



PERFORMANCE AUDIT

IMPLEMENTATION OF SOFTWARE SOLUTIONS IN THE INSTITUTIONS OF BiH

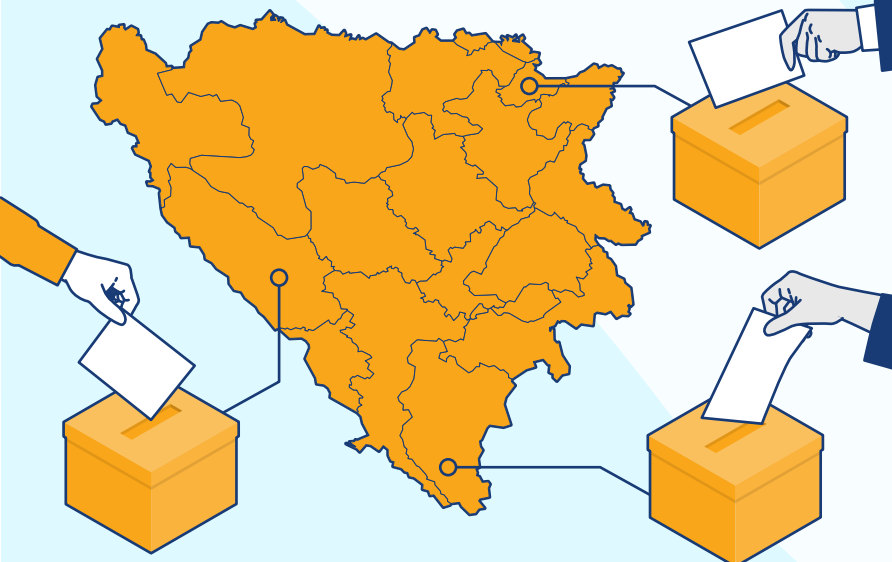
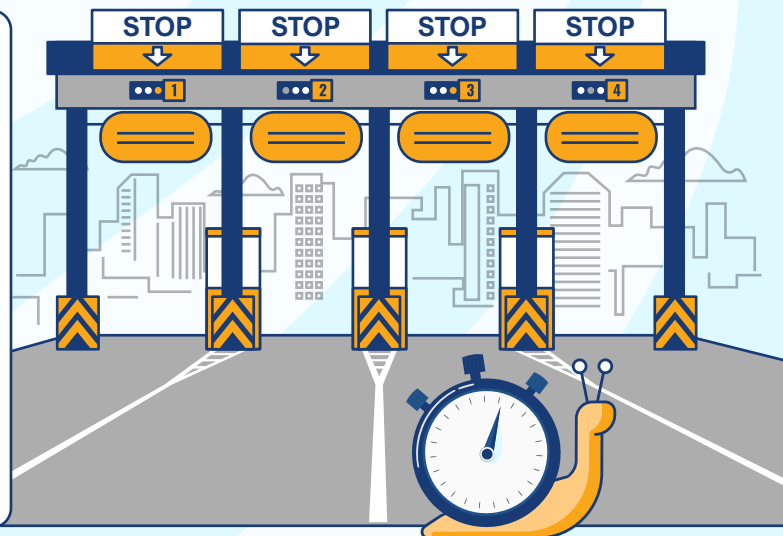
Why a performance audit on software solutions?



Despite significant amount of funds being invested in software solutions (26 million KM in the last three years), the Institutions of Bosnia and Herzegovina have not become more efficient in providing their services to citizens and businesses and e-government development.

Among the examples of how this affects the citizens are:

Failure to use the New Computerised Transit System (NCTS) results in longer border waiting times for businesses, averaging 10-15 hours, which could be reduced by at least 30 percent.



Presentation and visualization of election data, analysis and reports are missing, thus failing to contribute to the improvement of monitoring and presentation of election results.



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What we looked at?



