Republic of Serbia
Ministry of Science and
Environmental Protection

FOND ZA OTVORENO DRUŠTVO - SRBIJA
FUND FOR AN OPEN SOCIETY - SERBIA

UN
DP

*Serbia and
Montenegro*

Tentative Action Plan

**Draft 1
Belgrade, September 2005**

Tentative Action Plan - Draft 1

Section 1 and 2
Information Society Development Strategic Priorities and Initiatives

Strategic priority: Perform E-Readiness Assessment

Initiative	Objective	In charge
Study international ICT-related indices.	To learn and evaluate candidate indices for adoption.	
Evaluate availability of data and institutional capacities.	To define capacity development needs and sources needed for regularly performing assessments.	
Develop organizational framework and provide resources.	To enable timely and regularly performing assessments and widely publicizing results.	
Assess the current strategic information systems projects.	To enable defining broad objectives and description of each system, order-of-magnitude investment cost, and financing strategy.	
Study social aspects of information systems development.	To provide the framework for effective information systems development and use.	

Strategic priority: Develop sectoral E-Strategies

Initiative	Objective	In charge
Develop Guidelines for Sectoral ICT Policy and Planning	▪ To introduce sound methodological approach ▪ To mobilize and organize stakeholders to actively participate in strategy development ▪ To increase the efficiency and effectiveness of strategic process	
Propose plans for sectoral E-Strategies.	To review sectoral development strategies and the role of ICT recognized so far.	
Propose TORs for each Ministry ICT strategy.	To assess readiness, knowledge and resources needed.	
Organize work groups and develop strategies	To enable efficient and effective use of ICT resources for resolving priorities.	

Strategic priority: Integrate ICT in sustainable development

Initiative	Objective	In charge
Develop environmental information system	To increse the quality, efficiency and accountability of decision-making processes through applications that systematically use environmental information.	
Develop national spatial data infrastructure	To reduce the costs of developing geographic information systems and improve the access to geospatial data.	
Promote the further development of the European Environment Information and	To effectively participate in the EEA and to enable comparative analysis amongst all	

Initiative	Objective	In charge
Observation Network (EIONET) for the collection, monitoring and reporting of environmental data compatible with ongoing networks in Europe, in particular with the EEA	countries.	

Section 3
Institutional Framework for the Information Society Development

Initiative	Objective	In charge
Develop the legal framework for the new Institutions regarding Information Society Development.	To develop the adequate legal framework for the establishment of the new Institutions for the Information Society Development in close consultations of all key Government institutions: Office of Prime Minister, Ministry of Public Administration and Local Self-Government and the Republic Secretariat for Legislation.	
Establish the Government Center for Information Society	To establish Cabinet level state body responsible for Information society development and capable for implementation of the National Strategy for an Information society and future development in this area.	
Establish the Information Society Committee	To establish Information Society Committee to provide a framework for collective consideration of and decisions on major policy issues and issues of significant public interest in the field of Information Society. It should consider and	

	monitor implementation of national Information Society policy and strategy as well as remove barriers and minimize risks in their implementation.	
Assess the current status within the Governmental bodies	To undertake the assessment of the current status regarding the Information society and in particular eGovenrment initiatives within the Public Administration and the development of the TOR for the eGovenrment departments within Ministries headed by Assistant Ministers responsible for cooperation and coordination in the area of the Information society development and eGovernment.	
Establish Information Society Council	To establishment the Information Society Council responsible for e-Government which should drive forward a national eGovernment strategy for creating favorable environment for eBusiness and eDemocracy by modernizing public administration.	
Enable intensive consultations with key stakeholders in the process of defining the institutional framework regarding the Information society forum.	To secure the support of the stakeholders in the county through the process of intensive consultations in relation to defining of the new institutional framework for the Information Society Forum.	
Establish the Information Society Forum in close cooperation of all stakeholders in the country	To establish the Information Society Forum the independent institution which would be responsible to create the dialog based on consensus between stakeholders in the country regarding all future challenges in the area of the Information society.	

