



Digital Government Strategies: Good Practices



Slovenia: State Portal for e-services for citizens - eUprava (eGovernment)

The OECD Council adopted on 15 July 2014 the Recommendation on Digital Government Strategies. The Recommendation provides a set of 12 principles structured around 3 pillars. The OECD Secretariat is developing a Digital Government Policy Toolkit to support OECD member countries and non-member adhering countries with the implementation of the Recommendation. This practice was submitted by the government of Slovenia to be considered as a good practice in the implementation of one or more of the principles contained in the Recommendation.

Description of the practice:

Organisation:	Ministry of Public Administration, Slovenia
Name of the practice:	State Portal for e-services for citizens - eUprava (eGovernment)
Principles implemented:	<u>Principle 1</u> - Ensure greater transparency, openness and inclusiveness of government process and operations. <u>Principle 2</u> - Encourage engagement and participation of public, private and civil society stakeholders in policy making and public service design and delivery

Description: The basic purpose and main objective of the renovation of the state portal for citizens was (and still is) the eGovernment portal becoming a portal for all citizens, regardless of skill levels in internet use. The portal is addressed to economically active citizens, elderly, blind and partially sighted, deaf and hard of hearing, people with disabilities and the young who swear to mobility. To help realising pursued objectives, different experts in the fields of service and user experience design, writing on-line and others were part of the initiative.

The portal is tightly connected with the system for electronic submission of applications, inclusion of a powerful search engine and the use of horizontal building blocks, which were developed within other projects. Online maintenance has been established for providing up-to-date information and submission of the application.

A very important part of the portal is the My eGovernment module, which enables users an insight in their personal data from different state registers and other databases.

Project management: Ministry of Public Administration, Slovenia.



Project team: In the development phase, a project team and supervisory board were established at the Ministry of Public Administration. The project team was responsible for the development of the new portal and varied several times in the duration of the project.

All of the ministries, constituent bodies, local self-government and others who publish their service and general information helped to prepare the portal's content. The portal has been accessible to the public since November 22, 2016. The Ministry of Public Administration is responsible for its operation and coordination of maintenance, as well as updating the content and adding new services and functions. The constituent bodies are responsible for content update.

The Slovenian Information Commissioner was also participating in all stages of the project to ensuring the data-protection compliance.

<https://e-uprava.gov.si/>

<https://e-uprava.gov.si/en>

<http://e-uprava.gov.si/en/help-for-users/help-with-using-the-portal.html>

<http://www.rtv slo.si/iskalnik?q=tatjana+mizori+zupan>

<http://4d.rtv slo.si/arhiv/svetovalni-servis/174374649>

Results

The main result of the project is a new state portal for citizens. It is divided into the main part with the content and two parts with additional functions. The portal's main functions are:

- Providing general information on services; some services contain only a description, some have an application form attached (mostly PDF, some in Word); some services are completely electronic (electronic applications). Some services contain only a basic description, the user is then redirected to a specific service website, where he/she can make all arrangements needed (e.g. eTaxes portal or web page of the Health Insurance Institute of Slovenia).
- Electronic applications; these applications are created in the background (by the editors), so they can be linked to the national registers and the user does not have to enter personal data which can be accessed only through the use of digital certificates.
- Moja eUprava (My eGovernment) module; is an entirely new service which pursues the EU objectives that every citizen has to offer one window through which they can access data kept on him by the State. At the moment, citizens can gain access to personal data in the central population register, to the documents listed in the register of documents, to data on vehicle ownership and



his/her property. An important function of this module is enabling an insight in submitted applications and monitoring their resolution. It is necessary to mention own notifications as well. Each user can activate their own notifications (e.g. for applications, documents, eDemocracy, ...) and has the possibility to subscribe to the newsletter, where events of interest to a wider circle of users are published (e.g. Museum Open-door-day, tyre replacement, Info Days held in secondary schools and faculties, supplement to the income tax submission...).

- A special section is devoted to information on public sector institutions; here users will find general information on institutions, their addresses, opening hours, applications each institution publishes and some other data;
- In cooperation with the Ministry of Infrastructure the portal contains dates of test centres for the theoretical and practical part of driving tests.
- An important part of the portal is a bulletin board where, according to the General Administrative Procedure Act, document deliveries (of judgements, orders...) and offers for the sale of agricultural land are being published.
- Users can also find interesting information in the section for events and gatherings, where all the events and meetings, which are legally obliged to declare to the competent administrative unit or to the police, are published.
- There are very important specific pages on the portal for e-Democracy. This is especially important to ensure transparency of the government. There users can find proposals for regulations which are put in public hearing. Users can submit a comment, suggestion and new proposals. They can also save submitted documents in their Moja eUprava (My eGovernment) module.
- The portal also contains some other interesting and generally usable content, functions and connections.

The portal is compatible with variable mobile devices; however, submission of applications by a mobile device is still not possible, due to incompatibility with the digital certificates and signature component. These functions are still being developed and, when available, will be included to the portal and enable submission of applications by mobile devices.

In particular, it should be stressed that the portal is adapted for people with special needs by recommendations fully in account with the standard WCAG 2.0. This means the portal is adapted for blind and partially sighted users, users with dyslexia, the deaf and hard of hearing. To meet these requirements, the project team cooperated with the Association of the Blind and Visually Impaired and the Association of the Deaf and Hard-of-Hearing Slovenia.

Since Slovenia has two recognised national minorities, is the portal adapted to them as well. Some general information and certain services, depending on the arrangements and topicality of the minority, are translated into Italian and Hungarian.



