

Slovenia

Slovenija



eGovernment
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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 Slovenia. 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): 2.003,4 (2006)

GDP at market prices: 27.633,7 million Euro (2005)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-25=100): 80,5 (2005)

GDP growth rate: 4,0% (2005)

Inflation rate: 2,5% (2005)

Unemployment rate: 6,5% (2005)

Government debt/GDP: 28,0% (2005)

Public balance (government deficit or surplus/GDP): -1,4% (2005)

Source: [Eurostat](#)

Area: 20.000 km²

Capital: Ljubljana

EU Official Languages: Slovenian

Currency: Tolar

Source: [Europa Website](#)

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 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 organ without full lawmaking powers.

The Head of State is the [President of the Republic](#) (elected for a maximum of two, five-year terms by 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.

The **Constitution of Slovenia** was adopted in December 1991.

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

Current Head of State: President Janez Drnovšek (since December 2002)

Current Head of Government: Prime Minister Janez Janša (since 9 November 2004)

Information Society indicators.....

Percentage of households with Internet access: 54% (2006)

Percentage of enterprises with Internet access: 93% (2004)

Percentage of individuals using the Internet at least once a week: 47% (2006)

Percentage of households with a broadband connection: 34% (2006)

Percentage of enterprises with a broadband connection: 75% (2006)

Percentage of individuals having purchased/ordered online in the last three months: 8% (2006)

Percentage of enterprises having received orders online within the previous year: 11% (2006)

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

obtaining information 28,0%, downloading forms 17,3%, returning filled forms 6,3% (2006)

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

obtaining information 71%, downloading forms 65%, returning filled forms 49% (2006)

Source: [Eurostat](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

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



October 2006.....

The Slovenian eGovernment portal, [eUprava](#), has been named as 'Slovenia's simplest website to use' at a national awards ceremony organised by the [Panta Rei](#) business school and the Slovenian web design and marketing company Uspeh. eUprava, which is managed by the Slovenian Ministry for Public Administration, was presented with the award for the most easily browsed public sector portal in Slovenia at the [Minerva](#) conference, which took place on 12-13 October 2006, in Portorož, Slovenia. The main aim of the awards was to emphasise the importance of accessibility and to influence future Slovenian internet development and encourage greater overall quality and accessibility. It was also intended to encourage companies and other non-commercial or public-sector organisations to pay as much attention as possible to the usability of their websites, bringing their services closer to the end users and enhancing the impact of their sites. Winners were selected from a list of nominees in two categories: businesses and public sector. The selection criteria included the purpose of the website, the focus on the users, accordance with basic standards, homepage, texts, access to the contents, and navigation.

September 2006.....

The Slovenian Ministry for Public Affairs has established a [central on-line catalogue of public information](#). The catalogue provides rapid access to the information libraries of all public institutions, in accordance with the Act on Access to Public Information which requires all public information to be accessible centrally. The Central Catalogue of Public Information is available on <http://www.ckijz.gov.si> and also through the State eGovernment Portal <http://e-uprava.gov.si/>. It is designed to allow direct access to the information records of different state institutions. This information is made freely available both to citizens and companies. There are no particular restrictions on the access to this information or its further use. In addition, as all information is provided directly from the source, the highest possible level of authenticity is ensured. The catalogue is not only intended for people or companies seeking public information, but also for all bodies involved in providing public information, whether they be State bodies, local government offices, public agencies or public service contractors. The portal may be used to access important sector-specific legislation and the public information libraries of individual bodies. It monitors the performance of the Information Commissioner and provides links to a wide range of websites and news services that may be of public interest.

August 2006.....

- ▶ [eVEM](#), a portal for business-related issues set up in 2005, has proven very successful with Slovenians wishing to register as independent entrepreneurs. The e-VEM portal brings considerable savings for entrepreneurs registering for the national register of independent entrepreneurs due to its 'one-stop

shop' nature and the cancellation of registration and other fees. Over the past year, the service experienced a 16% increase in activity. The portal enables those wishing to become independent entrepreneurs to register on-line and to provide the requisite tax data. At the same time, entrepreneurs can take out obligatory health insurance for themselves and their children with the Slovenian Health Insurance Institute. Registered entrepreneurs can also change their data or remove their name from the list. Entrepreneurs can use the service safely through a qualified digital certification system or in one of the 200 VEM access points where a clerk performs these procedures for them. All the other services that can be used or carried out by existing or future entrepreneurs through the e-VEM portal are also free of charge. Owing to its success, the range of electronic services offered by the portal will be expanded. The on-line registration of limited companies and other procedures will be available in 2007.

