

Agency for Identification Documents,
Registers, and Data Exchange
of Bosnia and Herzegovina



FROM PIXEL TO PROGRESS:
DIGITAL ODYSSEY
OF BOSNIA AND HERZEGOVINA

Catalogue of Investment Opportunities



Who are we?

The Agency for Identification Documents, Registers, and Data Exchange of Bosnia and Herzegovina is an administrative organisation within the Ministry of Civil Affairs in charge of document identification, storage, personalisation, and transportation, as well as the maintenance of central registers and data exchange between competent authorities in BiH. Since the beginning, IDDEEA has made significant advancements, especially by launching the issue of electronic ID cards in 2013 and the personalisation (printing) of third-generation biometric passports in 2014, while adhering to its core values of integrity, transparency, and efficiency.

In light of Bosnia and Herzegovina's EU accession, the Agency is currently focusing on digital transformation and attaining the UN Sustainable Development Goals (SDGs), striving to further enhance its operations and services in compliance with legal requirements, international standards, and the needs of citizens. To accomplish this, the Agency launched the "Digital representation" application, which gives Bosnian and Herzegovinian citizens access to e-signatures, e-services, and personal data. As Bosnia and Herzegovina moves closer to joining the European Union, the Agency for Identification Documents, Registers, and Data Exchange of BiH plays a significant role in ensuring compliance with the UN Sustainable Development Goals (SDGs) and EU integration priorities.

Mission

The mission of the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina is to ensure safe and reliable production of identification documents and register keeping, as well as efficient data exchange, through digital excellence and harmonization with global and European standards and working in partnership with relevant authorities, in order to achieve a sustainable, efficient, 'green' and inclusive digital society in Bosnia and Herzegovina, serving the needs of all citizens and institutions.

Vision

Our vision is to become the leading institution in the region that sets standards when it comes to the personalization of identification documents, keeping registers and data exchange. In accordance with our competences, we strive to be leaders in the process of improving the entire system in order to facilitate the everyday life of citizens. In addition, we aim to implement digital solutions that will contribute to the realization of the UN Sustainable Development Goals (SDGs) such as SDG 5 (no poverty), SDG 9 (Industry, Innovation and Infrastructure), SDG 10 (Reducing Inequality), SDG 16 (Peace, justice and strong institutions), as well as the fulfilment of some of the EU priorities set for Bosnia and Herzegovina, such as elections in accordance with European standards, coordination of EU issues and improvement of the institutional framework.



About Projects

The Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (IDDEEA) stands at the forefront of Bosnia and Herzegovina's efforts to accelerate digital transformation and modernize public services. Aware of the importance of innovation and the need to meet the increasingly complex demands of citizens and business entities, our development projects aim to enhance digital infrastructure, security, and operational efficiency.

The projects presented in this catalogue are as follows:

- **eData Exchange Project:** Enhancing digital inclusivity and security through efficient and accessible electronic data exchange for citizens and businesses.
- **Acquisition of Active Equipment for Optical Infrastructure:** Modernizing our communication infrastructure to ensure faster, more reliable data transmission.
- **Procurement of Equipment for the Personalization Center and Optical/SDH Network:**
- **Improving the personalization of identification documents and upgrading the optical network to support public services.**
- **Reconstruction of Regional Center Sarajevo:** Upgrading our facilities to comply with strict requirements for secure document issuance and data management.

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- Establishment of a Cyber Security Department: Implementing robust security protocols to protect sensitive data and services from cyber threats.
 - Establishment of a Green Data Center: Promoting sustainability through energy-efficient technologies that support IDDEEA's digital infrastructure and environmental standards.

These projects, which cover all aspects of our operations, are not merely technological advances but strategic steps toward improving service accessibility, transparency, and compliance with international standards. Their implementation brings direct benefits, not only by improving the Agency's internal capacities but also by easing the daily lives of citizens and businesses through a more efficient, secure, and transparent system.

These initiatives not only provide immediate improvements but also set the foundation for a future-ready IDDEEA, capable of adapting to technological advancements. We consider these projects essential for further developing IDDEEA as a leading institution in the digitalization of public administration in Bosnia and Herzegovina. Each project has been carefully designed to enhance the security, availability, and quality of our services, while continuously aligning with international standards and best practices.



eDataExchange Project

Project holder
IDDEEA BiH

Project type:
Digital Infrastructure, Public Services

Location:
Banja Luka, Bosnia and Herzegovina

Project value

The estimated budget for this project is approximately

EUR 300,000.

This funding will be pivotal in achieving the high standards of functionality and security required for the the eDataExchange project.

Project benefits

By enhancing public accessibility with a user-friendly interface and compliance with web accessibility standards, it ensures that all individuals, including those with disabilities, can easily access data exchange services. Furthermore, the project plans to implement state-of-the-art security measures to protect sensitive data, ensuring secure and private data exchange processes. Ultimately, the eDataExchange project helps IDDEEA improve service delivery, enhance digital literacy, and foster greater collaboration with stakeholders.

