

View results

Respondent

143

Anonymous

88:57

Time to complete

1. Country name *

Croatia

Contact information

2. Your name *

Viktor Janković

3. Title *

Senior Expert Advisor Specialist

4. Organization *

Central State Office for the Development of Digital Society - <https://rdd.gov.hr/>

5. Email *

viktor.jankovic@rdd.gov.hr

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.

<https://gov.hr>

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar *

<https://gov.hr>

9. - E-participation or similar *

<https://esavjetovanja.gov.hr/>

10. - Open government data

<https://data.gov.hr/>

11. - Public procurement

<https://eojn.nn.hr/>

12. - Others (if any)

<https://sredisnjikatalogrh.gov.hr/>

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. *

Central State Office for Development of Digital Society - <https://rdd.gov.hr/>

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

Yes

No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Bernard Gršić

16. Title *

State Secretary

17. Organization *

Central State Office for Development of Digital Society

18. Email *

ured@rdd.hr

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

Yes

No

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

21. Planning/development *

Ministry of Economy and Sustainable Development - <https://mingor.gov.hr/>

22. Education *

Ministry of Science and Education - <https://mzo.gov.hr/en>

23. Health *

Ministry of Health - <https://zdravlje.gov.hr/>

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

Ministry of Labour, Pension System, Family and Social Policy - <https://mrosp.gov.hr/en>

25. Employment and Labour *

Ministry of Labour, Pension System, Family and Social Policy - <https://mrosp.gov.hr/en>

26. Environment *

Ministry of Economy and Sustainable Development - <https://mingor.gov.hr/>

27. Justice *

Ministry of Justice and Public Administration - <https://mpu.gov.hr/en>

28. Economy/finance *

Ministry of Finance - <https://mfin.gov.hr/en>

29. Industry/trade *

Ministry of Economy and Sustainable Development - <https://mingor.gov.hr/>

30. Sustainable Development Goals (SDGs) [NEW] *

Ministry of Economy and Sustainable Development - <https://mingor.gov.hr/>

31. Climate Change [NEW] *

Ministry of Economy and Sustainable Development - <https://mingor.gov.hr/>

32. Others (Please specify) *

Ministry of Economy and Sustainable Development - <https://mingor.gov.hr/>

B. Crisis/Emergency Response and Recovery [NEW]**33. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW]**

*

 Yes No https://mup.gov.hr/UserDocsImages/2022/10/Strategija_i_AkcijskiPlan_katastrofe_rizici.pdf**34. Please provide links and details. ***

https://mup.gov.hr/UserDocsImages/2022/10/Strategija_i_AkcijskiPlan_katastrofe_rizici.pdf

35. Is there a specific national portal addressing crisis/emergency? [NEW] * Yes No**36. If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency? [NEW]****C. Legal Framework****37. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *** Yes No

38. If yes, please provide link and detail.

The exercise of the right of access to information and re-use of information held by public authorities is governed by the Right of Access to Information Act (Official Gazette No. 25/13, 85/15, 69/22)

Right of Access to Information Act (Official Gazette No. 25/13, 85/15, 69/22) - <http://digarhiv.gov.hr/arhiva/1608/134237/ZPPI-2022-procisceni-tekst.pdf>
Right of Access to Information Act (Official Gazette No. 25/13) - <https://digarhiv.gov.hr/arhiva/263/33319/47253.pdf>

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

Yes

No

40. If yes, please provide link and detail.

Act on the Implementation of the General Data Protection Regulation
https://narodne-novine.nn.hr/clanci/sluzbeni/2018_05_42_805.html

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

Yes

No

42. If yes, please provide link and detail.

Act on Cybersecurity of Operators of Essential Services and Digital Service Providers

https://narodne-novine.nn.hr/clanci/sluzbeni/2018_07_64_1305.html

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

Yes

No

44. If yes, please provide link and detail.

Act on the Implementation of Regulation (EU) No. 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC (OJ 62/17).

https://narodne-novine.nn.hr/clanci/sluzbeni/2017_06_62_1430.html

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

Yes

No

46. If yes, please provide link and detail.

Act on the Implementation of Regulation (EU) No. 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC (OJ 62/17).

