STANDARD SUMMARY PROJECT FICHE

1. Basic Information

1.1. Desiree Number: SI0202.05
1.2. Twinning Number: SI02/IB/EC/03/TL
1.3. Title: eGovernment in the Service to the Slovene / European Citizens and Enterprises
1.4. Sector: Internal Market
1.5. Location: Slovenia

2. Objectives

2.1. Overall Objective(s):

Slovenia recognise the importance of improving access, dissemination and exploitation of public sector information and ensuring that citizens and enterprises have easy access to essential public data, as well as promoting online interaction among administrations, and between citizens and government as well as between enterprises and government.

The changeover to electronic interaction involves major changes to the internal workings of administrations which can be complex to manage. The challenge for administrations is therefore to adapt themselves and introduce innovative ways of working, including proper and stable partnership with the private sector which will improve the competitiveness of the Slovene economy.

2.2. Project purpose:

eGovernment brings administrations closer to citizens and businesses through the use of internet. Electronic public administration can make a major contribution to accelerating the transition to the knowledge-based economy in Slovenia by stimulating access to and use of basic on-line government services. This will drastically contribute to a transformation of the organisation of the public sector.

The accomplishment of the project will increase Slovene participation in the Community Programmes (IDA, eContent, 6FP – IST).

2.3. Acession Partnership and NPAA priority:

AP (2001):
Democracy and the rule of law; adopt the framework legislation for the public administration reform, including the laws on civil servants and public agencies.
Economic criteria; promote competitiveness through market-based enterprise restructuring, stimulate domestic and inward investment by improving the business environment.

NPAA: Point 4.1.19 Telecommunications and ICT
2.4. Contribution to the National Development Plan: Relevant
   - Priority Point 1.4.: Information Society

2.5. Cross Border Impact:
   - Contribution to the regional and European development.

3. Description

3.1. Background and Justification:

At the European Council held in Lisbon on 23-24 March 2000, the Heads of Government and State of the EU-15 set the ambitious goal for Europe for the next decade to become »the most competitive and dynamic knowledge-based economy in the world«. It recognised the urgent need for Europe to quickly exploit the opportunities of the knowledge-based economy and in particular the Internet. In response to this the eEurope Action Plan was launched in Fiera on 19-20 June 2000.

At the European Ministerial Conference held in Warshaw on 11-12 May 2000, Central and Eastern European Countries recognised the strategic goal set by the EU-15 in Lisbon. They decided to launch an eEurope-like Action Plan named »eEurope+«. The initiative mirrors the priority objectives and targets of eEurope but provides for actions which tackle the specific situation of the Candidate Countries.

The eEurope+ Action Plan was launched at the European Council held in Gotteborg on 16 June 2001. Positive action on the basis of a strong, political commitment is needed to ensure that the EU Candidate Countries use the full potential offered by Information Society and avoid a further digital divide with EU. The implementation of the Acquis is not sufficient.

The Europe Agreement describes activities, which shall focus among the priorities areas on the modernisation of Slovenia's telecom network, services and their integration into the European and world networks.

Subject of the proposed project is one of the objectives of the eEurope + Action Plan (see the Objective 3 a: Accelerating e-commerce, and Objective 3 b: Government on-line: electronic access to public services). Deadline for the accomplishment is the end 2003. Phare is expected to make significant resources available to support the implementation of the Action Plan.

Subject of the proposed project is relevant for the Community Programme IDA – Interchange of Data between Administrations.

3.2. Results:

Accomplishment of the Objective 3 a, b, Action Plan, eEurope+.

The effort should not be put only on development of new services to the citizens but also on establishment and completion of the system which will support the environment for self-direction and promotion of use e-business solutions. Most day-to-day relations with administration is performed at local level which is in use of IT/IM usually less developed.
Implementation of e-business at local administration (Municipality) seems to need strong leadership and clear defined targets. Strategic input could improve situation and give direction for implementation of services.

Expected result is **Strategic imperative** with clear **Guidance** for implementing e-business in several projects-content frame (eGovernment indicators will be comparable method to monitor the progress):

- **Project 1**: To define hardware, software and communication standards
- **Project 2**: To prepare register of Generic information and services to be available on the Internet
- **Project 3**: Generic information for all urban Municipalities available on the Internet until 2002; Stage 1
- **Project 4**: 30% of urban Municipalities will have Internet feasibility to download the forms for Generic services until 2002; Stage 2
- **Project 5**: Pilot project for processing forms for Generic services as two way interaction will be developed until 2002; Stage 3

3.3. **Activities**:

The Team of Phare Twinning consultants and representatives of the Municipalities will in detail prepare the projects where type and number of Generic information and services for specific projects will be determined. Special attention will be put on information and services which are of critical importance for SMEs and people with special needs. All projects will be managed in professional way including training of the staff and consultations on:

- Information technology
- Selection and adoption of the Generic services (sectoral and horizontal activities)
- Harmonisation of the content
- Applications i.e. security, portal to portal, e-signature, project management.

