European
Commission

eGovernment in

Slovenia

ISA²

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 2,065,895 inhabitants (2017)

GDP at market prices: 43,278.1 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28 = 100): 83 (2016)

GDP growth rate: 5% (2017)

Inflation rate: 1.6% (2017)

Unemployment rate: 6.8% (2017)

General government gross debt (Percentage of GDP): 73.6% (2017)

General government deficit/surplus (Percentage of GDP): 0% (2017)

Area: 20,273 km^2

Capital city: Ljubljana

Official EU language: Slovenian

Currency: EUR

Source: Eurostat (Last update: 8 February 2018)

Political Structure

Slovenia is a **parliamentary republic**. Legislative power is held by a unicameral parliament, the National Assembly, which has 90 members (88 elected representatives of the parliamentary parties and one representative each from the Italian and the Hungarian national communities). Apart from the National Assembly, the Constitution also provides for a National Council, which comprises 40 members elected for five years and is mainly an advisory body without full law-making powers.

The Head of State is the President of the Republic (elected for a maximum of two five-year terms via direct elections). Executive power is exercised by the government, which consists of the Prime Minister and other Ministers. The government and the ministers are independent within the framework of their jurisdiction, and responsible to the National Assembly.

Slovenia has a single-level system of local self-government; a municipality regulates only local tasks. Slovenia comprises 212 municipalities, 11 of which have the status of a city municipality.

The Constitution of Slovenia was adopted in December 1991.

Slovenia became a member of the European Union on 1 May 2004.

Head of State: President Borut Pahor (since 2 December 2012).

Head of Government: Prime Minister Miro Cerar (since 18 September 2014).

Information Society Indicators

Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for Slovenia compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of households with Internet access in Slovenia
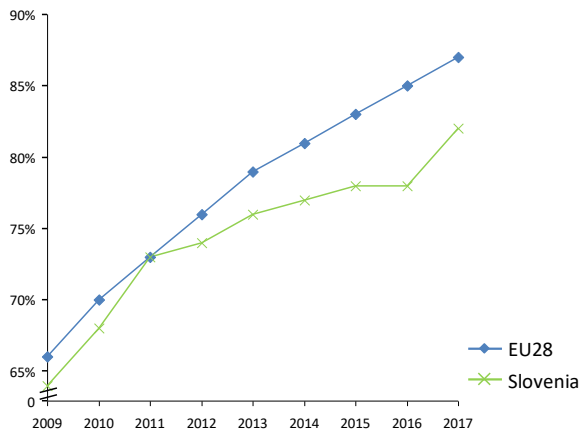
Percentage of enterprises with Internet access in Slovenia

Source: Eurostat Information Society Indicators

Source: Eurostat Information Society Indicators

Percentage of individuals using the Internet at least once a week
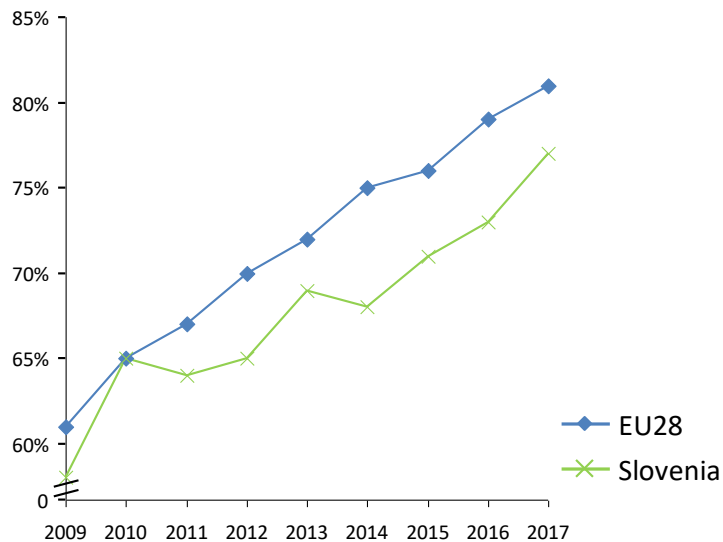
Source: Eurostat Information Society Indicators

Percentage of households with a broadband connection in Slovenia
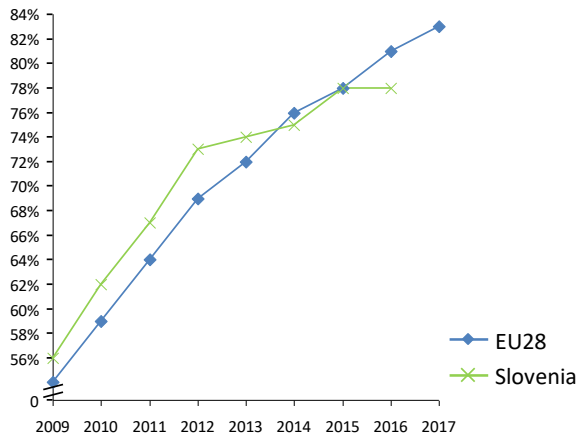
Percentage of enterprises with a broadband connection in Slovenia
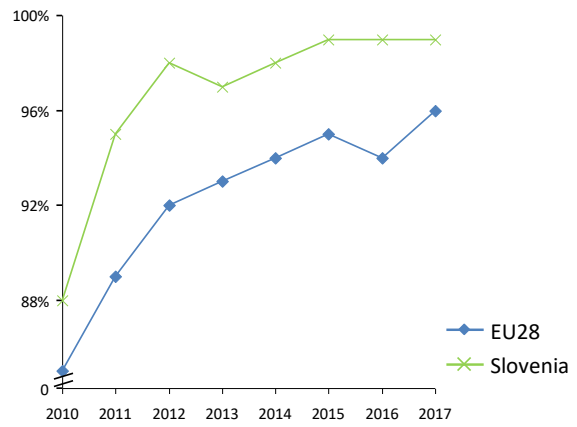
Percentage of individuals having purchased/ordered online in the last three months in Slovenia
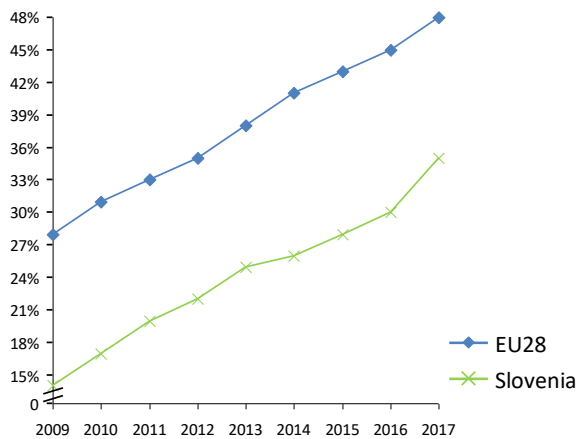
Percentage of enterprises having received orders online within the previous year in Slovenia

eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for Slovenia compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.
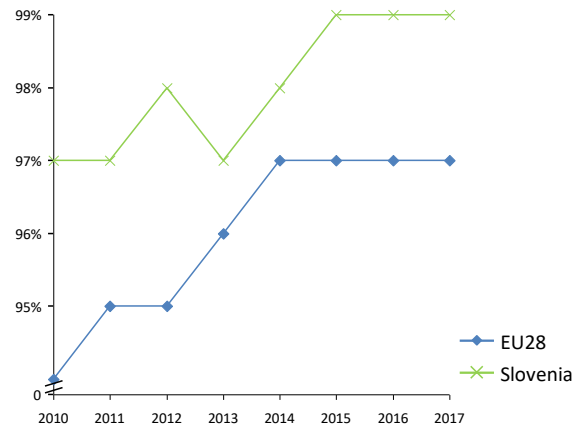
Percentage of individuals using the internet for interacting with public authorities in Slovenia
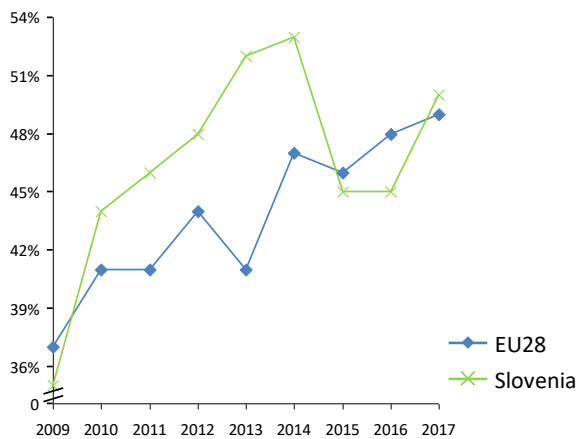
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Slovenia
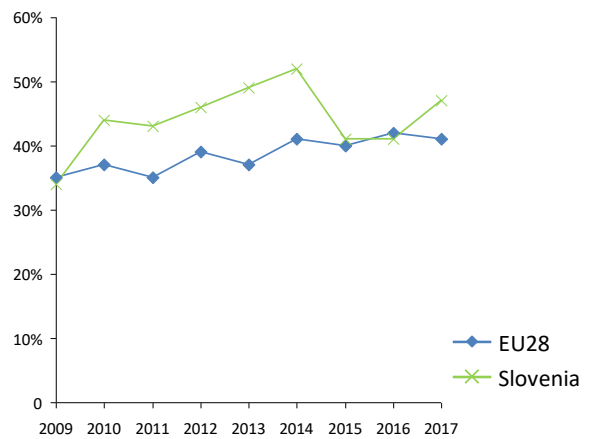
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for downloading official forms from public authorities in Slovenia
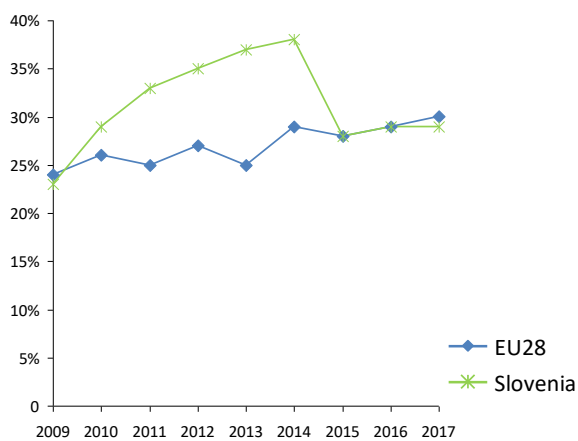
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in Slovenia
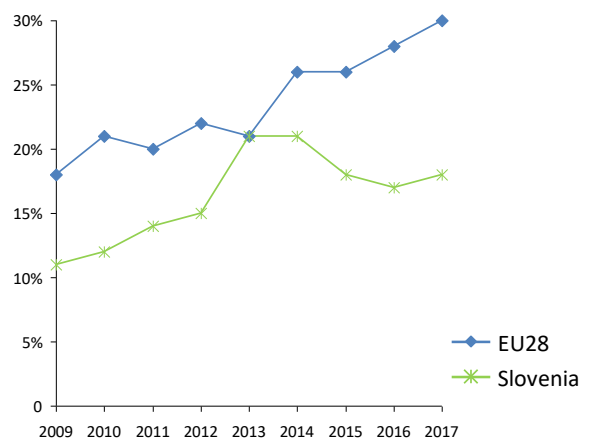
Source: Eurostat Information Society Indicators

eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark report, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.

- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.

- **Cross Border Mobility** – indicates to what extent EU citizens and businesses can use online services in another country.

- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that government communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year's measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in Slovenia compared to the EU average score.
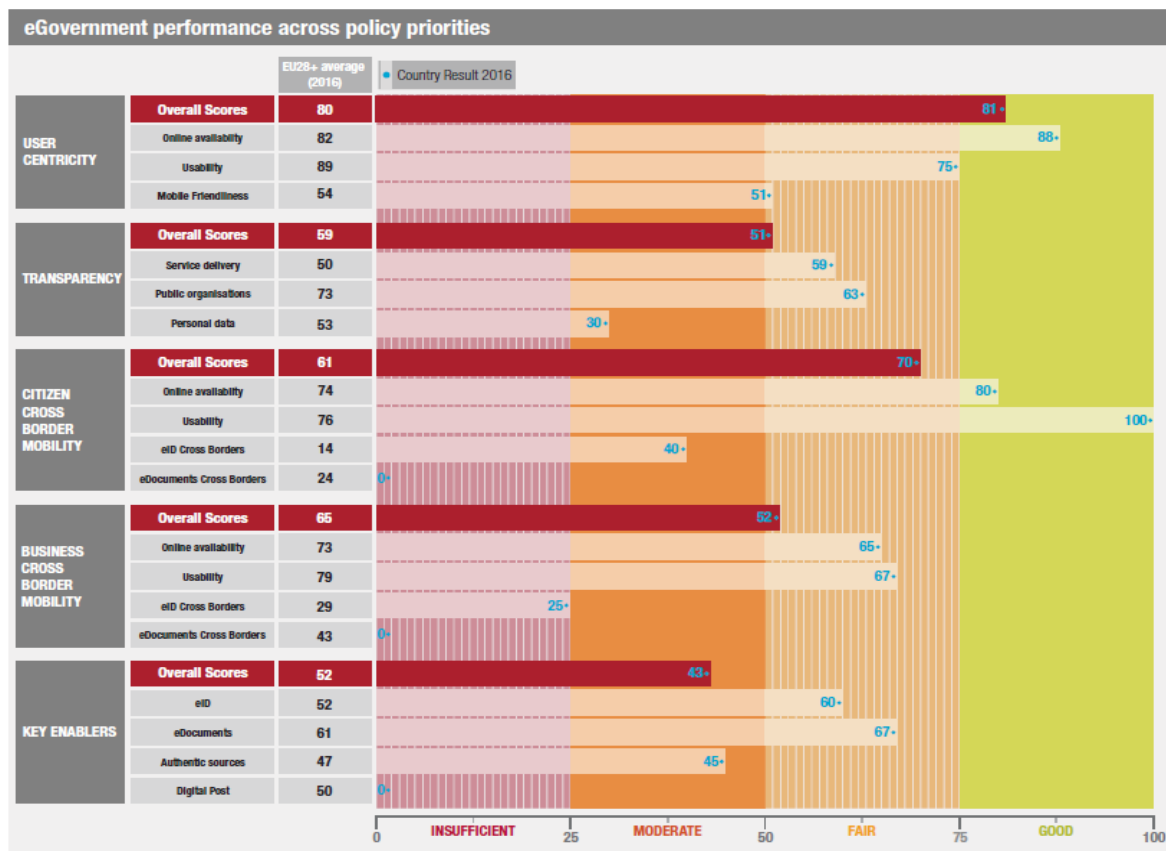
Source: eGovernment Benchmark Report 2017 Country Factsheets

eGovernment Highlights

Main eGovernment changes and key milestones in 2017

eGovernment Strategy

Slovenia has not implemented any new eGovernment strategies in the reporting year.

eGovernment Legal Framework

Slovenia is in the progress of preparation of a new law in the area of electronic identification and trust services that would align the previous national legislation based on the e-Signature Directive (1993/93/EC) with the new Regulation (EU) No 910/2014 on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation) and repealing Directive 1999/93/EC. The tentative date of adoption of the new law is currently envisioned at the beginning of 2019.

eGovernment Actors

There has been no major change linked to key actors and the main contract points related to digital public administration in Slovenia in the reporting year.

eGovernment Infrastructure

▸ In May 2017 a system for server based eSignature was launched to allow the creation of an electronic signature with the private keys of the digital certificate holder securely stored in the central system;

▸ In December 2017, Agency of the Republic of Slovenia for Public Legal Records and Related Services (AJPES) established the Beneficial owners register in cooperation with the Office for Money Laundering Prevention of the Republic of Slovenia. The register was established based on the Law on the Prevention of Money Laundering and Terrorism Financing. The Beneficial owners register is a main repository of the beneficial ownership information, since the identification of a natural person that is owning or controlling a business entity is one of the conditions for a successful prevention of money laundering and terrorism financing;

▸ In 2017, the Public Payments Administration introduced an additional e-payment service called Hal mBills, which enables the payment of eServices via the Hal mBills mobile application.

eGovernment Services

There have been two main changes in digital public service delivery for businesses and citizens since March 2017:

▸ In 2017 the Public Payments Administration together with its partners launched ROSE (Readiness Of Slovenian E-invoicing) Action in order to increase uptake and use of eInvoicing by the Slovenian contracting authorities and contracting entities, and ensure compliance with the European eInvoicing standard (EN) by the end of May 2018 in line with the Directive 2014/55/EU;

▸ Moreover, regarding the public service delivery for citizens since March 2017, a subsidised transport ticket for students has been introduced in Slovenia.

2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this link.

eGovernment Strategy

Main strategic objectives and principles

The Slovenian government is currently committed to an ambitious project of digital transformation of Slovenian society, dedicated to creating a digital eco-system for the State, economy and citizens and creating an environment favourable for a completely different business and organisation model that ensures a green, inclusive and smart growth, increases in productivity and the creation of a circular and sharing economy. The current strategic framework for the development of eGovernment in Slovenia comprises the following documents:

▸ **Public Administration 2020 – Slovenian Public Administration Development Strategy 2015 – 2020**[1], which lays down plans to achieve effective informatics, increased use of e-services, digitalization and interoperability of information solutions as part of a special strategic objective of this strategy;

▸ **Strategy for Digital Slovenia 2020**[2], covers all the aspects of information society development;

▸ **Information Society Development Strategy to 2020**[3], long term strategy on the development of information society;

▸ **Next-Generation Broadband Network Development Plan to 2020**[4] is dedicated to high-quality broadband infrastructure;

▸ **Cyber Security Strategy**[5], aims to establish an integrated national system to ensure cyber security;

▸ **Strategy on IT and electronic services development and connection of official records (SREP)**[6], last amended and adopted in June 2009.

The primary policy aim for eServices is user satisfaction. The view is that this can be achieved via friendly, accessible, simple and affordable services based on life events, such as childbirth, marriage, purchase of real estate, company registration and others.

Information Society Development Strategy to 2020

At the beginning of 2016, the Government of the Republic of Slovenia adopted a long-term strategy on the development of information society, the objectives of which are targeted at a secure digital future. The detailed objectives of the strategy are:

▸ Raising general awareness of the importance of information and communications technologies (ICT) and the Internet for the development of society;

▸ Sustainable, systematic and targeted investment in the development of a digital society;

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[1] http://www.mju.gov.si/en/areas_of_work/public_administration_2020/
[2] http://www.mizs.gov.si/si/delovna_podrocja/direktorat_za_informacijsko_druzbo/digitalna_slovenija_2020/
[3] http://www.mju.gov.si/fileadmin/mju.gov.si/pageuploads/DID/Informacijska_druzba/pdf/DSI_2020_3-2016_pic1.pdf
[4]http://www.mju.gov.si/fileadmin/mju.gov.si/pageuploads/DID/Informacijska_druzba/NGN_2020/NGN_2020_Slovenia_EN.pdf
[5] http://www.uvtp.gov.si/fileadmin/uvtp.gov.si/pageuploads/Cyber_Security_Strategy_Slovenia.pdf
[6] http://www.mju.gov.si/fileadmin/mju.gov.si/pageuploads/JAVNA_UPRAVA/DI/SREP.pdf

▶ General digitalisation according to the "Digital by Default" principle;

▶ Competitive digital entrepreneurship and digital industry for digital growth;

▶ Intensive and innovative use of ICT and the Internet in all segments of society;

▶ High speed access, open internet for all;

▶ Inclusive digital society;

▶ Secure cyberspace;

▶ Trust and confidence in cyberspace and the protection of human rights;

▶ Slovenia – a point of reference for the deployment of innovative approaches in the use of digital technologies.

The vision of the strategy is for Slovenia to take, through an accelerated progress of the digital society, advantage of the development opportunities of ICT and the Internet, thus becoming an advanced digital society and reference environment for the deployment of innovative approaches in the use of digital technologies on a systemic level. At the same time, a high level of protection of personal data and communication privacy in a digital society would be ensured. This would create trust and confidence in digitalisation and cyberspace.

