Public policy document:	The e-Government Development Programme 2020−2022 of the Republic of Serbia
Action plan:	Action Plan for the Implementation of the e-Government Development Programme 2020−2022 of the Republic of Serbia
Coordination and reporting by:	Ministry of Public Administration and Local Self-Government
Public policy umbrella document:	Public Administration Reform Strategy in the Republic of Serbia

Overall objective 1: Development of an efficient and user-centric administration in a digital environment

Institution responsible for monitoring and implementation control: Ministry of Public Administration and Local Self-Government (MPALSG)

Indicator(s) at the overall objective level (performance indicator)	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value in the last year of the AP	Last year of the AP validity
EU benchmark for e-Government	%	*e-Government Benchmark Report*	37%	2019	61.75%	2022

Specific objective 1: Infrastructure development in e-Government and ensuring interoperability

Institution responsible for monitoring and implementation control: The Office for Information and Technologies and e-Government (ITE Office)

Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022
Number of public authorities using centres for storing and managing data in production, i.e. in operational use	Number	ITE Office Report on Data Centres	37	2019	60	100	150
Number of LSGUs using centres for storing and managing data in production, i.e. in operational use	Number	ITE Office Report on Data Centres	0	2019	5	20	45
Number of services downloading data from the Central Population Register	Number	Report on the Central Population Register	0	2019	1	5	10

Measure 1.1: Establishing a State Data Management and Storage Centre in Kragujevac − Data Centre Kragujevac and Improvement of the State Data Management and Storage Centre in Belgrade − Data Centre Belgrade								
Institution responsible for monitoring and implementation control: ITE Office								
Validity period: 2020–2022				Measure type: Supply of goods and provision of services (infrastructure project)				
Performance indicator	Unit of measurement	Source of verification		Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022
Number of registers migrated to data centres	Number	Report on the official records, i.e. registers kept in the Data Centre Belgrade (Kragujevac) − IT and e-Government Office		0	2019	20	35	50
Number of software solutions migrated to data centres	Number	Report on the software solutions running in the Data Centre Belgrade (Kragujevac) − IT and e-Government Office		0	2019	15	25	40

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
Budget of the Republic of Serbia	0614/5006	2,400,000	1,000,000	1,000,000
Project *EDGe*	0614/5007			
No funds secured (activity will be realized if donot funds are provided)		30,000	20,000	20,000
No funds needed	0613/0005			

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022

1.1.1 Adoption of by-laws to regulate the data management and storage infrastructure;	Ministry of Public Administration and Local Self-Government (MPALSG)	Office for Information Technologies and e-Government (ITE Office)	Q3 2020	No funds needed	0613−0005			
1.1.2 Drafting an Analysis of options for the operational management of Data Centre Kragujevac and adoption of the best option;	ITE Office		Q1 2020	No funds needed				
1.1.3 Drafting the initial plan of migration and assessment of the readiness of applications to be migrated to the cloud; Improvement of the migration plan and assessment of the readiness of applications to be migrated to the cloud;	ITE Office		Q4 2020	No funds needed				
1.1.4 Construction of facilities 1 and 2 of Data Centre Kragujevac and furnishing up to the level of equipment racks;	ITE Office	- Ministry of the Interior (MoI) - Ministry of Defence (MoD) - City of Kragujevac	Q2 2020	Budget of the Republic of Serbia	0614−5006	2,400,000	1,000,000	1,000,000
1.1.5 Initial furnishing of facility 1 of Data Centre	ITE Office	All bodies except those which will	Q3 2020	*EDGe* project	0614/5007			

Kragujevac with ICT equipment;		use facility 2 of Data Centre Kragujevac		This activity is funded from the Project for improving eGovernement services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf				
1.1.6 Installing a cloud platform at Data Centre Kragujevac with a cloud management solution;	ITE Office		Q4 2020	*EDGe* project This activity is funded from the Project for improving eGovernement services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/1474515547362	0614/5007			

				80651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf				
1.1.7 Migration of the information systems of the bodies into the cloud (data centres);	ITE Office		Q4 2022	No funds secured (70 million RSD - (activity will be realized if donor funds are provided)			35,000	35,000

Measure 1.2: Improving the Unified Information−Communication Network of e-Government								
Body responsible for the implementation (coordinating): ITE Office								
Validity period: 2020–2021					Measure type: Supply of goods and provision of services (infrastructure project)			
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022
Percentage of LSGUs connected to the UIC network	%	Report on the UIC Network of e-Government − ITE Office	0	2019	40	60	85
Number of established redundant nodes in Belgrade	Number	Report on the Unified ICT Network of e-Government − ITE Office	0	2019	2	3	5

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
Digital Transformation project	0614/4006	13,800		
EDGe project	0614/5007			
Budget of the Republic of Serbia	0614/0002	10,000		

Description of activity						Total estimated funds expressed in (0.00) RSD

	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	2020	2021	2022
1.2.1 Drafting a concept and technical solution with the aim of initial improvements to UIC network management (procedures, supervision, configuration, information security aspect);	ITE Office		Q4 2020	*Digital Transformation* project	0614/4006	13,800		
				EDGe project This activity is funded from the Project for improving eGovernement services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf	0614/5007			
1.2.2 Establishing a *NOC* (*Network Operation Centre*);	ITE Office		Q4 2021	*EDG*e project This activity is funded from the	0614/5007			

				Project for improving eGovernement services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf				
1.2.3 Establishing redundant nodes in Belgrade	ITE Office		Q4 2020	*EDGe* project This activity is funded from the Project for improving eGovernement services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly	0614/5007			

				accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf				
1.2.4 Improvement of domain infrastructure in all bodies that are part of e-Government.	ITE Office		Q4 2020	Budget of the Republic of Serbia	0614/0002	10,000		

Measure 1.3: Establishing a unified Register Office, e-Archive and integration with existing systems								
Body responsible for the implementation (coordinating): ITE Office								
Validity period: 2020–2022					Measure type: Institutional/managerial/organisational			
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022	
Percentage of institutions using the Register Office as a primary tool	%	Register Office Report	0	2019	2	30	60	
Percentage of institutions which have integrated the existing software solutions into the Register Office and e-Archive	%	Register Office Report	0	2019	0	50	80	

