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Disclaimer:

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

Country Profile

Basic Data Indicators

Basic data.....

Population (1.000): 5.389,2 inhabitants (2006)

GDP at market prices: 38.113,2 million Euro (2005)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-25=100): 55,0 (2005)

GDP growth rate: 6,0% (2005)

Inflation rate: 2,8% (2005)

Unemployment rate: 16,3% (2005)

Government debt/GDP: 34,5% (2005)

Public balance (government deficit or surplus/GDP): -3,1% (2005)

Source: [Eurostat](#)

Area: 49.000 km²

Capital: Bratislava

EU Official Languages: Slovak

Currency: Slovak koruna

Source: [Europa Website](#)

Political Structure.....

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

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

The Head of State is the [President of the Slovak Republic](#), elected every five years by universal suffrage. The president formally approves legislation

but wields little domestic political power. Executive power is exercised by the [Government](#), headed by the [Prime Minister](#).

The country is divided into eight regions, comprising 79 districts, themselves subdivided into 138 towns and 2.883 municipalities.

The [Constitution of the Slovak Republic](#) was ratified on 1 September 1992 and has been twice amended: in 1998 and 1999.

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

Current Head of State: President Ivan Gašparovi
(since 15 June 2004)

Current Head of Government: Prime Minister
Robert Fico (since 4 July 2006)

Information Society indicators.....

Percentage of households with Internet access: 23% (2005)

Percentage of enterprises with Internet access: 71% (2004)

Percentage of individuals using the Internet at least once a week: 43% (2005)

Percentage of households with a broadband connection: 7% (2005)

Percentage of enterprises with a broadband connection: 48% (2005)

Percentage of individuals having purchased/ordered online in the last three months: 6% (2005)

Percentage of enterprises having received orders online within the previous year: 7% (2005)

Percentage of individuals using the Internet for interacting with public authorities:

obtaining information 23,7%, downloading forms 13,5%, returning filled forms 6,5% (2005)

Percentage of enterprises using the Internet for interacting with public authorities:

obtaining information 50%, downloading forms 51%, returning filled forms 16% (2005)

Source: [Eurostat](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Slovakia](#)

November 2006.....

- ▶ As part of its effort to support the use of the electronic signature in dealings with public administrations, the Slovak [Ministry of Transport, Post and Telecommunications](#) plans to make over 1.000 eSignature 'Contact Points' available to citizens by March 2007. The eSignature Contact Points will provide a physical location from which citizens in possession of an eSignature card will be able to send electronically 'signed' or certified documents to public administrations. They will also be able to request documents, forms or certificates on-line through the new facilities. Work is under way to set up the Contact Points and to adapt the work of public administrations to enable them to be technically able to deal with electronically signed documents.
- ▶ Citizens of the Slovak Republic can now check the progress of their passport applications on-line. A database of lost and stolen IDs also makes it possible to control the use of stolen identities. The new service is being offered by the Slovak Ministry of the Interior. Citizens applying for a new passport, in line with the new EU ePassport requirements, will now receive a tracking number to monitor their application's progress via the internet.
- ▶ The time period for issuing a new passport is set, by law, at 30 days. Applications can be submitted at 79 different locations. In addition, a database of lost and stolen passports is also available on-line, making it possible for concerned persons, such as banks or credit card companies, to check if someone is using a stolen identity. Once a passport is regarded lost, it cannot be used again, even if it is found. It is shredded and a new passport is issued. The database of lost IDs and passports carries information on 600.000 ID cards and 96.000

passports which have been reported lost or stolen since 1996.

October 2006.....

From October 2006 onwards, information on proceedings in the Slovakian criminal courts will be made available on-line through the website of the Ministry of Justice.

The Slovakian [Ministry of Justice](#) has made information on criminal court proceedings more accessible by providing a range of information (date, time, location, names of the judges, etc.) on the Ministry of Justice website. The information available will cover proceedings in the Criminal County court and District Court.

September 2006.....

- ▶ Slovakia will have a central national tourism information system by 2007. The new system is being developed with the help of the EU and will be connected to the European information system. The Slovak Tourist Board received €1.3 million (SKK 50 million) from EU funds to develop a new centralised information system for tourists and visitors. The new site will be put on-line progressively as sections are completed.
- ▶ The Slovak government is planning to offer a grant of SKK 234 (€6) to all permanent residents in Slovakia to help support wider internet access. This is an extension of an existing scheme to promote internet use by young people (aged 15 to 25) and is due to come into effect in October.