- ▶ Slovenia introduced [biometric passports](#) in accordance with the Council Regulation on security features and biometrics in passports and travel documents issued by Member States and in response to the requirement that the USA set to the countries with visa-free entry regime. The biometric passport brings important new features and advantages. Besides graphic security features new biometric passport has a chip embedded in the data page containing the holder's personal data and photograph. The smart chip is an additional security feature to prevent forgery. The bottom of the data page again contains the holder's personal data intended for machine verification of authenticity of the passport. It is manufactured in accordance with the European Union recommendations. Slovenian citizens will not need to replace their passports immediately as current documents will remain valid until their expiry date. All new passports issued as of 1 September 2006 will, however, conform with the new regulations. Slovenian citizens have been reassured that information contained on the chip will be protected and encrypted with Public Key Infrastructure (PKI) which will make it impossible for the data to be

read by unauthorized persons. The chip will only contain the data that is visibly included in the passport and a biometric photograph of the holder. Citizens will be entitled to check the data on them stored on the chip in the biometric passport. The price of the biometric passport will not be much higher than its conventional predecessor.

June 2006.....

- ▶ MRVL, the **Central Register of Vehicles and Documents**, enables the record keeping of technical checkups and provides an accurate record of the checkups done, the number of vehicles technically unsuitable and the reason for it.
- ▶ Slovenia launched [e-SJU portal](#), which stands for electronic services of public administration portal. e-SJU portal represents a new part of the renewed state portal e-Uprava. The portal e-SJU offers a single access point for all forms that can be published on the web by any public administration institution. The forms are published in different formats, which can be filled in by citizens and sent by them to the selected institution. The system includes the description of over 400 different services and 350 forms, but not all public administration institutions are included in the system. By increasing the number of public administration institutions to participate in the system the offer of information and services will increase. The goal is to have all 6.000 public administration institutions in Slovenia participating in the system in the future.

May 2006.....

[Vehicle registration certificate extended through the web](#). All citizens of Slovenia need to renew their vehicle registrations every year. This eService launched by the Slovenian Ministry for Public Administration offers the possibility of extending the validity of the vehicle registration certificate more quickly and more easily. This service takes advantage of eBusiness and uses eApplications, ePayments and eSignatures. To extend the validity of a vehicle registration certificate through the web, one only

needs the vehicle registration certificate number, the valid mandatory insurance policy number and a method of payment (e.g. credit card). The new certificate is sent to a specified mailing address. While the whole applications process can be completed online, the actual registration certificate can either be sent directly to the applicant by registered mail or be picked up from the nearest administrative office.

April 2006.....

The Slovenian government adopts a [new 'eAdministration Strategy'](#) which presents a strategic vision for the development of eAdministration in Slovenia and outlines the main actions to be taken in this area in the period 2006-2010. The Slovenian eAdministration Strategy was prepared for the Slovenian government by an inter-agency project group working within the Ministry of Public Administration. In developing the strategy, the group drew on experiences from other national eAdministration plans and EU strategies and guidelines. The eAdministration Strategy provides an overview of the situation to date in Slovenia with regard to the development of eGovernment solutions, and presents strategic orientations for the coming four-year period. A number of specific goals are set for the 2010 target date. The Strategy also outlines the necessary conditions that need to be implemented if these goals are to be met. The main emphasis of the Strategy is on consumer satisfaction, the rationalisation of public administration and the delivery of up-to-date eServices for citizens and businesses. The aim is to achieve a better quality of life and improved relations with public sector departments and agencies.

July 2005.....

Launch of the [eVEM portal](#), Slovenia's online one stop shop for business entities. The basic purpose of the e-VEM project is to provide a suitable information support for the future entrepreneur and enable him/her to start with business operations in the shortest time possible. The e-VEM portal is the front-end of the wider VEM ("One stop shop") system, which

aims at allowing faster and cheaper start-up for enterprises through the provision of efficient information and support services. The VEM system is made up of three elements: info points; support points; and registration points (e-VEM points). The project covers two scopes of activities and relationships: state - legal persons (G2B) and state - state (G2G).

May 2005.....

The **Electronic Central Register** starts to operate. The Electronic Central Register is a reference electronic population register enabling authorised administrations to access the population registry electronically.

December 2004.....

As a result of the appointment of a new Government, responsibility for eGovernment is transferred from the Ministry of Information Society, which ceases to exist, to a new [Ministry of Public Administration](#). The new Ministry also takes over duties of the [Government Centre for Informatics](#) (GCI), which was in charge of developing the country's eGovernment infrastructure and of supporting, controlling and coordinating departmental ICT projects.

June 2004.....

Citizens can apply for certificates of (no) criminal record and notify crimes to the police electronically via the [eGovernment - State Portal](#).

May 2004.....

The [Land Register](#) is made accessible online.

April 2004.....

[Life events for businesses](#) are made available on the [eGovernment - State Portal](#).

March 2004.....

The [Register of Companies](#) becomes available to all registered users of the [eGovernment - State Portal](#). The Register of Companies provides data on companies and their legal representatives.

December 2003.....

- ▶ The [eGovernment - State Portal](#) is re-launched (the first State Portal was launched in 2001). The enhanced portal offers various services to citizens, legal persons and public employees. Among the novelties is the Electronic Administrative Affairs application (EAA or *Elektronske upravne zadeve - EUZ*), which supports full electronic handling of administrative forms registered in a centrally maintained registry of procedures. The application can be used by residents equipped with qualified digital certificates valid in Slovenia.
- ▶ The Tax Administration of the Republic of Slovenia (DURS) launches the [eDavki](#) (eTaxes) portal, enabling all legal and natural persons to conduct business with the Tax Office electronically. As of 01 March 2004, taxpayers can use it to submit their income tax returns online.