The Government of the Republic of Slovenia, therefore, favours investments in the digitalisation of entrepreneurship, an innovative data-driven economy, and the development and use of the Internet, smart communities, cities and homes. Within these limits, it favours research and technology development of the 'Internet of things', cloud computing, Big Data and mobile technologies. Because the Government of the Republic of Slovenia wishes to enable the equal integration into the single European digital area for Slovenian stakeholders, it innovatively uses ICT and the Internet in all developmental areas. In the future, it will invest in education to promote the digital society.

In order to digitalise the economy and society, to raise greater general awareness on the developmental importance of ICT and the Internet, to improve digital literacy, for the economically active, develop better e-skills, and to create a larger number of skilled ICT professionals, all stakeholders must be connected to Slovenia's digitalisation, not only the industry, but non-governmental organisations and other stakeholders as well. For this reason, the Slovenian Digital Coalition was established.

Next-Generation Broadband Network Development Plan To 2020

In a modern digital society, the economic, as well as overall development are directly linked to the high-quality broadband infrastructure, which serves as the basis for the development and use of the Internet.

By co-financing, the Government of the Republic of Slovenia will provide the inhabitants of rural areas with access to modern communication infrastructure and very fast internet access. This will also create conditions for the preservation of countryside and for continuous balanced development of this kind of infrastructure in all regions of Slovenia.

In the light of a less developed broadband infrastructure in the Slovenian countryside (according to DESI 2016), the Government of the Republic of Slovenia adopted the 'Next-Generation Broadband Network Development Plan To 2020'. The objective of the Plan is to ensure equal standing of rural, urban and suburban population in Slovenia in this area.

The Plan establishes strategic guidelines for co-financing the construction of broadband infrastructure through public resources, especially in rural areas. The objective of the guidelines is, by 2020, to provide most households with broadband internet access with 100Mb/s, and other households with at least 30 Mb/s.

Cyber Security strategy

The Cyber Security Strategy sets up measures for the establishment of an integrated national system to ensure cyber security on a high level. The Republic of Slovenia will provide an open, safe and secure cyberspace, which will serve as a basis for the smooth functioning of the infrastructure relevant for the functioning of state agencies and the economy, as well as the lives of all citizens.

On one hand, more rapid development of information and communication technologies in modern society is beneficial; but on the other hand, it affects the emergence of new and technologically more sophisticated cyber threats. There is a growing trend in using ICT for political, economic and military pre-eminence. Cyber-attacks are also a major security threat to the contemporary world. This has helped to ensure that cyber security, some time ago, became an important integral part of the countries' national security.

By 2020, Slovenia will have set up an effective system for ensuring cyber security in preventing and addressing the consequences of security incidents. To achieve this objective, a set of measures will have been taken in the following areas:

- Reinforcement and organisation of the regulatory framework of the national cyber security system;

- Citizen security in cyberspace;

- Cyber security in the economy;

- Ensuring the functioning of critical infrastructure in the sector for information and communication support;

- Ensuring cyber security in the field of public security and combating cybercrime;

- Ensuring safe functioning and availability of key information and communication systems in the event of major natural and other disasters.

An essential objective of the strategy is the regulatory framework organisation at strategic level for ensuring cyber security. Therefore, the Government of the Republic of Slovenia foresees the creation of a national authority for cyber security. The authority will, at strategic level, coordinate activities and resources for ensuring high level cyber security in the Republic of Slovenia:

- The development of cyber defence capabilities;

- Reinforcement of national cyber security through international co-operation.

An Action Plan for further establishing and maintaining infrastructure for spatial information in Slovenia was also adopted.

The Strategy on the development of public administration 2015-2020, adopted in April 2015, contains a special section devoted to transparency and the re-use and open data (Chapter 6.4.1). On the basis of the strategy, the Action plan provides for the actual measures in this field. The Action plan defines specific measures in relation to 'Opening of public sector information', from legal amendments to the Manual and the renewal of the national portal.

Public Administration 2020 – Slovenian Public Administration Development Strategy 2015 – 2020

The Strategy's main purpose is to set a platform for a real improvement of operation of Slovenia's public administration which is to undergo modernisation and renewal. The reform will be achieved by introducing a comprehensive management system through centralised strategic planning, introducing quality control systems for the simplification and modernisation of administrative processes, as well as monitoring and evaluation of the work

done and targets to be achieved across all levels. Effective public administration cannot be achieved without efficient government IT. It will take advantage of new opportunities and potential offered by modern technological and organisational approaches, among which, one of the great potential priorities is cloud computing. Improving the state of ICT in public administration will have significant synergistic effects in achieving other strategic targets of public administration as well as in the development of the information society as a whole.

This will require effective informatics, the increased use of eServices, digitalisation and interoperability of information solutions, which are encompassed in a special strategic objective of the Public Administration Development Strategy 2015-2020 (hereinafter: PADS 2020). In addition to the direct effects on central government, indirect positive impacts are also anticipated on the entire public administration (particularly local self-government, public institutions, and agencies), whose business processes are linked to the central government. Efficient governmental IT can significantly contribute to the digitalisation of business processes and therefore improve the quality, transparency, and accountability in public administration.

Data governance is a prerequisite for data driven developments, operations, decisions, and innovative approaches. In this context, the set of actions are in place. The development of central metadata dictionary is a priority and is also the prerequisite for data repository. A Data repository will provide views from different perspectives and contexts, which will be the root for the knowledge and understanding of the data. The repository will provide information on how the applications are connected to the data, what institutions are responsible for the data and how the data are used through the public administration procedures.

Reorganisation and centralisation of the government IT

Slovenia's public administration could accomplish potential cost savings and maximise efficiency in the next couple of years through various [measures](#). IT centralisation will bring a centralised management of the infrastructure, communications, joint software, financial and human resources, IT public procurement and security policy, as well as consolidation of fundamental data registers, common building blocks and trust services. This will involve the following measures/initiatives:

Infrastructure consolidation

▸ Building of unified and consolidated information systems of public administration;

▸ Reference architecture and standardisation of information systems of public administration;

▸ Establishing a vendor management team;

▸ Introducing a Government cloud (DRO): in 2015, the private Government cloud was established. This was continued by the migration of public administration IT systems to cloud infrastructure and the consolidation of data centres.

The Government Cloud establishes computer infrastructure for direct budget users, providing them a landing zone for big data, storage (app store) and common solutions. It increases innovation opportunities for service providers, including SMEs and public administrations, evidenced through the implementation of advanced cloud infrastructures and services. The Government Cloud contributes to the simplification and streamlining of development and maintenance procedures of IT, as well as improvement of national authorities' operation. Specific initiatives are the following:

▸ The modernisation of the Government Central Communication System (HKOM), new business models with expanding capacities. In September 2016, Government cloud and HKOM were certified by the Cisco Cloud and Managed Services Program as the first state owned cloud;

▸ Developing applications for the next generations. Promoting the use of modern methods of development and management of critical applications;

▸ Full integration of horizontal building blocks in terms of development of information solutions;

▸ Information security. Providing a safe IT environment for public authorities through pragmatic approaches to security policy;

▸ Implementing a unified security policy and establishing SIGOVCERT (government response team);

▸ Introducing a government service centre helpdesk: a single helpdesk centre for public administration, enterprises, and citizens. The Service Centre represents consolidation of all service centres for ICT user support, with focus on quality, standards and lower costs. Centralisation of the support for public administration;

▸ A single portal for IT services. Offering an online catalogue of IT services, adapted to public administration's applications.

The IT reorganisation and centralisation will bring standardisation and unification and, as such, it will positively impact on the efficiency of public administration, due to the common infrastructure also on the budget savings. All these measures combined will bring savings of about 20 million EUR by 2020. The Government cloud establishes computer infrastructure for direct budget users, providing them a landing zone for big data, storage (app store) and common solutions. It will thus increase innovation opportunities for service providers, including SMEs and public administrations, evidenced through the implementation of advanced cloud infrastructures and services. The State Cloud contributes to the simplification and streamlining of the development and maintenance procedures of IT, as well as the improvement of national authorities' operation.

DRO offers an efficient and reliable infrastructure for the functioning of critical IT systems in Public Administration. It is designed technically to provide the highest level of security. It consists of three equivalent infrastructures. The critical applications run parallel and equivalent on all three active infrastructures. DRO will bring better services for its users, citizens and companies, and not only electronic services, but also in F2F interaction through administrative units. DRO can rely on the knowledge and experience of 38 IT companies (involved in the project) and their experts. DRO also represents development platform for innovative processing and simulation between mass data (Big Data).

In the period of the next two years, the migration of existing applications to the cloud infrastructure and implementation of the new application development methodology will be underway. The application development will be aligned with cloud computing concepts and supported by tools, standards, software patterns and trainings. A special emphasis will be given to civil servants' training through the 'raising digital competences' project, financed by the European Social Fund and carried out by the Academy of Public Administration, with the help of public administration professionals. Slovenia will provide an innovative environment that will enable the implementation of new e-services for the private sector and encouraging the research of academia. In order to reach this goal, hybrid and innovative cloud services will be established.

Single IT budget-unified & IT financial plan

In terms of uniform management, each year the government prepares a centralised IT budget with a single financial plan to provide an efficient and flexible financial resource management.

Central IT procurement Goals:

▸ Maximising the benefits of information and communications technology- Ensure effective competition;

▸ Minimising the risk of lock-in to specific suppliers - Providing equal access of all suppliers to the procurement procedures;

▶ Facilitating the interoperability between public sector ICT systems;

▶ Guidelines for ICT procurement;

▶ Guidelines for the development of ICT solutions;

▶ Establishing the vendor management teams and enhancing vendor terms;

▶ Management of intellectual property rights;

▶ Cooperative procurements: Ministry of Public Administration is already managing some cooperative procurements in the IT area, including;

▶ The purchase and maintenance of hardware (desktop HW, servers, storage, communications HW);

▶ The purchase and maintenance of software.