July 2006.....

The Slovak government launched a web portal to make it easier for citizens to communicate with public bodies. By 2008, all government services will be available through portal.gov.sk. The user-friendly portal offers many of the features and information available on the [older site](#). It offers useful information to two main target groups – citizens and entrepreneurs – on how to solve typical real-life situations when dealing with different public administrations. The site also contains the contact addresses of various government bodies.

February 2006.....

The Slovakian Ministry of Transport, Post and Telecommunications (MTPT) announced plans to launch a programme aimed at increasing the use of high-speed internet across the country. Some Sk 240 million (€6,4 million) will be provided to users in the form of direct subsidies. The new programme, due to be officially launched in April the same year, aims to increase use of high-speed internet services across the country by providing personal grants to users up to the tune of €6,4 million in total. Under the plan, called 'Internet for Education', the Ministry will give new internet users a subsidy of Sk 6.016 (€160) per person over a two-year period. The money is to be distributed in monthly payments to high-speed internet users. Finance Minister Ivan Mikloš explained at a press conference that the project aims, in particular, to increase IT literacy and access to high-speed internet among young people from 15 to 25 years of age. The MTPT subsidies will go to 5.000 applicants from each of Slovakia's eight regions – a total of 40.000 new applicants across the country.

June 2005.....

The Slovak government unveils plans to introduce an electronic, 'pay as you drive' road user charging system for trucks in mid-2006. The [Ministry of Transportation, Posts and Telecommunications](#) and the National Highway Company launched an electronic road charging system for trucks using Slovak

highways, speedways, and roads parallel to highways. Under the proposed eSystem – which could be operational by mid-2006 – operators would be charged according to their use of the highway network, i.e. the distances their trucks actually drive.

April 2005.....

- ▶ The government approves a [National Strategy for Broadband Connection in the Slovak Republic](#). The Strategy aims to reach the level of leading European countries in terms of broadband availability and penetration in the next 5 to 8 years. Identified priorities include local loop unbundling in the fixed line market, effective use of national frequency spectrum and wider use of the state-owned communication infrastructure.
- ▶ The Slovak government introduces new passports with greater security features than the previous travel documents and which are 'biometric-ready' – although they do not yet include biometric identifiers. According to Interior Ministry, a digital facial image of the holder will be included in the passports starting in September 2006, and a fingerprint scan will also be added from March 2008.

March 2005.....

- ▶ Slovakia's **first tax eFiling season** ends. 44 individual and corporate taxpayers declared their income tax electronically over the Internet using a Guaranteed Electronic Signature. There was also a possibility of online tax declaration for non-holders of the electronic signature, requiring a prior visit to local tax office. This alternative found no users.
- ▶ The Tax Directorate of the Slovak Republic launches a **national tax portal eTax** built to serve all citizens' and businesses' tax information and servicing needs. The portal provides access to secure online transactions for some tax administration processes (e.g. VAT and income tax declaration).

January 2005.....

All businesses with more than 20 employees are required to transmit regular monthly social contributions forms to the [Social Insurance Agency](#) (SIA) electronically. The new electronic data exchange systems covers 85% of all SIA-insured persons. Some temporary exceptions are accepted in case the employer does not have an adequate electronic infrastructure.

December 2004.....

The government adopts a 'National Lisbon Strategy'. The [Competitiveness Strategy for the Slovak Republic until 2010](#), which provides for the attainment of the EU Lisbon objectives in Slovakia, identifies ICT deployment as one of the main priorities to increase the country's competitiveness.

November 2004.....

The Slovak Government appoints Mr Miroslav Kukucka as **Plenipotentiary for the Information Society**. The role of the Plenipotentiary is to act as a national co-coordinator for the implementation of Information Society policies in the Slovak Republic. His office is integrated in the Ministry of Transport, Posts and Telecommunications.

January 2004.....

The government approves a [Strategy and Action Plan for the Development of the Information Society](#). The document is derived from the objectives and actions set in the eEurope+ and eEurope 2005 Action Plans. eGovernment is a key aspect of the plan.

2003.....

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

July 2002.....

The [Act No. 428/2002 on Personal Data Protection](#) is passed. This piece of legislation corresponds to the EU's Data Protection Directive (95/46/EC). Coming into force in September 2002, this Act established a new [Personal Data Protection Office](#) and strengthens the independence of the Commissioner for the protection of personal data.