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022

EDGe project	0614/5007			
No funds needed	0607/0006			
No funds secured (activity will be realized if donor funds are provided)		167,000	161,000	182,000

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022
1.3.1 Adoption of regulations on office operations;	MPALSG	ITE Office Administration for Joint Services for the Republic Bodies (UZZPRO)	Q3 2020	No funds needed	0607−0006			
1.3.2 Establishment of a unified Register with e-Storage and integration with the e-Delivery and e-Archive systems and other systems;	ITE Office		Q4 2021	*EDG*e project This activity is funded from the Project for improving eGovernement services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf	0614/5007			

1.3.3 Establishing a document management system at the Ministry of Defence and Serbian Army (software-hardware platform in an internal computer environment);	MoD	ITE Office	Q4 2022	No funds secured (510 million RSD- (activity will be realized if donor funds are provided)		167,000	161,000	182,000

Measure 1.4: Development of other joint (shared) IT services for public administration purposes								
Body responsible for the implementation (coordinating): ITE Office								
Validity period: 2020–2021					Measure type: Institutional/managerial/organisational			
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022	
Percentage of public bodies integrated into the collaboration system	%	ITE Office Report on the e-Government Portal	5	2019	10	25	40	

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
Budget of the Republic of Serbia	0614/0001	7,000		
No funds needed	0614/0002			
No funds needed	0614/0001			

Description of activity						Total estimated funds expressed in (0.00) RSD

	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	2020	2021	2022
1.4.1 Improvement of the system for the collection of fees and reimbursements by using the e-Payment+ software solution;	ITE Office	Treasury Department of the Ministry of Finance (TD)	Q1 2020	Budget of the Republic of Serbia	0614/0001	7,000		
1.4.2 Implementation of the mandatory use of *gov.rs* and *упр.срб* domains for all public administration bodies;	ITE Office	Register of National Internet Domains of Serbia (RNIDS)	Q4 2020	No funds needed	0614/0002			
1.4.3 Improvement of the service for the use of e-mail accounts for authorised officials (technological improvement);	ITE Office		Q3 2020	No funds needed	0614/0001			
1.4.4 Improvement of the use of collaboration systems in public administration (joint work on documents, provision of opinions, common calendar, joint projects, etc.);	ITE Office		Q1 2021	No funds needed	0614/0002			

Measure 1.5: Development of architecture and implementation of a Platform supporting the development and use of e-Government services								
Body responsible for the implementation (coordinating): ITE Office								
Validity period: 2020–2021				Measure type: Institutional/managerial/organisational				
Performance indicator	Unit of measurement	Source of verification		Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022
Number of implemented e-Government services	Number	Report on the e-Government Portal − ITE Office Report on the e-Tax Portal – Tax Administration Report on the CROSO/CRMSS Portal – Central Register of Mandatory Social Security [CROSO in Serbian]		5	2019	75	130	200

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
EDGe project	0614/5007			

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022
1.5.1 Establishing the Metaregister; Ensuring interoperability in e-Government;	ITE Office		Q2 2021	*EDGe* project This activity is funded from the Project for improving eGovernement services the	0614/5007			

| | | | | Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf | | | | |

Measure 1.6: Establishing new and improving existing registers and records in electronic form to support the development of e-Government services								
Body responsible for the implementation (coordinating): ITE Office								
Validity period: 2020–2022					Measure type: Institutional/managerial/organisational			
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022	
Percentage of established registers compared to the total number of registers covered under this measure	%	Report on Metaregister – ITE Office	10	2019	35	60	85	
Number of institutions using data from the Register	Number	Report on Metaregister – ITE Office	300	2019	1,500	3,000	4,000	

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
Budget of the Republic of Serbia	0614/5003	124,900	37,880	
Improving the Land Organisation in the Republic of Serbia project - World Bank loan				
International support project				
EDGe project	0614/5007			
No funds needed	0607/0007			
Budget of the Republic of Serbia	1102/0005			
Budget of the Republic of Serbia	0902/0015	333,000	300,000	
Budget of the Republic of Serbia	0802/0002	100,000		
Improving the Land Organisation in the Republic of Serbia project - World Bank loan	1102/4002	305,072	300,000	310,000
International support project				
No funds secured (180 million RSD) (activity will be realized if donor funds are provided)				
Budget of the Republic of Serbia	0904/0001	20,000	20,000	
Budget of the Republic of Serbia	0802/0002	20,000		

Description of activity	Institution responsible for	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022

	implementation							
1.6.1 Development of a software solution and establishment of a Central Population Register (data migration);	ITE Office	MPALSG MoI Central Register of Mandatory Social Insurance (CROSO) RGI Tax Administration of the Ministry of Finance (TARS)	Q3 2020	Budget of the Republic of Serbia	0614/5003	124,900	37,880	
1.6.2 Establishment of an up-to-date Address register (improvement of the software solution and entry of missing data) and Register of Spatial Units;	RGA		Q2 2020	Budget of the Republic of Serbia	1102−0005			
1.6.3 Establishment of the Social Welfare IS (SOZIS); (establishment of a hardware – software platform, development of a software solution, data migration from social service centres` databases and the MLEVSA database and its setting into operation).	Ministry of Labour, Employment, Veteran and Social Affairs (MLEVSA)	ITE Office	Q4 2021	Budget of the Republic of Serbia	0902 0015	290,000	300,000	
1.6.4 Establishment of a unified Social Card IS (development of a software solution,	MLEVSA	ITE Office MPALSG MoI CROSO	Q4 2020	Budget of the Republic of Serbia	0802 0002	100,000		

connection, taking over and unification of data from the records of state authorities and their putting into use).		NES TARS RPFSI RGI Office Commissari at for Refugees, Migration and IDPs						
1.6.5 Improvement of the Property Register – Real-Estate Cadastre (unification of local databases, software improvements, ensuring user access to all data and updating of data);	RGA		Q4 2022	*Improving the Land Organisation in the Republic of Serbia* project - World Bank loan	Programme 1102 Project 4002	305,072	300,000	310,000
1.6.6 Establishment of an e-registration system in the status registers of the Business Register Agency(replacement of the CORE system for the registration process, migration of existing and implementation of new registers, integration with other e-Government systems and improvement of interoperability).	Serbian Business Register Agency (SBRA)	TARS CROSO MPALSG ITE Office RGI MoI	Q1 2022	International support project				
1.6.7 Digitalisation of the Register of Agricultural Farms (e-Agrar);	Ministry of Agriculture (MoA)	ITE Office	Q4 2022	No funds secured Contracting a project loan in progress				