There was no specific evaluation regarding this system, but the system was financed by the European social fund and thus it was evaluated in this context using the standard processes and measures.

Development

Design: 2013.

The project was designed by a project team at the Ministry of Public Administration, while preparing the investment documentation for the approval of EU funds. The next phase of the project and new portal was preparing tender specifications for an external contractor who would develop a new portal. At that stage a professional web designer was present. Most of the design was made during the development itself, with the help of other ministries and experts from different fields (UIX, design, language, etc.).

Testing: 2015

There was not enough time for extensive testing of the very idea and production of the pilot, prototype and implementation some parallel operating environment etc. In 2013, we started with the project and in the middle of 2015 we had to finish it, because the EU co-founded the project.

The experience we gained on similar projects, as well as maintenance of the existing state portal was used as primary basis of the project.

We have built the system in an agile and flexible way, so we were always able to quickly adapt to new challenges we faced during development and testing.

During the development we used classical IT testing methods (Unit testing, user experience mapping, user journeys, scrum, etc.). Tests with different testing groups were also conducted (students, people with disabilities, NGO's, etc.)

Implementation: November 2015.

Due to a short framework, human resources were low and risks were high. The project management was agile and flexible, risk management was crucial on the project.

Different methodologies were used for different part of the project, such as: Scrum for development, Jira for task management, Wiki (confluence), continuous integration (SVN, Jenkins), SOA, mock-up-s, etc.

Resources: the project team in the Ministry of Public Administration varied during the project and had approximately 10 members. Furthermore, there was the contractor's project team for development, a UIX expert, an expert for the language, translators, content editors from ministries and other public authorities.



The budget of the project was 1.698.614,05 EUR.

Diffusion and scaling: 2015.

Information about our solutions, capabilities and practical experiences were shared on various national conferences and meetings (Smartdoc 2015: <http://smartdoc.si/domov-2014-1/program/>, IJU 2015: <http://iju2015.iju-konferenca.si/>, DSI 2016: <http://dsi2016.dsi-konferenca.si/>).

Several workshops were organised for civil servants, members of The Slovenian Third Age University, members of the National and University Library, NGOs, etc.

Participated on different media events on the national Radio and TV, posted the information of the portal on the web page of the Ministry of Public Administration and other public institutions.

The main goal of the project is for eUprava to become the central government portal for citizens. It needs to become a single digital gateway for citizens to access their data, which are being stored within national registers and databases. At this stage, it is already possible to access some personal data on the portal (for example data from the central register of citizens, from register of vehicles, from real estate register, etc.); however in the future, we wish to include in the system most of public authorities and their data, which are of interest to citizens.

In addition, we are trying to make as many government services electronic and publish them on the eUprava portal. This will make life easier for citizens and work for officials.

To this end, we advertise the portal between all persons employed in the public administration, so that they recognise it as an efficient tool for transparent, open and safe business between the state and its citizens.

With every authority, which connects its services or databases to the portal, a cooperation agreement is signed.

Partnerships:

SRC d.o.o.;

Kontrastika d.o.o.;

Petra Černe Oven, Academy of Fine Arts;

Barbara Predan, Academy of Fine Arts;

All ministries;

- VIRTUA PR d.o.o.
- Association of the Blind and Visually Impaired

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- Association of the Deaf and Hard-of-Hearing Slovenia
- Faculty of Administration
- Institute for Electronic Participation
- Simbioza
- The Slovenian Third Age University
- Mitja Mavsar
- IIBA Slovenija
- ALKEMIST d.o.o.
- TIPK TV d.o.o.

Nature of the partnership: The majority of partners were contractors:

- Kontrastika designed and SRC developed the portal.
- The Academy of Fine Arts held workshops on how to prepare the content.
- VIRTUA adapted the content for the publishing on the Portal.
- ALKEMIST helped to translate the content into Italian, Hungarian and English.
- TIPK TV translated the content into sign language for deaf users.

Others:

Ministries prepared the content and application forms and now they take care for the relevance of the content and the application-forms.

Association of the Blind and Visually Impaired and Association of the Deaf and Hard-of-Hearing Slovenia helped to prepare the content for users with disabilities and incorporate the requirements of the WCAG 2.0 Standard in the Portal.

All others tested the Portal.

Lessons learned

In order for the project to be successful, it is very important to have a dedicated project leader who believes in the success of the project in spite of all problems that occur during the project and who has the ability to motivate the team. Of course strong support of the management is also very important.

It is very important for such critical system to have strong support also in the field of IT infrastructure.

Furthermore, promotion of the portal among state institutions, which are responsible for the services and content, and end users of the portal was and is also very important for the success of the project.

We are aware that it is necessary to constantly build confidence in the portal, both in content and security.

Conditions required:



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- political support
- flexible project management
- close cooperation of the institutions involved
- strong risk management
- data protection and security by design

- sustainability of the solution, trust

Additional information:

The state portal eUprava (eGovernment) is of the utmost importance for conducting business between the state and its citizens. On the one hand, it lowers operating costs of public authorities which provide their services in one place and, on the other hand, this is a major contribution to the citizens, who do not need to look for services on various websites of public authorities. They can read all of the information on the portal, or electronically submit an application and monitor its resolution.

Furthermore, the vision of the portal is to become a single point for citizens to access their own personal data from different registers or data bases. At the moment, there are only a few of them, but in the future, hopefully, more will be added.

The use of the Portal for conducting business with citizens is an example of major uniformity, because it can be towed by different bodies. This practice can be implemented in other jurisdictions. The portal is a living organism and it is necessary to ensure its continued operation at technological level, as well as keeping it up-to-date.