Joint development of procedures and initiatives

Green paper to promote e-government services

Interreg V-A Hungary-Croatia Co-operation Programme 2014-2020

Co-operation between Public Administration in Cross-Border Regions of Croatia and Hungary for Serving Citizens Better

GARAPENA Ltd.

September 2018

Table of contents

1. The European strategic framework for e-government services

The importance of e-government services is constantly growing. The e-government and the e-administration services mean much more than using information technology for supporting background operations of the public bodies. From the last decade of 20th century, the e-government services were not only new tools for more efficient everyday work, but new opportunities to enhance and develop the performance of the public institutions and new ways of communication with the citizens.

Usually the steps of e-government service development are classified as follows, where the first – lowest – level is providing information for the clients and the last – highest – level is the development of advanced and innovative services (e.g. personalized services. automatization of services, connection of electronic databases).

The classification below was prepared and published by the United Nations.[1]

"Stage 1 Information services

Government websites provide information on public policy, governance, laws, regulations, relevant documentation and types of government services provided. They have links to ministries, departments and other branches of government. Citizens are easily able to obtain information on what is new in the national government and ministries and can follow links to archived information.

Stage 2 Enhanced information services

Government websites deliver enhanced one-way or simple two-way e-communication between government and citizen, such as downloadable forms for government services and applications. The sites have audio and video capabilities and are multi-lingual. Some limited e-services enable citizens to submit requests for non-electronic forms or personal information, which will be mailed to their house.

Stage 3 Transactional services

Government websites engage in two-way communication with their citizens, including requesting and receiving inputs on government policies, programmes, regulations, etc. Some form of electronic authentication of the citizen's identity is required to successfully complete the exchange. Government websites process non-financial transactions, e.g. e-voting, downloading and uploading forms, filing taxes online or applying for certificates, licenses and permits. They also handle financial transactions, i.e. where money is transferred on a secure network to government.

Stage 4 Connected services

Government websites have changed the way governments communicate with their citizens. They are proactive in requesting information and opinions from the citizens using Web 2.0 and other interactive tools. E-services and e-solutions cut across the departments and ministries in a seamless manner.

[1] https://publicadministration.un.org/egovkb/Portals/egovkb/Documents/un/2010-Survey/Chapter-6-Measuring-e-government.pdf

Information, data and knowledge is transferred from government agencies through integrated applications. Governments have moved from a government-centric to a citizen-centric approach, where e-services are targeted to citizens through life cycle events and segmented groups to provide tailor-made services. Governments create an environment that empowers citizens to be more involved with government activities to have a voice in decision-making."

Considering the importance of e-government, the European Union prepared strategic documents which contain guidelines and methodologies to build new and better services not only at national, but at European level also.

1.1. The European Digital Agenda[2]

The Digital Agenda which was prepared by the European Commission, is one of the seven pillars of the Europe 2020 Strategy. The Europe 2020 Strategy, as a general development strategy, presents the goals of the European Union by 2020. The Digital Agenda the pillar which focuses on the usage of information and communication technologies (ICT) and aims to exploit the potentials of the ICT in innovation and growth.

To reach these goals, the Digital Agenda's main objective is the development of a European digital single market.

The Agenda has seven priorities. The priorities focus on the most important areas of the ICT development:

- Achieving the digital single market,
- Enhancing interoperability and standards,
- Strengthening online trust and security,
- Promoting fast and ultra fast Internet access for all,
- Investing in research and innovation,
- Promoting digital literacy, skills and inclusion,
- ICT-enabled benefits for EU society.

2.2. The European eGovernment Action Plan 2016-2020[3]

[2] https://ec.europa.eu/digital-single-market/en/europe-2020-strategy
[3] https://ec.europa.eu/digital-single-market/en/european-egovernment-action-plan-2016-2020

The European eGovernment Action Plan 2016-2020 has narrower intervention area than the previously presented European Digital Agenda, as the Action plan focuses on the public administration and public institutions. The Action Plan has operational approach, includes concrete actions. It had included 20 actions in the beginning, but new actions were added based on the proposals from citizens, businesses and public administration. [4]

The eGovernment Action Plan identifies three policy priorities:

- modernising public administration with ICT, using key digital enablers,
- enabling cross-border mobility with digital public services,
- facilitating digital interaction between administrations and citizens/businesses.

