European Commission
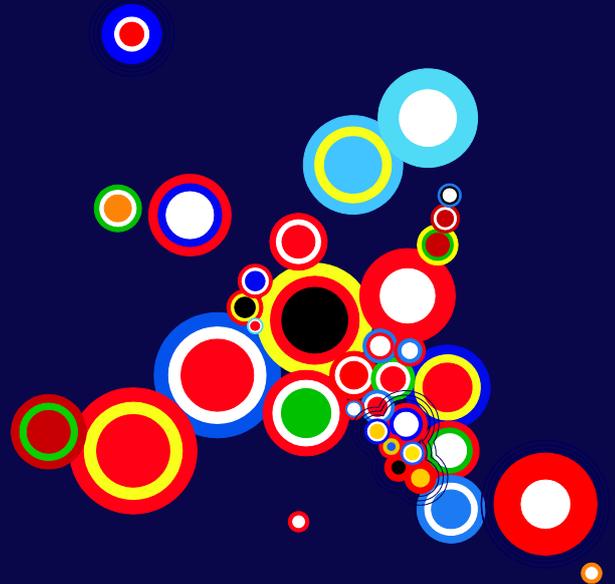
INSTRUMENT FOR PRE-ACCESSION ASSISTANCE (IPA II) 2014-2020

SUPPORT TO LAW ENFORCEMENT AGENCIES IN BIH

Action Summary

The rule of law being at the very centre of the enlargement strategy, Bosnia and Herzegovina (BiH), as a potential EU candidate, has to ensure that its law enforcement agencies (LEAs) are independent, efficient, accountable and have the capacity to fight corruption and organised crime in line with EU standards and practices.

The overall objective of the Action is to to improve the fight against corruption and organised crime including economic, financial crimes, cyber crime as well as other forms of crime.

The Action will directly result in the enhanced scope, quality and safety of information exchanged among the LEAs, whilst data exchange will be in compliance with the personal data protection requirements. In addition, technical capacities of the BiH Border Police to implement their tasks will be strengthened.

Action Identification	
Action Programme Title	Country Action Programme on Bosnia and Herzegovina for the year 2015
Action Title	Support to Law Enforcement Agencies in BiH
Action ID	IPA 2015/037-888.6/Bosnia and Herzegovina/ Support to Law Enforcement Agencies
Sector Information	
IPA II Sector	Rule of law and fundamental rights
DAC Sector	15210 Security system management and reform
Budget	
Total cost (VAT excluded)[1]	EUR 6 million
EU contribution	EUR 6 million
Management and Implementation	
Method of implementation	Direct management
	EU Delegation to Bosnia and Herzegovina
Location	
Zone benefiting from the action	Bosnia and Herzegovina
Specific implementation area(s)	NA
Timeline	
Deadline for conclusion of the Financing Agreement	31 December 2016
Contracting deadline	3 years following the date of conclusion of the Financing Agreement, with the exception of the cases listed under Article 189(2) Financial Regulation
End of operational implementation period	6 years following the date of conclusion of the Financing Agreement

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[1] The total action cost is net of VAT and/or of other taxes.

1. RATIONALE

Establishment of the rule of law as per accession criteria encompasses not only a functioning and independent judiciary but also an efficient law enforcement sector. The law enforcement sector is also pivotal for dealing with growing security concerns and for ensuring public safety, especially related to organised crime which often has a transnational character and to corruption.

In fact, lack of transparent and accountable policing in combination with inadequate co-ordination between prosecution and law enforcement agencies (LEAs), cause legal uncertainty for the citizens, threaten public safety because of inefficient fight against crime and in the long run, impede economic growth and foreign investments.

In BiH significant efforts are necessary to supress organised crime and corruption and to ensure access to justice for the citizens. Therefore, the purpose of the EU support is to strengthen the fight against organised crime, corruption and other forms of crime by reinforcing the co-operation between LEAs and the prosecution and by increasing the capacities for border control.

PROBLEM AND STAKEHOLDER ANALYSIS

Due to the rule of law being at the very centre of the enlargement strategy, BiH as a potential EU candidate should ensure that its law enforcement agencies (LEAs) are independent, efficient, accountable and have the capacity to fight corruption and organised crime in line with EU standards and practices.

