



## Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). The United Nations Department of Economic and Social Affairs (UN DESA) assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2024 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:

<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: [loschm@un.org](mailto:loschm@un.org)), Saae Kwon (email [saae.kwon@un.org](mailto:saae.kwon@un.org)) and Enkel Daljani (email [daljani@un.org](mailto:daljani@un.org))

**COUNTRY NAME\***

Bosnia and Herzegovina

**Contact information**

Your name\*

Danko Lupi

Title\*

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Organization\*

Ministry of Communications and Transport of  
BiH

Email\*

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**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 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

1. 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 portal at the entity or regional level (e.g. Portal of Public Administration of the Republic of Srpska <http://www.esrpska.com/> )

2. Please provide links (Links) for portals providing specific services/features\*

E-services or similar

According to my information there is no such type of portal yet.

E-participation or similar

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

Open government data

According to my information there is no such type of portal yet

Public procurement

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

Others (if any)

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3. Please provide the 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:  
[https://www.vijeceministara.gov.ba/elektronska\\_vlada/katalog\\_servisa/default.aspx?id=34239&langTag=en-US](https://www.vijeceministara.gov.ba/elektronska_vlada/katalog_servisa/default.aspx?id=34239&langTag=en-US)

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

Yes  **No**

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Name\*

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Title\*

Organization\*

Email\*

5. Are there sectoral/line-ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? \*

Yes  **No**

If yes, please provide links and details on the above, including coordination/integration among national and sub-national levels on e-government strategies/programmes.

### Sectoral agencies/departments/ministries

6. Please provide names and portals (links) of the government agencies/departments/ministries at the national level in charge of the following\*

Planning/development

BiH Directorate for Economic Planning:  
<http://www.dep.gov.ba>

Education

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

Health

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

Social Welfare  
(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/>)

Employment and Labour

Labour and Employment Agency of Bosnia and Herzegovina:  
<http://www.arz.gov.ba/>

Environment

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

Justice	Ministry of Justice of Bosnia and Herzegovina: <a href="http://www.mpr.gov.ba/Default.aspx?langTag=en-US&amp;template_id=115&amp;pageIndex=1">http://www.mpr.gov.ba/Default.aspx?langTag=en-US&amp;template_id=115&amp;pageIndex=1</a>
Economy/finance	Ministry of Finance and Treasury of Bosnia and Herzegovina: <a href="https://www.mft.gov.ba/?lang=en">https://www.mft.gov.ba/?lang=en</a>
Industry/trade	Ministry of Foreign Trade and Economic Relations of Bosnia and Herzegovina: <a href="http://www.mvteo.gov.ba/?lang=en">http://www.mvteo.gov.ba/?lang=en</a>
Sustainable Development Goals (SDGs) [NEW]	Federal Ministry of Development, Entrepreneurship and Crafts: <a href="https://www.fmrpo.gov.ba/">https://www.fmrpo.gov.ba/</a>
Climate Change [NEW]	-
Others (Please specify)	-

## B. Crisis/Emergency Response and Recovery [NEW]

7. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? Please provide links and details.[NEW]

Yes  **No**

8. Is there a specific national portal addressing crisis/emergency \*? [NEW]

Yes  **No**

If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency?

## C. Legal Framework

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

**Yes**  No

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](https://advokat-prnjavorac.com/zakoni/ZAKON_O_SLOBODI_PRISTUPA_INFORMACIJAMA.pdf)

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

Yes  No

If yes, please provide link and detail.

Law on Protection of Personal Data (Official Gazette of BiH, No. 49/06)  
<http://azlp.ba/propisi/default.aspx?id=1331&langTag=bs-BA>

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

Yes  No

If yes, please provide link and detail.

BiH does not have a formal and agreed strategic approach and framework for responding cyber threats. Although some strategies deal in part with cyber security, BiH does not also have CERT on national level.

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

Yes  No

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 has to 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.

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

Yes  No

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 has to 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.

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

Yes  No

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](https://advokat-prnjavorac.com/zakoni/Zakon_o_javnim_nabavkama_BiH.pdf)

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

Note: This is related to SDG Indicator 16.6.1

Yes  **No**

If yes, please provide link and detail.

In BiH there is no specific nation legislation, law or regulation concerning digitally publishing government expenditure

16. Is there any legislation, law or regulation on national data governance, including data sharing/exchange/interoperability across government agencies? \*

**Yes**  No

If yes, please provide link and detail.

The Interoperability Framework (IF) in Bosnia and Herzegovina was adopted in June 2018.  
<http://www.sluzbenilist.ba/page/akt/yTFlwJyPk0o=>

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

Yes  **No**

If yes, please provide link and detail.

In BiH there is no specific nation legislation, law or regulation concerning open government data.

18. 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

If yes, please provide link and detail.

In BiH there is no specific nation legislation, law or regulation concerning new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT).

19. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes  No

If yes, please provide link and detail.

In BiH there is no specific nation legislation, law or regulation concerning ethical/responsible use of AI in public administration.