SREP: Strategy on IT and electronic services development and connection of official records (2009-present)

This strategy lays down a framework and steps which will enable the balanced development of public administration and electronic services, and its integration of solutions and best practices with other spheres of civil service work. Four areas are targeted, namely:

▶ Efficient and effective public administration based on eGovernment;

▶ Increase in user take-up of online services, with measures such as training, inclusion of those who are socially weaker and marginalised, and development of proactive services and user-friendly solutions;

▶ Sharing of infrastructure among public institutions, reuse of different modules and other horizontal measures to aid the development of interoperable solutions to complex problems;

▶ Support for cross-border pan-European services.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

Amendment to Healthcare Databases Act in 2015

By amending the Healthcare Databases Act in 2015, a legal base was established for connecting the databases of the eHealth Central Register of Patient Database, the registers of ePrescription, eReferral and eAppointment, Telestroke, the Register of teleradiological mapping and others.

The amendment of the Healthcare Databases Act facilitates the implementation of the National eHealth project. The National eHealth project was established as a common health-care information system that, with connections with information systems of various providers, enables interoperability and the exchange of data. Considerable progress has been made over the past year in the national implementation of solutions developed within the eHealth project.

Access to Public Information Act

The amendments to the law transposing the EU Directive for re-use of data (Act on Access to Public Sector Information), were adopted in December 2015. On the basis of these legislative provisions, emphasis has been put on the online publication of entire databases - public sector open data - i.e. data in open, machine-readable formats, which will enable citizens, non-governmental organisations, media, etc. to further reuse them.

Regarding databases of the public sector, special attention will be paid to the provision of transparency in terms of what databases have been managed by public administration bodies, and of better connectivity between those databases, in order to provide simple access of citizens and other public administration bodies to data:

▸ The metadata were defined by the new Decree on the delivery and re-use of information of public character (adopted by the Slovenian Government in April 2016);

▸ The Ministry of Public Administration has also prepared the Manual on opening up PSI (June 2016), which has been published.

Apart from the legal framework, several activities have been anticipated in this field (hackathons, guidelines, renewal of the open data portal etc.)

General Administrative Procedures Act

The General Administrative Procedures Act (Official Gazette of the Republic of Slovenia, no. 24/2006-ZUP-UPB2, 105/06-ZUS-1, 126/07, 65/08, 8/10, 82/13), adopted in 1999 and several times amended, provides the general legal basis for all administrative proceedings, i.e. all Administration-to-Citizen (A2C) and Administration-to-Business (A2B) together with a major part of Administration-to-Administration (A2A) relations. One of the main provisions of the Act allows for two-way electronic communication between administration and citizens. Prior to the enforcement of this provision, citizens could submit digitally signed eDocuments to the eGovernment state portal, but the administration would only respond in writing via regular mail. Electronic answers, or 'eDeliveries', acquired legal status after the 2004 amendment of the Act.

Freedom of Information Legislation

Access to Public Information Act

The legal basis for proactive publication of information and data on the web by the public sector bodies is provided for by the Access to Public Information Act (Official Gazette of the Republic of Slovenia No. 51/2006 and 23/14). The Act regulates open and transparent functioning of the public sector and the re-use of public sector information. In principle it provides that all generally accessible public information is re-usable (it already includes the re-use right from the new 2013 PSI Directive). The full implementation of the new EU Open Data rules (the 2013 amendments to the PSI Directive) is planned for 2015. It is a very pro-transparent act and has been rated by the international NGO's (Access Info) the second/third best in the world.

The initial version of the Act was adopted and came into force in 2003. Last amendment was in 2014. The current version provides the right of access to information of public character held by state bodies, local government agencies, public agencies, public contractors, other entities of public law and also state-owned companies. The liable bodies must respond to requests of access within 20 days. Restrictions to access are imposed for classified data, business secrets, personal information violating privacy and others.

The amendment passed in July 2005 introduced the public interest test, which can reveal even the most hidden faults and irregularities taking place in the public sector and thus enhance transparency and trust. The original Act also established an independent body, the Commissioner for access to public sector information, whose role has since January 2006 been taken over by the Information Commissioner. The Act also implemented Directive 2003/4/EC of 28 January 2003 on public access to environmental information.

The 2014 amendments to the Act (ZDIJZ-C) provide the basis for the Public Payments Administration to publish on the web also the financial transactions of the companies wholly owned by the state or municipalities and for their inclusion into the online application 'Supervisor'.

Data Protection/Privacy Legislation

Personal Data Protection Act

The Personal Data Protection Act (Official Gazette of the Republic of Slovenia No. 94/07), currently applicable, was adopted in July 2004 and came into force on 1 January 2005. It replaced a previous version, adopted in 1999, and transposed the EU Directive 95/46/EC on data protection into Slovenian Law.

The main goal of the Act is to prevent illegal and unwarranted violations of personal privacy in the course of data-processing, and to ensure the security of personal databases and their use. Until 1 January 2006, the Inspectorate for Personal Data Protection was in charge of overseeing the application of the Act. Since then, such responsibility has been transferred to the Information Commissioner (Information Commissioner Act, adopted in December 2005).

The last amendment of the Personal Data Protection Act was performed in 2013.

eCommerce and eSignature Legislation

Act amending the Electronic Commerce and Electronic Signature Act (2004)

The initial version of the Electronic Commerce and Electronic Signature Act (ZEPEP) was adopted on 13 June 2000 and came into force on 22 August 2000. Act no. 215/2002 on eSignature regulated creation, usage, rights and obligations of corporate entities and individuals, as well as trustworthiness and protection of digitally signed eDocuments. The Act

transposed the notions of 'advanced' and 'qualified' electronic signature of Directive 1999/93/EC of 13 December 1999. Devices for secure electronic signing should comply with specific conditions regarding security and reliability, specified in a number of decrees collectively referred to as Implementing Regulations to the Act, in force since April 2009. eSignatures for internal government applications must be secured by qualified certificates issued by one of the Certification Authorities at the Ministry of Public Administration, while the National Security Authority (NSA) is the central state body administering electronic signatures.

The act amending the Electronic Commerce and Electronic Signature Act was adopted in April 2004, defined the responsibilities of providers of IT services in a more precise way and set the conditions for the realisation of the electronic identity card project. Later Act amending was adopted in April 2014.

eIDAS Regulation

eIDAS Regulation

Slovenia is in the progress of preparation of a new law in the area of electronic identification and trust services that would align the previous national legislation based on the e-Signature Directive (1993/93/EC) with the new Regulation (EU) No 910/2014 on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation) and repealing Directive 1999/93/EC. The tentative date of adoption of the new law is currently envisioned at the beginning of 2019. The Ministry of Public Administration, which is responsible for preparation of the above legislation, has started a series of consultations in order to get different views and feedback of the main stakeholders, currently mainly focused on the area of electronic identification. The different activities that have been regulated by the eIDAS Regulation in the area of trust services, such as certifications of qualified trust service providers, have been successfully finalised on time within the required transitional period. Currently all activities in the area of trust services are operational and aligned with requirements of the eIDAS Regulation.

eCommunications Legislation

Electronic Communications Act (2013)

The Electronic Communications Act was adopted in March 2004 and came into force on 1 May 2004. It was lastly amended in 2007. The Act aims to establish effective competition in the electronic communications market, manage the use of the radio frequency spectrum, ensure universal services and protect users' rights.

This Act encompasses all relevant issues contained in the EU Directives forming the EU Regulatory Framework for Electronic Communications, namely: Directive 2002/21/EC ('Framework' Directive); 2002/20/EC ('Authorisation' Directive); 2002/19/EC (Access and interconnection Directive); 2002/22/EC ('Universal service and user's rights' Directive); and 2002/58/EC ('ePrivacy' Directive).

On 15 January 2013 the new Electronic Communications Act (Official Gazette of RS, No. 109/2012) entered into force.

eProcurement Legislation

Public Procurement Act (2010)

The current Public Procurement Act was promulgated in December 2006 and lays down the mandatory actions required of contracting authorities and tenderers in awarding public supply

contracts, public service contracts and public works contracts. Among other provisions, the Act sets out the rules for the establishment of a dynamic purchasing system by the contracting authorities. It also regulates the use of electronic auctions and makes the Common Procurement Vocabulary a reference nomenclature that is equivalent to existing nomenclatures applicable to public contracts. Amendment to the Act in 2013 gives contracting authorities the possibility to verify qualification assessment of tenderers in official evidences via the information system eDossier. In mentioned system tenderers can provide various means of proof for their qualification assessment in procurement procedures. The previous version of the Act (2004) introduced eOperations such as eAuctions as well as an eProcurement system supported by the establishment of an information portal.

The Act, which complies with EU Directives [2004/17/EC](#) and [2004/18/EC](#), was last amended in March 2014.

eInvoicing legislation

In Slovenia the competent authorities regarding eInvoicing are [Ministry of Public Administration](#) for policy making activities and the [Public Payments Administration of the Republic of Slovenia (PPA)](#), attached to the Ministry of Finance, for implementation and maintenance.

Since 1 January 2015 institutions of public sector should receive invoices in electronic form for any goods and services based on the [Act on the Provision of Payment Services to Budget Users](#) (ZOPSPU-A).

The Public Payments Administration serves as a single entry and exit point for the exchange of eInvoices between administrations and between public administration and external entities.

Re-use of Public Sector Information Legislation (PSI)

Access to Public Information Act (2005)

[Directive 2003/98/EC](#) of 17 November 2003 on the re-use of public sector information (PSI) was implemented into Slovenian law via the amended Act on Access to Public Information, passed in July 2005. The resulting Act contains provisions on PSI licensing, transparency on contracts and penal provisions, and consolidates general and specific principles on access.

Furthermore, a [Decree on Communication and Re-use of Information of Public Character](#) passed in August 2005 defines the conditions for providing information of public character to applicants and over the Internet, charging for such provision, re-using such information, as well as reporting on the assurance of access to this information. Slovenia has thus fully transposed the PSI Directive.

