



European  
Commission



# Digital Public Administration factsheet 2020

Slovakia

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# Country Profile

# 1 Country Profile

## 1.1 Basic data

**Population:** 5 450 421 (2019)

**GDP at market prices:** 94 171.2 (2019)

**GDP per inhabitant in PPS (Purchasing Power Standard EU 27=100):** 74 (2019)

**GDP growth rate:** 2.4% (2019)

**Inflation rate:** 2.8% (2019)

**Unemployment rate:** 5.8% (2019)

**General government gross debt (Percentage of GDP):** 48 (2019)

**General government deficit/surplus (Percentage of GDP):** -1.3 (2019)

**Area:** 49 036 km<sup>2</sup>

**Capital city:** Bratislava

**Official EU language:** Slovak

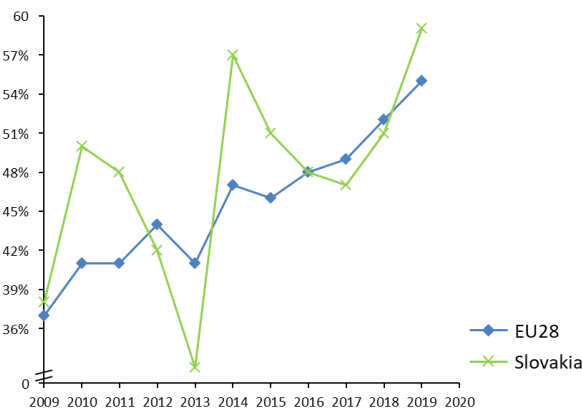
**Currency:** Euro (EUR)

Source: Eurostat (last update: 26 June 2020)

## 1.2 Digital Public Administration Indicators

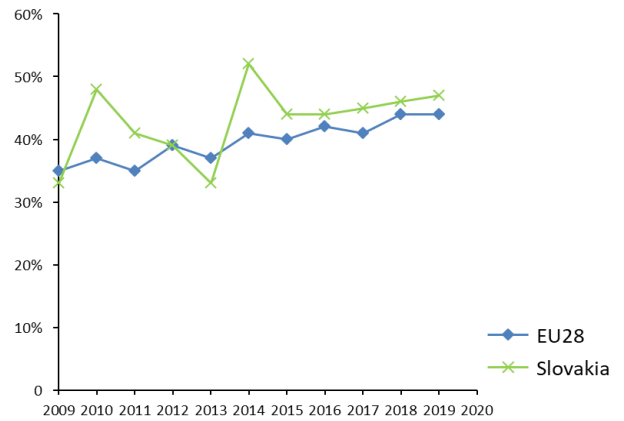
The following graphs present data for the latest Digital Public Administration Indicators for Slovakia compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the factsheet is being prepared.

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



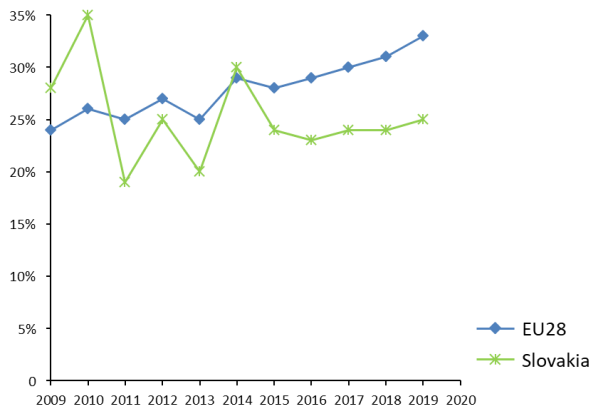
Source: Eurostat Information Society Indicators

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



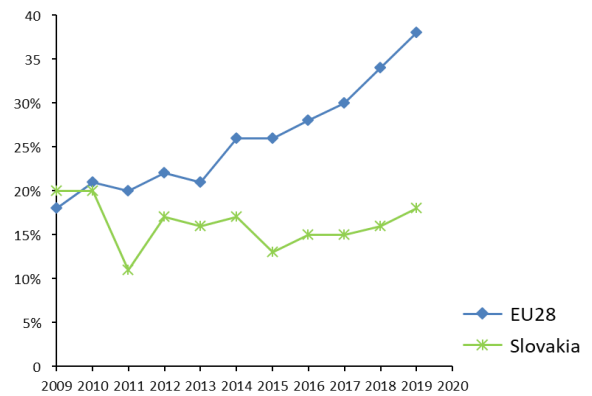
Source: Eurostat Information Society Indicators

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



Source: Eurostat Information Society Indicators

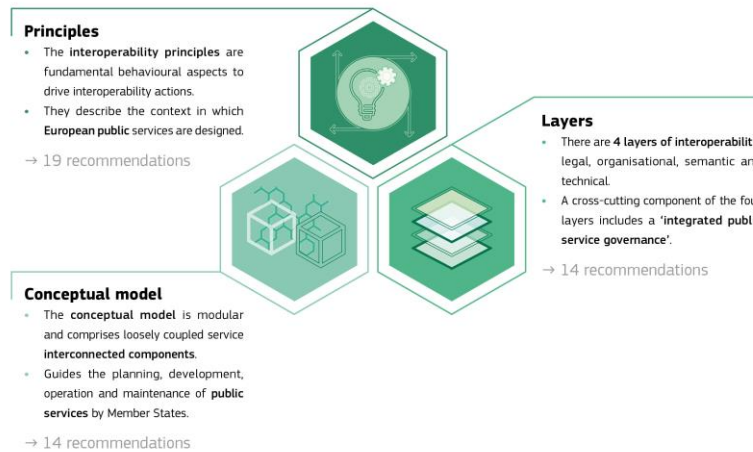
Percentage of individuals using the internet for sending filled forms to public authorities in Slovakia



Source: Eurostat Information Society Indicators

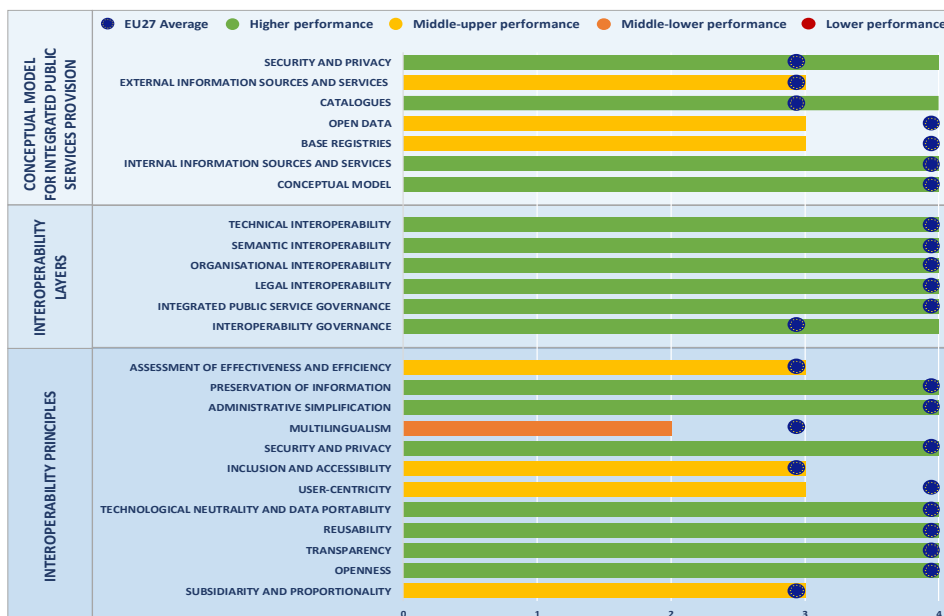
### 1.3 Interoperability State of Play

In 2017, the European Commission published the European Interoperability Framework (EIF) to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations. The picture below represents the three pillars of the EIF around which the EIF Monitoring Mechanism was built to evaluate the level of implementation of the EIF within the Member States. It is based on a set of 68 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.