Within the priorities, the following concrete actions are approved currently as tools to create the well-functioning and innovative e-government infrastructure and environment:

1. Accelerating the take-up of eIDAS (electronic IDentification, Authentication and trust Services).
2. Actions for the Commission for its own digital transformation.
3. Cross-border eHealth services.
4. Deployment and take-up of the INSPIRE Directive data infrastructure.
5. Digital Government for Citizens Charter.
6. EESSI (Electronic Exchange of Social Security Information).
7. e-Justice Portal.
8. Electronic interconnection of insolvency registers.
9. EURES European Job Mobility portal.
10. Facilitating the use of digital technologies throughout a company's lifecycle.
11. Implement a fully dematerialised environment to sustain the free and secure movement of safe food and plant products.
12. IT platform for exchange of electronic evidence between judicial authorities.
13. Long-term sustainability of cross-border digital services infrastructure.
14. Mandatory interconnection of business registers (BRIS).
15. Once-only principle for citizens in a cross-border context.
16. 'Once-Only' principle large-scale pilot project.
17. Prototype for a European Catalogue of ICT standards for public procurement.
18. Revision of the European Interoperability Framework.

[4] https://ec.europa.eu/futurium/en/egovernment4eu/actions

19. Single Digital Gateway.
20. Single window for maritime transport and transport e-documents.
21. The enforcement of EU agri-food legislation on internet sales and consumer information.
22. The extension of the Single Electronic Mechanism (Mini One Stop Shop) for VAT.
23. Towards full e-procurement and use of contract registers.
24. Transform the Commission (Europa) websites.
25. Urban Digital Transition actions.

2.3.ISA2 Programme[5]

The ISA² programme supports the interoperability within Europe among public institutions, enterprises and citizens. The ISA² started on 1st January 2016, and the Programme ends on 31st December 2020, after it had been adopted in November 2015 by the European Parliament and the Council of European Union. The Programme includes 53 actions within 9 work packages, which support the development of tools, services and frameworks to create interoperability and e-government. The Programme has annual work programmes. The currently valid work programme for 2018 contains the following work packages:[6]

1. Key and generic interoperability enablers package.
2. Semantic interoperability package.
3. Access to data / data sharing / open data package.
4. Geospatial solutions package.
5. e-Procurement / e-invoicing package.
6. Decision-making and legislation package.
7. EU policies — supporting instruments package.
8. Supporting instruments for public administrations.
9. The accompanying measures package.

[5] https://ec.europa.eu/isa2/isa2_en
[6] https://ec.europa.eu/isa2/sites/isa/files/docs/pages/isa2_2018_wp_summary.pdf

Historical overview of interoperability actions in the EU[7]

[7] https://ec.europa.eu/isa2/publications/european-interoperability-timeline-poster_en

2.5. General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR)[8] aims to regulate the processing and storage by an individual, a company or an organisation of personal data of individuals in the European Union, regardless of the place of the processing (e.g. in case the individual is in the European Union but the place of processing is outside the EU, the Regulation should be applied).

According to the Regulation, *"the protection of natural persons in relation to the processing of personal data is a fundamental right."* Due to the rapid development of technology, the protection of personal data more important than before. Therefore according to the Regulation *"those developments require a strong and more coherent data protection framework in the Union, backed by strong enforcement, given the importance of creating the trust that will allow the digital economy to develop across the internal market. Natural persons should have control of their own personal data. Legal and practical certainty for natural persons, economic operators and public authorities should be enhanced."*

The Regulation doesn't apply to the processing or storage of data of legal entities e.g. public bodies. The GDPR regulation came into force from 25th May 2018. After this date every public body or institution, which processes and stores personal data, has to meet the new Regulation.

2.6. The eIDAS Regulation[9]

The eIDAS (electronic Identification, Authentication and trust Services) Regulation of the European Union was adopted on 23 July 2014.

The main strategic targets of the eIDAS regulation:

- ensuring the usage of national electronic identification schemes (eIDs) to access public services in other EU countries, where eIDs are also available (but currently not every European country uses eID),
- building an international market for electronic trust services (electronic signatures, electronic seals, time stamps, electronic delivery services and website authentication) in Europe with the possibility of cross-border using and to ensure the same legal status for these services as traditional paper based processes.

[8] Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)

[9] 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

2. Overview of the current Hungarian electronic administration system

In Hungary the usage of ICT in the public administration has long history. For data processing and supporting the work of public bodies the first electronic systems and applications started working in the 1970's. After the first steps, the usage of ICT grew rapidly in the public administration and currently, as usual, the ICT is part of the basic infrastructure in public bodies.

