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INTEGROVANÝ INFORMAČNÝ SYSTÉM PRE ZABEZPEČENIE POSKYTOVANIA ELEKTRONICKÝCH SLUŽIEB MH SR

User guide to the electronic service ES 31

Information on business environment in Slovakia and on regional and selected sectorial analyses

Elektronizácia služieb Ministerstva hospodárstva SR
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Tento projekt sa realizuje s podporou Európskej únie.
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Európsky fond regionálneho rozvoja

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1. Introduction

The Ministry of Economy of the Slovak Republic has through its electronic services ensured communication with the public, which is realized without the need for personal visit and without the need for paper documents that were replaced by electronic documents.

1.1. The purpose of the document

This document contains general information on how to use the electronic service and is intended for public using the Electronic Services Portal.

1.2. Service description

The service provides information on business environment in Slovakia including selected sectorial and regional analyses. These sectorial and regional analyses are important source of information for local and foreign investors in making their decision on the location and volume of planned investments in particular regions and sectors.

1.3. Terms and abbreviations

List of terms and abbreviations listed in the document:

Abbreviation, Term	Explanation
eDesk	Electronic mailbox of the citizen
MoE SR	The Ministry of Economy of the Slovak Republic
SME	Small and medium-sized enterprises
PDF	Portable Document Format
SARIO	Slovak investment and trade development agency
SBA	Slovak Business Agency (formerly NADSME, NARMSP)
CGP	Central Government Portal (slovensko.sk web portal; ÚPVS)
Workdesk	Screen for working with the submission
QES	Qualified electronic signature

Table 1 - List of terms and abbreviations

2. The use of the electronic service

The service allows to view published information on business environment in Slovakia including selected sectorial and regional analyses.

2.1. Orientation on the Electronic Services Portal

The agenda of electronic service is accessible through:

- Thematic blocks
- List of electronic services
- Searching by term / phrase
- Filtering by selected request

The screenshot shows the 'Electronic Services Portal of the Ministry of Economy of the SR'. At the top right, there is a search bar with a 'Search' button. Below the search bar, a banner image features a man in a blue bow tie surrounded by papers, with a red arrow pointing to it labeled 'Thematic blocks'. On the left side, a vertical menu lists various service categories: EDUCATION, MANAGEMENT OF REAL ESTATE, RECEIVING REPORTS, SUPPORTING ENTREPRENEURS, INVESTMENT PROMOTION, EXPORT PROMOTION, LICENCING AND CERTIFICATION, INFORMATION SERVICES, and SUBSIDIES. The main content area is titled 'PORTAL OF ELECTRONIC SERVICES' and includes a 'Filter' section with dropdown menus for 'Organization' and 'Life situation', and 'Clear' and 'View' buttons. A red arrow points to this section labeled 'Filtering options'. Below the filter is a section titled 'LIST OF ELECTRONIC SERVICES' with a red arrow pointing to it labeled 'List of electronic services'. On the right side, there are icons for 'CONTACT', 'APPLICATIONS', 'TERMS', and 'TUTORIALS', and a 'RELATED PORTALS' section listing MoE, SARIO, SBA, and ÚPVS.

Figure 1 - Orientation on the Portal

2.2. Service detail

After selecting the desired service, the system displays a page with a detailed description of the service accompanied by additional information on administrative charges, required attachments, information for whom the service is intended and with a brief manual.

The screenshot shows a web interface with a sidebar menu on the left containing categories like EDUCATION, MANAGEMENT OF REAL ESTATE, RECEIVING REPORTS, SUPPORTING ENTREPRENEURS, INVESTMENT PROMOTION, EXPORT PROMOTION, LICENCING AND CERTIFICATION, INFORMATION SERVICES (highlighted), SUBSIDIES, and ACTS OF ADMINISTRATIVE PROCEDURE. The main content area displays the title 'ES31 INFORMATION ON BUSINESS ENVIRONMENT IN SLOVAKIA AND ON REGIONAL AND SELECTED SECTORIAL ANALYSES' with creation and update dates. Below this, it provides a description of the service, administrative charges (free of charge), attachments (none required), users (Business, Citizen), and a manual section. The manual section lists two options: viewing a list of published PDF documents or downloading a specific document. A link for the 'Electronic service manual' is provided. On the right, a 'SERVICE OPTIONS' panel shows an option for 'Overview of published documents'.