Source: European Interoperability Framework Monitoring Mechanism 2019

For each of the three pillars, a different scoreboard was created to breakdown the results into their main components (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The components are evaluated on a scale from one to four, where one means a lower level of implementation, while 4 means a higher level of implementation. The graph below shows the result of the first EIF Monitoring Mechanism data collection for Slovakia in 2019. It is possible to notice an overall good performance of the country, with particularly positive results within the second scoreboard (Interoperability layers). The main area of improvement is within the first scoreboard and it is related to the principle of multilingualism.



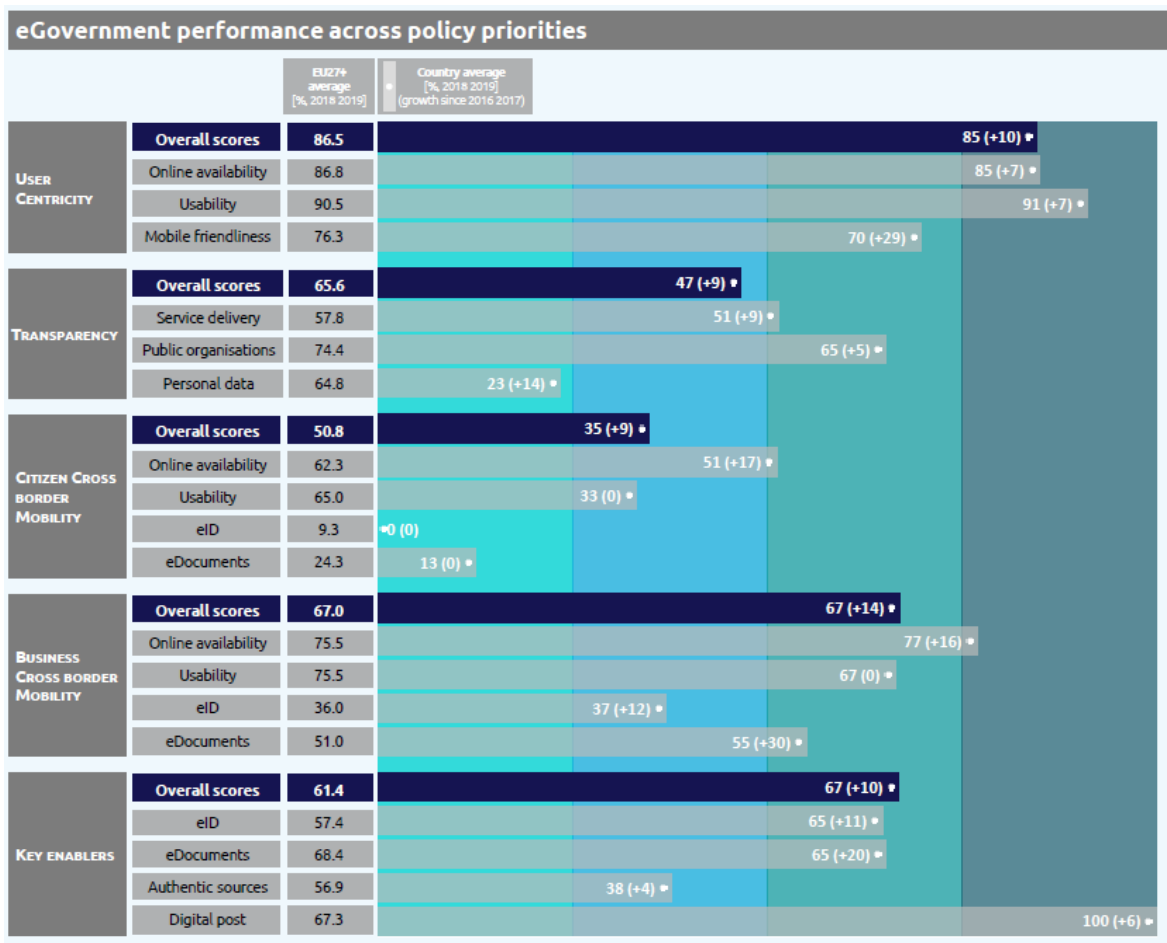
Source: European Interoperability Framework Monitoring Mechanism 2019

## 1.4 eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark report, which evaluates the priority areas of the eGovernment Action Plan 2016-2020, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates the extent to which a service is provided online, its mobile friendliness and usability of the service (in terms of available online support and feedback mechanisms).
- **Transparency** – indicates the extent to which governments are transparent about (i) the process of service delivery, (ii) the responsibilities and performance of public organisations and (iii) the personal data processed in public services.
- **Cross-Border Mobility** – indicates the extent to which users of public services from another European country can use the online services.
- **Key Enablers** – indicates the extent to which technical and organisational pre-conditions for eGovernment service provision are in place, such as electronic identification and authentic sources.

The 2020 report presents the biennial results, achieved over the past two years of measurement of all eight life events used to measure the above-mentioned top-level benchmarks. More specifically, these life events are divided between six 'Citizen life events' (*Losing and finding a job, Studying, Family life*, all measured in 2012, 2014, 2016 and 2018, and *Starting a small claim procedure, Moving, Owning a car*, all measured in 2013, 2015, 2017 and 2019) and two 'Business life events' (*Business start-up*, measured in 2012, 2014, 2016 and 2018, and *Regular business operations*, measured in 2013, 2015, 2017 and 2019).



Source: eGovernment Benchmark Report 2020 Country Factsheets



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## Digital Public Administration Highlights



## 2 Digital Public Administration Highlights

### Digital Public Administration Political Communications

The [Strategy of the Digital Transformation of Slovakia 2030](#) identified national policies and priorities in the context of the ongoing digital transformation of the economy and society. The Strategy accelerated ongoing processes in terms of building the digital market and carrying out various measures that arose from the most recent cross-sectoral policies of the EU. The Strategy also reflected on the strategic materials and recommendations of international organisations (EU, OECD, UN, G7 and G20) that consider digital transformation to be the key to inclusive and sustainable growth. The strategy puts emphasis on new digital technologies such as artificial intelligence, Internet of Things, 5G technology, big data and analytical processing of data, blockchain or high-performance computers, which will eventually become a new engine of economic growth and competitiveness.