May 2002.....

The **eSlovakia** initiative is launched, designed to boost Internet access, literacy and use in the country. Carried out in partnership between the government and [Slovak Telecom](#), the programme goal is the long-term and strategic support for the development of the Information Society in Slovakia. The three main pillars of the project are: connecting schools to the Internet, educating users, and creating content.

March 2002.....

The [Act No. 215/2002 on Electronic Signatures](#) is passed. Entering into force in May 2002, this Act defines the conditions for use of electronic signature as legally equivalent to hand-written signature.

2001.....

- ▶ The [eEurope+ Action Plan](#) is published by the European Commission in conjunction with the Central and East European accession countries. The goal of this plan is to foster the development of an information society in the accession countries, including Slovakia.
- ▶ The [Policy for the Development of the Information Society in the Slovak Republic](#) is adopted and declared a priority by the government. This document identifies the challenges for building up an Information Society in the country, and proposes a number of measures designed to unleash the full potential of ICT for the benefit of all segments of the society. Together with

eLearning and eCommerce, eGovernment is one of the main priorities identified.

2000 and before.....

- ▶ The Slovak Parliament approves [Act No. 211/2000 on Free Access to Public Information](#), which will come into force on 1/1/2001. This law defines the term 'public information' and declares the principle of free and unlimited access.
- ▶ In 1999, the Government adopts a '[Strategy of Public Administration Reform in the Slovak](#)

[Republic](#)'. Besides defining the starting points for and the principles of the decentralisation process, the Strategy deals with related reform measures in such areas as deregulation, public administration financing, education, management, public administration control and information of public administration.

- ▶ In 1995, [Act No. 261/1995 on State Information Systems](#) (SIS) is approved. The act provides a framework for the development of information systems of public authorities.

eGovernment Strategy

Main strategic objectives and principles

The [Competitiveness Strategy for the Slovak Republic until 2010](#) adopted in December 2004 (also known as the National Lisbon Strategy) stresses the role of eGovernment for increasing the country's competitiveness. The primary objective of the computerisation of public administration is to provide more effective services for citizens and the private sector ; on the other hand, the time saved can be invested in other productive activities. To this end, it is necessary to:

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

Slovakia's overall eGovernment strategic objectives are set in the [Strategy and Action Plan for the Development of the Information Society](#) adopted in January 2004. According to this document, strategic



objectives of public administration computerisation are:

- ▶ to ease and widen citizens' participation in public affairs through the computerisation of public services;
- ▶ to ease communication between businesses and public administration;
- ▶ to increase the effectiveness of public administration through digitisation;
- ▶ effective eGovernment and modern on-line services
- ▶ to prepare Slovak public administration for smooth integration into EU structures.

To achieve these objectives, the government is committed to:

- ▶ ensure creation, updating and integration of relevant digital information and services for citizens;
- ▶ ensure Slovakia's participation in the EU computerisation programmes;
- ▶ ensure accessibility of public information for citizens and businesses 24 hours a day, 365 days a year, at affordable price;
- ▶ re-assess and re-design existing processes of public administration from the computerisation point of view;

- ▶ create and further develop public administration's integrated information systems;
- ▶ to gradually make the services accessible at a central public portal for citizens and especially for firms;
- ▶ to improve the functioning of all public registers and databases by switching to on-line services;
- ▶ build public administration information systems using cost-effective solutions (e.g. open software standards), re-use customised software, enhance the cost-effectiveness of the information system development process;
- ▶ create an environment for the electronic identification of citizens in public information systems, registries, social services and healthcare systems;
- ▶ introduce a personal digital ID, in other words, secure electronic identification cards to enable secure access to integrated eServices;
- ▶ build a public access network enabling citizens who do not own a computer to use eServices;
- ▶ wide-spread the usage of eServices in public procurement;
- ▶ ensure continuous monitoring of the EU pre-accession and structural funding in the computerisation field, and ensure the effective use of these funds;
- ▶ ensure coordinated development of the publicly accessible digital information resources (e.g. libraries), digitisation of the national cultural and scientific heritage;

The Action Plan sets a number of targets, including the following:

- ▶ 2006: Introduce an electronic, 'pay as you drive' road user charging system for trucks.
- ▶ 2005: Introduce electronic ID cards.
- ▶ 2005: Create national database for geographical information systems.
- ▶ 2005: Introduce digital TV services.
- ▶ 2004-2008: Include info-communication technologies into educational programmes on all levels of the educational system.
- ▶ 2005-2008: Ensure internet access for all primary schools.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment legislation.....

