Forms(https://www.office.com/launch/forms?auth=2) Member States Questionnaire (MSQ) for th... - Saved   ?   KG

Respondent

‹   27   Anonymous   ⌄   **81:48**
                                                                Time to complete   ›

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1. Country name *

   Bosnia and Herzegovina

Contact information

2. Your name *

   Danko Lupi

3. Title *

   Senior Associate for Informatization

4. Organization *

   Ministry of Communications and Transport of BiH

5. Email *

danko.lupi@mkt.gov.ba

6. Please select whichever applies *

○ I am authorized and fully knowledgeable to respond to this questionnaire.

○ A group of government agencies responded to the questionnaire collectively.

● I am authorized but I did not have the full information to respond to this questionnaire

○ I mostly provided my own opinion/assessment rather than official information.

○ Other

A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. *
   Note: E-government and digital government are used interchangeably in this Questionnaire.

   Currently, there is no national e-government portal in Bosnia and Herzegovina. There are very few e-government portals at the entity or regional level (e.g. Portal of Public Administration of the Republic of Srpska http://www.esrpska.com/)

8. Please provide link(s) for portal(s) providing following services/features:
   - E-services or similar *

   According to my information, there is currently no such type of portal

9. Please provide link(s) for portal(s) providing following services/features:
   - E-participation or similar *

   E-participation portal: (https://ekonsultacije.gov.ba/)

10. Please provide link(s) for portal(s) providing following services/features:
    - Open government data

    According to my information, there is currently no such type of portal

11. Please provide link(s) for portal(s) providing following services/features:
    - Public procurement

    Public procurement portal: (https://www.ejn.gov.ba/)

12. Please provide link(s) for portal(s) providing following services/features:
    - Others (if any)

    -

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

    Department for maintenance and development of electronic business and e-government system - General Secretariat of the Council of Ministers of BiH:
    http://www.vijeceministara.gov.ba/stalna_tijela/generalni_sekretarijat/default.aspx?
    id=1721&pageIndex=1&langTag=en-US

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

    ○ Yes

    ● No

Multiple and/or networked CIOs or equivalent across Government Ministries

15. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

- ◯ Yes

- ◉ No

16. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

> -

Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

17. Planning/development *

> BiH Directorate for Economic Planning: http://www.dep.gov.ba/Default.aspx?langTag=en-US&template_id=139&pageIndex=1

18. Education *

> Ministry of Internal Affairs in Bosnia and Herzegovina - Sector for education: http://www.mcp.gov.ba/Content/Read/obrazovanje-po%C4%8Detna

19. Health *

> Ministry of Internal Affairs in Bosnia and Herzegovina - Sector for healthcare: http://www.mcp.gov.ba/Content/Read/zdravstvo-po%C4%8Detna

20. Social Welfare (social inclusion, social protection, etc.) *

> There is no state-level agency but only at entity level (Federal Ministry of Labor and Social Policy: http://fmrsp.gov.ba/)

21. Employment and Labour *

> Labour and Employment Agency of Bosnia and Herzegovina: http://www.arz.gov.ba/Default.aspx?langTag=en-US&template_id=151&pageIndex=1

22. Environment *

> There is no state-level agency but only at entity level (Federal Ministry Of Environment And Tourism: https://www.fmoit.gov.ba/)

23. Justice *

> Ministry of Justice of Bosnia and Herzegovina: http://www.mpr.gov.ba/Default.aspx?langTag=en-US&template_id=115&pageIndex=1

24. Economy/finance *

> Ministry of Finance and Treasury of Bosnia and Herzegovina: https://www.mft.gov.ba/

25. Industry/trade *

> Ministry of Foreign Trade and Economic Relations of Bosnia and Herzegovina: http://www.mvteo.gov.ba/?lang=en

B. COVID-19 Response and Recovery

26. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? *

   ⚪ Yes

   🔘 No

   ⚪ [Other]

C. Legal Framework

27. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

   🔘 Yes

   ⚪ No

28. If yes, please provide link and detail.

> Law on Freedom of Access to Information in Bosnia and Herzegovina ("Official Gazette of BiH", No. 28/00) (https://advokat-prnjavorac.com/zakoni/ZAKON_O_SLOBODI_PRISTUPA_INFORMACIJAMA.pdf)