November 2003.....

The **Slovenian Time Stamping Authority SI-TSA** starts to operate. It is an issuing authority for trusted electronic time stamps, intended mostly for applications used by public administration institutions.

October 2003.....

The Slovenian Government adopts a "[Policy for the development, introduction and use of open-source software and solutions](#)". The document is designed to provide clear strategic guidance on the use of Open Source Software (OSS) to government institutions and bodies, but also the wider public sector and beyond.

February 2003.....

The Government adopts "[Republic of Slovenia in the Information Society](#)", a strategy paper for the development of the Information Society in the country.

October 2002.....

The Government adopts the [Action Plan for eGovernment up to 2004](#), which defines the objectives, electronic services, and tasks for establishing eGovernment up to the end of 2004. The Action Plan derives from the Strategy of eCommerce in Public Administration 2001-2004 (SEP), as well as from analysis of clients' needs and EU guidelines and activities for the development of eGovernment.

June 2001.....

The [eEurope+ Action Plan](#) is published by the European Commission. This plan is designed to foster the development of an Information Society in the Central and East European accession countries, including Slovenia.

July 2001.....

The **Slovenian General Certification Authority SIGEN-CA** starts to operate. SIGEN-CA is the issuer of qualified digital certificates for legal and natural persons in the Republic of Slovenia.

March 2001.....

The [eGovernment - State Portal](#) is launched.

February 2001.....

The Slovenian Government adopts an eGovernment strategy document, entitled "[Strategy for eCommerce in Public Administration for the Period 2001-2004](#)". The document serves as a foundation for all efforts, projects, activities, and tasks

for the development of electronic government by the end of 2004.

January 2001.....

- ▶ The [Ministry of Information Society](#) is created to provide increased leadership for Information Society policies.
- ▶ The Slovenian GOVERNMENTAL Certification Authority SIGOV-CA starts to operate. [SIGOV-CA](#) certificates are used by public administration employees.

2000 and before.....

Establishment of the [Government Centre for Informatics](#) took place in 1993, a body in charge of developing the infrastructure for ICT in public administration and to support government departments' ICT projects.

eGovernment Strategy

Main strategic objectives and principles

The new strategic framework for the development of eGovernment in Slovenia is comprised of three key documents:

- ▶ [Slovenia's Development Strategy](#), adopted by the Government on 23 June 2005;
- ▶ The [eGovernment Strategy of the Republic of Slovenia for the Period 2006 to 2010](#) (SEP-2010 "eGovernment for effective public administration"), adopted by the Government on 20 April 2006;
- ▶ The **Action plan for eGovernment for the period 2006 to 2010**, which is in the process of adoption.

In 2006, Slovene eGovernment (electronic public administration) enters a new period of development with effective and visible new results from the period of the first eGovernment strategy in public administration and other influential strategies and programmes up to 2006. According to various criteria it has achieved a level of development comparable to or higher than that of other EU states. It has established an efficient and reliable information and telecommunications infrastructure for electronic services for citizens, other natural persons, businesses, other legal persons and public employees. The eGovernment portal and others offer information and electronic services; the results of their use are visible, which encourages further work in this area. The numerous measurements, comparisons and results are at this moment entirely encouraging, but are not the most important factor. The most important factor or global objective, and one which will be the primary driving force behind the further development of eGovernment, are satisfied users. Their satisfaction can be achieved through friendly, accessible, simple and affordable electronic services which they require most often for their life events (e.g. childbirth, marriage, purchase of real estate, company registration etc.). eGovernment is therefore about people. In order to continuously increase the quality of

life and satisfaction of eGovernment users, it will be necessary to ensure its continuous development, which requires public administration to provide the following:

1. The carrying out of rationalisation, optimisation and standardisation of administrative operations
2. Monitoring the effects of upgraded operations
3. Adaptation of legislation
4. Solution of organisational and legal/formal issues
5. Development of modern business models for the development of eGovernment
6. Transition of administration from a performer of administrative procedures to a service provider
7. Opening and linking of information sources within administration in order to provide more efficient and cheaper services
8. Possibility of citizens and non-governmental organisations participating in the planning and functioning of eGovernment
9. Interoperability of solutions, services and data
10. Carrying out informatisation projects using modern and tested technologies
11. Training of all public employees who will use eGovernment solutions
12. Constant internal and external promotion of eGovernment
13. Funds for the operation and maintenance of eGovernment

The purpose of the **eGovernment strategy for the period 2006 to 2010** (abb.: SEP-2010) is to determine a framework and goals for further realisation of new and already established eGovernment activities, with an emphasis on user satisfaction, rationalisation of administrative operations

and modern electronic services which will enable a higher quality of life and give administration a more friendly face in contacts with users. The priority tasks listed herein are part of the Work Programme of the Government of the RS for 2006, and as part of that programme the work of the Ministry of Public Administration for 2006 (hereinafter: MPA), which includes several targeted eGovernment activities based on four main objectives:

1. High-quality and efficient operations
2. Open and transparent functioning of public administration
3. An efficient system of public employees and efficient management of human resources
4. User orientation of public administration

The SEP-2010 strategy takes into account modern guidelines and initiatives which have been passed at EU level and which lead to success throughout the EU. It also takes into account the initiative "i2010 – A European Information Society for Growth and Employment" and the most recent Ministerial Declaration and guidelines from the ministerial conference "Transforming Public Services, 24 November 2005, Manchester, UK".

