



**REPUBLIC OF BULGARIA**  
**State eGovernment Agency**

# Digital transformation of the Bulgarian state administration

**Denitsa Goleva**  
**State eGovernment Agency**



## New approach

- **From fragmented systems to integration and interoperability**
- **Amendments to the eGovernment act**
- **Sub-legislation**
- **Creation of the State e-Government Agency** – A single body with policy-making, coordination and control powers
- Establishment of **new policy rules, coordination and control system**



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# A single Agency responsible for e-government



Operational since **1 December 2016**.

CHAIRPERSON, appointed by the Prime Minister  
for a period of 5 YEARS

SEGA is a **new** body but also a **SUCCESSOR**





# Policy Areas

E-Governance	Electronic Certification Services;	E-Identification	Network and Information Security	Spatial Information Infrastructure	Open Data - public sector related information in machine readable open format
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# Main functions and powers of the Chairman

## REGULATORY ACTS

- draws up and proposes draft regulatory acts in the field of eGov

## STRATEGY

- draws up and proposes Strategy for eGov in Bulgaria;
- approves sector strategies and monitors the implementation plans;

## CONTROL & COORDINATION

- between administrative authorities regarding eGov;
- approves project proposals, coordinate and control projects for eGov

## DEVELOP & MAINTAIN

- eGov shared resources;
- single portal for access to electronic administrative services



## Focus of the e-government policy

- New strategic framework
- Integration of systems and interoperability
- Implementation of the e-government principles
- Re-use of solutions
- Gradual shift from individual separate solutions to using the shared e-government resources
- Open data



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**By 2023 each citizen of the Republic of Bulgaria shall be able to communicate entirely digitally with the state administration, receiving easy-to-access end-to-end secure personalized administrative services**





# Legislative and Strategic Framework

1. Updated e-Government Strategy 2019-2023
2. New Roadmap
3. E-Government Architecture
4. Amendments to the eGovernment Act
5. Cyber Security Act
6. Control of expenditures, projects and technical specifications







# Core Building Blocks:



- RegiX (access to base registers)
- eAuthentication
- eDelivery
- ePayment
- eServices Portal — eGOV.bg
- Electronic Data Interchange Messaging System
- ...



## RegiX (access to base registers)

The screenshot shows the RegiX web application interface. On the left is a navigation menu with a list of agencies: АВ, АЗ, АМ, АСП, БАЕХ, ГВА, ИААА, ИАГИТ, ИАМА, ИАОС, КЗЛД, МВР, МЗХ, МОН, МП, МРРБ, МТ, МТСЛ, НАП, НАПОО, НОИ, НЦИД, ПВ, ТА, WSDL, RegiX-Service, and RegiX-Service-Test. The main content area is titled 'RegiX Info' and 'AB - Агенция по вписванията'. It features two expandable sections: 'Имотен регистър' (Real Estate Register) and 'Търговски регистър' (Commercial Register). The 'Имотен регистър' section lists five services: 'Справка по персонална партида на юридическо лице', 'Справка по персонална партида на физическо лице', 'Справка по имот', 'Търсене на имот', and 'Справка за година на стартиране на информационните системи в Службите по вписванията'. The 'Търговски регистър' section lists five services: 'Справка за актуално състояние(v1)', 'Справка за Валидност на ЕИК номер', 'Справка по физическо лице за участие в търговски дружества', 'Справка за актуално състояние за всички вписани обстоятелства(v2)', 'Справка за актуално състояние за всички вписани обстоятелства по раздели(v3)<sup>(НОВ)</sup>', and 'Справка за актуално състояние на клон на търговско дружество<sup>(НОВ)</sup>'.

- 65 base registers connected by 25 central administrations
- Over 13 700 000 transactions for 1 year



# Electronic Data Interchange Messaging System

With nearly 1000 participants it is:

- Secure
- Fast
- Accountable
- Ecological





## E- delivery

- Secure delivery of messages and e-documents
- Fully compliant with Regulation (EC) № 910/2014
- Over 22 000 active accounts





# Shared resources

- State Hybrid Cloud
- Single Electronic Communications Network





# Upcoming Initiatives in eGovernment

- Transformation of the Administrative Service Model
- Registry reform
- Implementation of the eGovernment Architecture
- Upgrade of the core building blocks
- Integration of all administrative systems to the core building blocks
- Upgrade of the Single Access Portal for Electronic Administrative Services
- Introduction of new technologies in the work of the administration
- Accessibility of websites and mobile applications



## Upcoming Initiatives in eGovernment (2)

- Ensuring the shift to e-services based on life events and tailoring the e-services to the individual needs of citizens and business
- Finalizing and implementing the National scheme for e-identification
- Development of the State Hybrid Private Cloud
- Expanding the Single electronic information network at municipal level
- Institutionalization of the national cyber-security system
- Support and development of the eIDAS Node
- Crossborder services



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**Thank you for your attention!**

Contacts:

Denitsa Goleva

“Strategies and Policies for eGovernment” Directorate

Bulgaria

Sofia 1000, 6 “Gen. Yosif Gurko” Str.,

Tel.: (+359 2) 949 22 67

E-mail: [dgoleva@e-gov.bg](mailto:dgoleva@e-gov.bg)

Web: <https://e-gov.bg>