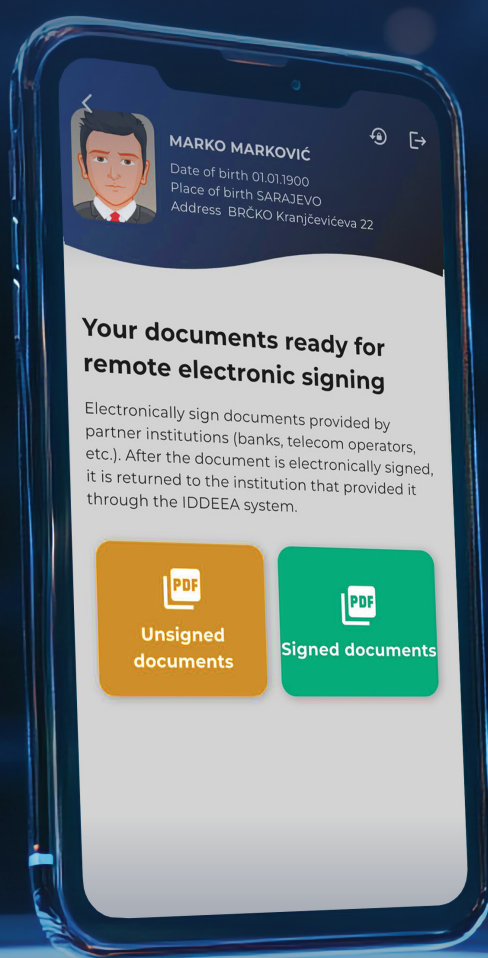# CATALOGUE OF NEEDS AND PROJECTS

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

IDDEEA

ABOUT AGENCY

The Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (IDDEEA) is a government organization responsible for personalization of biometric identification documents, maintaining central citizen registries, and ensuring secure data exchange between institutions at all levels of government. Since its establishment, the Agency has been a leading institution of the digital transformation of public administration in Bosnia and Herzegovina, with a particular focus on aligning with European standards of interoperability and data protection. Through the application of modern information technologies and the implementation of international projects, IDDEEA provides reliable, efficient, and security-verified services to citizens and institutions across Bosnia and Herzegovina.

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.

We are committed to improving accessibility and practicality for citizens by providing certain user services and simplified procedures for accessing relevant registers and data. One of such services is digital identity, which enables citizens to quickly and easily have insight into personal records, various e-services, as well as the possibility of digital signature.

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 fulfillment 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.

The Agency's needs are based on process optimization and technological innovation.

From this, we divide three groups of projects:

Projects for the development of the Agency's professional, technical, and technological capacities

Equipment procurement projects

Security enhancement projects

Organization of training sessions in public administrations or SMEs with the aim of enhancing digital skills (electronic signature, electronic data exchange, digital identity, e-IDDEEA)

Project description:

In today's modern digital environment, efficient public administration and competitive small and medium-sized enterprises (SMEs) rely on the ability to use contemporary digital tools such as electronic signatures, electronic data exchange, digital identity, and the e-IDDEEA infrastructure.

Due to the increasing demand for secure, fast, and interoperable digital services, this project aims to organize specialized training sessions for representatives of public institutions and the SME sector in Bosnia and Herzegovina.

The project will contribute to enhancing digital literacy, understanding the legal and technical aspects of digital identification, and implementing tools aligned with EU regulations — including the eIDAS Regulation, the EU Digital Decade Strategy, and the Digital Transformation Agenda for the Western Balkans.

Through educational modules, participants will gain practical skills in the use of electronic signatures, digital identity management, and secure electronic data exchange. The project is particularly relevant in the context of Bosnia and Herzegovina's accession to European digital markets, where interoperability, security, and trust are core principles.

Expected outcomes include empowered public servants and SME managers capable of applying the acquired knowledge in practice, improving operational efficiency and communication with citizens and partners, and accelerating digitalization processes at **both local and entity levels.**

As a result, the project is expected to deliver tangible progress in the use of digital tools in everyday operations, better integration of Bosnia and Herzegovina into the European digital space, and strengthened institutional capacities for managing electronic services in accordance with international best practices.