With the strategy to 2010, a new era begins, as well as new tasks for everyone involved in the implementation of eGovernment. The greatest challenges will be faced by the Ministry of Public Administration, which will have the role of co-ordinator, methodologist, promoter and executor of the development of eGovernment. Difficult tasks will also be performed by all public administration authorities (state authorities, local self-government) which will assist in the opening of key administrative registers and revising procedures for more efficient work in administration. Through their combined efforts they will create a solid basis for this and for better electronic services. The results of their joint labours will contribute to the improvement of services for citizens and businesses with increased time, spatial and varieties of access to the services of public administration, to the rationalisation of administrative procedures, the improvement of the administrative environment for employees in the public administration and to faster exchange of data between public

administration institutions with the introduction of suitable legal bases and information standards.

The strategy gives a vision of eGovernment, the influences of other domestic and EU strategies and programmes, a summary assessment of the previous period of eGovernment, strategic orientations and objectives to 2010 and the necessary conditions for the implementation of the strategy. In addition to developmental content and priority tasks for the coming period, it also includes mechanisms for implementation and a system for monitoring the progress of the eGovernment strategy, which is a vital instrument for establishing the actual level of progress.

The former strategic framework for the development of eGovernment in Slovenia was comprised of five key documents:

- ▶ The [Strategy of eCommerce in Public Administration for the Period 2001-2004](#), adopted by the Government on 7 February 2001.
- ▶ The [Action Plan for eGovernment up to 2004](#), adopted on 3 October 2002 and updated and reported to the Government on a monthly basis.
- ▶ The [Strategy of the Republic of Slovenia in the Information Society](#) (RSvID), adopted on 13 February 2003.
- ▶ The [Strategy of Electronic Commerce in the Local Communities](#) (SEPLS), adopted in February 2003. The implementation of electronic commerce in the local communities is one of the priorities of the Slovenian government. However, the municipalities have reached so far different levels of informatization. As a result, the Strategy states that eCommerce requires the linking of the state administration and the local administration and that their joint development is imperative.
- ▶ The [Action Plan of Electronic Commerce of the Local Communities](#), which was presented on 25 November 2004.

The Slovenian Government conceives the development of the information society and of eGovernment as essential to enhance its position in Europe. Slovenia indeed aims at becoming one of the most competitive and dynamic knowledge-based economies in Europe. Its strategic vision for the Information Society is to use Information and Communication Technologies (ICTs)

to continuously improve both quality of life and economic performance and to support democracy. In terms of eGovernment, this means eEnabling both services for citizens and businesses and internal procedures within administrations.

The overall **objectives** for eGovernment implementation are as follows:

- ▶ To provide citizens with a simple, fast and cheap access to quality public information and services. This should bring the public administration closer to citizens. Information should be accessible online and citizens should not be required to know the internal administrative procedures in order to retrieve specific information.
- ▶ To ensure that citizens will not be requested to provide the same information several times to different government agencies (new or amended data shall be collected only once and distributed to relevant organizations instead of being duplicated in various data repositories).
- ▶ To enable access to all public data that are not explicitly protected by law and are meant for the public at large.
- ▶ To make public administrations more responsive to citizens and to create electronic public services that by their performance contribute to improving general standards of quality of life.
- ▶ To rationalise the operations of the Slovenian public administration.
- ▶ To accelerate the transition of Slovenia to an Information Society.
- ▶ To promote eDemocracy and civic participation.

To achieve these objectives, the following **priorities** have been identified:

- ▶ To accelerate the development and the introduction of eServices for residents or citizens, business subjects, and other associations in key areas of Slovenian public administration.
- ▶ To stimulate all public bodies in accelerating the introduction of eServices, particularly those bodies where computerisation activities are unrolling slower and with lower priority.
- ▶ To ensure professional bases for decision-making on possible changes, additions, or (other) connections of existing programmes or projects.
- ▶ To ensure and consolidate cooperation and coordination between ministries and other responsible administrative bodies and institutions competent for the development of eGovernment.
- ▶ To comply with EU recommendations and orientations with regard to the introduction of eServices in priority areas.
- ▶ To comply with EU recommendations and orientations with regard to the European Interoperability Framework (EIF) for eGovernment services.
- ▶ To consolidate and optimise the expenditure of financial and other resources for the computerisation of public administration functions.
- ▶ To perform quantitative and qualitative benchmarking of developments achieved with other EU countries and Candidate Countries, based on internationally harmonised indicators (deriving from eEurope).
- ▶ To define control points and indicators to monitor progress and to take corrective or adaptation measures if necessary.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment legislation.....

