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**МЕЖДУНАРОДНИТЕ ЛЕТНИ СТУДЕНТСКИ УЧИЛИЩА  
(ISSS) – УСПЕШЕН МОДЕЛ ЗА ДЪЛГОГОДИШНО  
ПАРТНЬОРСТВО В ОБМЕНА НА ЗНАНИЯ И ОБУЧЕНИЕ НА  
БЪДЕЩИТЕ БИБЛИОТЕЧНО-ИНФОРМАЦИОННИ  
СПЕЦИАЛИСТИ**

ЕЛИЦА ЛОЗАНОВА-БЕЛЧЕВА, МИЛЕНА МИЛАНОВА,

*Elitsa Lozanova-Belcheva, Milena Milanova. THE INTERNATIONAL STUDENTS' SUMMER SCHOOLS (ISSS) – A SUCCESSFUL MODEL OF A LONGTIME PARTNERSHIP INTO THE EXCHANGE OF KNOWLEDGE AND TEACHING OF THE FUTURE LIBRARY AND INFORMATION SPECIALISTS.*

*The article describes the idea of an international initiative which has a 17 year history of success – The International Students' Summer Seminar (ISSS). The annual seminar which was held every year in one of the partners' country (Poland, Bulgaria, Germany, The Netherlands, Lithuania), this year was took place in Poland from 13<sup>th</sup> to 26<sup>th</sup> of July 2010. The topic of the ISSS'2010 was “Public information / E-government in EU countries”.*

*This event has two kinds of activities – educational part (lectures and workshops) and intercultural exchange (sightseeing tours and performance of national traditions of each country).*

*In the first part, Bulgarian lecturers presented 3 lectures and presentations: „Basic issues of e-government within the EU”, “Public information education within the curriculum of Sofia University” and „Issues of Public information and e-government development in Bulgaria”. Within the second part, the Bulgarian participants – students and lecturers presented Bulgarian culture, history and tradition on the so called “national night”. In conclusion, we have to say that ISSS is a great*

*opportunity for the students and for the lecturers too, and there are a lot of benefits for all participants.*

Международното студентско лятно училище е утвърдено събитие с дълготрайна история, част от инициативите и дейностите на консорциума, изграден между сродните катедри на пет партньорски университета - Варшавския университет (Полша), Софийския университет „Св. Климент Охридски“ (България), Университета по приложни науки и изкуства, гр. Хановер (Германия), Университета за професионално обучение, гр. Девентър (Холандия) и Вилнюския университет (Литва).

Идеята на ISSS е да предостави възможност на студенти и преподаватели в областта на библиотечно-информационните науки да дискутират заедно различни актуални проблеми в международен контекст и имащи пряко отношение към развитието на информационните и комуникационни науки. Някои от най-важните цели на ISSS са свързани с изграждането на опит в професионалната комуникация на международно ниво, утвърждаването и обогатяването на контактите между участващите страни, преодоляването на бариерите между различните култури и утвърждаване на доверие и приятелство, споделяне на знания и опит за културно наследство, информационна политика и образователни програми, изграждане на умения за презентиране и провеждане на семинари, представяне на идея пред международна публика, работа в екип, опознаване на местната култура на страната – домакин, обогатяване на знанията относно хората и техния начин на живот.

Основните обучителни методи по време на семинарите са свързани с принципа „студенти за студенти“. В рамките на лятното училище студентите, заедно с техните преподаватели, споделят идеи и обменят мнения в работни семинари. Важна част от този подход е подобряване на езиковите умения на участниците.

Началото е поставено преди 18 години, когато по идея на Университета в Хановер се събират за първи път студенти и преподаватели от библиотечно-информационни специалности на различни европейски университети. Международното училище акцентира всяка година върху различна тематика, като на ротационен принцип се сменят и страната-домакин на събитието. Темите се отличават с разнообразие и мултидисциплинарност, като съчетават в едно въпроси, третиращи различни културни политики, комуникационни и информационни технологии. В рамките на семинарите работят активно и така наречените „студентските

творчески работилници”, които допълват и обогатяват разнообразието от проблеми, дискутирайки широк диапазон от въпроси и гледни точки:

- „Tradition Meets Future @ Hannover 2002: Interpersonal communication in times of e-mailing, e-teaching and e-learning”, Германия, 2002;
- „Information on European Union: The way it is, the way it should be” Полша, 2003;
- „Young People and Information and Communication Technologies (ICT) in Enlarging Europe”, България, 2004;
- „Cultural Communicating and Digital Environment (Culture, Communication and Information technologies)”, Литва, 2005;
- „Web 2.0 what does it mean for (future) Information Professionals”, Полша, 2007;
- „Development of New European Library and Information Sciences: Managerial Skills”, България, 2008.

Тази година семинарът се проведе за седемнайсети път в град Ярошин, Полша от 13 до 26 юли 2009 г. Темата бе „Information for the people. Public information / E-government in EU countries” („Информация за хората. Публична информация / Електронно правителство в страните от ЕС”, <http://www.isss2009.pl/>). Участваха 60 преподаватели и студенти. Обменяха се знания, развиваха се умения и се споделяше опит за развитието на информационното общество и изграждането на електронни правителства в страните от Европейския съюз.

От българска страна участие взеха трима преподаватели и девет студенти от различни курсове на специалността. Целта на подбора бе да се постигне приемственост между студентите, които вече са участвали в предишни семинари и тези, които за първи път имаха възможност да бъдат част от събитието.

Подготовката и организацията на участието в лятното училище започна дълго преди провеждането на ISSS'09. Тя се състоеше в редовни срещи между участниците, запознаване с натрупания до момента опит, дискутиране и изясняване на темата на събитието, планиране на националната програма, планиране на пътуването, подготовка на докладите от страна на преподавателите и на студенските семинари, планиране на необходимите разходи за покупки на материали, сувенири, награди, типично национални храни. Част от студентите, изработиха проект за участието на българската група, който бе реализиран успешно.

Една от основните цели на международните летни студентски училища е да приобщи студентите и преподавателите от партньорските

университети и да даде възможност на всяка една страна-участничка да представи своята култура, история, национална идентичност и самобитност. Това на практика се реализира чрез провеждането на така наречените „national nights”.

Българската национална вечер представи програмата, изработена съвместно в екип, преподаватели и студенти. Тя включваше презентация за историята, културата и природните забележителности на страната (сн. 1), запознаване с любопитни факти, свързани с България, провеждане на викторина с награди, представяне и дегустиране на национална храна (сн.2), изпълнение на различни национални игри, песни и танци.



Друга инициатива в рамките на семинара бе организирането на т.нар. „talents' night” (вечер на талантите). Българската страна бе представена от нашите студенти, които подготвиха етюд по една



интересна и много актуална тема, а именно – опазването на околната среда, проблема с глобалното затопляне и рециклирането на вредни отпадъци (сн. 3).

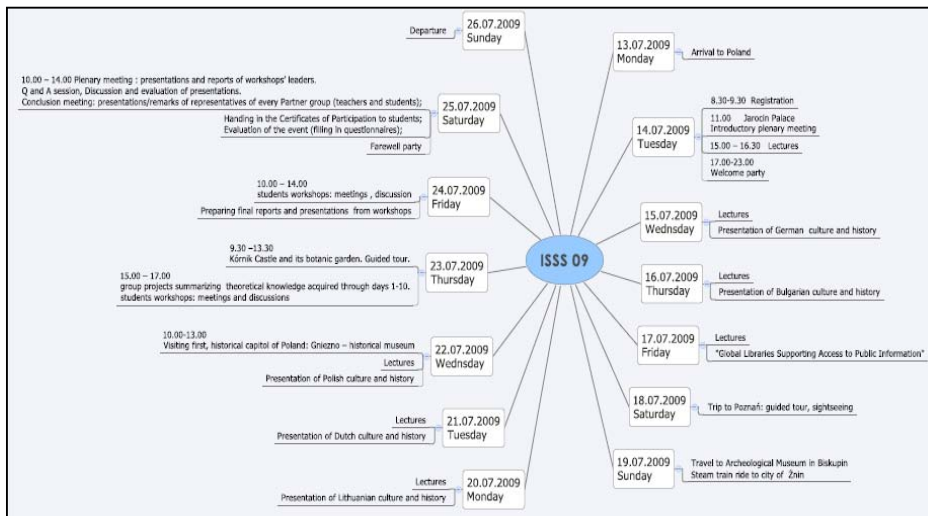
Всеки преподавател от партньорските университети, който взе участие в лятното училище представи лекция и презентация по предварително определена тема. Работният език на семинара бе английски, което е свързано с една от задачите на ISSS – усъвършенстване на езиковите и комуникативни умения на всички участници чрез формално и неформално общуване.

