

"Your Administration" Solutions for an efficient operation of the public sector

Technology advances

Thanks to recent technologic advances, more and more organizations today are ruled by the basic principles of efficiency, rationalization and economical operation. Economical operation presents a significant challenge for any organization, as it needs to limit the funds it has at its disposal. We all want flexibility to accommodate today's trends and demands, and the key to success lies in establishing an efficient and well-organized office system which we need to continually update in order to keep abreast of the times. SRC is well aware that any effective system needs a sound infrastructure for connecting to the outside world, i.e. the administration.

Experience of SRC

SRC has 15 years' worth of experience with developing and implementing various types of IT solutions in public administration. All this know-how allows us to provide a range of services which will help clients quickly and efficiently establish a system allowing them to conduct business with their users electronically. SRC ensures that IT is employed effectively as a tool, and the client provides quality content.

Life events

We encounter different life events in our lives, which require us as citizens to deal with the uncomfortable "red tape". Here we are all the same, regardless of our age - we all get to wait in the same line, where we do nothing but wait, wait and wait. And when our number is up, we find out that we have to take care of 101 more things. It is in the public administration's interest to make these procedures easier for us, allowing us to deal with these procedures as smoothly as possible.

e-Citizen

integration of public institutions into e-Government

Below we describe all those activities which a public institution must carry out in order to enter the world of electronic interaction with citizens, utilizing the existing infrastructure and solutions provided by the Ministry of Public Administration.

With the IT solutions

- Life Events (LE) and
- e-Government Services (e-GS),

public administration bodies and other bearers of public functions have simple and economical access to the world of electronic interactions with the citizens. This way, public administration bodies and bearers of public functions only need to prepare the content and receive applications.

Activities required to establish the e-Citizen system include:

- obtaining the authorization and user rights for the body and authorized persons
- registration of the body with the Register of Public Sector Institutions (RIJS)
- inclusion in the electronic payments system
- inclusion in the electronic signing system
- inclusion in the system for electronic serving of official writs
- preparation of the contents of electronic applications
- creation and integration of e-applications at the e-GS portal
- preparation of the contents of Life Events
- inclusion and integration of the Life Events content into the e-Government portal
- integration of electronic procedures with the SPIS back-office system

Public administration bodies and bearers of public functions can carry out all of the above activities themselves, in cooperation with the Ministry of Public Administration. Since the whole process of integration, launching and maintaining the system of electronic transactions with citizens presents a significant challenge, SRC has prepared individual sets of services which can provide a partial selection or the entire range of electronic transactions with citizens.

SPIS - a comprehensive electronic documentation management system

The SPIS – Src office information system is a synonym for an efficient electronic document management system, allowing easy capture, processing, sharing and secure archiving of documents. Furthermore, it provides users an easy way to manage their documentary archives, which is essential for smooth operation in any public body. Any task performed by public bodies which is documented by a suitable written record, e.g. a document, official annotation or office order, can be reviewed at any time, checked for accuracy, timeliness and quality of execution of the individual tasks involved. It also allows preparation of statistical reports for the purpose of analyzing operations and can be used to prove facts and store records for science and culture purposes or to ensure the legal security of legal and natural persons.

The SPIS solution is designed to work together with existing tools and work methods, as it shortens the time of implementation, reduces the needs for additional technical equipment and increases the need for intensive technical support. It should be said that the solution introduces important advantages which allow

interaction with other bodies from the public sector (G2G), companies (G2B) and citizens (G2C) as well as other systems such as the public administration portal, public records and registers (CPR etc.), electronic signing and serving of official writs.

Two options for using the solution are available in the context of document management according to the Decree on Administrative Operations. The first option is independent installation of the server and applicative infrastructure for the SPIS application, and the second option is leasing the SPIS or iSPIS service installed on SRC infrastructure.

The SPIS solution is certified by the Ministry of Public Administration for its compliance with the Decree on Administrative Operations. SPIS is used by as many as 14,000 users from the public administration sector.

Calculation of salaries

SRC offers the service of preparing calculations of salaries and income from other contractual relationships. In the calculation of salaries in the public sector, the rules and regulations of the Salary System in the Public Sector Act and the Decree on the Uniform Methodology and Forms for the Calculation and Payment of Salaries in the Public Sector apply. SRC manages the entire process involving the calculation of salaries: the calculation itself, the embedded logical checks, printouts in the form of payroll statements and prescribed forms, and archiving. Modern technology allows quick calculation and easy communication between the service provider and the client.

With the salary calculation service, SRC takes over the burden of calculating salaries and other employee income as well as income from other contractual relationships. The process also includes preparing all required printouts for bank transfers, monthly and annual forms about the amount of salaries paid for the purpose of reporting data to external institutions (DURS, AJPES, SURS, ZZS, ZPIZ), preparing underlying documents for entry in the main ledger and preparing custom printouts at the client's request. A special group of experts working on the OPLA product monitors the relevant laws and other

regulations as well as collective agreements.

Training

Do you want to learn how to work with new IT solutions? If you visit one of our workshops, we will make sure that you and your organization will be able to take full advantage of the benefits of the e-Government infrastructure. The workshops are designed so that you will be using the PC in your work, and our experts will be ready to provide you with assistance and support at all times. We organize workshops for groups of no more than 10 participants, and you can also attend regular workshops taking place at the SRC training center in Ljubljana, or any of our classrooms in Nova Gorica, Koper and Maribor.

Training can also be provided on the client's premises, however that requires a surcharge to cover the costs of the hardware lease (if the client cannot provide it), transporting equipment from SRC premises to the client and back, including any required installations.

Advantages of introducing "Your Administration":

- easy classification and categorization of documentation,
- working with documentary archives pursuant to the Decree on Administrative Operations,
- faster distribution of documents,
- increased efficiency in handling documents,
- less paper in circulation,
- better control over documents and improved business transparency,
- concentration and access to intellectual capital,
- centralization accessibility and security of archives,
- easy work with clients and improved decision making,
- better time management of events,

- better traceability,
- up-to-date information for citizens,
- relevant applications and e-services in the context of Live Events,
- secure transactions guarantee (digital certificate where appropriate),
- the user can carry out the entire procedure online, from beginning to end online,
- possibility of payment/e-payment for services,
- decreased cost of operation,
- decreased need for human resources,
- increased productivity,
- better connections between colleagues and other organizations and institutions,
- faster flow of information,
- easier planning of resources using statistical analyses,
- announcement of your services on the most-visited e-Government web portal,
- free promotion of the body, institute, organization etc.

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