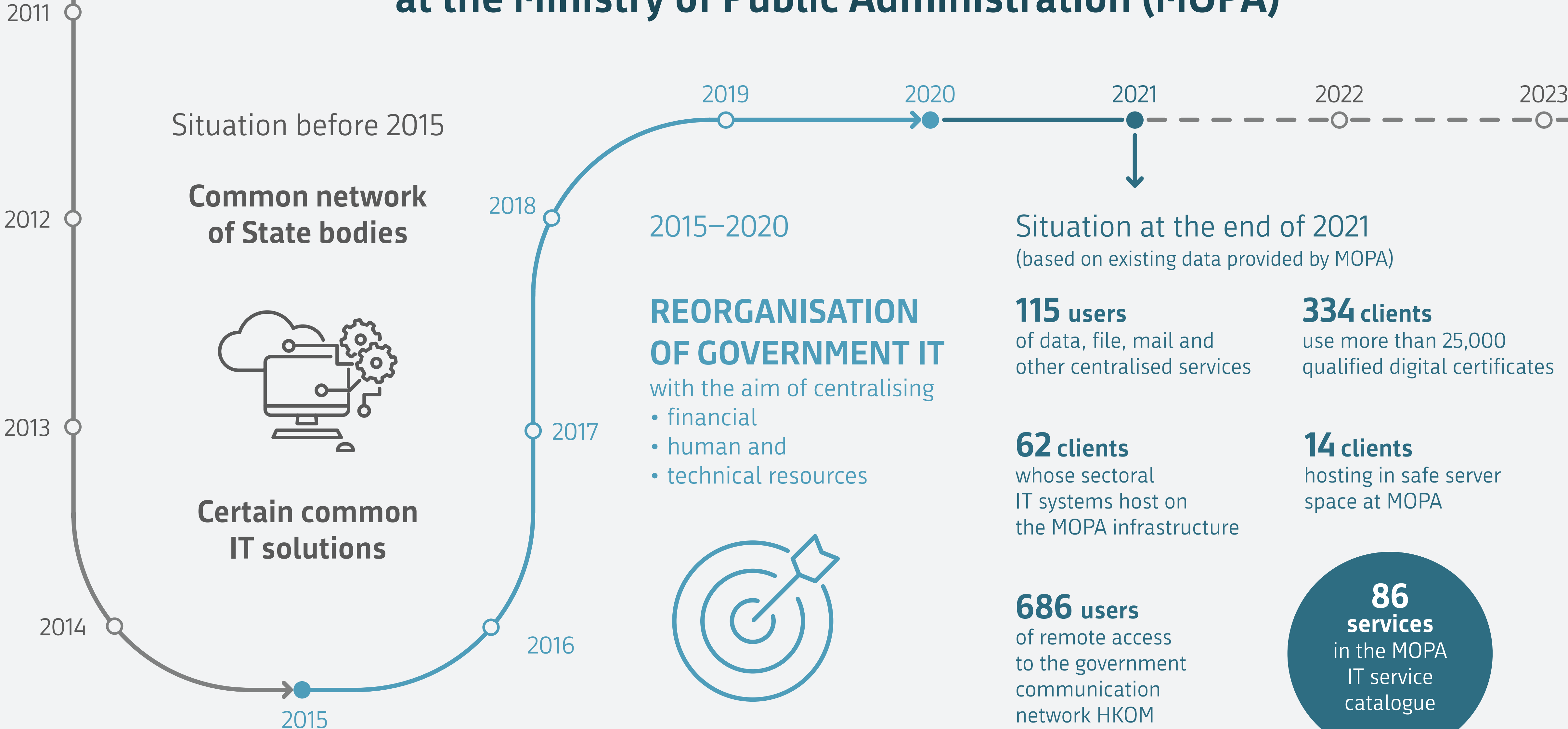AUDIT REPORT

Efficiency of the Ministry of Public Administration in managing cooperation with the users of IT services

Performance audit
Audit period: 1 January 2020 to 31 December 2021

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

SUSTAINABLE DEVELOPMENT GOALS

Centralisation of IT services for public sector at the Ministry of Public Administration (MOPA)

2011

2012

2013

2014

2015

2016

2017

2018

2019

2020

2021

2022

2023

Situation before 2015

Common network of State bodies

Certain common IT solutions

2015–2020

REORGANISATION OF GOVERNMENT IT

with the aim of centralising
- financial
- human and
- technical resources

Situation at the end of 2021
(based on existing data provided by MOPA)

115 users
of data, file, mail and other centralised services

334 clients
use more than 25,000 qualified digital certificates

62 clients
whose sectoral IT systems host on the MOPA infrastructure

14 clients
hosting in safe server space at MOPA

686 users
of remote access to the government communication network HKOM

86 services
in the MOPA IT service catalogue

Court of Audit of the Republic of Slovenia – audit report Efficiency of the Ministry of Public Administration in managing cooperation with the users of IT services

2

Uncertainties about IT services provided by MOPA

? WHAT EXACTLY
are MOPA IT services?

- MOPA **published the catalogue of** all its **IT services only at the end of the period** covered by the audit.

- MOPA **failed to provide detailed description of the majority of its services** in publicly available documents.

- Public sector organisations **did not know which services are available to them** and which must be searched for on the market by themselves.

? WHO EXACTLY
is the intended user?

- ? What types of organisations **are obliged to use MOPA IT services by law?**

- ? What types of organisations **may voluntarily approach** MOPA IT services?

- ? **What types of organisations must pay** for MOPA IT services and in what circumstances?

? WHICH CONDITIONS
apply to the users of MOPA IT services?

For the majority of its IT services MOPA **failed to publicly disclose:**

- the manner of approach to the service

- general conditions of use

- shared responsibility for service management

Within its competence, MOPA failed to provide a sectoral regulatory framework which would appropriately regulate legal bases causing uncertainties.

Contractual agreements on MOPA IT services with the clients

?

HOW did MOPA manage contractual agreements?

- **did not keep accurate and up-to-date record** of contractual agreements
- **did not dispose of certain valid versions** of individual contractual agreements
- in some cases it provided its IT services **without any written contractual agreement**

?

WHAT did contractual agreements **fail to define?**

- some **did not clearly specify the subject matter of the contract** (e.g. IT services performed by MOPA on behalf of its clients)
- some **did not unambiguously define the rights and obligations of contractual parties** (e.g. regarding information security and protection of personal data)
- mostly **failed to define service quality indicators** or procedures for their monitoring

? **Naming of IT services differed** between legal bases, publicly available documents of MOPA and contractual agreements, **therefore it was not always clear, exactly what certain agreement refers to.**

OPINION OF THE COURT OF AUDIT

MOPA `was inefficient` **in managing cooperation with the users of IT services.**

The Court of Audit proposed to the Ministry of Digital Transformation **37** **recommendations for improving its operations.**

After the period covered by the audit, part of the MOPA's powers was transferred to the newly established Ministry of Digital Transformation.
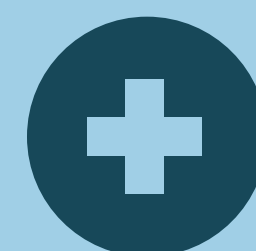
The Ministry of Digital Transformation has already embarked upon the preparation of the Draft Act on Digital Transformation.