There is currently no overall eGovernment legislation in Slovakia. However, the Act No. 261/1995 on State Information Systems (14 November 1995) provides a framework for the development of information systems of public authorities.

Freedom of Information legislation.....

[Act No. 211/2000 on Free Access to Public Information](#) (17 May 2000)

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

Data Protection/Privacy legislation.....

[Act No. 428/2002 on Personal Data Protection](#) (3 July 2002)

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

eCommerce legislation.....

[Act No. 22/2004 on Electronic Commerce](#) (3 December 2003)

The Act on Electronic Commerce, which came into force on 1 February 2004, regulates (i) relationships between providers of information society services and their recipients arising during their long-distance communication, during connection of electronic equipment via an electronic communication network and consisting of electronic processing, transmission, storage, search or collection of data including text, sound and picture, (ii) supervision over compliance with this Act, and also (iii) international co-operation in electronic commerce.

eCommunications legislation.....

[Act No. 610/2003 on Electronic Communications](#) (3 December 2003)

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

eSignatures legislation.....

[Act No. 215/2002 on Electronic Signatures](#) (15 March 2002)

The Act on Electronic Signatures, which came into effect on 1 July 2002, transposes Directive 1999/93/EC on a Community framework for electronic signatures. It requires the use of advanced electronic signatures for communication with government bodies.

eProcurement legislation.....

There is currently no specific legislation on e-procurement in Slovakia. General legal provisions for public procurement are set in the [Act No. 523/2003 on Public Procurement](#) (24 October 2003), which does not address eProcurement. The use of electronic means for communication in the public procurement process is thus regulated by Act No. 610 of December 2003 on Electronic Communication (see above), which contains the rules applicable to eCommunication in Slovakia. The Slovak government expects to be ready to implement the new EU Directives on public procurement, including their provisions relating to eProcurement, in 2006. With this transposition, the government will provide the possibility for contracting authorities to use electronic auctions and dynamic purchasing systems.

Implementation of the New EC [Public Procurement Directives](#)

Slovakia has implemented both the new Public Sector Procurement Directive ([Directive 2004/18/EC](#)) and the new Utilities Procurement Directive ([Directive 2004/17/EC](#)). The first one passed in March 2004, replaces previous public sector directives and the new Utilities Procurement Directive replaces the old one of 1993. The official deadline for their implementation was the 31st January 2006.

Re-use of Public Sector Information.....

Slovakia has notified full transposition of Directive 2003/98/EC of the European Parliament and of the Council of 17 November 2003 on the re-use of public sector information (PSI Directive).

Status of transposition of PSI-directive

Has notified full transposition

Existing legislation.....

[Zákon . 71/1967 Zb. o správnom konaní \(správny poriadok\), 29.06.1967](#)

[Úplné snenie sákona . 71/1967 Zb. o správnom konaní \(správny poriadok\), ako vyplýva zo zmien a doplnení vykonaných zákonom . 215, 16.03.2004](#)

[Zákon . 211/2000 Z. z. o slobodnom prístupe k informáciám a o zmene a doplnení niektorých zákonov \(zákon o slobode informácií, 17.05.2000](#)

eGovernment Actors

Main roles and responsibilities



National eGovernment.....

Policy/Strategy

1. [Ministry of Transport, Posts and Telecommunications](#)

In 2003, responsibility for Information Society policies was moved from the Ministry of Education to the Ministry of Transport, Posts and Telecommunications. Consequently, the Ministry of Transport, Posts and Telecommunications is responsible for the implementation the Action Plan adopted by the National Strategy for Information Society.

2. [Ministry of Finance](#)

The Ministry of Finance holds responsibility for the [National Lisbon Strategy](#), including its eGovernment aspects.

Coordination

Office of the Plenipotentiary for the Information Society

The Office of the Plenipotentiary of the Slovak Government for the Information Society, established within the [Ministry of Transport, Posts and](#)

[Telecommunications](#), is in charge of coordinating activities in the field of information society and ICT.