Тематичното съдържание на семинара бе разпределено в три основни тематични модула:

**Първият модул** постави акцент върху представянето на партньорските институции, участващи в тазгодишния семинар. Развитието на идеята за Международните летни семинари през годините бе проследено в презентацията на нашия домакин Michał Zajac от Варшавския университет.

Интересът на студентите бе провокиран и от презентациите на колегите от Германия и Холандия. Встъпителната лекция на Hans De Vries от Университета за професионално обучение, гр. Девентър, запозна аудиторията с основните концептуални идеи за развитие на информационното общество и е-демократията от социологическа гледна точка ("Idea of information society and e-democracy").

Още в самото начало, участниците в семинара имаха възможността да усвоят знания в изграждането и проектирането на идейни проекти чрез специализирания софтуер Mind Map Software (фиг.1) представен от Prof. Dr. Ulrike Schömer и Monika Maßmeier от Университета по приложни науки и изкуства, гр. Хановер.



Фиг.1

**Вторият блок** от теми обединяваше основния лекционен материал, представящ идеята за електронното правителство, неговото развитие в рамките на Европейския съюз и в страните извън него, степента на прилагането му във всяка от представените на ISSS държави, както и подходите за обучение в различните университети на специалисти в областта на електронното правителство.

Ние, като представители от българска страна, подготвихме и представихме на вниманието на колегите и студентите следните теми:

- **„Basic issues of e-government within the EU” - Е. Лозанова-Белчева (вж. Приложение 1).**

В презентацията бяха разглеждани основните европейски инициативи в областта на информационното общество и електронното правителство, двадесетте индикативни услуги и степените за тяхната реализация и оценка на състоянието им дефинирани от Европейската комисия. Показани бяха и данни за е-готовността (e-readiness) в различните държави за 2008 г. и бе даден пример за добри европейски практики чрез последните Европейски награди за електронно правителство (European eGovernment Awards 2007).

Тази лекция, заедно с представянето на развитието на електронното правителство в САЩ, Канада и Сингапур от Mariusz Luterek, бяха част от очертаването на една цялостна картина за идеята за електронно правителство и нейната реализация в страните от Европейския съюз и извън него.

▪ *„Issues of Public information and e-government development in Bulgaria” – Е. Лозанова-Белчева (вж. Приложение 2).*

Лекцията включваше основните аспекти от политиката за развитие на електронното правителство в България, преглед на нормативната уредба и ключовите стратегически документи в тази област в хронологичен план, както и анализ на текущото състояние на електронните административни услуги. Бяха показани различни примери на предлагани е-услуги чрез порталите на някои български министерства и държавни агенции и степента на готовност на тези услуги.

Темата предизвика голям интерес у колегите и постави акцент върху някои основни проблеми, които бяха дискутирани и използвани като база за сравнение в следващите лекции в рамките на лятното училище.

▪ *„Public information education within the curriculum of Sofia University”- М. Миланова (вж. Приложение 3).*

Представянето на учебните програми на Софийския университет имаше за цел да покаже разнообразието от дисциплини, които в различна степен акцентират върху темите за електронното правителство, публичната информация, електронните документи, информационното общество, информационната политика и др. Детайлният профил на отделните курсове и съпоставката на тематичния им обхват показва доброто ниво на нашия университет и тенденцията към предлагане на съвременни, съобразени със световните стандарти учебни програми.

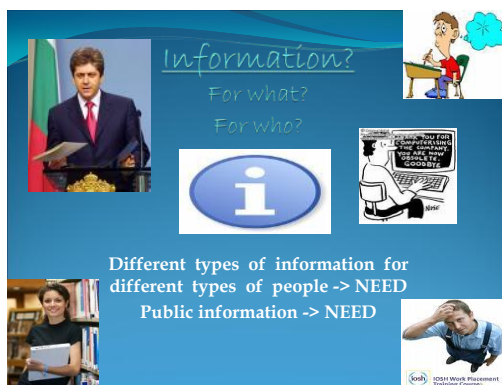
С цел да провокираме интерес и ангажираност от страна на студентската аудитория поставихме задачата студентите сами да се разпределят в групи и да изработят примерни планове на учебни курсове по електронно правителство. Изпълнението на така поставената задача и крайните резултатите показаха заинтересованост и познаване на материята от страна на студентите от всички страни. Имаше предложения, които до голяма степен припокриваха учебните програми на представените в доклада курсове, както и идеи, които биха могли да обогатят съдържанието им (Приложение 4).

Последният, **трети модул** бе свързан с дейността на студентските работни семинари.

Успоредно с провеждането на лекциите от страна на преподавателите, студентите трябваше да работят и по темите на своите семинари. Неформалната форма на комуникация бе задължителна за тях, а местата за срещи доста нетрадиционни - от

кафенето на хотела до открития плувен басейн. Студентите посветиха голяма част от свободното си време за дискусии и в края на семинара показаха интересни резултати, креативно мислене, иновативни идеи и практични решения.

От българска страна бяха анонсирани два семинара, като първия отпадна („I-net: Just surfing or a place to find information”). Вторият, „*Be informed: indispensability or amusement*”(фиг. 2) работи успешно и представи в заключителния ден резултатите от проведените дискусии и постигнатите изводи.



По време на лятното училище бяха организирани и няколко мероприятия, свързани с опознаване на местните традиции, обичаи, история и култура - посещения до гр. Познан, гр. Гнезно, Археологическия музей в Бискупин и Замъка Корник.

Паралелно с учебната програма и студентските творчески работилници традиционно в рамките на семинарите се провежда и Международна преподавателска лятна среща, която обсъжда проблеми, свързани с пътищата за развитие на консорциума, с международния обмен, нивото и пътищата на развитие на библиотечно-информационните специалности в различните университети и др. Тази година се установи, че обединението на петте университета е едно от най-старите в рамките на Европейския съюз. Наложил се изводът, че е необходимо да се търсят нови партньори и разширяване на консорциума, както и по-широко рекламиране на положителните резултати от работата му. Дискутираха се темите и домакинствата на следващите студентски летни училища (Холандия, Германия).

Като цяло в рамките на международното студентско лятно училище обменът на опит, анализирането на актуални професионални проблеми, акцентирането и обсъждането на различни теми,



представянето на нови подходи при обучението, представянето на различни проекти бяха съществена част от съвместната работа на преподавателските екипи, която се осъществяваше активно, както по време на лекционните курсове и семинари, така и в неформална обстановка. Споделянето на опит и идеи бе един от най-положителните резултати от участието в ISSS (сн. 4).

Успешното сътрудничество и провеждане на семинарите, води до постигането на основните цели на събитието: обмяна на опит с партньорите, развиване на уменията за планова работа в екип и т. нар. soft skills – конкурентноспособност, комуникативност, владение на чужди езици, посредничество, презентиране, културен обмен и пр. Участието в подобни инициативи подпомага развиването на професионалните качества на обучаващите и на обучаваните и тяхното реално прилагане в практиката, дава възможност за дискутиране нивото на използване на съвременните информационни и комуникационни технологии в процеса на обучение и общуване и изгражда нови виждания за бъдещо развитие, провокира иновативното мислене.

