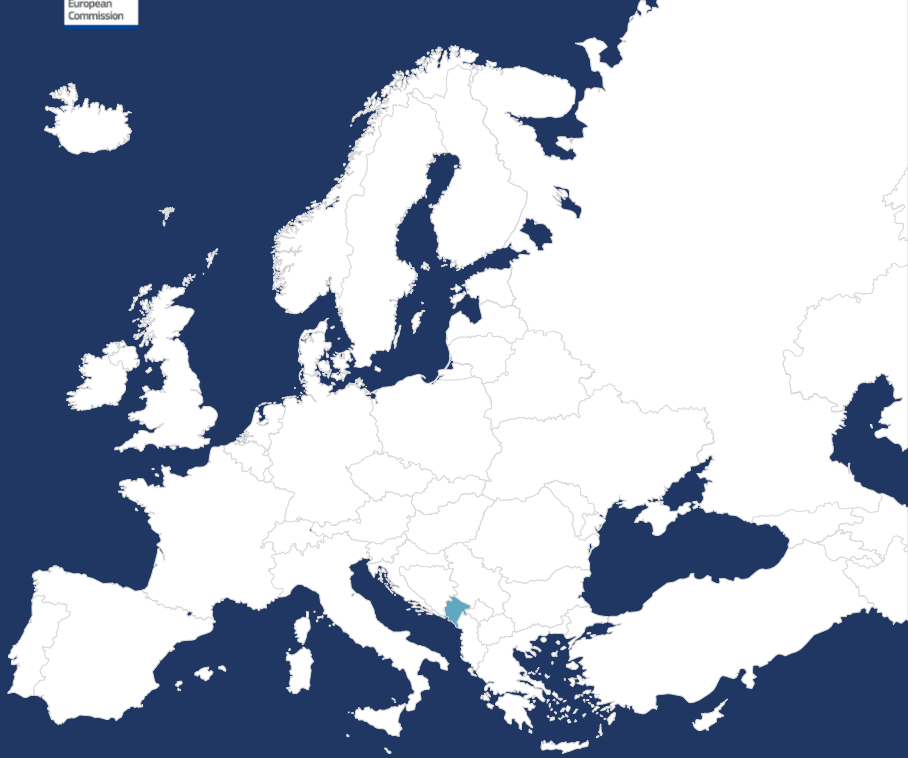# MONTENEGRO

Digital Public Administration Factsheet 2024

Main developments in digital public administrations and interoperability

JULY 2024

HIGHLIGHTS - KEY PROJECTS

- The Montenegrin National Action Plan (NAP) 2023-2024 is a strategic document that outlines the commitments and activities of the Montenegrin government to promote and increase transparency, accountability, participation and integrity in public administration, in cooperation with the civil society and other stakeholders. The NAP is based on the principles and values of the Open Government Partnership (OGP), a voluntary international initiative that supports and helps the development of openness and responsibility of administration through open cooperation of State administration with the civil society and other actors.

- Montenegro launched B2B eInvoicing in October 2023, the Serbian Ministry of Finance and the Minister of Finance of Montenegro signed an agreement on the transfer of a software license for the use of a centralised platform for sending, receiving, managing, and storing e-invoices for legal entities and entrepreneurs. This platform is expected to streamline the invoicing process, making it more efficient and transparent.

Key figures

5 new initiatives adopted in 2023–2024

Digital transformation of public services
2

Interoperability and data
2

Digital transformation of public administrations
1

Figure 1

Number of initiatives per topic adopted in 2023–2024

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

This country is not under the scope of the Digital Decade data collection.

Source: Digital Economy and Society Index (DESI)

DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- The government of Montenegro adopted the Public Administration Reform Strategy 2022–2026 in December 2021. Knowing that a high-quality public administration depends on responsible and competent civil servants, the strategy is focused on empowering public administration employees through the development of the necessary competencies and skills, but also the standardisation of the civil service system in public administration. The core values on which public administration reform is based include trust, equality, impartiality, transparency, professionalism, participation and partnership, evidence based decision-making, and responsible and efficient leadership and management.

DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- The National Strategy for Health Development defines the strategic priorities for the health system of Montenegro for the period 2023 - 2027. It sets the framework with the aim of strengthening the performance of the health system and improving the health of the population. It does so by describing specific goals and implementing appropriate measures centred on disease management through a new health care model with a focus on primary health care; through improved multisectoral and intersectoral action and the "One Health" approach to improve health population; through strengthened emergency prevention, preparedness and response; and by providing better quality and efficiency in the provision of health services at all levels of care.

TRUST AND CYBERSECURITY

- The Draft Law on Information Security was drafted and submitted to the European Commission for its opinion. The adoption of the new Law on Information Security was approached with the aim of strengthening information security in Montenegro, by recognising the mechanisms for strengthening information security (Cyber Security Agency and the Government CIRT), creating a clearly defined national framework for managing cyber security, as well as the need for harmonisation with the Directive (EU) 2022/2555 of the European Parliament and Council of December 14, 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 on the repeal of Directive (EU) 2016/1148 (NIS 2 Directive).

INTEROPERABILITY AND DATA

- With the establishment of the Single System for Electronic Data Exchange (JSERP) between State authorities and State administration authorities, data exchange was initiated in 2023, with the aim of creating better conditions for an efficient public administration and eliminating barriers to the further development of electronic administration in Montenegro. The JSERP system enables and ensures the exchange of data between several different information systems of State bodies and State administration bodies, regardless of their compatibility. Thus, JSERP enables the active exchange of data between registers. Currently, 18 institutions have access to the platform.

- Montenegro's commitment to improving cooperation at the regional level is expressed in the Agreement signed in 2019 by the government of Montenegro and the government of the Republic of Serbia concerning the mutual recognition of certification services for electronic transactions provided in Montenegro and qualified trust services provided in the Republic of Serbia. Mutual interest was shown for this agreement, which was considered useful for both parties and in the future can be a good example of cross-border cooperation with other countries in the region. In 2020, Montenegro also signed an agreement with the Republic of North Macedonia.

> ### Key figures from European Interoperability Framework Monitoring Mechanism results (Score 1 to 4)
>
> *This country is not yet part of the EIF data collection.*
>
> Find out more about the EIF here.

INNOVATIVE TECHNOLOGIES

- No particular initiatives in this field have been reported to date.