Figure 2 - Service detail

2.3. The use of the service

The service provides the following options:

- Access to the published information – public authorities have the opportunity to inform on particular agenda on the ES Portal of the MoE SR.

3. Access to published information

The organization publishes information for public on web portal. The service displays published information in a form of a list of documents. Published information are sorted by date - currently valid documents are shown in the "Current data" folder and the documents validity of which disclosure was completed are shown in the "Archive data".

By clicking on the link of the document, the system will offer the option to download the document or to view it. Information may be disclosed in a variety of document types - doc, html, etc.

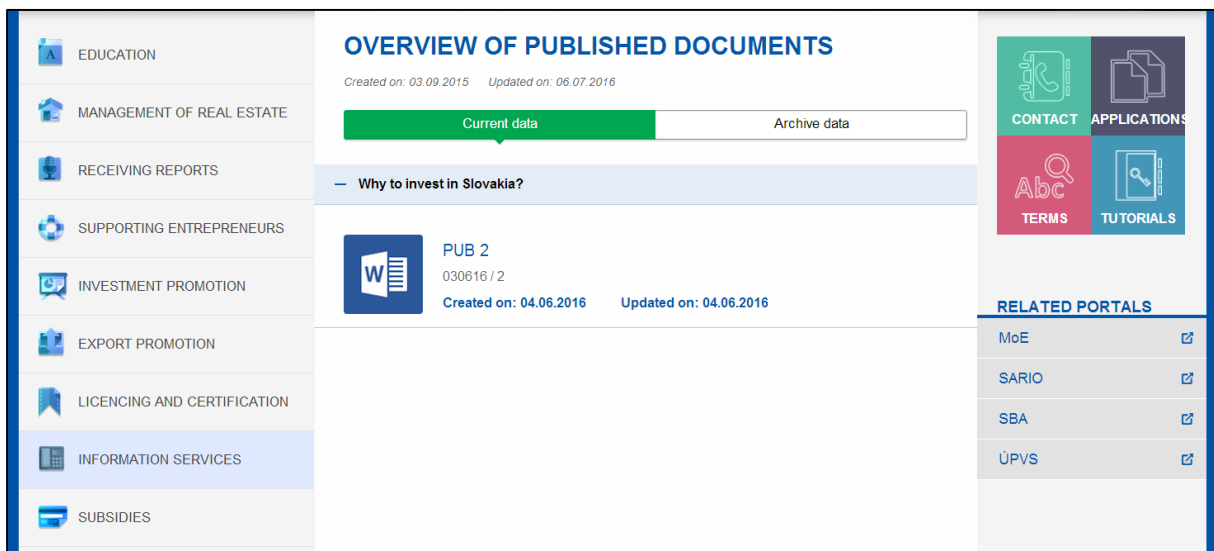


Figure 3 - Display of the information in the form of document

4. Useful information

Electronic Services Portal contains information which serves for faster execution of your agenda and answering of any questions.