### Digital Public Administration Legislation

As of 1 May 2019, a new [Act No. 95/2019 on Information Technologies in Public Sector](#) entered into force replacing former Act 275/2006 on information systems in public administration. The new Act brought a systemic change into the management of IT in public sector. Respective public bodies charged with the IT management were given more responsibilities within the whole project cycle of IT implementation – planning, procurement, implementation, monitoring and evaluation. The Deputy Prime Minister's Office has started preparation of executive regulations to this Act.

### Digital Public Administration Governance

The [Deputy Prime Minister's Office for Investments and Informatization of the Slovak Republic](#), which coordinates the informatisation of society, created a data office and a behavioural office in 2019 in order to strengthen initiatives such as a data driven government and better quality of eGovernment services.

### Digital Public Administration Infrastructure

In January 2019, the Ministry of Finance of the Slovak Republic approved the feasibility study for the creation of an eInvoicing information system. The corresponding information system will offer an interface facilitating the issuing, sending and receiving of electronic invoices in order for it to be processed, if possible, automatically, in compliance with the respective national and EU legislations on trade relations between economic subjects within public procurement processes.

Another development regards the EU Regulation 910/2014 on eIDAS. In September 2018, Slovakia launched an option for foreign natural persons to log into its online public services with an ID or residence card. Logging in by eIDAS on all specialised portals was launched in February 2019. Log in page in English offers the users multiple options to log into the service, including using foreign eIDAS.

By the end of 2019, it became obligatory to accept eID based on the eID schemes of multiple EU Member States. It is possible to test the logging in by these eIDs via the Slovak eIDAS Node. At the end of 2019, Slovakia notified the creation of its eID scheme.



3

Digital Public  
Administration  
Political  
Communications

## 3 Digital Public Administration Political Communications

### 3.1 Specific political communications on digital public administration

#### 2030 Strategy for the Digital Transformation of Slovakia

The 2030 Strategy for the Digital Transformation of Slovakia framed the government strategy in a way that defined national policies and particular priorities with regard to the ongoing digital transformation of the economy and society.

The strategy followed up on the priorities of the EU Digital Single Market. At the national level, it accelerated ongoing processes in terms of building the digital market and carrying out various measures that arose from the most recent cross-sectoral policies of the EU. The strategy also reflected the strategic materials and recommendations of international organisations (EU, OECD, UN, G7 and G20) that consider digital transformation to be the key to inclusive and sustainable growth. The strategy puts emphasis on new digital technologies such as artificial intelligence, Internet of Things, 5G technology, big data and analytical processing of data, blockchain or high-performance computers, which will eventually become a new engine of economic growth and competitiveness.

Several areas were identified regarding the necessity to multiply the potential of digital transformation:

- economy;
- society and education;
- public services;
- rural development;
- science, research and innovation.

The targets of the process are the citizens, whose everyday life should get simpler, and entrepreneurs, whose businesses should be supported by various incentives and whose bureaucratic burdens should be eliminated.

The strategy was followed by the 2019-2022 Action Plan for the Digital Transformation of Slovakia, which defines particular measures in several priority areas:

- improvement of education and fostering digital skills and employment for the modern era;
- creation of a basis for a modern digital economy;
- improvement of the ability of public services to innovate and use data;
- development and practical implementation of artificial intelligence.

As for the digital government, the ambition is to launch and implement a “data-driven State” concept in the public administration. The aim of the concept is for public administration to adopt decisions based on its best available knowledge. It is necessary to make sure that the institutions know how to use real data and make data-based (and possibly automated) decisions. Transforming the functioning of public administration organisations and processes is also key, so that such analyses can be effectively used. The action plan also proposes the continuous deployment of fully automated public administration services. This would imply that the system would handle filings automatically based on selected criteria.

#### 2015-2020 National eGovernment Concept

The National eGovernment Concept, which was approved by the Slovak government in September 2016, defined the strategic Enterprise Architecture of eGovernment and its central coordination, and also the principles and objectives of further development in accordance with the goals stated in the Strategic Document for Digital Growth and

Next Generation Access Infrastructure. This document represented a new approach to informatisation with special emphasis on achieving openness, fair competition, and increasing the value of IT in key functions of public administration, whether through improved services, better data-based decisions, better regulation, or more efficient operation. The concept was built around a vision of an innovative and open State that provides citizens and businesses with user-friendly and easy-to-use services, but is also able to respond swiftly and effectively to the challenges of the dynamic modern era.

It focused on process optimisation and automation of the public administration performance, along with the provision of services relevant to several life situations. Equally important were priorities referring to improved access for citizens, businesses and officials to the eGovernment environment, the use of the common central blocks, management of data, Open Data, Government Cloud, and security. This document also included a proposal to prioritise development programmes and projects that helped the implementation of the strategic architecture of public administration, the reference architecture of specific solutions, and the segment architecture. These aspects created the conditions for an efficient process of public administration informatisation.

The 2015-2020 National eGovernment Concept was further elaborated into [specific informatisation strategic priorities](#), which developed, among other things, on areas such as the reference architecture of public administration information systems in the cloud, the reference architecture of integrated public administration information systems, multi-channel access and interaction with public administration, life events and service navigation.

The work on the update of the National eGovernment Concept beyond 2020 will start in the second half of 2020. The new National eGovernment Concept will follow two national strategic documents: the 2030 Vision and Strategy for the Development of Slovakia and the 2030 Strategy for the Digital Transformation of Slovakia.

### 2014-2020 Operational Programme “Integrated Infrastructure”

The [Operational Programme “Integrated Infrastructure”](#) (OPII) is a strategic document developed for the absorption of EU funds in the transport sector and in the area of enhancing access to, and use and quality of information technologies. The overall focus of OPII, its specific objectives, and activities were set to ensure the promotion of the fulfilment of the priorities of the Europe 2020 Strategy and the National Reform Programme of the Slovak Republic.

The overall objective of OPII was to support sustainable mobility, economic growth, job creation and to improve the business climate through the development of transport infrastructure, public transport and information society.

The Deputy Prime Minister’s Office for Investments and Informatisation of the Slovak Republic is responsible for the area of information society within the Operational Programme “Integrated Infrastructure”. Other objectives of the operational programme were managed by the Ministry of Transport, Construction and Regional Development to support sustainable mobility, economic growth, job creation and improve the business environment through the development of transport infrastructure.

The Deputy Prime Minister’s Office for Investments and Informatisation of the Slovak Republic acts as an intermediary body responsible for Priority Axis 7 - Information Society. The funds were invested in the development of electronic services for citizens and businesses, suited to complex life events and cross-border interoperability, and aimed at increasing the availability of government data through open data. At the same time, the public administration reform was supported by ICT, including the further expansion of the government cloud. Finally, the allocation for Priority Axis 7 should ensure coverage of all households with broadband internet at a minimum speed of 30 mbps.

## Strategic Document for Digital Growth and Next Generation Access Infrastructure (2014–2020)

The Strategic Document for Digital Growth and Next Generation Access Infrastructure (2014–2020) defined a strategy for the development of digital services and next generation access infrastructure in Slovakia. It focused on the fulfilment of the ex-ante conditionalities by means of which the EU evaluated the readiness of Member States to implement investment priorities of their choice. The document particularly discusses access, use and quality of information, and communication technologies. The document is evaluated annually within the Operational Programme Integrated Infrastructure.