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# SOFIA UNIVERSITY ST. "KLIMENT OHRIDSKI"

Assist. Prof. Dr. Milena Milanova,  
Sofia University



SOFIA UNIVERSITY  
"St. Kliment Ohridski"

- ✓ The Sofia University St. Kliment Ohridski is the first higher educational institution in Bulgaria.
- ✓ 1th October 1888
- ✓ 16 Faculties
- ✓ 92 Subjects
- ✓ Three levels of education
  - bachelors degree
  - master degree
  - doctoral degree



**SOFIA UNIVERSITY**  
"St. Kliment Ohridski"

✓ **In 2007/2008 in the Sofia University were thought**

- **25 060 students**
  - ❖ 18 235 in bachelor degree
  - ❖ 4656 in master degree
  - ❖ 829 PhD student
  - ❖ 1340 foreign students

✓ **The Faculty of Philosophy**



**SOFIA UNIVERSITY**  
"St. Kliment Ohridski"

- ✓ **When the first institution of higher education - Sofia University 'St Kliment Ohridski' - was founded in Bulgaria in 1888, Philosophy was among its first fields of study.**
- ✓ **In 1951 there was established the Faculty of Philosophy and History with its three major departments: Philosophy, History and Pedagogy.**
  - 1972 Faculty of Philosophy and Pedagogy
  - 1986 Faculty of Philosophy
- ✓ **The Faculty of Philosophy nowadays covers a wide range of classical and modern fields of social science and the humanities.**



**SOFIA UNIVERSITY**  
"St. Kliment Ohridski"

- ✓ In 1993 Library and Information studies was joined to the Faculty of Philosophy
- ✓ The Department of Library and Information Science has 50 years of history behind himself.
- ✓ 1953/1954 was the first academic year of the Department of Archive studies and Library science under the then Faculty of Philosophy and History.



**SOFIA UNIVERSITY**  
"St. Kliment Ohridski"

- ✓ 1955/1956 the specialty was transformed into a specialization, parallel to the main subject at Sofia University.
- ✓ 1964/1965 a new profile called Scientific Information was established.
- ✓ 1993 the separate Library and Information Sciences within the Faculty of Philosophy was brought back.



SOFIA UNIVERSITY  
"St. Kliment Ohridski"

- ✓ The Bachelors programme is a four year programme.
- ✓ Bachelors degree graduates have the professional qualification of library and information specialists.
- ✓ They possess the necessary skills to work in the different type of libraries, information centers, document services (archives) at publishing houses, computerized information services, book trading and press distribution.



SOFIA UNIVERSITY  
"St. Kliment Ohridski"

- ✓ **Masters degree - two programs**
  - **Library and Information Services and Cultural Policy**
    - The participants in this programme can specialize in the profiles Information support. Science, education, business as well as Information support. Culture and culture market.
  - **Management of information recourses**
    - Graduation information managers, who can analyze, summarize, assess and present quality information, economically advantageous, and directed personally.
- ✓ **Doctoral degree**



**SOFIA UNIVERSITY**  
"St. Kliment Ohridski"

#### ✓ **Life-long Education and Postgraduate Qualification**

- A Center for Life-long Education for Libraries (2001, supported by Open Society Institute, Sofia and Open Society Institute, Budapest)
- The Center is under the joint guidance of the Bulgarian Library and Information Association and the Department of Library Science, Scientific Information and Cultural Policy.

#### ✓ **Membership in professional Organizations**

- The Bulgarian Library and Information Association
- IFLA, EUCLIB, AIB



**SOFIA UNIVERSITY**  
"St. Kliment Ohridski"

#### ✓ **International Students Summer Seminars**

- since 2000 the Department of Library and Information Science is an active participant into ISSS.
- 2001, e-Europe: National Identity Versus Globalization: The mission of information professionals, Bulgaria, Kiten
- 2004, The Role of Faculties and Departments in Information Sciences in Building an Information Society and Economics, Based on Knowledge, Bulgaria, Kiten
- 2008, Development of New European Library and Information Sciences: Managerial Skills, Bulgaria, Kiten



**SOFIA UNIVERSITY**  
"St. Kliment Ohridski"

UNIVERSITATEA DE ECONOMIE BUCURESTI

UNIVERSITY OF ECONOMICS BUCHAREST

UNIVERSITY OF ECONOMICS BUCHAREST

UNIVERSITY OF ECONOMICS BUCHAREST

## **International Students Summer Seminar 2009**

### **BG team:**

**Prof. Simeon Nedkov**

**Assist. Prof. Milena Milanova**

**Assist. Prof. Elitsa Lozanova**

**Elitsa, Boyana, Teodora, Marina and Martina –  
students in 3rd year**

**Iliyan and Dimitar – students in 2nd year**

**Polina and Kristina – students in 1st year**

*Public  
information  
education within  
the curriculum of  
Sofia University*



Assist. Prof. Dr. Milena Milanova,  
Sofia University

## Agenda

**Public Administration**  
**Library and Information science**  
**European studies**  
**Archive and Document studies**  
**Information Law**

## Department of Public Administration

**The Department of Public Administration was set up in April 1997 and was initiated as an academic response to the demands of central and local government.**



## Department of Public Administration

- Educating BA, MA and PhD experts in the field of Public Administration
- Training experienced civil servants and administrators already working at municipalities, ministries, NGOs, etc.
- Conducting academic research and expert appraisals and analyses of current problems concerning the administrative reform in Bulgaria
- Enhancing the development of administrative staff in Bulgaria and meeting the criteria of the EU administration.

## Department of Public Administration

- Syllabus in the field of Public Information/e-government
- 1. ***E-government*** (eligible course for the student in the 6st semester)
  - The course acquaints the students with the moderns tendency for development of administration. The implication of new information and communication technologies, i.e. E-government.
  - Each part of course discusses the EU official documents, good practice and different national models.
  - The influence of new technologies in the authority and government is the one of most important view point of the course.

## Department of Public Administration

- Content of the course
  - Concept of e-government – EU models and practices.
  - E-government – policy and legislation in EU.
  - E-government – policy and legislation in Bulgaria.
  - Characteristics of information systems in public administration and European best practices.
  - Electronic public services. Implementation of eEurope 2005 .
  - Access to Public Information. Green Paper on EU public information.
  - Applications of ICT in decision-making in public administration.
  - Electronic public register. Management and regulation.

## Department of Public Administration

- **Content of the course 2**
  - **Information security in public administration. Protection information. Classified information.**
  - **Protection of personal data. Directives on personal data and personal data in electronic communications.**
  - **Exchange of data between administrations of the European Union.**
  - **E-Government: practices in local administration.**
  - **Information technology and power. Electronic democracy.**
  - **Use of open source software in public administration.**
  - **E-Government: Trends in the EU.**

## Department of Public Administration

### **2. Organization of administrative services to citizens and business** (the course is offered as a specialization of employees in state administration)

- **Discussed the basic principles of administrative services and the core principle of one-stop shop.**
- **Appropriate organizations performing administrative services.**
- **Provide opportunities of modern information technology and electronic government to improve administrative services.**

## Department of Public Administration

- **Content of the course**
  - **Conceptual introduction. Definitions, related concepts and criteria for distinction**
  - **Basic principles of administrative services**
  - **Nature of the service principle of "one-stop shop"**
  - **Legal basis of administrative services. Administrative services and public service.**
  - **Organization of administrative services. Organizations providing administrative and public services.**
  - **Customer Charter**
  - **Standards of Service**
  - **Building sites for Administrative Services**

## Department of Public Administration

- **Content of the course 2**
  - **Performing administrative services**
  - **Appeals of denials for administrative services**
  - **Establishment of adequate administrative environment to prevent and combat corruption phenomena**
  - **Administrative regulation**
  - **Eliminate the barriers of an administrative nature to promote the investment process and improving the business climate in the country. Licensing and permit regimes.**
  - **Information, communication and management environment of administrative services. E-government.**
  - **Administrative services and processes of global governance.**

## Department of Library and Information Science

3. Department of LIS offered the students in 7<sup>th</sup> semester a course E-government. The course is eligible and present the development, concepts, models, services and applications of electronic government.



