

NIFO Factsheet – Croatia

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

- e-Croatia 2020 Strategy (*draft*): [https://uprava.gov.hr/UserDocsImages//Savjetovanja%20sa%20zainteresiranom%20javno%C5%A1%C4%87u/2015//2015-04-15-Nacrt_strategija_e_Hrvatska_2020%20\(1\)%20\(2\).doc](https://uprava.gov.hr/UserDocsImages//Savjetovanja%20sa%20zainteresiranom%20javno%C5%A1%C4%87u/2015//2015-04-15-Nacrt_strategija_e_Hrvatska_2020%20(1)%20(2).doc)
- Law on the State Information Infrastructure (OG, 92/2014): http://narodne-novine.nn.hr/clanci/sluzbeni/2014_07_92_1840.html
- Public register ProDII prodii.uprava.hr:83/prodii
- The Regulation on the Establishment Of The Public Register for the Coordination of Projects for the Development of the State Information Infrastructure, adopted by the Government of Croatia (OG, 134/2014) : http://narodne-novine.nn.hr/clanci/sluzbeni/2014_11_134_2542.html.

Main interoperability highlights

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

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

The main principles from EIF 2.0 are taken over in the **e-Croatia 2020 Strategy** that has been drafted and is *expected to be adopted by the Government of Croatia by the end of 2015*. The e-Croatia Strategy 2020 addresses interoperability. The Strategy envisages the creation of a government cloud with infrastructure as a service and software (for same business processes) as a service and the development of specific sectoral and inter-sectoral e-services.

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

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

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

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

¹ prodii.uprava.hr:83/prodii

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

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



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

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

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

Summary of the NIF

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

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

Alignment NIF/EIF

To be evaluated once the e-Croatia 2020 Strategy is adopted.

Other initiatives on interoperability

NIF responsible contact person for Croatia

Leda Lepri (llepri@uprava.hr)

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