

Bulgaria

## ESF project “Development of horizontal and central eGovernment systems in relation to the application of the Unified Model for Application, Payment and Provision of Electronic Administrative Services” (DevdGovUM)

### Key facts

#### PRIORITY AXIS OF THE OPERATIONAL PROGRAMME

‘Administrative service delivery and e-governance’ and ‘Effective and professional governance in partnership with the civil society and business’

#### TARGET GROUPS



SEGA administration; administrative bodies and administrations at central and territorial level; and users of government services and information portal

#### BENEFICIARY ORGANISATION

State e-Government Agency (SEGA)

#### PROJECT DURATION

12/12/2018 – 31/12/2021

#### COORDINATOR

Nikolay Minev, Team Leader, Director of the Information Systems and Operability Directorate, SEGA



[n.minev@e-gov.bg](mailto:n.minev@e-gov.bg)

#### PARTNERS

Ministry of Economy, Ministry of Tourism, Maritime Administration Executive Agency, Automobile Administration Executive Agency

#### BUDGET

EUR 3,042,180.8

ESF contribution

EUR 536,855.4

Other contribution



#### PROJECT/ORGANISATION WEBSITE



<http://egov.bg>

<https://e-gov.bg/en>

### Activities implemented

#### PROJECT IN NUMBERS



Supported electronic services for administrative transactions



Upgraded systems to deliver electronic administrative services



Trained officers

#### MAIN PROJECT TASKS



Developing standards, rules and procedures related to the use of the unified model for application, payment and delivery of electronic administrative services (EAS).



Developing an electronic forms (eForms) management system for application, payment and delivery of EAS.



Upgrading the different systems for access and management of IT services and data, inter-register exchange system (RegiX), Single Portal for access to electronic administrative services.



Developing forms for EAS, and integrating the information systems of state administrative structures with the horizontal e-government systems.



Training officers in the state administration to work with the horizontal e-government systems.

## Project journey: from conception to delivery

### INITIAL STAGE

#### CONTEXT OF THE PROJECT

In 2017, the new agency team of SEGA faced the challenge of finding a solution for making further progress with the eGovernment reform, taking the existing tools and identified needs. The **DevdGovUM** project was the result of analysing and assessing the need for the development of **horizontal systems** allowing **interoperability** of e-Government across administrations. The scope of these projects included the main elements needed to develop interoperable e-Government.

#### PURPOSE OF THE PROJECT

The project aims to improve the **access to electronic administrative services (EAS)**; make the **transition** to the provision of **complex administrative services** (see TASM case study); and reduce the **administrative burden** on citizens and businesses in their interaction with administrative bodies.

#### MAIN CHALLENGES FACED, AND DIFFICULTIES ENCOUNTERED

The project is **complex** and the main challenge was to find a solution for **integrating** the existing tools and identified needs. Such a complex task requires competent **IT experts**. In this respect, the public sector has serious difficulties competing with a well-developed private IT sector in Bulgaria. Another challenge is the **active inclusion** of the administrations in the process and achieving the target value of one of the main OPGG indicators for 2018 – **'150 functional administrative services'**. After the upgrading and integration of the 'single model for electronic service provision', the team was confronted with the challenge of ensuring the **sustainability** of the entire system and taking on the expected burden of scaling-up the system.

#### KEY DEVELOPMENTS AND EVENTS DURING THE IMPLEMENTATION PROCESS

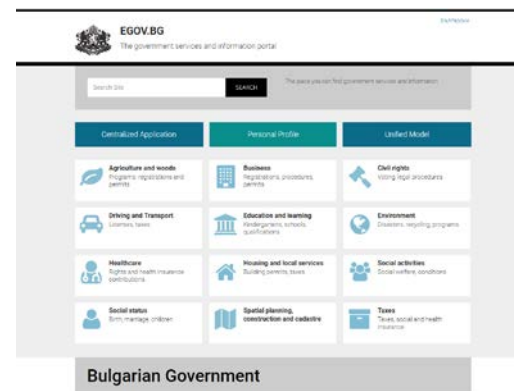
By the beginning of 2017, the Bulgarian administration had **seven separate information systems** and models in various phases of development and functionality. The question was how those seven components could be **integrated**. The answer was to develop the **'unified model for application, payment and provision of electronic administrative services'**. The applied approach was oriented to the needs of citizens and businesses and placed the focus on the user. The existing core 'single model' components were upgraded, and EAS provision forms were developed. The **single portal** for access to electronic administrative services was scaled up.

#### KEY RESULTS AND SUCCESS FACTORS

The preliminary **assessment** of existing systems and planning the opportunities for securing their compatibility ensured the necessary progress in the achievement of the project objectives to date. So far, the **single portal** for accessing electronic services is functioning. The use of the **electronic delivery system module** has increased significantly. A key result is the upgrading of the existing **RegiX system**. eForms have been developed for over **150 electronic services**, which is a significant contribution to the implementation indicators of OPGG for 2018.

#### (EXPECTED) IMPACT ON BUSINESS, AS WELL AS ON THE ADMINISTRATIVE SYSTEM IN GENERAL

The upgrading of the eDelivery system is a very positive development, as it addresses the **interaction** between the citizens/businesses and administrations in the same way that the electronic document **exchange system** improves the internal interaction between administrative bodies. For citizens and business, the **ePayment** system eases greatly the process of paying for EAS from any administration, by opening up various options including payment from a single point with a virtual POS terminal, electronic payment order to a bank etc.



The government service and information portal  
Source: <https://egov.bg/wps/portal/en>

### REFLECTIONS

#### LESSONS LEARNT: THE ROLE OF ESF FINANCIAL SUPPORT

Registered difficulties during the previous planning period included vastly different levels of readiness for automated information exchange among individual institutions and the respective registers they maintained. The current work is in a direction that can guarantee a standardised inter-register exchange environment, independent of the particular technical register implementations in the respective institutions. Through the OP Good Government, ESF in 2014-2020 has enabled the upgrading of the systems and the entire process of e-Services provision.

## Personal experiences



'The evolutionary development of models, systems and services is the better approach for achievement of the goals, rather than yet more revolutionary steps. The approach should be oriented to the needs of the citizens and businesses and that only a focus on the user can restore the trust in the institutions.'

**Nikolay Minev**, Team Leader, Director of the Information Systems and Operability Directorate of SEGA

'A significant result is the upgrading of the existing RegiX system. The work on the project has "unlocked" the electronic service processes in the municipalities. Further efforts are necessary to increase the administration's technological capacity.'

**Ventsislav Kozhuharov**, expert in the National Association of the Municipalities in the Republic of Bulgaria

The study "Progress Assessment of the ESF Support to Public Administration" (PAPA) aims to present specific cases of ESF-funded public administration reform and capacity building initiatives. The contractor prepared 30 case studies and factsheets on ESF supported projects funded in 17 beneficiary countries of Thematic Objective 11 during the programming period 2014-2020.

This document has been prepared for the European Commission. However it reflects the views of the authors only, and the Commission cannot be held responsible for any use which may be made of the information contained therein.



Find out more about the project by following the link <http://bit.ly/2Gfn35A> or scan the QR code using your smartphone camera.