The strategy aims to further develop digital infrastructure services and next generation networks in Slovakia for the 2014–2020 period. These could be summarised in the following eGovernment investment priorities emphasised in the 2014–2020 period:

- services for citizens and businesses;
- effective public administration;
- broadband/Next Generation Network.

The document served as a basis for the preparation of the Operational Programme “Integrated Infrastructure” (Priority Axis - Information Society) for the 2014–2020 period.

The document was approved by the government of the Slovak Republic on 8 January 2014.

## Proposal for ESIF programming period 2021–2027

Negotiations for the new programming period began in early 2020. The Deputy Prime Minister’s Office for Investment and Informatisation proposed a follow-up strategy based on the current investments. The strategy had a higher focus on reducing bureaucracy for businesses and citizens, and the objective of speeding up the digital take-up with digital-by-default services. Moreover, it can be used to support data-driven governance, with more public sector data available, building the digital government structure as a platform based on open APIs. It will also increase the quality of public services thanks to continued feedback from the users.

## 3.2 Interoperability

No political communication has been adopted in this field to date.

## 3.3 Key enablers

### 3.3.1 Access to public information

No political communication has been adopted in this field to date.

### 3.3.2 eID and Trust Services

No political communication has been adopted in this field to date.

### 3.3.3 Security aspects

## Cybersecurity Concept of the Slovak Republic for 2015–2020

The Cybersecurity Concept of the Slovak Republic for 2015–2020 was adopted in 2015. The National Security Authority of the Slovak Republic is a government body responsible for the implementation of the strategy. The strategic goal of cybersecurity in the Slovak Republic is to achieve an open, secure, and protected national cyber space especially by building trust in the reliability and security of, above all, critical

information and communication infrastructure, as well as guaranteeing that this will perform its functions and serve national interests also in cases of cyber-attacks. The implementation of the concept was coordinated by the [Action Plan for the Implementation of the Cybersecurity Concept of the Slovak Republic for 2015-2020](#), which defined the tasks, as well as the responsible and cooperating parties in charge of its completion in 2016.

The main strategic pillars of the Cybersecurity Concept were:

- building an institutional framework for cybersecurity administration;
- creating and adopting a legal framework for securing the administration of cyber space;
- supporting, preparing, and introducing a system of education in the area of cybersecurity.

#### 3.3.4 Interconnection of base registries

No political communication has been adopted in this field to date.

#### 3.3.5 eProcurement

##### IT procurement in the public administration

In May 2019, the Council of the Government of the Slovak Republic for Digitalisation and the Digital Single Market adopted the [Concept for IT procurement](#) in the public administration. This concept is the result of the multi-stakeholder working group on ICT public procurement.

### 3.4 Domain-specific political communications

#### The Proposal for the Centralisation and Development of Data Centres in the State Administration

The Government of the Slovak Republic approved a [Data Centre Strategy](#), whose main goal was to centralise the number of data centres of the State into just two facilities, under the scope of the Ministry of Finance and the Ministry of Interior in 2014. The cloud services in the scope included for example IaaS, PaaS, SaaS, and benefited from high levels of quality and safety in the form of catalogue services.

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

- unifying the environment for operation of information systems;
- providing eGovernment services;
- optimising the use of resources;
- decreasing procurement and operating costs;
- increasing the efficiency of management at all levels, from operation of infrastructure to management of relationships, including methodological support;
- focusing on organisations' key processes and activities (excluding IT);
- simplifying and unifying processes across organisations.

### 3.5 Emerging technologies

#### New technologies identified by the 2030 Digital Transformation Strategy of Slovakia

The [2030 Digital Transformation Strategy of Slovakia](#) identifies several key technologies and technological areas that need to be supported by the government:

- artificial intelligence and blockchain, which are key to use the most revolutionary current technologies and find enough use for them (in view of exporting services);
- data and privacy protection, necessary for creating a functioning base for a vibrant data economy where consumer rights are safeguarded;
- high-performance computing; getting access to high-performance computing and storage capacity that also efficiently uses resources is the cornerstone of success in the digital era. The age of quantum technologies is approaching – quantum computers, quantum cryptography and quantum sensors as part of the IoT will become the decisive technologies in the new IT age;
- next generation fixed and mobile networks will allow Slovakia to get access to high-speed broadband connection, extension of NGA technologies in order to transfer data quickly and seamlessly. Subsequently, it will be necessary to build 5G networks to support autonomous and connected mobility and smart transport systems with expected massive utilisation in the future;
- the Internet of Things (IoT), in particular in the context of education. In fact, various primary and secondary school and university curricula in Slovakia have already been extended with matters concerning IoT, thanks to which Slovak students have excellent results in IoT and robotics.

In order to carry out effective measures in the aforementioned priority areas, it is necessary to strengthen the institutional background that constitutes the basis of the innovation ecosystem. The [2019-2022 Action Plan for Digital Transformation of Slovakia](#) defines the ambition to create and strengthen the current institutional background in order to bring the benefits of novel technologies across all economic and societal sectors. This could be achieved through supporting the set-up of the different areas in order to facilitate its uptake. The possible measures include:

- support to activities of the Digital Coalition;
- support to setting up and connecting DIHs in Slovakia;
- support to set up and operate a platform for research on and use of artificial intelligence;
- support to set up and operate the platform for research on and use of the blockchain technology;
- support to set up and operate a national high-performance computing competence centre;
- support to set up and operate the national competence and coordination centre for cybersecurity.

A person wearing a blue suit is seated at a desk. In front of them is a silver laptop with a black keyboard. To the right of the laptop, an open book with white pages is held open. The person's hands are visible, one resting on the book. The background is slightly blurred, showing more of the person's suit and the desk area.

4

## Digital Public Administration Legislation



## 4 Digital Public Administration Legislation

### 4.1 Specific legislation on digital public administration

#### Information Technologies in the Public Sector Act No 95/2019

The Information Technologies in the Public Sector Act No 95/2019 of Coll. came into force on 1 May 2019. This legislation nullified the previous Act No 275/2006 of Coll. and introduced a systemic change in the management of IT in the public administration by regulating the complete lifecycle of IT governance. It also extended the scope of obligations for public institutions responsible for IT management when it comes to planning, procurement, implementation, monitoring and evaluation of IT.

In addition, the Act also facilitated the decrease of costs in IT procurement through setting more favourable licence conditions for the procurement of unique software solutions. The new Act also reflects the changes brought by technological developments and global trends, which must be taken into account in order to fulfil the expectations of our citizens. Finally, the Act also introduces a control mechanism to ensure that the obligations are fulfilled and offer feedback on the progress of IT management.

#### Act No 305/2013 on eGovernment

The parliament adopted Act No 305/2013 of Coll. on the eGovernment, laying down the basic principles upon which a future electronic public administration will operate. The Act did not replace traditional paper procedures from the official agenda, but it created a comprehensive electronic alternative. It also described a number of key elements, such as pursuance by proxy, basic registries, eDesk modules document conversion, electronic payment of fees, and authentication of persons in public administration information systems, eDelivery, eForms module, electronic personal mailbox, the administration and operation of a central portal for public administration and Integrated Service Points (ISPs) for assisted public administration eServices. Furthermore, it also laid the foundation for a common data layer by defining a common central module for intergovernmental communication. This module implemented the rules and processes for the data exchange among IT systems from different segments (see 4.2.4 Interconnection of base registries) and applied the concepts of Master Data Management.

