



Bulgarian E-Government strategy and RTD

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- E-GOVERNMENT STRATEGY
- E-GOVERNMENT ROADMAP
- R&D IN E-GOVERNMENT



E-GOVERNMENT STRATEGY



E-Government in Bulgaria

Vision Statement

“The Government of the Republic of Bulgaria will provide modern and efficient governance, while using the means of contemporary information technologies in order to meet the real needs of citizens and businesses at any time and any place.”

“E-Government Strategy of Bulgaria”, 2002



Legal Framework

- The Law on Personal Data Protection (2001);
- Electronic document and electronic signature law (2001).
 - Communications Regulation Commission. Register the first provider of advanced electronic signature – Information Service AD (March 2003);
There are still 3 electronic signature providers
- The Law on Protection of Classified Information (2002;)
- Law on Copyrights and Related Rights (1993), (2002).
- E-Commerce Law (2005)
- Law of E-Governance in a process of adoption (2006)



Bulgarian National E-government Interoperability Framework

Based on:

- EU Interoperability Framework
- Open standards;
- System integration;
- Service Oriented Architecture;
- Registry of Information Resources;
- ...



General technological rules

1. Interoperability and system integration;
2. “One stop shop” – delivery of e-services – services with added value;
3. Semantic compatibility and data integration;
4. General integration platform (Gateway, Middle Office).



E-Governance law principles

- ➔ Only once data collecting and creating
- ➔ Official advice
- ➔ Electronic data exchange
- ➔ Obligatory e-identification



E-GOVERNMENT ROADMAP



Timeline of eGovernment development in Bulgaria

- 1. Initiation period– 2002**
E-government strategy
- 2. Test period– 2003 / 2005**
Pilot projects/Best practices
- 3. Period of dynamic development – 2005 -**
Scheduling of eGovernment implementation processes



Initiation period - 2002

- “Strategy for modernization of the State Administration— from accession to integration” ;
- eGovernment Strategy;
- eGovernment Action Plan 2004 – 2005;
- Basic model for One Stop Shop services;



Test period– 2003 / 2005

Main operational venues:

1. Implementation of 20 indicative electronic services (European Commission list) for citizens and businesses;
2. Development of electronic services at central and local level;
3. Implementation of digital document systems and digital signature in Public Administration;
4. General purpose, basic (conceptual) and methodological projects.



Period of dynamic development

1. European dimensions (environment for development of trans-border services for citizens and businesses in the common European market);
2. Technical modernization of the State Administration;
3. Business Process Re-engineering in the State Administration;
4. Development of multi-channel access to e-Services;
5. Prioritization of system integration and interoperability.