The new Hungarian legal framework for e-government

In 2018 after these decades the Hungarian e-government system made a huge leap forward to reach the Stage 4 of electronic government[10]. According to the decision of the Hungarian government, the electronic way became the primary method of administration and correspondence among the institutions and the clients (citizens, enterprises etc.). The public bodies must communicate electronically with each other also from 1 January 2018.

The new legal framework was approved in December 2015 with the Act CCXXII. on the general rules of electronic administration and trust services. After the approval of the new Act, the public bodies had 2 years to prepare for this fundamental change.

Further actions of the new e-government system were approved with the Government Decree 451/2016. on the detailed rules for electronic administration in December 2016.

According to the new legislation, for legal entities (enterprises, public bodies, other organisations etc.) only the electronic correspondence and electronic administration are allowed. The individuals, the citizens have the right to choose the more traditional paper-based official communication for their administrative activities, but in this case a special declaration is necessary. This disposition can be created only after identification of the individual, therefore this can be created in person or can be sent to the Client Setting Register using the Hungarian Citizen Portal.

The new legislation is compulsory for all the legal entities which means:

- Enterprises (the approx.. number of enterprises 650.000 in Hungary),
- All public bodies, approximately 4500 in total including:
  - ministries and other central public organisations,
  - local authorities-municipalities,
  - courts,
  - Commissioner for Fundamental Rights,
  - Prosecution Service,

[10] The four stages are presented in chapter 1.

- notaries,
- certificated enforcement agents,
- public service providers (e.g. electricity, gas, telecom services, state owned companies with public services),
- other public bodies (e.g chambers),
- organisations which use the system voluntarily,
- other organisations with official tasks (e.g. Central Bank, departments of the Parliament).

The above list clearly presents the new approach of the Hungarian Government, when the electronic administration should be used in every sector, not only in case of the administrative processes with public bodies.

The organisational structure of e-government in Hungary

According to the new legislation, the e-government plays crucial role in the operation of the Hungarian public sector. Therefore those organisations, which control and supervise the development of the new system and the application of the new regulation, also have special role within the public bodies. The most important organisations are the following.

- Prime Minister's Office's tasks:
  - strategic coordination and professional control of developments in public administration, including the implementation of the European Union funded projects,
  - the Managing Authority of the Public Administration and Public Services Development OP is a department of the Office,
  - the deputy state secretariat of coordination of Government Offices is situated in the Prime Minister's Office.
- Ministry of Interior's tasks:
  - provider of basic e-Administration Services and supervision of the main IT developing organisation,
  - the Deputy State Secretariat for Infocommunications is situated in the Ministry
  - the e-Administration Supervisory Body is a department of the Ministry - the Supervisory Body is probably the most important professional organisation in the development of the e-government services, because this department supervises the overall e-government development in Hungary, collecting the relevant data from the organisations and publishes methodology , technical requirements and other important documents for e-government developments.

- the National Infocommunication Service Provider (NISZ Zrt) the NISZ Zrt. is a state owned company, main developer of e-administration services together with its subsidiaries e.g. Idomsoft Ltd. and Kopint-Datorg Ltd.
- The Cabinet Office of the Prime Minister coordinates the e-government developments.

The regulated electronic administration services

In the new Hungarian e-government system there is an innovative tool to create a better working e-administration system. This system was created to avoid the problems of centralized developments. As the development of ICT is very fast and it is practically impossible to predict the changes in the near future, the flexibility and the possibility of changes is necessary element of all systems. In case of centralized developments, as these projects usually complex, long and have high costs, the rapid changes of technology can make these systems obsolete fast. The maintenance costs of these systems can be high also due to the complexity and the costs usually financed by the central government or public bodies.

The regulated electronic administration services can provide solution for these problems. According to the new Act CCXXII. on the general rules of electronic administration and trust services, any provider is allowed to develop e-government services. The regulation contains the requirements. For the approval of the development the provider has to prepare application, and after the official approval of the application, the development can be started.

The responsible organisation for the approval are the Ministry of Interior and the e-Administration Supervisory Body. The technical requirements are published on the websites of the e-Administration Supervisory Body and the National Infocommunication Service Provider (NISZ Zrt).

According to the websites of the e-Administration Supervisory Body, currently 21 regulated electronic administration services are available.

