

DIGITAL TRANSFORMATION IN THE PUBLIC SECTOR IN BOSNIA AND HERZEGOVINA PROJECT

TRAC2 initiative

Final report

Digitalisation of public services at cantonal level

Results and Achievements

Result 1

Setting a model for digital transformation of governance and service delivery system at the cantonal level in Bosnia and Herzegovina, by introducing quick, paperless, non-bureaucratic, transparent, and cost-affordable e-services. This e-services model is based on a package of ready-made solutions already developed by UNDP BiH (e-service portals), piloted in practice and intended as a platform for upscaling and acceptance of "digital by default" and "citizen first" principles by governments at different levels in the country.

Achievement *

Support to governments and administrative levels in the country in establishing a functional digital governance system is a prominent and among the most promising intervention - lines implemented by UNDP BiH. Practice has shown that the backbone of such a system is a policy and process transformation of the existing ways of public service delivery based on innovation and technology. A comprehensive digital solution for the design, processing, and delivery of electronic services was developed as a pilot in Canton Sarajevo, in the period 2023 – 2024, resulting in a functional, modular, and scalable information system which, on the one hand, connects relevant service providers (institutions) throughout the administrative procedure, and creates a digital platform – e-service portal – which allows citizens to access services and communicate with administration electronically. Using the TRAC 2 funds, UNDP offered assistance to three other cantons to introduce an adapted, fully functional one-stop-shop e-service portal and its relevant building blocks. The intervention has been based on previous lessons learned in Canton Sarajevo, as an exemplar of a systemic approach to implementing "digital by default" and "citizen-centricity" in public service delivery and digital governance in Bosnia and Herzegovina. The intervention aims to reinforce a model and set up a standard for the digital transformation of governance and digital public service delivery system at the cantonal and local level in Bosnia and Herzegovina by introducing quick, paperless, non-bureaucratic, transparent, and cost-affordable e-services embedded in procedures and legal framework and standardized with relevant nationwide policy frameworks.

By 31 December 2024 the following was accomplished:

- The cooperation was established with West-Herzegovina, Posavina, and Bosna-Podrinje Canton, and financial agreements were signed with each canton. The contribution of these three cantons amounted to 80,000 BAM (app. 43,000 USD). UNDP fully used Trac 2 funds to complete the here-below listed tasks as a foundation for the adjustment of the final product to the needs of each canton. The specific adjustment will be financed from the cantons' contributions.

Completed activities:

- A comprehensive business analysis report for all three cantons was prepared capturing all key insights and stakeholders' needs.
- A functional specification document was prepared and approved by UNDP, meeting the agreed-upon standards and objectives. This document encompasses required digital solutions for needs identified in the business analysis reports.
- Test domains were set up for two cantons, including their municipalities, and are ready for service input. In the third canton testing and finalization of service inputs are expected to be completed by June 2025.
- Two workshops were conducted for all ePortal administrators to ensure they are equipped with the necessary knowledge and skills.

Current status:

- Two cantons are populating information in the system set up by UNDP.
- In Bosna-Podrinje Canton UNDP is finalizing the service input platform which will enable populating all relevant data.
- Negotiations are being finalized with a fourth (Central – Bosnia) canton because they expressed their interest to partake in the same activities and to contribute 20,000 USD which will be sufficient to perform all necessary adjustments using the platform developed for the other three cantons.
- UNDP CO also established contacts with Una-Sana canton which might evolve into a future cooperation.
- It is expected that in the three cantons where the activities were made possible with Trac 2 funds a fully functional platform for public services will be launched by September 2025. This is because the cantons also need to adopt a legal framework for these services.

Info links:

<http://www.vladazh.com/detaljno.aspx?id=12510>

<https://bild.ba/posavska-zupanija-na-putu-digitalne-revolucije-e-usluge-za-gradane-i-pravne-osobe-497>

<https://bpkg.gov.ba/vijesti/139801/u-bpk-gorazde-pokrenute-vazne-aktivnosti-pitanju-digitalizacije-javnih-usluga>

Indicators of Success

Indicator:	Fully functional e-service portals for cantons, institutionalized and ready for digitalization/provision of e-services	
Baseline:	1 (Canton Sarajevo)	
Target:	4 (Canton Sarajevo and three cantons encompassed by this project proposal)	Target Status: * Four E-service portals developed (Canton Sarajevo and three cantons encompassed by this project). The approval of legal framework by cantonal assemblies/governments is in process and it is expected to be completed by September 2025.
Source of data:	Online portals, official procedures/documents approved by the cantonal authorities.	
Timeline for target:	8 month	

Document submission status

- Draft
- Document is final