

Shared Services Center

Private cloud of public administration in Croatia

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APIS IT today: Services & Clients

- +530 employees
 - considerable and very diverse technological resources
 - Development, maintenance and hosting of IT systems
 - Project management
 - Production of documents
- Ministry of Finance
 - Tax Administration
 - Customs Administration
 - City of Zagreb
 - Zagreb Holding Company
 - Ministry of Justice and Public Administration
 - Central State Office for Digital Society
 - State Electoral Commission
 - Ministry of Construction and Physical Planning
 - Ministry of Culture
 - Ministry of Health
 - Croatian Public Health Institute
 - State Geodetic Administration (...)



History

'60

'64. EDP Center founded
'69. installation of IBM System 360-30

'70

'72. IS of City of Zagreb
'72. Spatial registry of City of Zagreb
'74. IS for utility companies of City of Zagreb
'75. Register of Birth of City of Zagreb
'77. Transformation to CAOP

'80

'87. IT support of World Student Games
'88. Tax Administration IS

'90

'90. Independence referendum
'91. Customs IS
'91. Citizenship register
'92. GIS of City of Zagreb
'96. Parallel sysplex in production
'97. Transformation to GZAOP

'00

'00. Election IS
'01. Project Zagreb on line
'02. First e-services for citizens of Zagreb
'05. Transformation to APIS IT d.o.o.
'06. eTax & eCustoms
'07. Government portal
'08. Single view to Holding customers
'09. PIN Introduction (OIB)

'10

'10. EU Interoperability
'11. Geoportal
'13. Electoral register
'13. Fiscalisation
'13. Integration of National and EU Customs IS
'14. e-Citizens – Personal Inbox
'15. e-Property and e-Permits
'17. mZIPP - mobile geoportal of City of Zagreb
'18 e-Baby
'18 e-Business platform
'19 Shared Services Center – private cloud of public administration