What will be achieved through the project – what remains after its implementation:

- Established digital educational platforms or knowledge repositories,
- Developed and distributed educational materials, manuals, and digital guides for the use of electronic signatures, digital identity, e-IDDEEA services, and secure data exchange of contact database, along with of trained individuals who can serve as knowledge multipliers within their organizations
- Public institutions and SME sectors will receive concrete recommendations for improving digital processes in line with EU standards.
- Launch of initiatives for adopting internal procedures and policies that encourage broader use of digital tools, thereby contributing to institutional digital transformation.

Estimated project budget: **90.000 EUR**

Digitalization of Document Personalization Processes – Zero Paper

Project description:

The digitalization of the document personalization process involves the development of a new, modern information system aimed at achieving complete elimination of paper in the processing of requests and the personalization of identity documents – the Zero Paper concept.

The Agency requires a software solution (application) for managing the personalization, storage, and transportation of documents in order to increase operational efficiency and thereby improve processes and services related to the personalization and transport of documents. Additionally, all outgoing documents from the Agency would, wherever possible, be delivered in digital form.

In line with the challenges of digitalizing public administration and the EU integration process, the project proposes the implementation of an integrated solution – an advanced ERP/DMS system – which would upgrade the existing IDDEEA processes and enable centralized management of personal and vehicle document records, as well as electronic signatures. This solution directly supports the Agency's mission to implement efficient, transparent, and digital administrative processes.The new system architecture would be based on the **principles of interoperability, modularity, and security, enabling a fully digital environment, enhanced user support, and more efficient internal communication. The project initiative contributes to the modernization of public administration, improves cybersecurity, and fulfills strategic objectives related to digital transformation.**

The system will enable the automation of document personalization processes (identity cards, passports, driver's licenses), integration with the existing PKI infrastructure and e-signature module, as well as fast and secure data exchange with other government institutions. The solution is fully compliant with EU regulations (eIDAS) and legislation of the country, and builds on the existing ISO 27001 and 9001 standards already in use by the Agency.

Significant improvements in efficiency are expected – reduction of manual steps, shorter processing times, introduction of modern reporting, and increased security and interoperability.

What will be achieved through the project – what remains after its implementation:

- Implementation of an ERP/DMS platform for centralized management of records and documents
- Modules for managing the issuance and personalization processes of personal documents (ID cards, driver's licenses, passports)
- Integration with the existing PKI infrastructure and e-signature
- Software development of web services for data exchange
- BI platform for analytics, reporting, and quality control
- Infrastructure upgrade (servers, backups, security copies)
- Staff training for managing new systems and procedures

Estimated project budget: **300.000 EUR**

Procurement of equipment for the Agency's optical infrastructure. New network rings.

Project description:

The enhancement and expansion of the Agency's optical infrastructure through the procurement and installation of equipment, as well as the construction of new optical rings, aims to increase data transmission capacity at the central location and in larger urban areas. This initiative arises from the need to modernize the existing network and enable high- capacity, reliable, and secure data transmission for the end users of the IDDEEA information system.

Connecting major cities and remote municipalities in Bosnia and Herzegovina via optical infrastructure represents a strategically significant step toward improving digital connectivity and security resilience of the information system. The implementation of this project is aligned with European and international regulations regarding the development of electronic communications infrastructure, digital transformation of public administration, and enhancement of cybersecurity. Beyond technical empowerment of the Agency, the project contributes to the goals of the EU digital agenda.

The project outcome will be a more stable, faster, and scalable network infrastructure capable of data transmission speeds of 1Gb/s and higher for all system users. A particular importance is given to the construction of additional active hubs that will provide optical network access to more distant users currently relying on radio-relay links. This transformation will enable greater operational efficiency and interoperability between institutions in the long term.