## Department of Library and Information Science

- Content of the course
  - E-government - characterization, evolution of the concept of electronic government; definitions of "e-government".
  - Stages / phases of development of e-government. Service on a one-stop shop. Relationships with participants in e-government (G2G; G2C; G2B).
  - The vision of the European Union's e-government - programs, projects, initiatives.
  - E-government in Bulgaria - legal documents, concepts, government programs, projects.
  - Electronic services - for individuals and businesses. Indicative services. Stages of development of electric services.

## Department of Library and Information Science

- **Content of the course 2**
  - **Services of the Bulgarian government. Catalog of electronic services.**
  - **Analysis of the current state of the services offered by the integration system of the Bulgarian government.**
  - **The role of libraries in the development of e-government - in the context of European information policy.**
  - **Libraries and e-government in Bulgaria.**
  - **Projects related to digitizing of library resources and their importance for e-government.**
  - **Problems and challenges facing e-government - e-Inclusion, the digital divide, information literacy, e-Access, e-Accessibility.**
  - **Factors influencing success and failure of e-government in Bulgaria.**

## Department of European studies



- 4. Information society** is the mandatory course for the students in the 1st semester.
- **The students are acquainted with the main trends in the development of information society and the EU policy in the information society.**
  - **Discussed in the comparative plan development of the information society in Bulgaria in the light of EU membership and globalization.**
  - **Special attention is paid to the risks and opportunities associated with the development of the Internet and national, European and global dimensions of the regulation of the Internet.**

## Department of European studies

- **Content of the course**
  - **Information - Information sciences. Information and communication technologies.**
  - **Information Society - National strategies. E-Europe. E-Europe+. I2010**
  - **Bulgarian strategy for transition to Information society: national priorities.**
  - **The new media. Internet as a subject of legislation.**
  - **Management of the Internet. Internet law.**
  - **Regulation, self-regulation and culture of conduct in the Internet.**
  - **Information inviolability. Protection of personal data.**

## Department of European studies

- **Content of the course 2**
  - **Right of access to information. Classified information.**
  - **Freedom of speech. Content on the Internet. Responsibility for the content on the Internet.**
  - **Causing injury and unlawful information on the Internet.**
  - **Intellectual Property in the Information Society.**
  - **E-Government and e-democracy. Information security systems of public administration.**
  - **E-economy. E-commerce. Consumers protection in the information society.**
  - **Computer crime**
  - **Convergence of information technology, telecommunications and information media. Overview and prospects**

## Faculty of History Department of Archives and Document Studies



5. ***E-documents and archives***, BA degree, mandatory course for the students, 8th semester
- The course improved knowledge of the technology of working with classical and electronic documents and archives.
  - Discussed different types of text documents and the computer processing.
  - Introduce accepted international norms and standards for handling electronic documents, as well as national and world legislation.

## Faculty of History Department of Archives and Document Studies

- Content of the course
  - Definition of electronic document types and classification
  - Text documents, tools for editing and treatment, document formats
  - Structure and working environment in the computerized office and archive
  - Media and media storage of electronic documents
  - Standardization in the field of electronic documents and archives. Modeling and requirements
  - Electronic documents and e-government

## Faculty of History

### Department of Archives and Document Studies

- Content of the course 2
  - The principle of origin and electronic documents – Protection copyright and proof of authenticity
  - Electronic document and electronic statement – preserving multimedia information in digital form
  - Information-seeking systems and information requests. Create descriptions of electronic documents. Metadata.
  - Public databases.
  - Internet as a medium for distribution of archival information.
  - Opportunities for publishing on the Internet, content management systems

## Faculty of Law

### Department Theory and history of the state and law

6. Information law, MA degree, mandatory course for the students, 3rd semester
- Teaching aims to create the necessary theoretical basis for the perception of the Bulgarian and European law information and forms necessary for applying practical knowledge of legal norms in practice.
  - Students receive theoretical knowledge on the operation of law in the virtual environment, the mechanisms of legal regulation in this environment.
  - Students learn the specific qualities of the legal norms, legal relations, legal facts and factual panels that exist and operate in the virtual space.

## Faculty of Law

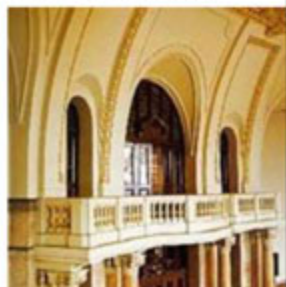
### Department Theory and history of the state and law

- **Content of the course**
  - **Definition of Information Law. Problems of legal regulation in the virtual environment. Purpose and methods of legal regulation.**
  - **E-Democracy**
  - **Access to Public Information. Re-use of information from the public sector.**
  - **Electronic statement. Electronic document**
  - **Electronic signature**
  - **E-government**
  - **Privacy policy**
  - **Unsolicited electronic messages**

## Faculty of Law

### Department Theory and history of the state and law

- **Content of the course 2**
  - **Internet and copyrights**
  - **Domain names**
  - **E-commerce**
  - **Computer crime. Illegal and harmful content on Internet**
  - **International exchange of legal information**



## Conclusion

- **The Public information education in the Sofia University is organized to cover different needs of professionals who are related with the idea of information society.**
- **The courses range over the main ideas of the public information/e-government and mirrored them in their field of study.**
- **The courses balanced presentation the widely interdisciplinary borders (juridical, political, governance, economic, social) of the public information education.**

**Thank you for your attention!**

# **PUBLIC INFORMATION AND E-GOVERNMENT DEVELOPMENT IN BULGARIA**

**Elitsa Lozanova-Belcheva,**  
Department of Library and Information Studies  
and Cultural Policy  
Sofia University "St. Kl. Ohridski"



**ISSS'2009 "INFORMATION FOR THE PEOPLE. PUBLIC INFORMATION/  
E-GOVERNMENT IN EU COUNTRIES", 13-26.07.2009, Jarocin, Poland**



## ***Bulgaria***

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- **Population (1 000):** 7 640.2 inhabitants (2008)
- **Area:** 111 910 km<sup>2</sup>
- **Capital city:** Sofia
- **Official EU Language:** Bulgarian
- Bulgaria is a **parliamentary republic**
- Bulgaria became a member of the **European Union** on 1 January 2007

Source: <http://epractice.eu/>



## ***Freedom of Information***

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- **Resolution 59 (1) of the UN General Assembly, 1946:** "Freedom of information is a fundamental human right and the touchstone of all the freedoms to which the UN is consecrated."
- **Convention for the Protection of Human Rights and Fundamental Freedoms, 1950, Article 10:** "Everyone has the right to freedom of expression. This right shall include freedom to hold opinions and to receive and impart information and ideas without interference by public authority and regardless of frontiers".
- **Charter Of Fundamental Rights Of The European Union (2007/C 303/01), Article 11:** "Everyone has the right to freedom of expression. This right shall include freedom to hold opinions and to receive and impart information and ideas without interference by public authority and regardless of frontiers"



## Freedom of Information Legislation - Bulgaria

**Access to Public Information Act**, voted by Parliament in 2000 and lastly amended in June 2007 - grants every citizen or legal entity with the **right to access the information held by the State institutions** regardless of the medium on which it is held.



## E-Government Legal Framework

**eGovernment Act**, voted in **2006** and entered into force on 13 June 2008

- The act lays down arrangements for the handling of **electronic documents** by administrative authorities, the provision of administrative **services by electronic means** and the circulation of electronic documents among different Administrations.
- One of the act's main principles is that, once a data set concerning an individual or company comes into the possession of a public body, other public bodies **cannot request the same data** from this individual or company.
- Another important principle is laid down in article 8.2, which requires **all public bodies to provide all of their services electronically**, and not just manually.