Section 4
E-Legislative

Strategic priority: Create legislative framework for information society

Initiative	Objective	In charge
Create and adapt set of lows concerning human rights.	To protect personal (private) data and enable access to public data.	
Ratify and implement the Council of Europe convention on Cyber Crime	To create and pass the regulations governing the mechanisms of international cooperation in identifying and preventing criminal offences related to computer crime.	
Create and adapt set of lows concerning e-government	To provide legal framework for electronic public services and wide use of ICT in the government.	
Create and adapt set of lows concerning electronic commerce, contracts and electronic transactions	To develop and implement electronic business in line with common practices and regulations with legally valid, binding and enforceable transactions and e-payment.	
Adopt and implement intellectual property legislation on copyrights, patents, software	To meet modern standards and recommendations in prevention of breaches of recognised copyrights and patents at home and abroad.	
Create and adapt set of lows concerning electronic communications and media	To pave the way to active engagement by all competent institutions in the creation of an open and competitive electronic communications and media market.	

Section 5
Telecommunication Infrastructure

Strategic priority: Develop access to ICT infrastructure

Initiative	Objective	In charge
Increase private sector-led competition.	To bring improvements in telephone coverage, reduced cost of calls, and more reliable services.	
Establish a regulatory framework.	To attract private investment in ICT infrastructure.	
Develop universal access.	To secure service to less well-to-do communities.	

Section 6
e-Government

Strategic priority: Plan and organize e-Government development

Initiative	Objective	In charge
Establish institutional framework for e-Government	To establish an institutional framework responsible for overall development of e-Government based on recommendations form this strategic document. (in relation to the Information Society Institutional Framework and Public Administration reform process)	
Create detailed e-Government development plan	To synthesize the e-Government architecture as an integral information	

Initiative	Objective	In charge
	system and adopt five-year timeframe temporal and resource strategic development plan.	
Develop e-Government Standards	To define an interoperability framework which sets out the government's technical policies and specifications for achieving interoperability across the public sector, as well standards for development processes (i.e. development methodology) covering the whole life-cycle of key e-Government components. Definition of progress indicators are also part of this development methodology.	

Strategic priority: Create an environment for e-Gov development

Initiative	Objective	In charge
Develop relevant e-Gov legal framework	To provide legal framework (e.g. Electronic Government Act) which will address legal issues regarding electronic public services and wide use of ICT in the government. (in relation to the e-Legislation framework, see section 3).	
Build ICT infrastructure for e-Government	To build modern digital telecommunication network needed for realization of integrated public services and provide cheap and fast internet connections for citizens businesses.	
Build security infrastructure (PKI)	To define and build mechanisms that would provide privacy protection of citizens, make electronic transactions safe	

Initiative	Objective	In charge
	and rise trust in e-Government (see section 4).	
Introduce e-Payment methods	To define and introduce payment methods which would enable integration of electronic services across different organizations within public sector.	
Build human capacities	To attract ICT experts and enhance ICT skills of civil service servants.	
Promote e-Government in media	To rise awareness and understanding of e-Government in order to provide wider participation of citizens and businesses.	

Strategic priority: Develop of e-Gov services

Initiative	Objective	In charge
Create Pilot Project of integrated e-Gov services	To prove the e-Government concept and establish "best practice" through realization of a fairly complex public service which requires participation of both central and local government institutions.	
Reengineer and standardize administrative procedures	To define, reorganize (rationalize) and standardize administrative procedures through which citizens and businesses satisfy their needs and exercise their rights at all levels of the government. Also, to establish an institutional mechanism for continual and sustainable improvement of administrative procedures.	
Develop Data services and infrastructure components	To provide access to global databases and central registries and enable electronic interactions in order to execute	

	administrative processes across the public sector.	
Develop G2C, G2B and G2G interactive services	To define an interoperability framework which sets out the government's technical policies and specifications for achieving interoperability across the public sector, as well standards for development processes (i.e. development methodology) covering the whole life-cycle of key e-Government components.	