In addition to direct technical improvements, the project contributes to reducing maintenance costs for outdated network equipment, increasing security and resilience to technical incidents, and improving system readiness for crisis response. Considering the infrastructure complexity and the specificities of urban environments, it is proposed that the project be implemented in phases across five major cities, with an additional 4–5 optical rings in smaller municipalities following the establishment of the primary optical ring.

What will be achieved through the project – what remains after its implementation:

- Built optical network at 5 major urban locations (approximately 2 km of fiber optics per location)
- Procured and installed active network equipment (switches, routers, optical transceivers)
- Established 4–5 new smaller optical rings as active hubs to connect remote municipalities
- Connected end users to the optical network with transmission capacities of 1Gb/s and above
- Modernized the existing network and transitioned from radio-relay links to optical transmission

Estimated project budget: **1.500.000 EUR**

Procurement of Megamatcher licenses for election technologies and biometric identification

Project description:

In 2019, the Agency implemented a biometric verification system based on the MegaMatcher Accelerator Extended Edition solution, with a capacity of 10 million biometric templates. These templates represent the mathematical representation of fingerprint and facial images of individuals who have applied for biometric documents in Bosnia and Herzegovina since 2009. Considering that a mass replacement of biometric documents is expected during 2025 due to expiration of validity period, as well as potential support for the biometric identification of voters at polling stations (organized by the Central Election Commission of BiH), the existing system capacities will no longer be sufficient.

Therefore, two MegaMatcher Accelerator Extreme Edition systems, the latest generation of biometric processing equipment, are required, capable of storing over 40 million biometric templates, with support for real-time facial recognition. These systems will be deployed in active-active or active-passive mode, ensuring high availability and resilience against technical incidents. The project complies with European and international standards in biometrics, personal data protection, and electronic identification, including GDPR and ICAO recommendations.

The expected outcome of the project is the construction of a strong, scalable, and resilient platform for biometric verification, enabling the smooth operation of the personal document issuance system, as well as expanding its application to new areas such as electronic voter identification. It also ensures long-term data security, faster and more accurate biometric searches, and interoperability with international systems.

What will be achieved through the project – what remains after its implementation:

• Two high-performance biometric servers (MegaMatcher Accelerator Extreme Edition)
• Software licenses for fingerprint and facial recognition processing, with a capacity of over 40 million templates
• Scalable biometric database compatible with the Agency's existing systems
• Support for real-time facial recognition
• Migrated existing templates and customized applications for biometric data verification
• Technical documentation, staff training, and education

Estimated project budget: **1.000.000 EUR**

Replacement of PtMP equipment

Project description:

The Agency owns a national telecommunications infrastructure based on radio-relay (RR) systems, which are used for data transmission between security institutions across Bosnia and Herzegovina. This infrastructure includes Point-to-Point (PtP) and Point-to-Multipoint (PtMP) systems, currently operating in the 7, 11, and 18 GHz frequency bands (PtP) and 3.4–3.8 GHz (PtMP). However, the existing PtMP system, based on FDD technology, uses frequencies 3600–3630 MHz and 3700–3730 MHz — a spectrum that, in line with European regulations and the digital development strategy, is designated for the deployment of 5G mobile networks in BiH.

In accordance with the agreement with the Communications Regulatory Agency (RAK) and the Ministry of Security, the Agency is required to vacate the mentioned frequency spectrum by the end of 2026 and migrate to a new band — 3400–3500 MHz. Since the existing FDD equipment is not technically capable of operating in the new spectrum, a complete replacement with modern TDD equipment — which supports a wider and more flexible operating range — is necessary.

The replacement involves approximately 85 base stations and 250 user devices. The project aligns with European practices and regulations that mandate the release of mid-band frequencies for fifth-generation mobile communications, while also representing a key step in preserving the functionality of the security infrastructure and maintaining the communication independence of institutions.

By implementing this project, the continuity of the existing system is ensured, potential conflicts with 5G networks are prevented, and a high level of security and reliability of the Agency's communication infrastructure is maintained.