#### Amendment No 211/2019 to Act No 305/2013 on eGovernment

The latest amendment to the eGovernment Act entered into force on 1 August 2019. The legislation introduced changes in the area of authentication and completed the identification schemes published according to the Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC. The amendment also allowed to start the proceeding about ineffective delivery even without the appeal of the addressee, in case the administrator of the electronic mailbox notifies objective technical issues with the delivery.

The use of OpenAPI for publishing the tools for electronic filing was made obligatory and eID, as well as registry data, can now be used by private sector entities in more cases. The private sector can, therefore, obtain clients' data (with their consent) from the registry of natural persons, and authenticate their identity via eID in the same way as the eGovernment services do. Finally, another significant change was introduced with the opportunity to set up an electronic mailbox for minors under 18 years of age.

## 4.2 Interoperability

### Law against Bureaucracy Act No 177/2018

The **Act No 177/2018** on measures to reduce administrative burden by using public administration information systems, and on amendments and supplements to certain acts (Act against Bureaucracy) came into force on 1 September 2018. According to the provisions of § 1 par. 1 of the Act, in the performance of their official activities, public authorities were obliged and authorised to obtain and use data stored in public administration information systems to produce extracts, and to provide such data and extracts when necessary.

Moreover, an amendment to the Act against Bureaucracy No 177/2018 of Coll. eliminating the need for citizens to provide 11 types of paper documents in their dealings with the authorities.

The amendment to the Act against Bureaucracy (14 April 2019) relieved citizens and companies of their duty to submit further statements and confirmations by using the public administration information system. The removal of administrative burdens simplified processes related to the confirmation of arrears within social insurance, as well as health insurance calculations, confirmation of school visits, and extracts from the register of NGOs.

In December 2019, the government of the Slovak Republic adopted the second amendment to the Act No 177/2018 of Coll. Following the amendment, the list of documents that citizens and businesses had to obtain and deliver to the public authorities within their proceedings was further reduced by eight.

The adoption of the amendment will enhance the automatization of the processes and pro-active services of the State. The data automatically retrieved by the public authorities from the available registries include birth, marriage and death certificates, confirmations of address change, certificates stating the existence of a business subject, that the business is not in liquidation or bankrupt, or that it does not employ workers illegally.

## 4.3 Key enablers

### 4.3.1 Access to public information

#### Act No 211/2000 on Free Access to Public Information

The **Act on Free Access to Information**, which came into force on 1 January 2001, defined the term "public information" and established 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 make public decisions. The body has to respond no later than 10 days after receipt of the request and 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.

#### Re-Use of Public Sector Information (PSI)

Slovakia notified the full transposition of **Directive 2003/98/EC** of the European Parliament and of the Council of 17 November 2003 on the re-use of public sector information (PSI Directive). This legislation was implemented by **Act No 211/2000 of Coll.** on Free Access to Public Information.

As of 17 July 2021, the **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) will be replaced by **Directive (EU) 2019/1024** of the European Parliament

and of the Council of 20 June 2019 on open data and the re-use of public sector information. This Directive will be transposed by the amendment to the Act No 211/2000 of Coll. on Free Access to Public Information.

### 4.3.2 eID and Trust Services

#### eSignatures

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

### 4.3.3 Security aspects

#### Cybersecurity Act

In March 2018, the Act on Cybersecurity was published in the Collection of Laws as No 69/2018. This legislation was the first legal norm governing cybersecurity within the Slovak Republic. It came into force on 1 April 2018. The Act establishes minimum security and notification requirements with the aim of providing cybersecurity. It regulates: the jurisdiction of public administration bodies in the area of cybersecurity; the national strategy on cybersecurity; the cybersecurity Single Information System; the status and the obligations of essential services operators and digital service providers; the organisation and the competencies of CIRT units; education and awareness building; and inspection mechanisms and sanctions.

The new Act transposed the EU Directive on network and information security (NIS Directive) into the Slovak legal order.

#### Act No 18/2018 on Personal Data Protection

The Act 18/2018 implements the General Data Protection Regulation (2016/679) and transposes the Directive (2016/680) on the protection of natural persons with regard to the processing of personal data by competent authorities for the purposes of the prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties, and to the free movement of such data.

This Act regulates:

- the processing operations which are not within the scope of GDPR;
- the processing of personal data vested in our national legislation by the GDPR;
- the processing of personal data in the law enforcement sector;
- the duties, the responsibilities and the liabilities in the personal data processing;
- the scope of the powers and the organisation of the Office for Personal Data Protection of the Slovak Republic.

#### Act No. 45/2011 on Critical Infrastructure

The Act on Critical Infrastructure No. 45/2011 of Coll. came into force on 1 March 2011. This legislation implemented Council Directive 2008/114/EC of 8 December 2008 on the identification and designation of European critical infrastructures and the assessment of the need to improve their protection.

#### 4.3.4 Interconnection of base registries

##### Reference registries framework in the Act No 305/2013

The basic legislative framework related to the base and reference registries and their mutual interconnection is defined in the [Act No 305/2013 of Coll. on eGovernment](#). Its sixth part contains basic rules for equating data, referencing and correcting data between the registries, as well as rules on obligations of registries administrators. Specific rules regarding the respective registries, including the extent of their data and the opportunities for other entities to access them for specific purposes, are defined in the regulations which created them. The eGovernment Act also created rules for the establishment of the common central process and data integration module which:

- grants unified access to data within the information systems of the public authorities in order to exercise their duties electronically;
- integrates and synchronises data during referencing, and offers a single way of providing data from the information systems of the public authorities, mainly from reference registries.

At the end of 2018, Slovakia adopted the [Act against Bureaucracy No. 177/2018 of Coll.](#), which poses an obligation to the public authorities to automatically and electronically exchange the data stored in their information systems without requesting data from the citizens or businesses, following the “once-only” principle. The Act is supported by the establishment of the Data Office, which implements the policy and its principles in the public sector data management.

The interconnection of registries and the exchange of data between public authorities was supported by the Deputy Prime Minister’s Office for Investments and Informatisation of the Slovak Republic through the establishment of the Data Office at the beginning of 2019. The Data Office is responsible for implementing the policy and the principles in the public sector data management. It also works towards a central data model by mapping out the relations between the data and the registries. The Data Office also oversees the data quality, the publication of reference data, open data, the access to MyData and consolidates an analytical background available for policy making.

#### 4.3.5 eProcurement

##### Act No 95/2013 on Public Procurement

The [Act No 95/2013 of Coll.](#), which entered into force on 1 July 2013, amended the [Act No 25/2006 on Public Procurement](#). This legislation implemented [Directive 2007/66/EC](#) of the European Parliament. The amendment provided further details on the regulation of review procedures, harmonised the standstill periods applied in the procurement process with the periods laid down in the Directive, and regulated the entire supervision process directly in the Public Procurement Act.