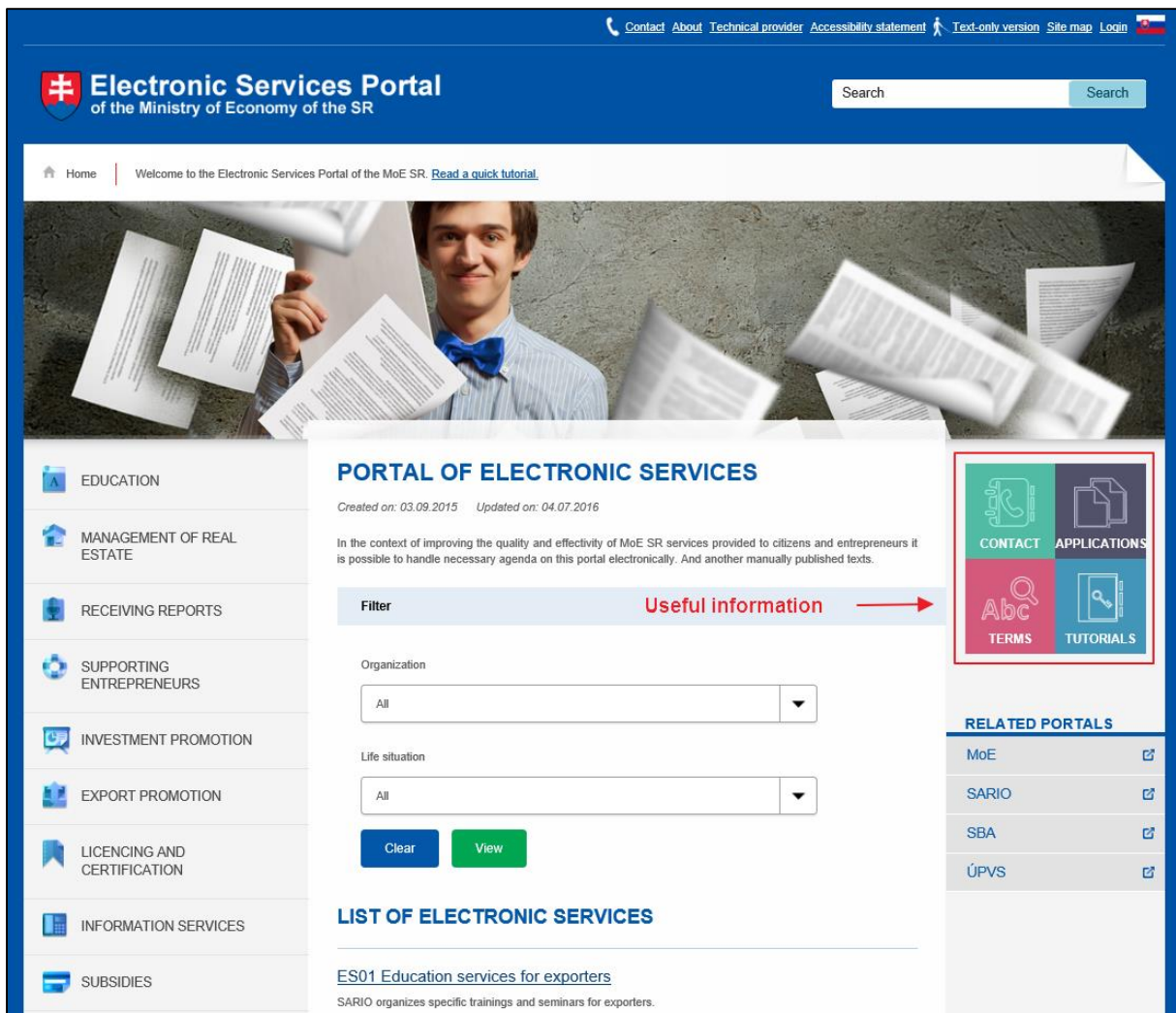


Figure 4 - Useful information

Contact

The section "Contact" contains the contact information that may be used in the case of questions / problems arising in the process of execution of the relevant agenda. You can also use the online form to request for information.

Applications

The section "Applications" contains PDF thumbnails of all electronic forms sorted by thematic blocks.

Terms

The section "Terms" contains the explanations of the terms and abbreviations used on the Electronic Services Portal of the Ministry of Economy of the Slovak Republic has

Tutorials

The section "Tutorials" contains instructional videos as well as a brief manual on how to work with the Electronic Services Portal.