29. Is there any legislation, law or regulation on data privacy and/or protection? *

   🔘 Yes

   ⚪ No

30. If yes, please provide link and detail.

Law on Personal Data Protection ("Official Gazette of BiH", No. 49/06);
http://www.azlp.me/docs/zajednicka/zakoni/zakon-o-zastiti-podataka-o-licnosti.pdf

31. Is there any legislation, law or regulation on cybersecurity or similar? *

○ Yes

◉ No

32. If yes, please provide link and detail.

BiH does not have a formal and agreed strategic approach and framework for responding to cyber security threats. Although some strategies deal in part with cyber security, BiH remains the only country in Southeast Europe that does not have a state-level cyber security strategy, nor does CERT.

33. Is there any legislation, law or regulation on digital identity? *

◉ Yes

○ No

34. If yes, please provide link and detail.

The Law on Electronic Signature of BiH was adopted in November 2006, and the State Office for Supervision and Accreditation of Certifiers was established, as an institution that gives accreditation to competent certifiers In Bosnia and Herzegovina. This law will soon be replaced by a new Law on electronic identification and trust services for electronic transactions, which creation is in progress. The reason for that is that the EU has adopted a new directive in this area, by which BiH has to harmonize its legislation. The interoperability framework was adopted with the aim of ensuring the compatibility of information systems and processes and the provision of unified and customer-oriented services under the jurisdiction of the institutions of Bosnia and Herzegovina. (https://advokat-prnjavorac.com/zakoni/Zakon_o_elektronskom_potpisu_BiH.pdf)

35. Is there any legislation, law or regulation on digital signature? *

○ Yes

○ No

36. If yes, please provide link and detail.

> The Law on Electronic Signature of BiH was adopted in November 2006, and the State Office for Supervision and Accreditation of Certifiers was established, as an institution that gives accreditation to competent certifiers In Bosnia and Herzegovina. This law will soon be replaced by a new Law on electronic identification and trust services for electronic transactions, which creation is in progress. The reason for that is that the EU has adopted a new directive in this area, by which BiH has to harmonize its legislation. The interoperability framework was adopted with the aim of ensuring the compatibility of information systems and processes and the provision of unified and customer-oriented services under the jurisdiction of the institutions of Bosnia and Herzegovina. (https://advokat-prnjavorac.com/zakoni/Zakon_o_elektronskom_potpisu_BiH.pdf)

37. Is there any legislation, law or regulation on e-procurement? *

◉ Yes

○ No

38. If yes, please provide link and detail.

> Law on Public Procurement of BiH ("Official Gazette of BiH", No. 39/14) https://advokat-prnjavorac.com/zakoni/Zakon_o_javnim_nabavkama_BiH.pdf

39. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

○ Yes

◉ No

40. If yes, please provide link and detail.

> In Bosnia and Herzegovina, there is no specific national strategy concerning digitally publishing government expenditure.

41. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

- ◉ Yes

- ◯ No

42. If yes, please provide link and detail.

> The Interoperability Framework of Bosnia and Herzegovina was adopted at the 14th session of the Council of Ministers of Bosnia and Herzegovina, held on June 18, 2018. year in which the General Secretariat is in charge of: building and maintaining interoperability infrastructure. http://www.sluzbenenovine.ba/page/PdfDownload?BrojIzdanja=53&NivoIzdavanja_FK=1&GodinaIzdanja=2018

43. Is there any legislation, law or regulation on open government data? *

- ◯ Yes

- ◉ No

44. If yes, please provide link and detail.

> In Bosnia and Herzegovina, there is no specific national strategy concerning open government data.

45. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

○ Yes

◉ No

46. If yes, please provide link(s) and detail(s).

> In Bosnia and Herzegovina, there is no specific national strategy on one or more of listed new technologies.