1.6.8 Improvement of the veteran-disability protection IS;	MLEVSA		Q2 2021	Budget of the Republic of Serbia	0802 0002	20,000	20,000	
1.6.9 Improvement of the child and family protection IS;	MLEVSA		Q4 2020	Budget of the Republic of Serbia	0802 0002	20,000		
1.6.10 Digitalisation of the two basic registers identified based on a previous analysis that would establish the priority for the digitalisation of the basic registers.	ITE Office		Q1 2022	*EDG*e project This activity is funded from the Project for improving eGovernement services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf	0614/5007			

Measure 1.7: Establishing a unified Public Register of Procedures							
Body responsible for the implementation (coordinating): Republic Secretariat for Public Policy [short: Public Policy Secretariat] (PPS))							
Validity period: 2020–2021				Measure type: Planning system participants securing goods and offering services			
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022
Public Register of Administrative Procedures up and running	The Register contains all administrative procedures for businesses The Register contains all administrative procedures for citizens	E-Government Portal and Public Register Portal	No	2018	Register has been set-up	Publicly available register containing all administrative procedures for businesses	Publicly available register containing all administrative procedures for citizens

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
EU donation - IPA 2013 Budget of the Republic of Serbia	7046	54,119 12,034		
Budget of the Republic of Serbia	0614/5003	5,000		
RS Budget	0610/0005			
EDGe project	0614/5007			

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022
1.7.1 Submitting a draft Law that would regulate the establishment and functionality of the Register;	PPS	Ministry of Economy MTTT ITE Office	Q4 2020	EU donation - IPA 2013 Budget	7046	54,119 12,034		
1.7.2 Adoption of by-laws based on the Law that would regulate the establishment and functioning of the Register;	PPS	Ministry of Economy MTTT ITE Office	Q4 2020	RS budget – regular employees` funds	0610−0005			
1.7.3 Development of the software solution of a portal for the Register of Administrative Procedures;	ITE Office	PPS	Q2 2020	Budget of the Republic of Serbia	0614/5003	5,000		
1.7.4 Mapping and entry into the Register of administrative procedures for citizens at the national level	ITE Office	PPS	Q2 2020	*EDG*e project This activity is funded from the Project for improving e-Government services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly	0614/5007			

				accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf				
1.7.5 Detailed list of 150 administrative procedures for citizens at the national level;	ITE Office	PPS	Q2 2020	*EDG*e project This activity is funded from the Project for improving e-Government services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf	0614/5007			
1.7.6	ITE Office	PPS	Q3 2020	*EDG*e project	0614/5007			

50 simplified selected administrative procedures for citizens at the national level;				This activity is funded from the Project for improving e-Government services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf				
1.7.7 Detailed list of remaining administrative procedures for citizens at the national level.	PPS	MPALSG	Q2 2021	Donor funds – on-going negotiations				

Measure 1.8: Improving public administration human resources to establish and apply information technologies in e-Government	
Body responsible for the implementation (coordinating): ITE Office	
Validity period: 2020–2021	Measure type: Institutional/managerial/organisational

Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022
Number of staff in public administration certified for ITIL	Number	Report on the number of certified staff	0	2019	30	60	100
Number of systematised and filled jobs for IT officers in the public administration and LSGUs compared to the total number of civil servants	Number	Staffing tables and organisation rulebook	1 in 130 at LSG level, 1 in 100 at state level	2019	1 in 100 at LSG level, 1 in 75 at the public administration level	1 in 90 at LSG level, 1 in 50 at the public administration level	1 in 65 at LSG level, 1 in 25 at the public administration level
Average number of civil servants trained to work in a digital environment compared to the total number of civil servants employed by the public administration authority, i.e. the LSGU	Number	Staffing tables and organisation rulebook	50	2019	60	75	90

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
Digital Transformation project				
EDGe project	0614/5007			
Digital Transformation project				
No funds secured (activity will be realized if donor funds are provided)		5,000	5,000	
No funds secured (activity will be realized if donor funds are provided)		500	500	500
No funds secured (activity will be realized if donor funds are provided)		100	100	

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022
1.8.1 Drafting an analysis of the needs of the public administration for IT profiles and staff to manage IT projects and a proposal for a sustainable scheme of managing such staff within public administration;	MPALSG	MoF NAPA	Q2 2021	No funds secured (activity will be realized if donor funds are provided)		5,000	5,000	
1.8.2 Implementation of training for IT staff;	NAPA	ITE Office	Continuous	No funds secured (activity will be realized if donor funds are provided)		500	500	500
1.8.3 Drafting pilot online courses in the field of e-Government for civil servants on the NAPA platform;	ITE Office	NAPA	Q2 2020	No funds needed				
1.8.4 Implementation of staff trainings in bodies working on the provision of electronic services in public administration, through working in information systems;	ITE Office	NAPA	Q4 2022	*EDGe* project (for 30 digitised procedures during the project) This activity is funded from the Project for improving e-Government services the Republic of Serbia is implementing with the World	0614/5007			

				Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf				
1.8.5 Implementation of staff trainings in bodies working on prescribing procedures and their implementation through software in line with the methodology defined by the law regulating entry into the register of administrative procedures;	ITE Office	NAPA	Q3 2021	*EDG*e project This activity is funded from the Project for improving e-Government services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-	0614/5007			