Implementation

1. [Ministry of Transport, Posts and Telecommunications](#) for general infrastructure projects.
2. [The Slovak Government Office](#) for certain national infrastructure projects ([Portal.gov.sk](#), GovNet Network). The Office of the Government of the Slovak Republic is a central body of state administration of the Slovak Republic. It controls the fulfilment of state administration tasks and the use of funds allocated to fulfilment of state administration tasks as well as administration of petitions, announcements and proposals. The Office also fulfils tasks connected with professional, organisational and technical aspects of the activity of the Government and its advisory bodies.
3. [Government ministries and bodies](#) for departmental projects.
4. [The Social Insurance Agency](#) for eServices within the pension system.

Support

1. [Ministry of Transport, Posts and Telecommunications](#)
2. [Institute of Public Administration](#)

The Institute of Public Administration provides professional training for permanent, temporary and preparatory positions within the civil service. It also provides consultancy, methodology and information on training for public administration.

Audit/Assurance

Supreme Audit Office (SAO)

The Supreme Audit Office (SAO) of the Slovak Republic is an independent institution auditing the management of public funds, state property and the performance of the national budget. These auditing activities extend to central, regional and local authorities, as well as to legal entities established by them.

Data Protection

Office for Personal Data Protection

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

Other

1. National Security Authority

Responsible for the Guaranteed Electronic Signature infrastructure.

2. Office for Public Procurement

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

Regional & Local eGovernment.....

Strategy

Ministry of the Interior, Section of Public Administration

The Ministry of the Interior is responsible for decentralisation and re-organisation of the public administration (both central/regional state administration and administration of the self-governing regions).

Coordination

Government Plenipotentiary for the Decentralisation of Public Administration

Acts as an advisor to the government in a wide range of task concerning public administration reform, including eGovernment.

Implementation

1. Ministry of the Interior, Section of Public Administration
2. Self-governing regions: Banská Bystrica, Bratislava, Košice, Nitra, Prešov, Trenín, Trnava, Žilina

Support

IVeS - Organisation for the Public Administration Informatics

Provides software solutions to cover specific needs of public administration bodies.

Audit/Assurance

Supreme Audit Office (SAO)

The Supreme Audit Office (SAO) of the Slovak Republic is an independent institution auditing the management of state property, public funds and the performance of the national budget. These auditing activities extend to central, regional and local authorities, as well as to legal entities established by them.

Other

Association of Towns and Municipalities of Slovakia (ZMOS)

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

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment.....

Name: ubomír Vážny

Job title: Minister of Transport, Posts and Telecommunications

Picture:



Contact details:

Ministry of Transport, Posts and Telecommunications

Námestie slobody . 6

810 05 Bratislava

Slovakia

Tel.: +421-2-5949 4111

E-mail: info@telecom.gov.sk

Source: [Ministry of Transport, Posts and Telecommunications](#)

Head of eGovernment (i.e. Head of eGovernment agency/directorate).....

Name: Miroslav Kuku ka

Job title: Plenipotentiary of the Slovak Government for the Information Society, Ministry of Transport, Posts and Telecommunications

Picture:



Contact details:

Ministry of Transport, Posts and Telecommunications

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Source: [Ministry of Transport, Posts and Telecommunications](#)

Other eGovernment executives.....

Name: Denisa Žiláková

Job title: Director of the Department of Information Society, Ministry of Transport, Posts and Telecommunications

Picture:



Contact details:

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Department of Information Society

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Source: [Ministry of Transport, Posts and Telecommunications](#)

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal.....

Portal.gov.sk

The new central public administration portal - Portal.gov.sk - developed by the [Slovak Government Office](#), provides up-to-date information on public services offered by the state administration, self-governing regions and relevant independent organisations, as well as more transactional eServices. Among other features, the site presents services around real-life situations and offers users the possibility to locate local public authorities that may be of use to them.

Network.....

GovNet

GovNet is a project to build a physical network among public administration bodies, which was launched in the early 1990s. The so-called Small GovNet phase began in 1993 with the selection of a provider of an open, TCP/IP-based system running over modems on analogous lines, providing computers with office software connected through modems via leased lines. A major upgrade project was started in 2002 for extending secure Internet connectivity and services to all network users and to extend the network to regional and local authorities. However, the project was stopped in 2002, due to legal disagreements between the government and the selected private supplier. Strategic decisions still have to be made as to whether to build and own a state government network, or to have services provided by one or more service providers.

eIdentification and eAuthentication infrastructure.....