This modernization enables faster, more stable, and more energy-efficient data transmission between key institutions, directly contributing to public safety and system resilience.

What will be achieved through the project – what remains after its implementation:

• Replaced and modernized PtMP network (TDD technology)
• New equipment compatible with the 3400–3500 MHz frequency band
• 85 new base stations and 250 user devices
• Increased system resistance to interference and a higher level of communication security
• Technical documentation and staff training for managing the new system
• Compliance with RAK regulations and international standards in the field of spectrum management
• The Agency will have a modern and compatible telecommunications infrastructure that ensures uninterrupted operation and secure data transmission without interference from mobile operators' 5G networks. This will guarantee the continuous functionality of the system and enhance the security of communications for security institutions.

Estimated project budget: **1.300.000 EUR**

Installation of audio and video systems in the meeting room

Project description:

Installation of audio and video systems in the meeting room aims to enhance both internal and external communication processes within the organization. This investment will enable the hosting of presentations and video conferences at a professional level, which is especially important in the era of digital transformation and remote work.

The equipment we plan to install includes high-quality microphone systems, speakers, projectors, video cameras, and interactive displays, ensuring clear and uninterrupted information exchange. This technology contributes to greater productivity, improved team coordination, and a stronger image of the Agency for the partners. It also enhances the meeting experience for participants and enables more efficient management of complex meetings and workshops.

The project is aligned with European and international standards for audiovisual equipment and safety, including directives on electromagnetic compatibility (EMC) and occupational safety. This ensures not only the quality but also the safe use of the installed technology. By complying with these regulations, we ensure the long-term functionality of the equipment and its adaptability to future technological requirements.

The expected outcomes of this project include a modernized meeting room, increased efficiency in conducting meetings, and the ability to organize various events. As a lasting result, the Agency will have a fully equipped and technically supported space that will serve as a central hub for all key business activities, directly contributing to the strengthening of organizational operations.

The project includes the equipping of the room, covering equipment procurement, installation, and staff training. This investment represents a significant step toward the digitalization and modernization of business processes, with long-term benefits that outweigh the initial costs.

What will be achieved through the project – what remains after its implementation:

- Audio system – Professional microphone system (desktop and/or wireless microphones) with integrated high-quality speakers.
- Video system – Cameras and projector/screen.
- Interactive smart board – A smart board that enables writing, real-time content sharing, interaction during meetings, and integration with other digital collaboration tools.
- Video conferencing system – Hardware and software compatible with platforms such as MS Teams, Zoom, Webex, etc., including a central control unit.
- IT rack with equipment and network infrastructure – Installation of a rack cabinet with all necessary network components (switch, cabling, UPS system, Wi-Fi extenders), ensuring a stable and secure connection during all audio-video sessions.

Estimated project budget: 20.000 EUR

Procurement of a vehicles for servicing and inspecting the locations where our equipment is installed

Project description:

This project is fully aligned with the strategies for digitalization and modernization of public services in Bosnia and Herzegovina.

The Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (IDDEEA) manages an increasing data exchange daily among numerous public institutions. Given the continuous growth in data exchange and expansion of electronic services, it is essential to ensure a stable, functional, and technically reliable system for maintaining infrastructure in the field. Electronic data exchange has already been implemented in 33 municipalities and 25 institutions, and further expansion of this system is expected, which further increases the need for regular monitoring and servicing of equipment at key locations.

The project involves the procurement of five technically equipped field vehicles for regular inspection and maintenance of sites where our equipment is installed. These vehicles will be distributed across regional centers in Mostar, Sarajevo, Bihać, Bijeljina, and Banja Luka, thereby covering the entire territory of Bosnia and Herzegovina. The vehicles will enable technical teams to access and intervene more efficiently and quickly at remote and hard-to-reach locations, directly contributing to the system's stability maintenance.