Over the past years, the EU has invested significantly in development of the rule of law in BiH through individual sectors. This, inter alia, resulted in the joint integrated information system that enables exchange of data between different key actors who actively work in the law enforcement sector in BiH. The integrated information system was introduced formally by the signature of the Agreement on Establishment of Electronic Data Exchange System between the Police Bodies and Prosecution (further in the text: the Agreement). The Agreement was signed by the BiH High Judicial and Prosecutorial Council (HJPC), BiH Ministry of Security, BiH State Investigation and Protection Agency (SIPA), BiH Border Police and Ministries of Interior at all levels of BiH governance (entities and Brčko district, canton level). Successful implementation and application of this system represents one of the important criteria for preservation of the liberalization of visa regime for the BiH citizens.

According to the Agreement, the following police registers are subject to data exchange: criminal registry, registries of submitted reports on committed criminal offenses, registries of police pursuits and warrants, registries of identity check, registries of persons that were subject to identity check and registries on weapons. In terms of prosecutorial register, data that are exchanged refer to initiated investigations, uninitiated investigations, terminated investigations and confirmed indictments.

The Agreement enables police agencies to check the status of their reports on committed criminal acts which are submitted to the specific Prosecutors' office. Prosecutors from all Prosecutors' Offices in BiH are able to have an insight into electronic registries under the competency of police bodies, in compliance with the legal framework and police bodies' bylaws.

The data exchange system became operational with EU support in 2013. Despite the fact that the creation of such an information system triggered joint commitment of LEAs to work on the fulfilment of EU accession requirements, additional efforts are needed to consolidate the data exchange system and to make it fully functional in accordance with personal data protection legislation and modern IT standards. In order to for the LEAs to be able to efficiently perform their tasks, information systems must be reliable and safe and IT staff and users of information systems should be continuously educated.

Hence, the existing data exchange system has to respond successfully to the challenges related to security, reliability and availability of data and further capacity building and networking of IT personnel in LEAs is indispensable.

- *Data security*

Data that are subject to electronic exchange and data that are available by direct access have a significant importance in terms of conducting quality, reliable and efficient investigations. Therefore, special attention must be paid to increasing the security level of the overall electronic data exchange

system that includes the *exchange node* at the Directorate for Coordination of Police Bodies where the central server for data exchange is placed, as well as information systems of all institutions participating in the data exchange process and the systems with direct access.

IT security measures need to be implemented in order to prevent potential unauthorised access and misuse of official records and to maintain the safety of confidential information.

This Action will finance technical solutions that will upgrade the current complex system(s) to ensure the safety of the transfer system (network level, WAN and LAN), protection from unauthorized use as well as damaging and modifying data. In addition, the Action will reinforce the safekeeping of the data.

- *Data reliability and availability*

The Electronic data exchange system for police and prosecutorial registries is composed of sophisticated network infrastructures and of application solutions at a central exchange node and at the institutions that are participating in the data exchange. Systems for direct access are composed of network infrastructures, sophisticated application solutions, data base at the *central node*, and working stations at the institutions which are processing data in these records.

In this respect, reliability and availability of these systems is dependent on proper and fast functioning of numerous key system components located in various institutions which are at different levels of development of their information systems. The entire complex system is as reliable as its weakest link. Functioning of the LEAs is based on a 24/7 principle, thus high availability of the whole data exchange system and systems with direct access has to be ensured in order to retain the trust of the systems users and to meet the demands of duties performed by the authorized institutions in the system.

This Action will support the improvement of network hardware and software that will allow for appropriate data reliability and availability.

- *Out-dated mode of internal communication*

Police bodies in BiH currently face challenges related to manual case management. These include the possibility of misplacing documents, incorrect document registration, inability of immediate document access, requirement of a large office space for document keeping and a complicated and time consuming mode of report preparation that is HR intensive and could result in generating incomplete, erroneous reports. Furthermore, an out-dated mode of communication between LEAs is not only time consuming and inefficient but also very costly and can result in, *inter alia,* delivery of inadequate services to the citizens. Therefore, this Action will support the introduction of electronic management systems in police bodies that will accelerate official communication within police bodies and with users of their services. Electronic case archiving will allow faster access to data and contribute to increasing the efficiency in case solving as well as to generating operational savings.