There is currently no central eIdentification infrastructure in Slovakia, but the Government has plans to introduce high-tech ID cards and passports, which will most likely feature one or more biometric identifiers. Electronic ID cards will incorporate advanced electronic signatures, which are required by the Act on Electronic Signatures for communication with government bodies. Slovakia has already transposed the European Directive on Electronic Signatures by the law on eSignatures, which entered into force in May 2002. The definition of accreditation schema to guarantee interoperability of electronic signatures, the accreditation of certification authorities (CA), and the confirmation of certified technical devices and software tools for use with government bodies falls under the responsibility of the [National Security Authority \(NBU\)](#). So far, the use of eSignatures by public sector bodies remains limited. Currently, there are two systems for issuing and holding unique personal identifiers in Slovakia. Up to now, unique identifiers for citizens have been employed, and are still being used within all sectors of applications. For the future, a new system has been planned, which will create new personal identifiers (called BIFO) using cryptographic algorithms. This new identifier is no more unique for all sectors of applications, but will be state sector-oriented.

eProcurement infrastructure.....

There is currently no central eProcurement infrastructure in Slovakia. The Slovak government has not yet established a central electronic public procurement portal or marketplace. There is no specific strategy for introducing or implementing ePublic procurement, though electronic catalogues, electronic auctions and dynamic purchasing systems

are being tested. The [Office for Public Procurement](#), a central state administration authority for public procurement and concessions, has elaborated standard forms of public procurement notices, which will be sent by contracting authorities to the Office for Public Procurement electronically.

Knowledge Management infrastructure

There is currently no government-wide knowledge management infrastructure in Slovakia.

eGovernment Services for Citizens

Availability and sophistication of e-Services for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [General Secretariat of Commerce](#)).

The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility:	Central Government, Ministry of Finance, Tax Directorate of the Slovak Republic
Website:	http://www.drsr.sk/wps/portal
Sophistication stage:	4/4
Description:	Information, downloading of forms. Holders of a Guaranteed Electronic Signature may declare tax online, but usage of such eSignatures remains limited. However, there is a limited possibility (still requiring some paperwork) to declare tax online for non-holders of eSignature also.

2. Job search services by labour offices

Responsibility:	Central Government, Ministry of Labour, Social and Family Affairs, Central Agency of Labour, Social and Family Affairs
Website:	http://www.upsvar.sk/
Sophistication stage:	1/3
Description:	General information on the job search process and services provided to applicants. No job offerings available online.

3. Social security benefits

a. Unemployment Benefits

Responsibility:	Central Government, Ministry of Labour, Social and Family Affairs, Social Insurance Agency
Website:	http://www.socpoist.sk/
Sophistication stage:	2/4
Description:	Information and forms to download.

b. Family allowances

Responsibility:	Central Government, Ministry of Labour, Social and Family Affairs, Central Agency of Labour, Social and Family Affairs
Website:	http://www.upsvar.sk/
Sophistication stage:	2/4
Description:	Information and forms to download.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	N/A
Website:	N/A
Sophistication stage:	N/A
Description:	This service is not relevant for Slovakia.

d. Student grants

Responsibility:	Central Government, Ministry of Education, Higher education institutions
Website:	N/A
Sophistication stage:	1/4
Description:	Students who qualify for the "social stipend" (family income is the main criteria) apply for the grant directly with higher education institutions (HEI). Financial resources are distributed to the HEIs by the Ministry of Education. Some faculties HEIs have specific online services for grant applicants, but others don't. About 10% of students receive social stipends. This system is about to radically change in the near future as part of a complex reform of higher education.

4. Personal documents (passport and driving licence)**a. Passport**

Responsibility:	Central Government, Ministry of Interior
Website:	http://www.minv.sk/
Sophistication stage:	1/3
Description:	Information only.

b. Driving license

Responsibility:	Central Government, Ministry of Interior
Website:	http://www.minv.sk/ , http://portal.gov.sk/
Sophistication stage:	1/3
Description:	Information only.

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

Responsibility:	Central Government, Ministry of Interior
Website:	http://www.minv.sk/ , http://portal.gov.sk/
Sophistication stage:	1/4
Description:	Information and forms to download.

6. Application for building/planning permission

Responsibility:	Local government, Municipalities
Website:	http://portal.gov.sk/
Sophistication stage:	1/4
Description:	The Government portal Portal.gov.sk provides information only. Some municipalities have specific online services for applicants, others have not.

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

Responsibility:	Central Government, Ministry of Interior, Slovak Police
Website:	http://www.minv.sk/POLICIA/policia.htm , http://portal.gov.sk/
Sophistication stage:	1/3
Description:	Information only.

