

## 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:** United Nations Office for Project Services (UNOPS) Serbia

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**TITLE:** Support to local governments (LGs) in Serbia and in non-EU members Western Balkans countries in introducing eGovernance and eGovernment, and provision of eServices

#### DESCRIPTION OF ACTION:

While the progress in eGovernment in Serbia is tangibly noticeable over the years, as per the UN E-Government Index (the 2022 Index shows that Serbia has upgraded from the high to the very high EGD category, leaping two tiers), this is not necessarily the case for most local self-governments (LSGs) in Serbia, nor in other non-EU member states from the Western Balkans, such as Montenegro or North Macedonia.

They apparently face issues due to an absence of an eGovernance structure and accompanying procedures and rules, paired with a shortage of funding and skilled personnel, along with a clear strategy for introducing eGovernance, eGovernment, and the delivery of eServices. Thus, there is a pressing need for continual support through comprehensive technical assistance (TA) in this domain.

The Implementation will involve providing bespoke TA, based on evidence gathered through an assessment, while thoroughly adhering to best practices in applying good governance principles in practice, for crafting and refining relevant local public policies, as well as normative and institutional frameworks.

This will facilitate the introduction of eGovernance requirements, the creation and/or betterment of the local eGovernment system, the development of specific eServices for citizens and local businesses, the establishment of an e-Office (where feasible), and the refinement of local official LSGs websites in line with the national regulatory body's guidelines. All these initiatives will be developed and executed in alignment with the relevant Ministries.



Introducing and establishing eGovernance in a local governments/communities will have the following processes and activities:

- **Assessment and analysis:** Conduct a thorough assessment of the current state of governance, IT infrastructure, and digital literacy in the local community to identify gaps and potential areas for improvement.
- **Stakeholder engagement:** Engage with stakeholders, including citizens, local businesses, and government officials, to understand their needs, expectations, and preferences for eGovernance solutions.
- **Strategy development:** Develop a clear and comprehensive eGovernance strategy that outlines the vision, goals, objectives, and implementation plan, ensuring that it aligns with the principles of good governance, such as transparency, accountability, and inclusiveness.
- **Regulatory framework:** Review and update existing local regulations, and policies to support eGovernance implementation, including data protection, privacy, and cybersecurity measures.
- **Capacity building:** Provide training and capacity building for local government officials, local businesses, and citizens to enhance their digital skills and ensure the effective use and adoption of eGovernance solutions.
- **Infrastructure development:** Invest in the necessary IT infrastructure, such as hardware, software, and network connectivity, to support the implementation of eGovernance solutions.
- **eServices development:** Design and develop user-friendly eServices that cater to the needs of citizens and local businesses, ensuring that they are accessible, efficient, and secure.
- **Public awareness and communication:** Launch awareness campaigns and provide accessible information to educate citizens and local businesses about the benefits of eGovernance and how to use the available eServices.
- **Monitoring and evaluation:** Establish a robust monitoring and evaluation system to track progress, assess the impact of eGovernance initiatives, and identify areas for improvement.
- **Continuous improvement:** Regularly review and update eGovernance strategies, policies, and eServices to ensure their continued relevance and effectiveness in meeting the evolving needs of the local community.

This initiative will observe and implement the ITU standards and set of indicators, including the “United for Sustainable Smart Cities” (U4SSC) KPIs.

#### COUNTRIES in FOCUS:

Primary: **Serbia**, with a potential based on needs for the intervention in Montenegro and North Macedonia.

#### YEARS of IMPLEMENTATION:

☒ 2023

☒ 2024

☒ 2025

#### RELEVANT ITU REGIONAL INITIATIVE:

☒ 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:

- ☒ 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]

- |   |  |
|---|--|
| <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 10: Reduced Inequalities                              |
| <input type="checkbox"/> SDG 3: Good Health and Well- being                         | <input checked="" type="checkbox"/> SDG 11: Sustainable Cities and Communities     |
| <input type="checkbox"/> SDG 4: Quality Education                                   | <input type="checkbox"/> SDG 12: Responsible Consumption and Production            |
| <input type="checkbox"/> SDG 5: Gender Equality                                     | <input type="checkbox"/> SDG 13: Climate Action                                    |
| <input type="checkbox"/> SDG 6: Clean Water and Sanitation                          | <input type="checkbox"/> SDG 14: Life Below Water                                  |
| <input type="checkbox"/> SDG 7: Affordable and Clean Energy                         | <input type="checkbox"/> SDG 15: Life on Land                                      |
| <input type="checkbox"/> SDG 8: Decent Work and Economic Growth                     | <input checked="" type="checkbox"/> SDG 16: Peace, Justice and Strong Institutions |
| <input checked="" type="checkbox"/> SDG 9: Industry, Innovation, and Infrastructure | <input type="checkbox"/> SDG 17: Partnerships for the SDGs                         |

