Digital Public Administration infographic 2021　MONTENEGRO

Highlights

Political Communications

The Digital Transformation Strategy of Montenegro for 2022-2026 will set the strategic goals to improve the performance and faster adaptation of organisations in a constantly and rapidly changing environment.

Legislation

The Law on Electronic Administration was adopted in January 2020, regulating the field of eGovernment in Montenegro in accordance with its current and future needs and international integration processes.
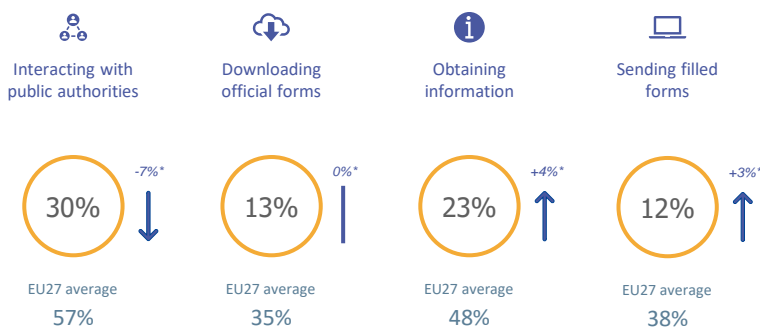
Governance

In December 2020, Ms Tamara Srzentić was appointed as the new Minister of Public Administration, Digital Society and Media.

Infrastructure

The Unified Information System for Electronic Data Exchange (JISERP) between state bodies, state administration bodies and other entities is a significant shared system established by the Ministry of Public Administration.

Digital Public Administration indicators
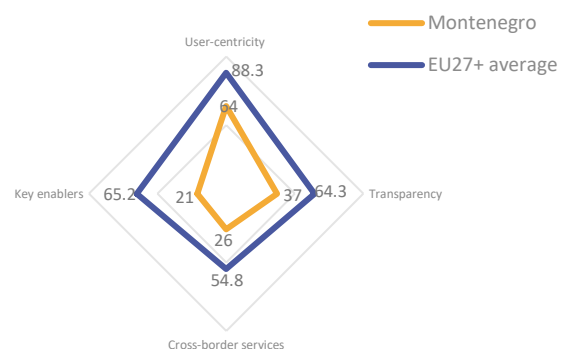
Percentage of individuals using the internet for

Interacting with public authorities	Downloading official forms	Obtaining information	Sending filled forms
30% -7%*	13% 0%*	23% +4%*	12% +3%*
EU27 average 57%	EU27 average 35%	EU27 average 48%	EU27 average 38%

* This is the trend evolution compared data from Eurostat in 2019.

Source: Eurostat 2020

eGovernment indicators

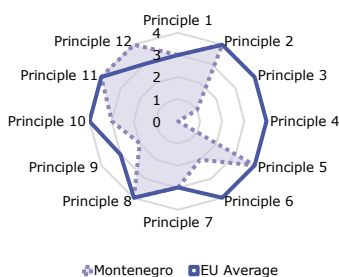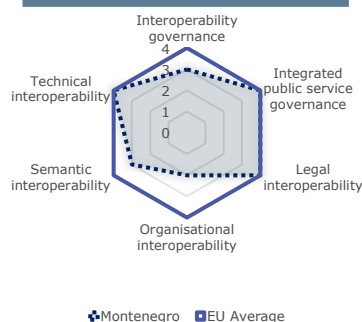### eGovernment performance across policy priorities

Montenegro
EU27+ average

User-centricity 88.3 / 64
Transparency 64.3 / 37
Cross-border services 54.8 / 26
Key enablers 65.2 / 21

Source: eGovernment Benchmark report 2021

State-of-Play of Interoperability

SCOREBOARD 1
TWELVE PRINCIPLES

Principle 1 – Principle 12
Montenegro　EU Average

SCOREBOARD 2
INTEROPERABILITY LAYERS

Interoperability governance, Integrated public service governance, Legal interoperability, Organisational interoperability, Semantic interoperability, Technical interoperability
Montenegro　EU Average

SCOREBOARD 3
CONCEPTUAL MODEL

Conceptual Model, Internal information sources and services, Base Registries, Open Data, Catalogues, External information sources and services, Security and Privacy
Montenegro　EU Average
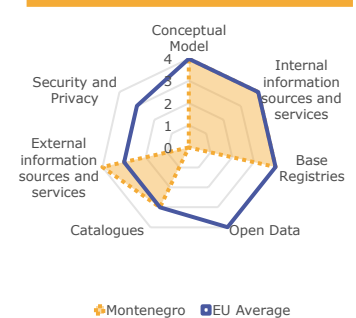
Source: European Interoperability Framework Monitoring Mechanism 2020

interoperable europe