in April 2014.

eCommunications Legislation

Electronic Communications Act (2013)

The Electronic Communications Act was adopted in March 2004 and came into force on 1 May 2004. It was lastly amended in 2007. The Act aims to establish effective competition in the electronic communications market, manage the use of the radio frequency spectrum, ensure universal services and protect users' rights.

This Act encompasses all relevant issues contained in the EU Directives forming the EU Regulatory Framework for Electronic Communications, namely: Directive 2002/21/EC ('Framework' Directive); 2002/20/EC ('Authorisation' Directive); 2002/19/EC (Access and interconnection Directive); 2002/22/EC ('Universal service and user's rights' Directive); and 2002/58/EC ('ePrivacy' Directive).

On 15 January 2013 the new Electronic Communications Act (Official Gazette of RS, No. 109/2012) entered into force.

eProcurement Legislation

Public Procurement Act (2010)

The current Public Procurement Act was promulgated in December 2006 and lays down the mandatory actions required of contracting authorities and tenderers in awarding public supply contracts, public service contracts and public works contracts. Among other provisions, the Act sets out the rules for the establishment of a dynamic purchasing system by the contracting authorities. It also regulates the use of electronic auctions and makes the Common Procurement Vocabulary a reference nomenclature that is equivalent to existing nomenclatures applicable to public contracts. Amendment to the Act in 2013 gives contracting authorities the possibility to verify qualification assessment of tenderers in official evidences via the information system eDossier. In mentioned system tenderers can provide various means of proof for their qualification assessment in procurement procedures. The previous version of the Act (2004) introduced eOperations such as eAuctions as well as an eProcurement system supported by the establishment of an information portal.

The Act, which complies with EU Directives 2004/17/EC and 2004/18/EC, was last amended in March 2014.

Re-use of Public Sector Information Legislation (PSI)

Access to Public Information Act (2005)

Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information (PSI) was implemented into Slovenian law via the amended Act on Access to Public Information, passed in July 2005. The resulting Act contains provisions on PSI licensing, transparency on contracts and penal provisions, and consolidates general and specific principles on access.

Furthermore, a Decree on Communication and Re-use of Information of Public Character passed in August 2005 defines the conditions for providing information of public character to applicants and over the Internet, charging for such provision, re-using such information, as well as reporting on the assurance of access to this information. Slovenia has thus fully transposed the PSI Directive.

It has been planned for the new EU Open Data Rules to be implemented in the provisions of the Slovenian Access to Public Information Act in 2015. In relation to the legal aspects of publication of the Public Sector Information, specifically the licensing regime, the Slovenian Government in 2013 set up the Interministerial Working Group, which will prepare the Guidelines for the Copyright Management of the public sector information, including the guidelines on online Open Licences and legal standards for Open Data. When adopted by the Government the Guidelines will become a basis for the uniform practice of the public sector bodies with regard to the mentioned issues. The Government plans to include the field of Open Data also within the scope of the Strategy of the Efficient Government as an important part of a wider theme of Open Government

eArchiving Legislation

Protection of Documents and Archives and Archival Institutions Act

The Act and the accompanying Regulation on Documents and Archives Protection were both passed in 2006 with the aim to regulate the management of electronic content. The Act states that all electronic records, including digitalised documents, have full legal status provided they comply with certain technical conditions. The accompanying regulation governs the activities and internal rules for individuals to keep documents and/or archives, the storage of such materials in physical and digital forms, the general conditions, registration and accreditation of digital storage equipment and services, the selection and transfer of archives to public archival institutions, the processing and keeping of registers of archives, the protection of film and private archives, the use of archives in archival institutions and the work of the Archives Commission. The law contains also the provisions regarding the long-term validity of the eSignature. Later amendments to the Act took place in 2014.

This new law eliminates the obligation certifying internal rules for companies and public authorities at the Archives Commission and simplify the procedures for accreditation. it leaves companies and other private organisation s to autonomously, without state interference, decide on the method of preservation of digital documents to manage, and hence the choice of solutions and technologies.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

[Ministry of Public Administration](#)

The ministry deals with policies and strategies on eGovernment and administrative processes. Established in December 2004, the ministry pursues, among others, the objective of orienting public administration towards up-to-date, user-friendly solutions and services. Reform of administrative processes for eGovernment is the responsibility of the ministry's IT Directorate; the Directorate is also involved in the development of strategies for eGovernment, especially via the Sector for Development of Applicative Solutions.

Coordination

IT Directorate

The IT Directorate monitors the implementation of the Strategy on IT and electronic services development and connection of official records (SREP) as well as the eGovernment Action Plan. It also coordinates and promotes eGovernment initiatives and developments across government, for example inter-ministerial projects on eServices and eApplications. Among its other responsibilities, the Directorate offers general support to eServices such as integration of processes with databases and public records (G2G), services towards citizens (G2C) and businesses (G2B), and project management.