				Governance-Project.pdf					
1.8.6 Implementation of trainings for public administration officers to apply information security procedures prescribed by the regulation on personal data security and protection prescribed by the Law on the Protection of Personal Data;	ITE Office	NAPA	Q3 2022	*EDG*e project This activity is funded from the Project for improving e-Government services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf	0614/5007				
1.8.7 Raising ITE Office capacities (management, development and control role);	ITE Office		Q4 2020	No funds needed	0614/0001				
1.8.8 Drafting an analysis for improving LSGU capacities for the introduction of e-Government to form ICT service/coordination centres for support to the	MPALSG	ITE Office Local self-government units (LSGU)	Q4 2021	No funds secured (activity will be realized if donor funds are provided)		100	100		

establishment and improvement of e-Government for groups of LSGs;								

Measure 1.9: Improving information security and standards								
Body responsible for the implementation (coordinating): ITE Office								
Validity period: 2020–2022				Measure type: Institutional/managerial/organisational				
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022	
Number of institutions which have an established and functional information security system and which meet information security standards (adopted Regulation on information security and adopted disaster recovery plan)	Number	MTTT Inspection for Information Security	10	2019	100	180	250	
Number of implemented information security tests for ICT in public administration and local self-government	Number	ICT system inspection report − Ratel	15	2019	30	60	100	
Number of civil servants that have completed cyber exercises	Number	Report on cyber [security] exercises − Ratel	50	2019	100	150	200	

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
EDGe project	0614/5007			

No funds needed	0614/0002			

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022
1.9.1 Issuing expert recommendations for the protection of ICT systems of public administration bodies, which include the application of standards for disaster recovery and business continuity of public administration bodies;	ITE Office	MTTT	Q4 2020	No funds needed	0614/0002			
1.9.2 Based on the application of expert recommendations from Activity 1.9.1, making proposals for amending the Regulation on closer regulation of ICT systems protection in the segment pertaining to public authorities;	ITE Office	MTTT	Q4 2021	No funds needed				
1.9.3 Establishment of an information security laboratory and training centre for testing the information security of ICT.	ITE Office		Q4 2022	*EDGe* project This activity is funded from the Project for improving e-Government services the Republic of Serbia is	0614/5007			

				implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf				
1.9.4 Drafting a plan for organising cyber-exercises with the aim of improving ICT security;	ITE Office	MTTT	Q4 2022	*EDG*e project This activity is funded from the Project for improving e-Government services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280	0614/5007			

				651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf				
1.9.5 Establishing a Security Operation Centre (SOC) and a Computer Emergency Response Team (CERT);	ITE Office	Regulatory Agency for Electronic Communications and Postal Services (RATEL)	Q4 2021	*EDGe* project This activity is funded from the Project for improving eGovernement services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf	0614/5007			

Specific objective 2: Improvement of legal certainty in the use of e-Government
Institution responsible for monitoring and implementation control: MPALSG

Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022
Number of court acts and documents concerning or stemming from proceedings before judicial organs and from legal procedures [conducted by/in] professional legal offices/service, which have been delivered to businesses and natural persons through the unique electronic mailbox	Number	e-Government Portal	0	2019	100	10,000	20,000
Number of regulations by inspection authorities sent to the unique electronic mailbox of businesses and natural persons	Number	e-Government Portal	0	2019			

Measure 2.1: Harmonising the legal framework with the statutes governing e-Government and e-Commerce							
Body responsible for the implementation (coordinating): MPALSG							
Validity period: Continuous				Measure type: Regulatory			
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022
Percentage of the legislation harmonised with general regulations on e-Government and e-Commerce compared to the previously identified number of regulations that need to be harmonised	%	Degree of harmonisation of legislation – analysis	0	2019			100

Source of funding of the measure		Total estimated funds expressed in (0.00) RSD

	Programme budget reference	2020	2021	2022
No funds needed	0613/0005			

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022
2.1.1 Harmonisation of regulations with the Law on e-Government;	MPALSG	ITE Office	Q1 2022	No funds needed	0613−0005			

Measure 2.2: Establishing inspection control of the electronic service delivery quality								
Body responsible for the implementation (coordinating): MPALSG								
Validity period: 2020				Measure type: Institutional/managerial/organisational				
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022	
Number of implemented supervision cases of the competent inspections through the use of e-tools (AI and ISI)	Number	Reports by the competent authorities	0	2019	20	50	100	
Number of state administration, APs, and LSG bodies implementing electronic administrative procedures whose electronic systems are open for supervision by the Administrative Inspection	Number	Administrative Inspection Report	0	2019	200	1,000	2,000	

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
No funds needed	0614/4002			
No funds needed	0607/0006			

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022
2.2.1 Drafting checklists for control over the implementation of regulations in e-Government (AI and ISI);	MPALSG	ITE Office	Q2 2020	No funds needed	0607−0006			
2.2.2 Ensuring access to the information systems of bodies to inspections competent for supervision through the use of the e-Inspector software tool	ITE Office	MPALSG	Q4 2020	No funds needed	0614/4002			

Measure 2.3: Establishing a mechanism for correcting and updating data entered into the registers and monitoring the use of personal data								
Body responsible for the implementation (coordinating): ITE Office								
Validity period: 2020				Measure type: Institutional/managerial/organisational				
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022	

Number of official records available in electronic form on the service bus (for citizens to be able to check whether their personal data is current and accurate)	Number	ITE Office Report on the e-Government Portal	0	2020	25	70	150
Number of requests for the correction of data kept in the official records which are available electronically, submitted through the e-Government Portal	Number	ITE Office Report on the e-Government Portal	0	2020	200	150	100
Number of requests for the correction of data kept in the official records which are available electronically, submitted to the authorities	Number	Report on data correction procedures - MPALSG	0	2020	50	20	10
Number of requests for reports on the use of electronically available personal data by authorities [in their regular course of business]	Number	ITE Office Report on the e-Government Portal	0	2020	20	50	100

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
No funds needed	0614/5003			
No funds secured (activity will be realized if donor funds are provided)		10,000		
No funds secured (activity will be realized if donor funds are provided)		20,000		