##### eInvoicing Legislation

In Slovakia, the competent authority for eInvoicing is the [Ministry of Finance](#). The eInvoicing platform is under construction. The Decree determined that the Ministry of Finance and the Office for Public Procurement are the responsible bodies for the transposition and implementation of [Directive 2014/55/EC](#). The Directive was transposed into [Act No 215/2019 of Coll.](#), which entered into force on 1 August 2019.

## 4.4 Domain-specific legislation

### Act No 22/2004 on Electronic Commerce

The Act on Electronic Commerce, which came into force on 1 February 2004, regulates the relationships between information society service providers and recipients that may arise when communication takes place remotely, or while electronic devices are connected by means of an electronic communication network. These can be based on electronic processing, transmission, storage, search or collection of data including text, sound and picture, supervision over compliance with this Act, and also international cooperation in electronic commerce.

## 4.5 Emerging technologies

No legislation has been adopted in this field to date.



5

Digital Public  
Administration  
Governance

## 5 Digital Public Administration Governance

### 5.1 National

#### 5.1.1 Policy

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

The Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic (hereinafter the "Office") is a central public authority body established on 1 June 2016. Among the main tasks of the Office is its role in the creation and implementation of a uniform State policy towards EU funds, e.g. in the field of informatisation of the society, eGovernment and investments. The Office performs tasks that stem from the membership of the Slovak Republic in international organisations, being an intermediary body that manages the Operational Programme "Integrated Infrastructure" (OPII), Priority Axis 7 and the Digital Single Market policy on the national level.

Within the Deputy Prime Minister's Office for Investments and Informatisation, four divisions perform tasks related to the informatisation of the public administration and the broader digitalisation of the society: Public Administration IT Division, Digital Agenda Division, Cybersecurity Division and Division of the Intermediary Body for the Informatisation of Society.



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**Source:** <http://www.vicepremier.sk/>

#### Public Administration IT Division

The Division is responsible for:

- preparing eGovernment concepts and strategies;
- overseeing the national eGovernment architecture;
- issuing standards for public administration information systems;
- drafting legislative measures;
- managing the Operational Programme "Integrated Infrastructure" (OPII), Priority Axis 7.

#### 5.1.2 Coordination

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

The Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic coordinates the implementation of tasks in the area of informatisation of society. It provides for the central management of informatisation of society and

policy development in the areas of the Digital Single Market. The Office decides on the use of financial resources for information technologies in the public administration and stipulates the central architecture of integrated public administration information systems. The Office also acts as the intermediary body under the managing authority for the Operational Programme “Integrated Infrastructure” (OPII). It is responsible for the Digital Single Market Strategy, including its eGovernment aspects. The Office is in charge of information technologies used by government organisations and is responsible for the coordination of the creation of information systems in public administrations at national and international levels (section 4 and section 5, article 1a of Act No 95/2019 of Coll., and section 34a, article 3 of Act No 575/2001 of Coll.). From the central coordination perspective, a Data Office and a Behavioural Office were created in 2019 in order to strengthen initiatives such as a data-driven government and improve the quality of eGOV services.

The Deputy Prime Minister’s Office is also in charge of the management, operation and development of GOVNET, and performs the central tasks of the national operator of the information infrastructure and the central communications infrastructure in the Slovak Republic for public administration (section 4a, articles 1 and 2 of Act No 275/2006 of Coll.). GOVNET is a government data network of public authorities that represents the essential component of the national central communication infrastructure.

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

The Council of the Slovak Republic for Digitalisation of the Public Administration and the Digital Single Market, founded in December 2015, is the advisory and coordinating body, with right of initiative, of the Slovak government focused on the issues related to informatisation and digitisation of public administration and the DSM. The Council is composed of the high-level representatives from the ministries and IT associations.

#### 5.1.3 Implementation

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

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

The eGovernment Architecture Department is a delivery unit promoting the information society. It plans and systematically supports the development of the eGovernment architecture according to defined principles, goals and priorities. It oversees projects in their preparation and implementation phase to ensure compliance with methodologies, application designs, requirements and best practices. The key objective is to ensure effective use of public resources and a satisfactory level of innovation. One of the key tools is the Enterprise Architecture modelling that allows for precise documentation and analysis of the public administration at all layers (motivation, business, application and technology), as well as planning of all changes that will arise from various reform initiatives.

### Central State authorities

Central State authorities are responsible for the implementation of eGovernment systems within the scope of their competencies. The Ministry of Finance acts as the



central government body responsible for the information society and infrastructure projects. Ministries and other central bodies are responsible for departmental projects and get support from the eGovernment Architecture Office.

#### 5.1.4 Support

##### National Agency for Network and Electronic Services (NASES)

The **National Agency for Network and Electronic Services (NASES)** is an organisation of the Office of the Deputy Prime Minister of the Slovak Republic. It fulfils professional tasks in the field of informatisation of society, management and operation of electronic communications networks and provides services to other government bodies, legal entities and natural persons, who require information and data from information systems, databases and public administration registers.

The agency supports the development of e-Government services in Slovakia and is a provider of central common information systems. This activity improves the effectiveness of the public administration performance and simplifies the interaction between citizens and authorities, besides supporting the information knowledge base of society, the public sphere, the business community and the general public.

The key tasks of NASES are:

- organising, operating and developing the GOVNET network;
- operating the sTESTA network in the Slovak Republic;
- operating and developing the Central Governmental Portal ([www.slovensko.sk](http://www.slovensko.sk));
- operating and developing information systems for the registration and payment of administrative and court fees;
- operating and developing central customer services for the Slovak Republic.

##### National Security Authority (NSA)

The **National Security Authority** is the central government body for the protection of classified information, cryptographic services, trust services and cybersecurity. The recent change brought on by EU Regulation on electronic identification and trust services (eIDAS) and the Act on Trust Services, generated a change in the NSA's scope of responsibilities with respect to the use of the electronic signature and other related services, the so-called trust services.

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

##### Public Procurement Office

The **Public Procurement Office** is a central State administrative authority for public procurement, which is actively involved in the introduction and development of public eProcurement in the country.

#### 5.1.5 Interoperability coordination

##### Public Administration Information Technologies Division

The main body responsible for interoperability activities in Slovakia is the **Public Administration Information Technologies Division** at the Deputy Prime Minister's Office.

### 5.1.6 Base registry coordination

#### Data Office

The Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic has created the Data Office. The office, which operates on a national and subnational level, oversees the integration of processes and data from all base registries by administering an information system for the central management of reference data. Public authorities can integrate this information system and access available public sector data in compliance with the "once-only" principle.

### 5.1.7 Audit

#### Supreme Audit Office (SAO)

The SAO is an independent institution that audits the management of public funds, State property and the national budget execution. These auditing activities extend to central authorities, as well as to legal entities established by them.

#### Deputy Prime Minister's Office for Investments and Informatisation

In 2019, the Office has started to run audits aimed at evaluating the fulfilment of obligations under the Act on eGovernment. The goal is to ensure the full electronic exercise of power by all public bodies. Any possible lack of compliance with the Act has to be dealt with by the respective public body which is under audit. This process also facilitates preventative measures avoiding any violation of the Act in relation to the citizens.