- *Capacity building of LEA professionals in IT skills*

Given the continuous rapid development of IT solutions and technologies, especially in the security sector, such progress has to be complemented with designated investment into human resources. Therefore, in order to ensure synergy and achieve the appropriate impact, this Action will support improvement of knowledge and skills of personnel in LEAs so they can utilise and maintain upgraded systems and tools. Training courses will be designed taking into account different levels of technical and human resources available in LEAs.

- *Equipment for the BiH Border Police*

In order to enable the complete functionality of the data exchange system between LEAs to the highest standards, enhancing of the technical capacities of the BiH Border Police is indispensable. The complete functionality of the data exchange system will contribute to the further development of the border control and management system, based on the integrated border management concept.

At the border crossings, the current IT solutions provide for the control of biometric travel documents via document reader which automatically checks personal data from the travel documents. However, that application does not allow for the automatic check and registration of vehicle plates ; the action is

currently performed manually and non-inclusive of data on the brand and type of the car, VIN number or other vehicle data. This makes the procedure for checking of vehicles not only lengthy and demanding in terms of human resources but also inefficient because only a small number of vehicles is being checked due to the manual system of data entry.

Additionally, video surveillance equipment is installed at 32 out of 55 international border crossing points and at the four organizational units of BiH Border Police HQs. Due to budgetary cutbacks, the plan to install the system at all international border crossing points, and to allow the access from the regional and central levels, has not been achieved yet. Furthermore, not much was invested in maintenance and reconstruction of the existing system, therefore video surveillance at some border crossing points is outdated and practically useless.

Upgrading and optimisation of the existing and introduction of new video surveillance systems will allow for enhanced control of border crossings and increased work efficiency and productivity of BiH Border Police.

Therefore, this Action will support the introduction of the system for the control and registering of motor vehicles at the border crossings and upgrading of video surveillance system at the border crossings.

RELEVANCE WITH THE IPA II STRATEGY PAPER AND OTHER KEY REFERENCES

This action is closely associated with the goals and priorities specified in the EU and BiH strategic documents. By means of consolidating and upgrading existing data exchange system between LEAs, which has to be in line with personal data protection provisions, and by introducing e-business including capacity building of relevant personnel to utilise the upgraded IT technologies, co-operation between prosecution and police sector will be enhanced.

Indicative Strategy Paper for BiH 2014-2017 (ISP)

The Action will contribute to the ISP objective to advance the prosecution of criminal cases, including organised crime and corruption cases. Another objective is to support the fight against organised crime and corruption through a better preparation of law-enforcement institutions and through enhancing police-prosecutor cooperation. Finally, this programme will also contribute to the objective to improve border management.

EC Progress Report for BiH 2014

This Action addresses the following short-comings analysed in the Bosnia and Herzegovina Progress Report 2014:

Police

Lack of coordination and cooperation and lack of appropriate training and equipment are preventing the effective delivery of police services. Additionally, coordination and cooperation among agencies remains mainly informal.

Drugs

Further measures are needed to consolidate institutional capacity for policy coordination and implementation.

Fighting organised crime and terrorism

Cooperation between police and prosecutors' offices within BiH requires structural improvements to guarantee more effective judicial follow-up.

Protection of personal data

Preparations for personal data protection are still at an early stage.

South-East Europe (SEE 2020)

Within the framework of the priority axis related to the *Governance for growth* (increase government effectiveness by 20% by 2020), SEE 2020 aims at promoting the effective implementation of existing

legislation governing competition, including improvement of judiciary capacities and giving high priority to **enforcing the rule of law and anti-corruption measures.**

Stabilisation and Association Agreement (SAA)

In the Article 6. of SAA BiH commits itself to, inter alia, development of projects of common interest, notably those related to combating organised crime, corruption, money laundering, illegal migration and trafficking, including in particular in human beings, small arms and light weapons as well as illicit drugs.