Description of activity	Institution responsible for	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022

	implementation						
2.3.1 Development of a functional-technical specification and implementation of a technical solution that will enable a user of the e-Government Portal to review all data kept on them, monitor its processing, and submit electronic requests for correcting data;	ITE Office		Q1 2020	No funds needed	0614/5003		
2.3.2 Establish a mechanism for automatic notification of the body competent for maintaining the original data to initiate the procedure for changes in case of a request for the correction of an incorrect item of data;	ITE Office		Q3 2020	No funds secured (10 million RSD - activity will be realized if donor funds are provided)			10,000
2.3.3 Ensure the functionality of the e-Government Portal for monitoring the processing of personal data;	ITE Office	Commissioner for information of public importance and protection of personal data (Commissioner)	Q1 2020	No funds secured (20 million RSD - activity will be realized if donor funds are provided)			20,000

Measure 2.4: Ensuring effective protection of the rights of e-Government users in court proceedings

Body responsible for the implementation (coordinating): Ministry of Justice (MoJ)							
Validity period: 2020-2021				Measure type: Informative/educational			
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022
Number of court proceedings which can be initiated electronically	Number		4	2019	10	15	20
Percentage of courts which accept writs and evidence submitted electronically compared to the total number of courts	%		2.6	2019	20	40	60
Percentage of courts which access, *ex officio*, data in electronic records required for conducting the proceedings and issuing decisions compared to the total number of courts	%		90	2019	100	100	100
Number of judges trained to work in a digital environment compared to the total number of judges	%						

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
Budget of the Republic of Serbia				

Description of activity	Institution responsible for	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022

	implement ation							
2.4.1 Make trainings for holders of judicial functions to acquire digital skills in the domain of e-Government and e-Commerce a mandatory part of the trainings at the Judicial Academy;	MoJ	Judicial Academy (JA) ITE Office	Q2 2021	No funds needed				
2.4.2 Conducting trainings for staff in the justice sector to work with electronic documents and data in electronic records, as well as with systems used to implement electronic procedures;	JA	ITE Office	Q2 2021	No funds needed				
2.4.3 Draft an analysis of the needs to harmonise the court rules of procedure and process laws with the LES and LEG, including the need to prescribe the obligation of holders of judicial functions and court forensic experts to retrieve data, and/or review data on electronic records and registers kept by public administration bodies under the evidence proceedings;	MoJ	MTTT MPALSG ITE Office	Q2 2021	No funds needed				
2.4.4 Harmonising regulations in accordance	MoJ		Q2 2021	No funds needed				

with the analysis under item 2.4.3								
2.4.5 Determining educational needs of holders of judicial office and employees in judiciary	JA		Q2 2020	No funds needed				
2.4.6 Development and adoption of training programme for 2021	JA		Q4 2020	No funds needed				
2.4.7 Implementing training in compliance with the adopted programme	JA		Q4 2021	RS budget	1602/0009		3,000	

Measure 2.5: Improving the legal framework and practice of using e-Signatures and e-Seals within public administration								
Body responsible for the implementation (coordinating): ITE Office								
Validity period: 2020-2021				Measure type: Institutional/managerial/organisational				
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022	
Number of issued certified electronic seals (target 10,000), first year 10%, second year 30%, third year 60%)	Number	MTTT Report on the certified e-Seals issued	0	2020	200	500	2,000	

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
Budget of the Republic of Serbia	0607/0006			

EDGe project	0614/5007		

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022
2.5.1 Adoption of a by-law on office operations that will regulate the method of using e-Signatures and e-Seals;	MPALSG	ITE Office UZZPRO	Q3 2020	No funds needed	0607−0006			
2.5.2 Use of e-Signatures and e-Seals in e-Government;	ITE Office	MoI	Q2 2021	RS budget *EDGe* project This activity is funded from the Project for improving e-Government services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf	0614/5007			

Measure 2.6: Improving delivery in e-Government

Body responsible for the implementation (coordinating): ITE Office

Validity period: 2020–2021	Measure type: regulatory

Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022
Number of activated electronic mailboxes for companies and legal persons	Number	ITE Office Report on the e-Government Portal	0	2019	20,000	40,000	150,000
Number of activated electronic mailboxes for natural persons	Number	ITE Office Report on the e-Government Portal	0	2019	80,000	320,000	640,000

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
EDGe project	0614/5007			
No funds secured (activity will be realized if donor funds are provided)		100	100	

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022

2.6.1 Drafting analysis of process laws and other special regulations on delivery with recommendations for harmonisation with the provisions on electronic delivery in the Law on e-Government, with recommendations for amendments and a proposal for a Government Conclusion for harmonisation in accordance with the recommendations	MPALSG	Ministry of Justice Ministry of Finance	Q2 2021	No funds secured		100	100	
2.6.2 Enactment of a Rulebook on terms and conditions for services of verified electronic delivery;	MTTT		Q1 2020	No funds needed				
2.6.3 Improving e-Delivery in e-Government − implementation of e-Delivery in procedures for registering the right of property, submission of tax decisions, inspection supervision procedures and other actions;	ITE Office		Q4 2021	*EDGe* project

This activity is funded from the Project for improving e-Government services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents. worldbank.org/cur | 0614/5007 | | | |

			ated/en/14745155 4736280651/pdf/S erbia-Enabling-Digital-Governance-Project.pdf					

Specific objective 3: Increase of e-Government accessibility to citizens and businesses by improving client service								
Institution responsible for monitoring and implementation control: ITE Office								
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022	
e-Government Benchmark prepared by European Commission –Key enablers	Index points	Index points – EU e-Government Benchmark which uses data collected for the previous two calendar years	24	2017/2018	35	45	54	
EU e-Government Benchmark – *User centricity*	Index points	Index points – EU e-Government Benchmark which uses data collected for the previous two calendar years	68	2017/2018	73	76	82	

Measure 3.1: Improving the e-Government Portal and other software solutions								
Institution responsible for monitoring and implementation control: ITE Office								
Validity period: 2020–2022				Measure type: Supply of goods and provision of services				
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022	
Number of services on the e-Government Portal	Number	ITE Office Report on the e-Government Portal	20	2019	50	100	300	
Number of active e-Government Portal service-users	Number	ITE Office Report on the e-Government Portal	300,000	2019	500,000	1,000,000	1,500,000	