The most important areas of services:

- identification of individuals and legal entities,
- e-signature for individuals, legal entities and documents,
- receipt and registration of official documents,
- management and storage of documents,
- authorised and official communication among public bodies,
- electronic payment.

3. Overview of e-government in Croatia

3.1. The e-CROATIA 2020 Strategy

The general framework document of the Croatian e-government system, the e-Croatia 2020 strategy was prepared by the Ministry of Public Administration in May, 2017. The purpose of the strategy is "*to create strategic framework for a coherent, logical and efficient information system of the state by providing high quality and cost-effective electronic services at both national and European level. It also focuses on the insurance of interoperability between the current and the new ICT systems in public administration, including the elimination of duplicated functionalities. The realisation of its objectives will be measured on the basis of the percentage of citizens and companies using public e-services as well as the user satisfaction level. In addition, the goal of this strategic document is to provide a strategic framework as a prerequisite for using available financial resources from EU funds.*"[11]

To reach this goal, the Strategy defines the following priorities:

- the sharing of services, hardware, licenses and software with Cloud computing technology,
- applicative solutions and platforms with the purpose to align the business/administrative procedures with Cloud computing,
- secure data exchange for all public sector bodies (interoperability system with Government Service Bus),
- development of a central operational location for the management of information i.e. cyber security,
- to secure data and information to the Croatian Government for the sufficient preparation of decisions,
- access to public sector data and information for everyone,
- access to public sector data and information for re-use for commercial and non-commercial purposes,
- collection and share of know-how,
- a secure communications infrastructure and online services for public bodies and the interconnection of the services through HITRONet,
- establishment of a system which will ensure the continuity of e-services and preservation of critical national data in case of incidents and disasters.

[11] https://uprava.gov.hr/UserDocsImages/Istaknute%20teme/e-Hrvatska/e-Croatia%202020%20Strategy%20-final.pdf

3.2. Smart Government (e-Croatia)[12]

The Croatian Government launched several e-government services to use the ICT as an important tool for a more effective and client-friendly public administration. The most important services in this system are described below.

e-Citizens

The main goal of the e-Citizens service is to provide new solutions for simple and higher-level communication. With the system, the citizens can manage the most important e-administration services electronically: e.g. request electronic copies of birth certificates, marriage or life partnership certificate, electronic records of residence or vehicles and other official documents.

The number of available services is constantly growing and are available on the https://pretinac.gov.hr/KorisnickiPretinac/eGradani.html link. The most popular e-service is the Personal inbox.

e-Consultations

The e-Consultations portal provides access to all currently open consultations on regulations, laws and acts.

e-Court Case

The e-Court Case system provides information on the current status of the court cases at the national level. With the system the status of cases at municipal, county and other courts, list of case participants and other important information about the case can be monitored.

Financial solutions - fiscalization

Fiscalization of cash transactions is a set of measures implemented by fiscalization subjects in order to allow efficient oversight of realized cash turnovers. The target of the system is to reduce the possibility of tampering with receipts, because every receipt is delivered to the national Tax Authority in real time.

[12] https://vlada.gov.hr/highlights-15141/archives/smart-government-e-croatia/18023

e-Construction Permit

The system is used to issue construction or building permits. The main goal of this centralized system is to raise the quality of administrative and non-administrative procedures by simplifying and speeding up the procedure.

Open Data Portal

The data.gov.hr is an official portal used for collection, classification and distribution of open data produced by public sector. On the website several types of data are available e.g. geolocation data, traffic data, meteorological data.

e-Class Register

The e-Class Register is a web application for the management of the class registry in an electronic format. With the use of the system the paper documentation is replaced with additional functionalities enabled through the use of IT.

e-Employment Records and e-Employee Registration

The e-Employment Record stores information on work history and former employers to ensure the accessibility of employment records for citizens.

e-Medical Appointments

The system of booking medical appointments at national level to avoid personal appearances in the healthcare institutions for registration of appointments.

The system connects over 5000 primary healthcare practices, over 60 hospitals, 400 clinics and primary healthcare centers.

4 Conclusions for development of e-government services based on the Digital Economy and Society Index

4.1. Description of the DESI[13]

To compare the e-government developments and services in Hungary and Croatia, the Digital Economy and Society Index (DESI) can be effectively used. After the description of the DESI, the ranking and the current state of digitisation, some conclusions and recommendation presented for further actions in e-government.