https://narodne-novine.nn.hr/clanci/sluzbeni/2017_06_62_1430.html

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

Yes

No

48. If yes, please provide link and detail.

Public Procurement Act

https://narodne-novine.nn.hr/clanci/sluzbeni/2016_12_120_2607.html

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

Note: This is related to SDG Indicator 16.6.1

Yes

No

50. If yes, please provide link and detail.

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

Yes

No

52. If yes, please provide link and detail.

Law on the State Information Infrastructure

https://narodne-novine.nn.hr/clanci/sluzbeni/2014_07_92_1840.html

Data Governance Act - in the process of transposition into national legislation

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

Yes

No

54. If yes, please provide link and detail.

Right of Access to Information Act (Official Gazette No. 25/13, 85/15, 69/22) - <http://digarhiv.gov.hr/arhiva/1608/134237/ZPPI-2022-procisceni-tekst.pdf>

Right of Access to Information Act (Official Gazette No. 25/13) - <https://digarhiv.gov.hr/arhiva/263/33319/47253.pdf>

Open Data Policy - <https://rdd.gov.hr/UserDocsImages/SDURDD-dokumenti/POLITIKA%20OTVORENIH%20PODATAKA.pdf>

55. 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

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

The Ministry of Economy and Sustainable Development (MoESD) is considering enacting the National Plan for the Digital Transformation of the Economy and the National Plan for the Development of Artificial Intelligence. Drafting and completion of these documents are envisioned within the investment C.1.1.2 R3-I1 within the Croatian National Recovery and Resilience Plan 2021-2026. This activity will be carried out by technical assistance provided from experienced international policy advisory organisations, in cooperation with identified relevant national stakeholders.

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

Yes

No

58. If yes, please provide link and detail.

D. Strategy and Implementation

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

Yes

No

Please provide information where relevant:

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

- Two-year
- Three-year
- Five-year
- Ten-year
- Other

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

*

- Yes
- No

62. **If yes, please provide link and detail.**

63. 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

64. Please provide link and detail.

https://narodne-novine.nn.hr/clanci/sluzbeni/2021_02_13_230.html

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

- Yes
- No

66. Please provide link and detail.

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

Yes

No

68. Please provide link and detail.

The Croatian legislation provides a framework for digital accessibility. The Act on Accessibility of Websites and Software Solutions for Mobile Devices of Public Sector Bodies is built in strategic documents such as the Digital Strategy 2032 (Official Gazette 002/2023)

Digital Croatia Strategy for the period until 2032 - https://rdd.gov.hr/UserDocsImages/SDURDD-dokumenti/Strategija_Digitalne_Hrvatske_final_v1_EN.pdf

The Act on Accessibility of Websites and Software Solutions for Mobile Devices of Public Sector Bodies (Official Gazette 17/2019) -

<https://sredisnjikatalogrh.gov.hr/cadial/searchdoc.php?action=search&lang=hr&query=Zakon+o+pristupa%C4%8Dnosti+mre%C5%BEnih+stranica+i+programskih+rje%C5%A1enja+za+pokretne+ure%C4%91aje+tijela+javnog+sektora+%28NN+17%2F2019%29&searchText=on&searchTitle=on&resultdetails=basic&bid=%2bELrvTWxEzq35H83vcz6kg%3d%3d&annotate=on>

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

Yes

No

70. Please provide link and detail.

Digital Croatia Strategy for the period until 2032 - https://rdd.gov.hr/UserDocsImages/SDURDD-dokumenti/Strategija_Digitalne_Hrvatske_final_v1_EN.pdf , pages 62. i 63.

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

Yes

No

72. Please provide link and detail.

Digital Croatia Strategy for the period until 2032 - https://rdd.gov.hr/UserDocsImages/SDURDD-dokumenti/Strategija_Digitalne_Hrvatske_final_v1_EN.pdf, page 18.

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

Yes

No

74. Please provide link and detail.

Digital Croatia Strategy for the period until 2032 - https://rdd.gov.hr/UserDocsImages/SDURDD-dokumenti/Strategija_Digitalne_Hrvatske_final_v1_EN.pdf, reference to EU Commission Recommendation of 3 June 2021 on a common Union Toolbox for a coordinated approach towards a European Digital Identity Framework

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

Yes

No

76. Please provide link and detail.

The Croatian legislation makes specific reference to data-once-only principle in the Digital Strategy 2032 (Official Gazette 002/2023)

Digital Croatia Strategy for the period until 2032 - https://rdd.gov.hr/UserDocsImages/SDURDD-dokumenti/Strategija_Digitalne_Hrvatske_final_v1_EN.pdf

Strategija digitalne Hrvatske za razdoblje do 2032. godine - https://rdd.gov.hr/UserDocsImages/SDURDD-dokumenti/Strategija_Digitalne_Hrvatske_final_v4.pdf

