

Priority topics for 2018/2020:

Main priorities:

1. Legal framework enabling digital economy
2. Digital education of citizens
3. Usage of open APIs

Topic n°1: Legal framework enabling digital economy

Goal: Support and excel implementation of legal framework to enable further development of digital and paperless economy. Focus areas include enablement of advanced electronic signature and remote customer identification as well as their practical utilization. In turn, these will provide practical implementation of multiple digital initiatives on all levels (e-government, various industries, e-commerce and education).

Details: It is essential to work closely with the regulators with an aim to bring forward, optimize and harmonize laws that directly or indirectly pose obstacles on the road to further digitalization (e.g. Law on Electronic Document, Electronic Identification and Trust Services for Electronic Transactions, Law on prevention of Money Laundering and Financing of Terrorism referring to KYC; Law on Contracts and Torts referring to types of contractual documentation, Law on Promissory Note, Law on the Protection of Financial Service Consumers in Distance Contracts, Law on Consumer protection, Law on Insurance)

Activity: Organization of round tables and/or Dialogues for change

Main partners: Ministry of Trade, Tourism and Telecommunications, National Bank of Serbia, Ministry of Education, Presidents/VP of other relevant FIC committees, Start-up hubs and accelerators

Time-frame: Q1 2019 – Q3 2019

Topic n°2: Digital education of citizens

Goal: Increase awareness and understanding about digital solutions of citizens

Details: Complimenting the first topic of the activity plan, it is important to educate citizens how to use digital technology emphasizing its simplicity to use, convenience, security and often cost-saving aspects and how it can help in facilitating everyday life.

Activity: Design plan of potential educational activities. Organize meetings with Ministry of Trade, Tourism and Telecommunications and Ministry of Education and digital committees in other associations to find common ground in defining educational agenda regarding digitalization

Main partners: Ministry of trade, tourism and telecommunications, Ministry of Education, Start-up hubs and accelerators, digital committees in other associations, financial institutions, telco's, FMCG companies

Time-frame: Q3-Q4 2019

Topic n°3: Usage of open APIs

Goal: Extend customer choice regarding access and usage of financial and telecom services from multiple providers and create space for innovation through collaboration of multiple industries

Details: Synchronization with the EU PSD2 directive in Serbia to enable access to accounts, payment initiation through a variety of financial and non-financial service providers. Furthermore, build on this platform to open space for innovation through opening of APIs of financial companies to 3rd parties (Retailers, Developers etc.)

Activity: Promote standardization, introduction and usage of open APIs

Main partners: National Bank of Serbia; Banks; Leasing; Insurance and other financial institutions under NBS regulation, Telco industry; Start-up hubs and accelerators.

Time-frame: Q1 2020 – Q3 2020