

SERBIA AT YOUR FINGERTIPS – DIGITAL TRANSFORMATION FOR DEVELOPMENT

Empowered lives.
Resilient nations.

PROFILE

Donors: UK Good Governance Fund, Government of Serbia, UNDP

Budget: \$2,505,492 (UK GGF), \$3,783,106.56 (Gov.), \$150,000 (UNDP)

Main Partner: Government of Serbia's Office for IT and e-Government (ITE)

Duration: 2017-2021

GOAL

To prepare and support Serbian public administration and the economy for digital transformation, enabling the Government of Serbia to provide by 2020 more transparency and accountable digital services that meet the expectations of citizens and the needs of the economy.

CONTEXT

Serbia, as an EU candidate-country, has a key goal of joining the EU and its single (digital) market. To achieve this vision, it is necessary to strengthen the capacities of Serbian economy and administration. Digital transformation is high on government's agenda and Serbia is aiming to rapidly deploy cost-effective, secure and citizen-centric e-services and coordinate implementation of ICT policies.

Stakeholders:

- Ministerial Council for Innovative Entrepreneurship and Information Technologies (IT Council)
- Coordination Council for e-Government
- Prime Minister Council for Creative Industries

FOCUS

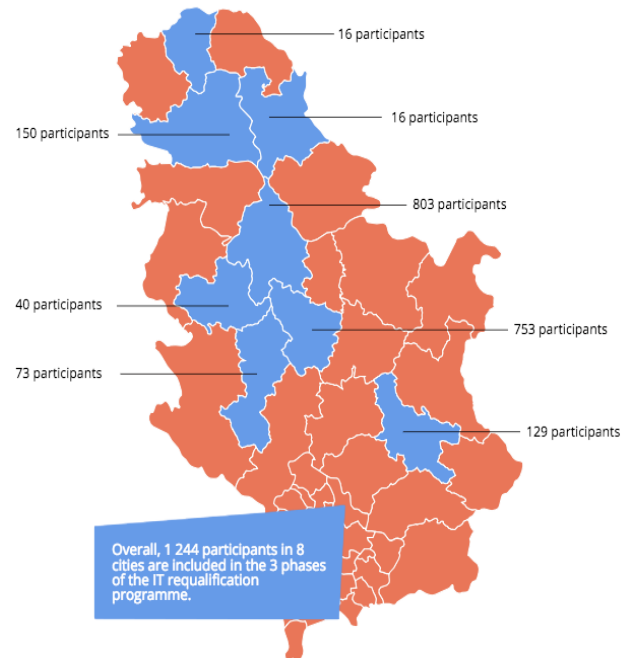
- Effective coordination and implementation of the government's digital strategy by strengthened Office for IT and e-Government;
- Established ICT platforms for provision of user-focused, accessible and inclusive services;
- Improved e-services based on user feedback and engagement with key stakeholders;
- Supported growth of the IT, innovative and creative industries in line with government agendas;
- Improved ICT infrastructure to support digital transformation of the public administration/ Support to the large scale infrastructural projects in the area of e-government of the Government Data Centre/Disaster Recovery Facility.



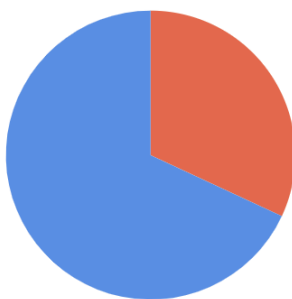
RESULTS TO DATE

- ✓ Contact center for support to government institutions in provisioning of the e services established;
- ✓ Process of drafting new e – government strategy supported;
- ✓ Supporting implementaion of the New Law on the e-governance
- ✓ Supporting improvement and development of the Government Network and Cloud;
- ✓ Activities related to capacity building of ITE implemented;
- ✓ Supported activity related to increasing number of IT specialists in the labour market -731 participants trained in 7 cities up to now ;
- ✓ Supported to development of the innovative and creative industries and development of the start up ecosystem;
- ✓ Government Data center in Kragujevac concept developed. Work on arhitectual design underway.

Districts where IT requalification programmes were held or are ongoing



Four months after the programme, overall IT employment of participants was at 17%.



No. of individuals employed in the IT sector: 119

Women (31.93%) Men (68.07%)

Contributing to Sustainable Development Goal:



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