Country Strategy to Fight against Organised Crime (2014-2016)

Main priorities in fighting organised crime are:

- **Strengthening of HR, technical and financial capacities of stakeholders engaged in the fight against organised crime**;
- **Development of inter-institutional inter-agency co-operating on combating organised crime**;
- **Strengthening of institutional capacities for conducting financial investigations regarding confiscation of illegally gained assets**;
- Ensuring standardised and efficient legal framework and **institutional capacities for implementation of specific investigations**;
- **Developing of new, standardised and maintaining of existing information systems and data-bases of law enforcement agencies including continued education of employees.** "

Country Strategy to Combat Money Laundering and Financing of Terrorist Activities (2009-2013)

One of the priorities in combating money laundering and financing of terrorist activities is:

- **Enhancing data exchange between various institutions** in charge of combating money laundering and preventing of financing of terrorism. "

Country Anti-corruption Strategy (2009-2014)

One of the priorities in fight against corruption is:

- **Strengthening law enforcement agencies**."

Strategy for Integrate Border Management (2011-2014)

One of the priorities to implement IBM is:

- To ensure communication between Border Police local and central levels,
- To ensure the equipment for the electronic oversight of the border crossings.»

SECTOR APPROACH ASSESSMENT

This Action falls under the Home Affairs (HA) sector in BiH. The sector is only partially mature for making systematic use of external assistance through sector approach.

There are specific sub-sector policies, which are in general supported by a suitable strategic framework in line with the EU accession requirements; however for some other policies, the appropriate strategic framework is still absent. Policy objectives are in line with the accession agenda and, to a certain extent, political support ensures necessary ownership and the sustainability of the overall reforms. Sector planning is not always appropriately linked to resources allocation. Sub-sector policies are endorsed by Civil Society Organisations.

The institutional setting is quite complex and articulated due to the decentralisation characterising BiH, especially in the sub-sector related to police. Institutions that are coordinating the sub-sector reforms are in general identified and there are suitable institutional arrangements, allowing clear lines of communication and responsibilities. Civil Society Organisation are included and regularly consulted within the process of strategies' preparations. BiH-led donor coordination meetings for the sector do not take place regularly, thus process of ensuring complementarity of assistance is rather limited.

The sub-sector budgets are easily traceable in the State budget, as well as other level budgets, and there is a three year strategic plan to clearly indicate the scope of the sub-sector. However, due to the fact that strategies are not yet appropriately budgeted, it can be concluded that the State budget does not reflect accurately the sector policy and objectives. Although substantial preparatory works are carried out, Medium Term Expenditure Framework (MTEF) is still not fully in place.

At the current stage, it is not possible to assess at which extent external assistance contributes to the sub-sectors reforms.

Although there are performance indicators defined at the level of existing strategies and action plans, there is no proper sector performance assessment framework in place. However, as it happens for most of the sectors in BiH, the whole sector is periodically monitored by relevant International Organisations and meaningful indicators are available and rather reliable.

LESSONS LEARNED AND LINK TO PREVIOUS FINANCIAL ASSISTANCE

Experience with previous EU assistance in BiH clearly demonstrates that successful projects are based on the ownership by the beneficiaries where they assume greater responsibilities and become the focal centres for developing project ideas and put them in place consistently.

Experiences drawn from the previous projects will be beneficial for this Action that will require dedicated co-operation from the significant number of institutions at different levels of BiH governments. This Action was planned through participatory planning manner and that approach should be applied in all the following project phases (implementation, monitoring and evaluation).

The **IPA 2008 "Twinning Assistance to the Directorate for Coordination of Police bodies" (2012-2014)** assisted the Directorate for Coordination of Police bodies in establishing the necessary legislative and institutional framework for functioning and operating in an efficient and sustainable structure, capable of fulfilling its role in the security sector. The project provided technical support to three main functions of the DPC – Communication, Cooperation and Coordination, International cooperation and VIP and building protection. This twinning was part of the IPA 2008 project '"Support to the Police Reform Process" that included a supply contract as well. The IPA 2008 project "Support to the Police Reform Process" was co-ordinated with the IPA 2009 project "Support to the BiH Judiciary", resulting in established data exchange between the law enforcement agencies and the prosecutors' offices in BiH. This outcome was achieved by providing the necessary ICT infrastructure to all institutions involved in the exchange and by the coordinated but separate development of exchange services on the side of the judiciary and the LEAs. Through this project it became apparent that centralised development of technical specifications is not the best solution, bearing in mind diversified needs of different institutions and their technical and human resources level of development. Therefore, one of the lessons learned is that development of the technical documentation for supply of the necessary ICT should involve active participation of all stakeholder (beneficiary) representatives to guarantee the achievement of results.