The exchange of good practices with the EU Member States and common understanding of e-Government principles is of a great importance. Capacity Building Programme will be the method.

**Capacity Building Programme**

Foreign experts (FE): 1 expert on e-Public Administration principles and services at the local level; 1 expert on (e-Public Administration) information technology

Slovene experts (SE): 11 Head of information technology department of the Slovene urban Municipalities; 1 representative of the Ministry for the Interior affairs; 1 representative of the Ministry of Information Society; 1 representative of the Governmental Centre for Informatics.

The Capacity Building Programme is phased as follows:

a.) Information gathering: FC with SE (2wk)
b.) Start-up meeting: FC and SE (2 dy)
c.) Policy making meeting: FC, 11 mayors/deputies and SE (1dy)
d.) Implementation of the knowledge about the principles, cases, examples to Slovene counterpart: FC with SE (1 wk)
e.) Visiting of the best practice in one/two EU countries: SE with FC (1wk)
f.) Preparing the Final report as an input for Draft Strategy: FC (1 month)
Location of Assignments
All FC activities in Slovenia will be in Ljubljana, Maribor and Nova Gorica (max. distance 250 km). Visiting of the best practice in EU country depends on the proposal of the FC but local level should be predominant.

Timeframe
The expected timeframe is April 2002 to December 2002; six months full-time (July and August not to be included).

Counterpart Staff
Authorized representatives of the Ministry of Information Society, Government Center for IT, Ministry for the Interior Affairs and members of the Project Team (11 Head of information technology department of the Slovene urban Municipalities).

Counterpart Input
The FC will be provided with access to all the necessary documentation and where such documentation is unavailable access to the relevant staff, with opportunity to interview IT and management staff of the participating institutions, with .

General Responsibilities
The FC reports to the authorized persons named by the Ministry of Information Society. Weekly/monthly reports will include proof of conclusion of agreed assignments and will be submitted to the authorized persons by electronic mail (or other methods if so agreed).

Qualifications and Experience (Minimum Requirements)
a) University degree with specialization on topics of information technology/public administration (Bachelor or equivalent)
b) Extensive knowledge of information systems, architectures, databases, networking (internet), application integration issues
c) Extensive understanding of ICT trends
d) 10 years work experience and several years work experience on comparable assignments
e) Experience in public administration – local level
f) Proficiency in the use of project management principles
g) Fluency in English - written and oral

Although one consultant is expected to handle this assignment, it is recognized that many skills are required to bring the assignment to a successful conclusion. With this in mind, it is expected that the consultant will be backed up by other experts and be able to integrate, understand and transmit the expertise they provide. In this sense, some of the required skills and experience can be provided by other additional consultants. Nevertheless, it must be clear who is the principal consultant and he must be able to provide a unified view and be responsible for the end result.

Deliverables
a.) Framework to define the contents of specific projects
b.) Detailed action plan harmonized with the Project Team
c.) Review and analysis report
d.) Execution of the Capacity Building Programme
e.) Draft Strategy plan for implementing e-Government programme at local level
f.) Strategy plan for implementing e-Government programme at local level
g.) Organize a workshop to present the final conclusions
h.) Regular weekly/monthly reports reporting progress, issues, options to overcome issues, plans for the next period

3.4 Lessons learned

Not applicable.

4. Institutional and Organizational Framework

The Ministry of Information Society (MoIS) has the responsibility and will take overall co-ordination of the project (with assistance of the Governmental Office for Informatics) as the Project Director. Project Manager will come from SE (Head of information technology department of the Slovene urban Municipalities) who will deal with day-to-day matters and will be operational counterpart for FC.

Applications in Information Society as well as implementation of the Objective 3 a,b, eEurope+ Action Plan, is under the responsibility of the Department for Applications in Information Society leading by the State Secretary Dr. Jozsef Gyorkos (phone: +386 1 478 8379, fax: +386 1 478 8375).