Project description and objectives

The eDataExchange project seeks to foster a more digitally inclusive environment, making it easier for the public and the business community to interact with government services online, thereby contributing to the digital transformation and efficiency of public services in Bosnia and Herzegovina. The general objective of the eDataExchange project is to significantly enhance the efficiency, security, and accessibility of electronic data exchange for both individual citizens and legal entities. By leveraging IDDEEA's public internet platforms, this initiative aims to streamline the process of ID data sharing and retrieval, incorporating the use of electronic signatures to facilitate secure and simplified online transactions.

The eDataExchange project is crucial for several reasons and addresses key challenges faced by IDDEEA. By simplifying data exchange processes, it streamlines mechanisms for data sharing and retrieval, making electronic exchanges quicker and more intuitive for both the public and the business community. Ensuring continuous access to data through a reliable platform allows users to exchange and access data 24/7, catering to diverse needs across different time zones.

Additionally, the project integrates functionality for Freedom of Information Act requests, promoting transparency and timely information sharing.



Acquisition of Active Equipment for Optical Infrastructure

Project holder
IDDEEA BiH

Project type:
Digital Infrastructure, Public Services

Location:
Banja Luka, Bosnia and Herzegovina

Project value

The estimated budget for the acquisition of active equipment for the optical infrastructure is

2.5 million EUR.

This investment is essential to modernize and future-proof the digital infrastructure of Bosnia and Herzegovina, ensuring the continued development of digital services.

Project benefits

By implementing this project, the performance of the existing network shall be optimized and the speed, security, and reliability of digital services provided by IDDEEA will be improved. Moreover, it supports the broader digital economy by fostering innovation and economic growth, ultimately leading to improved public services and enhanced quality of life for citizens.



Project description and objectives

The acquisition of active equipment for this optical infrastructure will enable IDDEEA BiH to enhance the existing network provided by Elektroprijenos, ensuring optimal performance and integration with our Synchronous Digital Hierarchy (SDH) network. The SDH network is a backbone of our data transmission capabilities, providing high-speed, high-capacity, and flexible communication channels. Integrating the optical infrastructure with the SDH network will significantly enhance our data exchange capabilities, enabling faster, more secure, and more reliable digital services.

This integration is essential for supporting the growing demands of digital identity services and other critical operations managed by IDDEEA. Integration of the optical infrastructure with the SDH network shall improve data exchange capabilities, resulting in faster, more secure, and more reliable digital services. Implementation of this project is crucial for modernizing our optical infrastructure and it will provide a scalable and future-proof foundation for the continued growth and development of digital services.

Moreover, a robust digital infrastructure will support the broader digital economy, fostering innovation, economic growth, and improved service delivery, ultimately benefiting the citizens of Bosnia and Herzegovina.



Procurement of equipment for the Personalization Center and for the optical and SDH network

Project holder

IDDEEA BiH

Project type:

Digital Infrastructure, Public Services

Location:

Banja Luka, Bosnia and Herzegovina

Project value

The estimated budget for this project is

2.5 million EUR.

This investment is crucial for the effective personalization of identification documents and the acquisition of active equipment necessary for the deployment of optical infrastructure and the SDH network.

Project benefits

Updated equipment of the Personalization Center shall be complied with International Civil Aviation Organization (ICAO 9303) standards, ensuring the security and integrity of identification documents. A robust digital infrastructure will support the broader digital economy, fostering innovation, economic growth, and improved service delivery, ultimately benefiting the citizens of Bosnia and Herzegovina.



Project description and objectives

IDDEEA is committed to advancing the digital transformation of Bosnia and Herzegovina by enhancing the security, efficiency, and reliability of our national identification systems and data exchange processes through innovative technological solutions. A key component of this transformation is the development of robust and modern Personalization Center and communication infrastructure, which is fundamental to the seamless operation of digital services.

The project focuses on advancing the digital transformation of Bosnia and Herzegovina by upgrading the infrastructure essential for the personalization of identification documents and the deployment of a modern optical network. Additionally, the project seeks to establish a comprehensive optical infrastructure integrated with the Synchronous Digital Hierarchy (SDH) network. This integration will significantly improve data transmission capabilities, enabling high-speed, secure, and reliable digital services.

The project's ultimate objective is to strengthen the national identification systems and data exchange processes, supporting the broader goals of digital inclusion, economic growth, and enhanced public service delivery in Bosnia and Herzegovina.



Reconstruction of Sarajevo Regional Center

Project holder

IDDEEA BiH

Project type:

Infrastructure Development

Location:

Sarajevo, Bosnia and Herzegovina

Project value

The estimated budget for this project is in the amount of

250.000 EUR.

This investment is essential to modernizing the infrastructure, ensuring compliance with international standards, and enhancing the quality of digital services in Bosnia and Herzegovina.

