

SLOVENIAN PRESIDENCY OF
THE COUNCIL OF THE EUROPEAN UNION
1 July – 31 December 2021



e-Government Conference
Human-Centric Digital Transformation of Public Sector

Digital government in Slovenia

Alenka Žužek Nemec, Ph.D
replacing Mr Peter Grum, Director-General

Information Technology Directorate
Ministry of Public Administration
Republic of Slovenia

10 December 2021

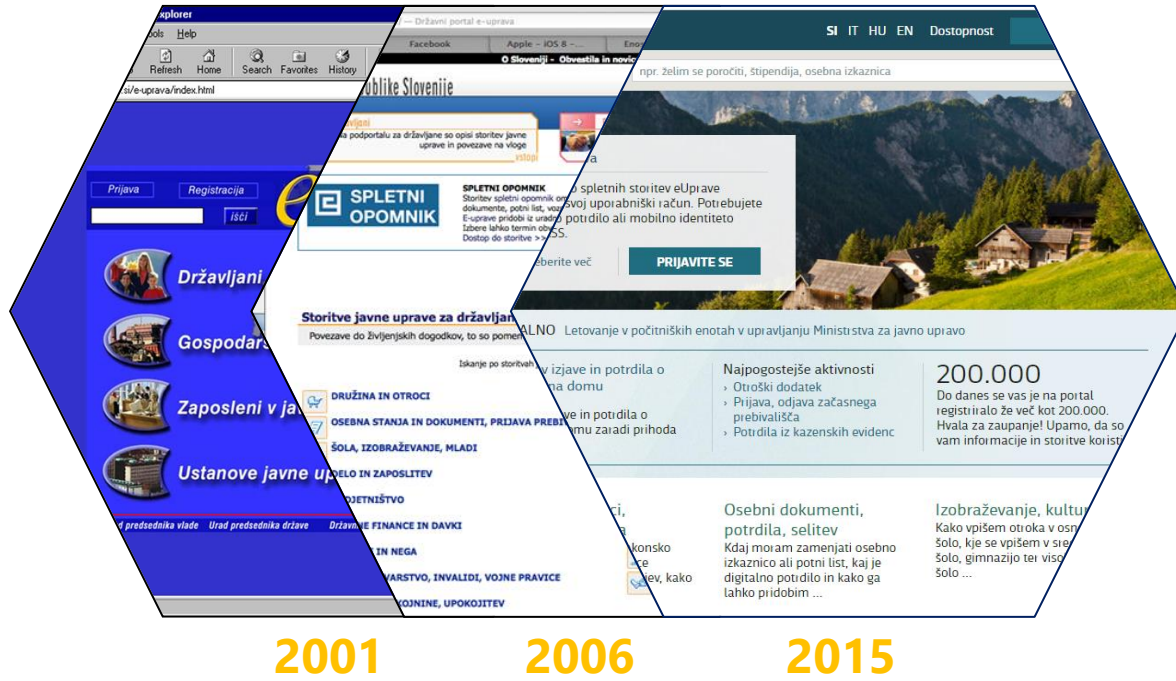


Official name: The Republic of Slovenia
Political system: Parliamentary democracy
Capital city: Ljubljana
Surface area: 20,271 km²
Population: 2.1 million
Currency: Euro
Language: Slovenian; also Italian and Hungarian in ethnically mixed areas

Slovenia
linked to
internet 30
years ago!

Slovenia
has more
than 40 years of
research
experience in
the field of AI

First eGovernment portal 20 years ago



2006

2015

Government private
communication network and
common data center 25+
years ago



First e-signature legislation
and first issued qualified digital
certificate 20 years ago



Slovenian public administration

Central Public Administration:

- 14 Ministries
- 16 Government offices
- 58 Administrative units

Local Self-Government:

- 212 municipalities
the smallest with 353 citizens



Ministry of Public administration: responsible for Digital Government

Development of smart solutions powered by emerging technologies



**VIRTUALIZATION
& CONTAINER
ARCHITECTURE**



REUSABLE BUILDING BLOCKS

Guidelines

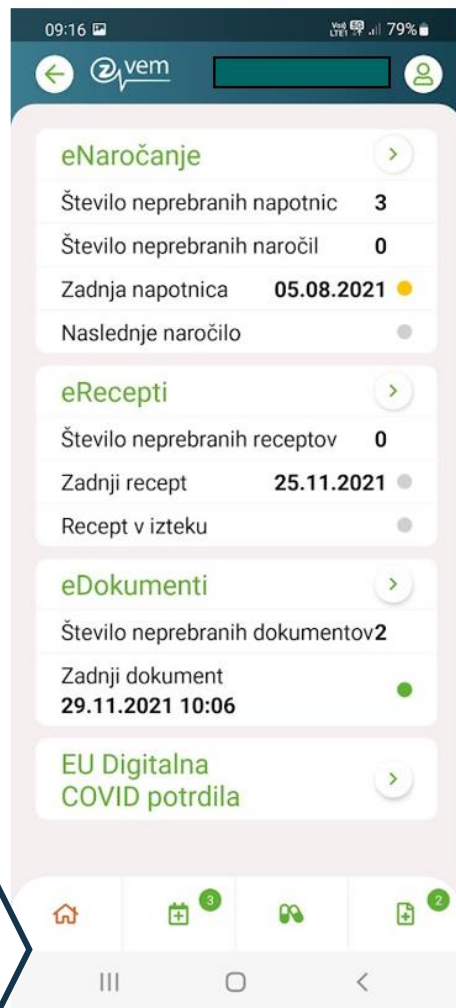
- DEVELOPMENT
- PROCUREMENT
- TECH SPECS
- SYSTEM ONBOARDING