**HAVE THE
INSTITUTIONS OF
BIH ENSURED
THE PREREQUISITES
FOR THE
IMPLEMENTATION
OF SOFTWARE
SOLUTIONS?**

**HAS THE IMPLEMENTATION
OF SOFTWARE SOLUTIONS
BEEN SUCCESSFULLY
CARRIED OUT?**





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What we found?



More than half of the Institutions of BiH **faced difficulties when preparing and planning for software solutions.**

Insufficient preparatory activities and insufficiently good planning **contributed to the inefficient introduction of software solutions.**

Most of the Institutions of BiH **was not successful in implementing software solutions.**

The analysed software solutions, worth almost 22 million KM, **have not been fully used.**

Their implementation has lasted for ten years, resulting in **missed opportunities to achieve economic and social benefits.**





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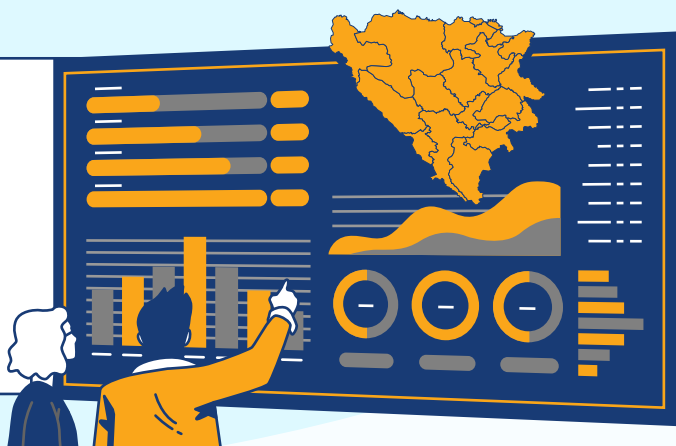
What could be changed?

The process of implementation of software solutions could be more efficient if the Institutions of BiH:

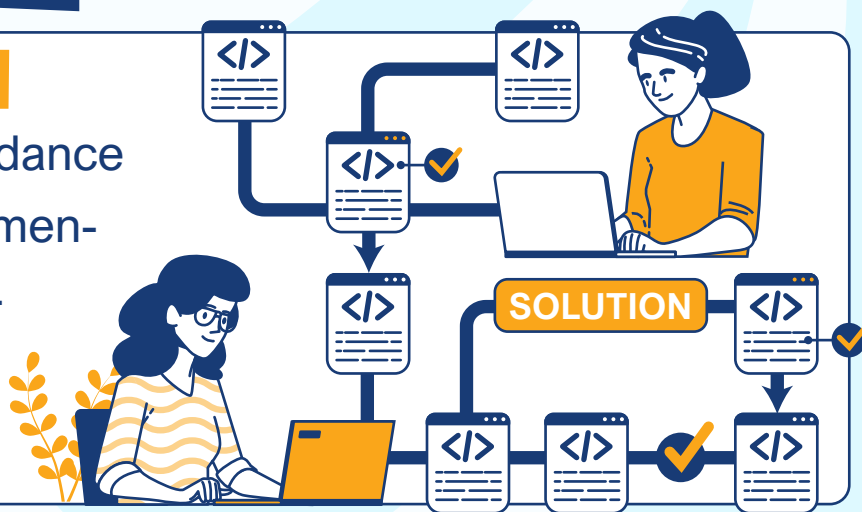


analysed in detail their needs and business processes

when preparing and planning for software solutions.



Ensured implementation of software solutions in accordance with agreed deadlines, implementation of all required functionalities and used software solutions in their work.



Ensured completion of software solution implementation.



Read more about this audit in the complete report available on the website of the Audit Office www.revizija.gov.ba



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КАНЦЕЛАРИЈА ЗА РЕВИЗИЈУ ИНСТИТУЦИЈА БИХ
AUDIT OFFICE OF THE INSTITUTIONS OF BOSNIA AND HERZEGOVINA

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