Slovensko.sk and electronic services

Michaela Balážová, 17.11.2016
National Agency for Network and Electronic Services (NASES)

- state agency, contributory organization of the Government office of the Slovak Republic
- established in 2009
- provider of common infrastructure for eGovernment services in Slovakia - Central Public Administration Portal (www.slovensko.sk)
National Agency for Network and Electronic Services (NASES)

- provider of multiple eGovernment services
- provider of government data network „GOVNET“
- provider of telematic network TESTA in Slovakia
- other activities in the field informatization of society
- activities in cybersecurity
- Open Data
- trainings for public administration
eGovernment in Slovakia - milestones

1995 Law Public Administration Information Systems

2008 The eGovernment Strategy of the Slovak republic

2008 The National Concept of eGovernment (OPIS)

2016 The Deputy Prime Ministers Office for Investments and Informatization

2016 The National Concept of eGovernment (OPII)
Basic components of eGovernment

Governmental network (GOVNET)

Data centers

Central Public Administration Portal

Sectoral information systems

Reference registers
Central Public Administration Portal

www.slovensko.sk

information system designed to provide services and information to the public through the common internet access point

Citizens
entry point to the public administration affairs, provides access to e-government services

Public authorities
interface for communication with citizens
Central Public Administration Portal
Central Public Administration Portal – electronic mailbox
Modules of Common infrastructure

IAM - Identity Access Management, managing identification and authentification

eDesk – electronic mailbox

eDelivery – electronic delivery

eForm – electronic forms

other supporting modules (notifications, payments...)

The Architecture of the Portal is based on modules and components.
Integrations to Common Infrastructure

- obligation for providers of public e-services
- public administration bodies and businesses
- in two directions – Central Public Administration Portal provides or consumes services of external systems

nearly 200 information systems in process
more than 70 information systems already integrated
How was the Portal built?

2003
first version of InfoPortal, located on obcan.sk

2004
development of transaction core

2006
first version of data mailboxes, signing and verification of electronic signatures

2009
feasibility study for common infrastructure

2010
implementation of common infrastructure

2012
new start of implementation
How was the Portal built?

- 2013: first issued eID (certificate for authentication and for guaranteed electronic signature)
- 2014: electronic mailboxes created for every citizen 18+ and for legal persons registered in Slovakia
- 1.11.2016: public bodies are obligated to use electronic way in communication with public and business
- 1.1.2017: electronic communication will be obligated for business entities
Some statistics...

1,4 million issued eIDs - just 84 000 eIDs activated for e-services!

4,8 million created electronic mailboxes for citizens
1 million created electronic mailboxes for legal persons
Challenges in the e-Government

<table>
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<tr>
<th>eID cards are issued but not activated</th>
<th>openness to foreigners – eIDAS</th>
<th>alternative identifiers</th>
<th>proactive services</th>
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<td>once and only principle</td>
<td>electronic services connected to life situations</td>
<td>optimization of public administration processes</td>
<td>legislative changes</td>
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Call centrum and Operation centrum
OPEN DATA

Slovakia on the 9th place as a „FAST TRACKER“ (EU28+)
Contact

Michaela Balážová
michaela.balazova@nases.gov.sk
+421 907 788 621
National Agency for Network and Electronic Services (NASES)
www.nases.gov.sk
www.slovensko.sk