

Slovak Republic Establishes eGovernment Framework For Municipalities

Capgemini leverages global Public Sector experience to outline municipal eGovernment strategy

The Situation

The Ministry of Finance of Slovak Republic launched a program to build a concrete roadmap for municipal eGovernment initiatives. The Ministry hired Capgemini to develop an eGovernment strategy and define program management methodologies for different projects spanning the public administration.

The Solution

The Capgemini team prepared a feasibility study that set a framework for municipal eGovernment projects. The team then developed detailed process analysis for various municipality services targeted at citizens and businesses, and subsequently designed reference architecture for every level of municipality.

The Result

With its global experience in undertaking similar initiatives, Capgemini enabled the Ministry of Finance put together a comprehensive program to carry out eGovernment initiatives at the municipal level. Consequently, the government has requested that eGovernment projects be implemented based on the solution proposed by Capgemini, at regional and local municipalities.

Capgemini's findings, detailed in the feasibility study, have enabled the Ministry of Finance establish a centralized shared service center (DCOM) along

“Feasibility studies represented an important step in the sequence of building eGovernment in Slovakia. Capgemini's approach based on close cooperation and communication with all key stakeholders contributed to the early launch of municipal eGovernment projects.”

Pavel Bojňanský,
Head of Information Society Section,
Ministry of Finance of the Slovak Republic



with Association of Towns and Communities of Slovakia (ZMOS) to provide services to municipalities that are unable to afford an individual eGovernment solution.

How Ministry of Finance and Capgemini Worked Together

Capgemini's global experience and collaborative approach, and its vision for the eGovernment State paved way for the Ministry of Finance of Slovak Republic to extend the mandate to the company. Armed with the framework and objectives for municipal eGovernment projects, the team developed a feasibility study to span public administration offices across the country.

The study was carried out to gather effective e-service solutions for citizens and businesses in regional and local municipalities. A range of services provided to citizens and businesses were identified. The team then defined process analysis for each service, and designed reference architecture for every level of municipality.

After the analysis, the team created a catalogue of e-services under the broad eGovernment initiative. A generic process model was designed to standardize the common steps of services and thus automate and digitalize them. The model also ensured that services delivery across Slovakia meet the expected high standards. And the reference architecture - the foundation for future solutions - was designed based on the process analysis

and the existing state of information and communication technology (ICT) development in the municipalities. The architecture defined the systems' functionality, mapped the model onto the systems and optimized the eGovernment solution. Built on the principles of Service Oriented Architecture (SOA), the reference architecture supported the use of centrally-built eGovernment modules. Far from working in isolation, Capgemini's team worked in

collaboration with other teams responsible for carrying out feasibility studies for the overall architecture that would cover ministries and central government bodies. The company also leveraged subject matter experts from other countries to infuse best practices into the project. The team was an integral part of meetings with the Ministry of Finance, wherein strategic decisions were undertaken.



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Ministry of Finance of the Slovak Republic is a central government authority in the field of finance, taxes and fees, customs,

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