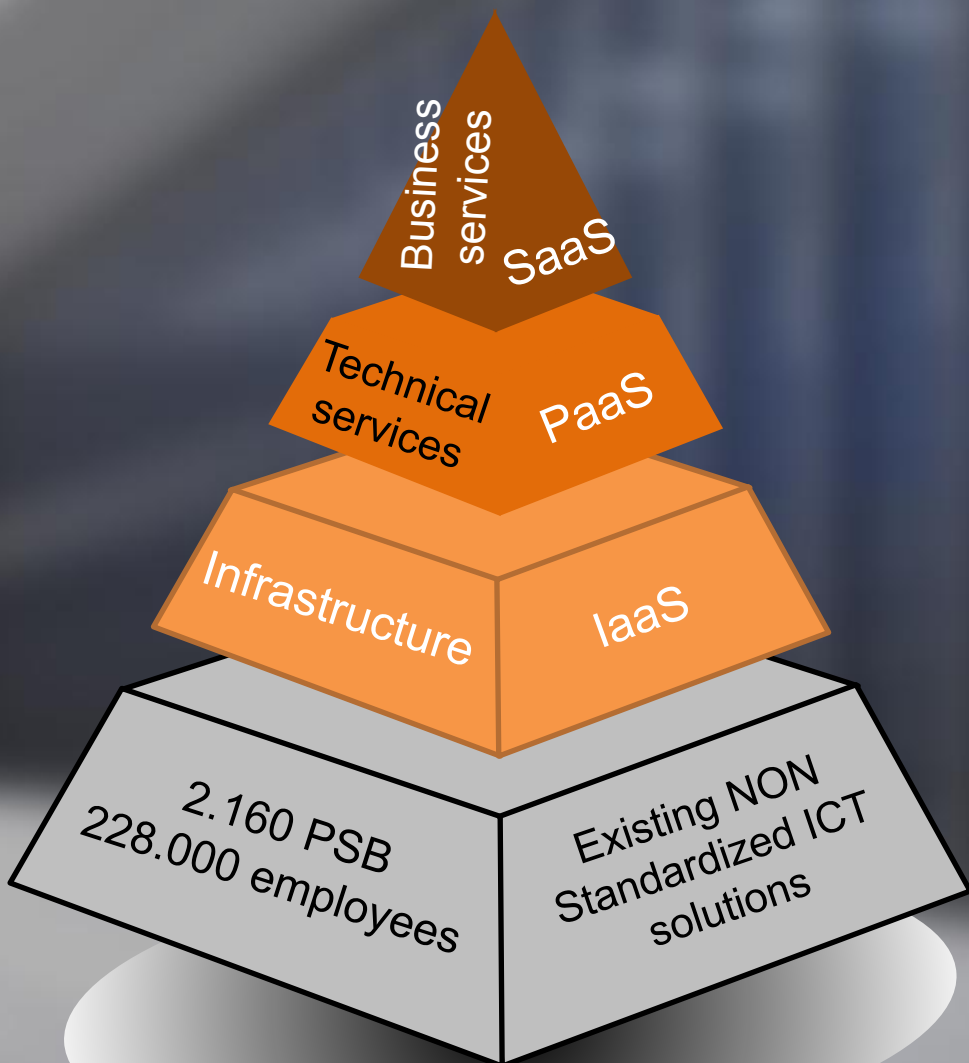
'20

'20 Croatia's EU Presidency
'21 Covid-19 platform and application
'21 eReconstruction IT system
'22 mTaxes application

Shared Services Center – goals and deliveries

- EU funded project of the Ministry of Public Administration in which APIS IT participates as a partner
- The goal: To consolidate state information infrastructure, data bases , applications and introduce horizontal services
- Migration of existing infrastructure & new projects platform
- Deliveries:
 - Provide high scale, flexible and high availability strategical ICT infrastructure for IaaS foundation for IaaS and SaaS services
 - SaaS, PaaS, IaaS, Interoperability platform services
 - Technology standards, Service architecture & catalogue