There is currently no overall eGovernment legislation in Slovenia. However, an Act on Interconnection of Public Registers is in preparation, which will set a framework for the development and implementation of ePublic services.

Freedom of Information legislation.....

[Act on the Access to Information of Public Character \(ZDIJZ\), amended in 2005 and 2006.](#)

The Act on the Access to Information of Public Character was adopted by the Slovenian Parliament on 25 February 2003 and came into force on 22 March 2003. It provides that "everyone" has a right to information of public character held by state bodies, local government agencies, public agencies, public contractors and other entities of public law. The bodies must respond within 20 days. There are exemptions for classified data, business secrets, personal information that would infringe privacy, confidentiality of statistics information, public archives, tax procedure, criminal prosecutions, administrative or civil procedures, pre-decisional materials that would lead to a misunderstanding, nature conservation, and internal operations. The Act establishes an independent body – the [Commissioner for access to public sector information](#), competent for deciding on an appeal against the decision by which the body dismissed or refused the request for access to public information. Fines can be imposed for destruction of information or failure to disclose without authorisation. [An Act amending](#) the 2003 Act was passed on 15 July 2005. With newly implemented changes, Slovenia now ranks among the most open and transparent countries in the world, as the new Act now also introduces the public interest test as the highest form of judging the access to public information available to a particular country. The public interest test lies at the very core of the Act

on access to public information. The test can reveal even the most hidden faults and irregularities taking place in the public sector and thus greatly enhance public sector transparency and public trust in government institutions. With the adoption of this Act, the following EU directives are also implemented into the Slovenian legal system: Directive 2003/4/ES of the European parliament and of the Council, of 28 January 2003 on public access to environmental information and Directive 2003/98/EC of the European Parliament and of the Council of 17 November 2003 on the re-use of public sector information.

Data Protection/Privacy legislation.....

[Personal Data Protection Act \(ZVOP\)](#)

The new Personal Data Protection Act was adopted in July 2004 and came into force on 1 January 2005. It replaces a previous version of the act, adopted in 1999. The main goal of the Act is to prevent any illegal and unwarranted violations of personal privacy in the course of data-processing, and to ensure the security of personal databases and of their use. Until 1 January 2006, the Inspectorate for Personal Data Protection was in charge of overseeing the application of the Act. Since that date, such responsibility has been transferred to the [Information Commissioner](#) (Information Commissioner Act, adopted in December 2005).

eCommerce legislation.....

[Act on Electronic Commerce and Electronic Signature \(ZEPEP\), amended in 2004](#)

The Act on Electronic Commerce and Electronic Signature was adopted by the Slovenian Parliament on 13 June 2000 and came into force on 22 August 2000. It provides the legal basis for using eSignatures and developing eServices in Slovenia. The Act was

amended in April 2004 by a new [Act amending Act on Electronic Commerce and Electronic Signature](#), which defines more precisely the responsibilities of providers of information society services and sets the conditions for the realisation of the electronic identity card project.

eCommunications legislation.....

[Electronic Communications Act \(ZEKom\)](#)

The Electronic Communications Act was adopted in March 2004 and came into force on 1 May 2004. Its aim is to establish effective competition in the electronic communications market, to maintain effective use of the radio frequency spectrum and of the number space, to ensure universal services and to protect user's rights.

eSignatures legislation.....

[Act on Electronic Commerce and Electronic Signature \(ZEPEP\), amended in 2004](#)

The Act on Electronic Commerce and Electronic Signature was adopted by the Slovenian Parliament on 13 June 2000 and came into force on 22 August 2000. It provides the legal basis for using eSignatures and developing eServices in Slovenia. The Act was amended in April 2004 by a new [Act amending Act on Electronic Commerce and Electronic Signature](#), which defines more precisely the responsibilities of providers of information society services and sets the conditions for the realisation of the electronic identity card project.

eProcurement legislation.....

[Public Procurement Act](#)

The current version of the Public Procurement Act was adopted in January 2004 and replaces an earlier version adopted in 2000. The amended Act aims at removing administrative barriers by streamlining public

contracting procedures, introducing eOperations and the option of centralising procurement and public contracting procedures. One of the key amendments is the introduction of an eProcurement system, including the establishment of an information portal. The following aspects of use of electronic means in public procurement are also regulated: rules applicable to communication, storage of data and use of specific procedures, e.g. eAuctions. The new EU Directives on public procurement (2004/17/EC and 2004/18/EC), including their provisions related to eProcurement, are still to be implemented in Slovenia.

Re-use of Public Sector Information legislation (PSI).....