### 5.1.8 Data Protection

#### Office for Personal Data Protection

The Office for Personal Data Protection of the Slovak Republic is an independent State authority, which performs the supervision of data protection and contributes to the protection of fundamental rights and freedoms of citizens with regard to the processing of their personal data.

## 5.2 Subnational (federal, regional and local)

### 5.2.1 Policy

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

In compliance with Act No 275/2006 of Coll. on Public Administration Information Systems, the Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic is responsible for the analysis of the National eGovernment Concept regarding regional and local governments. In addition, the Office monitors and evaluates progress in its implementation, and provides guidelines for the preparation of development concepts for Information Systems for Public Administration bodies, including regional and local governments.

All legislation and strategies related to informatisation adopted at the national level are fully and directly applicable to all levels of self-government – regional as well as local.

### 5.2.2 Coordination

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

The Department of Public Administration under the Ministry of the Interior is in charge of the coordination of public administration operations by self-governing regional and local authorities.

### 5.2.3 Implementation

#### Regional/local authorities

Self-governing regional and local authorities are responsible for the implementation of eGovernment initiatives. Act No 416/2001, on the transfer of some competences from authorities of the State administration to municipalities and higher territorial units, regulates the process of transfer of competences, originally executed by State authorities, to authorities of self-governing municipalities, towns and regions. There are eight self-governing regions in Slovakia: Banská Bystrica, Bratislava, Košice, Nitra, Prešov, Trenčín, Trnava, Žilina; besides, every municipality has a local government.

### 5.2.4 Support

#### Association of Towns and Municipalities of Slovakia (ZMOS)

The ZMOS Association initiated the creation and development of ISOMI, an internet information system for towns and municipalities. The project is designed to host and integrate municipal websites to support municipalities in providing citizens with information and eServices. Furthermore, the association operates the DCOM (Municipal Data Centre) solution that offers eServices to the citizens of towns and municipalities.

#### DEUS association

The DEUS Association is the datacentre for the Informatisation of the local self-governments of Slovakia. Its priority is to promote electronic communication between all the different levels of government and the citizens. The association has developed and is administering the electronic systems of the self-governing cities and villages. It cooperates with suppliers who deliver these systems to the cities and villages. The association was founded as an association of legal persons with the signing of the memorandum in July 2011. Founding members were the Ministry of Finance of the Slovak Republic and the Association of Towns and Municipalities. The DEUS Association manages the DCOM (Municipal Data Centre).

### 5.2.5 Interoperability coordination

No responsible organisations have been reported to date.

### 5.2.6 Base registry coordination

#### Data Office

As previously mentioned, the Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic has created the Data Office. The office, which operates on a national and subnational level, oversees the integration of processes and data from all base registries. See section 5.1.5 for more information.

### 5.2.7 Audit

#### Supreme Audit Office (SAO)

The SAO primarily determines whether regional and local bodies manage the State property and resources entrusted to them in an effective and cost-efficient manner, and in accordance with the law.

### 5.2.8 Data Protection

#### Office for Personal Data Protection of the Slovak Republic

The Office for Personal Data Protection of the Slovak Republic oversees data protection nation-wide, including within all public authorities at subnational levels.



6

## Digital Public Administration Infrastructure

## 6 Digital Public Administration Infrastructure

### 6.1 Portals

#### 6.1.1 National Portals

##### Central Government Portal [slovensko.sk](https://slovensko.sk).

The main purpose of the [Central Government Portal](https://slovensko.sk) is to provide services to the public (natural persons as well as businesses) and public authorities by means of an information system with a single access point. The basis for all future activities of the Central Government Portal is the entry point which allows user authentication, login, data reception and transactions with a particular service provider. The Central Government Portal is an information system designed to provide services and information to the public through the common internet access point. The portal is governed by the provisions of Act No 95/2019 of Coll. on Public Administration Information Technologies and of Act No 305/2013 of Coll. on eGovernment.

##### Anti-bureaucracy Portal [oversi.gov.sk](https://oversi.gov.sk)

The [Central Anti-bureaucracy Portal](https://oversi.gov.sk) offers a way for public institutions to access any necessary statements and confirmations issued by other public institutions in order to put in practice the principles foreseen by the Anti-bureaucracy Act and all its amendments.

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

The official portal of the Deputy Prime Minister's Office is [vicepremier.gov.sk](https://vicepremier.gov.sk). The website offers an overview of the projects and work done by the Office in the area of implementing information technologies into the public administration. It also offers a summary of all relevant legislation and strategic documents guiding the informatisation process.

##### Portals of public authorities

The national administration section and self-government portals belong to the respective administrators. The administration section and self-government portals provide more detailed information for citizens and businesses and may enable the performance of transaction services within the relevant special agendas.

##### Legislative and Information Portal [Slov-Lex](https://slov-lex.sk)

The Legislative and Information Portal [Slov-Lex](https://slov-lex.sk) provides information to professionals and to the general public on law-related issues. It provides effective tools to law makers for the creation of legislation and management of its lifecycle. The dominant parts of [Slov-Lex](https://slov-lex.sk) are two closely linked systems: eCollection and eLegislation.

Target audiences include rights holders which are government bodies, State administration bodies, local authorities, judicial authorities, legal professionals (lawyers, notaries, experts, etc.), freelancers, entrepreneurs (physical and legal persons) and citizens.

##### CSIRT.SK (Computer Security Incident Response Team)

The main task of the [portal](https://csirt.sk) is to present basic information about the CSIRT.SK unit and its working agenda. It provides the possibility of reporting incidents and vulnerabilities relating to the security of computer and communication technologies; it

also creates a space for the progressive expansion of the services provided by the CSIRT.SK unit.

CSIRT.SK provides to citizens and businesses services associated with security incidents management and impact elimination, followed by the recovery of affected information and communication technologies. CSIRT.SK cooperates with the owners and operators of critical information infrastructure. Additionally, it contributes to raise awareness about information security, while also cooperating with international counterparts and organisations.

### 6.1.2 Subnational Portals

#### Public authorities' portals

The digital government portals in Slovakia are centralised and work at the national and subnational level. Hence, there is no subnational portal only available for certain administrative regions. See 6.1. 1 for more information on the portals offering.

## 6.2 Networks

#### GovNet

GovNet, which was launched in the early 1990s, aims to build a physical network of Public Administration bodies. GovNet provides to the public administration services such as encrypted eCommunication, helpdesk, supervision, webhosting, antispam and antivirus protection, and represents the essential component of the national central communication infrastructure.

## 6.3 Data Exchange

#### Oversi.sk Portal for Employees of the State Administration

The **central portal** offers a way for public institutions to access any necessary statements and confirmations issued by other public institutions in order to put in practice the principles foreseen by the Anti-bureaucracy Act.

#### Government Cloud

On 21 May 2014, the government of the Slovak Republic approved a new **strategic approach** whose main goal was to define the technical, organisational and legal levels of implementation and operation of supra-ministerial data centres as a provider of central cloud services of the government cloud. The eGovernment cloud provides national authorities and institutions with cloud services (such as IaaS, PaaS, SaaS), which meet high standards of quality and safety, through a one-stop shop in the form of a service catalogue.