The Government Single Contact Centre was set up in the framework of the IT Directorate in order to provide a full range of information on government policy and administrative issues, and to offer a one-stop-shop for government application technical assistance. The users of these services are mainly citizens, but civil servants using internal IT systems also benefit. Communication with users is carried out via email (ekc@gov.si).

Better Regulation, Administrative Processes and Quality Service

The Better Regulation, Administrative Processes and Quality Service is the main administrator of STOP the bureaucracy web portal that represents a single point of entry for the submission of suggestions and proposals to improve the regulatory and business environment and e-VEM portal intended for companies and entrepreneurs.

Implementation

[Government Ministries and bodies](#)

Government Ministries and bodies are responsible for the implementation of departmental eGovernment projects falling within their respective areas of competence.

Council for Informatics in Public Administration

The highest decision-making authority to monitor and direct the implementation of the action plan is the dedicated Council for Informatics in Public Administration, composed of state secretaries of the most relevant ministries and other public institutions.

Project Coordination

The supporting body called 'project coordination' is composed of representatives from all public institutions. The Project Coordination is responsible for IT in different sectors, digital

strategies, strategic decisions on government IT, fostering synergies between different government sectors and levels, for prioritisation, monitoring and coordinating IT investments.

The Secretariat-General of the Government of the Republic of Slovenia

The Secretariat-General of the Government of the Republic of Slovenia is primarily responsible for the conduct of the sessions of the Government, its working bodies, expert councils and other governmental bodies, and for the monitoring of the implementation of decisions adopted by the Government and of obligations undertaken by or imposed on it.
Within eGovernment, one of the key tasks of the Secretariat-General of the Government is to ensure the smooth operation of the Government's information systems, whose primary function is to support the Government's decision-making processes. The electronic services and systems developed for this purpose also facilitate the harmonisation of documents at different levels and the provision of information on Government decisions to various target user groups and the general public.

Association of Informatics and Telecommunication (ZIT) at the Chamber of Commerce and Industry

The IT Directorate at the Ministry of Public Administration works closely with the Association of Informatics and Telecommunication (ZIT) at the Chamber of Commerce and Industry. The association strives to connect public administration and ICT companies as well as to cooperate in marketing and implementing ICT solutions abroad.

Competence Centres

In the framework of Export breakthrough section (ZITex), the ICT companies have set up 4 competence centres so far which help establish best business opportunities for the export of IT solutions and services through joint activities and efforts and contribute to competitiveness and internationalisation of Slovenian ICT sector:

▸ Competence Centre for eGovernment solutions

▸ Competence centre for solutions in the field of information security-KC eSecurity

▸ Competence centre for cloud solution-Euro Cloud Slovenia

▸ Competence centre for solutions in the field of telematics

Audit/Assurance

Court of Audit

The Court of Audit is the body in charge of supervising state accounts and all public spending in Slovenia. By law, the Court of Audit is independent in the performance of its duties.

Data Protection

Information Commissioner

The Information Commissioner was from the result of the merge of two bodies, namely the Commissioner for Access to Public Information and the Inspectorate for Personal Data Protection. The legal basis for the merger was established in the Information Commissioner Act passed in November 2005. The operation of the new body started on 1 January 2006.

The Information Commissioner performs the duties of both its parent bodies, namely supervision of access to public information, supervision of the legality of personal data processing, measures to ensure data security and protection (such as in video, surveillance and biometry) and others.

Regional & Local eGovernment

Coordination

Ministry of Public Administration

The Local Self-Government Service within the Ministry of Public Administration is responsible for the preparation of regulations regarding the organisation, functioning and financing of municipalities, as well as the coordination with ministries and other public bodies regarding eGovernment solutions for local communities.

Audit/Assurance

Court of Audit

The Court of Audit is the body in charge of supervising state accounts and all public spending in Slovenia. By law, the Court of Audit is independent in the performance of its duties.

eGovernment Who's who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment

Boris Koprivnikar
Deputy Prime Minister and Minister of Public Administration

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Head of eGovernment

Jurij Bertok M.Sc.
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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

zVEM Portal

With the introduction of the zVEM portal, patients can access their data in eHealth databases, review electronically prescribed and dispensed medication, information on waiting time and electronically issued referrals in a safe way via the Internet, the launch began in January 2017.

Additional eHealth tools are: ePrescription, and eReferral. Currently, ePrescription is being used by all healthcare practitioners in Slovenia.