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

Yes

No

78. Please provide link and detail.

The Croatian legislation makes specific reference to data-once-only principle in the Digital Strategy 2032 (Official Gazette 002/2023)

Digital Croatia Strategy for the period until 2032 - https://rdd.gov.hr/UserDocsImages/SDURDD-dokumenti/Strategija_Digitalne_Hrvatske_final_v1_EN.pdf

Strategija digitalne Hrvatske za razdoblje do 2032. godine - https://rdd.gov.hr/UserDocsImages/SDURDD-dokumenti/Strategija_Digitalne_Hrvatske_final_v4.pdf

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

Yes

No

80. **Please provide link and detail.**

81. **Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]**

Yes

Maybe

82. **Please provide link and detail.**

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

Yes

No

84. **Please provide link and detail.**

85. 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?**

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

https://rdd.gov.hr/UserDocsImages/SDURDD-dokumenti/Strategija_Digitalne_Hrvatske_final_v1_EN.pdf

86. Robotics - please provide link and detail:

https://rdd.gov.hr/UserDocsImages/SDURDD-dokumenti/Strategija_Digitalne_Hrvatske_final_v1_EN.pdf

87. Blockchains - please provide link and detail:

https://rdd.gov.hr/UserDocsImages/SDURDD-dokumenti/Strategija_Digitalne_Hrvatske_final_v1_EN.pdf

88. 5G - please provide link and detail:

https://rdd.gov.hr/UserDocsImages/SDURDD-dokumenti/Strategija_Digitalne_Hrvatske_final_v1_EN.pdf

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

https://rdd.gov.hr/UserDocsImages/SDURDD-dokumenti/Strategija_Digitalne_Hrvatske_final_v1_EN.pdf

90. **Invisible/anticipatory/proactive/seamless services [NEW]:**

https://rdd.gov.hr/UserDocsImages/SDURDD-dokumenti/Strategija_Digitalne_Hrvatske_final_v1_EN.pdf

91. Others - please provide link and detail:

92. 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

93. Please provide link and detail.

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

Yes

No

95. Please provide link and detail.

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

Yes

No

97. Please provide link and detail.

98. **Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? [NEW]**

Yes

No

99. **Please provide link and/or details.**

E. Digital Inclusion and E-Participation

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

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

Yes

No

101. If yes, please provide link and detail.

The Croatian legislation provides a framework for digital accessibility. Digital accessibility is an inclusive practice that ensures that people with disabilities or, for example, the elderly have no obstacles in accessing or interacting with digital content. Public sector bodies use digital channels to transmit information and services that are crucial for the public, so it is important to ensure availability to the widest possible range of users. Croatia has transferred the principles of digital accessibility into its legislation in order to ensure the accessibility of information and services of public sector bodies. The Act on Accessibility of Websites and Software Solutions for Mobile Devices of Public Sector Bodies (Official Gazette 17/2019) is built in other strategic documents beside the Digital Strategy 2032 (Official Gazette 002/2023), such as National plan for equalizing the possibility for persons with disabilities for the period 2021-2027 and Action plan to level the playing field for people with disabilities for the period 2021-2024

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

Yes

No

103. If yes, please provide link and detail.

104. 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

105. If yes, please provide link and detail.

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj77Nrr2eX-AhWniv0HHfLmCnsQFnoECBIQAQ&url=https%3A%2F%2Fvlada.gov.hr%2FUserDocsImages%2F%2F2016%2FSjednice%2F2023%2FO%25C5%25BEujak%2F199%2520sjednica%2520VRH%2F%2F199%2520-%252014%2520Nacionalni%2520plan.docx&usg=AOvWaw39EF6nZwoWd7vQkyGXa1qg>

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

Yes

No

107. If yes, please provide link and detail.

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

Yes

No

109. If yes, please provide link and detail.

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

Yes

No

111. If yes, please provide link and detail.

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

Yes

No

113. 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

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

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

Yes

No

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

<https://www.izbori.hr/site/en/homepage/18>

F. Usage, User Satisfaction and Evaluation

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

Yes

No

118. If yes, please provide link and detail.

<https://cdu.gov.hr/>

119. Does the Government collect usage data with dis-aggregation by gender? *

Yes. Link: <https://cdu.gov.hr/>

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

Yes

No

121. If yes, please provide link and detail.

122. Does the Government collect user satisfaction data with dis-aggregation by gender? *

G. Partnership and International Cooperation [NEW]

123. 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] *

124. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW] *

THANK YOU

125. Please provide any other information that will help us in understanding e-government development in your country. [NEW] *

126. Consent to publish this Questionnaire

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

Yes

No

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