



E-government Bulgaria  
Brussels, 5.10.2004

# e-Government Strategy from 2003 to 2005

The Action Plan envisions actions which will serve to attain the strategic objectives outlined in the Strategy for E-Government :

- Electronic delivery of high-quality, economically effective and easily accessible services to citizens and businesses;
- Expansion of the technological capabilities of citizens and businesses for participation in the governance process ;
- Establishment of an organizational, communication and information environment for effective and transparent functioning of the public administration in accordance with the principles, rules and best practices of the European Union.

# Implementing eGovernment - Stages

Value

**Stage 1**  
Information  
Information  
on the Web

**Stage 2**  
Interaction  
Downloading  
of forms

**Stage 3**  
Two-way  
Interaction  
Processing of  
form

**Stage 4**  
Transactions  
Complex services

Complexity & Time

# e-Government Services

## G2C

- Income taxes
- Job search
- Social security benefits
- Personal documents
- Car registration
- Application for building permission
- Declaration to the police
- Public libraries
- Birth & marriage certificates
- Enrolment in higher education
- Announcement of moving
- Health-related services

## G2B

- Social contribution for employees
- Corporate tax
- VAT
- Registration of a new company
- Submission of statistical data
- Custom declaration
- Environmental permits
- Public procurement

## G2G

- Governments establishing regional alliances –for purchasing, warehousing, data sharing
- Government sharing data among departments
- State government agencies aggregating data from the municipalities via the web
- Linking customer front ends with legacy systems



# e-Government Priorities

- Develop Internet-based services for access to public sector information
- Improve transparency
- Involve citizens and business in interactive ways
- Full exploitation of ICT in administrations including e-signatures and open source software
- E-markets for public sector procurement

# G2C: Government to Citizen

## Achievements

- Almost all government institutions publish information on Internet
- Few institutions provide different forms on Internet
- E-Signature legislation

## Challenges

- Improved management and presentation of information
- Interactive communication
- Providing e-services for citizens, incl. taxes declaration and payment

# G2B: Government to Business

## Achievements

- Public procurement e-register
- Administrative structures e-register

## Challenges

- Improved information management and presentation
- E-market place for public procurements
- Providing e-services for companies, incl. tax declaration and payment

# G2G: Government to Government

## Achievements

- Use of Internet for information
- Availability of basic infrastructure
- Using E-mail for unofficial communication between institutions

## Challenges

- Internet – official communication environment for the Bulgarian Government
- High level of security
- Building of legacy system integration



# Internal Effectiveness and Efficiency

## Adoption of business best practices in government operations:

- knowledge management
- operations research and optimization
- supply chain management, incl. CRM
- HR
- document workflow

# E-government resulting benefits

- **increased transparency => less corruption**
- **new and better services, incl. reduced time delays and speed up delivery of services and information**
- **services delivery independent of place and time – open 24/7**
- **greater convenience**
- **revenue growth**
- **and/or cost reductions**

# ATM Network

- A National Asynchronous Transfer Mode (ATM) Network is in a process of development. An integrated optical communication network linking ministries and other state agencies in Sofia is already in operation. The extension of this network to the regional centers of Bulgaria is currently underway.
- There is no integrated information environment in the public administration yet. The technological level of the information environment differs from one institution to another. Institutions do not coordinate their decisions in the IT field which leads to incompatibility of the systems. There is a lack of coordination in regard to the terminology, registers and classifiers used.
- Over 70 national registers and information systems have been developed and implemented. Some of them are electronically accessible but the major drawback of the national information resources is the lack of integration among them.

# Human Resources

- The implementation of new technologies requires constant knowledge acquisition. The education level of the public administration employees is comparatively high, but their training for the use of IT does not comply with the requirements of e-government.
- It is difficult to attract and keep highly qualified IT and management specialists in the state administration because of the more attractive remuneration terms and clearer career perspectives in the private sector

# Critical Factors

Based on the realities mentioned, the following critical factors for a successful e-government have been defined:

- Presence of political will;
- Provision of necessary financial resources;
- Awareness in the society of the need for e-government development;
- Education and training, practical skills of the human resource pool for participation in the e-government;
- Provision of employment for highly qualified IT professionals;
- Effective feedback