'Telestroke' - a network of sites with a videoconference equipment and an application that enables videoconference between the central point, where a neurologist is always available, with 12 local general hospitals, that can use the network when a patient with suspected stroke is admitted; videoconference, data and imaging exchange are enabled; 'Teleradiology'- enables secure medical images sharing with a radiologist for a consultation and also the safe transfer of images between medical facilities; 'eTriage' - enables a unified way of triaging patients by using a Manchester triage algorithm in emergency wards and 'Quality indicators' - a centralised application that collects over 35 quality indicators from the information systems in the family medicine "model" practice.

zVem will benefit from the collection of the summary of data about patients in the Central Register of Patient Data (CRPP), which has already begun. This will enable a more effective and safer health care for patients at all levels of the health care system. More than 0.57 million inhabitants have their medical documents stored in CRPP, ready to be viewed by doctors.

e-Prostor Portal

The e-Prostor Portal has been updated. Key changes include:

   a. The spatial data browser for registered users was upgraded. The old graphical viewer was replaced with a modern browser, which fully operates based on online services.
   b. A new application for free-of-charge download of spatial data sets has been installed.

e-Uprava

The eGovernment portal e-Uprava (e-uprava.gov.si) was launched in March 2001, re-launched in December 2003 and modernised in May 2006. There are sub-portals available for the Italian and the Hungarian national minorities and information is classified according to life events. Each insight into specific life situations of citizens and businesses is associated with links leading to public administration web pages of similar content.

The portal provides access to the e-SJU system (Electronic Services of Public Administration), which supports all procedures in need of electronic forms. These are automatically generated, authenticated via qualified digital certificates, partially prefilled from the Central Population Register, and accept attachments, ePayments, etc. The application can be used by all residents equipped with qualified digital certificates valid in Slovenia. e-Uprava caters for users with special needs and also offers personalisation facilities.

A number of noteworthy services supplied via e-Uprava are:

▸ eDemocracy, which allows citizens to submit changes to existing legislation and suggestions on how to help eliminate administrative barriers;

▸ Inspectorates and supervisory services;

▸ Anonymous online complaints service;

▸ Portal of the Surveying and Mapping Authority (Cadastre);

▸ e-VEM portal for businesses;

▸ dLib.si library portal.

E-VEM Portal for Domestic Business Entities

The One Stop Shop Business portal or the e-VEM portal is the government portal for companies and sole traders whose main purpose is to enable users to carry out public administration business easily, simply, quickly and free of charge. Through the e-VEM portal, businesses can use electronic services to establish a company and some other obligatory or frequent procedures, either when starting up or later (the submission of forms for social insurance registration, declaration of modifications to information on family members, notification of needs for workers, declaration of tax information, etc.). Users can carry out certain procedures by themselves online, using a valid digital certificate, while for some other more complicated procedures they would need to visit one of the 139 One Stop Shop contact points, the VEM point or a public notary. The registration procedure in Slovenia takes three days for companies and one day for sole traders. All services carried out via the e-VEM portal or VEM points are free of charge.

The portal won the prestigious 2009 United Nations Public Service Award in competition with North American and European countries in the 'improving the delivery of services' category.

EUGO Slovenia

The Eugo Slovenia is a state business point that helps foreign business entities from the EU, EEA Member Countries and the Swiss Confederation who want to do business in Slovenia. The site provides information about the conditions and procedures required for performing a certain activity or profession in the Republic of Slovenia. In this way, Slovenia is meeting the requirements of European directives and enabling simpler and friendlier operations in the market of the Republic of Slovenia.

The main contents of the website relate to the conditions and procedures for the implementation of activities. There are almost one thousand regulated activities in Slovenia, and we plan to publish the conditions and procedures for all of them; however, due to the complexity of contents, publication will be implemented in stages.

Stop the Bureaucracy Website

In 2011 we set up the website Stopbirokraciji.si for the purpose of informing public about the Action Programme for eliminating administrative burdens and reducing regulatory burdens. The purpose of the portal is to provide current information on the programme implementation, publish best practices (at both national and EU levels) and reports on administrative burdens in an individual regulation (act, rule, etc.) as measured in the programme, and to convey additional proposals from users, in order to achieve reduction of administrative burdens and simpler and more transparent legislation.

NIO Portal

The NIO portal is dedicated to publishing public data of authorities in one place and is the national interoperability portal and the central point for publishing of public sector open data

which encourages their reuse. The mission of the NIO portal is the promotion and rising of awareness of the importance of paradigm which appears from the concept of interoperability, and it is also an entirely practical cooperation and linking with other national, European and global portals.

eTaxes portal 'eDavki'

The Slovenian eTax system is a complete business solution combining a web portal with back office integration. Since 2004, the system allows individuals and companies to file taxes online using a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling-out a form, validating data, digitally signing and time-stamping the form. A mandating system integrated with the application allows tax payers to mandate a user for filing tax forms.

Public Payments Administration Portal

The Public Payments Administration operates and manages the dedicated infrastructure for payments and other related services.