Section 7
E-Education

Strategic priority: Make citizens equal members of information society

Initiative	Objective	In charge
Educate citizens for basic ICT skills according to national computer literacy standards compatible with ECDL	To make citizens computer literate and enable them to use ICT in everyday activities.	
Introduce post-education and long-life learning concepts	To enable citizens to stay knowledgeable and workers competitive in the permanent changing information society.	

Strategic priority: Build educational system adapted to the needs of information society

Initiative	Objective	In charge
Adapt of educational curricula to the needs	To modernize educational curricula at all	

	levels to adequately meet needs of information society, especially to enhance abilities for critical thinking, cooperative work in problem solving environments, use of modern ICT tools, etc.	
of the information society		
Build human capacities for teaching	To enable teachers to deliver modernized educational curricula using modern teaching methods based on ICT.	
Provide ICT resources for modern education	To support modernized educational curricula, provide schools access to the internet, enable open and distance learning, usage of e-learning methods and tools.	

Strategic priority: Foster research and development

Initiative	Objective	In charge
Promote innovations and technological development using instruments such as transfer technology centres, incubators, scientific parks, innovative centres, etc.	Increase competitiveness, foster development of SMEs, and overall development of the national research organizations.	
Foster collaboration with research institutions from development countries and participation in EU and international research projects	To strengthen national research capacities, improve quality of research, enhance knowledge and skills of researchers and prevent "brain drain"	
Entrust major national development initiatives, such as e-Government, to the national companies and academic and research institutions	To support R&D and enable the national companies and research institutions to gain proficiency, experiences and references needed for competition on the global market.	

Strategic priority: Provide access to information about national cultural and historical heritage

Initiative	Objective	In charge
Digitalize paper based content and create interactive multimedia products related to cultural and historical heritage	To provide information on national cultural and historical heritage in digital form.	
Provide ICT resources and cheap and fast access to the internet for cultural institutions	To enable dissemination and sharing of information on cultural and historical heritage publicly.	

Section 8
e-Helath

Strategic priority: Develop Health Information System

Initiative	Objective	In charge
Develop national clinical data standard.	To facilitate interoperability	
Identify practical strategies and solutions for ensuring the secure and private transmission of medical information.	To protect privacy and security of personal health data.	
Define needs and expectations of consumers from an interconnected health information system.	To understand the priorities and define capacity building needs.	

Section 9
e-Business

Strategic priority: Create an environment for e- business

Initiative	Objective	In charge
Set up coordinating committee responsible for e-Business within a government level body for Information Society	To enable relevant private/public sector players to coordinate development of e-Business in line with European and international standards and practices.	
Prepare a strategy for the creation of an e-business enabling framework	▪ To map the current state of e-business in the country- analysis of the e-readiness of Serbia for e-business. ▪ To identify the conditions, gaps, and obstacles, for implementation of e-business. ▪ To create detailed e-business development plan.	
Create enabling digital infrastructure for e-business	To extend and upgrade the backbone communications network, using latest digital, broadband technology wherever possible.	
Foster deregulation and stronger competition in telecommunication sector	To provide affordable access to telephone and Internet services for small business players.	
Create and implement relevant laws for e-business practice	To provide legal framework which will address legal issues regarding e-Business. (see section 3).	
Boost consumer confidence in e-commerce in partnership with consumer groups and industry	▪ To promote alternative dispute resolution, trust makes and effective codes of conduct by working with stakeholders to develop general	

| | principals and by creating appropriate initiatives (eEurope+). | |
| | ▪ To transpose into Serbian legislation the Directive 97/7/es on the Protection of Consumers in respect to Distance Contracts and Directive 2000/31/EC on Electronic Commerce in the section dealing with consumer protection. | |

Strategic priority: Facilitate business processes and accept international standards

Initiative	Objective	In charge
Reengineer business procedures	To define, reorganize (rationalize) and standardize business procedures	
Harmonize national electronic basic trade and transport documents with international standards	▪ To create a common set of basic trade and transport documents, in alignment with EU, UN, WCO and ISO standards, though engagement experts from the national standardization institutions within GLB. ▪ To simplify e-business through adoption of standards in the documentation. ▪ To simplify inclusion of SMS into the e-business given that one part of the preconditions for this inclusion would have been solved in advance.	
Introduce the Single Window approach to foreign trade	To create the systems for single, electronic submission of trade and transport data for both nationals and foreigners.	