The procurement of these vehicles is crucial to ensure uninterrupted operation of equipment in the field, especially under adverse weather or infrastructural conditions. The project complies with contemporary European and international best practices that emphasize the importance of mobility, prevention, and technical readiness in infrastructure management. In addition to the technical vehicles, additional equipment necessary for fieldwork (tools, portable devices, protective and communication gear) will be procured, ensuring the full functionality of the vehicles as mobile service units. Furthermore, logistics will be improved — teams will be able to respond immediately on site without needing to return to base for equipment or tools.

What will be achieved through the project – what remains after its implementation:

• Five fully equipped service vehicles – permanent assets of the regional centers in Mostar, Sarajevo, Bihać, Bijeljina, and Banja Luka.
• Increased operational efficiency – reduced intervention time, better planning of visits, and lower risk of system downtime.
• Uniform access to technical support across the entire territory of BiH – balanced resource allocation and greater availability of technical assistance.
• Sustainability and long-term benefits – an investment that remains the property of the organization and is used for multiple years, with potential for future expansion.

Estimated project budget: 200.000 EUR

Procurement and renewal of document personalization equipment

Project description:

The current equipment used for the personalization of identity documents (ID cards, passports, driver's licenses) and vehicle license plates in Bosnia and Herzegovina is significantly outdated. Most of the machines are over ten years old, have an extremely high number of operating hours, and run on operating systems and software platforms that are no longer supported by manufacturers (e.g., Windows XP and MCES1). Additionally, spare parts for most of this equipment are either unavailable or can only be procured with great difficulty, directly impacting the reliability and continuity of system operations.

Given the large number of documents processed daily — including more than 9 million identity documents and over 5 million license plates — it is clear that continuing to operate with the existing equipment poses a serious risk to the sustainability of the personalization system. Furthermore, servicing the existing equipment, such as laser devices that must be sent abroad for lengthy maintenance cycles, further slows the process and increases costs.

This project aims to modernize and partially replace the outdated equipment to ensure the uninterrupted continuation of the document issuance process. The new equipment will be fully integrated into IDDEEA's existing software applications and will comply with international technical and security standards. The modernization is expected to enable faster and more accurate document processing, reduce errors and defects in production, and increase the overall system efficiency.

The project aligns with the best European practices and standards in the field of identity documents, digital security, and e-government. It also ensures the strengthening of Bosnia and Herzegovina's institutional capacities in managing personal identities and secure documents, which is especially important in the context of European integration and the digital transformation of public administration.

What will be achieved through the project – what remains after its implementation:

- Three (3) document processing machines meeting the highest standards
- Two (2) laser personalization machines for medium-sized identity documents (ID1 format)
- Two (2) laser personalization machines for small-sized identity documents
- Four (4) laser personalization machines for small-sized passports (ID3 format)
- Two (2) smart presses for license plate personalization with advanced control and security features (RFID, barcode, access cards)
- Two (2) standard presses for license plate personalization
- 242 sets of dies and tools (clapper dies) for all license plate sizes in BiH
- Training for implementation and staff instruction on operating the new equipment
- Software for ordering and control of document and plate personalization, fully integrated with existing IDDEEA applications

Estimated project budget: **2.140.000 EUR**

Technical modernization of supporting equipment for document personalization

Project description:

The Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (IDDEEA) performs complex operations daily related to the personalization and processing of identity documents, including ID cards, passports, driver's licenses, and license plates. These activities take place in technically demanding conditions, adhering to strict security and quality standards. In such an environment, ensuring optimal working conditions has a direct impact on efficiency, employee safety, and the reliability of the production process.

The Agency's work environment requires constant physical transportation of documentation and license plates between different production and security zones within the facility. The weight of individual packages often exceeds 20 kg, and operators manually transport up to 70 such packages daily, leading to physical strain and slowing down the work. Additionally, personalization processes involve working with sophisticated laser equipment and thermal devices, which generate increased levels of heat and contamination in the space, especially regarding harmful airborne particles. Moreover, a high level of cleanliness is essential to maintain the precision and functionality of the laser devices.