# VISION AND STRATEGIC OBJECTIVES

**The vision** for the e-government in Bulgaria is:

- 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

# Strategic objectives

The Government of the Republic of Bulgaria has formulated the following **strategic objectives** with regard to e-government:

- *To provide, through electronic means, high-quality, efficient and accessible public services to citizens and business;*
- *To expand the technological capabilities of citizens and businesses for participation in the government decision-making process;*
- *To form organizational, communication and information environment for effective and transparent functioning of the public administration in accordance with the principles, standards and best practices of the European Union*



Sayrix

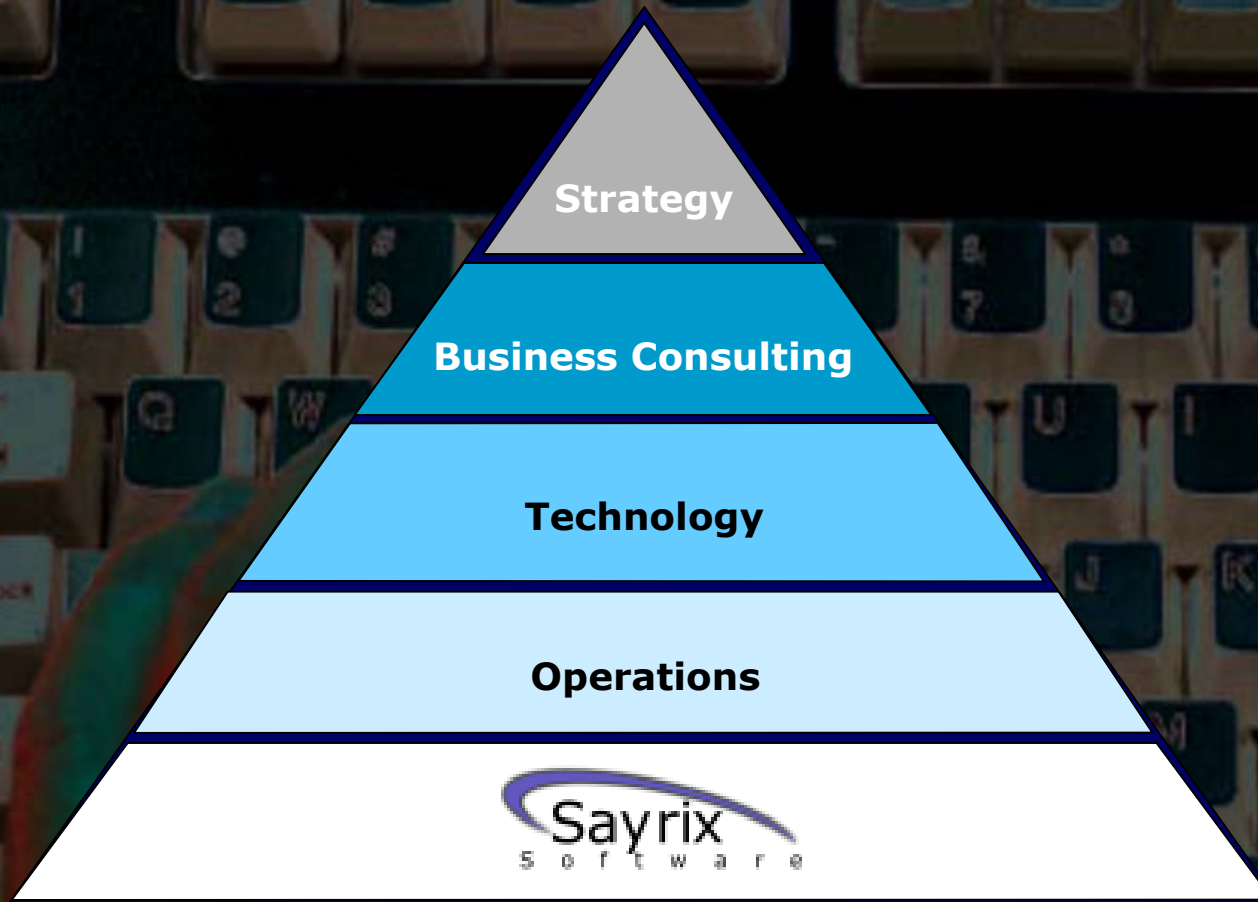
State-of-the-Art Software Solutions

# Sayrix eGovernment Solutions

**Transparency and Security of Government  
Transactions and Processes**



# Sayrix Portfolio



**Sayrix offers Management- and IT-Consulting Services, System Integration and Technology Development, Web-design and Outsourcing Solutions from one Hand.**

# The eGovernment Issue

The major concerns by implementing the Government Strategy in an eGovernment Solution are:

- Confidence and Reliability of the Electronic Process
- Changes in Environmental Infrastructure
- Internal Competence Building Issues
- Security of the System and Data
- Competence in Support
- Licenses and Cost

It is not only about Software and Hardware competence.  
It is about working environment and process understanding as a whole.