Share of level-four sophistication services available on the Portal compared to the total number of electronic services on the e-Government Portal	%	ITE Office Report on the e-Government Portal	0	2019	20	40	80
Percentage of users with positive experience using services through the e-Government Portal	%	ITE Office Report on the e-Government Portal	0	2020	50	70	90
e-Government Portal's functionality harmonised with accessibility standards	%	Report	0	2020	60	70	90
Number of services provided annually through the e-Government Portal	Number	ITE Office Report on the e-Government Portal	0	2019	1,100,000	2,000,000	3,500,000

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
Budget of the Republic of Serbia	0614/0001	37,000		
EDGe project	0614/5007			

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022

3.1.1 Establishing a mechanism for measuring the user experience on the e-Government Portal (drafting a methodology for analysing the user experience on the e-Government Portal, drafting the analysis and establishing the mechanism);	ITE Office		Q2 2020	No funds needed				
3.1.2 Establishment of e-Signatures and e-Seals in the cloud, e-IDs and two-factor (multifactor) identification of the users of e-Government services (and inclusion of bodies);	ITE Office	MoI	Q1 2020 Q4 2022	Budget of the Republic of Serbia *EDGe* project This activity is funded from the Project for improving e-Government services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-	0614/0001 0614/5007	37,000	0	0

				Governance-Project.pdf				
3.1.3 Connecting other authentication systems (Tax Administration, BRAS, CROSO, portals in the field of the judiciary, and other state body systems, as well as systems in use in businesses − e.g. banks) with the Identity Management System (identity federation);	ITE Office	All bodies that have authentication systems	Q3 2022	No funds needed		0	0	0
3.1.4 Ensuring the accessibility of public administration electronic services on all platforms (mobile devices).	ITE Office		Q3 2021	*EDGe* project This activity is funded from the Project for improving e-Government services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-	0614/5007			

			Governance-Project.pdf					

Measure 3.2: Standardisation and optimisation of electronic services to improve client services

Institution responsible for monitoring and implementation control: ITE Office

Validity period: 2020–2022				Measure type: Supply of goods and provision of services				

Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022
Percentage of standardised and optimised services among the 100 selected	%	ITE Office Report on the e-Government Portal	0	2019	10	50	100

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
Good Governance Fund donation		23,500	11,750	
Budget of the Republic of Serbia (30 million RSD)	0614/5003			
EDGe project	0614/5007			
No funds secured (activity will be realized if donor funds are provided)			1,000	

Description of activity	Institution responsible for	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022

	implementation						
3.2.1 Drafting functional specifications of draft amendments to regulations with the aim of optimising procedures related to life events;	ITE Office		Q4 2020	No funds secured (1 million RSD) (activity will be realized if donor funds are provided)		1,000		
3.2.2 Digitalise 100 selected procedures for businesses at the national level and set them up on the e-Government Portal (creation of electronic services);	ITE Office	PPS	Q4 2020	*Good Governance Fund* (e-Permits)	0614/5003	23,500	11,750	
3.2.3 Optimise all procedures for businesses at the national level through the e-Paper project;	PPS		Q4 2021	*Good Governance Fund* donation*, IPA, GIZ* (funds not publicly accessible)				
3.2.4 Publish 20 services for citizens on the e-Government Portal;	ITE Office		Q2 2022	*EDGe* project This activity is funded from the Project for improving e-Government services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly	0614/5007			

| | | | | accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf | | | | |

Measure 3.3: Providing support to e-Government users								
Institution responsible for monitoring and implementation control: ITE Office								
Validity period: 2021					Measure type: Institutional/managerial/organisational			
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022	
Percentage of services that provide support through a helpdesk (BV: 5%; TV: 65% for 2020, TV: 80% for 2021, TV: 100% for 2022)	%	ITE Office Report	5%	2019	65	80	100	
Percentage of resolved help-desk user requests compared to the number of submitted requests (BV: 80%, TV: 99% for 2020)	%	ITE Office Report	80%	2019	85	90	99	
Percentage of services with data on user satisfaction (BV 0%, TV: 65% in 2020, TV: 80% for 2021, TV: 100% for 2022)	%	ITE Office Report	0%	2019	65	80	100	
Percentage of services for which the users said they received good support	%	ITE Office Report	0%	2019	50	70	100	

Percentage of users who were satisfied with the e-Government services	%	ITE Office Report	0	2019	65	80	100
Percentage of services for which it is possible to follow case progress/status (BV 0%, TV 65% for 2020, TV 80% for2021, TV 100% for 2022)	%	ITE Office Report	0	2019	65	80	100

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
EDGe project	0614/5007			
No funds secured (activity will be realized if donor funds are provided)		10,000	15,000	

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022

3.3.1 Establishing contact centres for support to citizens and businesses;	ITE Office		Q4 2021	*EDGe* project This activity is funded from the Project for improving e-Government services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf	0614/5007			
3.3.2 Drafting the methodology for measuring user satisfaction with public services;	ITE Office		Q4 2021	*EDGe* project This activity is funded from the Project for improving e-Government services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf	0614/5007			
3.3.3 Establishing mechanisms for measuring user satisfaction with public services;	ITE Office		Q4 2021	*EDGe* project This activity is funded from the Project for improving e-Government services the Republic of Serbia is implementing with the	0614/5007			

				World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf				
3.3.4 Ensure the functionality of the e-Government Portal for monitoring the status of a case;	ITE Office		Q4 2021	No funds secured (25 million RSD) (activity will be realized if donor funds are provided)			25,000	

Measure 3.4: Affirmation of e-Government (raising awareness of civil servants and citizens about the importance of digitalisation and strengthening trust in electronic services)								
Institution responsible for monitoring and implementation control: ITE Office								
Validity period: 2020−2023				Measure type: Informative/educational				
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022	

Number of civil servants using the e-Government infrastructure	Number	Report on the use of e-Government infrastructure – ITE Office	100	2019	400	1,000	2,000
Number of citizens using the unified mailboxes	Number	ITE Office Report on the e-Government Portal	0	2021	0	10,000	100,000
Number of video instructions compared to the number of new electronic services, and/or IS	Number	ITE Office Report on the e-Government Portal	1	2019	10	20	40
Number of businesses using the unique mailboxes compared to the total number of businesses	Number	ITE Office Report on the e-Government Portal	0	2021	400	1,000	3,000
Number of announcements on social media accounts posted annually	Number	Report of the relevant authority	500	2019	600	700	800
Number of announcements posted annually on the internet portals	Number	Report of the relevant authority	300	2019	360	400	500
Number of articles in the most popular daily newspapers and weekly magazines published annually	Number	Report of the relevant authority	200	2019	240	240	240