## E-Government Legal Framework

**Law for Protection of Personal Data**, adopted in December 2001 and last amended in July 2007,

- The Law for Protection of Personal Data has been modelled on the EU Directive 95/46/EC on the protection of individuals with regard to the processing of personal data and on the free movement of such data.
- It applies to the protection of individuals with regard to the processing of personal data, granting them the right to access and correct information held about them by public and private bodies.
- The Act defines lawful grounds for the **collection, storage and processing** of the personal data of individuals.



## E-Government Legal Framework

### Law on eCommerce, 2006

- It was enacted in order to implement the **EU Directive on electronic commerce** (2000/31/EC).
- It regulates the obligations of service providers with regard to contracts by means of eDevices
- It lays down the rules limiting the service providers' responsibilities as to the provision of access and transfer of information services.

### Public Procurement Law, 2004

- The law is in line with the 2002 acquis, and it contains **regulations pertaining to eProcurement**, covering among others eNotification, eTendering, eAuctions and the Dynamic Purchasing System

## E-Government Legal Framework

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### Law on Electronic Document and Electronic Signature, 2001

- It transposed the **EU Directive on a Community framework for electronic signatures** (1999/93/EC) into Bulgarian law.
- The law regulates electronic documents and electronic signatures, as well as terms and procedure for providing certification services.
- The main differentia specifica of the Bulgarian legislation in comparison to the eSignatures Directive is related to the definitions of different types of electronic signatures. Indeed, the meaning of "electronic signature" under the Bulgarian EDESA is similar to that of "advanced electronic signature" under the Directive.
- According to EDESA, the **universal electronic signature** is the only type of electronic signature which has the effect of a handwritten signature in respect to everyone, unlike the "basic" and the advanced electronic signature which have such an effect only among individuals.

## E-Government Strategy

---

The main objective of Bulgarian eGovernment is to meet the needs of society for **quality and easily accessible administrative services**.

Two main benefits are expected from the implementation of eGovernment, namely:

- Reduction of time, efforts and price for both citizens and businesses in using public services and in searching/accessing personal and public data;
- Increased efficiency of public services, and related cost reduction.

## E-Government Development

---

The process of introduction of the e-government may be divided into three stages:

- **2002 - preparatory stage**, related to the adoption of the strategic documents: Strategy for modernization of the state administration from accession to integration and Strategy for e-government;
- **2003 - 2005 - experimental stage**, related to the introduction of 20 indicative e-services for the citizens and businesses defined by the European Commission, introduction of e-documents and e-signature in the work of the administration and, as a whole, work on basic, conceptual and methodological projects;
- **2005 - 2008 - real stage of dynamic development**, during which a re-engineering of the business processes in the administration and total introduction of e-services, including also cross-border services within the frame of the single European market will be carried out.

## E-Government Development

---

### 1998-2000

- The **first eGovernment programme** begins in 1998 with the establishment. One of the programme's goals is to interconnect ministries and other State organisations through a Government-wide communications system.
- The **Telecommunications Act** comes into force during the same year. The act foresees the liberalisation of telecommunications services.

### 2001

- The Law on **Electronic Document and Electronic Signature** is adopted by the National Assembly on 22 March 2001.

### 2002-2003

- September 2003 - official start-on to the **delivery of electronic public services** based on the country's eGovernment platform.
- Four services are to be initially delivered, free-of-charge, namely: change of address notification, access to company registration information, information on social security instalments for individuals, and check-up of social contributions paid by companies.

## E-Government Development

---

### 2004

- The **iCentres network** was created with joint funding from the Government and the United Nations Development Programme. The aim is to establish a broad-base network of public telecenters providing services to the widest possible range of users in rural areas
- In June 2004, the United Nations Development Programme (UNDP) and the Internet Society of Bulgaria launch a project to help municipal Governments in South-Eastern Europe to enhance eGovernment initiatives by using **Open Source Software (OSS)** applications, with the Bulgarian city of Kurdjali serving as a pilot.

### 2005

- The Bulgarian Government establishes a new body in charge of managing telecommunications and information technologies; the **State Agency for Information Technology and Communications** which is directly responsible to the Council of Ministers.
- Creation of the **Ministry of State Administration and Administrative Reform** in August 2005 in order to push administrative reform in the run-up to EU Accession in 2007.

## E-Government Development

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### 2006

- Within the framework of the T-Centers project, a
- Bulgaria's Parliament approves an **eManagement legislation** bill drawn up by the Government and aimed at helping citizens and businesses to cut through red tape.
- In June 2006, the Bulgarian Council of Ministers adopts the **Bulgarian National Interoperability Framework (NIF)**.

### 2007

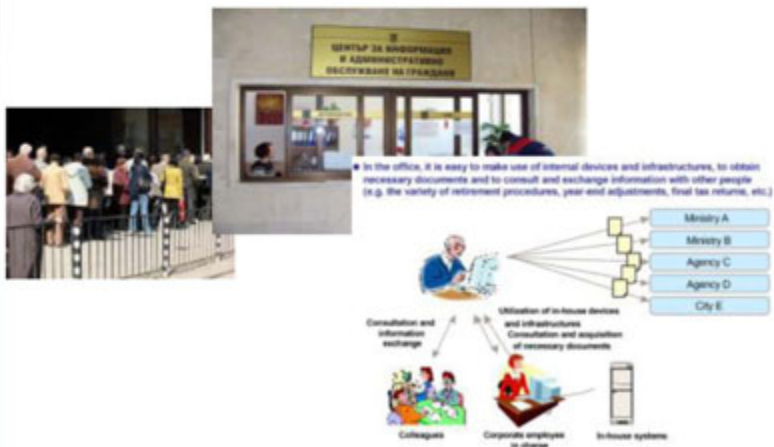
- Official launch of Bulgaria's **eGovernment portal 'egov.bg'** in October 2007. The new portal enables citizens to obtain online information about many public services, together with forms to download.
- In September 2007, Bulgaria starts issuing its **first electronic health cards** as part of the pilot project launched by the Ministry of Health and the National Health Insurance Fund (NHIF) in February 2007.
- In February 2007, Bulgaria's Minister for State Administration and Administrative Reform unveil in Sofia an **eGovernment control technical centre**. The centre will provide services throughout the entire country, in order to help to bring all Bulgarian municipalities into one interrelated system

## E-Government Development

### 2008

- October 2008 - The Bulgarian Council of Ministers has adopted a **new programme** aimed at **accelerating the development of Information Society** in the country for the period **2008-2010**. The
- The Bulgarian Government has approved a **new health strategy** which notably targets the **implementation of eHealth** in the country.
- Bulgaria's eGovernment Act** enters into force on 13 June 2008, a year past its publication.
- May 2008 - The Bulgarian National Revenue Agency (NRA) announces that online income tax declarations have tripled in 2008, compared to **eTax returns** in 2007.

## From traditional administrative services to electronic services





## **E-services for citizens – G2C**

**The 12 services for citizens are as follows:**

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

## **E-services for citizens ....**

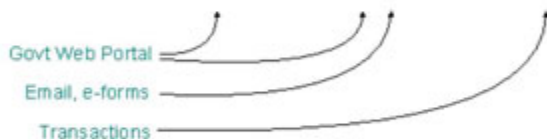
For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information
- Stage 2 - One way interaction (downloadable forms)
- Stage 3 - Two-way interaction (electronic forms)
- Stage 4 - Transaction (full electronic case handling)
- Stage 5 - Personalisation (pro-active, automated)

### Stages of E-government

(per United Nations and Gartner models)

Emerging (Presence)	Enhanced (Presence)	Interactive	Transactional	Seamless (Transform)
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The screenshot shows the homepage of the National Revenue Agency (NRA) website. The header includes the NRA logo and a navigation menu with links for Home, Social Security, Services, Payment, Contracts, and Announcements. The main content area is divided into two columns of service links:

- What taxes does it administer?**
  - Value Added Tax
  - Personal income tax
  - Tax on inland persons' income from employment relations (labor contract)
  - Corporate tax on the annual taxable profit (BGA)
  - Income tax for public employees
  - Withholding taxes
  - Tax on the activity from other operations
  - Types of taxes
- What types of contributions does NRA collect?**
  - Social security contributions for the State Social Security
  - Supplementary Mandatory Pension Savings (SMPG)
  - Pension Fund for Teachers (PFT)
  - Health insurance contributions
  - Contributions for financing the development of workers and employees in case of bankruptcy of the Employer (FSE) (Employment Protection of Workers and Employees)
  - Types of contributions

On the right side, there is a search bar and a 'KEY SERVICE' section for Value Added Tax, along with contact information for the NRA Call Center (0700 18 700).