D. Strategy and Implementation

47. Is there a national e-government strategy or equivalent? *

◉ Yes

○ No

Please provide information where relevant:

48. How long is the period/cycle of the national e-government strategy or equivalent? *

○ Two-year

○ Three-year

◉ Five-year

○ Ten-year

○ [Other]

49. Is the national e-government strategy guided by or aligned with the national development strategy? *

(●) Yes

(○) No

50. Please provide link and detail.

> Bosnia and Herzegovina have on 4 May 2017 adopted the Policy of the Information Society Development for the period 2017 – 2021. The Policy includes several relevant provisions when it comes to broadband included in the Pillar I - Establishing a digital single market of the policy: • Adoption of new legislation and bylaws of existing legislation that support the establishment of a single digital market; • Supporting and promoting the digital single market on the territory of BiH and the EU; • Improving the domestic telecommunications market; The Policy also includes Pillar IV - Establishing fast and ultra-fast Internet access, which is entirely relevant as a policy framework for broadband development. Although this policy was adopted in 2017, it has only been partially implemented, as activities related to the development of the Strategy of Information Society Development that was planned have not yet been initiated. The Strategy for the Development of the Information Society in Bosnia and Herzegovina, should elaborate activities on each program/pillar of the Policy and represent a key strategic document - a guide for further ICT development in Bosnia and Herzegovina. In order to elaborate the activities planned by the Strategy of Information Society Development, it is necessary to develop an appropriate Action Plan that will contain specific implementation steps, development programs, and projects with appropriate descriptions, activity holders, deadlines, assessment of required resources, and expected implementation results. It is planned to launch activities on drafting this Strategy in cooperation with UNDP, but we can not provide you with relevant information related to the exact timing of the launch of these activities, except that the initiative has already been sent by our Ministry. The policy of the Information Society Development for the period 2017 – 2021: http://www.mkt.gov.ba/dokumenti/informatizacija/ostali_propisi/default.aspx?id=5843&langTag=en-US

51. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

(○) Yes

(●) No

52. Please provide link and detail.

-

53. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

(●) Yes

( ) No

54. Please provide link and detail.

The main goal of the Information Society Development Policy of BiH is to plan activities that will maximize the social and economic potential of ICT, especially the Internet, and a special segment of this policy is dedicated to the development of the domestic software industry. The Policy includes several relevant provisions when it comes to private sector ICT adoption promotion included in the Pillar I - Establishing a digital single market of the policy: • Adoption of new legislation and bylaws of existing legislation that support the establishment of a single digital market; • Supporting and promoting the digital single market on the territory of BiH and the EU; This pillar involves the establishment of an online e-Services and digital content market with a high level of trust, using tools and methodologies that will create new capacities and skills for the use of ICT in all social sectors. After their formation, it is necessary to remove all barriers to their implementation and enable the free and safe flow of services inside and outside Bosnia and Herzegovina. The policy of the Information Society Development for the period 2017 – 2021: http://www.mkt.gov.ba/dokumenti/informatizacija/ostali_propisi/default.aspx?id=5843&langTag=en-US

55. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

(●) Yes

( ) No

56. Please provide link and detail.

The Policy includes several relevant provisions when it comes to promoting digital skills in students included in the Pillar VI - Strengthening digital literacy, knowledge, and e-Inclusion: • Adapt curricula in primary, secondary, and higher education so that informatics is an

integral part of all teaching units, and not just a separate subject; • Ensure technical and human conditions for all students to have a domain school e-mail, and promote online collaboration in schools; • Actively implement the digital literacy policy from the first grades of primary education; • Ensure accessible and effective eLearning; The emphasis of this pillar is on strengthening digital literacy, skills, and the involvement of all ICT users. In addition, people with disabilities face particular difficulties in using electronic content and services. As more and more everyday tasks are performed online, users are increasingly using them to improve their digital skills, in order to fully participate in the ICT society. Execution of the activity pillar will completely eliminate the digital divide. The policy of the Information Society Development for the period 2017 – 2021: http://www.mkt.gov.ba/dokumenti/informatizacija/ostali_propisi/default.aspx?id=5843&langTag=en-US

57. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

◯ Yes

◉ No

58. Please provide link and detail.

-

59. Does the national e-government strategy make specific reference to national digital identity? *

◯ Yes

◉ No

60. Please provide link and detail.

-

61. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

○ Yes

◉ No

62. Please provide link and detail.

-

63. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

○ Yes

◉ No

64. Please provide link and detail.

-

65. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

○ Yes

◉ No

66. Artificial intelligence (AI) - please provide link and detail:

-

67. Robotics - please provide link and detail:

> -

68. Blockchains - please provide link and detail:

> -

69. 5G - please provide link and detail:

> -

70. Internet of Things (IoT) - please provide link and detail:

> -

71. Others - please provide link and detail:

> -

72. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

(●) Yes

( ) No

73. Please provide link and detail.

> Bosnia and Herzegovina have on 4 May 2017 adopted the Policy of the Information Society Development for the period 2017 – 2021 that is in accordance with the recommendations and documents of the European Union in this area, primarily the strategy "Europe 2020" and the "Digital Agenda for Europe. The policy of the Information Society Development for the period 2017 – 2021:
> http://www.mkt.gov.ba/dokumenti/informatizacija/ostali_propisi/default.aspx?id=5843&langTag=en-US

74. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

  ○ Yes

  ● No

75. Please provide link and detail.

-

76. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

  ○ Yes

  ● No

77. Please provide link and detail.

-

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

78. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

○ Yes

○ No

79. If yes, please provide link and detail.

> Currently, there is no national framework for promoting digital skills, but Bosnia and Herzegovina have on 4 May 2017 adopted the Policy of the Information Society Development for the period 2017 – 2021 that is in accordance with the recommendations and documents of the European Union in this area, primarily the strategy "Europe 2020" and the "Digital Agenda for Europe. The main goal of the Information Society Development Policy of BiH is to plan activities that will maximize the social and economic potential of ICT, especially the Internet, and a special segment of this policy is dedicated to the development of the domestic software industry. The Policy includes several relevant provisions when it comes to promoting digital skills in students included in the Pillar VI - Strengthening digital literacy, knowledge, and e-Inclusion: • Adapt curricula in primary, secondary, and higher education so that informatics is an integral part of all teaching units, and not just a separate subject; • Ensure technical and human conditions for all students to have a domain school e-mail, and promote online collaboration in schools; • Actively implement the digital literacy policy from the first grades of primary education; • Ensure accessible and effective eLearning; The emphasis of this pillar is on strengthening digital literacy, skills, and the involvement of all ICT users. In addition, people with disabilities face particular difficulties in using electronic content and services. As more and more everyday tasks are performed online, users are increasingly using them to improve their digital skills, in order to fully participate in the ICT society. Execution of the activity pillar will completely eliminate the digital divide. The policy of the Information Society Development for the period 2017 – 2021: http://www.mkt.gov.ba/dokumenti/informatizacija/ostali_propisi/default.aspx?id=5843&langTag=en-US

80. Is there a national e-participation policy/strategy or similar? *

○ Yes

○ No

81. If yes, please provide link and detail.

> In Bosnia and Herzegovina, there is no specific national strategy concerning e-participation, but all adopted documents need to go through a process of public consultation with many stakeholders that can contribute to better-written documents. There is a portal https://ekonsultacije.gov.ba/ (for Institutions at the state level) where citizens and other stakeholders can contribute with their comments to the process of preparing proposals of policies and other relevant documents.

82. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

○ Yes

◉ No

83. If yes, please provide link and detail.

> In Bosnia and Herzegovina, there is no specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups.

84. Does the Government provide any specific e-service(s) for women and other vulnerable groups? *

○ Yes

◉ No

85. If yes, please provide link and detail.

> -

86. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

○ Yes

◉ No

87. If yes, please provide link and detail.

> -

88. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

○ Yes

◉ No

89. If yes, please provide link and detail.

> -

90. Does the Government use any social media platform(s)? *

◉ Yes

○ No

91. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

> There are no obligations that ministries and agencies must use social networks, but mostly each institution uses Twitter and Facebook to post various announcements and other information in addition to their official websites.

92. Please include any guidelines for government officials/institutions on the use of social media.

> There are no guidelines that ministries and agencies must use social networks, but mostly each institution uses Twitter and Facebook to post various announcements and other information in addition to their official websites.

93. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? *

(•) Yes

( ) No

94. If yes, please provide link (URL) and detail.

> In Bosnia and Herzegovina, there is no specific national strategy concerning e-participation, but all adopted documents need to go through a process of public consultation with many stakeholders that can contribute to better-written documents. There is a portal https://ekonsultacije.gov.ba/ (for Institutions at the state level) where citizens and other stakeholders can contribute with their comments to the process of preparing proposals of policies and other relevant documents.

F. Usage, User Satisfaction and Evaluation

95. Does the Government monitor/collect usage statistics of e-government services? *

( ) Yes

(•) No

96. If yes, please provide link and detail.

> Our ministry does not have any data concerning monitoring and collecting data for e-government services.