Ljudmila Tozon, State Undersecretary, Ministry of Information Society, Office for International Co-operation, will be in charge of the project (phone: +386 1 478 8384, fax: +386 1 478 8375).

5. Detailed Budget

<table>
<thead>
<tr>
<th>Phare Support</th>
<th>Institution Building</th>
<th>Total Phare (I+IB)</th>
<th>National Cofinancing</th>
<th>IFI</th>
<th>TOTAL</th>
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<tbody>
<tr>
<td>Faster Internet</td>
<td>-</td>
<td>0.15 MEUR 79 %</td>
<td>0.15 MEUR 79 %</td>
<td>0.04 MEUR 21 %</td>
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<tr>
<td><strong>Total</strong></td>
<td>-</td>
<td><strong>0.15 MEUR</strong></td>
<td><strong>0.15 MEUR</strong></td>
<td><strong>0.04 MEUR</strong></td>
<td><strong>0</strong></td>
</tr>
</tbody>
</table>

*In cases of co-financing only*

The Slovenian Government will provide office space, office support, salaries for the counterpart staff, travel tickets for the counterpart staff in the framework of the study visits in EU countries - into the amount which will reflect the conditions under the Twinning light rules. The estimated cost will be approximately 21% of the total amount.

6. Implementation Arrangements

**Implementing Agency**: CFCU, Ministry of Finance
Beethovenova 11
1502 Ljubljana, Slovenia

Responsible person:
Mr. Peter Škofic, PAO
6.1. **Implementing Authority**: Ministry of Information Society, Langusova ulica 4, 1000 Ljubljana; State Secretary Dr. Jozsef Gyorkos, State Undersecretary Ljudmila Tozon (phone: +386 1 478 8379, fax: +386 1 478 8375).

**Contracting Authority**: Ministry of Information Society, Langusova ulica 4, 1000 Ljubljana; State Secretary Dr. Jozsef Gyorkos (phone: +386 1 478 8379, fax: +386 1 478 8375).

**Final Beneficiary**: Ministry of Information Society, Langusova ulica 4, 1000 Ljubljana; Ljudmila Tozon, State Undersecretary, (phone: +386 1 478 8384, fax: +386 1 478 8375).

6.2. **Twinning**: There will be one (1) Twinning light contract in the total amount 0.15 MEUR.

6.3. **Non-standard aspects**: Provisions as regards Twinning Light will strictly be followed.

6.4. **Contracts**: There will be one contract in total amount of 0.15 MEUR. The contract will be done under CFCU.

7. **Implementation Schedule**

7.1. **Start of tendering/call for proposals**: May 2002, ToR and specification will be ready by the end of 2001.

7.2. **Start of project activity**: September 2002

7.3. **Project Completion**: March 2002

8. **Equal Opportunity**
   Equal participation for all in the target group will be assured.

9. **Environment**
   Not Relevant

10. **Rates of return**
    Not Relevant

11. **Investment criteria**
    Not Relevant
12. **Conditionality and sequencing**

The principles and requirements laid down in EU’s initiatives in the regulatory field shall be followed. Regulations for achievement of universal service in telecommunications services and secure availability of the basic telephony service that is capable of permitting access to the Internet will be enacted. Transposition and implementation of the new EU regulatory package for Communications Services has to be adopted as soon as possible. Establishment of a fully operational Telecommunications Agency (NRA), and pro-competitive framework with reasonably reduced prices for Internet as a result of full liberalisation of the telecommunications sector is an important pre-condition.
Annexes to project Fiche
1. Logical framework matrix in standard format (compulsory)
2. Detailed implementation chart (compulsory)
3. Contracting and disbursement schedule by quarter for full duration of programme (including disbursement period) (compulsory)
4. ToR (Draft) Twinning Light
## ANNEX 1

