

NIFO Factsheet – Croatia

In Croatia, the following online sources provide a source for the NIF:

- e-Croatia 2020 Strategy (*draft*):
[https://uprava.gov.hr/UserDocsImages/e-Hrvatska/e-Croatia%202020%20Strategy%20\(20.01.2016.\).pdf](https://uprava.gov.hr/UserDocsImages/e-Hrvatska/e-Croatia%202020%20Strategy%20(20.01.2016.).pdf)
- Law on the State Information Infrastructure (OG, 92/2014):
http://narodne-novine.nn.hr/clanci/sluzbeni/2014_07_92_1840.html
- Public register ProDII prodii.uprava.hr:83/prodii
- The Regulation on the Establishment Of The Public Register for the Coordination of Projects for the Development of the State Information Infrastructure, adopted by the Government of Croatia (OG, 134/2014) : http://narodne-novine.nn.hr/clanci/sluzbeni/2014_11_134_2542.html

Main interoperability highlights

A first version of the NIF was issued in 2010 but, due to the lack of follow-up and update of this document, it is no more applicable.

Croatia has decided to use directly the principles from the EIF 2.0 as baseline for the development of e-services to ensure interoperability in Croatian public services and with European ones.

The main principles from EIF 2.0 are taken over in the **e-Croatia 2020 Strategy** that addresses interoperability. The Strategy envisages the creation of a government cloud with infrastructure as a service and software (for same business processes) as a service and the development of specific sectoral and inter-sectoral e-services.

The Law on the State Information Infrastructure (SII) was adopted by the Croatian Parliament in July 2014. The law solves three key problems of the SII:

1. Defines the authority for managing and coordinating the development of public e-services, with the goal to act as a unique system to provide services to citizens and businesses;
2. Creates a single point of contact in the digital world,
3. Obliges institutions to use data in public registers to relieve the citizens of administrative burdens - implementing the 'once only' principle.

1. Definition of the authority for managing and coordinating the development of public e-services, with the goal to act as a unique system to provide services to citizens and businesses:

- The aim of the Act is to regulate the field of information and communication infrastructure, the standardisation, integration of services, transparency, cooperation and coordination with the goal that it acts as a single system providing services to citizens and businesses with the development of the SII.
- The Act establishes the rights, obligations and responsibilities of the competent authority of the public sector in relation to the establishment, development and management of the SII, the central body responsible for e-Croatia - defined as leading body.
- The Act introduces the Register ProDII¹, in which all ICT projects from the public sector are registered. This aims to provide e-Croatia with information enabling the coordination and rationalization of investments in the SII. The Regulation on the Establishment Of The Public Register for the Coordination of Projects for the Development of the SII was adopted by the Government of Croatia in 2014 (OG, 134/2014)². A Decision of the Government appointed a Council for the SII development. It includes 16 experts from different institutions, responsible for the expert analysis of all projects regarding the development of the SII.
- A working group is responsible for the development of the regulation regarding the organisational and standardisation requirements for the interconnection of the SII. Its members are from State institutions, the Croatian Employers' Association for ICT and the Chamber of Economy.
- Definition of the responsibilities for the following aspects related to the development of the SII: standardisation, integration of services, transparency, cooperation and coordination.

2. Single point of contact in the digital world

- The Law on the SII stipulates that citizens have to have access to all public services through a single point of contact. It provides access to all the data in the public sector.
- The single point of contact has been implemented through the **e-Citizens** project³, which consists of the central government portal, the National identification and authentication system, and a personal user mailbox. The Law stipulates that each electronic service must be integrated in the e-Citizens portal. The Law defines the e-Citizens platform as a single point of contact for citizens and states that all e-services of public sector bodies have to be integrated into the platform <https://www.gov.hr/>.

¹ prodii.uprava.hr:83/prodii

² http://narodne-novine.nn.hr/clanci/sluzbeni/2014_11_134_2542.html

³ <https://vlada.gov.hr/the-e-citizens-system/15215>



The eCitizens project was declared the best European eGovernment services project, in an awards ceremony at the Open Government Partnership Global Summit 2015.⁴

3. The obligations to interconnect registers - the 'once only' principle

- The Law on the SII stipulates that civil servants shall obtain information on which government bodies keep official records. They will obtain data from these records through the interconnection of all public registers. The paperless state will be achieved by interconnecting registers to ensure the availability of data and thereby relieve the administrative burden of citizens, in line with the goal of providing data once only and digitally.
- In order to ensure an overview of data availability, ie. an overview of existing methods of delivery of data from various public registers, the establishment of a public register "Metaregister" is stipulated. The Metaregistar represents also a communication tool for requesting and granting access to data.