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
EDGe project	0614/5007			

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022
3.4.1 Drafting and implementation of a change management methodology in the field of e-Government;	ITE Office	NAPA	Q4 2023	*EDGe* project This activity is funded from the Project for improving e-Government services the Republic of Serbia is implementing with the World Bank and data on the amount of funds are publicly accessible on the link: http://documents.worldbank.org/curated/en/147451554736280651/pdf/Serbia-Enabling-Digital-Governance-Project.pdf	0614/5007			
3.4.2 Development of ITE Office communication strategy to promote electronic services;	ITE Office		Q3 2020	No funds needed				
3.4.3 Implementation of ITE Office communication strategy to promote electronic services;	ITE Office		Q4 2020	No funds needed				

Measure 3.5: Implementing a one-stop-shop
Institution responsible for monitoring and implementation control: MPALSG

Validity period: 2020					Measure type: Institutional/managerial/organisational			
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022	
Number of services which have an established one-stop-shop in at least 5 LSGUs	Number		0	2019	1	5	8	

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
No funds needed	0607/0006			
RS budget	0607–0006			
No funds secured (activity will be realized if donor funds are provided)		500	500	

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022
3.5.1 Drafting a study on the methods of establishing a one-stop-shop at the national and local level with recommendations on the criteria for the selection of services it applies to;	MPALSG		Q4 2020	No funds needed	0607–0006			
3.5.2 Implementation of a pilot one-stop-shop for LSGUs in accordance with the	MPALSG	Local self-government units (LSGU)	Q1 2020	RS budget	0607–0006	20,000		

recommendations of the study from activity 3.5.1;								
3.5.3 Adoption of a by-law further regulating the method of operation of a one-stop-shop.	MPALSG		Q1 2021	No funds secured (activity will be realized if donor funds are provided)		500	500	

Specific objective 4: Open data in public administration								
Institution responsible for monitoring and implementation control: ITE Office								
Performance indicator	Unit of measurement	Source of verification		Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022
Number of data bases available on the Open Data Portal	Number	Open Data Portal – ITE Office		250	2019	350	500	750
Number of users who have used the applications and the software solutions to access open data	Number	Open Data Portal		500	2019.	800	1000	1200

Measure 4.1: Securing the implementation of the open data legal framework								
Institution responsible for monitoring and implementation control: ITE Office								
Validity period: 2020−2022				Measure type: regulatory				
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022	
Number of public administration bodies and other holders of public authority which share/publish open data on the Open Data Portal	Number	Open Data Portal – ITE Office	33	2019	60	80	100	

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
No funds needed	0614/0001			
No funds secured (activity will be realized if donor funds are provided)		500		
No funds needed	0614/0001			

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022
4.1.1 Establishing a special organisational unit in ITE Office for open data and the Open Data Portal with the aim of providing support to institutions to open data in a machine-readable format, to ensure the sustainability of the open data initiative;	ITE Office		Q1 2020	No funds needed	0614/0001			
4.1.2 Drafting a methodology and standards for opening data with defined priority data sets;	ITE Office		Q4 2020	No funds secured 500 thousand RSD) (activity will be realized if donor funds are provided)		500		
4.1.3 Support for the work of the Open Data	ITE Office		Q4 2022	No funds needed	0614/0001			

Working Group with the aim of drafting the Annual programme of open data for public administration, monitoring of the implementation and support to institutions in opening data.	

Measure 4.2: Improving the Open Data Portal							
Institution responsible for monitoring and implementation control: ITE Office							
Validity period: 2020				Measure type: Supply of goods and provision of services			
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022
Number of machine-readable datasets published on the Open Data Portal and regularly updated	Number	Open Data Portal – ITE Office	0	2019	2,400	2,800	3,200

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
No funds secured (activity will be realized if donor funds are provided)		1,000		
No funds secured (activity will be realized if donor funds are provided)		2,000		

Description of activity	Institution responsible for	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022

	implementation							
4.2.1 Development and publishing of guidelines and tools to raise the quality of open data;	ITE Office		Q3 2020	No funds secured (1 million RSD) - (activity will be realized if donor funds are provided)		1,000		
4.2.2 Improving the software solution for the Open Data Portal: - Automated data downloads; - Use of tools for maintaining quality of the data sets with the aim of achieving optimum functionality; - Establishing access to records produced through the work of public administration bodies by way of an API and other models and entry of statistical data (indicators, codebooks, classifications, geospatial data, etc.).	ITE Office		Q4 2020	No funds secured (2 million RSD) - (activity will be realized if donor funds are provided)		2,000		

Measure 4.3: Supporting the use of open data								
Institution responsible for monitoring and implementation control: ITE Office								
Validity period: 2020−2022					Measure type: informative/educational			
Performance indicator		Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022

Number of organised hackathons, datathons and Open Data Weeks	Number	ITE Office Report	0	2020	6	10	15
Number of applications and software solutions launched owing to the use of open data	Number	Open Data Portal – ITE Office	8	2019	11	15	20

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
No funds secured (activity will be realized if donor funds are provided)				
No funds needed	0614/0001			
No funds secured (activity will be realized if donor funds are provided)			250	250
No funds needed	0614/0001			
No funds needed	0614/0001			
No funds needed	0614/0001			

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022
4.3.1 Analysis of the methods for including the private sector in the open data initiative;	ITE Office	NALED Serbian Chamber of Commerce and Industry (SCCI)	Q2 2020	No funds secured (0,5 million RSD) (activity will be realized if donor funds are provided)		500		