### Phare log frame

<table>
<thead>
<tr>
<th>LOGFRAME PLANNING MATRIX FOR</th>
<th>Programme name and number</th>
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<td>30 June 2004</td>
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<td>e-Government in the Services to the Slovene / European Citizens and Enterprises</td>
<td>Disbursement period expires</td>
<td>30 June 2005</td>
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<td><strong>Overall objective</strong></td>
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<td>eGovernment for improved internal market</td>
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<tr>
<td>- e-services Administration to Administration (A2A)</td>
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<td>- e-services Administration to Citizens (A2C)</td>
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<td>- e-services Administration to Enterprises (A2B)</td>
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<tr>
<td><strong>Objectively verifiable indicators</strong></td>
<td>Percentage of local government websites that conform to the WAI accessibility guidelines</td>
<td>- Benchmarking eEurope+</td>
</tr>
<tr>
<td><strong>Sources of Verification</strong></td>
<td>- EC Progress Reports on eEurope+</td>
<td></td>
</tr>
<tr>
<td><strong>Project purpose</strong></td>
<td>Availability and completeness of generic information</td>
<td>Report from Twinning leader</td>
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<tr>
<td>- Recomendation for common ITkT</td>
<td>- Simplified and reduction of the administrative procedures for business</td>
<td>Questionnaire for employees, business and citizens</td>
</tr>
<tr>
<td>- Register of generic information and services</td>
<td>- Number of e-services</td>
<td>Adequate frequency of interaction between business, citizens and administration – urban Municipality</td>
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<tr>
<td>- Online public data and electronic access to the basic public services</td>
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<td>- Simplified online administrative procedures for businesses</td>
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### Results

<table>
<thead>
<tr>
<th>Project 1: Hardware, software and communications standards</th>
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<tr>
<td>Project 2: Register of generic information and services available on the Internet</td>
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<tr>
<td>Project 3: Generic information available on the Internet (Web pages)</td>
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<tr>
<td>Project 4: Downloading the forms for generic services.</td>
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<tr>
<td>Project 5: Pilot project for processing forms for common services as two way interaction will be developed</td>
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</tbody>
</table>

### Objectively verifiable indicators

- ITkT standards recommendation
- e-Register
- No. of Municipalities on Internet (80%); generic information till end 2002
- No. of Municipalities on Internet (30%); generic services till end 2002
- Pilot Project executed till end 2002

### Sources of Verification

- eGovernment Indicators (Stage 1,2,3,4)

### Assumptions

- Reduced prices for Internet
- ITkT equipment

### Activities

- Introducing seminar for project team
- Preparing detailed project plan
- Definition of the ITkT standards
- Register of generic information and services
- Managing of the projects with training of the project team

### Means

- Introducing team work
- Improving the knowledge and skills
- Strategic imperative for ITkT at local administration level
- Location independent services for citizens and business
- Simplified administrative procedures for business

### Sources of Verification

- Project plan

### Assumptions

- Strong leadership
- Participation of the Local Authority

### Preconditions

- Increasing number of the public access points for use of the Internet
ANNEX 2

IMPLEMENTATION TIME CHART

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Version 13 December 2001
# ANNEX 3

## CONTRACTING AND DISBURSEMENT SCHEDULE

### CUMULATIVE CONTRACTING SCHEDULE  (MEUR)

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### CUMULATIVE DISBURSEMENT SCHEDULE  (MEUR)

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ANNEX 4

TERMS OF REFERENCE
Twinning Number: SI02/IB/EC/03/TL
TWINNING LIGHT

eGovernment in the service to the Slovene / European Citizens and Enterprises

1. BACKGROUND INFORMATION

At the European Council held in Lisbon on 23-24 March 2000, the Heads of Government and State of the EU-15 set the ambitious goal for Europe for the next decade to become »the most competitive and dynamic knowledge-based economy in the world«. It recognised the urgent need for Europe to quickly exploit the opportunities of the knowledge-based economy and in particular the Internet. In response to this the eEurope Action Plan was launched in Fiera on 19-20 June 2000.

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Subject of the proposed project is relevant for the Community Programme IDA – Interchange of Data between Administrations.

2. RESULT TARGETED

Accomplishment of the Objective 3 a, b, Action Plan, eEurope+.

The effort should not be put only on development of new services to the citizens but also on establishment and completion of the system which will support the environment for self-direction and promotion of use e-business solutions. Most day-to-day relations with administration is performed at local level which is in use of IT/IM usually less developed.
Implementation of e-business at local administration (Municipality) seems to need strong leadership and clear defined targets. Strategic input could improve situation and give direction for implementation of services.

Expected result is **Strategic imperativ** with clear **Guidance** for implementing e-business in several projects (eGovernment indicators will be comparable method to monitor the progress):

- **Project 1**: Hardware, software and communication standards
- **Project 2**: Register of generic information and services available on the Internet
- **Project 3**: Generic information for all the Municipalities available on the Internet until 2002; Stage 1
- **Project 4**: 30% of Municipalities will have Internet feasibility to download the forms for generic services until 2002; Stage 2
- **Project 5**: pilot project for processing forms for generic services as two way interaction will be developed until 2002; Stage 3

3. COMMITMENT OF THE BENEFICIARY

The Ministry of Information Society (MoIS) has the responsibility and will take overall coordination of the project (with assistance of the Governmental Office for Informatics).