It has been planned for the new EU Open Data Rules to be implemented in the provisions of the Slovenian Access to Public Information Act in 2015. In relation to the legal aspects of publication of the public sector information, specifically the licensing regime, the Slovenian Government in 2013 set up the Interministerial Working Group, which will prepare the Guidelines for the Copyright Management of the public sector information, including the guidelines on online Open Licences and legal standards for Open Data. When adopted by the Government the Guidelines will become a basis for the uniform practice of the public sector bodies with regard to the mentioned issues. The Government plans to include the field of Open Data also within the scope of the Strategy of the Efficient Government as an important part of a wider theme of Open Government

eArchiving Legislation

The Act and the accompanying Regulation on Documents and Archives Protection were both passed in 2006 with the aim to regulate the management of electronic content. The Act states that all electronic records, including digitalised documents, have full legal status provided they comply with certain technical conditions. The accompanying regulation governs the activities and internal rules for individuals to keep documents and/or archives, the storage of such materials in physical and digital forms, the general conditions, registration and accreditation of digital storage equipment and services, the selection and transfer of archives to public archival institutions, the processing and keeping of registers of archives, the protection of film and private archives, the use of archives in archival institutions and the work of the Archives Commission. The law contains also the provisions regarding the long-term validity of the eSignature. Later amendments to the Act took place in 2014.

This new law eliminates the obligation certifying internal rules for companies and public authorities at the Archives Commission and simplify the procedures for accreditation. it leaves companies and other private organisation s to autonomously, without state interference, decide on the method of preservation of digital documents to manage, and hence the choice of solutions and technologies.

eGovernment Actors
Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Public Administration

The ministry deals with policies and strategies on eGovernment and administrative processes. Established in December 2004, the ministry pursues, among others, the objective of orienting public administration towards up-to-date, user-friendly solutions and services. Reform of administrative processes for eGovernment is the responsibility of the ministry's IT Directorate; the Directorate is also involved in the development of strategies for eGovernment, especially via the Sector for Development of Applicative Solutions.

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Coordination

IT Directorate

The IT Directorate monitors the implementation of the Strategy on IT and electronic services development and connection of official records (SREP) as well as the eGovernment Action Plan. It also coordinates and promotes eGovernment initiatives and developments across government, for example inter-ministerial projects on eServices and eApplications. Among its other responsibilities, the Directorate offers general support to eServices such as integration of processes with databases and public records (G2G), services towards citizens (G2C) and businesses (G2B), and project management.

The Government Single Contact Centre was set up in the framework of the IT Directorate in order to provide a full range of information on government policy and administrative issues, and to offer a one-stop-shop for government application technical assistance. The users of these services are mainly citizens, but civil servants using internal IT systems also benefit. Communication with users is carried out via email (ekc@gov.si).

Better Regulation, Administrative Processes and Quality Service

The Better Regulation, Administrative Processes and Quality Service is the main administrator of STOP the bureaucracy web portal that represents a single point of entry for the submission of suggestions and proposals to improve the regulatory and business environment and e-VEM portal intended for companies and entrepreneurs.

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Government Ministries and bodies

Government Ministries and bodies are responsible for the implementation of departmental eGovernment projects falling within their respective areas of competence.

Council for Informatics in Public Administration

The highest decision-making authority to monitor and direct the implementation of the action plan is the dedicated Council for Informatics in Public Administration, composed of state secretaries of the most relevant ministries and other public institutions.

Project Coordination

The supporting body called 'project coordination' is composed of representatives from all public institutions. The Project Coordination is responsible for IT in different sectors, digital strategies, strategic decisions on government IT, fostering synergies between different government sectors and levels, for prioritisation, monitoring and coordinating IT investments.

The Secretariat-General of the Government of the Republic of Slovenia

The Secretariat-General of the Government of the Republic of Slovenia is primarily responsible for the conduct of the sessions of the Government, its working bodies, expert councils and other governmental bodies, and for the monitoring of the implementation of decisions adopted by the Government and of obligations undertaken by or imposed on it.
Within eGovernment, one of the key tasks of the Secretariat-General of the Government is to ensure the smooth operation of the Government's information systems, whose primary function is to support the Government's decision-making processes. The electronic services and systems developed for this purpose also facilitate the harmonisation of documents at different levels and the provision of information on Government decisions to various target user groups and the general public.

Association of Informatics and Telecommunication (ZIT) at the Chamber of Commerce and Industry

The IT Directorate at the Ministry of Public Administration works closely with the Association of Informatics and Telecommunication (ZIT) at the Chamber of Commerce and Industry. The association strives to connect public administration and ICT companies as well as to cooperate in marketing and implementing ICT solutions abroad.

Competence Centres

In the framework of Export breakthrough section (ZITex), the ICT companies have set up 4 competence centres so far which help establish best business opportunities for the export of IT solutions and services through joint activities and efforts and contribute to competitiveness and internationalisation of Slovenian ICT sector:

▸ Competence Centre for eGovernment solutions;

- ▸ Competence centre for solutions in the field of information security-KC eSecurity;
- ▸ Competence centre for cloud solution-Euro Cloud Slovenia;
- ▸ Competence centre for solutions in the field of telematics.

Audit/Assurance

Court of Audit

The Court of Audit is the body in charge of supervising state accounts and all public spending in Slovenia. By law, the Court of Audit is independent in the performance of its duties.

Data Protection

Information Commissioner

The Information Commissioner was from the result of the merge of two bodies, namely the Commissioner for Access to Public Information and the Inspectorate for Personal Data Protection. The legal basis for the merger was established in the Information Commissioner Act passed in November 2005. The operation of the new body started on 1 January 2006.

The Information Commissioner performs the duties of both its parent bodies, namely supervision of access to public information, supervision of the legality of personal data processing, measures to ensure data security and protection (such as in video, surveillance and biometry) and others.

Regional & Local eGovernment

Coordination

Ministry of Public Administration

The Local Self-Government Service within the Ministry of Public Administration is responsible for the preparation of regulations regarding the organisation, functioning and financing of municipalities, as well as the coordination with ministries and other public bodies regarding eGovernment solutions for local communities.

Audit/Assurance

Court of Audit

The Court of Audit is the body in charge of supervising state accounts and all public spending in Slovenia. By law, the Court of Audit is independent in the performance of its duties.

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

zVEM Portal

With the introduction of the zVEM portal, patients can access their data in eHealth databases, review electronically prescribed and dispensed medication, information on waiting time and electronically issued referrals in a safe way via the Internet, the launch began in January 2017.

Additional eHealth tools are: ePrescription, and eReferral. Currently, ePrescription is being used by all healthcare practitioners in Slovenia.

'Telestroke' - a network of sites with a videoconference equipment and an application that enables videoconference between the central point, where a neurologist is always available, with 12 local general hospitals, that can use the network when a patient with suspected stroke is admitted; videoconference, data and imaging exchange are enabled; 'Teleradiology'- enables secure medical images sharing with a radiologist for a consultation and also the safe transfer of images between medical facilities; 'eTriage' - enables a unified way of triaging patients by using a Manchester triage algorithm in emergency wards and 'Quality indicators' - a centralised application that collects over 35 quality indicators from the information systems in the family medicine "model" practice.

zVem will benefit from the collection of the summary of data about patients in the Central Register of Patient Data (CRPP), which has already begun. This will enable a more effective and safer health care for patients at all levels of the health care system. More than 0.57 million inhabitants have their medical documents stored in CRPP, ready to be viewed by doctors.

e-Prostor Portal

The e-Prostor Portal has been updated. Key changes include:

▸ The spatial data browser for registered users was upgraded. The old graphical viewer was replaced with a modern browser, which fully operates based on online services;
▸ A new application for free-of-charge download of spatial data sets has been installed.

e-Uprava

The eGovernment portal e-Uprava (e-uprava.gov.si) was launched in March 2001, re-launched in December 2003 and modernised in May 2006. There are sub-portals available for the Italian and the Hungarian national minorities and information is classified according to life events. Each insight into specific life situations of citizens and businesses is associated with links leading to public administration web pages of similar content.

In November 2015, a renewed eGovernment state portal was launched. It was completely redesigned – not only the system architecture, but also the user interface. It is based on a CMS system, which enables effortless content maintenance.

The portal follows modern principles of user interface design. It is simple, responsive and strictly user-centric. It also meets the needs of people with disabilities – especially persons with vision or hearing impairments, by using different visual themes as well as videos with interpreted sign language.

Another significant improvement is a completely rewritten content. In cooperation with professional copywriters, content editors tried to prepare texts that are precise, but simple enough for everyone to understand ensuring that the users' needs are kept in focus. Large parts of the portal are translated to the languages of Slovenia's national minorities (Italian and Hungarian). There is also an English sub-portal with adapted content, which mostly meets the needs of the foreigners living in or moving to Slovenia.

Beside the responsible institutions over 30 back offices, registers and other data bases are connected to the portal. Services are provided according to the life events. The portal receives on average 5,000 unique visitors per day; in the first year of production approximately 40,000 electronic applications have been submitted.

However, the main value of the renewed portal are the electronic services, which are seamlessly integrated into the content and are easily accessible. Users may access various services (currently about 250) through the integration of public bodies' information systems. Every authenticated user can use their digital certificate to access personal storage, which allows them to store their private documents. The users can also view their personal data from various public records (e.g. personal information, information about their vehicle and real estate property).

The state portal will continue to improve its e-services a higher level of the principle "I know everything my state knows about me" will be achieved – access to various public records and display of one's own personal data to an individual.

e-VEM Portal for Domestic Business Entities

The One Stop Shop Business portal or the e-VEM portal is the government portal for companies and sole traders whose main purpose is to enable users to carry out public administration business easily, simply, quickly and free of charge. Through the e-VEM portal, businesses can use electronic services to establish a company and some other obligatory or frequent procedures, either when starting up or later (the submission of forms for social insurance registration, declaration of modifications to information on family members, notification of needs for workers, declaration of tax information, etc.). Users can carry out certain procedures by themselves online, using a valid digital certificate, while for some other more complicated procedures they would need to visit one of the 139 One Stop Shop contact points, the VEM point or a public notary. The registration procedure in Slovenia takes three days for companies and one day for sole traders. All services carried out via the e-VEM portal or VEM points are free of charge.

