

# **TERMS OF REFERENCE**

## **for**

### **Junior Digitalization Consultant within the Joint Task Force for Digitalization of Administrative Procedures**

#### **a. Background Information**

Digitalization is increasingly becoming the backbone of any and all functional restructuring in the public sector, an objective driver of change management and a precondition for transformative development. Going digital, being a horizontal measure, is also accelerating the attainment of Sustainable Development Goals (in further text: SDG). While it directly falls under SDG 16, e-Governance is contributing to building stronger institutions – effective, accountable and transparent – at all levels.

The Government of Serbia (GoS), elected in June 2017, has prioritized the digital transformation of the national economy and state administration. The Prime Minister's Keynote Address at the Parliament stressed digitalization and education as the most important catalysts of innovations, competitiveness and growth for Serbia in the coming years. It also stressed the need for a rapid digitalization of public administration and provision of integrated, secure and citizen-focused electronic services. This political support materialized in August 2017, when the new Government formed the Office for IT and e-Government (OITeG) and appointed the Prime Minister as head of the Council for Innovative Entrepreneurship and Information Technologies (IT Council).

In addition, the Government of Serbia has requested assistance from the World Bank in supporting the reform efforts, through a loan. To this effect, the World Bank has initiated the Enabling Digital Governance Project (EDGE). The Project, expected to be launched in April 2019, aims at contributing to development of the digitalization in Serbia, through implementation of the following components:

#### *Component 1: Foundations for Digital Service Delivery*

The objective of this component is to establish the necessary cross-cutting foundations to support the use of ICTs in the provision of public services to citizens, and businesses, including inter alia, regulations, standards, and digital infrastructure.

#### *Component 2. Citizen-Centric Digital Services*

The objective of this component is to support the three dimensions of project objectives—access, quality, and efficiency of e-services: (a) integrate change management and citizen engagement activities into this digital transformation process; (b) strengthen the institutional capacity of the OITeG and other key stakeholders for leading and coordinating intergovernmental activities in an agile, user-centric way; and (c) streamline the implementation arrangements through a partnership between OITeG and Public Policy Secretariat (PPS) of the Prime Minister's office.

#### *Component 3. Digital Skills Development and Project Management*

This component focuses on the integration of change management, communication, and citizen feedback into Component 2.

For the purposes of effectively managing and coordinating EDGE and future Projects with International Financial Institutions (IFI) financing, the Project Implementation Unit (PIU) has been founded at the OITeG.

Additionally, upon the restructuring of the Project in December 2023, the OITeG decided to establish a Joint Task Force (JTF) of dedicated staff, together with the PPS, that will exclusively focus on digitalizing the shortlisted set of administrative procedures.

## **b. Objective**

The objective of this consultancy is to extend the capacities of the JTF in terms of operational support in delivering the activities necessary for the preparation and digitalization of the selected administrative procedures.

The Consultant will work closely with OITEG's and PPS's dedicated staff within the JTF.

## **c. Scope of Work**

The duties of the Junior Consultant within the JTF should consist of, but are not limited to:

- Direct cooperation with the owners of administrative procedures (ministries, agencies and departments) and their representatives, coordinated with the OITEG team and management, in definition and configuration of services derived from administrative procedures.
- Establishment of the selected process flow for particular administrative procedure together with the stakeholders. Presentation of options in process flows that are applicable in line with interoperability framework.
- Establishment and maintenance of procedure associated catalogues of: institutions, processes, services, systems, and meta-registry.
- Software solution testing. Reporting malfunctions directly to the appointed integrator.
- Communication with procedure associated institutions and support provision.
- Development of manuals for associated digitalized procedures.
- Participation in procedure associated training delivery.
- Development of reports.

## **d. Expected outputs**

- Data collection and import into IOP platform
- Drafting user manuals
- User training for work on the IOP platform
- Service testing on the IOP platform and development of testing scenarios (UAT)
- Bug fixing for the administrative procedure/service
- Obtaining complete documentation for the administrative procedure/service
- Monitoring in functionality maintenance of digitalized administrative procedure

## **e. Place of work**

Premises of the Office for Information Technologies and e-Government (OITEG), Katićeva 14, 11000 Belgrade, Serbia.

## **f. Reporting requirements**

The Consultant will work under the overall supervision of the OITEG Associate Director, leading the development department within the OITEG, managing the JTF. The Consultant will work closely with other OITEG and PPS staff within the JTF, as well as with other consultants engaged within the JTF, nominated by the aforementioned OITEG Associate Director.

## **g. Length of assignment**

The Consultant shall provide full-time services for the life of the Project, i.e. until May 30, 2026, with a probationary period of three (3) months.

The Consultant shall not have other full or part-time assignment during the engagement under this Contract.

## **h. Facilities to be provided to the Consultant**

OITEG will provide the Consultant with suitable office space and office equipment (PC, telephone, internet connection, etc.) and access to office services as required.

**i. Confidentiality**

The Consultant undertakes to maintain confidentiality on all information that is not in the public domain and shall not be involved in another assignment that represents a conflict of interest to the prevailing assignment.

**j. Qualifications**

In order to be selected, the Consultant must possess, at the minimum, the following qualifications:

- Bachelor degree in organizational sciences, business administration, economics, public policy, IT or similar fields;
- At least 1 year of relevant professional experience similar assignments;
- Prior professional experience in Government or private sector –reporting, execution of trainings etc. is preferable;
- Ability to prepare and deliver training/coaching is preferable;
- Versed in using MS Office package;
- Fluency in Serbian and English, both spoken and written.

**k. Selection of the Consultant**

A Consultant will be selected in accordance with the Open Competitive Selection of Individual Consultants as set out in the WB Procurement Regulations for IPF Borrowers (July 2016, Revised November 2017 and August 2018).

The evaluation criteria for this assignment are:

- Specific Experience relevant to the Assignment (60) Points)
- Qualifications and Competence relevant to the Assignment (40) Points).

**l. Conflict of Interest**

The engaged Consultant must not be involved in any other related activity to this Project.