This project idea envisages the procurement of equipment aimed directly at improving the ergonomics, cleanliness, and safety of the workspace in the document personalization sector. By introducing specialized equipment — battery-powered transport carts, robotic vacuum cleaners, and air purifiers — IDDEEA will significantly enhance the working conditions of its employees, extend the lifespan of key equipment, and contribute to the overall efficiency and stability of the document issuance process.

What will be achieved through the project – what remains after its implementation:

- **2 battery-powered transport carts** – to facilitate safe and easy transportation of documents and license plates between production and storage areas.
- **2 robotic vacuum cleaners –** for automated cleaning of the workspace, ensuring high hygiene standards and reducing the risk of contamination to laser machines.
- **10 air purifiers –** to filter harmful particles and improve air quality in the room accommodating up to 35 employees.

| Estimated project budget: | 20.958,45 EUR |

Procurement of van and Caddy vehicles for the transportation of documents for IDDEEA BiH

Project description:

The Agency's current vehicle fleet consists of six vehicles, four of which are over seven years old, and three have exceeded 150,000 km. These vehicles are used daily to transport personalized documents and license plates to the relevant authorities, with the load capacity of cargo vehicles (approximately 650 kg) fully utilized due to increasing demands.

Considering the frequent technical breakdowns, high mileage, vehicle age, and the importance of continuous and secure document delivery, there is an urgent need to renew the vehicle fleet.

The project plans to procure two cargo vehicles (Caddy vehicles) with higher load capacity and one van that will serve for transporting both people and goods, thereby replacing an existing vehicle.

The project will include the acquisition of:
• **2 Caddy vehicles** (cargo vehicles with higher load capacity for transporting documents and license plates)
• **1 van** (intended for transporting people and/or documents, serving as a multifunctional replacement for the existing T5 vehicle)

What will be achieved through the project – what remains after its implementation:

• Modernized vehicle fleet
• Increased transport safety (fewer breakdowns, better technical reliability)
• Enhanced load capacity and flexibility in document delivery
• Strengthened institutional capacity and functionality in logistics

Estimated project budget: **122.400 EUR**

Construction of the IDDEEA BiH building in Banja Luka / Regional centres

Project description:

The Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (IDDEEA) currently does not own a suitable building for the seat and organizational units, neither in Banja Luka nor in its regional centers. All official premises are used based on lease agreements, which in the long term represent a significant financial burden as well as limitations regarding functionality and work organization.

Since 2011, the Multi-Year Capital Investment Project – Construction of the Building in Banja Luka has been active, aiming to permanently resolve the accommodation issue.

The point of this project idea is to enable the final realization of the building construction through a partnership with an international or domestic donor, utilizing existing funds and donor contributions. The Agency currently has some but insufficient funds to complete the project and is seeking a partner to co-finance the remaining amount needed to finalize the project.

The project would involve constructing a **purpose-built facility** that would permanently solve the accommodation issue for the Agency's headquarters and its organizational units in Banja Luka. This would:
• Eliminate the cost of long-term leasing
• Improve work organization through a functional, technically equipped, and secure facility
• Strengthen institutional capacities and professional environment
• Establish a clear visual and logistical identity for the Agency

What will be achieved through the project – what remains after its implementation:

• Modern administrative building owned by the Agency
• Increased institutional stability and long-term cost savings
• Possibility for future expansion and integration of additional functionalities (e.g., IT center, training room, storage facilities)

Estimated project budget: 17.850.000 EUR

Procurement of Safes for Transport Vehicles of IDDEEA BiH

Project description:

This project proposal aims to enhance the security capacities of the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (IDDEEA) through the procurement of specialized transport vehicles equipped with built-in security safes for the transport of sensitive documents.The project specifies the need for an additional protection in the transportation of personal documents, license plates, and other confidential mail between central and local units.

Although no incidents related to document transport security have been recorded so far, a proactive approach to securing and improving logistics processes is an essential component of the overall data protection and confidentiality framework. The implementation of this project would improve institutional risk management and provide an additional guarantee for the confidentiality and integrity of official shipments.