The portal won the prestigious 2009 United Nations Public Service Award in competition with North American and European countries in the 'improving the delivery of services' category.

EUGO Slovenia

The Eugo Slovenia is a state business point that helps foreign business entities from the EU, EEA Member Countries and the Swiss Confederation who want to do business in Slovenia. The site provides information about the conditions and procedures required for performing a certain activity or profession in the Republic of Slovenia. In this way, Slovenia is meeting the requirements of European directives and enabling simpler and friendlier operations in the market of the Republic of Slovenia.

The main contents of the website relate to the conditions and procedures for the implementation of activities. There are almost one thousand regulated activities in Slovenia, and we plan to publish the conditions and procedures for all of them; however, due to the complexity of contents, publication will be implemented in stages.

In 2011 we set up the website Stopbirokraciji.si for the purpose of informing public about the Action Programme for eliminating administrative burdens and reducing regulatory burdens. The purpose of the portal is to provide current information on the programme implementation, publish best practices (at both national and EU levels) and reports on administrative burdens in an individual regulation (act, rule, etc.) as measured in the programme, and to convey additional proposals from users, in order to achieve reduction of administrative burdens and simpler and more transparent legislation.

NIO Portal

The NIO portal is dedicated to publishing public data of authorities in one place and is the national interoperability portal and the central point for publishing of public sector open data which encourages their reuse. The mission of the NIO portal is the promotion and rising of awareness of the importance of paradigm which appears from the concept of interoperability, and it is also an entirely practical cooperation and linking with other national, European and global portals.

eTaxes portal 'eDavki'

The Slovenian eTax system is a complete business solution combining a web portal with back office integration. Since 2004, the system allows individuals and companies to file taxes online using a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling-out a form, validating data, digitally signing and time-stamping the form. A mandating system integrated with the application allows tax payers to mandate a user for filing tax forms.

Public Payments Administration Portal

The Public Payments Administration operates and manages the dedicated infrastructure for payments and other related services.

The Slovenian Payment system is a complete business solution combining a web portal with back office integration. The system has been developed from 2002 and allows government institutions to pay their payments obligations to individuals and companies as well as taxes payments online using a qualified certificate issued by any registered certification authority in the country. The entire process consists of possibility to use all SEPA compliant payment instruments (UJPnet), exchanging e-invoices (eRačun) and validating data, sending all related responses and feedback (corresponding status), digitally signing and time-stamping of the exchanged data.

e-Sessions – An IT solution to support the decision-making process in the Government of the Republic of Slovenia

The aim of the IT solution e-Sessions is to provide comprehensive support for the decision-making process in the Government of the Republic of Slovenia. This is an extensive system which includes all state authorities and indirectly also the interested public. The e-Sessions service is organised into the following three segments by content:

▸ Internal – the consideration of documents by Government working bodies and decision-making in the Government;

▸ State authorities – in addition to the documents already considered, this includes documents currently waiting for the Government's consideration. These documents are published in the Government's information system in order to allow other ministries and Government offices to submit any comments or proposals; and

▶ Public – the publication of non-confidential Government decisions and documents. This content is published on the Government's website and is intended for the interested public, in particular non-governmental and other organisations of civil society. Here, anybody who participated in the drawing-up of the documents can check how their comments, initiatives and proposals have been taken into account in the preparation of the Government's decisions by the competent ministries and offices.

A special segment of the system is used as IT support for confidential Government decisions, which is in a separate information and communication structure and meets strict security requirements for the treatment of classified information.

The eSessions service facilitates the management of a great number of documents, remote voting and the electronic conduct of sessions and provides a strong support for the provision of information to various target user groups and the general public.

EU-Portal

The EU-Portal is a part of the single information system of the Government and is the basic information tool for the adoption, recording, classification and publication of documents exchanged between the Republic of Slovenia and the European Union. The system is also used in the preparation and harmonisation of the Government's positions in procedures for the adoption of legislative proposals and other acts of the European Union, in the preparation and harmonisation of discussion points for the meetings of the Council of the EU, and in the reporting of Slovenian representatives from the meetings of the Council of the EU and its working bodies. The portal is managed by the Secretariat-General of the Government of the Republic of Slovenia and the Ministry of Foreign Affairs in accordance with the Rules of Procedure of the Government of the Republic of Slovenia. The EU-Portal is used as an information system for the coordination of documents of the Council of the EU. All documents received from Brussels through the "Extranet U32 Mail", a formal system for exchanging information between the Council of the EU and Member States, are entered in the EU-Portal. The portal allows for the management of a large number of different documents and provides a strong support for group work. The EU-Portal contains a collection of EU issues facilitating the monitoring of the consideration of documents by the Council of the EU throughout the legislative process in which EU policies are formulated, from the initial proposal of the European Commission to the final adoption of an act by the Council of the EU. When a legislative act is adopted and published in the Official Journal of the European Union, the relevant issue in the EU-Portal is closed. Issues and documents are classified according to the competent authorities (ministries and government offices) and working groups. The classification of documents corresponds to the document classification in the EuroVoc thesaurus used by EU institutions. A special segment of the EU-portal is accredited for the treatment of classified information.

e-Falcon

e-Falcon is a service for ordering transports using the Government Aeroplane Falcon 2000 EX aiming to ensure the optimal utilisation of its capacities. Since 2002, when the aeroplane was purchased, many questions have been raised by the public regarding the prudence of its purchase and use. The Government has adopted several decisions on the basis of which the aeroplane is now used for the benefit of society (e.g. for the transport of organs for transplants within Slovenia Transplant) and also for official transports in order to save costs. When the aeroplane is not being used in the ATARES system or for VIP transports under bilateral agreements with NATO and other EU Member States, it can be used for other purposes, for example for transportation for the protocol service and the official and working visits of ministers, where this is economically viable. It should be taken into account that the Ministry of Defence, which manages the aeroplane, must ensure that it has a certain number of flying hours per year to maintain its airworthiness.

In addition to better utilisation of the aeroplane and savings in the official transport of national delegations, the aim of this IT solution is also to simplify and optimise the business process of transport ordering. On the basis of the orders received, the Ministry of Defence approves individual flights and the use of the aeroplane. The web application e-Falcon was developed by the IT Division of the Secretariat-General of the Government of the Republic of Slovenia, in cooperation with the Ministry of Defence as the manager of the aeroplane. It is available to all state authorities within the HKOM network.

The portal of organisational structures of the Government

This IT solution facilitates the recording, review and publication of the organisation of the functioning of the Government. It includes data on organisational structure, content, appointments and members. In addition to an overview of the current status, it also includes a historical overview for the entire period since Slovenia's independence. It covers the following organisational structures: Government bodies, working bodies under acts, implementing regulations and international treaties, Government representatives in public institutes, agencies, funds and foundations, public corporations, public limited companies, private limited companies, intergovernmental and international working bodies and other forms of the functioning of the Government.

The service was part of the e-Government system until 2015, when it was updated and transferred to the Secretariat-General of the Republic of Slovenia. At present, it is intended for internal use only. A further upgrade is being prepared, which will allow the data to be available to the public online.

Networks

HKOM (Fast Communications Network)

Most government bodies have internet/intranet facilities and are linked to the Government-wide network HKOM (Fast Communications Network), connecting more than 1 600 local networks.

eIdentification/eAuthentication

Slovenian Central Register of Population (CRP)

Every Slovenian citizen has to register with the Slovenian Central Register of Population (CRP). He then receives a unique **Personal Registration Number** (PRN–Slovenian abbreviation: EMŠO). Other individuals, who have no PRN but have to exercise rights or duties in Slovenia, may also register with the CRP.

Authentication in eGovernment Services

Authentication in eGovernment applications is mainly based on qualified certificates from registered Certificate Service Providers (CSPs) comprising two governmental CSPs and three private sector CSPs issuing either software certificates or smart card based certificates. Besides e-government applications also lots of private sector applications can be accessed by qualified certificates issued by any registered CSP. Therefore, qualified digital certificates represent the dominant type of authentication used in Slovenia.

Biometric passports

Slovenia has started introducing biometric passports since the end of August 2006. Slovenian biometric passports are manufactured in accordance with the Regulation of the EU Council of

Ministers on security features and biometrics in passports, as well as travel documents. All new passports issued as of 1 September 2006, conform to the new regulations. As of 2009 Slovenia has been issuing second generation passports.

eSignature system

In 2015, several projects for authentication and trust services as a central building blocks have been launched, such as eAuthentication, eSignature, eDelivery and eDocuments. Central system for authentication was succesfully launched at the end of 2015 and went live together with the new state eGovernment portal. In May 2017, also a system for server based eSignature has been implemented to allow the creation of an electronic signature with the private keys of the digital certificate holder securely stored in the central system. This system offers digital signatures with different levels of trust, including qualified digital signatures compliant with the EU legislation eIDAS. The end-users can use such service independently of their user-platforms. Both systems, central authentication system and system for server based eSignature are being integrated into public administration systems. Integration of central authentication into the public administration systems will enable to meet the requirements of eIDAS regulation for cross-border authentication for e-services in public administration.

Beneficial owners register

In December 2017, Agency of the Republic of Slovenia for Public Legal Records and Related Services (AJPES) established the Beneficial owners register in cooperation with the Office for Money Laundering Prevention of the Republic of Slovenia. The register was established based on the Law on the Prevention of Money Laundering and Terrorism Financing. The beneficial owners register is a main repository of the beneficial ownership information, since the identification of a natural person that is owning or controlling a business entity is one of the conditions for a successful prevention of money laundering and terrorism financing. The purpose of establishing a beneficial owners register is to ensure transparency in the ownership structures of business entities, providing access to credible information for law enforcement authorities. Legal entities are obliged to enter the data on their beneficial owners until 19 January 2018. The purpose is to exercise powers and to oblige persons to implement anti-money laundering and terrorism financing measures. After that date, public data about beneficial owners will be public, authorised entities will have access to all data in the register.