The cloud solution will ensure effective sharing of ICT resources, improve access to data and facilitate the use of big data, as well as unify the environment and methodologies for information systems development and operation.

## 6.4 eID and Trust Services

#### eID card

Since 1 December 2013, the Ministry of Interior started issuing **eID cards** for citizens as a means of identification and authentication for individuals within eGovernment and possibly other public and private services. The new eID card, in credit card format, replaces the existing national identity card and includes the optional electronic signature functionality.

By using a microchip, the card provides an online authentication functionality, applicable to eGovernment transactions. Data from the eID card can only be read with the consent of the citizen, using a security code and inserting the eID card in the card reader. The safety of the data stored in the contact chip is protected by security mechanisms and by a personal security code (PSC). The PSC is a combination of several numbers that are chosen by the holder when submitting an application for issuing the eID, or when collecting the card or anytime during its validity. The PSC is used to confirm the identity of the eID holders in electronic communications.

## 6.5 eProcurement

### Information System for Electronic Public Procurement (IS EVO)

The Public Procurement Office manages the system of eProcurement (IS EVO) used to award contracts above and below a specific threshold, as well as low value contracts. IS EVO covers the different phases of procurement, which are: eNotification, eDiscovery, eAccess, eSubmission and eAuction (lowest price and MEAT criteria). The basic functions of IS EVO are:

- eID authentication;
- wizard for contract award notices;
- explanation of tender documents;
- remedy request, objection;
- submission and cryptography of tenders;
- structural proposal of criteria fulfilling;
- explanation of offers;
- electronic auction.

IS EVO is not mandatory pursuant to the Law on public procurement. There are 12 information systems providing electronic communication in public procurement in Slovakia. IS EVO is used in 50% of all published contracts. The Ministry of Interior manages the [Electronic Contracting System \(EKS\)](#), which is used for fully automated placement orders for contracts below the threshold.

### eInvoicing Information System

In 2019, the feasibility study for the project of the eInvoicing information system was approved. The Ministry of Finance of the Slovak Republic oversees the matters pertaining to eInvoicing, including the management of the related information system as well as the central economic system. The corresponding information system will offer an interface for issuing, sending and receiving electronic invoices which should be processed automatically, if possible, in compliance with the relevant national and EU legislation on trade relations between economic subjects within public procurement processes.

The system will also define invoicing standards for trade relations with public authorities. It will speed up issuing, receiving and processing invoices, as well as ensure costs savings.

## 6.6 ePayment

### Payment module

Following the eGovernment Act No 305/2013 of Coll., a payment module was established in order to facilitate payments of administrative fees or other payments to public authorities. The module consists of a communication part and an administrative part: the former gives updates on the payments, while the latter provides records of the payments and all necessary details for the creation of payment orders.

The Deputy Prime Minister's Office for Investments and Informatisation manages the communication part, while the administrative part is managed by the Ministry of



Finance of the Slovak Republic. There are two modules in operation – the electronic payments module and the information system for making administrative and court fees payment and obtaining payment records.

## 6.7 Knowledge Management

### Central Government Portal

The Central Government Portal, under the administration of the Deputy Prime Minister's Office for Investments and Informatisation of the Slovak Republic, and operated by the National Agency for Network and Electronic Services (NASES), provides central and unified access to information resources and services of the public administration. The basis for all future activities of the Central Government Portal is the entry point, which enables users' authentication, login, data reception and transactions with a particular service provider. Among the tasks of the portal, the most important are directing the interested party to a particular eGovernment service, navigating through the services relevant to a specific life event, and providing useful tips and tricks. The portal currently offers eGovernment services in the areas of running a business, citizenship, justice, registering vehicles, social security and more. The Portal provides:

- a common registry, an authentication function, an authorisation feature and a user support feature;
- management of the information flow, electronic filing, electronic fee payments.

For citizens, the Central Government Portal is:

- the single entry point to the public administration affairs;
- the place where they can find first-hand current and complete information and services;

For public authorities, the Central Government Portal is:

- the interface to communicate with citizens;
- the interface for providing different types of public authorities' information systems;
- a common national communication infrastructure and entry point.

## 6.8 Cross-border platforms

### eIDAS

Following EU Regulation 910/2014 on eIDAS, in September 2018 Slovakia launched an option for foreign natural persons to log into its online public services with an ID or residence card via Slovakia's central government portal slovensko.sk.

The possibility to log on all specialised portals through eIDAS exists since February 2019. The login page in English offers the users multiple options, including the use of a foreign eIDAS.

By the end of 2019, it became obligatory for Slovak public authorities to accept eIDs based on the eID schemes of multiple EU Member States. It is possible to test the login with these eIDs via the Slovak eIDAS Node. At the end of 2019, Slovakia notified the creation of its eID scheme.

## 6.9 Base registries

### Common Modules

Public authorities are obliged to use common modules among public administration information systems while performing their roles and exercising power electronically. Common modules ensure that there is no need to mutually integrate all information

systems with each other, because each public authority has an integration to these common modules where their communication and exchange of data happen.

The Module for Data and Process Integration is one of the common modules and it serves as a unified mechanism for providing data to public authorities. It contains a central system of reference for data management, which provides base registries in Slovakia (the so-called "reference registries"), as well as other standards for public administration information systems aimed at achieving technical and semantic compatibility of the respective information systems and their data.

The Deputy Prime Minister's Office for Investments and Informatisation administers the Module for Data and Process Integration.



7

Cross-border  
Digital Public  
Administration  
Services

## 7 Cross-border Digital Public Administration Services for Citizens and Business

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. [Your Europe](#) is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

### 7.1 Life and Travel

For citizens, the following groups of services can be found on the website:

- [Travel](#) (e.g. Documents needed for travelling in Europe);
- [Work and retirement](#) (e.g. Unemployment and Benefits);
- [Vehicles](#) (e.g. Registration);
- [Residence formalities](#) (e.g. Elections abroad);
- [Education and youth](#) (e.g. Researchers);
- [Health](#) (e.g. Medical Treatment abroad);
- [Family](#) (e.g. Couples);
- [Consumers](#) (e.g. Shopping).

### 7.2 Doing Business

Regarding businesses, the groups of services on the website concern:

- [Running a business](#) (e.g. Developing a business);
- [Taxation](#) (e.g. Business tax);
- [Selling in the EU](#) (e.g. Public contracts);
- [Human Resources](#) (e.g. Employment contracts);
- [Product requirements](#) (e.g. Standards);
- [Financing and Funding](#) (e.g. Accounting);
- [Dealing with Customers](#) (e.g. Data protection).

## The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from Ms. Katarina Schwertnerova, Department of Digital Policies and International Cooperation, Office of the Deputy Prime Minister of the Slovak Republic for Investments and Informatization.



*The Digital Public Administration Factsheets are prepared for the European Commission by Wavestone*

## An action supported by ISA<sup>2</sup>

ISA<sup>2</sup> is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

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## Contact ISA<sup>2</sup>

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