# Sayrix eGovernment Strategy

## Environment

- Evaluating the Environment
- Sizing the Infrastructure needs
- Integration of Communication Solutions (Data and Voice over IP) with our Partners
- Environmental Security Measures

## Process

- Process Analyse and Evaluation
- Process adaptation (reengineering)
- Workflow Integration
- Activity based Role Diversification and Accessibility model
- User friendly easy to use Interface modelling
- Maintenance and Administration

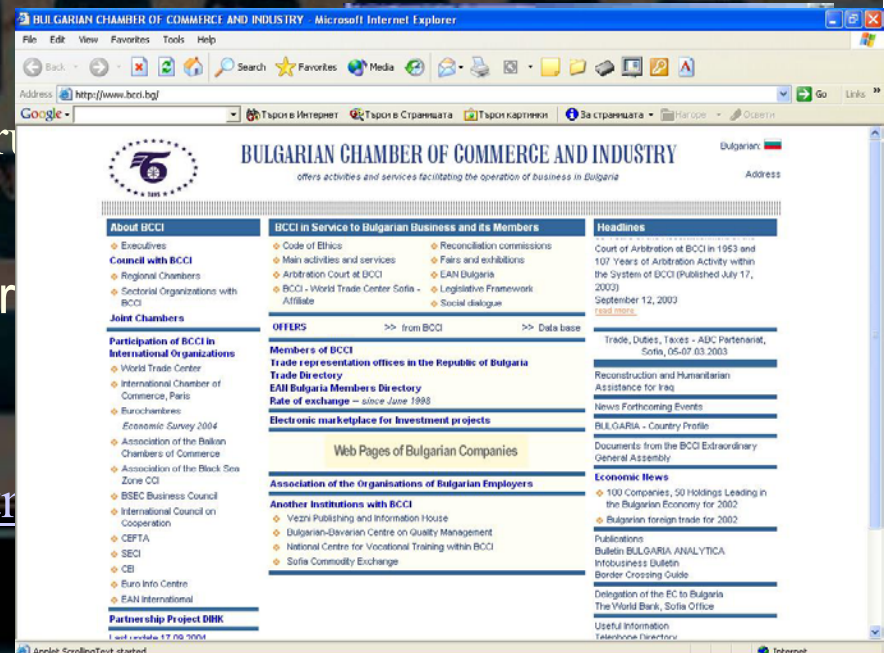
## Security

- Data Access and Transfer Security
- Building Confidence in Process and Transaction Stability with Coded Data Transmission
- Integration of BDE (Business Data Exchange) Security Software for all Transactions

Our issue is to cover with competence all eGovernment Solution Integration Phases

# E-government www site

- Government portal  
[www.portal.government.bg](http://www.portal.government.bg)
  - BULSTAT  
[www.bulstat.nsi.bg](http://www.bulstat.nsi.bg)
  - Register of Government procurements  
[www1.government.bg/rop](http://www1.government.bg/rop)
  - Register of small government procurements  
[www.asme.bg/bg/mop/default.asp](http://www.asme.bg/bg/mop/default.asp)
  - Register of the Bulgarian Administrative structure  
[www1.government.bg/ras](http://www1.government.bg/ras)
  - Public register - Bulgarian National Security  
[www.ssec.bg/pubreg/index.html](http://www.ssec.bg/pubreg/index.html)
  - Labor market Agency of Employment  
[www.nsz.government.bg/elmnt4/NSZ\\_40.htm](http://www.nsz.government.bg/elmnt4/NSZ_40.htm)
- Sayrix - [www.sayrix.com](http://www.sayrix.com)  
BCCI - [www.bcci.bg](http://www.bcci.bg)





Thank you!

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