Register of Accommodation Facilities and eTourism

Regarding tourist activity, AJPES has established the Register of Accommodation Facilities and eTourism system in December 2017. The register was implemented on the legal basis of Hospitality Industry Act and eTourism system on the legal basis of Residence Registration Act. The following three goals are achieved by the register and the eTourism system:

- Establishment of unique evidence of all accommodation facilities – the Register of Accommodation Facilities;
- Unified reporting of guest book data from all accommodation facilities and;
- Reduction of administrative burdens and costs on both – reporters and recipients side.

The Register of Accommodation Facilities is publicly accessible on the AJPES web portal and is free of charge. In order to simplify the reporting of information and to increase the quality of the collected data, the owners of accommodation facilities report the information about guest arrivals only once - through the AJPES eTourism system. Previously such reporting was carried out separately to the Police, Statistical Office of the Republic of Slovenia and municipalities. With new arrangement AJPES provides collected data for above mentioned institutions for their further use – for the purpose of keeping records of guests, for statistical purposes and for the purpose of monitoring the calculation and payments of tourist tax.

eProcurement

E-Procurement Portal

Set up in June 2007 and managed by the Ministry of Finance, Slovenia's eProcurement portal enables contracting authorities to publish public procurement notices online. A module allowing suppliers to submit tenders electronically (eTendering) has been operational on the platform since the end of January 2009.

In June 2013, the new e-Procurement portal was set up. It is intended to contain national eProcurement applications that support procedures like eNoticing, eAccession, eTendering, eAttestation and eCatalogue. In addition, two new applications were launched. ePurchasing is a central application covering complete purchasing procedure of the contracting authorities, while eAuctions supports electronic submission of tenders and online bidding.

ePayment infrastructure

The Public Payments Administration operates and manages the dedicated infrastructure for payments and other related services. The payments are performed via online banking, debit or credit cards and mobile payments. The Administration transferred in 2014 the web application e-Payment from the information system of the Ministry of the Interior to its own system and upgraded the application.

In 2017, the Public Payments Administration introduced an additional payment service, called Hal mBills, which enables the payment of e-services with via the Hal mBills mobile application.

Other infrastructure

- A new modern elevation coordination system was established. As a result of its precision, the system will allow for better spatial vertical positional accuracy for all users;

- The distribution of data of the SIGNAL network has been established;

- A school browser developed by INSPIRE network services, has been established;

- All spatial online services and data are freely available to public sector users;

- Spatial online services can be used by business users as well as under the conditions specified in the Infrastructure for Spatial Information Act (ZIPI);

- An agreement has been renewed with the European Environment Agency on the provision of spatial data and services for the needs of the Copernicus Emergency Mapping Service.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**

2. **Work and retirement**

3. **Vehicles**

4. **Residence formalities**

5. **Education and youth**

6. **Health**

7. **Family**

8. **Consumers**

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1. Travel

Passenger rights, documents you need

Passport

Responsibility: Central Government, Administrative Units, Ministry of the Interior

Website: http://upravneenote.gov.si/; http://www.mnz.gov.si/;

Description: Passports are issued by the Administrative Units. In urgent cases, they can also be issued directly by the Ministry of the Interior. Information on the application process is available on the Administrative Units Portal and on the website of the Ministry of the Interior. Since April 2007, an eService launched by the Ministry of Public Administration has sent automatic reminder email messages on the expiration date of personal documents, including passport.

Money and charges

VAT refunds and excise duties

Responsibility: Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia

Website: http://edavki.durs.si/

Description: The *eDavki* (eTaxes) portal enables all legal and natural entities to conduct business with the tax office. Users can submit VAT returns online by using a qualified certificate issued by any registered certification authority in the country.

Public transportation card

Subsidised transport ticket for students

Responsibility:	The Ministry of Infrastructure
Website:	http://www.mzi.gov.si/si/delovna_podrocja/promet/subvencionirana_vozovnica/
Description	As part of the introduction of the Integrated Public Passenger Transport Project (IJPP), the beneficiaries can apply for a single subsidised IJPP ticket for the purpose of traveling to school and back. The new IJPP subsidised ticket is a single electronic ticket, which can be used by the transport's beneficiary in order to take the train, long distance bus and also the city bus in Ljubljana and Maribor. Besides it allows the user to freely choose a public long-distance freight service on a day-to-day basis stated on the application.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility:	Central Government, Employment Service and Ministry of Labour, Family, Social Affairs and Equal Opportunities
Website:	http://www.ess.gov.si/; http://www.mddsz.gov.si/
Description:	Users can consult databases with job offerings and can subscribe to a weekly notification service of pre-selected jobs related to a personalised job-seeker's profile. Employers can also consult databases of candidates.

Professional qualifications

Legal information system (incl. information on the regulated professions)

Responsibility:	Government Office for Legislation
Website:	http://www.pisrs.si/Pis.web/
Description:	The legal Information System of the Republic of Slovenia provides free access to legislation and other public documents of state bodies and holders of public powers in the Republic of Slovenia and the documents issued by the institutions of the European Union and the Council of Europe.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility:	Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia
Website:	http://edavki.durs.si/
Description:	The *eDavki* (eTaxes) portal enables all legal and natural entities to conduct business with the tax office electronically. Since 2004, taxpayers can use it to submit their income tax returns online via a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling out a form, validating data, digitally signing and time stamping the form. The application also allows taxpayers to calculate the amount of their tax and to import or export their data. Since 2007, taxpayers have received their pre-filled tax declarations with a pre-calculation of the amount of tax owed.

Unemployment benefits

Responsibility: Employment Service of Slovenia

Website: http://www.ess.gov.si/;
                         http://e-uprava.gov.si/

Description: Claims for unemployment benefits can be handled via the website by filling the corresponding online form.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Administrative Units, Ministry of the Interior

Website: http://upravneenote.gov.si/; http://www.mnz.gov.si/;
                         http://e-uprava.gov.si/;

Description: Driving licences are issued by the Administrative Units. Information on the application process and downloadable forms are available on the Administrative Units Portal and on the website of the Ministry of the Interior. Citizens can apply online for a driving licence renewal via the eGovernment portal *e-Uprava* by submitting an electronic form and paying online. The requester receives the new driving licence by post. Since April 2007, an eService launched by the Ministry of Public Administration automatically has sent email reminders on the expiration date of personal documents, including driving licences.

Insurance

Motor vehicle liability insurance

Responsibility: Slovenian Insurance Association

Website: https://www.zav-zdruzenje.si/en/

Description: The website contains comprehensive information on different situations, regarding the motor vehicle liability insurance, as well as for other types of insurances.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, Administrative Units, Ministry of the Interior

Website: http://e-uprava.gov.si/storitve/epodaljsanje

Description: Information and forms to download. All citizens of Slovenia need to renew their vehicle registration every year. An eService launched by the Ministry of Public Administration in May 2006 offers the possibility to extend one's vehicle registration certificate online. The service uses ePayments and eSignatures. The new certificate is either sent to a specified mailing address, or can be collected at an administrative office.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government, Ministry of the Interior, Administrative Units

Website: http://e-uprava.gov.si/

Description: This service enables citizens to announce their change of residence electronically. This procedure can be completed only by holders of qualified digital certificates issued in Slovenia. Users need to send the electronically signed application form together with the requested enclosed documents.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of the Interior, Administrative Units

Website: http://e-uprava.gov.si/

Description: Birth or marriage certificates can be requested and obtained online through the e-SJU system accessible via the e-Uprava portal. The system supports full electronic handling of administrative forms contained in a centrally maintained registry of procedures. The application can be used by all residents equipped with qualified digital certificates valid in Slovenia.

Criminal record certificate

Responsibility: Ministry of Justice

Website: http://e-uprava.gov.si/

Description: The website allows for requesting a certificate of good conduct online.

Passport

Responsibility: Central Government, Administrative Units, Ministry of the Interior

Website: http://upravneenote.gov.si/; http://www.mnz.gov.si/; http://e-uprava.gov.si/

Description: Passports are issued by the Administrative Units. In urgent cases, they can also be issued directly by the Ministry of the Interior. Information on the application process is available on the Administrative Units Portal and on the website of the Ministry of the Interior.

Elections abroad

Participation in Slovenian elections

Responsibility: State Election Commission

Website: http://www.dvk-rs.si/

Description: The website provides detailed information on voting from abroad in Slovenian elections.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government, Ministry of Education, Science and Sport, Universities

Website: http://portal.evs.gov.si/prijava
https://www.uni-lj.si/eng/ (University of Ljubljana);
https://www.um.si/en/Pages/default.aspx (University of Maribor);
http://www.ung.si/ (University of Nova Gorica)

Description: A new **records and analytical information system for higher education** in the Republic of Slovenia (eVS) was introduced in **July 2012**. It contains a **complete record of student data** and can be used to record, track and analyse student records. This portal is the official source on information on student status, dormitories, as well as on health insurance,

pensions, student work, employment agency and national statistics. The system also supports an online application system for enrolment into study programmes (http://portal.evs.gov.si/prijava/?locale=en) and serves as an application system for subsidised student accommodation places. In 2014 users filled 48.595 on-line applications. An analysis revealed that the estimated savings amounted to EUR **800,000 annually**, as a result of the creation of an electronic data collection method in the field of higher education.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Institute of Information Science (IZUM)

Website: http://cobiss.izum.si/; http://www.ctk.uni-lj.si/

Description: The Co-operative Online Bibliographic System & Services (COBISS) forms the virtual library of Slovenia. Of vital importance for COBISS is the COBIB.SI online union bibliographic/catalogue database, resulting from shared cataloguing. As of June 2007, COBIB.SI contained over 3.1 million bibliographic records on book and non-book materials (monographs, serials, articles). The database offers multimedia presentation and contains information on the location of the sought items. COBISS also provides a booking system. New arrivals are published on the web sites; the central Technological Library can also inform users via by e-mail or RSS.

Student grants

Responsibility: Central Government, Ministry of Education, Science and Sport

Website: http://www.mizs.gov.si/

Description: The Ministry of Education, Science and Sport offers information and forms to download on educational affairs such as pre-school aged children, basic education, music schools, secondary education, adult education institutions, higher vocational education and sport. The Ministry of Education, Science and Sport awards grants to foreign students, and issues calls for proposals requesting grants for Slovenian citizens.