The implementation of the project includes a redefinition of the technical specifications for new transport vehicles, with a decision to procure van-type vehicles offering higher load capacity than the current 650 kg. These vehicles will be factory-equipped with built-in safes for transporting documents. The vehicles should feature reinforced chassis and suspension systems and meet specialized technical and security requirements.Moreover, it is necessary to amend the Rulebook on Specialized Vehicles of the Agency in order to formally incorporate these new technical requirements (such as the built-in safe, vehicle construction, etc.) into the existing regulatory framework.

The alignment of this project with European and international practices is reflected in the commitment to high security standards in public administration, as well as in the strategic focus on the modernization and digital transformation of public services. The project also supports the broader framework of digital and logistical reform in the public sector, according to the European Commission's recommendations for strengthening security capacities in the management of identification documents.

What will be achieved through the project – what remains after its implementation:

• Specialized vehicles equipped with built-in security safes for document transport.
• Revised Rulebook on specialized vehicles incorporating security standards.
• Established practice of secure and standardized transport of sensitive documents.
• A model that can serve as a basis for further enhancement of logistics and security in other public institutions.

Estimated project budget: **90.000 EUR**

Enhancing the Hardware and Software Capacities of the Cybersecurity Department of IDDEEA

Project description:

In the context of rapid digitalization and increasingly sophisticated forms of cyber threats, it is essential to ensure the resilience of institutions responsible for managing digital identities and electronic services for citizens. The project "Enhancing Hardware and Software Capacities of the Cybersecurity Department of IDDEEA" aims to strengthen the technical, software, and organizational capacities of the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina through strategic measures for protection, detection, and response to cyber threats. The project is based on the need to establish a stable security ecosystem within IDDEEA that enables proactive threat detection, infrastructure protection, and efficient incident management. The project foresees the implementation of advanced systems for the protection of web applications, network infrastructure, and endpoints, as well as the establishment of a SIEM system for centralized incident management. Additionally, the establishment of Security Operations Center (SOC) functionality is planned, which will enable continuous monitoring and timely response to security challenges. Considering the strategic importance of IDDEEA in the digital ecosystem of Bosnia and Herzegovina, this project contributes to strengthening the country's digital resilience and alignment with European regulations such as the NIS2 Directive, GDPR, and ENISA recommendations. The project is completely aligned with the EU Cybersecurity Strategy for the Digital Decade and represents a concrete step toward achieving the goals defined through the Instrument for Pre-Accession Assistance (IPA III) and the Digital Europe Program. The implementation of the project will contribute to increasing citizens' trust in state digital services, strengthening capacities for managing critical data and services, and raising the level of security and interoperability with the European digital market. The establishment of national capacities for threat information sharing and integration with regional CSIRT teams will further strengthen Bosnia and Herzegovina's position in cross-border cooperation in the field of digital security. At the same time, it is expected that through the project implementation, IDDEEA will significantly improve its ability to protect critical digital infrastructure, manage incidents, and detect threats in real time. The project will result in enhanced institutional resilience to cyberattacks, improved monitoring systems, and greater compliance with EU cybersecurity regulations. The establishment of SOC functionality and its integration with European and regional security networks will be of particular importance, as it will enable timely information exchange and rapid response to potential threats.

What will be achieved through the project – what remains after its implementation:

- Systems for automated vulnerability analysis and security scanning
- Specialized solutions for the protection of web applications and services (WAF, DDoS)
- Next-Generation Firewall (NGFW) systems with advanced IDS/IPS and UTM functionalities
- Endpoint protection platforms (EPP/EDR)
- Centralized SIEM systems for threat and event analysis
- Dedicated server and switching infrastructure to support the above solutions
- Training for technical staff and establishment of SOC functionality
- Integration with national and regional CSIRT structures
- Standardized operational procedures and security protocols aligned with EU best practices

Estimated project budget: **562.000 EUR**

IDDEEA

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