The **IPA 2010 "Support to the Area of Law Enforcement" (2012-2014)** assisted in improving legislation, capacities and capabilities of police bodies, institutions and agencies. The aim was to strengthen cooperation and coordination in the area of law enforcement, to further implement police reform, to contribute to reducing corruption and organised crime and thereby diminishing a threat for society and economy and to strengthen cooperation and coordination between police and justice, especially police and prosecutors, to make the fight against crime more effective.

The on-going **IPA 2011 "Support to Law Enforcement Infrastructure"** has the purpose to construct a new building for the Police of Brcko District and Border inspection post (BIP) in Bijača, on the BiH border with Croatia.

The **IPA 2012 "Strengthening law enforcement"** will start in Q4/2015. The project will enhance cooperation and coordination and efficiency of the law enforcement agencies in the area of fighting organised crime, terrorism and corruption, bring police services in line with EU professional best practices and improve quality and safety of information exchanged among the law enforcement agencies. It will also provide part of the investments on which this Action will further build.

IPA 2013 "Support to the Fight Against Money Laundering" (to start in Q 4 of 2015) will assist in the implementation of strategic priority measures for the fight against and prevention of money laundering and financing of terrorist activities.

Since 1996, **"International Criminal Investigative Training Assistance Project (ICITAP)"** has been focused on improving law enforcement capabilities, from the state level to the municipal-precinct level. ICITAP collaborates with law enforcement to help develop their institutional capacity to combat terrorism and organized crime, and to develop modern information management systems and specialized units to improve police response and immigration and border control.

Coordination with ICITAP will ensure that EU and US support to the law enforcement sector will be complementary.

2. INTERVENTION LOGIC

LOGICAL FRAMEWORK MATRIX

OVERALL OBJECTIVE	OBJECTIVELY VERIFIABLE INDICATORS	SOURCES OF VERIFICATION	
To improve the fight against corruption and organised crime including economic, financial crimes, cybercrime as well as other forms of crime	Progress made towards meeting accession criteria (Anti-corruption policy) Composite indicator (average of Corruption Perception and Control of Corruption) Corruption Perception Control of corruption Composite indicator (average of Access to Justice and Judicial independence) Access to Justice Judicial independence	CEPEJ Global Integrity Report Corruption index Transparency International	
SPECIFIC OBJECTIVE	**OBJECTIVELY VERIFIABLE INDICATORS**	**SOURCES OF VERIFICATION**	**ASSUMPTIONS**
1. To enhance the scope, quality and safety of information exchanged among the LEAs, in compliance with the personal data protection requirements. 2. To strengthen the technical capacities of the BiH Border Police to implement its tasks.	1.1 Increased quantity of daily exchanged data 1.2.Exchanged data is complete and of satisfactory quality[1] 1.3. Decreased number of system failures 2.1. The number of border crossings with improved traffic control and increased security through the system of video surveillance 2.2. Increased number of registered and controlled motor vehicles in regard to the recorded traffic	Statistical Reports of LEAs access points Statistical Reports from Exchange Node Statistical Reports from police bodies	Professional and political commitment Commitment of the Government to the EU integration process
RESULTS	**OBJECTIVELY VERIFIABLE INDICATORS**	**SOURCES OF VERIFICATION**	**ASSUMPTIONS**
Result 1: Increased level of security of information systems in each LEA through better data security and protection data from unauthorised access and use **Result 2:** Increased level of reliability and availability of systems and data in the LEAs by designing failover systems, ensuring backup solutions of data storage and data security through additional safe keeping	1.1. System for authorization and authentication fully functional for electronic data exchange within the central point and 6 access points that cooperate in respective data exchange. 2.1. Established and functional failover system at central point 2.2. Established database backup in institutions involved in data exchange system.	Statistical Reports from Central point Statistical Reports from LEAs access points	Stimulating environment to apply lessons learned in practice Full commitment of the management of all involved LEAs