#### 1. Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance, National Revenue Agency

Website: <http://www.nap.bg/>

Sophistication stage: 5/5

Description: Online information and forms can be downloaded, submitted and signed electronically, allowing for the online submission of personal income taxes.

The screenshot shows the website of the National Employment Agency (NEA) of Azerbaijan. The page is titled 'Ministry of Labour and Social Policy NATIONAL EMPLOYMENT AGENCY'. It features two main columns of services:

- Job Seekers:**
  - Providing services to the job seekers:** The NEA provides services to active job seekers, including:
    - mediator services for searching jobs;
    - preparing to the clients professional guidance;
    - qualification and motivation training;
    - analysing relevant programs and measures for employment.
  - Work abroad:** The NEA provides mediator services to Bulgarian citizens seeking job abroad following bilateral international agreements and contracts.
- Employers:**
  - Providing services to the employers:** The NEA offers services to employers, including:
    - mediator services for finding of the appropriate job candidates;
    - personal training;
    - referring the employers towards available programs and employment measures and using benefits respectively.
  - Employing Foreign Citizens:** The foreigners are able to work in the Republic of Azerbaijan after they have obtained work permission from the National Employment Agency.

At the bottom of the page, it says 'Copyright © 2010, National Employment Agency'.

**2. Job search services by labour offices**  
 Responsibility: Central Government, Ministry of Labour and Social Policy, National Employment Agency  
 Website: <http://www.az.government.bg>  
 Sophistication stage: 4/4  
 Description: A registered job seeker receives an online job listing match based on his/her profile while the employers receive a list of matching CV's from job seekers.

### 3. Social security benefits

- Unemployment benefits**

Responsibility: Central Government, Ministry of Labour and Social Policy, National Employment Agency

Website: <http://www.az.government.bg>

Sophistication stage: 4-5/5 (Average sophistication level of procedures related to social security benefits)

Description: The National Employment Agency provides those registered with the Labour Office Directorates with unemployment benefits in accordance to the Social Security Codex. Online registration and information is available.

- Child allowances**

Responsibility: Central Government, Ministry of Labour and Social Policy, National Employment Agency

Website: <http://www.az.government.bg>

Sophistication stage: 4-5/5 (Average sophistication level of procedures related to social security benefits)

Description: The National Employment Agency provides those registered with the Labour Office Directorates with family benefits for children in accordance to the Family Assistance for Children Act. Online registration and information is available.

### 3. Social security benefits ....

- **Medical costs (reimbursement or direct settlement)**

Responsibility: Central Government, National Security Institute

Website: <http://www.noi.bg>

Sophistication stage: 4-5/5 (Average sophistication level of procedures related to social security benefits)

Description: The National Social Security Institute administers the mandatory insurance programs for disability, old age and survivors' benefits, sickness and maternity, work injuries and occupational diseases as well as collection, control and information services for all obligatory contributions. More and more citizens obtain information on their medical insurance status online.

- **Student grants**

Responsibility: Central Government, Ministry of Education and Research

Website: <http://www.minedu.government.bg>

Sophistication stage: 4-5/5 (Average sophistication level of procedures related to social security benefits)

Description: Information only.



### 4. Personal documents: passport and driver's licence

- **Passport**

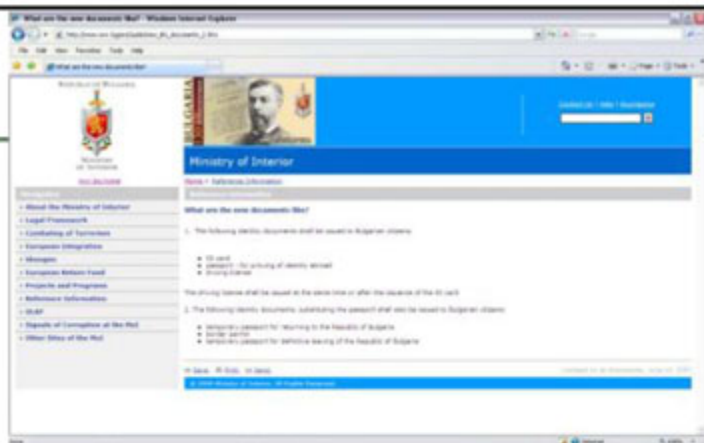
Responsibility: Central Government, Ministry of the Interior, District Police Stations (Identity

Documents and Passport Regime Units)

Website: [http://www.mvr.bg/en/guide/new\\_BG\\_documents.htm](http://www.mvr.bg/en/guide/new_BG_documents.htm)

Sophistication stage: 1-2/4 (Average sophistication level of procedures related to personal documents)

Description: Online information on how to start the process of obtaining an ID card or passport..



#### 4. Personal documents: driver's licence

- **Driver's licence**

Responsibility: Central Government, Ministry of the Interior

Website: <http://www.mvr.bg>

Sophistication stage: 1-2/4 (Average sophistication level of procedures related to personal documents)

Description: Online information on driving licences is available, but there are no online services or downloads.

- **5. Car registration (new, used, imported cars)**

- Responsibility: Central Government, Ministry of the Interior, Ministry of Transport and

- Communications, Executive Agency for Automobile Administration (~~supervision and conformance control~~)

- Website: <http://www.mvr.bg> ; <http://www.rta.government.bg>

- Sophistication stage: 1/4

- Description: N/A

- **6. Application for building permission**

- Responsibility: Central Government, Ministry of Regional Development and Public Works, Cadastre and Property Agency, Municipalities

- Website: <http://www.cadastre.bg>

- Sophistication stage: 0-1/4

- Description: Information only. Building permits are issued by the Ministry of Regional Development and Public Works and its local services departments (municipalities).

- Some municipalities (Stara Zagora) have implemented pilot services.


- **7. Declaration to the police (e.g. in case of theft)**

- Responsibility: Central Government, Ministry of the Interior, National Police Service

- Website: <http://www.mvr.bg>

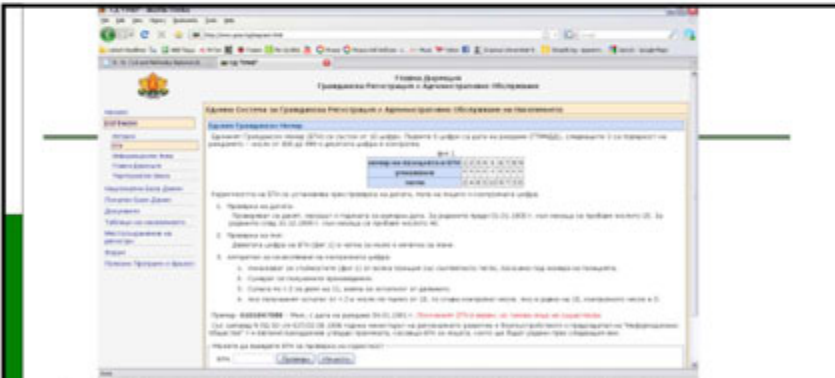
- Sophistication stage: 1/3

- Description: Online information.



**8. Public libraries (availability of catalogues, search tools)**

- Responsibility: Central Government, Ministry of Culture, Ministry of State Administration and Administrative Reform
- Website: <http://www.nationallibrary.bg>
- Sophistication stage: 1/5
- Description: The St. Cyril and Methodius National Library provides an electronic catalogue. More advanced online facilities are offered by university libraries such as the Sofia University Library.