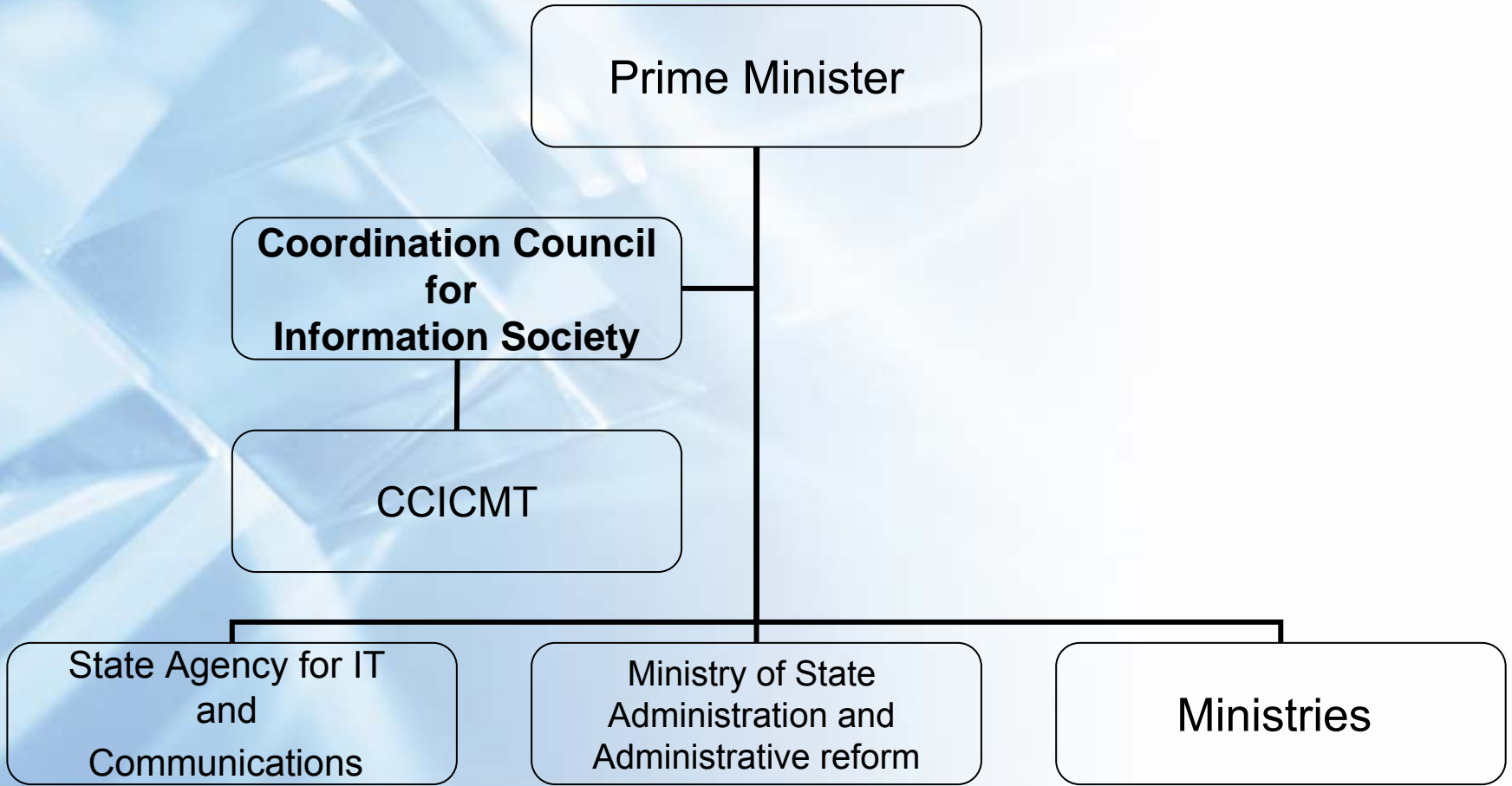


The Bulgarian 2005

- New Government (The Wide Coalition government)
- New Ministry of State Administration and Administrative Reform
- New State Agency for the IT and Communications
- New role of Coordination Council of Information Society



ICT/E-government Organizational Structure





CCICMT

Coordination Center for Information, Communication and Management Technologies

- Established in 2002 within the project “e-Government” at the CoM and UNDP:
 - “E-Government Strategy of Bulgaria”,
 - “Work Plan of the E-Government Strategy” ;
 - Number of e-government documents.
- Coordination of implementation of EU recommendations:
 - partnership on IDA and IDABC Programs;
 - adopt a modern National Interoperability Framework.
- E-Governance standards based on EA (Enterprise Architecture)



E-Governance in Bulgaria

CCICMT tasks

- Support CCIT, MSAAR and SAITC for preparation of documents on e-governance policies;
- Sharing expertise between public institutions;
- Distribution the international best practices in e-governance;
- Monitoring e-governance processes and their impact among civil society;
- Research on the processes of using ICT in democratic governance;
- Design and implementation of pilot projects on e-governance;



CCICMT R&D Technologies

CCICMT use contemporary methods in the work:

- Prioritization of the projects;
- Balanced Scorecard;
- Foresight analysis;
- EA model for e-governance development;
- PMBOK for e-governance projects management





eServices

- **Portal for eGovernment services – PPP project**

egateway.government.bg

- change of address registration
- personal social insurance info
- company social insurance info
- actual status of companies

- Information portal of Bulgarian institutions
portal.government.bg

- **Portal of regional and municipal administrations**

Stara Zagora – PPP project

egateway.sz.government.bg

- birth certificate
- state owned property certificate
- complaints to police
- construction permits
- ...many others





eServices

PROJECTS – good practices

eGovernment services portal
egateway.government.bg

General Tax Administration
<https://www.taxadmin.minfin.bg/dds/>

Ministry of Transport and Communications
www.mtc.government.bg

Employment Agency
www.nsz.government.bg

Information portal of Bulgarian institutions
portal.government.bg

Portal of the State Administration
sadocs.government.bg



 **eServices**

PROJECTS – good practices

Euro-integration portal
eurosmac.government.bg

Portal of the regional and municipal
administration – Stara Zagora
egateway.sz.government.bg

National library
<http://www.nationallibrary.bg>

Site of Varna region
www.vn.government.bg

Site of Gabrovo region
www.gb.government.bg

Site of Yambol region
www.yambol.government.bg

Municipal site Stara Zagora
city.starazagora.net

Municipal site Dobrich
dobrich.city.net



R&D IN E-GOVERNMENT



R&D IN E-Government stakeholders

- Ministry of State Administration and Administrative reform;
- State Agency of Information Technologies and Communications;
- NGO's;
- Lab “E-Governance” at Technical University of Sofia;
- Master programme in “E-Commerce and E-governance” at Sofia University;
- International Scientific Conference “E-Government & Data Protection”;
- No special government agency, no special fund.



R&D IN E-Government stakeholders

- The pilot projects in e-services had R&D parts;
- CCICMT had several R&D projects for local administrative services;
- Work Groups “Interoperability” and Information security provide R&D



Projects and financing

- NSN – National State Network - BG
- Software for the Healthcare System - WB
- IS of the NCA (National Cadastre Agency) - WB
- IS of the AP (Agency of Procurement) - USAID
- IS of Justice and Register Agency - EU
- Local e-government projects - USAID
- Pilot e-government projects - MS, HP



Project

E-government integration system - MSAAR

- Technical infrastructure;
- Data Middleware;
- E-services portal;



E-Governance challenges

- Central E-Governance budget/fund
- Special PPP low;
- E-governance standards and rules;
- E-Governance administrative and management capacity;
- Dividing of the biggest e-Gov projects;
- More common projects initiated by private sector;



Thank you for your attention!

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