This index has been measuring the performance of 28 members of the European Union for years (the first monitoring report was issued in 2011) and the index has a well-prepared methodology with years of practical experience. The same methodology is used in case of all countries.

The DESI has six dimensions as follows, these dimensions summarise almost 30 relevant indicators of official databases and surveys e.g. Eurostat, eGovernment Benchmarking Report, Studies for the EC performed by Capgemini.

1. Connectivity

The Connectivity dimension presents the state of the broadband infrastructure, its size, availability and the quality of the internet.

2. Human Capital/Digital skills

The Human Capital dimension measures the skills of the population which is necessary for the utilisation of the digital services (e.g. digital literacy).

3. Use of Internet Services by citizens

This dimension measures the online activity of the citizens e.g. the consumption of online content (videos, music, games, etc.), online shopping and banking.

4. Integration of Digital Technology by businesses

The Integration of Digital Technology dimension measures level of the digitisation in case of enterprises and the level of e-commerce.

5. Digital Public Services

The Digital Public Services dimension measures the digitisation of public services, primarily with e-government and e- health. The Digital Public Services dimension includes the following sub-dimensions:

- e-Government Users (% internet users needing to submit forms),

[13] https://ec.europa.eu/digital-single-market/en/desi

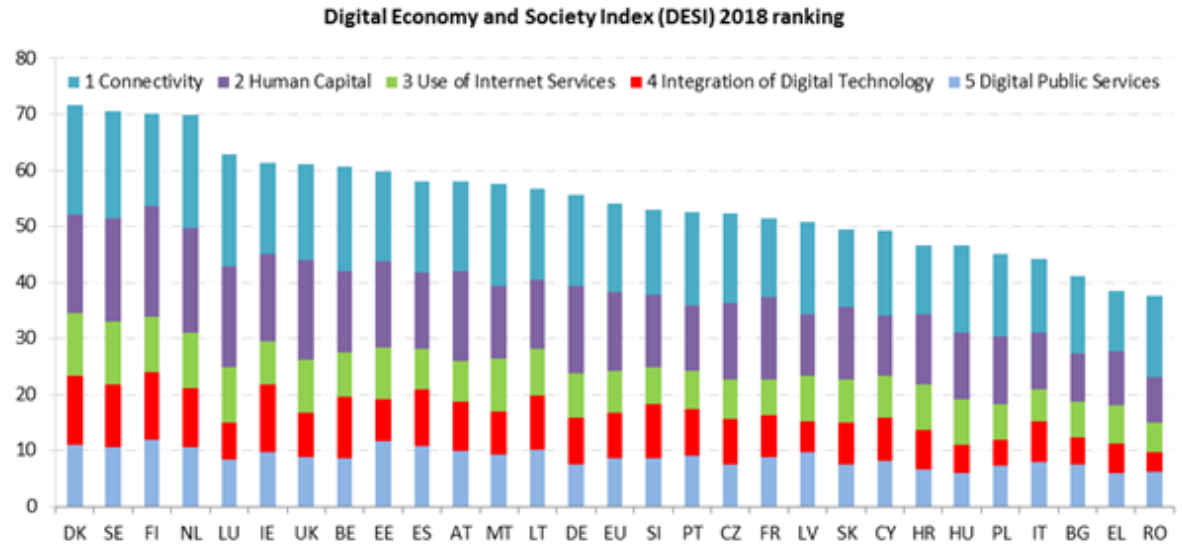
- Pre-filled Forms (score 0 to 100),
- Online Service Completion (score 0 to 100),
- Digital Public Services for Businesses (score 0 to 100),
- Open Data ((% of maximum score),
- eHealth Services (% individuals)

6. Research and Development ICT

The Research and Development ICT measures the R&D activity in the ICT sector in the European Union.

4.2. DESI performance of Hungary and Croatia[14]

As presented in the figure below, Hungary and Croatia has similar position in the DESI ranking, Croatia has the 22nd position and Hungary is 23rd.



Considering the scope of the CATCH project, the detailed presentation of the Digital Public Services dimension is important. To have a more detailed view, the following table summarizes the sub-dimensions with the position of Hungary and Croatia.