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) was implemented into the Slovenian legal system through the [Act amending the Act on Access to Information of Public Character](#), which was passed in July 2005. The Act contains provisions on PSI licensing, transparency on contracts, penal provisions, and consolidation of general and specific principles on access. [The Decree amending the Decree on Re-use information of Public Character](#), adopted in August 2005, defines the conditions for providing information of public character to applicants and over the Internet, charging for such provision, re-using the information of public character (including price and other conditions of such use), as well as reporting about assurance of the access to the information of public character. Slovenia has thus notified full transposition of the PSI-directive.

eGovernment Actors

Main roles and responsibilities



National eGovernment.....

Policy/Strategy

[Ministry of Public Administration](#)

The Ministry of Public Administration, established in December 2004, holds responsibility for the development and implementation of eGovernment in Slovenia. In particular the eGovernment Development Sector within the Ministry's [Directorate for eGovernment and Administrative Processes](#) supports the development of the eGovernment strategy, and prepares and monitors the implementation of the strategy and action plan.

Coordination

[Ministry of Public Administration](#)

The Ministry of Public Administration is also in charge of coordinating eGovernment initiatives and developments across government.

Implementation

1. [Directorate for eGovernment and Administrative Processes](#)

The Directorate for eGovernment and Administrative Processes, within the Ministry of Public Administration, is in charge of developing the country's eGovernment infrastructure at an operational level, and to support, control and coordinate departmental ICT projects.

2. **Government Ministries and bodies for departmental projects**

Support

[Ministry of Public Administration \(Directorate for eGovernment and Administrative Processes\)](#)

Audit/Assurance

[Court of Audit](#)

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

Data Protection

[Information Commissioner](#)

The Information Commissioner is a new body which started to function on 1 January 2006. It was established from the merging of two bodies; the Commissioner for Access to Public Information and the Inspectorate for Personal data protection. Legal basis for the merger was enacted in the Information Commissioner Act passed in November 2005. The Information Commissioner continues to perform its duties on access to public information, while also handing over the former Inspectorate's obligations. These consist of supervising legality of personal data processing, measures for insuring data security, transfer of data to third countries as well as special

types of protection such as, e.g. video, surveillance, biometry and similar.

of municipalities, preparing system analyses of local self-government.

Regional & Local eGovernment.....

Strategy

Ministry of Public Administration

Coordination

1. Ministry of Public Administration

The Ministry of Public Administration is responsible for coordinating the work of all stakeholders involved in the implementation of the Strategy of Electronic Commerce in the Local Communities (SEPLS).

2. Government Office for Local Self-Government and Regional Policy

Among other tasks, the Government Office for Local Self-Government and Regional Policy performs the following: preparing system regulations in the field of organisation, functioning and financing of municipalities; coordinating work with the ministries and other bodies in the preparation of system solutions and regulations in the field of organization, functioning and financing

Implementation

1. Ministry of Public Administration
2. Local authorities

Support

1. Ministry of Public Administration
2. Government Office for Local Self-Government and Regional Policy
3. Association of Municipalities and Towns (SOS)

Comprising 131 municipalities. SOS is the biggest representative association of local communities in Slovenia. The representative status allows it to be an 'official' representative of interests of municipalities in relation to state institutions.

4. Association of Municipalities (ZOS)

ZOS comprises 58 municipalities.

Audit/Assurance

Court of Audit

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment.....

Name: Dr. Gregor Virant

Job title: Minister of Public Administration

Picture:



Contact details:

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Source: [Ministry of Public Administration](#)

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

Name: Franc Tomažič

Job title: Director-General, Directorate for eGovernment and Administrative Processes, Ministry of Public Administration

Picture:



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E-mail: franc.tomazic@gov.si

Source: [Ministry of Public Administration](#)

Other key eGovernment executives.....

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Source: [Ministry of Public Administration](#)

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal.....

e-Uprava

The eGovernment portal e-Uprava was launched in March 2001, re-launched in December 2003 and modernised in May 2006. The enhanced portal supports G2C, G2B and G2G interactions and offers various services to citizens, legal persons and public employees. The portal provides access to the Electronic Administrative Affairs application (EAA or *Elektronske upravne zadeve - EUZ*), which supports full electronic handling of administrative forms registered in a centrally maintained registry of procedures. The application can be used by all residents equipped with qualified digital certificates valid in Slovenia. In addition, the e-Uprava portal includes the e-VEM service set up in 2005, which is a portal for business-related issues that allows for online registration of entrepreneurs as well as registration of their tax and insurance data. The e-VEM portal brings considerable savings for entrepreneurs registering for the national register of independent entrepreneurs due to its 'one-stop shop' nature and the cancellation of registration and other fees.

Network.....

HKOM (Fast Communications Network)

Most government bodies have internet/intranet facilities and are linked to a government-wide network HKOM (Fast Communications Network), connecting more than 1.600 local computer networks.

eIdentification and eAuthentication infrastructure.....

