

# THE DOCUMENT SHOULD BE COMPOSED OF AN ELECTRONIC WORD PROCESSING FILE IN ENGLISH TAKING INTO ACCOUNT THE ITEMS HEREAFTER.

## I. Summary of your Local Authority plan for e-Governance

**1. Major objectives:** Municipality Tešanj like local administration and service of citizens is one of the leadership in development of e-Governance in BiH.

This process started in 1996. year when we made first step in information technology, using that in every day work of our administration. In 1997. year we made by ourselves our first software program. This process continued with our own Web site. One of the big steps was networking all working stations in our administration. All these years round we had constant education of all employees in local administration. Looking on these results from corners of countries which are not been in a war and destruction, very slow process of implementation of democratic state and other negative impacts, these steps seem very simple and slow. But there is one thing that we want to make point of, change in our sense and ways how we thinking today. All these help us to be between three municipalities/local administration which have ISO certificate 9001:2000.

**2. Priorities:** Our priorities are to be closer to citizens/beneficiary of our service.

We are here for them, because of that our priorities are next:

- Citizens must be informed;
- Citizens must get quick and quality service,
- Citizens know how good we are and they can make assessment of our work,
- Working on principle of ISO 9001:2000
- After satisfaction of these first principle, next step was to make closer our service to our citizens and on that way cut their expenses and time of traveling to us/local administration. We done that widening net of local offices which will be connected with residence of municipality administration.
- CAF methodology selfassessment because of corrections.

**3. Planning:** We are planning to become the first municipality in BiH in e-Governance. All knowledge that we have we can divide with others (exchange the best practice). In future we are planning to connect all 25 local communities, which exist in our municipality, in unique information system, using programs like "Lotus domino process manager", education of all employees and using new technology like GIS-system (digitalization of land maps).

## OPTIONAL

### II. Project plan

(optional: this applies project is already launched)

**1. Background Information:** Project of making municipality office 6 km distant from residence of municipality administration was first project which provided by local administration.

**a. Project location:** Municipality Tešanj-local community Jelah, Bosnia and Herzegovina, Federation of Bosnia and Herzegovina, Zenica-doboj canton.

**b. Launch date:** 28.04.2006. year.

**c. Start date of the operational phase:** June 2005. year.

**d. Project field:** Make our service closer to their beneficiary and in the same time expand information system.

**2. Entity responsible for implementation (name):** Team was responsible for this project, and for realization was responsible Huskić Suad mayors assistant.

**3. Description of content and services (when applicable)**

**a. Major objectives:** All services that we can get in residence of municipality administration in Tešanj now our citizens can get in Office in Jelah 6 km. distant from the residence. (including using information net, base of information, Internet etc..).

**b. Needs Assessment and Priority Setting:** We expecting that Office in Jelah will work like all offices in residence building in Tešanj. We expect citizens satisfaction with realization of this project.

**c. Policy and Regulatory Framework:** In realization of this project we are guiding by positive law regulation and ISO procedures.

**d. Services provided:**

**e. Partners if appropriate:** Partner in this project was local Cable TV which give us free optical cable.

**f. Management of Change:** Municipality team worked on this project together with all employees.

**g. Assessment of performance:** After 60 days of work we can be satisfied with the pleasure of our beneficiary more than we expected.

**h. Funding and financing:** This project financed by local government and municipality administration.

**i. Communication Strategy:** Every detail of this project was presented to all community using local media, TV station, radio station, local print media "Tešanjski Bilten", our web site, and other propriete ways.

**j. Next step:** Similar project in other local communities, promotion that we done and find financial support for next project.

**4. Technical solutions** (used or planned in this project): Using optical cable between residence and Office in Jelah, net 100 Mb/s, own software ( baze of information- using from one place), INTRANET Messenger and e-mail, possibility for conection for all employees (ADSL).

**5. For more information** (URL of a website): For more information visit our web. site [www.opcina-tesanj.ba](http://www.opcina-tesanj.ba).

**6. Complete coordinates of the implementing entity:** Suad Huskić tel: 032/650-547, fax: 032/650-220, e-mail: suad.huskic@opcina.tesanj.ba.

Name, address, phone, fax and e-mail of the drafter