Shared Services Center - private cloud of public administration



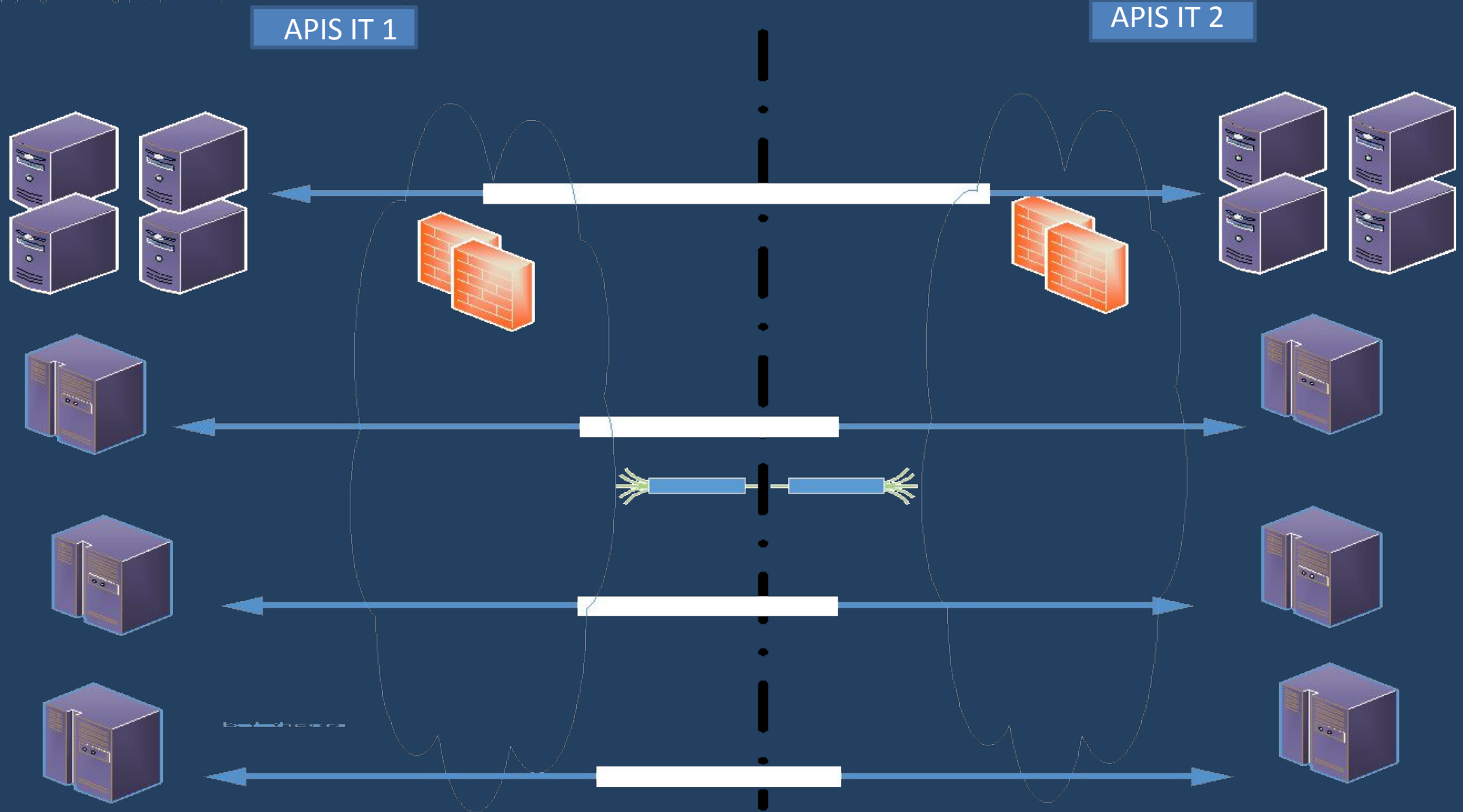
Shared Services Center

- Horizontal Business Services on the SaaS Principles are the fundamental goal of the SSC
- Business services have a character of horizontal service and apply to all TDUs
