

# ITU Regional Development Forum for Europe (RDF-EUR)

## *Information and Communication Technologies for attaining Sustainable Development Goals*

organized by the International Telecommunication Union with the support of the National Authority for Management and Regulation in Communications (ANCOM) of Romania and cooperation with the European Conference of Postal and Telecommunication Administrations (CEPT)

**22-23 May 2023**  
**Timisoara, Romania**

Remote participation at [http://itu.int/go/RDF\\_EUR\\_23](http://itu.int/go/RDF_EUR_23)  
(Meeting held back-to-back with Com-ITU of CEPT – 24-26 May 2023)

Please note that submitted information will be presented during the RDF-EUR P2C Roundtables and it will also be reflected on the pledging platform of the Partner 2 Connect Digital Coalition.

## CONTRIBUTION FORM

**ORGANIZATION:** UNDP, Bosnia and Herzegovina

**FOCAL POINT:** Dejan Buha, Project Manager, [dejan.buha@undp.org](mailto:dejan.buha@undp.org), +38765848660

**TITLE:** Supporting the development of digital service standards and systems in Bosnia and Herzegovina through cooperation with the GovStack Initiative

**DESCRIPTION OF ACTION:** [Provide a brief description up to 500 words]

The UNDP launched a Digital Transformation in the Public Sector Project in Bosnia and Herzegovina in 2020, aiming to support governments and institutions at all levels to undergo a digital transformation, enhancing capacities for transparent and effective policymaking, knowledge, and resource management, and ultimately leading to accelerated development results, government accountability, and digital delivery of people-centered public services.

As one of our flagship initiatives, we are developing a scalable and interoperable information management system for the one-stop-shop public service delivery tailored to administrative procedures and mandates of governments and institutions in Bosnia and Herzegovina. Together with piloting transactional e-services and integrating developed and tested digital solutions, we aim to create a Public Service Design Toolkit – a repository of principles, standards, requirements, and technical specifications for the design, development, and delivery of public e-Services, including through this portal. To ensure full compliance of this practical national guide with relevant international standards and best practices, we plan to closely cooperate with ITU through the GovStack initiative, particularly in exchanging knowledge and peer collaboration.

Our commitment to this project remains strong as we strive to contribute to the establishment of an e-government that prioritizes the needs of its citizens and provides high-quality, accessible, and timely public services.

**COUNTRIES in FOCUS:** [Name countries to be impacted by this action]



Bosnia and Herzegovina

**YEARS of IMPLEMENTATION:** [Tick the relevant boxes or delete the irrelevant items]☒ 2023☒ 2024☒ 2025**RELEVANT ITU REGIONAL INITIATIVE:** [Tick the relevant boxes or delete the irrelevant items]☐ EUR1: Digital infrastructure development☒ EUR2: Digital transformation for resilience☐ EUR3: Digital inclusion and skills development☐ EUR4: Trust and confidence in the use of telecommunications/ICTs☐ EUR5: Digital innovation ecosystems

Please find more information on the ITU Regional Initiatives 2023-2025, as defined by WTDC-22, [here](#).

### RELATED ITU-D PRIORITIES AS DEFINED BY THE ITU WORLD TELECOMMUNICATION DEVELOPMENT CONFERENCE 2022

☐ Affordable connectivity☒ Digital Transformation☐ Enabling policy and regulatory environment☐ Resource mobilization and international cooperation☐ Inclusive and secure telecommunications/ICTs for sustainable development

Please find more information on the ITU-D Priorities, as defined by WTDC-22, [here](#).

### RELATED ITU PRIORITIES AS DEFINED BY ITU PLENIPOTENTIARY CONFERENCE 2022

☐ Spectrum use for space and terrestrial services☐ International telecommunication numbering resources☐ Inclusive and secure telecommunication/ICT infrastructure and services☒ Digital applications☐ Enabling environment

Please find more information on the ITU Priorities, as defined by PP-22, [here](#)



**RELATED WSIS ACTION LINE:** [Tick the relevant boxes or delete the irrelevant items]

- ☐ C1: The role of governments and all stakeholders in the promotion of ICTs for development
- ☐ C2: Information and communication infrastructure
- ☐ C3: Access to information and knowledge
- ☒ C4: Capacity building
- ☐ C5: Building confidence and security in the use of ICTs
- ☒ C6: Enabling environment
- ☒ C7: ICT applications
- ☐ C8: Cultural diversity and identity, linguistic diversity and local content
- ☐ C9: Media
- ☐ C10: Ethical dimensions the Information Society
- ☐ C11: International and regional cooperation

**RELATED SDG:** [Tick the relevant boxes or delete the irrelevant items]

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| <input type="checkbox"/> SDG 1: No Poverty   | <input type="checkbox"/> SDG 10: Reduced Inequalities                              |
| <input type="checkbox"/> SDG 2: Zero Hunger  | <input type="checkbox"/> SDG 11: Sustainable Cities and Communities                |
| <input type="checkbox"/> SDG 3: Good Health and Well- being                        | <input type="checkbox"/> SDG 12: Responsible Consumption and Production            |
| <input type="checkbox"/> SDG 4: Quality Education                                  | <input type="checkbox"/> SDG 13: Climate Action                                    |
| <input type="checkbox"/> SDG 5: Gender Equality                                    | <input type="checkbox"/> SDG 14: Life Below Water                                  |
| <input type="checkbox"/> SDG 6: Clean Water and Sanitation                         | <input type="checkbox"/> SDG 15: Life on Land                                      |
| <input type="checkbox"/> SDG 7: Affordable and Clean Energy                        | <input checked="" type="checkbox"/> SDG 16: Peace, Justice and Strong Institutions |
| <input type="checkbox"/> SDG 8: Decent Work and Economic Growth                    | <input type="checkbox"/> SDG 17: Partnerships for the SDGs                         |
| <input checked="" type="checkbox"/> SDG 9: Industry, Innovation and Infrastructure |  |