Summary of the NIF

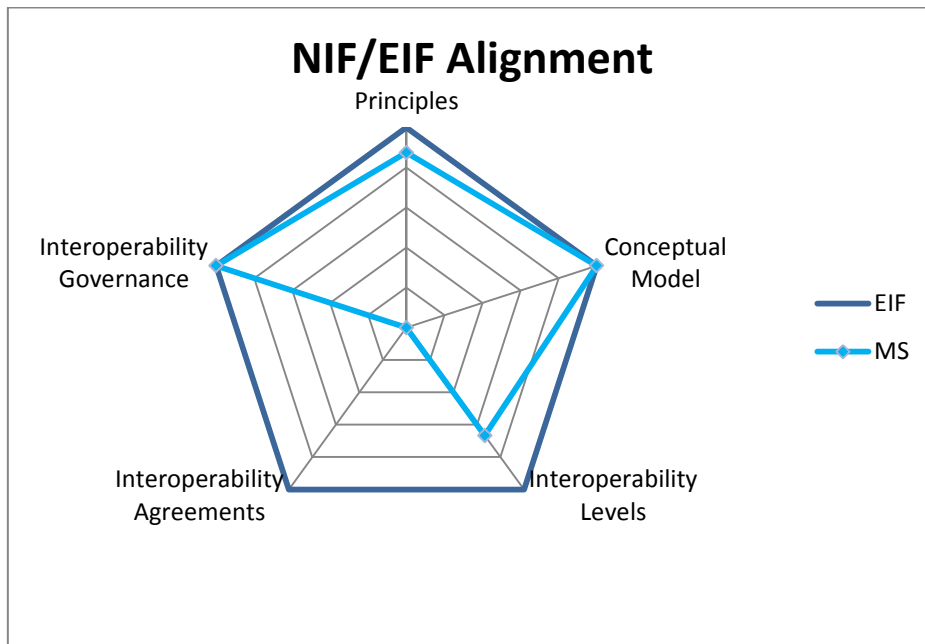
Croatia uses the EIF 2.0 principles defined through the e-Croatia 2020 Strategy and the legal framework defined with the Law on the State Information Infrastructure.

This section is to be completed once the e-Croatia 2020 Strategy is adopted.

Alignment NIF/EIF

Croatia is very well aligned in all the criteria, with the exception of the Interoperability Agreements criteria.

⁴ <https://joinup.ec.europa.eu/community/epractice/news/ogp-summit-award-croatia%E2%80%99s-ecitizen-portal>



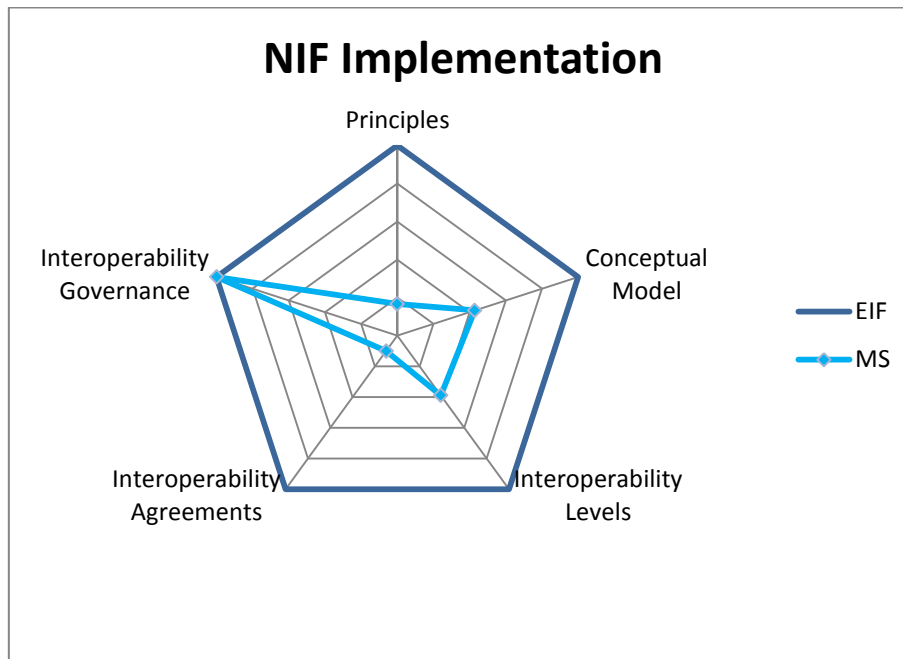
The e-Croatia Strategy 2020 has defined the EIF as the basic interoperability framework for Croatia. All principles have to be implemented. All texts are derived from the e-Croatia 2020 Strategy.

Concerning conceptual model all public administration bodies are developing their information systems individually, without any coordination and infrastructure management. The system is developed according to the scheme of interconnection of loosely coupled service components as the necessary infrastructure for the introduction of European public services in line with the EIF 2.0. The above mentioned strategy towards 2020 also responds to most of the inputs given by the interoperability levels requirements, while governance is aligned through the Act on State Information Infrastructure (adopted by the Croatian Parliament at its session on 15 July 2014).

Implementation of the NIF

All the criteria have few examples of practical implementation.

Only the governance aspect is fully implemented. The Council for State Information Infrastructure (chaired by the Prime minister) is established to monitor and coordinate the development of the state information infrastructure and the preparation of reports to the Croatian Government.



A central service guiding the implemented elements is the Metaregister system, which is composed of 14 sub-registries⁵

The public Metaregister works as a collaboration tool for the development of an interconnected ecosystem of public registers. On the top of being the single entry point for all the existing ways and possibilities of interconnection, the Metaregister ensures coordination of changes in the registers' system, and creates the so-called 'referential integrity'.

Other initiatives on interoperability

The e-Citizens platform⁶ is a platform for e-services with a National Identification and Authentication System. It provides mailbox for all citizens of Croatia. More than 50 different types of messages are sent to citizens and they are in a large amount proactive information sent to citizens (ex: information about expiration delay for ID card or car registration).

NIF responsible contact person for Croatia

Marijo Potlacek (Marijo.Potlacek@uprava.hr)

Leda Lepri (llepri@uprava.hr)

⁵ https://metaregistar.gov.hr/metareg/html/javno_pocetna.xhtml

⁶ <https://joinup.ec.europa.eu/community/nifo/case/interoperability-croatia-e-citizens-project>