	Hungary	Croatia
Name of sub-dimension	**Ranking**	**Ranking**
5a1 e-Government Users % internet users needing to submit forms	24th	13th
5a2 Pre-filled Forms	23rd	25th

[14] https://ec.europa.eu/digital-single-market/en/desi

Score (0 to 100)		
5a3 Online Service Completion Score (0 to 100)	25th	27th
5a4 Digital Public Services for Businesses Score (0 to 100) - including domestic and cross – border	24th	26th
5a5 Open Data (% of maximum score)	26th	13th
5b1 eHealth Services (% individuals)	27th	10th

DESI position of Hungary and Croatia in 2018

4.3. Recommendations for further e-government initiatives and joint actions

Based on the experiences, collected information, the differences and similarities between the Hungarian and the Croatian e-government systems, the following possible actions are recommended for the development of new initiatives and opportunities to prepare joint actions and new projects.

4.3.1. Knowledge sharing of good practices and elaboration of project ideas

The most important element to prepare the new initiatives and projects is to share the Hungarian and the Croatian knowledge in connection with the development of e-government services. As it was presented in the table "DESI position of Hungary and Croatia in 2018" in the previous chapter, there are remarkable differences between the sub-dimensions.

In case of the 5a1 e-Government Users, 5a5 Open Data and 5b1 eHealth Services the Croatian ranking is significantly higher than the Hungarian one, but in case of 5a2 Pre-filled Forms, 5a3 Online Service Completion and 5a4 Digital Public Services for Businesses the Hungarian performance is higher-level according to the DESI. This means, that there are many areas, where the share of knowledge and the analysis of good practices is possible.

The share of knowledge is important not only in case of the differences, but in case of the similarities also. There are several similar areas, where the Hungarian and the Croatian public administration provides electronic services. Some examples: service for official correspondence with the authorities, financial solutions, e-construction permits, electronic registration in education, employment records. In these areas the sharing of knowledge can enhance the quality of services and with the introduction of good practices the possibility of risks and mistakes is lower.

The following methods can be used for the exchange of information:

- to form a joint working group and this group is responsible for the collection of the relevant information and to define the best opportunities to prepare joint actions,
- based on the results of the working group, regular organization of events to create an opportunity to share the experiences – these events can be conferences, smaller meetings or working group sessions according to the types of the results,
- translation of the most important documents, websites, other information sources at least into English to ensure the understanding of the materials.,

According to the collected information, some examples for good practices are as follows.

In case of Hungary:

- the new legislation of e-government and e-administration services,
- the system of regulated electronic administration services,
- the methodology and background technical documentation and the way of publication of these documents,
- Electronic Healthcare Services Platform

In case of Croatia:

- Several development projects: e-Consultations, Financial solutions – fiscalization, Open Data Portal, e-Employment Records and e-Employee Registration, e-Medical Appointments,
- the open data services (the DESI ranking clearly shows the advantage of Croatia),
- the e-Health services of Croatia.

4.3.2.Project management capacity building

The e-government developments usually implemented in the form of projects. In many cases these projects are funded by the European Union. The quality of project management is crucial for the successful implementation, therefore the development of project management is necessary for the effective projects and good results.

The form of capacity building mainly the participation in trainings and the sharing of knowledge (with the possible forms as presented in the previous chapter).

4.3.3.User experience design and web accessibility methodology

In case of the e-government developments the lack of user experience (UX) design or the missing web accessibility for people with disabilities is general problem. These ICT development methods miss many times from the development tools, but for the user-friendly approach and for the usability of the services they are crucial.

As methodologies are available for these areas, e.g. the W3C consortium publishes technical documentation for developers, user-friendly services can be created in practice effectively.

5 Hungarian and Croatian summary

Magyar nyelvű összefoglaló

A tapasztalatcsere, a projekt keretében megvalósult információgyűjtés, a magyar és a horvát e-kormányzati rendszerek közötti különbségek és hasonlóságok alapján a következő lehetséges intézkedések javasoltak új kezdeményezések, közös akciók és új projektek elkészítéséhez.

Az új kezdeményezések és projektek előkészítésének legfontosabb eleme a magyar és a horvát közigazgatási ismeretek és gyakorlat meggosztása az e-kormányzati szolgáltatások fejlesztésével kapcsolatban. Amint azt az előző fejezetben "A magyar és horvát DESI helyzete 2018-ban" című táblázat bemutatja, az al-dimenziók között jelentős különbségek vannak.

