CROATIA

Digital Public Administration Factsheet 2024

Main developments in digital public administrations and interoperability

JULY 2024

HIGHLIGHTS - KEY PROJECTS

- The Strategy for Digital Croatia 2032 defines the vision of a country improved by digital transformation and positions Croatia as an economically competitive country on the digital map of Europe. It identifies key challenges, development needs and potentials, and singles out concrete priority areas through four strategic goals: (i) an innovative digital economy; (ii) a digitalised public administration; (iii) available and used large-capacity networks; and (iv) digital competencies for living and working in the digital age.

- In February 2024, the Croatian government voted and decided on implementing the Resolution on Determining Base Registers. The resolution is made of data and inputs gathered from the owners of the registers during 2023. The list contains 129 registers. The registers' data format varies from register to register. Regarding the master data management approach, the policy is not to duplicate original (authentic) data unnecessarily, which means that authentic data is usually found only within its original register.

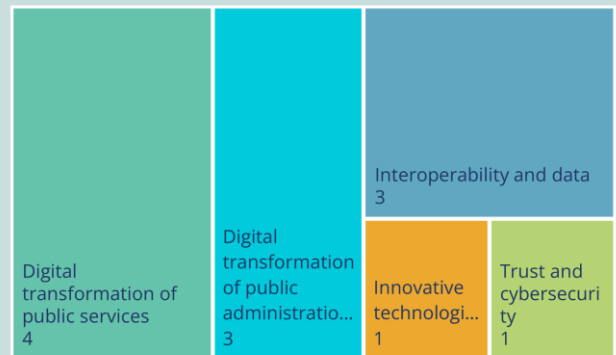## Key figures

12 new initiatives adopted in 2023–2024

Digital transformation of public services 4

Digital transformation of public administratio... 3

Interoperability and data 3

Innovative technologi... 1

Trust and cybersecurity 1

Figure 1

Number of initiatives per topic adopted in 2023–2024

Towards the Digital Decade targets set for 2030: DIGITAL PUBLIC SERVICES

eID scheme (≥1)
YES

eHealth records (0–100)
85.6%

Digital Public Services for Citizens (0–100)
67.2%

Digital Public Services for Businesses (0–100)
66.2%

Source: Digital Economy and Society Index (DESI)

DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- In June 2023, the World Bank Board approved Croatia's Digital, Innovation and Green Technology (DIGIT) Project. Worth USD 116.4 million, the project aims to facilitate Croatia's digital transformation and the green transition of the economy, increase resources for applied research and experimental development, and support the efforts of the Croatian government to strengthen its institutional capacity to deliver research and innovation policies. The project has two components: (i) enabling institutional conditions for digital and green research and innovation; and (ii) programmes for digital and green research and innovation.

- Investment C2.2. R2-I2 provides for the introduction of a hybrid workplace model called 'Smartworking'. Implemented under the NRRP and worth EUR 9.92 million, it sets forth reforms aimed at improving the recruitment process in the civil service, as well as introducing a new pay and work model in civil and public services. It is being implemented by the Ministry of Justice and Public Administration.

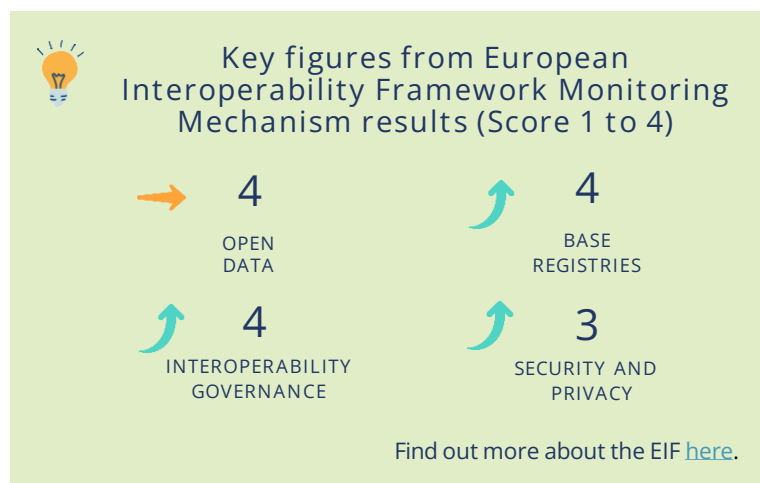# DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- The Electronic Public Procurement Classfields (EPPC) is the national eProcurement platform managed by the Official Journal (*Narodne Novine d.d*.). The EPPC (EOJN RH) was developed and implemented as part of the National Recovery and Resilience Plan. The EOJN RH is a platform for conducting public procurement procedures. In accordance with the Public Procurement Law, contracting authorities publish public procurement procedures, while economic operators participate as bidders in public procurement procedures. From 1 January 2024, all contracting authorities use the new portal.

TRUST AND CYBERSECURITY

- The Act on Cybersecurity was completed in 2023 and entered into force in 2024, transposing into national legislation Directive (EU) 2022/2555 of the European Parliament and the Council of 14 December 2022 on measures for a high common level of cyber security throughout the Union, amending Regulation (EU) No. 910/2014 and Directive (EU) 2018/1972 and repealing Directive (EU) 2016/1148 (NIS2 Directive). The contact point for the implementation of this act is the newly established National Cybersecurity Centre.

INTEROPERABILITY AND DATA

- HRVOJKA is a language platform developed within the multi-country project called the 'National Languages Technology Platform (NLTP)'. Its primary purpose is to facilitate language-related tasks, particularly translation, within public administration, and small and medium-sized enterprises (SMEs), but it is also available for public use. HRVOJKA introduces language technologies into public administration, aiming to enhance accessibility to public services and content for all citizens, including those with disabilities and foreigners. Additionally, it supports languages with fewer speakers by collecting language resources, contributes to the development of AI-based tools and services, and takes steps towards standardising the language of public administration. The NLTP currently offers a publicly available machine translation tools, a computer-assisted translation (CAT) tool, and a website translation widget.

Key figures from European Interoperability Framework Monitoring Mechanism results (Score 1 to 4)

4 OPEN DATA	4 BASE REGISTRIES
4 INTEROPERABILITY GOVERNANCE	3 SECURITY AND PRIVACY

Find out more about the EIF here.

INNOVATIVE TECHNOLOGIES

- Croatia has joined the European Digital Innovation Hubs (EDIH). Their goal is the development and provision of services to companies and the public sector in the field of innovation and digitisation of products, services and business, as well as the development of digital skills. The emphasis is on advanced technologies (artificial intelligence, high-performance computers, cybersecurity, big data and the Internet of Things). The activities of EDIHs will facilitate the digital transformation of companies, especially SMEs. 50% of the value of EDIH activities is financed by the European Commission, while the other half by the Ministry of Economy and Sustainable Development. The total value of the projects is EUR 10 842 265, of which the Ministry is providing EUR 5 133 299 until 2025. The EDIHs started their activities at the end of 2023.