## D. Strategy and Implementation

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

Yes  No

If yes, please provide link and detail.

but Bosnia and Herzegovina has on 4 May 2017 adopted the Policy of the Information Society Development for 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. This strategy is currently being revised for the next period.  
<http://www.mkt.gov.ba/Content/OpenAttachment?id=d104c275-fe6c-4eea-af84-87b70c748679&lang=hr>

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

Two-year

**Three-year**

Five-year

Ten-year

Other \_\_\_\_\_

22. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]

Yes  **No**

In BiH there is no specific nation legislation, law or regulation concerning digitally publishing government expenditure

23. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail, including specific reference to an implementation roadmap.

**Yes**  No

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 digital government included in the Pillar I - Establishing a digital single market of the policy:

- Enabling open discussion of all participants in online processes (service providers and users) on further measures to improve the content of the BH online market;
- Encouraging cooperation and exchange of information between all competent institutions at all levels of government.

The Policy also includes Pillar VII - Application of ICT in solving key challenges of BH society, that implies the enormous potential of ICT that is used on a daily basis in solving many problems and societal challenges. It is therefore essential that ICTs be made available to "everyone and everywhere".

24. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

Yes  **No**

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25. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

**Yes**  No

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 free and safe flow of services inside and outside Bosnia and Herzegovina.

26. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

**Yes**  No

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 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.

27. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

Yes  **No**

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28. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Yes  **No**

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29. Does the national e-government strategy make specific reference to digital-by-design/digital-first<sup>1</sup> principle or similar? Please provide link and detail.

Yes  **No**

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30. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? Please provide link and detail.

Yes  **No**

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31. Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]

Yes  **No**

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32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design<sup>2</sup> or similar? Please provide link and detail. [NEW]

Yes  **No**

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33. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

Yes  **No**

If yes, please provide link and detail.

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34. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), anticipatory, proactive services? Please provide link and detail.;

Artificial intelligence (AI); link/detail: \_\_\_x

Robotics; link/detail: \_\_\_\_\_x

Blockchains; link/detail: \_\_\_x

5G; link/detail: \_\_\_\_\_x

Internet of Things (IoT); link/detail: \_\_\_x

Invisible/anticipatory/proactive/seamless services<sup>3</sup> [NEW]: \_\_\_\_\_x

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<sup>1</sup> To provide link or description

<sup>2</sup> To provide link or description

<sup>3</sup> To explain

Others; link/detail: \_\_\_\_\_

35. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

**Yes**  No

Bosnia and Herzegovina has on 4 May 2017 adopted the Policy of the Information Society Development for 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."

36. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

Yes  **No**

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37. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

Yes  **No**

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38. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? Please provide link and/or details [NEW]

**Yes**  No

The Strategy for the Development of the Information Society in Bosnia and Herzegovina, should elaborate activities on each programs / pillars 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.

## E. Digital Inclusion and E-Participation

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

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

**Yes**  No

If yes, 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 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.

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

Yes  No

If yes, please provide link and detail.

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

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

Yes  No

If yes, please provide link and detail.

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

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

Yes  No

If yes, please provide link and detail.

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

Yes  No

If yes, please provide link and detail.

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

Yes  No

If yes, please provide link and detail.

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45. Does the Government use social media platform(s)? \*

Yes  No

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 is no obligation that government institutions must use social networks, but large number of institutions use Twitter and Facebook to post various news and announcements in addition to publishing on its websites

If yes, please include any guidelines for government officials/institutions on the use of social media.

There are no guidelines for government institutions how to use social networks.

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

Yes  No

If yes, please provide link and detail.

In BiH there is no specific regulation concerning e-participation, but all adopted documents need to go through a process of public consultation with any stakeholders that can contribute to better written documents. There is portal <https://ekonsultacije.gov.ba/> (for Institutions at 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

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

Yes  No

If yes, please provide link and detail.

Our Ministry does not have any information concerning monitoring/collecting usage statistics of e-government services. This is the responsibility of the Agency for Statistics in BiH.

48. Does the Government measure usage data with dis-aggregation by gender?\*

Our Ministry does not have any information concerning usage data with dis-aggregation by gender. This is the responsibility of the Agency for Statistics in BiH.

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

Yes  No

If yes, please provide link and detail.

Our Ministry does not have any information concerning user satisfaction of e-government services. This is the responsibility of the Agency for Statistics in BiH.	
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Does the Government collect user satisfaction data with dis-aggregation by gender?\*

Our Ministry does not have any information concerning user satisfaction data with dis-aggregation by gender. This is the responsibility of the Agency for Statistics in BiH.
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## G. Partnership and International Cooperation

50. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) \* [NEW]

Our Ministry does not have any partnership program with United Nations right now, except that we cooperate in answering various questionnaires, reports and similar.
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51. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW]

Bosnia and Herzegovina is an 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).
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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.
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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:
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- 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.

## THANK YOU

Please provide any other information that will help us in understanding e-government development in your country.

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### Consent to publish this Questionnaire

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

**Yes**  No

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