8. Public libraries (availability of catalogues and search tools)

Responsibility:	Central Government & Local government
Website:	http://www.infolib.sk/
Sophistication stage:	1-2/3
Description:	Information only. Major libraries like the University Library in Bratislava or the State Scientific Library in Banská Bystrica offer sophisticated online services.

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

Responsibility:	Central Government (Ministry of Interior) and Local Government (Municipalities)
Website:	http://portal.gov.sk/
Sophistication stage:	1-2/3
Description:	Information only.

10. Enrolment in higher Education/University

Responsibility:	Central Government, Ministry of Education, Higher education institutions
Website:	http://www.minedu.sk/
Sophistication stage:	1/4
Description:	Information only.

11. Announcement of moving (change of address)

Responsibility:	Central Government (Ministry of Interior) and Local Government (Municipalities)
Website:	http://portal.gov.sk/
Sophistication stage:	1-2/3
Description:	Information only.

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

Responsibility:	Central Government, Ministry of Health
Website:	http://www.health.gov.sk/
Sophistication stage:	1/4
Description:	Information only.

Source: With the exception of Service no. 11, the online sophistication ratings are in agreement with the report ['Online Availability of Public Services: How is Europe Progressing?'](#), carried out for the European Commission in June 2006.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (*see: [eGovernment indicators for benchmarking eEurope](#)*).

The 8 services for businesses are as follows:

1. Social security contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility:	Central Government, Ministry of Labour, Social and Family Affairs, Social Insurance Agency
Website:	http://www.socpoist.sk/
Sophistication stage:	3/4
Description:	All businesses with more than 20 employees are required to submit regular monthly social contributions forms via the web-based data intake system. However, it is still necessary to deliver one part of the form physically. All forms are downloadable from the website.

2. Corporation tax: declaration, notification

Responsibility:	Central Government, Ministry of Finance, Tax Directorate of the Slovak Republic
Website:	http://www.drsrc.sk/wps/portal
Sophistication stage:	4/4
Description:	Information, downloading of forms. Holders of the Guaranteed Electronic Signature may declare tax online. There is a limited possibility (still requiring some paperwork) to declare tax online for non-holders of eSignature also.

3. VAT: declaration, notification

Responsibility:	Central Government, Ministry of Finance, Tax Directorate of the Slovak Republic
Website:	http://www.drsrc.sk/wps/portal
Sophistication stage:	4/4
Description:	Information and forms to download.

4. Registration of a new company

Responsibility:	Central Government, Ministry of Justice, Trade Registry
Website:	http://www.justice.gov.sk/
Sophistication stage:	2/4
Description:	Information and forms to download.

5. Submission of data to statistical offices

Responsibility:	Central Government, Statistical Office of The Slovak Republic
Website:	http://www.statistics.sk/webdata/edc2000/www/index.html
Sophistication stage:	2/3
Description:	Custom-made software eDC2000 contains electronic forms and automatically sends them to the Statistical Office via e-mail. Software is downloadable from the Office's website.

6. Customs declarations

Responsibility:	Central Government, Ministry of Finance, Customs Administration
Website:	http://www.tullverket.se/
Sophistication stage:	2/4
Description:	Information only. The Customs Administration is working on a system for electronic data intake.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of the Environment, local environment offices
Websites:	http://www.enviro.gov.sk/
Sophistication stage:	1/4
Description:	Information only.

8. Public procurement

Responsibility:	Central Government, Office for Public Procurement
Website:	http://www.uvo.gov.sk/
Sophistication stage:	4/4
Description:	The website of the Office for Public Procurement provides information about public procurement and access to call for tenders.

Source: The online sophistication ratings are in agreement with the report '[Online Availability of Public Services: How is Europe Progressing?](#)', carried out for the European Commission in June 2006.

European Commission - IDABC eGovernment Observatory

The eGovernment Observatory is an information tool on eGovernment developments across Europe. It provides decision-makers and professionals with information resources and insight into strategies, initiatives and projects in Europe and beyond.

The eGovernment Observatory is an IDABC project. IDABC is the European Commission programme that promotes the delivery of e-government services in the EU

The eGovernment factsheets are one of the observatory services. They present an overview of the eGovernment situation and progress in European countries. The factsheets are updated every six months.

<http://ec.europa.eu/idabc/egovo>

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