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CROATIAN  
CHAMBER OF  
ECONOMY

SAMOSTALNA SLUŽBA ZA OBRAZOVANJE, KVALITETU I INFORMACIJSKU SIGURNOST  
EDUCATION, QUALITY AND INFORMATION SECURITY INDEPENDENT DEPARTMENT

# **The Roles of ICT and Digital Technologies in Economy Recovery during and after Covid-19 Pandemic – Experience from Croatian Chamber of Economy**

Online conference ICT 20 @ COVID 19

27th of May, 2020





# „DIGITAL CHAMBER“

DIGITALNA KOMORA

HGK  
Luka Pedisić

Moje e-Usluge

DIGITALNA KOMORA  
Nova dimenzija usluga

MOJE e-Financiranje

MOJE e-Edukacije

MOJE e-Gospodarske informacije

MOJE e-Pokreni poslovanje

MOJE e-Javne oblasti

MOJE e-Zakonodavstvo

MOJI e-Sajmovi i promocije

Projekt Digitalna Komora sufinancirala je Europska unija iz Europskog fonda za regionalni razvoj. Sadržaj internetske stranice isključiva je odgovornost Hrvatske gospodarske komore. Za više informacija o EU fondovima posjetite internetsku stranicu Ministarstva regionalnog razvoja i fondova Europske unije [www.razvoj.gov.hr](http://www.razvoj.gov.hr) i stranicu Europskih strukturnih i investicijskih fondova [www.strukturifondovi.hr](http://www.strukturifondovi.hr)



# WHAT WE AT HGK HAVE DONE ?

- ❖ It has been enabled to all employees (530+) to work remotely prior to Covid-19 pandemic
- ❖ „Home office” with VPN access to office environment and with all data in cloud
- ❖ State-of-the-art ICT and digital technology solutions provided to all employees
- ❖ Majority of applied solutions are commercially available „on the shelf” and they are industry standards
- ❖ Fully redundant computer network including power supply
- ❖ High industry standard „server room”
- ❖ No damages in the computer network and zero down time during and after the earthquake in headquarter od HGK, Zagreb on 22nd of March (5.5 of the Richter’s magnitude scale)
- ❖ 24 subsidiaries in Croatia and 6 representative offices abroad, 5 of them outside EU, have been working during usual working hours with interaction with the customers reduced to minimum
- ❖ All public authorities have been available to the end-users
- ❖ Majority of the employees were working at home due to Covid-19 security measures but also due to the earthquake
- ❖ Gradually return to the offices until 1st of June, 2020





# CYBER AND INFORMATION SECURITY

- ❖ Cyber and information security haven't been neglected during Covid-19 pandemic and in the period after the earthquake in Zagreb
- ❖ Some of the e-services, offered by HGK, are connected to the portal e-Citizens through National Identification and Authentication System (NIAS) thus providing a high level of information security and privacy
- ❖ All the employees at HGK are connected via Virtual Private Network access to HGK intranet and HGK crucial internal applications and services
- ❖ Continuous fight against spam and malicious e-mails
- ❖ Instruction, warnings and reminders were sent via e-mails to the all HGK employees weekly
- ❖ No data and information loss of any kind have been reported so far



# INSTEAD OF CONCLUSION

- ❖ „Digital transformation” of HGK has improved working efficiency, increased both service quality and customer satisfaction
- ❖ Application of state-of-the-art ICT and digital technology solutions have enabled to the employees of HGK to work remotely with access to all data and without interruption of the service also in the time of crises caused by Covid-19 pandemic and the earthquake in Zagreb
- ❖ Wide acceptance of the new technology solutions by employees at HGK have changed their working habits
- ❖ Timely launch of „Digital Chamber” improved the situation
- ❖ Provision of high quality e-services to the customers all the time
- ❖ High level of both cyber and information security has been kept
- ❖ This was an excellent „stress test” for any state of emergency





# THANK YOU FOR YOUR ATTENTION !



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