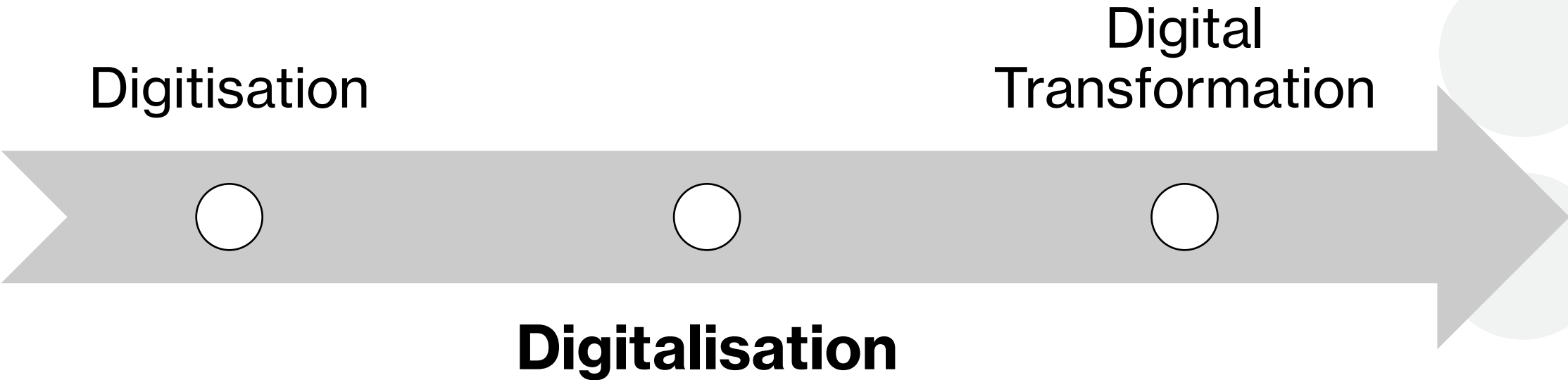# The Bulgarian Experience: Insights from Lessons Learned?
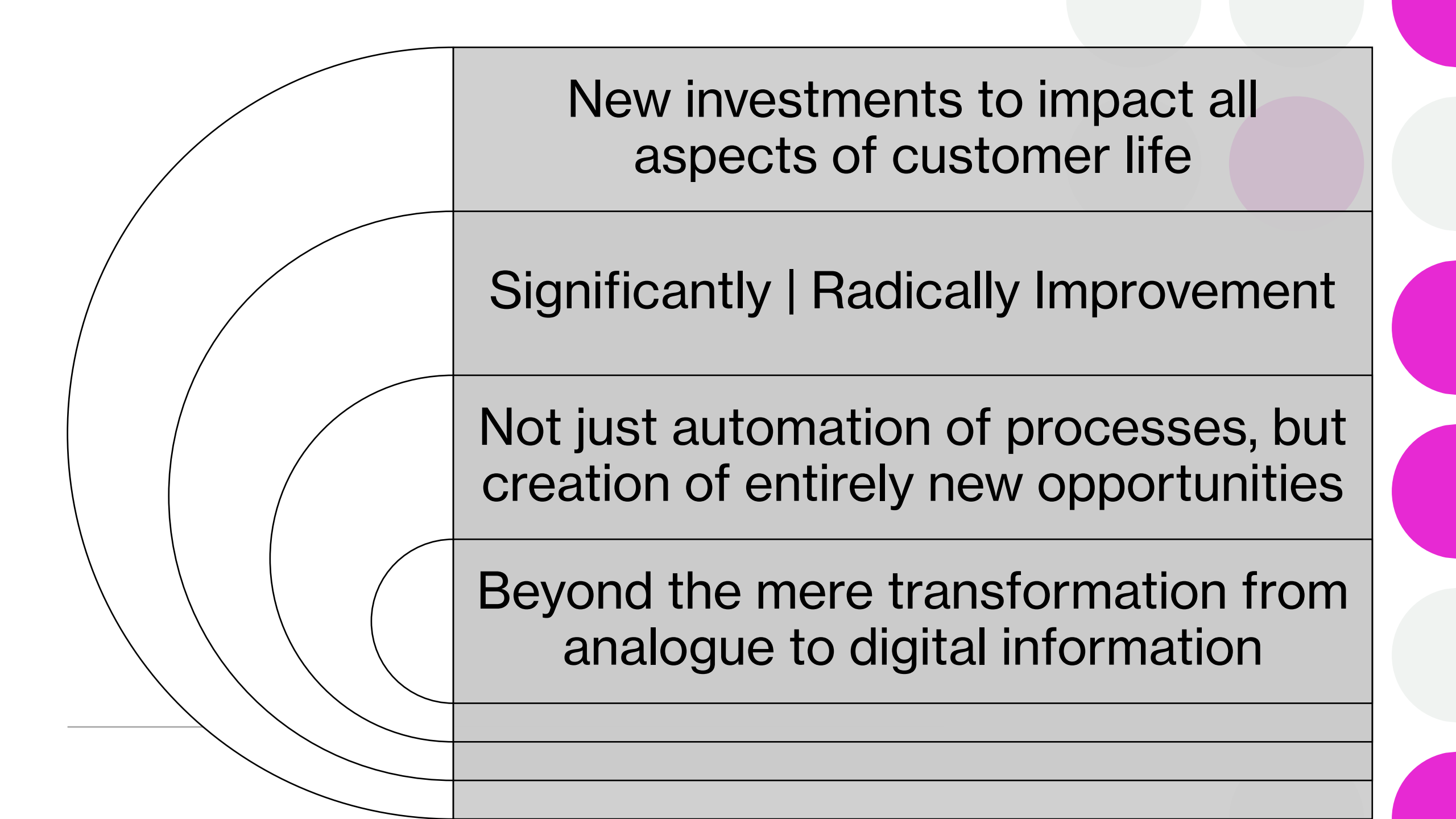
Dr Juliana Hadjitchoneva, New Bulgarian University