4.3.2 Providing support to civil society organisations and higher education institutions for projects based on the reuse and promotion of open data;	ITE Office		Q3 2020	No funds needed	0614/0001			
4.3.3 Implementation of activities under the Open Data Challenge;	ITE Office		Q4 2022	No funds secured (0,5 million RSD) (activity will be realized if donor funds are provided)		250	250	
4.3.4 Implementation of activities under the Open Data Week;	ITE Office		Q4 2022	No funds needed	0614/0001			
4.3.5 Open data school (for the public, private, civil, academic sector and media);	ITE Office		Q4 2022	No funds needed	0614/0001			
4.3.6 Implementation of promotional activities.	ITE Office		Q4 2022	No funds needed	0614/0001			

Measure 4.4: Introducing the concept of "smart city"/e-City							
Institution responsible for monitoring and implementation control: MPALSG							
Validity period: 2020−2021				Measure type: Supply of goods and provision of services			
Performance indicator	Unit of measurement	Source of verification	Baseline value	Baseline year	Target value 2020	Target value 2021	Target value 2022
Number of cities that have piloted "e-City" projects	Number	MPALSG	0	2019			2

Source of funding of the measure	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
		2020	2021	2022
No funds secured (activity will be realized if donor funds are provided)		2,000		
No funds needed	0613 – 0005			
No funds secured (activity will be realized if donor funds are provided)			720,000	
No funds secured (activity will be realized if donor funds are provided)			120,000	
No funds secured (activity will be realized if donor funds are provided)			60,000	

Description of activity	Institution responsible for implementation	Implementation partners	Deadline for implementation	Source of funding	Programme budget reference	Total estimated funds expressed in (0.00) RSD		
						2020	2021	2022
4.4.1 Create a joint platform for collecting and publishing data of relevance for economic development at the local level in cooperation with LSGUs.	Statistical Office of the Republic of Serbia		Q3 2020	No funds secured (activity will be realized if donor funds are provided)		2,000		
4.4.2 Drafting an Analysis on methods to secure the infrastructure for establishing smart cities and their networking (cloud infrastructure) with a proposal for implementation,	MPALSG		Q1 2021	No funds needed	0613–0005			

including an analysis on what services will be offered under the smart cities concept;								
4.4.3 Establishing a hardware and software environment for all smart city services along with the supporting monitoring infrastructure (metrics, auditing, user support system...);	MPALSG		Q2 2021	No funds secured (activity will be realized if donor funds are provided)			720,000	
4.4.4 Implementation of at least two pilot projects for the application of the smart cities concept (regarding culturological, regional and other specifics);	MPALSG		Q4 2021	No funds secured (activity will be realized if donor funds are provided)			120,000	
4.4.5 Drafting the procedure for implementing e-Democracy with the aim of optimising resource utilisation and development of services.	MPALSG		Q4 2021	No funds secured (activity will be realized if donor funds are provided)			60,000	

LIST OF ACRONYMS

PAR	Public Administration Reform
GGF	Good Governance Fund
NALED	National Alliance for Local Economic Development
UNDP	United Nations Development Programme
MPALSG	Ministry of Public Administration and Local Self-Government
ITE Office	Office for Information Technologies and e-Government
PPS	Republic Secretariat for Public Policies
GDPR	General Data Protection Regulation
ICT	Information and Communication Technology
EU	European Union

EDGe	Enabling Digital Governance – World Bank project
WB	World Bank
IPA	Instrument for Pre-Accession Assistance
UN	United Nations
OSI	Online Service Index
IT	Information Technology
PPDs	Public Policy Documents
NGDI	National Geospatial Data Infrastructure
LGSu	Local Self-Government units
SKIP	Serbian – Korean Information Access Center
CERT	Computer Emergency Response Team
SBRA	Serbian Business Registers Agency
LES	Law on Electronic Document, Electronic Identification and Trust Services (Law on e-Commerce)
eIDAS	Electronic Identification, Authentication and Trust Services
eID	Electronic Identification
SORS	Statistical Office of the Republic of Serbia
MoI	Ministry of Interior

RGA	Republic Geodetic Authority
POS	Point of Sale
CEOP	Central Registry of Unified Procedures
APs	Autonomous provinces
PA	Public Administration
AP	Action plan
PaaS	Platform as a Service
SaaS	Software as a Service
DMS	Document Management System
UIC	Unified e-Government Information-Communication Network
CRMSS	Central Register of Mandatory Social Security
ITIL	Information Technology Infrastructure Library
NAPA	National Academy for Public Administration
G2G	Government to Government
G2B	Government to Business
B2B	Business to Business

MTTT	Ministry of Trade, Tourism and Telecommunications
RATEL	Regulatory Agency for Electronic Communications and Postal Services
SOC	Security Operation Center
NOC	Network Operation Center
AI	Administrative Inspection
ISI	Information Security Inspection
BV	Baseline value
TV	Target value
IS	Information system
USD	United States Dollar
GDP	Gross domestic product
GTFS	General Transit Feed Specification
OCDS	Open Contracting Data Standard
GiS	Geographic Information System
MoF	Ministry of Finance
ITF	Instant Transfer Forms
NBS	National Bank of Serbia

NRP	Notary Rules of Procedure
JMBG	Permanent Unique Master Citizen Numbers
SCPN	Serbian Chamber of Public Notaries
MCTI	Ministry of Construction, Transportation and Infrastructure
MoD	Ministry of Defense
UZZPRO	Administration for Joint Services for the Republic Bodies
TD	Treasury Department of the Ministry of Finance
RNIDS	Register of National Internet Domains of Serbia
MLEVSA	Ministry of Labour, Employment, Veteran and Social Affairs
SOZIS	Social Welfare Information System
NES	National Employment Service
PDIFRS	The Pension and Disability Insurance Fund of the Republic of Serbia
LEG	Law on Electronic Government
MoJ	Ministry of Justice
JA	Judicial Academy
SCCI	Serbian Chamber of Commerce and Industry

TARS	Tax Administration of the Ministry of Finance
API	Application Programmable Interface
MoA	Ministry of Agriculture
EGDI	E-Government Development Index
eZUP	Information system over the public administration bodies' service bus (e-electronic; ZUP – Law on General Administrative Procedure)
e-Services	Electronic Services
e-Procedures	Electronic Procedures
e-Paper	Project for listing and digitalising all administrative procedures (e - electronic)
E-Tax	Portal on which a set of electronic services of TARS is located