**9. Certificates (birth and marriage): request and delivery**

- Responsibility: Central Government, Ministry of Regional Development and Public Works, Directorate General for Citizen Registration
- Website: <http://www.mrrb.government.bg>; <http://www.graog.government.bg>
- Sophistication stage: 2/4
- Description: The management and control of the functioning and development of the Citizen Registration System (ESGRAON) are assigned to the Directorate General for Citizen Registration of the Ministry of Regional Development and Public Works and to the 28 'Citizen Registration' Territorial Units located in the former administrative centres of the districts. There is online information.

**10. Enrolment in higher education/university**

Responsibility: Central Government, Ministry of Education and Research

Website: <http://www.minedu.government.bg>

Sophistication stage: 2-3/4

Description: Online information.

**11. Announcement of moving (change of address)**

Responsibility: Central Government, Ministry of Regional Development and Public Works, Directorate General for Citizen Registration

Website: <http://www.mrrb.government.bg>

<http://www.grao.government.bg>

Sophistication stage: 0/4

Description: Change of address notification has been announced as available since 2003.

**12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)**

Responsibility: Central Government, Ministry of Health

Website: <http://www.mh.government.bg>

Sophistication stage: 2/4

Description: Online information.

## **E-services for businesses – G2B**

**The 8 services for businesses are as follows:**

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits (incl. reporting)
8. Public procurement



### 1. Social contributions for employees

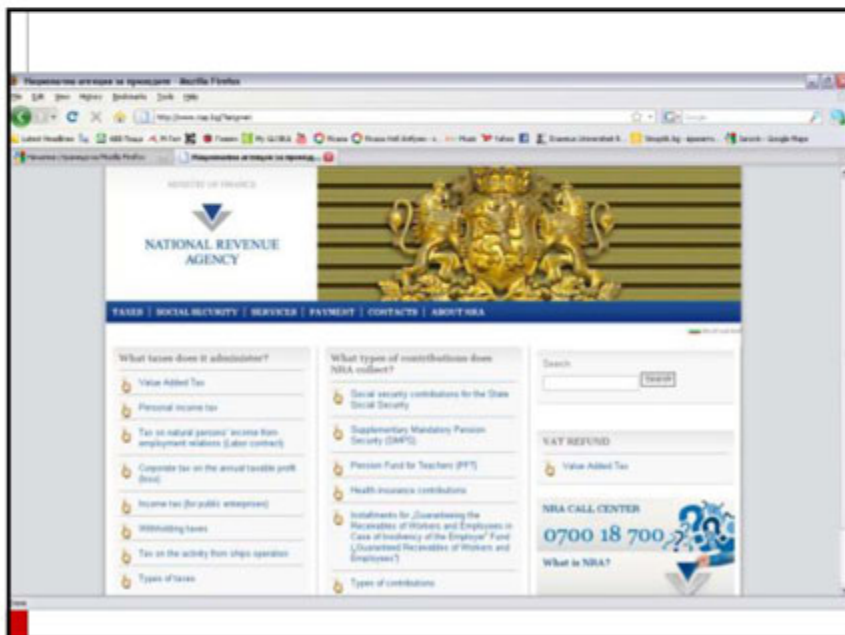
- Responsibility: Central Government, National Social Security Institute, National Revenue Agency
- Website: <http://www.nap.bg/>
- Sophistication stage: 3/4
- Description: Contributions by employers can be filed electronically through the National Revenue Agency web pages.

### 2. Corporate tax: declaration, notification

- Responsibility: Central Government, Ministry of Finance, National Revenue Agency
- Website: <http://www.nap.bg/>
- Sophistication stage: 3/4
- Description: Online information and forms can be downloaded, submitted and signed electronically, allowing for the online submission of corporate taxes.

### 3. VAT: declaration, notification

- Responsibility: Central Government, Ministry of Finance, National Revenue Agency
- Website: <http://www.nap.bg/>
- Sophistication stage: 3/4
- Description: Online information and forms can be downloaded, submitted and signed electronically, allowing for the online submission of VAT declarations.



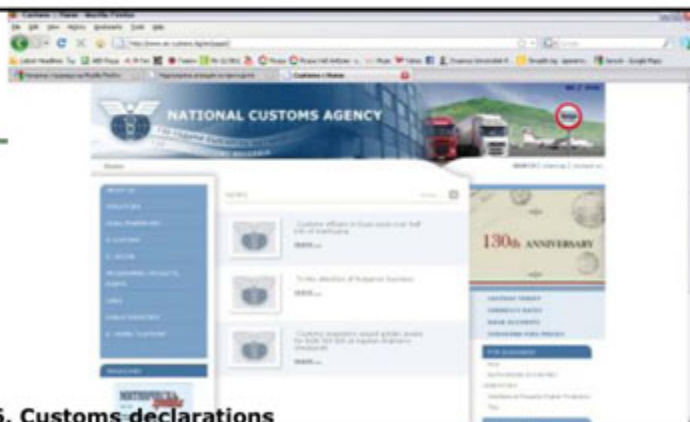
The screenshot shows the homepage of the National Revenue Agency (NRA) website. The browser window title is "Национална агенция за приходите - Българска Фискална". The page features the NRA logo on the left and a large golden coat of arms on the right. Below the header is a navigation menu with links: "ТАКСИ" | "СОЦИАЛНА СЕКЦИОНА" | "СЕРВИСИ" | "ПЛАЩАНИЯ" | "КОНТАКТИ" | "АДМИН" | "НАРА". The main content area is divided into three columns. The left column, titled "What taxes does it administer?", lists: Value Added Tax, Personal income tax, Tax on natural persons' income from employment relations (Labor contract), Corporate tax on the annual taxable profit (Divid), Income tax for public enterprises, Withholding taxes, Tax on the activity from ships operation, and Types of taxes. The middle column, titled "What types of contributions does NRA collect?", lists: Social security contributions for the State Social Security, Supplementary Mandatory Pension Security (SMPS), Pension Fund for Teachers (PFT), Health insurance contributions, Installments for Guaranteeing the Necessities of Workers and Employees in Case of Incapacity of the Employer's Fund (Guaranteed Necessities of Workers and Employees), and Types of contributions. The right column contains a search bar, a "VAT REFUND" section with a link to "Value Added Tax", and an "NRA CALL CENTER" section with the number "0700 18 700" and a "What is NRA?" link.

#### 4. Registration of a new company

- Responsibility: Central Government, Ministry of Justice, Registry Agency
- Website: <http://www.brra.bg/>
- Sophistication stage: 2/4
- Description: A new system of company eRegistration came into operation in January 2008. Run by the Registry Agency, this online commercial register is a single portal enabling the establishment and later re-organisation, restructuring and liquidation of a company. The agency then passes the information on to the relevant institutions, thus easing the obligations of the company itself. The portal also serves as a database, as all key details of a company are made available to the general public. Applications in paper form will still be possible, especially for those companies that are not in possession of an eSignature certificate.

#### 5. Submission of data to statistical offices

- Responsibility: Central Government, National Statistical Institute
- Website: <http://www.nsi.bg>
- Sophistication stage: 2/5
- Description: There are online submission facilities for companies through forms.



#### 6. Customs declarations

- Responsibility: Central Government, Ministry of Finance, National Customs Agency
- Website: <http://www.en.customs.bg>
- Sophistication stage: 3/4
- Description: There are model forms to download and be submitted. The National Customs Agency is actively promoting the use of simplified procedures, in particular through its website and by liaising with business operators. Sustained efforts are being made to reinforce post-clearance controls.