GUIDELINES

Services for citizens and businesses



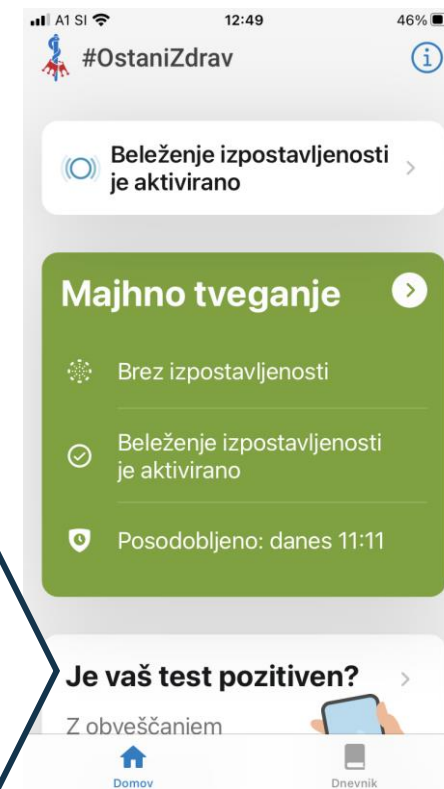
Some good examples of mobile APPs



eHealth



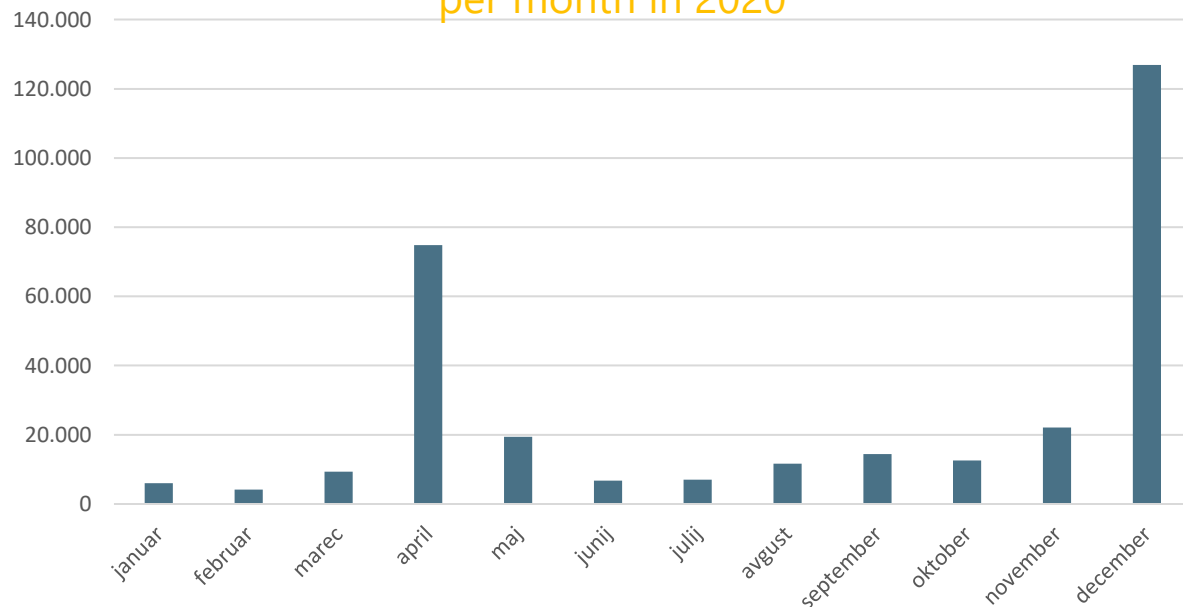
eTaxes



Covid tracking

eGovernment portal in COVID epidemic

Number of applications submitted per month in 2020



Renewal of car registration
physical procedure was not possible

Home quarantine certificate
with or without authentication

Change of residence