- The biggest competency of the CDU will be achieved through the development of horizontal business services

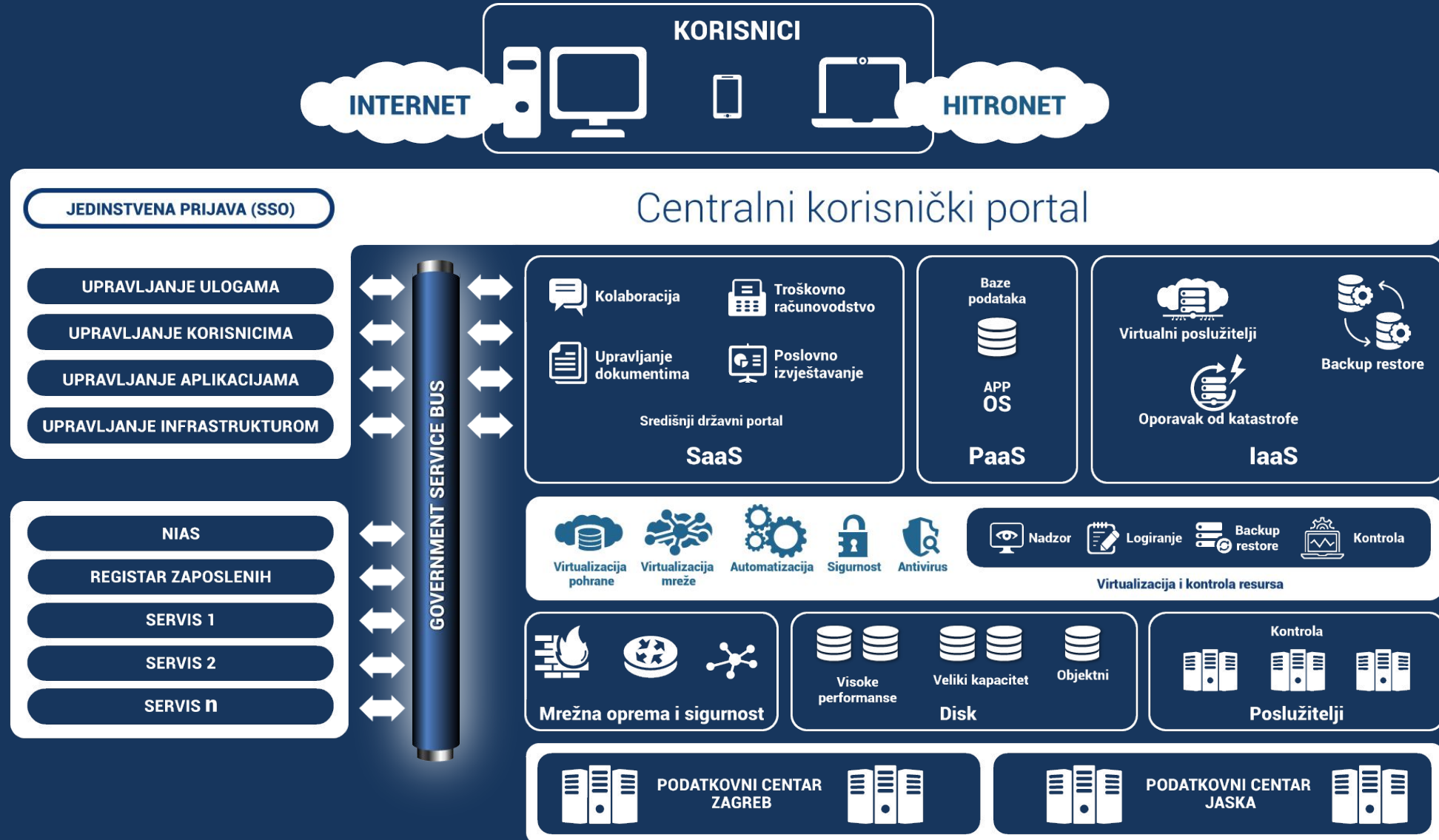
- Technical Services - as a platform for the development of horizontal business services