Strategic priority: Support the enterprise sector for e-Business implementation

Initiative	Objective	In charge
Stimulate companies, and especially small and medium enterprises to introduce modern e-business practices	Increase competitiveness, foster development of SMS and overall development of the domestic market by introduction of promotional and stimulation measures of government, such as: elimination of VAT for ICT products, introduction of an accelerate depreciation rate for ICT products, making available of various suitable credits for ICT equipment for SMS and start-up businesses.	
Create the stimulating tax environment for e-commerce	▪ To accept the *Taxation Framework Conditions*, developed by the OECD, which means to set out the taxation principles, which should apply to e-commerce and e-business based on neutrality, efficiency, certainty, simplicity, effectiveness, fairness and flexibility. ▪ To adopt EU directive on electronic invoicing as well as a directive and a regulation on VAT on digital supplies.	
Build awareness of benefits of wide use if ICT in business processes	To develop awareness programmes for smaller businesses and general business sector to adopt and wide implement ICT in manufacturing and other business processes to increase effectiveness, efficiency and productivity.	
Train managers and executives in areas of management and ICT	▪ To enhance advanced management skills through work-related training.	

	To pay attention to general basic ICT skills in schools and high-level specialist skills.	
Create guidelines and mechanisms for private-public partnership in e-business development	To initiate and enable coordination and cooperation between specific industrial sectors and the government how to optimally use ICT in order to increase their performance and competitiveness.	
Create web portal on which information about e-business operators in Serbia would be placed	To make available simple access to basic information of the e-business operators and to open business subjects towards Internet.	
Include information on Serbian companies on international online directories	To make available information on Serbian companies in online databases.	
Include Serbian companies in international organizations and business forums	To expand global understanding of new business concepts and improve use of business models.	

Section 10
Development of ICT business Sector

Strategic priority: Develop software development strategy

Initiative	Objective	In charge
Review strategic information systems status	To learn organizational, professional and motivational aspects.	
Review domestic software companies experience and results	To assess Serbian software capacity.	
Review literature on world's software needs	To assess the export opportunities and challenges for domestic software industry.	

Develop the organizational framework for Strategy development	To create opportunity for domestic experts involvement and cooperation with foreign consultants.	
Create strategy and promote results.	To encourage computer scientist and software developers to live in Serbia.	

Section 11
Others

Strategic priority: Ensure the relevance of National Information Society Development strategy within regional and European Context

Initiative	Objective	In charge
Participate actively in Stability Pact eSEE Initiative	To realise in practice all obligation accepted by signing eSEE Agenda for Development of Information Society and to cooperate in creating eSEE Agenda+.	
Participate actively in bSEE Initiative	To support development of broadband infrastructure by regional cooperation and to implement signed MOU.	
Participate actively in regional projects	To get best practices experiences, know-how and support through regional cooperation.	
Participate actively in international Information Society Development initiatives and plans such as: the eEurope programme, UN/CEFACT, UNCTAD, etc	To get best practices experiences, know-how and support through European and international cooperation.	

Strategic priority: Monitor information society development in Serbia (benchmark process)

Initiative	Objective	In charge
Include benchmark indicators in national statistics in line with European accepted indicators	To develop information society monitoring system in line with European standards and to make available collection of actual data on information society development in Serbia.	
Monitor and examine the Strategy itself, objectives and outputs	To get regular reports on IS Strategy implementation and proposals of possible corrections of goals and activities.	