Project benefits

By upgrading the facilities to meet ICAO 9303 and ISO 27001 standards, the project ensures that the RC Sarajevo operates at the highest levels of security and efficiency. High standards of security and service quality will increase public trust in digital services, encouraging more citizens to engage with government services online. Moreover, modernized facilities often result in lower maintenance and operational costs, making the center more cost-effective in the long run.

Project description and objectives

This project will play a key role in strengthening our capabilities in managing digital identities and other critical services. By improving our facilities, we aim to enhance the quality and reliability of our digital services, thereby contributing to the broader goals of digital transformation and public administration modernization.

The investment in the reconstruction of the Sarajevo Regional Center is imperative in order to comply with the highest international standards, specifically those outlined by the International Civil Aviation Organization (ICAO 9303) and the International Organization for Standardization (ISO 27001). Upgrading our facilities will ensure that our infrastructure meets the strict requirements for secure document issuance and data management, enhancing the integrity and efficiency of our digital identity systems.

This alignment with ICAO and ISO standards will fortify our capabilities in providing secure, reliable, and efficient services to our citizens, thereby contributing significantly to the digital transformation and modernization of public administration in Bosnia and Herzegovina.



Establishment of a Cyber Security Department for IDDEEA

Project holder
IDDEEA BiH

Project type:
Digital Infrastructure

Location:
Sarajevo, Bosnia and Herzegovina

Project value


The estimated budget for this project is in the amount of **2 million EUR.**

The establishment of a Cyber security Department is a strategic investment in the future of Bosnia and Herzegovina's digital infrastructure, with far-reaching benefits for security, trust, and service delivery.

Project benefits

Cyber security Department will significantly enhance the protection of sensitive personal data, ensuring that digital identities are secure from breaches and unauthorized access. This initiative will improve the overall security, reliability, and resilience of IDDEEA's digital services, guaranteeing uninterrupted access to critical identity-related services. Furthermore, the department will ensure compliance with national and EU data protection regulations, reducing risks and improving the organization's ability to respond to and manage cyber threats effectively.

Project description and objectives



The establishment of a robust Cyber security Department is essential to safeguard our digital infrastructure and ensure the trust and safety of citizens' data in the digital age. It is not merely a structural enhancement - it is a strategic move towards ensuring a secure, resilient, and trustworthy digital infrastructure. This initiative is crucial for several reasons: as digital identities become more prevalent, the protection of sensitive personal data is paramount.

A dedicated cyber security Department will ensure that all data handled by IDDEEA is protected against breaches and unauthorized access. Furthermore, strengthening our cyber security framework will enhance the overall security, reliability, and resilience of our digital services, ensuring uninterrupted and secure access to critical identity-related services. Additionally, a specialized cyber security Department will ensure that IDDEEA complies with national and EU data protection regulations, mitigating risks and enhancing our ability to respond to and manage cyber threats effectively.

The proposed Cyber Security Department will comprise several key components, each contributing to its overall effectiveness and capability.



Establishment of a Green Data Center for IDDEEA

Project holder

IDDEEA BiH

Project type:

Digital Infrastructure

Location:

Sarajevo, Bosnia and Herzegovina

Project value

The estimated budget for this pivotal project is **1 million EUR**.

The establishment of a Green Data Center is a strategic investment in the future of Bosnia and Herzegovina's digital infrastructure, with far-reaching benefits for sustainability, security, and service delivery.

Project benefits

The establishment of a Green Data Center will bring numerous benefits to IDDEEA and Bosnia and Herzegovina. It will enhance digital services by improving data processing capabilities, leading to faster and more reliable services for both citizens and government agencies. This project will also position Bosnia and Herzegovina as a leader in sustainable digital infrastructure, attracting investment and fostering economic growth in the tech sector. Strengthened data security measures will ensure compliance with national and EU regulations, safeguarding citizen data and building public trust. Additionally, the Green Data Center will significantly reduce IDDEEA's carbon footprint, contributing to national and EU environmental goals.



Project description and objectives

The establishment of a Green Data Center is a strategic initiative aimed at modernizing and securing IDDEEA's digital infrastructure while significantly reducing environmental impact. By deploying high-performance, energy-efficient servers and storage solutions, the project will reduce power consumption and increase data processing capabilities. Renewable energy sources, such as solar and wind, will be utilized to power the data center, reducing dependency on non-renewable energy and lowering carbon emissions.

Advanced cooling systems, including liquid cooling and free cooling, will be implemented to maintain optimal operating temperatures with minimal energy use. Additionally, smart monitoring and management systems will be integrated to optimize energy use, manage workloads efficiently, and ensure the highest levels of operational security.

This initiative aligns with global best practices and sustainability goals, aiming to create a more sustainable, resilient, and efficient data infrastructure that ensure the uninterrupted availability of critical identity-related services.

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