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### **7. Environment-related permits (incl. reporting)**

- Responsibility: Central Government, Ministry of Environment and Water
- Websites: <http://www.moew.government.bg>
- Sophistication stage: 1/5
- Description: Online information is available along with documents which can also be downloaded

### **8. Public procurement**

- Responsibility: Central Government, Ministry of Finance, Public Procurement Agency, Small Scale Public Procurement
- Website: <http://www.aop.bg/case.php>
- Sophistication stage: 2/4
- Description: Contracting authorities in Bulgaria are obliged to publish their tender notices in the Bulgarian State Gazette, as well as in the web-based Public Procurement Register kept by the Public Procurement Agency (PPA). The information contained in the Public Procurement Register covers the entire lifecycle of a public procurement procedure – from the preliminary notice to the announcement of the contract award. Furthermore, there is a website for small value electronic procurement of the public sector which provides information on the opened small public procurement procedures and allows for the online submission of tenders.

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## **Critical factors for success of the Bulgarian e-government**

- **Presence of political will**
- **Provision of the necessary financial resources**
- **Intuitional provision, including management capacity, improvement of the qualification and training of the civil servants in e-government and information technologies;**
- **Overall development of the information society and wider access to computers and Internet, computer and digital literacy.**
- **Need for the development of the e-government recognized by society.**
- \* *The provision of these 5 key factors will allow the administration to achieve a new quality level, will enable the reform in the state administration and will facilitate the integration of Bulgaria in the European structures.*

# Basic issues of e-government within the EU



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ISSS'2009 "INFORMATION FOR THE PEOPLE. PUBLIC INFORMATION/  
E-GOVERNMENT IN EU COUNTRIES", 13-26.07.2009, Jarocin, Poland

## AGENDA

- E-government stages
- European e-government policy
- E-government readiness – Europe
- European e-government best practices'2007

## Definition of e-Government used by the EU-Commission

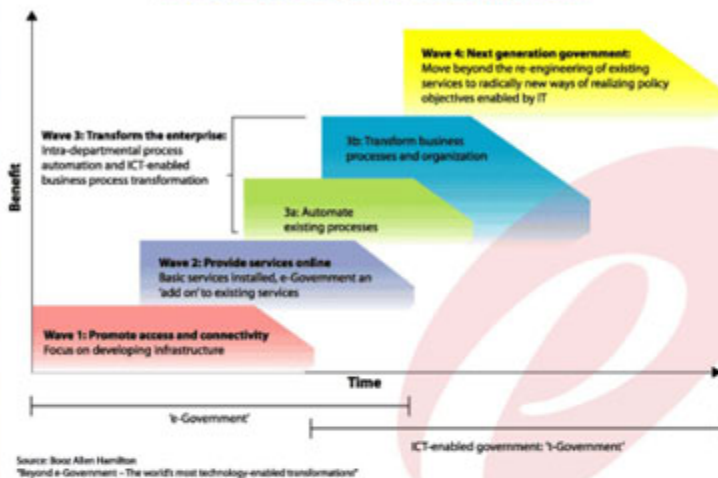
*„eGovernment is the use of information and communication technologies in public administrations - combined with organizational change and new skills - to improve public services and democratic processes and to strengthen support to public policies.“*

[http://europa.eu.int/information\\_society/soccul/egov/index\\_en.htm](http://europa.eu.int/information_society/soccul/egov/index_en.htm)

## Stages of e-Government Evolution

- Stage I – Emerging
- Stage II – Enhanced
- Stage III – Interactive
- Stage IV – Transactional
- Stage V – Connected

## The evolution of e-Government



## The EU's eGovernment policy

- **eEurope Initiative (1999)**
- **eEurope 2002 & 2005 Action Plans**
- **i2010 - A European Information Society for Growth and Employment (2005)**

## The EU's eGovernment policy



The Action Plan focuses on five major objectives for eGovernment with specific objectives for 2010:

- **No citizen left behind:** advancing inclusion through eGovernment so that by 2010 all citizens benefit from trusted, innovative services and easy access for all;
- **Making efficiency and effectiveness a reality** – significantly contributing, by 2010, to high user satisfaction, transparency and accountability, a lighter administrative burden and efficiency gains;
- **Implementing high-impact key services** for citizens and businesses - by 2010, 100% of public procurement will be available electronically, with 50% actual usage<sup>5</sup>, with agreement on cooperation on further high-impact online citizen services;
- **Putting key enablers in place** - enabling citizens and businesses to benefit, by 2010, from convenient, secure and interoperable authenticated access across Europe to public services;
- **Strengthening participation and democratic decision-making** - demonstrating, by 2010, tools for effective public debate and participation in democratic decision-making.

## E-government readiness in Europe 2008

Table 3.18. E-Government Readiness for Eastern Europe

Country	2008 Index	2005 Index	2008 Ranking	2005 Ranking
Czech Republic	0.6896	0.6396	25	29
Hungary	0.6494	0.6536	30	27
Poland	0.6134	0.5872	33	38
Slovakia	0.5889	0.5887	38	36
Ukraine	0.5728	0.5456	41	48
Bulgaria	0.5719	0.5605	43	45
Romania	0.5383	0.5704	51	44
Belarus	0.5213	0.5318	56	51
Russian Federation	0.5120	0.5329	60	50
Republic of Moldova	0.4510	0.3459	93	109
Region	0.5689	0.5556		
World	0.4514	0.4267		

## E-government readiness in Europe 2008

Table 3.19. E-Government Readiness for Northern Europe

Country	2008 Index	2005 Index	2008 Ranking	2005 Ranking
Sweden	0.9157	0.8983	1	3
Denmark	0.9134	0.9058	2	2
Norway	0.8921	0.8228	3	10
United Kingdom	0.7872	0.8777	10	4
Estonia	0.7600	0.7347	13	19
Finland	0.7488	0.8231	15	9
Ireland	0.7296	0.7251	19	20
Iceland	0.7176	0.7794	21	15
Lithuania	0.6617	0.5786	28	40
Latvia	0.5944	0.6050	36	32
Region	0.7721	0.7751		
World	0.4514	0.4267		

## E-government readiness in Europe 2008

Table 3.20. E-Government Readiness for Southern Europe

Country	2008 Index	2005 Index	2008 Ranking	2005 Ranking
Spain	0.7228	0.5847	20	39
Slovenia	0.6681	0.6762	26	26
Italy	0.6680	0.6794	27	25
Malta	0.6582	0.7012	29	21
Portugal	0.6479	0.6084	31	30
Greece	0.5718	0.5921	44	35
Croatia	0.5650	0.5480	47	47
Andorra	0.5175	0.1836	58	159
T.F.Y.R. Macedonia	0.4866	0.4633	73	69
Serbia	0.4828	0.1960	77	156
Albania	0.4670	0.3732	86	102
Bosnia and Herzegovina	0.4509	0.4019	94	84
Montenegro	0.4282	0.1960	100	156
San Marino	...	0.3110	...	124
Region	0.5642	0.4654		
World	0.4514	0.4267		

## E-government readiness in Europe 2008

Table 3.21. E-Government Readiness for Western Europe

Country	2008 Index	2005 Index	2008 Ranking	2005 Ranking
Netherlands	0.8631	0.8021	5	12
France	0.8038	0.6925	9	23
Switzerland	0.7626	0.7548	12	17
Luxembourg	0.7512	0.6513	14	28
Austria	0.7428	0.7602	16	16
Germany	0.7136	0.8050	22	11
Belgium	0.6779	0.7381	24	18
Liechtenstein	0.5486	0.1789	49	161
Monaco	...	0.2404	...	148
Region	0.7329	0.6248		
World	0.4514	0.4267		



**For Social Impact and Cohesion Public Services:**

**Besançon clic** submitted by the City of Besançon, France. Besançon has been recycling computers donated by firms. Once refurbished in a centre for disabled workers, recipients of these computers have included primary schools, hospitals, associations, retirement homes and, since 2006, some schools in Senegal



**For Effective and Efficient Administration:**

**DVDV "German Administration Services Directory"** submitted by BIT the Portal of the Federal Government of Germany.

DVDV is a service directory supporting the interworking of on-line public services at a "machine to machine" level. It lists agencies and other providers with their respective services, so that queries can be executed directly by different software applications rather than requiring human intervention