97. Does the Government measure user satisfaction of e-government services? *

   ◯ Yes

   ◉ No

98. If yes, please provide link and detail.

> Our ministry does not have any data concerning monitoring and collecting data for e-government services.

99. Does the Government collect usage and/or user satisfaction data with dis-aggregation by gender? *

   ◯ Yes

   ◉ No

100. If yes, please provide link (URL) and detail.

> Our ministry does not have any data concerning monitoring and collecting data for e-government services.

G. Other information

101. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

> Bosnia and Herzegovina is a part of the initiative „Multi-Annual Action Plan activities for Regional Economic Development in the Western Balkans" (Multiannual Action Plan – MAP, for Regional Economic Area – REA). The Ministry of Communications and Transport of Bosnia and Herzegovina is actively participating in the MAP REA process, in the "Digital Integration

and transformation" component, which implies and supports the Digital Agenda for the Western Balkans and the activities resulting from the Agenda. A great indicator of the success of this process in this component is certainly the Digital Summit, which is held regularly, as well as other activities, such as the signing of the Regional Roaming Agreement and many others. On this occasion I would like to emphasize that the Ministry of Communications and Transport of Bosnia and Herzegovina supports all activities in the Western Balkans region in the domain of digital integration and transformation, which will be discussed today, including areas: • Digital environment networks and services, connectivity and access; • Trust and security in digital services; • Digital economy and society – digital skills; • Digitization, Data economy, Standards and Interoperability, Innovation.

102. Please provide any other information related to e-government development in your country. *

Currently, in BiH, the Law on Communications from 2003 is in force, which regulates the field of communications in Bosnia and Herzegovina and the establishment and operation of the Communications Regulatory Agency of Bosnia and Herzegovina in accordance with the Constitution of Bosnia and Herzegovina. Our Ministry is also working on drafting a new "Law on Electronic Communications and Electronic Media" aligned with the new European Communications Code. The part of Law concerning electronic communications is finished and soon the activities related to the drafting of a part of Law related to electronic media will begin. After the drafting is completed, the process of public consultations and obtaining all relevant opinions will begin, and it is expected that by the end of 2020, this Law will be sent for adoption by the Council of Ministers. It should be noted that a TAIEX mission was organized in which experts from Belgium and Lithuania came and actively worked with BiH experts on the harmonization of this new "Law on Electronic Communications and Electronic Media" with the EU legislation, so this new Law should be fully harmonized with the acquis communautaire. Also, our Ministry has recently prepared a Draft of Strategy for the Development of Broadband Access in BiH for the period 2019-2023, and this document is currently under public consultation and is expected to be sent for further adoption procedure soon. Because the adoption process is not complete, we cannot give you an adequate answer to such questions. The strategy aims to identify the key priorities needed to develop broadband access in BiH. The need to develop the Strategy is imposed by the accelerated development of ICT, and the understanding of the need to develop broadband infrastructure and high-speed Internet access, and the importance of the EU single digital market for BiH. The Ministry of Communication and Transport of Bosnia and Herzegovina planned to draft THE LAW ON INFORMATION SECURITY AND SECURITY OF NETWORK AND INFORMATION SYSTEMS aligned with the NIS Directive, and we are expecting to have the task force that will draft this law be nominated shortly. The activities planned for the beginning of the drafting of this law are planned for this year, and a TAIEX expert mission is also planned, which should have been held earlier this year, but has been postponed to September due to the current situation related to the coronavirus. Also, the Ministry of Security of Bosnia and Herzegovina prepared "A STRATEGY FOR SETTING THE COMPUTER EMERGENCY RESPONSE TEAM (CERT)" for institutions of Bosnia and Herzegovina that have been adopted by the Council of Ministers. However, the procedure of institutional establishment of BIH CERT has not yet started, because opposite political interests and stances in Bosnia and Herzegovina have affected the adoption of the Action Plan and halted progress in this important apolitical field.

Consent to publish this Questionnaire

103. I/We authorize UN DESA to publish my/our responses as deemed necessary. *

   ⦿ Yes

   ◯ No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:
https://forms.office.com/r/yTrKyZCjdT (https://forms.office.com/r/yTrKyZCjdT)