The Slovenian Payment system is a complete business solution combining a web portal with back office integration. The system has been developed from 2002 and allows government institutions to pay their payments obligations to individuals and companies as well as taxes payments online using a qualified certificate issued by any registered certification authority in the country. The entire process consists of possibility to use all SEPA compliant payment instruments (UJPnet), exchanging e-invoices (eRačun) and validating data, sending all related responses and feedback (corresponding status), digitally signing and time-stamping of the exchanged data.

e-Sessions – An IT solution to support the decision-making process in the Government of the Republic of Slovenia

The aim of the IT solution e-Sessions is to provide comprehensive support for the decision-making process in the Government of the Republic of Slovenia. This is an extensive system which includes all state authorities and indirectly also the interested public. The e-Sessions service is organised into the following three segments by content:

▶ Internal – the consideration of documents by Government working bodies and decision-making in the Government;

▶ State authorities – in addition to the documents already considered, this includes documents currently waiting for the Government's consideration. These documents are published in the Government's information system in order to allow other ministries and Government offices to submit any comments or proposals; and

▶ Public – the publication of non-confidential Government decisions and documents. This content is published on the Government's website and is intended for the interested public, in particular non-governmental and other organisations of civil society. Here, anybody who participated in the drawing-up of the documents can check how their comments, initiatives and proposals have been taken into account in the preparation of the Government's decisions by the competent ministries and offices.

A special segment of the system is used as IT support for confidential Government decisions, which is in a separate information and communication structure and meets strict security requirements for the treatment of classified information.

The eSessions service facilitates the management of a great number of documents, remote voting and the electronic conduct of sessions and provides a strong support for the provision of information to various target user groups and the general public.

EU-Portal

[The EU-Portal](#) is a part of the single information system of the Government and is the basic information tool for the adoption, recording, classification and publication of documents exchanged between the Republic of Slovenia and the European Union. The system is also used in the preparation and harmonisation of the Government's positions in procedures for the adoption of legislative proposals and other acts of the European Union, in the preparation and harmonisation of discussion points for the meetings of the Council of the EU, and in the reporting of Slovenian representatives from the meetings of the Council of the EU and its working bodies. The portal is managed by the Secretariat-General of the Government of the Republic of Slovenia and the Ministry of Foreign Affairs in accordance with the Rules of Procedure of the Government of the Republic of Slovenia. The EU-Portal is used as an information system for the coordination of documents of the Council of the EU. All documents received from Brussels through the "Extranet U32 Mail", a formal system for exchanging information between the Council of the EU and Member States, are entered in the EU-Portal. The portal allows for the management of a large number of different documents and provides a strong support for group work. The EU-Portal contains a collection of EU issues facilitating the monitoring of the consideration of documents by the Council of the EU throughout the legislative process in which EU policies are formulated, from the initial proposal of the European Commission to the final adoption of an act by the Council of the EU. When a legislative act is adopted and published in the Official Journal of the European Union, the relevant issue in the EU-Portal is closed. Issues and documents are classified according to the competent authorities (ministries and government offices) and working groups. The classification of documents corresponds to the document classification in the EuroVoc thesaurus used by EU institutions. A special segment of the EU-portal is accredited for the treatment of classified information.

e-Falcon

e-Falcon is a service for ordering transports using the Government aeroplane Falcon 2000 EX aiming to ensure the optimal utilisation of its capacities. Since 2002, when the aeroplane was purchased, many questions have been raised by the public regarding the prudence of its purchase and use. The Government has adopted several decisions on the basis of which the aeroplane is now used for the benefit of society (e.g. for the transport of organs for transplants within Slovenia Transplant) and also for official transports in order to save costs. When the aeroplane is not being used in the ATARES system or for VIP transports under bilateral agreements with NATO and other EU Member States, it can be used for other purposes, for example for transportation for the protocol service and the official and working visits of ministers, where this is economically viable. It should be taken into account that the Ministry of Defence, which manages the aeroplane, must ensure that it has a certain number of flying hours per year to maintain its airworthiness.

In addition to better utilisation of the aeroplane and savings in the official transport of national delegations, the aim of this IT solution is also to simplify and optimise the business process of transport ordering. On the basis of the orders received, the Ministry of Defence approves individual flights and the use of the aeroplane. The web application e-Falcon was developed by the IT Division of the Secretariat-General of the Government of the Republic of Slovenia, in cooperation with the Ministry of Defence as the manager of the aeroplane. It is available to all state authorities within the HKOM network.

The portal of organisational structures of the Government

This IT solution facilitates the recording, review and publication of the organisation of the functioning of the Government. It includes data on organisational structure, content, appointments and members. In addition to an overview of the current status, it also includes a historical overview for the entire period since Slovenia's independence. It covers the following organisational structures: Government bodies, working bodies under acts,

implementing regulations and international treaties, Government representatives in public institutes, agencies, funds and foundations, public corporations, public limited companies, private limited companies, intergovernmental and international working bodies and other forms of the functioning of the Government.

The service was part of the e-Government system until 2015, when it was updated and transferred to the Secretariat-General of the Republic of Slovenia. At present, it is intended for internal use only. A further upgrade is being prepared, which will allow the data to be available to the public online.