with or without authentication

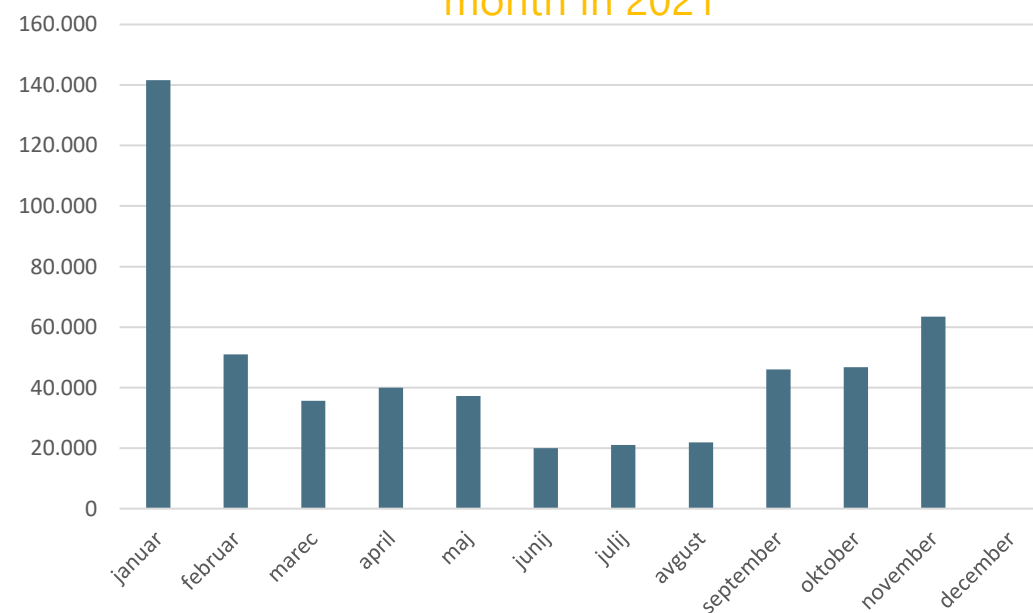
One-off solidarity help for students

no authentication required

Obtaining a certificate of impunity – criminal record

automatic, fully digital

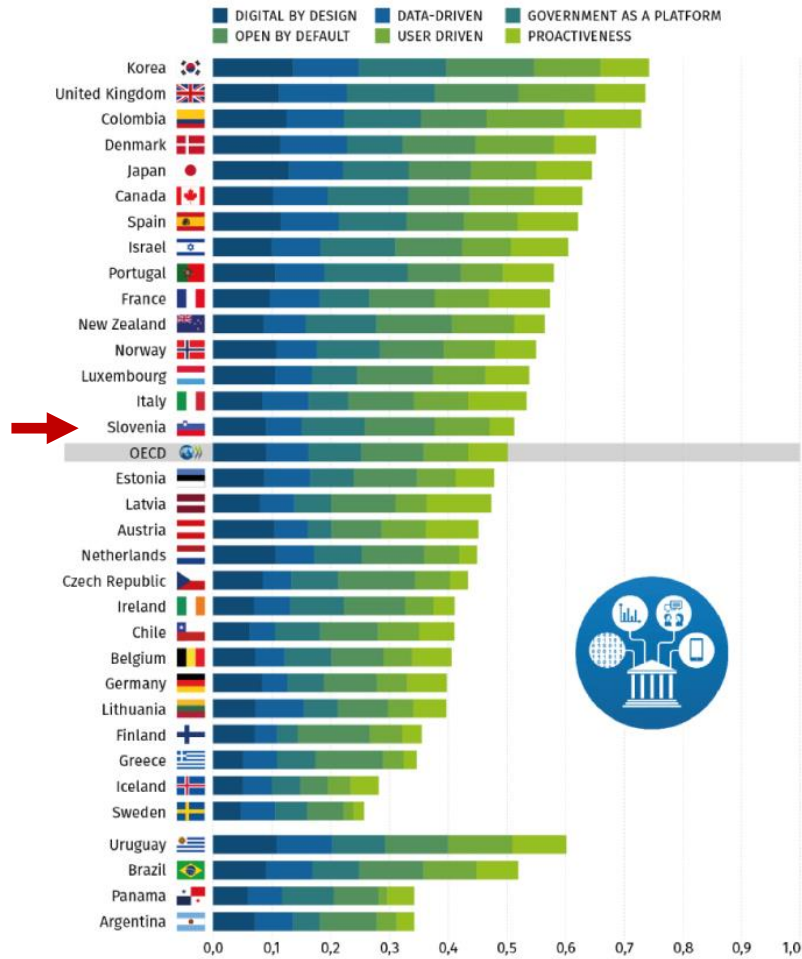
Number of applications submitted per month in 2021



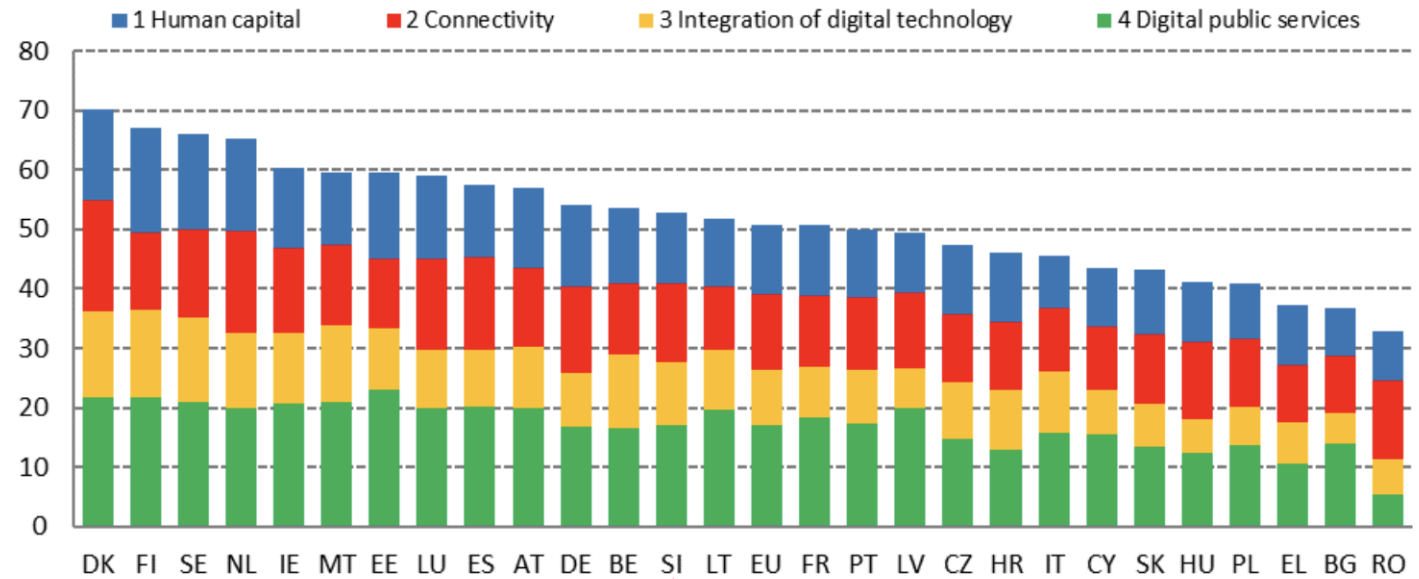
International comparisons

How are countries progressing towards digital government?