Traineeship, volunteering

Internships

Responsibility: Employment Service of Slovenia

Website: http://www.ess.gov.si/mladi

Description: The website offers all the information on employment, which young people need when entering the labour market.

Volunteering

Responsibility: Zavod Voluntariat, Ministry of Education and Sport

Website: http://www.zavod-voluntariat.si/?lang=en

Description: The website offers extensive information on volunteering, including short-term and long-term volunteering, advices and guidelines and links to apply to the different offers.

Researchers

Funding support

Responsibility: Ministry of Economic Development and Technology

Website: http://www.mgrt.gov.si/en/

Description: The website presents the ways for promoting innovation and technological development and gives information on available funding opportunities.

Information and assistance to researchers

Responsibility: EURAXESS Slovenia

Website: http://www.euraxess.si/en/

Description: EURAXESS Slovenia provides information and assistance to mobile researchers – by means of the web portal and with the support of the national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Institute of Information Science (IZUM)

Website: http://cobiss.izum.si/; http://www.ctk.uni-lj.si/

Description: The Co-operative Online Bibliographic System & Services (COBISS) forms the virtual library of Slovenia. Of vital importance for COBISS is the COBIB.SI online union bibliographic/catalogue database, resulting from shared cataloguing. As of June 2007, COBIB.SI contained over 3.1 million bibliographic records on book and non-book materials (monographs, serials, articles). The database offers multimedia presentation and contains information on the location of the sought items. COBISS also provides a booking system. New arrivals are published on the web sites; the central Technological Library can also inform users via by e-mail or RSS.

6. Health

Planned and unplanned healthcare

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Ministry of Health

Website: https://zvem.ezdrav.si/domov; http://www.zzzs.si/cakdobe

Description: Portal zVEM is a One Stop Shop. The eHealth portal, which offers information on waiting times and access to electronic referrals and appointment, provides access to electronic health data and access to electronically prescribed and dispensed medication.
Security and privacy of the user are being protected. The Health insurance institute of Slovenia also publishes information about the waiting times for different health services across the country. One can also schedule an appointment at the hospital using the web.

Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Health Insurance Institute

Website: http://www.zzzs.si/;

http://e-uprava.gov.si/

Description: The Health Insurance Institute provides effective collection and distribution of public funds for healthcare. The rights arising from compulsory health insurance are the right to health care services and the right to several

financial benefits. The institute comprises 10 regional units and 45 branch offices distributed all over Slovenia.

When living abroad

Healthcare abroad

Responsibility: Health Insurance Institute

Website: http://e-uprava.gov.si/

Description: The European Health Insurance Card (EHIC) is used to claim health insurance entitlements while temporarily outside Slovenia (e.g. while on holiday or on a business trip) in EU states, the countries of the EEA or Switzerland. The website gives information on how to request the EHIC (which can be requested online).

7. Family

Children, couples

Child allowances

Responsibility: Central Government, Ministry of Labour, Family, Social Affairs and Equal Opportunities; Centres for Social Work

Website: http://e-uprava.gov.si/; http://www.mddsz.gov.si/;

Description: There are 62 Centres for Social Work (CSW) operating in Slovenia, to which fully electronic requests for child allowances can be sent. Forms are available on the eGovernment portal and citizens can use them in combination with their electronic certificates. It is not obligatory to attach supporting data such as proof of financial status; CSW obtain these data through official channels. Child allowance is granted for a renewable period of one year.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of the Interior, Administrative Units

Website: http://e-uprava.gov.si/

Description: Birth or marriage certificates can be requested and obtained online through the e-SJU system accessible via the e-Uprava portal. The system supports full electronic handling of administrative forms contained in a centrally maintained registry of procedures. The application can be used by all residents equipped with qualified digital certificates valid in Slovenia.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection

Responsibility: Ministry of economy, Slovenian Consumers' Association

Website: http://www.arhiv.uvp.gov.si/; https://www.zps.si/

Description: The website of the Ministry of Economy gives information on the phone which could be request assistance. The portal of the Slovenian Consumers' Association gives comprehensive information on consumer protection rules in Slovenia, provides helps and advice for consumers. It also provides them with multiple tests they could perform to test goods, which they have purchased.

Consumer protection (cross-border)

Responsibility: ECC - Net Slovenia

Website: http://epc.si/pages/si/domov.php

Description: The European Consumer Centre belongs to the European Consumer Centre Network-ECC Net, founded by the European Commission in 28 Member States in collaboration with National Governments. It aims at informing consumers on their rights and assisting them in their cross-border consumption issues, promoting and supporting out of court disputes resolution more quickly and at lower cost than the Court claim procedures.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**

2. **VAT and customs**

3. **Selling abroad**

4. **Staff**

5. **Product requirements**

6. **Finance and funding**

7. **Public contracts**

8. **Environment**

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1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Central Government, Ministry of Public Administration

Website: http://evem.gov.si/

Description: The eVEM portal was launched in July 2005 and upgraded several times. It serves as a one-stop shop for faster and cheaper start-up procedures for enterprises through the provision of efficient information and support services in the life cycle of a company. Company registration applications can be submitted electronically using any qualified digital certificate legally valid in Slovenia. Entrepreneurs applying for registration receive a digitally signed decision as a response.

Slovenia Business point

Responsibility: Ministry of Public Administration

Website: http://eugo.gov.si/

Description: The EUGO portal provides accurate information about the procedures required for performing business activities in the Republic of Slovenia.

Intellectual property rights

Intellectual property

Responsibility: Slovenian Intellectual Property Office (SIPO)

Website: http://www.uil-sipo.si/; http://www.uil-sipo.si/sipo/activities/databases/; http://www.uil-sipo.si/uil/dejavnosti/e-vloge/

Description:	The website provides a range of information services such as standard information about Slovenian and foreign patents, trademarks and industrial designs, searches in SIPO databases, searches for similar or identical trademarks, and other relevant information. From February 2015 SIPO provides online eApplication services for trademarks and industrial designs.

Annual accounts

Submission of data to statistical offices

Responsibility:	Central Government, Statistical Office
Website:	http://www.stat.si/; http://intrastat-surs.gov.si
Description:	Enterprises can submit statistical data online.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

VAT: declaration, notification

Responsibility:	Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia
Website:	http://edavki.durs.si/
Description:	The *eDavki* (eTaxes) portal enables all legal and natural entities to conduct business with the tax office. Users can submit VAT returns online by using a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling out a form, validating data, digitally signing and time stamping the form. The application also allows taxpayers to calculate the amount of their tax and to import or export their data.

Excise duties

Corporate tax: declaration, notification

Responsibility:	Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia
Website:	http://edavki.durs.si/
Description:	The *eDavki* (eTaxes) portal enables all legal and natural entities to conduct business with the tax office. Since 2004, corporate taxpayers can use it to submit their corporate tax returns online by using a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling out a form, validating data, digitally signing and time stamping the form. The application also allows taxpayers to calculate the amount of their tax and to import, or export their data.

Reporting imports/exports

Customs declarations (eCustoms)

Responsibility:	Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia
Website:	http://carina.gov.si/
Description:	Slovenia offers fully online services for customs declarations, including case handling and decision notification, according to the European New Computerised Transit System (NCTS). The application EPOS is the central module of the system that accepts declarations, verifies digitally signed

messages and provides routing according to content to a dedicated application. EPOS also digitally signs replies to received data. EPOS implements PKI authentication and ensures non-repudiation via eSignature and time stamping. The application supports all qualified digital certificates valid in the country.

3. Selling abroad

Competition rules, unfair contract terms, consumer guarantees, defective products

Legal Information System

Responsibility:	Government Office for Legislation
Website:	http://www.pisrs.si/Pis.web/
Description:	The legal Information System of the Republic of Slovenia provides free access to legislation and other public documents of state bodies and holders of public powers in the Republic of Slovenia and the documents issued by the institutions of the European Union and the Council of Europe.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility:	Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia
Website:	http://edavki.durs.si/
Description:	The *eDavki* (eTaxes) portal offers the possibility to completely treat the declaration of social contributions for employees online. No other formal or paper-based procedure is needed on behalf of the user.

Posting abroad

Employment opportunities outside the country

Responsibility:	Employment Service of Slovenia
Website:	http://english.ess.gov.si/eures
Description:	The section provides information on working abroad in the European Union countries, part of the EURES network.

Health and safety

Labour Inspectorate portal

Responsibility:	Labour Inspectorate of the Republic of Slovenia
Website:	http://www.id.gov.si/si/storitve/
Description:	The website of the Labour Inspectorate provides multiple services regarding maintaining and claiming employment rights, as well as allows for violation reporting online.

5. Product requirements

Chemicals (REACH)

REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk

Responsibility:	Chemical Office of the Republic of Slovenia
Website:	http://www.uk.gov.si/

Description: The website offers ample information particularly for small and medium-scale enterprises.

6. Finance and funding

Access to funding, EU funding programmes

Subsidies and financing

Responsibility: Startup Slovenia, Ministry of Economic Development and Technology

Website: http://www.startup.si/en-us

Description: The website gives information on various sources for financing Start-ups.

Exchanges for young entrepreneurs

Youth guarantee

Responsibility: Employment Service of Slovenia

Website: http://www.ess.gov.si/mladi

Description: The website offers all the information on employment, which young people need when entering the labour market.

7. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Ministry of Public Administration

Website: http://ejn.gov.si/

Description: The e-Procurement portal is intended to contain national eProcurement applications that support procedures like eNoticing, eAccession, eTendering, eAttestation and eCatalogue. In addition, two new applications were launched. ePurchasing is a central application covering complete purchasing procedure of the contracting authorities, while eAuctions supports electronic submission of tenders and online bidding.

8. Environment

EMAS certification, energy labels, eco-design, EU eco-label

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment and Spatial Planning, Environmental Agency

Website: http://www.mop.gov.si/; https://e-uprava.gov.si/

Description: On offer is customised and segmented (by sector and size) relevant information on new environment-related regulations and obligations. Users must first register with the service, which is available via e-Uprava. Other similarly available services allow online handling of environment-related permits.

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

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