Applications in Information Society as well as implementation of the Objective 3 a,b, eEurope+ Action Plan, is under the responsibility of the Department for Applications in Information Society leading by the State Secretary Dr. Jozsef Gyorkos (phone: +386 1 478 8379, fax: +386 1 478 8375).

Ljudmila Tozon, State Undersecretary, Ministry of Information Society, Office for International Co-operation, will be in charge of the project (phone: +386 1 478 8384, fax: +386 1 478 8375).

4. ASSISTANCE REQUIRED FROM A MEMBER STATE

<table>
<thead>
<tr>
<th>Number of units (man-days):</th>
<th>MT/ST expert</th>
<th>60 MD x 450 EUR = 27,000 EUR</th>
</tr>
</thead>
<tbody>
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<tr>
<td>Translations:</td>
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<td>Workshops (3x)</td>
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<td><strong>TOTAL</strong></td>
<td><strong>150,000 EUR = 0.15 MEUR</strong></td>
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</table>

Proposed time schedule: The twinning light project will start on July 2002 and will be finished in 6 months.

Total budget available: 0.15 MEUR

Working language: English

**Capacity Building Programme**
Foreign experts (FE): 1 expert on e-Public Administration principles and services at the local level; 1 expert on (e-Public Administration) information technology
Slovene experts (SE): 11 Head of information technology department of the Slovene urban Municipalities; 1 representative of the Ministry for the Interior affairs; 1 representative of the Ministry of Information Society; 1 representative of the Governmental Centre for Informatics.

The Capacity Building Programme is phased as follows:

g.) Information gathering: FC with SE (2 wk)
h.) Start-up meeting: FC and SE (2 dy)
i.) Policy making meeting: FC, 11 mayors/deputies and SE (1 dy)
j.) Implementation of the knowledge about the principles, cases, examples to Slovene counterpart: FC with SE (1 wk)
k.) Visiting of the best practice in one/two EU countries: SE with FC (1 wk)
l.) Preparing the Final report as an input for Draft Strategy: FC (1 month)

**Location of Assignments**
All FC activities in Slovenia will be in Ljubljana, Maribor and Nova Gorica (max. distance 250 km). Visiting of the best practice in EU country depends on the proposal of the FC but local level should be predominant.

**Timeframe**
The expected timeframe is April 2002 to December 2002; six months full-time (July and August not to be included).

**Counterpart Staff**
Authorized representatives of the Ministry of Information Society, Government Center for IT, Ministry for the Interior Affairs and members of the Project Team (11 Head of information technology department of the Slovene urban Municipalities).

**Counterpart Input**
The FC will be provided with access to all the necessary documentation and where such documentation is unavailable access to the relevant staff, with opportunity to interview IT and management staff of the participating institutions, with .

**General Responsibilities**
The FC reports to the authorized persons named by the Ministry of Information Society. Weekly/monthly reports will include proof of conclusion of agreed assignments and will be submitted to the authorized persons by electronic mail (or other methods if so agreed).

**Qualifications and Experience (Minimum Requirements)**

h) University degree with specialization on topics of information technology/public administration (Bachelor or equivalent)
i) Extensive knowledge of information systems, architectures, databases, networking (internet), application integration issues
j) Extensive understanding of ICT trends
k) 10 years work experience and several years work experience on comparable assignments
l) Experience in public administration – local level
m) Proficiency in the use of project management principles
n) Fluency in English - written and oral

Although one consultant is expected to handle this assignment, it is recognized that many
skills are required to bring the assignment to a successful conclusion. With this in mind, it is expected that the consultant will be backed up by other experts and be able to integrate, understand and transmit the expertise they provide. In this sense, some of the required skills and experience can be provided by other additional consultants. Nevertheless, it must be clear who is the principal consultant and he must be able to provide a unified view and be responsible for the end result.

**Deliverables**

i.) Framework to define the contents of specific projects  
j.) Detailed action plan harmonized with the Project Team  
k.) Review and analysis report  
l.) Execution of the Capacity Building Programme  
m.) Draft Strategy plan for implementing e-Government programme at local level  
n.) Strategy plan for implementing e-Government programme at local level  
o.) Organize a workshop to present the final conclusions  
p.) Regular weekly/monthly reports reporting progress, issues, options to overcome issues, plans for the next period  

All the reports will be delivered to the relevant Institutions.