Networks

HKOM (Fast Communications Network)

Most government bodies have internet/intranet facilities and are linked to the Government-wide network HKOM (Fast Communications Network), connecting more than 1 600 local networks.

eIdentification/eAuthentication

Slovenian Central Register of Population (CRP)

Every Slovenian citizen has to register with the Slovenian Central Register of Population (CRP). He then receives a unique **Personal Registration Number** (PRN–Slovenian abbreviation: EMŠO). Other individuals, who have no PRN but have to exercise rights or duties in Slovenia, may also register with the CRP.

Authentication in eGovernment Services

Authentication in eGovernment applications is mainly based on qualified certificates from registered Certificate Service Providers (CSPs) comprising two governmental CSPs and three private sector CSPs issuing either software certificates or smart card based certificates. Besides e-government applications also lots of private sector applications can be accessed by qualified certificates issued by any registered CSP. Therefore qualified digital certificates represent the dominant type of authentication used in Slovenia.

Biometric passports

Slovenia has started introducing biometric passports since the end of August 2006. Slovenian biometric passports are manufactured in accordance with the Regulation of the EU Council of Ministers on security features and biometrics in passports, as well as travel documents. All new passports issued as of 1 September 2006 conform to the new regulations. As of 2009 Slovenia has been issuing second generation passports.

eProcurement

E-Procurement Portal

Set up in June 2007 and managed by the Ministry of Finance, Slovenia's eProcurement portal enables contracting authorities to publish public procurement notices online. A module allowing suppliers to submit tenders electronically (eTendering) has been operational on the platform since the end of January 2009.

In June 2013, the new e-Procurement portal was set up. It is intended to contain national eprocurement applications that support procedures like eNoticing, eAccession, eTendering,

eAttestation and eCatalogue. In addition, two new applications were launched. EPurchasing is a central application covering complete purchasing procedure of the contracting authorities, while eAuctions supports electronic submission of tenders and online bidding.

ePayment infrastructure

The Public Payments Administration operates and manages the dedicated infrastructure for payments and other related services. The payments are performed via online banking, debit or credit cards and mobile payments. The Administration transferred in 2014 the web application e-Payment from the information system of the Ministry of the Interior to its own system and upgraded the application.

Other infrastructure

▶ A new modern elevation coordination system was established. As a result of its precision, the system will allow for better spatial vertical positional accuracy for all users.

▶ The distribution of data of the SIGNAL network has been established.

▶ A school browser developed by INSPIRE network services, has been established.

▶ All spatial online services and data are freely available to public sector users.

▶ Spatial online services can be used by business users as well as under the conditions specified in the Infrastructure for Spatial Information Act (ZIPI).

▶ An agreement has been renewed with the European Environment Agency on the provision of spatial data and services for the needs of the Copernicus Emergency Mapping Service.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

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

The groups of services for citizens are as follows:

1. **Travel**

2. **Work and retirement**

3. **Vehicles**

4. **Residence formalities**

5. **Education and youth**

6. **Health**

7. **Family**

8. **Consumers**

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1. Travel

Passenger rights, documents you need

Passport

Responsibility: Central Government, Administrative Units, Ministry of the Interior

Website: http://upravneenote.gov.si/; http://www.mnz.gov.si/;

Description: Passports are issued by the Administrative Units. In urgent cases, they can also be issued directly by the Ministry of the Interior. Information on the application process is available on the Administrative Units Portal and on the website of the Ministry of the Interior. Since April 2007, an eService launched by the Ministry of Public Administration has sent automatic reminder email messages on the expiration date of personal documents, including passport.

Money and charges

VAT refunds and excise duties

Responsibility: Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia

Website: http://edavki.durs.si/

Description: The *eDavki* (eTaxes) portal enables all legal and natural entities to conduct business with the tax office. Users can submit VAT returns online by using a qualified certificate issued by any registered certification authority in the country.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad   **[34]**

Job search services by labour offices

Responsibility: Central Government, Employment Service and Ministry of Labour, Family, Social Affairs and Equal Opportunities

Website: http://www.ess.gov.si/; http://www.mddsz.gov.si/

Description: Users can consult databases with job offerings and can subscribe to a weekly notification service of pre-selected jobs related to a personalised job-seeker's profile. Employers can also consult databases of candidates.

Professional qualifications

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

Responsibility: Government Office for Legislation

Website: http://www.pisrs.si/Pis.web/

Description: The legal Information System of the Republic of Slovenia provides free access to legislation and other public documents of state bodies and holders of public powers in the Republic of Slovenia and the documents issued by the institutions of the European Union and the Council of Europe.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia

Website: http://edavki.durs.si/

Description: The *eDavki* (eTaxes) portal enables all legal and natural entities to conduct business with the tax office electronically. Since 2004, taxpayers can use it to submit their income tax returns online via a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling out a form, validating data, digitally signing and time stamping the form. The application also allows taxpayers to calculate the amount of their tax and to import or export their data. Since 2007, taxpayers have received their pre-filled tax declarations with a pre-calculation of the amount of tax owed.