- Standardized ICT infrastructure for Public Sector Bodies
- Possible usage of hybrid cloud infrastructure

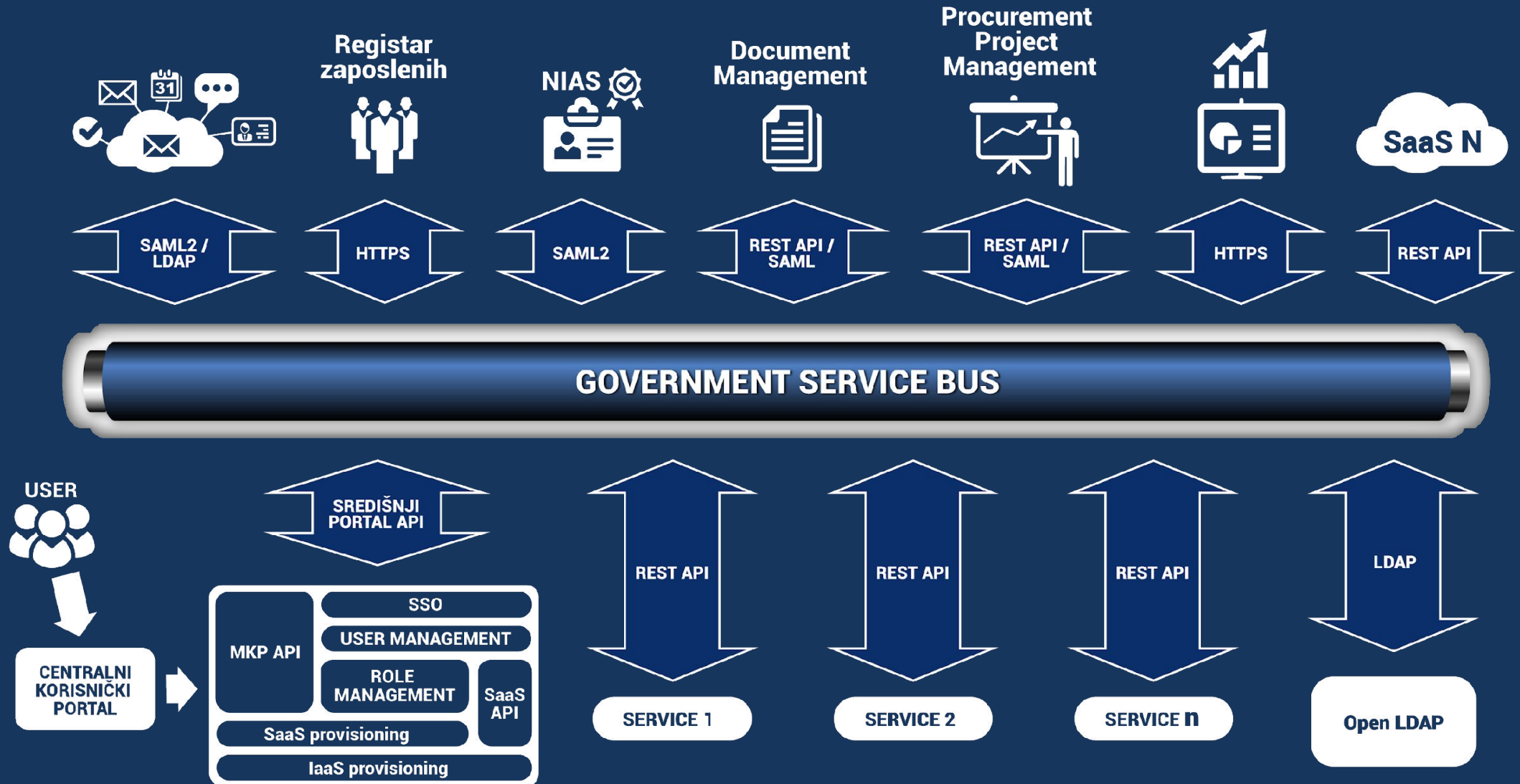
Solution overview



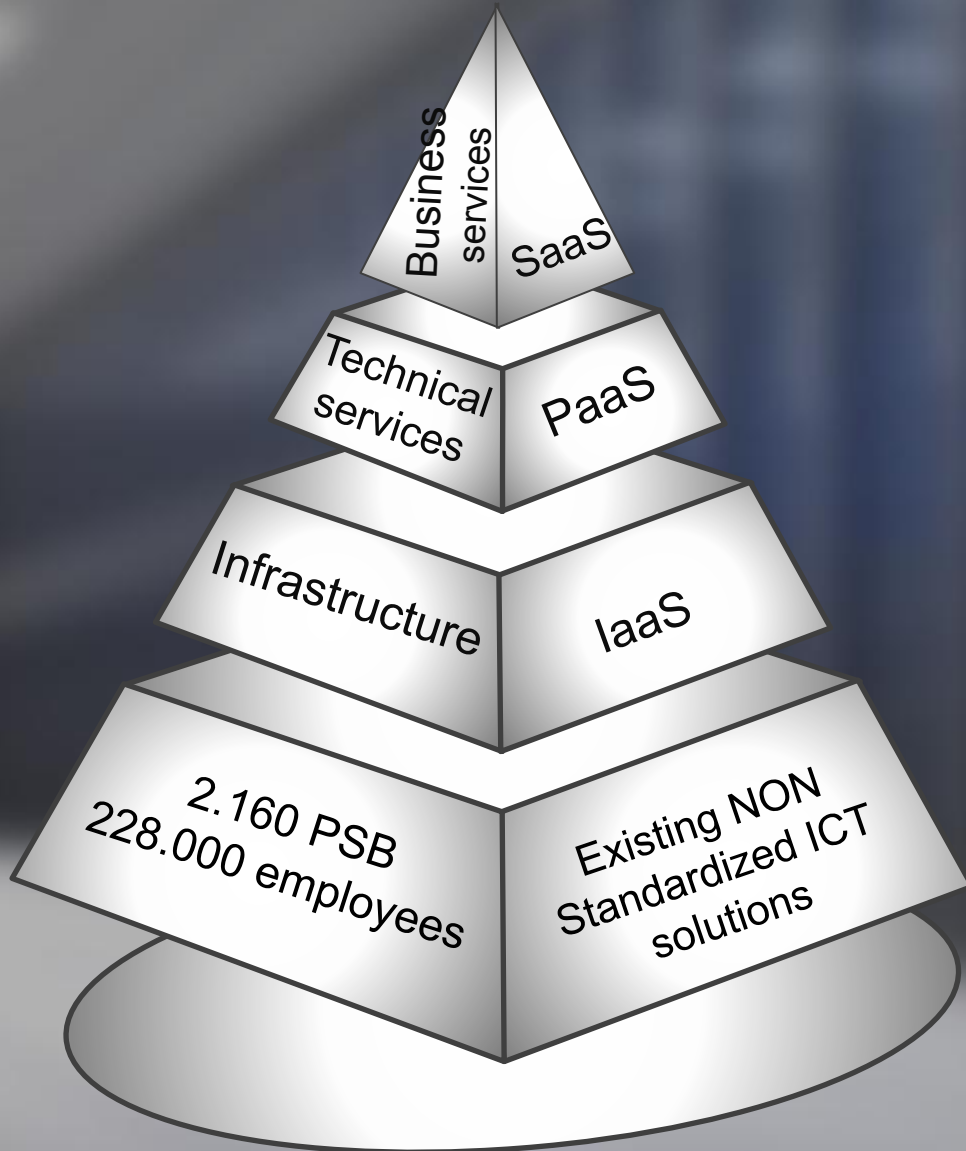
SSC – cloud platform architecture



Government service bus architecture



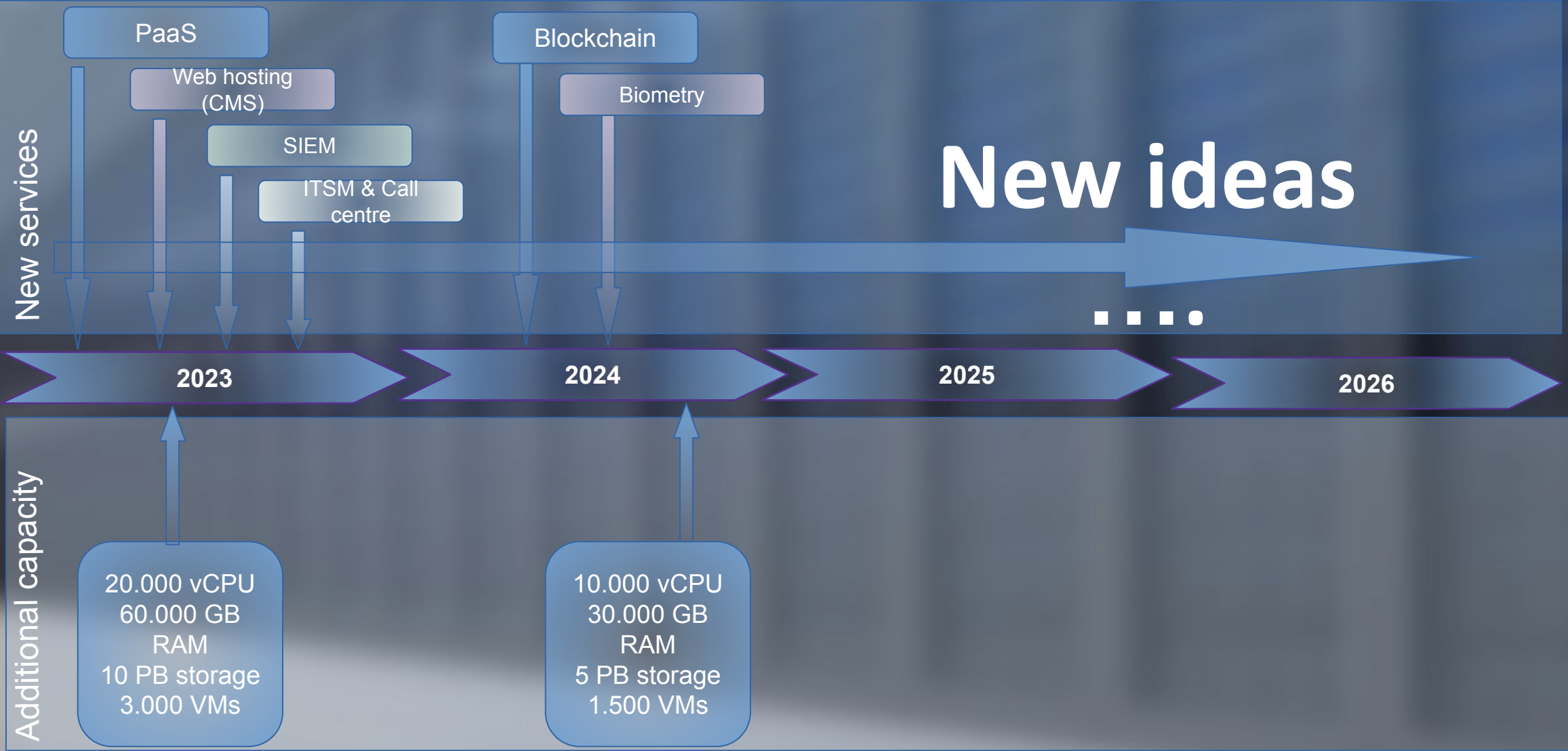
Shared Services Center – in numbers



Shared Services Center

- Established infrastructure cloud resources:
 - 19,600 vCPU
 - 53,760 GB RAM
 - 10 PB disk space
 - 2,500 Virtual servers
 - 20.000 SaaS accounts
- Over 500 users: ministries , government bodies, agencies, hospitals, local healthcare institutions, universtites, local authority ...

Shared Services Center 2.0 – new services and capacity



Thank you for your
attention

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