A Public Key Infrastructure (PKI) has been deployed in Slovenia and four certification authorities have been

accredited: the Ministry of Public Administration (SIGOV-CA for government communications and SIGEN-CA for the general public), HALCOM-CA, AC NLB, and POŠTA CA. Slovenia adopted the EU Directive on electronic signatures by the Act on Electronic Commerce and Electronic Signatures (ZEPEP) in the year 2000. In 2004, a further act amending the Act on Electronic Commerce and Electronic Signature entered into force in order to create a legal basis for an upcoming eID card project. Every Slovenian citizen becomes registered with the Slovenian Central Register of Population (CRP) and 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 also become registered with the CRP. Slovenia started developing eID cards in February 2003. The eID card is not obligatory. The concept is a combination of a signature card and a conventional, visual ID card. Individuals, registered at the CRP, can request a Slovenian eID card. The governmental certification authority SIGEN-CA issues the qualified certificates. Moreover, Slovenia started introducing biometric passports since the end of August 2006. Beside graphic security features, the new biometric passport has a chip embedded in the data page containing the holder's personal data and photograph. The bottom of the data page again contains the holder's personal data intended for machine verification of authenticity of the passport. It is manufactured in accordance with the European Union recommendations. Slovenian citizens will not need to replace their passports immediately as current documents will remain valid until their expiry date. All new passports issued as of 1 September 2006 will, however, conform with the new regulations. Slovenian citizens have been reassured that information contained on the chip will be protected and encrypted with Public Key Infrastructure (PKI) which will make it impossible for the data to be read by unauthorized persons. The chip will only contain the data that is

visibly included in the passport and a biometric photograph of the holder. Citizens will be entitled to check the data on them stored on the chip in the biometric passport. The price of the biometric passport will not be much higher than its conventional predecessor.

eProcurement infrastructure.....

There is currently no central eProcurement infrastructure in Slovenia. However, the Public Procurement Act adopted in January 2004 provides for the establishment of an eProcurement portal that will enable contracting authorities to publish public

procurement notices and suppliers to submit tenders electronically. The [Public Procurement Office portal](#) was launched in 2005.

Knowledge Management infrastructure

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

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, Tax Administration
Website:	http://edavki.durs.si/
Sophistication stage:	4/4
Description:	The eDavki (eTaxes) portal enables all legal and natural persons to conduct business with the Tax Office electronically. Since 2004, taxpayers can use it to submit their income tax returns online. 23.792 taxpayers submitted their income tax returns online in 2005, 42% more than in 2004.

2. Job search services by labour offices

Responsibility:	Central Government, Employment Service
Website:	http://www.ess.gov.si/
Sophistication stage:	4/4
Description:	It is possible to consult databases with job offerings and to subscribe to a weekly electronic supply of pre-selected jobs related to the given profile of the job searcher. Persons can register as job seekers. It is also possible for employers to consult databases of candidates.

3. Social security benefits**a. Unemployment Benefits**

Responsibility:	Central Government, Employment Service
Website:	http://www.ess.gov.si/
Sophistication stage:	2/4
Description:	Information about unemployment benefits (conditions, terms, duration, stagnation, cessation) and form to download.

b. Family allowances

Responsibility:	Central Government, Ministry of Labour, Family and Social Affairs, Centres for Social Work
Website:	http://www.mddsz.gov.si/ ; http://www.gov.si/csd/
Sophistication stage:	2/4
Description:	There are 62 Centres for social work (CSW) operating in Slovenia. It is possible to obtain information and to download forms from the websites of the Ministry's or of individual Centres for Social Work.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	Central Government, Institute of Health Insurance
Website:	http://www.zzzs.si/
Sophistication stage:	4/4
Description:	In the field of compulsory health insurance, the Institute of Health Insurance's principal task is to provide effective collection (mobilisation) and distribution (allocation) of public funds, in order to ensure the insured persons quality rights arising from the said funds. The rights arising from compulsory health insurance, furnished by the funds collected by means of compulsory insurance contributions, comprise the rights to health care services and rights to several financial benefits. The Institute comprises 10 regional units and 45 branch offices distributed around the territory of Slovenia. The functional unit, the Information Centre and the Directorate comprise the Institute structure.

d. Student grants

Responsibility:	Central Government, Ministry of Education and Sport
Website:	http://www.mss.gov.si/
Sophistication stage:	2/4
Description:	Ministry of Education and Sport offers information and forms to download on education of pre-school children, basic education, music schools, secondary education and adult education institutions, higher vocational education and sport.

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

Responsibility:	Central Government, Ministry of the Interior
Website:	http://www.mnz.gov.si/
Sophistication stage:	1/3
Description:	Passports are issued by the administrative units (in urgent cases they can also be issued directly by the Ministry of the Interior). Information about the application process is available on the Administrative Units Portal and on the website of the Ministry of the Interior.

b. Driving license

Responsibility:	Central Government, Ministry of the Interior
Website:	http://upravneenote.gov.si/
Sophistication stage:	2/3
Description:	Driving licenses are issued by the administrative units. Information about the application process and downloadable forms are available on the Administrative Units Portal and on the website of the Ministry of the Interior.