EUDIGIT December 17, 2021

Digitalisation and Public Administration

The Concept?

Digitisation

Digital
Transformation

Digitalisation

New investments to impact all aspects of customer life

Significantly | Radically Improvement

Not just automation of processes, but creation of entirely new opportunities

Beyond the mere transformation from analogue to digital information

Technology

Strategy

Year	Strategic Document	Regulations	Coordination and organisation
1998			**Coordination Council** for Information Society issues
1999	**Strategy** on Information Society Development and **National Programme** on Information Society Development (updated 2002) **Program** on Implementation of Modern Information Technologies in administration		
2000	**Strategy** on Development of High-tech Activities and High-tech Parks		**Coordination Council** on Information Society Issues
2001	**National** Integrated Administrative Service **Programme**	Electronic document and Electronic Signature **Act**	
2002	eGovernment **Strategy** (updated in 2003 and 2006) **Strategy** on State administration Modernisation - from Accession to Integration **Strategy** on Training Employees in Administration (updated 2006) **Concept** on Improving Administrative services in the context of the one-stop-shop principle	Personal Data Protection **Act**	Coordination Centre for Information, Communication and Management Technologies to Council of Ministers (closed 2006)
2003			**Council** on State Administration Modernisation with **Working group** for coordination of eGovernment Strategy

Year	Strategies / Programmes / Plans	Acts / Laws	Councils / Directorates / Agencies
2004	**Implementation plan** on eGovernment **strategy and Action plan** for Bulgaria's competitiveness on global ICT markets Vision on a single national database of territory, population and resources **Updated Sector Policy** in Telecommunications of the Republic of Bulgaria		**Coordination Council** for Information Society Issues
2005	**Strategy and Action plan** on ICT Introduction in Bulgarian Schools		**Directorate** Strategic Planning and Governance in **Council of Ministers (CM)** **Directorate eGovernment** in MSAAR **SAICT at CM**
2006	**Strategy** on **Implementation** of eHealth in the Republic of Bulgaria (valid until 2012) **Strategy** on Human Resources Management in State Administration (2006-2013) **Plan** on **Implementation** of **Strategy** for Human Resources Management (2006-2009) **National Framework** on Interoperability of Information Systems in the Executive	eCommerce **Act**	
2007		Electronic Communications Act eGovernment **Act**	
2008	**National Program** on Accelerated Development of Information Society in Bulgaria (2008-2010) **Program** on Providing Integrated Spatial Databases in the Republic of Bulgaria		Directorate eGovernment in MTITC (Directorate Communications and Directorate Information Technology in MTITC)
2009			ECMIS **Executive agency** at MTITC **Council** for Administrative Reform
2010	eGovernment **Concept** in Bulgaria (2010 – 2015) **General eGovernment Strategy** (2011-2015) (valid until 2013) **Implementation Plan** on Public Administration optimisation measures (2010-2011) Electronic Communications **Policy** of the Republic of Bulgaria Better Health **Concept** (up to date)	Spatial Data Access **Act** **Law** on service Activities	**Council** on Network and information security of the information systems of the administrative authorities of the MTSC
2011			**MTIC eGovernment Board**
2012	**National Development Programme**: Bulgaria 2020 **National Programme** "Digital Bulgaria 2015"		
2013	**National Health Strategy** 2020 (adopted by the Parliament in 2015)		
2014	EGovernment development **Strategy (2014-2020)** **Strategy** on development of the State Administration (2014-2020) **Plan for implementation** of the Strategy for the development of the State Administration (2014-2015) **Roadmap** on the implementation of the EGovernment development **strategy** (2016-2020) **Three-year action plan** on the implementation of the **National Development Programme**: Bulgaria 2020 (2014-2016) **Three-year action plan** on the implementation of the National Development Programme: Bulgaria 2020 (2015-2017)		