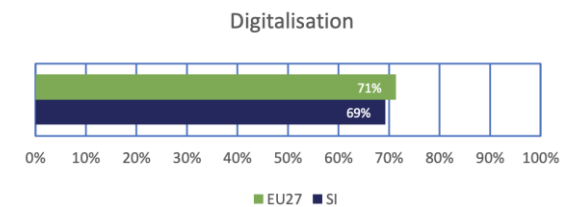
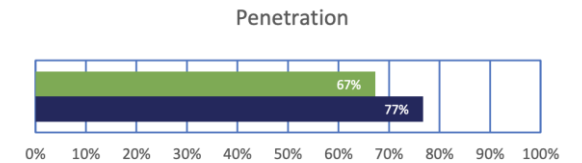
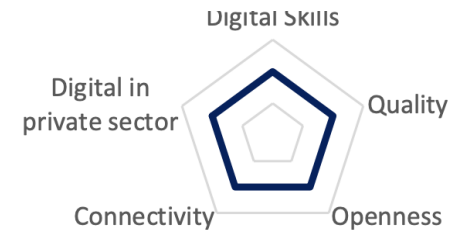
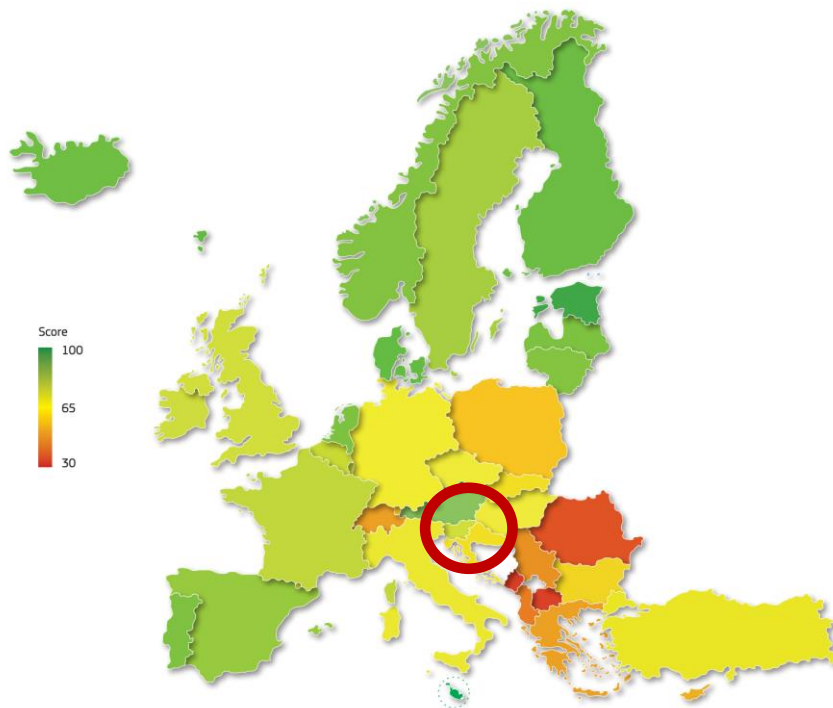
OECD Digital Government Index 2019



Note: Data are not available for Australia, Hungary, Mexico, Poland, Slovakia, Switzerland, Turkey and the United States of America.
Source: OECD Digital Government Index 2019 – Policy Paper



Source: DESI 2021, European Commission.