Unemployment benefits

Responsibility: Employment Service of Slovenia

Website: http://www.ess.gov.si/;
http://e-uprava.gov.si/

Description: Claims for unemployment benefits can be handled via the website by filling the corresponding online form.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Administrative Units, Ministry of the Interior

Website: http://upravneenote.gov.si/; http://www.mnz.gov.si/;
http://e-uprava.gov.si/;

Description: Driving licences are issued by the Administrative Units. Information on the application process and downloadable forms are available on the [Administrative Units Portal](#) and on the website of the [Ministry of the Interior](#). Citizens can apply online for a driving licence renewal via the eGovernment portal *e-Uprava* by submitting an electronic form and paying online. The requester receives the new driving licence by post. Since April 2007, an eService launched by the Ministry of Public Administration automatically has sent email reminders on the expiration date of personal documents, including driving licences.

Insurance

Motor vehicle liability insurance

Responsibility: Slovenian Insurance Association

Website: http://www.zav-zdruzenje.si/

Description: The website contains comprehensive information on different situations, regarding the motor vehicle liability insurance, as well as for other types of insurances.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, Administrative Units, Ministry of the Interior

Website: http://e-uprava.gov.si/storitve/epodaljsanje

Description: Information and forms to download. All citizens of Slovenia need to renew their vehicle registration every year. An eService launched by the Ministry of Public Administration in May 2006 offers the possibility to extend one's vehicle registration certificate online. The service uses ePayments and eSignatures. The new certificate is either sent to a specified mailing address, or can be collected at an administrative office.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government, Ministry of the Interior, Administrative Units

Website: http://e-uprava.gov.si/

Description: This service enables citizens to announce their change of residence electronically. This procedure can be completed only by holders of qualified digital certificates issued in Slovenia. Users need to send the electronically signed application form together with the requested enclosed documents.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of the Interior, Administrative Units

Website: http://e-uprava.gov.si/

Description: Birth or marriage certificates can be requested and obtained online through the e-SJU system accessible via the [e-Uprava](#) portal. The system supports full electronic handling of administrative forms contained in a centrally maintained registry of procedures. The application can be used by all residents equipped with qualified digital certificates valid in Slovenia.

Criminal record certificate

Responsibility: Ministry of Justice

Website: http://e-uprava.gov.si/

Description: The website allows for requesting a certificate of good conduct online.

Passport

Responsibility: Central Government, Administrative Units, Ministry of the Interior

Website: http://upravneenote.gov.si/; http://www.mnz.gov.si/;
http://e-uprava.gov.si/

Description: Passports are issued by the Administrative Units. In urgent cases, they can also be issued directly by the Ministry of the Interior. Information on the application process is available on the Administrative Units Portal and on the website of the Ministry of the Interior.

Elections abroad

Participation in Slovenian elections

Responsibility: State Election Commission

Website: http://www.dvk-rs.si/

Description: The website provides detailed information on voting from abroad in Slovenian elections.

5.   Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government, Ministry of Education, Science and Sport, Universities

Website: http://portal.evs.gov.si/prijava
https://www.uni-lj.si/eng/ (University of Ljubljana);
https://www.um.si/en/Pages/default.aspx (University of Maribor);
http://www.ung.si/ (University of Nova Gorica)

Description: A new **records and analytical information system for higher education** in the Republic of Slovenia (eVS) was introduced in **July 2012**. It contains a **complete record of student data** and can be used to record, track and analyse student records. This portal is the official source on information on student status, dormitories, as well as on health insurance, pensions, student work, employment agency and national statistics. The system also supports an online application system for enrolment into study programmes (http://portal.evs.gov.si/prijava/?locale=en) and serves as an application system for subsidised student accommodation places. In 2014 users filled 48.595 on-line applications. An analysis revealed that the estimated savings amounted to EUR **800,000 annually**, as a result of the creation of an electronic data collection method in the field of higher education.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Institute of Information Science (IZUM)

Website: http://cobiss.izum.si/; http://www.ctk.uni-lj.si/

Description: The Co-operative Online Bibliographic System & Services (COBISS) forms the virtual library of Slovenia. Of vital importance for COBISS is the COBIB.SI online union bibliographic/catalogue database, resulting from shared cataloguing. As of June 2007, COBIB.SI contained over 3.1 million bibliographic records on book and non-book materials (monographs, serials, articles). The database offers multimedia presentation and contains information on the location of the sought items. COBISS also provides a booking system. New arrivals are published on the web sites; the central Technological Library can also inform users via by e-mail or RSS.

Student grants

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

Website: http://www.mizs.gov.si/

Description: The Ministry of Education, Science and Sport offers information and forms to download on educational affairs such as pre-school aged children, basic education, music schools, secondary education, adult education institutions, higher vocational education and sport. The Ministry of Education, Science and Sport awards grants to foreign students, and issues calls for proposals requesting grants for Slovenian citizens.

Traineeship, volunteering

Internships

Responsibility: Employment Service of Slovenia

Website: http://www.ess.gov.si/mladi

Description: The website offers all the information on employment, which young people need when entering the labour market.