Year	Strategic/Policy Documents	Legislation	Institutions
2015	**Roadmap** on implementation of the **Strategy** for development of the State Administration (2015-2020) Action Plan on the implementation of the National Health Strategy 2020 **Three-year action plan** on the implementation of the **National Development Programme:** Bulgaria 2020 (2016-2018)		
2016	**Roadmap** on the implementation of the EGovernment development **Strategy** (2016-2020) **Three-year action plan** on the implementation of the **National Development Programme:** Bulgaria 2020 (2017-2019)	**Electronic Identification Act**	**State Agency** eGovernment at CM
2017	**Three-year Action plan** on the implementation of the National Development Programme: Bulgaria 2020 (2018-2020)		
2018	**Concept** for eGovernance Development in Bulgaria – towards Sustainable model of eGovernance (2018-2022)		**State Enterprise** Unified System Operator (project)

Bulgaria	2003	2004	2005	2008	2010	2012	2014	2016	2018
EGDI rank	35	41	45	43	44	60	73	52	47
ePart Rank	61	41	42	135	39	134	122	43	35
OSI score	.5371	.5058	.5192	.4849	.4095	.4902	.2362	.5652	.7639

Source: UN, eGovernment Survey (2003, 2004, 2005, 2008, 2010, 2012, 2014, 2016 and 2018)

Table 3. People using the Internet to interact with public institutions for the period 2008-2018 in Bulgaria and EU (%, age group 16-74)

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
EU	35	37	41	41	44	41	47	46	48	49	52
BG	10	11	24	25	27	23	21	18	19	21	22

Source: Eurostat (2019).

Insights

- At **political level**, consistent and systematic statement of political will for the implementation and development of Digitalisation (eGov)

- Strong dynamic in **law-making and strategic planning**

- Organisational-coordination structure unsustainable and subject to frequent restructuring

- **Clear strategic visions** all the time, even that overlapped in multiple strategic documents

- Greater **transparency**, **communication** with society and accountability for actions and achievements still in deficit

- **Gap** between institutions, citizens and businesses about readiness, opportunities and expectations for eServices delivery and efficiency of institutions

