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# Process Responsibility in Digital Public Administration: ISO 37301 as a Compliance Governance Layer for Mandatory Digital Office Systems

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Professor Goran Vojković will give an invited lecture on responsibility and accountability in digital office management within public administration.

## **Short description:**

Digitalisation of public administration has introduced highly structured electronic workflows that ensure traceability and formal compliance of administrative procedures. However, this transformation also reveals a less visible issue: while every action in the system is recorded, responsibility for managing compliance and legal risk within complex digital processes often remains unclear.

This lecture addresses the emerging gap between procedural traceability and actual accountability in digital administrative environments. It introduces ISO 37301 as a governance framework capable of structuring responsibility, risk management, and oversight without changing existing legal frameworks, thereby transforming digital office systems from tools of formalisation into instruments of accountable administration.

## **More about Goran Vojković:**

Prof. Goran Vojković, PhD graduated from the Faculty of Law in Split in 1996, where he obtained his master's degree in 2003 in the field of maritime domain law and his PhD in 2006 on the legal status of inland ports. He is the author of two scientific monographs (*Maritime Domain and Concessions* and *Inland Ports*), a university textbook (*Media Law*), and three professional manuals on office management, as well as numerous scientific and professional papers.

He has over 25 years of professional experience in both the public and private sectors, ranging from advisory roles in government administration to leading the corporate governance law department in the IT industry. He served two terms as an external member of the Parliamentary Legislation Committee and as President of the Management Board of the Vukovar Port Authority, and has extensive experience in EU-funded projects in Croatia and Bosnia and Herzegovina.

He is a full professor at University North, where he currently serves as Acting Head of the Department of Communication, Media and Journalism, and collaborates with several higher education institutions in Croatia. He is also known to the wider public as a columnist for the Index.hr portal. In his free time, he is active in amateur radio (9A3QY) and hiking. He is a knight of the Order of St. George of the House of Habsburg-Lorraine. He lives in Ivanić-Grad.