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Information and Communication Technologies for Attaining SDGs

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CONTRIBUTION BY Government of Serbia

TITLE: To facilitate the development of transformative and paperless citizen-centric services that could be accessible and available to all members of society.

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Europe Regional Initiative: EUR2: A citizen-centric approach to building services for national administrations

Year(s) of implementation: 2018,2019,2020, 2021

Background

The Ministry of Culture and Media of the Republic of Serbia is in the process of digitization of the national cultural heritage and contemporary art. This process raises several technical and implementation challenges and opportunities that need to be supported through international expertise. The aim of this proposal is implementation of the Regional Initiative on Digitization and to assist Ministry and administration to build national capacities necessary for acceleration of the process of digitization, in order to facilitate the development of transformative and paperless citizen-centric services, that could be accessible and available to all members of society.

The digitization of the national cultural heritage and contemporary art in the Republic of Serbia is a vital issue of our cultural policy, and even the question of survival of our cultural and historical community. Digitized and adequately reflected cultural heritage and contemporary art should contribute to the preservation of national identity of our region, as well as improving the position of our country on a global scale. The Ministry of Culture and Media of the Republic of Serbia is conducting a process of digitization in order to ensure that digitalized cultural material can be researched and applied in the field of culture, education, information and communication technology, tourism and other sectors. Also, the aim is to ensure accessibility of e-content for persons



with disabilities, who may seek advice on accessing digitized content suited to their specific set of abilities.

Digitization of the national cultural heritage and contemporary art is a comprehensive process that includes long-term preservation of national cultural heritage, multimedia presentation and reliable access to digitized material, as well as the optimal and safe use of this material for various purposes, without any restrictions which could have a direct impact on the economic development of the country. The National Aggregator of the Serbian Culture Portal is in the process of development. The Guidelines for Digitization of the Cultural Heritage have been adopted and so far four databases have been established – for institutes, museums, archives and libraries. The process of digitization follows the principles and standards defined at national level and relevant international recommendations in order to achieve interoperability and accessibility.

Proposal

Building the capacities necessary for accelerating the process of national and regional digitization. Building upon this national experience, the series of challenges related to the digitization have been identified that require further **investigation, comparative studies and assistance from experts and consultants**. In particular, focus should be given to:

- Develop the best set of practices and implementation experiences of the countries currently going through the process of digitization;
- Exchange of experiences in the field of digitization of cultural heritage, presentation and management of digital assets and long-term preservation of digitized material;
- Provide regional platform for exchange of practices, while building human capacities and expert networks across the region;
- Provide technical, organizational and strategic advices on how to optimally implement the digitization process;
- Take stock of existing technical solutions and emerging technologies for accelerating digitization and digital transformation;
- Building resilient systems for digitized content and its long-term preservation as a necessity for successful implementation of digitization.