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

Responsibility:	Central Government, Ministry of the Interior, Administrative Units
Website:	http://upravneenote.gov.si/ ; http://e-uprava.gov.si/e-uprava/dogodkiPrebivalci.euprava?zdid=452&sid=640 (renewal of registration certificates).
Sophistication stage:	3/4
Description:	Information and forms to download. All citizens of Slovenia need to renew their vehicle registration every year. The Ministry of Public administration launched a new eService offering the possibility to extend one's vehicle registration certificate online. This renewal service takes advantage of eBusiness and uses eApplications, ePayments and eSignatures. To extend the validity of a vehicle registration certificate through the web, one only needs the vehicle registration certificate number, the valid mandatory insurance policy number and a method of payment (e.g credit card). The new certificate is sent to a specified mailing address. While the whole applications process can be completed on-line, the actual registration certificate can either be sent directly to the applicant by registered mail or be picked up from the nearest administrative office.

6. Application for building/planning permission

Responsibility:	Central Government, Ministry of the Environment and Spatial Planning, Administrative Units
Website:	http://upravneenote.gov.si/
Sophistication stage:	4/4
Description:	Planning/building permissions are issued by the administrative units. The Administrative Units Portal provides information about the process and forms to download. The service also enables the extension of building permits online.

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

Responsibility:	Central Government, Slovenian Police
Website:	http://e-uprava.gov.si/ , http://www.policija.si/
Sophistication stage:	3/3
Description:	Since June 2004 citizens can report crimes to the police electronically via the eGovernment - State Portal.

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

Responsibility:	Central Government, Institute of Information Science (IZUM)
Website:	http://cobiss.izum.si/
Sophistication stage:	3/3
Description:	Central search and booking system.

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

Responsibility:	Central Government, Ministry of the Interior, Administrative Units
Website:	http://e-uprava.gov.si/ , http://euz.gov.si/ , http://upravneenote.gov.si/
Sophistication stage:	3/3
Description:	Birth or marriage certificates can be requested and obtained online through the Electronic Administrative Affairs application (EAA or <i>Elektronske upravne zadeve - EUZ</i>), which is accessible through the e-Uprava portal and supports full electronic handling of administrative forms registered in a centrally maintained registry of procedures. The application can be used by all residents equipped with qualified digital certificates valid in Slovenia.

10. Enrolment in higher Education/University

Responsibility:	Central Government, Central Application Office
Website:	http://www.vpis.uni-lj.si/
Sophistication stage:	4/4
Description:	Online application for enrolment in higher education.

11. Announcement of moving (change of address)

Responsibility:	Central Government, Ministry of the Interior, Administrative Units
Website:	http://www.mnz.gov.si/
Sophistication stage:	1/3
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.mz.gov.si
Sophistication stage:	1-2/4
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 Finance, Tax Administration
Website:	http://www.durs.gov.si/ ; http://edavki.durs.si/
Sophistication stage:	4/4
Description:	N/A

2. Corporation tax: declaration, notification

Responsibility:	Central Government, Tax Administration
Website:	http://edavki.durs.si/
Sophistication stage:	4/4
Description:	The eDavki (eTaxes) portal enables all legal and natural persons to conduct business with the Tax Office electronically. Since 2004, corporate taxpayers can use it to submit their corporate tax returns online.

3. VAT: declaration, notification

Responsibility:	Central Government, Tax Administration
Website:	http://edavki.durs.si/
Sophistication stage:	4/4
Description:	The eDavki (eTaxes) portal enables all legal and natural persons to conduct business with the Tax Office electronically. Since 2004, taxpayers can use it to submit VAT returns online.

4. Registration of a new company

Responsibility:	Central Government, Ministry of Economy, Chamber of Commerce and Industry of Slovenia
Website:	http://evem.gov.si/
Sophistication stage:	4/4
Description:	The e-VEM portal was launched in July 2005 to provide a one stop shop allowing faster and cheaper start-up for enterprises through the provision of efficient information and support services. Company registration applications can be submitted electronically using any qualified digital certificate legally valid in the Republic of Slovenia. Entrepreneurs applying for registration receive the decision about the registration electronically and digitally signed.

5. Submission of data to statistical offices

Responsibility:	Central Government, Statistical Office
Website:	http://www.stat.si/
Sophistication stage:	3/3
Description:	Enterprises can submit statistical data online.

6. Customs declarations

Responsibility:	Central Government, Ministry of Finance, Customs Administration
Website:	http://carina.gov.si/
Sophistication stage:	3/4
Description:	Information and forms to download.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of the Environment and Spatial Planning, Environmental Agency
Websites:	http://www.arso.gov.si/
Sophistication stage:	3/4
Description:	Information and forms to download.

8. Public procurement

Responsibility:	Central Government, Ministry of Finance, Public Procurement Sector
Website:	http://www.gov.si/mf/slov/javnar/javnar.htm
Sophistication stage:	4/4
Description:	Information and forms to download. The Public Procurement Office portal was launched in 2005, with the objective of enabling contracting authorities to publish public procurement notices and suppliers to submit tenders electronically.

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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