A tudásmegosztás nemcsak a különbségek, hanem a hasonlóságok szempontjából is fontos. Számos hasonló terület létezik, ahol a magyar és a horvát közigazgatás elektronikus szolgáltatásokat nyújt. Néhány példa: hivatalos hatósági levelezés, pénzügyi megoldások, e-építési engedélyek, elektronikus nyilvántartásba vétel az oktatásban, foglalkoztatási nyilvántartás. Ezen a téren a tudás megosztása növelheti a szolgáltatások minőségét, és a bevált gyakorlatok bevezetésével a kockázatok és hibák lehetősége csökkenthető.

Az információcserére a következő módszerek javasoltak:

- közös munkacsoport létrehozása, amely felelős lenne a vonatkozó információk összegyűjtéséért és a közös akciók meghatározásáért,
- a munkacsoport eredményei alapján rendezvények rendszeres szervezése, annak érdekében, hogy megteremtsék a tapasztalatok megosztásának lehetőségét - ezek az események lehetnek konferenciák, kisebb találkozók vagy munkacsoportok ülései,
- a legfontosabb dokumentumok, weboldalak, egyéb információforrások fordítása legalább angol nyelvre, az anyagok jobb megértése érdekében.

Az összegyűjtött információk alapján néhány példa e-közigazgatási jó gyakorlatokra:

Magyarország esetében:

- az e-kormányzati és e-közigazgatási szolgáltatások új jogszabályai,
- szabályozott elektronikus ügyintézési rendszer,
- az e-ügyintézési űrlapok módszertana és háttér-műszaki dokumentációja,
- Elektronikus Egészségügyi Szolgáltatások Platform

Horvátország esetében:

- Számos fejlesztési projekt: e-Consultations, pénzügyi megoldások - adózás, Open Data Portal, e-Employment Records és e-Employee Registration, e-Medical Appointments,
- nyílt adatszolgáltatások (a DESI rangsor jól mutatja Horvátország előnyeit),

- Horvátország e-egészségügyi szolgálatatásai.

Hrvatski sažetak

Na temelju iskustava, prikupljenih informacija, razlika i sličnosti između mađarskog i hrvatskog sustava e-uprave, preporučuju se sljedeće moguće aktivnosti za razvoj novih inicijativa i mogućnosti za pripremu zajedničkih akcija i novih projekata.

Najvažniji element pripreme novih inicijativa i projekata jest podijeliti mađarsko i hrvatsko znanje u vezi s razvojem usluga e-uprave. Kao što je prikazano u tablici "Desi položaj Mađarske i Hrvatske 2018. godine" u prethodnom poglavlju, postoje značajne razlike između poddimenzija.

Udio znanja je važan ne samo u slučaju razlika, već iu slučaju sličnosti. Postoji nekoliko sličnih područja u kojima mađarska i hrvatska javna uprava pružaju elektroničke usluge. Neki primjeri: služba za službenu korespondenciju s vlastima, financijska rješenja, e-građevinske dozvole, elektronska registracija u obrazovanju, evidencije o zapošljavanju. Na tim područjima razmjena znanja može poboljšati kvalitetu usluga, a uz uvođenje dobrih praksi manja je mogućnost rizika i pogrešaka.

Sljedeće metode mogu se koristiti za razmjenu informacija:

- formirati zajedničku radnu skupinu i ova grupa je odgovorna za prikupljanje relevantnih informacija i definirati najbolje mogućnosti za pripremu zajedničkih aktivnosti,
- na temelju rezultata radne skupine, redovitom organizacijom događaja kako bi se stvorila prilika za razmjenu iskustava - ovi događaji mogu biti konferencije, manje sastanke ili radne skupine ovisno o vrsti rezultata,
- prijevod najvažnijih dokumenata, web stranica, drugih izvora podataka, barem na engleski, kako bi se osiguralo razumijevanje materijala.

Prema prikupljenim informacijama, neki primjeri dobre prakse su sljedeći.

U slučaju Mađarske:

- novi zakon o uslugama e-uprave i e-uprave,
- sustav reguliranih usluga elektroničke uprave,
- metodologija i pozadinska tehnička dokumentacija i način objavljivanja tih dokumenata,
- Platforma elektronske zdravstvene usluge

U slučaju Hrvatske:

- Nekoliko razvojnih projekata: e-konsultacije, Financijska rješenja - fiskalizacija, Open Data Portal, evidencije e-zapošljavanja i registracija zaposlenika, e-medicinska imenovanja,
- otvorene podatkovne usluge (DESI rang pokazuje jasno prednost Hrvatske),
- e-zdravstvene usluge u Hrvatskoj.