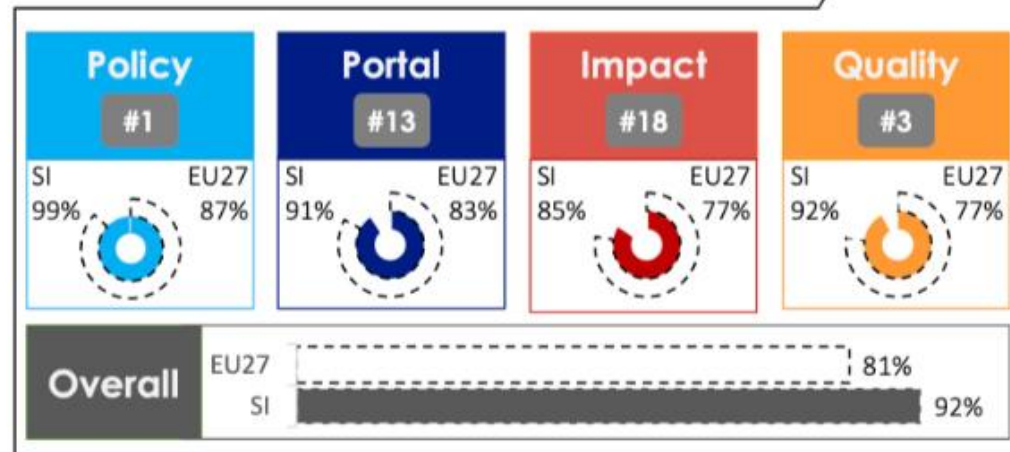
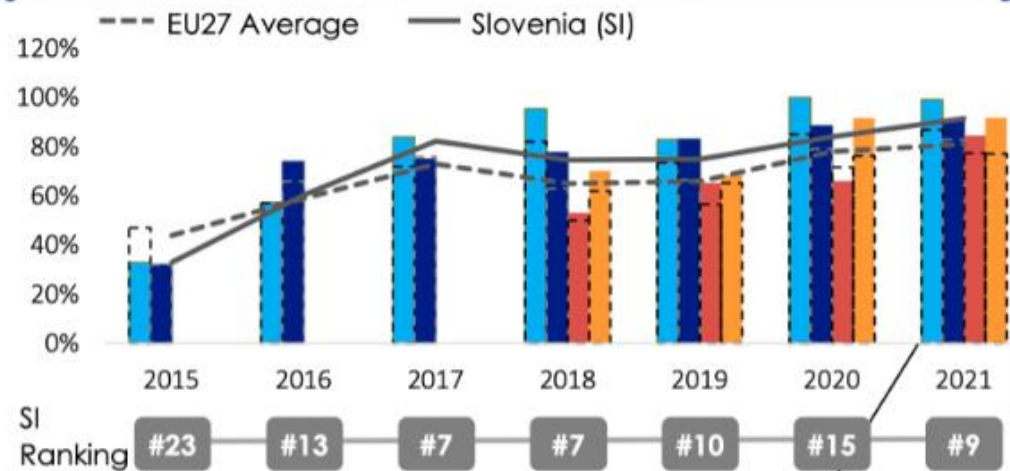
Open Data Maturity Report 2021

9 December 2021

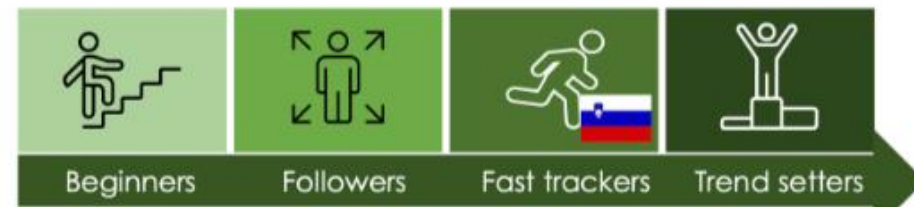
Slovenia



MATURITY LEVEL RATING



OVERALL MATURITY LEVEL SEGMENTATION



Strategic Development of Digital Government in Slovenia

- **National Program of Artificial Intelligence** with the aim of comprehensive and coordinated development of AI in the country.
- **OECD Digital Government Review of Slovenia 2021** as a baseline and an independent insight with valuable recommendations for our further development.
- **Resilience and Recovery Plan 2021**- digitalization is among top priorities for recovery in the aftermath of COVID situation.
- **Digital Slovenia 2030 Strategy** which will outline our goals in the field of digitalization on national level for the next ten years.
- **Strategy of Digital Public Services 2021 - 2030** supporting the digital transformation for better, more efficient, friendly and trustworthy public services.

Challenges for the future - 1

User-centric digital services powered by AI
safeguarding ethical values



Cooperation between stakeholders, gradually increasing
the level of co-creation with the users



Fostering interoperability for cross border services
and data exchange using emerging technologies



Standardized access to public services and
development of m-Slovenia



Challenges for the future - 2



Fostering digital skills and innovations in the public sector

Modernisation and digitalization of administrative processes

Enhancement of cyber security for people's trust in online transactions

Personal electronic identity

Personal electronic identity



Electronic Identification and Trust Services Act
July 2021

DIFFERENT ELECTRONIC IDENTIFICATION MEANS



New national e-identity card
March 2022



New mobile e-identification mean
Under preparation

European Digital Identity Wallet*



The (New) Reality





2008



TODAY



Thank you!