Volunteering

Responsibility: Zavod Voluntariat, Ministry of Education and Sport

Website: http://www.zavod-voluntariat.si/?lang=en

Description: The website offers extensive information on volunteering, including short-term and long-term volunteering, advices and guidelines and links to apply to the different offers.

Researchers

Funding support

Responsibility: Ministry of Economic Development and Technology

Website: http://www.mgrt.gov.si/en/

Description: The website presents the ways for promoting innovation and technological development and gives information on available funding opportunities.

Information and assistance to researchers

Responsibility: EURAXESS Slovenia

Website: http://www.euraxess.si/en/

Description: EURAXESS Slovenia 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, Institute of Information Science (IZUM)

Website: http://cobiss.izum.si/; http://www.ctk.uni-lj.si/

Description: The Co-operative Online Bibliographic System & Services (COBISS) forms the virtual library of Slovenia. Of vital importance for COBISS is the COBIB.SI online union bibliographic/catalogue database, resulting from shared cataloguing. As of June 2007, COBIB.SI contained over 3.1 million bibliographic records on book and non-book materials (monographs, serials, articles). The database offers multimedia presentation and contains information on the location of the sought items. COBISS also provides a booking system. New arrivals are published on the web sites; the central Technological Library can also inform users via by e-mail or RSS.

6. Health

Planned and unplanned healthcare

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

Responsibility: Ministry of Health

Website: https://zvem.ezdrav.si/domov; http://www.zzzs.si/cakdobe

Description: Portal zVEM is a One Stop Shop. The eHealth portal, which offers information on waiting times and access to electronic referrals and appointment, provides access to electronic health data and access to electronically prescribed and dispensed medication.
Security and privacy of the user are being protected. The Health insurance institute of Slovenia also publishes information about the waiting times for different health services across the country. One can also schedule an appointment at the hospital using the web.

Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Health Insurance Institute

Website: http://www.zzzs.si/;
http://e-uprava.gov.si/

Description: The Health Insurance Institute provides effective collection and distribution of public funds for healthcare. The rights arising from compulsory health insurance are the right to health care services and the right to several financial benefits. The institute comprises 10 regional units and 45 branch offices distributed all over Slovenia.

When living abroad

Healthcare abroad

Responsibility: Health Insurance Institute

Website: http://e-uprava.gov.si/

Description: The European Health Insurance Card (EHIC) is used to claim health insurance entitlements while temporarily outside Slovenia (e.g. while on holiday or on a business trip) in EU states, the countries of the EEA or

Switzerland. The website gives information on how to request the EHIC (which can be requested online).

7.	**Family**

Children, couples

Child allowances

Responsibility: Central Government, Ministry of Labour, Family, Social Affairs and Equal Opportunities; Centres for Social Work

Website: http://e-uprava.gov.si/; http://www.mddsz.gov.si/;

Description: There are 62 Centres for Social Work (CSW) operating in Slovenia, to which fully electronic requests for child allowances can be sent. Forms are available on the eGovernment portal and citizens can use them in combination with their electronic certificates. It is not obligatory to attach supporting data such as proof of financial status; CSW obtain these data through official channels. Child allowance is granted for a renewable period of 1 year.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of the Interior, Administrative Units

Website: http://e-uprava.gov.si/;

Description: Birth or marriage certificates can be requested and obtained online through the e-SJU system accessible via the e-Uprava portal. The system supports full electronic handling of administrative forms contained in a centrally maintained registry of procedures. The application can be used by all residents equipped with qualified digital certificates valid in Slovenia.

8.	**Consumers**

Shopping (your rights), unfair treatment

Consumer protection

Responsibility: Ministry of economy, Slovenian Consumers' Association

Website: http://www.arhiv.uvp.gov.si/; https://www.zps.si/

Description: The website of the Ministry of Economy gives information on the phone which could be request assistance. The portal of the Slovenian Consumers' Association gives comprehensive information on consumer protection rules in Slovenia, provides helps and advice for consumers. It also provides them with multiple tests they could perform to test goods, which they have purchased.

Consumer protection (cross-border)

Responsibility: ECC - Net Slovenia

Website: http://epc.si/pages/si/domov.php

Description: The European Consumer Centre belongs to the European Consumer Centre Network-ECC Net, founded by the European Commission in 28 Member States in collaboration with National Governments. It aims at informing consumers on their rights and assisting them in their cross-border consumption issues, promoting and supporting out of court disputes resolution more quickly and at lower cost than the Court claim procedures.

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 Public Administration

Website: http://evem.gov.si/

Description: The eVEM portal was launched in July 2005 and several time upgraded to provide a one-stop shop for faster and cheaper start-up procedures for enterprises through the provision of efficient information and support services in the life cycle of a company. Company registration applications can be submitted electronically using any qualified digital certificate legally valid in Slovenia. Entrepreneurs applying for registration receive a digitally signed decision as a response.

