

Croatia

Dimension Context & Principles

Context	<p>The Central State Administrative Office for e-Croatia is a central state administrative body responsible for coordination of the development of Strategy for the development of Electronic Government in the Republic of Croatia for the period 2009 – 2012. One of the priorities of the Strategy represents the development of Croatian Interoperability Framework. The high-level draft of the Croatian Interoperability Framework is expected by the beginning of 2010 to be prepared for public discussion.</p> <p>The Croatian Interoperability Framework will use European Interoperability Strategy and European Interoperability Framework as references, but it is also expected to help state administration bodies to detect of parameters for data exchange and for chaining processes among state government bodies.</p> <p>The Croatian Interoperability Framework is planned to be discusses widely and finally to be adopted by Croatian Government as an obligatory for all ICT projects in state administration. It will also offer recommendations for local administration since most of the public services are provided by local administration.</p> <p>In conclusion, the main task in preparation and implementation of the Croatian Interoperability Framework will be creation of models, testing of models on pilot projects and eventually establishment of interoperability in state government bodies.</p> <p>It is plan for the Central State Administrative Office for e-Croatia to become a central place for discussions about interoperability issues and to support further maintenance and preparation of the future versions of the Croatian Interoperability Framework which will also involve experience gathered through the implementation.</p>
Principles	<p>As a result of eGovernment strategy approved at the beginning of 2009, and covering the period 2009-2012, a comprehensive program is under way with a goal of government transformation in the direction of a nationwide user-centric government-as-whole concept. 2010 is the inception year, when main policies should be defined a number of pilots carried out, complemented by workshops and intense stakeholder communication. 2011 should be a year of deployment of cross-administration user-centric services delivered through a personalised one-stop government portal. In 2012 further development is expected, a major eGovernment strategy and documentation review is to be carried out and a strategy for the following period developed and approved.</p>
Effectiveness	<p>Effectiveness of the usage and effect of the institutionalised materials will be checked through public discussion feedback and as a part of review process of pilots and projects planned in 2010 and later. A neutral evaluation is also planned periodically throughout the strategy period.</p>

Dimension Interoperability

Political	<p>Comprehensive documentation covering these areas is currently under development. High level drafts for public discussion are expected by the beginning of 2010, and final documents are planned to be published by mid 2010. Improvement on all interoperability areas is considered equally important, in order to make significant steps forward.</p>
Legal	
Organisational	
Semantic	
Technical	

Dimension Services Support

General	The documentation described in the previous section is a part of a government-wide endeavour starting in the first half of 2010 that will be supported by a set of best practices, skills management and training and processes.
Tool Support	Supportive tools and repositories will be established.
Integration	Guidelines to support the integration with service end-points and business processes are a part of the comprehensive documentation as described above.
Security	Same as above