Economy responsive to innovation, entrepreneurship, productivity and labour market regulations; **People**, their skills, competences and openness; **Governance** and its capacity to be a transparent, participative and friendly service provider; **Mobility** linked to information and communication technologies and transport infrastructure; **Environmental** nature, resource management, pollution and protection; and **Living**, reflecting the context and conditions of health, education, safety, housing, cultural
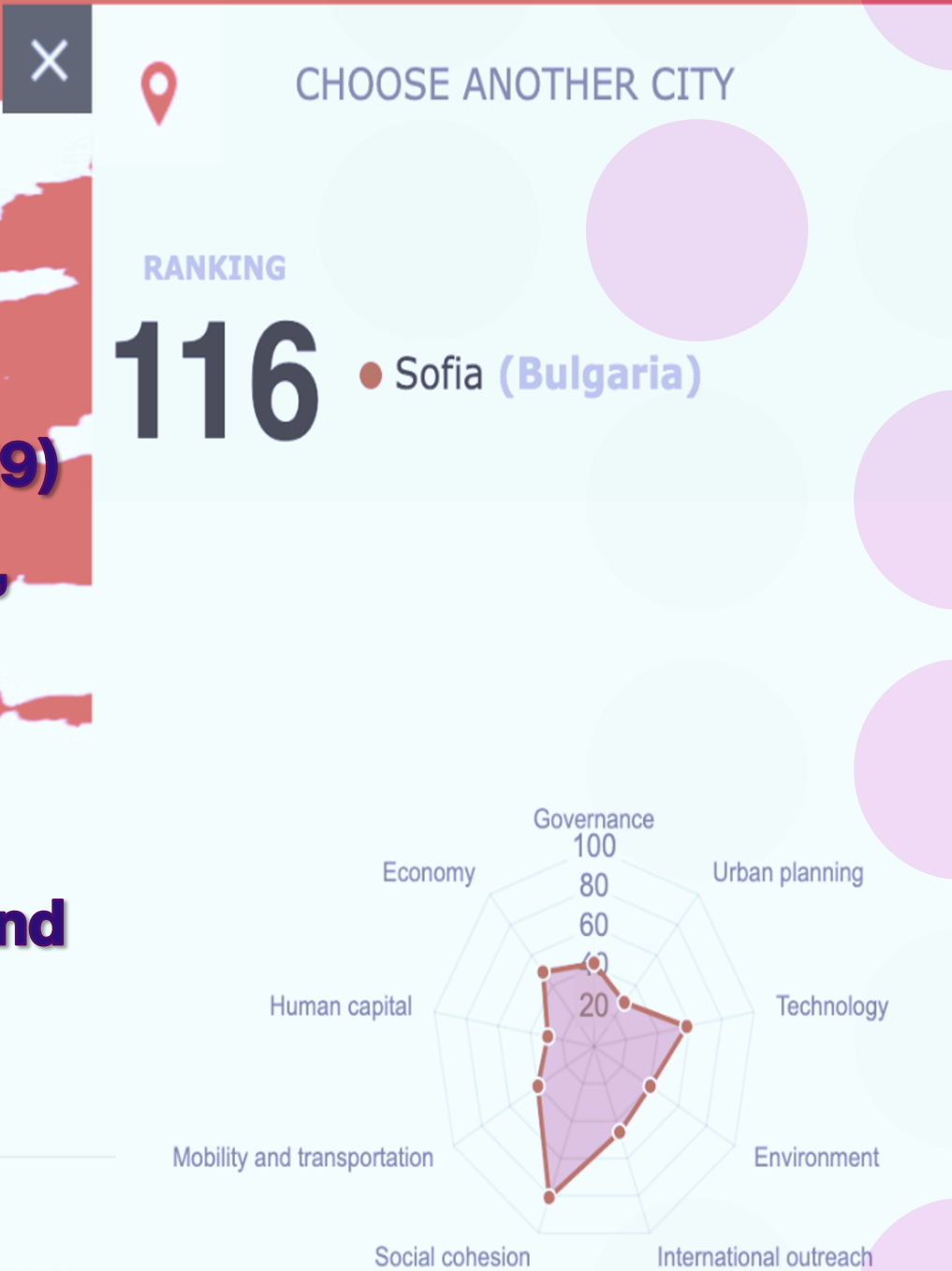

VILLES EN TRANSFORMATION:
DÉFIS, (PRÉ)VISIONS, PERSPECTIVES

CHANGING CITIES:
CHALLENGES, PREDICTIONS, PERSPECTIVES

Sous la direction de
Edited by

Radosveta Krastanova
&
Juliana Hadjitchoneva

- **Holistic approach**

- **Sofia 91/180 (2017), 101/165 (2018), 115/174 (2019): Economy 144 (2017), 128 (2018), 164 (2019), TechDev 101 (2017), 68 (2018), 97 (2019)**

- **116 (2020): *Economy* (162), *City planning* (153), *Tech* (118)**

- **Top 5 in Eastern EU 39-65 (2020): Prague, Vroclav, Tallin, Bratislava, Vilnius**

- **!!! business start-up, entrepreneurial culture and motivation for entrepreneurship, burden of administrative and regulatory environment at municipal level, public-private partnership**

CHOOSE ANOTHER CITY

RANKING

116 ● Sofia **(Bulgaria)**

Radar chart axes: Governance (100, 80, 60, 40, 20), Urban planning, Technology, Environment, International outreach, Social cohesion, Mobility and transportation, Human capital, Economy

The Impacts of Digital Transformation

Edited by
Ömer AYDIN

Cultural resistance to the eCulture? In post-Covid?

less is more, quick gains, real needs and *strengths,* active dialogue, shared goals, costs-benefits scenarios, PPP

Intensive development in **Sofia (86)**, **Varna**, Plovdiv and Burgas (**430**, 784 and 984) according to the **Start-up Ecosystem Ranking** of 1000 Cities in the World (StartupBlink 2020)

УСТОЙЧИВО ГРАДСКО РАЗВИТИЕ

ПОУКИ ЗА СОФИЯ

Съставители
Евелина СТАЙКОВА
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