Slovenia Business point

Responsibility: Ministry of Public Administration

Website: http://eugo.gov.si/

Description: The EUGO portal provides accurate information about the procedures required for performing business activities in the Republic of Slovenia.

Intellectual property rights

Intellectual property

Responsibility: Slovenian Intellectual Property Office (SIPO)

Website: http://www.uil-sipo.si/; http://www.uil-sipo.si/sipo/activities/databases/; http://www.uil-sipo.si/uil/dejavnosti/e-vloge/

| Description: | The website provides a range of information services such as standard information about Slovenian and foreign patents, trademarks and industrial designs, searches in SIPO databases, searches for similar or identical trademarks, and other relevant information. From February 2015 SIPO provides online eApplication services for trademarks and industrial designs. |

Annual accounts

Submission of data to statistical offices

Responsibility:	Central Government, Statistical Office
Website:	http://www.stat.si/; http://intrastat-surs.gov.si
Description:	Enterprises can submit statistical data online.

2. VAT and customs

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

VAT: declaration, notification

Responsibility:	Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia
Website:	http://edavki.durs.si/
Description:	The *eDavki* (eTaxes) portal enables all legal and natural entities to conduct business with the tax office. Users can submit VAT returns online by using a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling out a form, validating data, digitally signing and time stamping the form. The application also allows taxpayers to calculate the amount of their tax and to import or export their data.

Excise duties

Corporate tax: declaration, notification

Responsibility:	Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia
Website:	http://edavki.durs.si/
Description:	The *eDavki* (eTaxes) portal enables all legal and natural entities to conduct business with the tax office. Since 2004, corporate taxpayers can use it to submit their corporate tax returns online by using a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling out a form, validating data, digitally signing and time stamping the form. The application also allows taxpayers to calculate the amount of their tax and to import, or export their data.

Reporting imports/exports

Customs declarations (eCustoms)

Responsibility:	Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia
Website:	http://carina.gov.si/
Description:	Slovenia offers fully online services for customs declarations, including case handling and decision notification, according to the European New Computerised Transit System (NCTS). The application EPOS is the central module of the system that accepts declarations, verifies digitally signed

messages and provides routing according to content to a dedicated application. EPOS also digitally signs replies to received data. EPOS implements PKI authentication and ensures non-repudiation via eSignature and time stamping. The application supports all qualified digital certificates valid in the country.

3. Selling abroad

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

Legal Information System

Responsibility:	Government Office for Legislation
Website:	http://www.pisrs.si/Pis.web/
Description:	The legal Information System of the Republic of Slovenia provides free access to legislation and other public documents of state bodies and holders of public powers in the Republic of Slovenia and the documents issued by the institutions of the European Union and the Council of Europe.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility:	Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia
Website:	http://edavki.durs.si/
Description:	The *eDavki* (eTaxes) portal offers the possibility to completely treat the declaration of social contributions for employees online. No other formal or paper-based procedure is needed on behalf of the user.

Posting abroad

Employment opportunities outside the country

Responsibility:	Employment Service of Slovenia
Website:	http://english.ess.gov.si/eures
Description:	The section provides information on working abroad in the European Union countries, part of the EURES network.

Health and safety

Labour Inspectorate portal

Responsibility:	Labour Inspectorate of the Republic of Slovenia
Website:	http://www.id.gov.si/si/storitve/
Description:	The website of the Labour Inspectorate provides multiple services regarding maintaining and claiming employment rights, as well as allows for violation reporting online.

5. Product requirements

Chemicals (REACH)

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

Responsibility:	Chemical Office of the Republic of Slovenia
Website:	http://www.uk.gov.si/

Description: The website offers ample information particularly for small and medium-scale enterprises.

6. Finance and funding

Access to funding, EU funding programmes

Subsidies and financing

Responsibility: Startup Slovenia, Ministry of Economic Development and Technology

Website: http://www.startup.si/en-us

Description: The websites gives information on various sources for financing Start-ups.

Exchanges for young entrepreneurs

Youth guarantee

Responsibility: Employment Service of Slovenia

Website: http://www.ess.gov.si/mladi

Description: The website offers all the information on employment, which young people need when entering the labour market.

7. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Ministry of Public Administration

Website: http://ejn.gov.si/

Description: The e-Procurement portal is intended to contain national eProcurement applications that support procedures like eNoticing, eAccession, eTendering, eAttestation and eCatalogue. In addition, two new applications were launched. ePurchasing is a central application covering complete purchasing procedure of the contracting authorities, while eAuctions supports electronic submission of tenders and online bidding.

8. Environment

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

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment and Spatial Planning, Environmental Agency

Website: http://www.mop.gov.si/; https://e-uprava.gov.si/

Description: On offer is customised and segmented (by sector and size) relevant information on new environment-related regulations and obligations. Users must first register with the service, which is available via e-Uprava. Other similarly available services allow online handling of environment-related permits.

European Commission

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

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ISA² supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action. NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.

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