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[1] Verified via quality control in place

Result 3: E-business improved in LEAs through the use of IT system(s) for better quality of service, improved e-communication capacities as well improved Document Management System (DMS) and Case Management System(CMS) capacities	3.1. Introduced and implemented electronic DMS and CMS in at least 3 institutions 3.2. E-communication tools introduced and implemented in at least 3 institutions 3.3. Objective criteria for case assignment in police bodies used 3.4. Faster and more reliable exchange of electronic evidence among police and prosecutors 3.5. Number of closed police investigations increased due to available and reliable data exchange	Report from LEAs	
Result 4: Human resource capacities in LEA IT sector improved through capacity building exercise, specialised trainings of IT professionals	4.1. Number of IT trainees per LEA that received certificates following participation to specialised trainings financed through this Action 4.2. Number of IT professionals that completed e-learning course developed under this Action	Training reports List of training courses participants List of certified trainees Reports from police bodies Technical documentation Report from police bodies	There is strong political will and commitment among the key stakeholders for this Action
Result 5: Enhanced border control achieved via establishment of the system for motor vehicles control at the border posts and via introduction of the comprehensive system of video surveillance	5.1. Established and functional system for motor vehicles control and video surveillance at border posts 5.2. Number of relevant staff attending training courses on utilisation and maintenance of motor vehicles control system and video surveillance system, financed by this Action	Authority following delivery and testing of the hardware and the software, and the training of staff) List of participants at the training courses Training certificates Provisional Acceptance of the system for motor vehicles control, video surveillance (issued by the Contracting Authority following delivery and testing of the hardware and the software, and the training of staff) List of participants at the training courses Training certificates	

ACTIVITIES		MEANS	COST	ASSUMPTIONS
Activities to achieve Result 1: 1.1. Purchase and setting up the necessary hardware for implementation of *access control systems* such are servers, workstations, biometric scanners, video surveillance and alarming equipment in secured zones 1.2. Purchase and installation of necessary software for implementation of *identity management systems* and *stronger encryption such are* PKI infrastructure, hard disk cryptic software, Active Directory user management, Single Sign-On (SSO)		Supply and service contracts	6 mil EUR	New IT tools and instruments are used by respective staff of LEAs Trained staff apply /use new IT skills in daily work Procurement procedures

		run smoothly

Activities to achieve Result 2:
- 2.1. Purchase and installation of software and hardware required for implementation of backup and high-availability solutions such as Central Point failover, Firewalls, etc.
- 2.2. Purchase and setting up of redundant network access points, backup servers and software for databases and storage, backup network equipment, Antivirus software.
- 2.3. Purchase and setting up of Disaster Recovery Centres with necessary secondary network, database storage and security design such as dislocated backup site with redundant power supply, servers and network equipment

Activities to achieve Result 3:
- 3.1 Purchase and setting up of necessary hardware for implementation of e-business such as dedicated server, storage, computers, scanners and additional network equipment
- 3.2 Purchase and installation of necessary software for implementation of e-business such as: software for Document management, Case management, Statistic analysis; Help Desk and Monitoring; Archiving software, software for e-mail infrastructure
- 3.3. Purchase of operating system licenses, office software licenses for servers and workstations

Activities to achieve Result 4:
- 4.1 Prepare training need assessment -TNA, per each LEA
- 4.2 Develop the IT Training Scheme based on TNA findings, per each LEA
- 4.3 Conduct specialised trainings for IT professionals in line with accepted and approved Training Scheme , per specialised topics for all relevant LEA staff
- 4.4. Ensure the access to standardised professional IT training courses (such as: ORACLE, MS SQL database courses, Cisco certified Network trainings, certified ISO 9001 and ISO 27000 ff trainings, Microsoft Server Trainings) for developers and administrators.

Activities to achieve Result 5:
- 5.1. Creation and testing of the IT application for registering vehicles, to be added to the existing application "Border Checks"
- 5.2. Purchase, instalment and testing of the equipment that will support the application for vehicles checking, at precisely defined locations;
- 5.3. Training of the staff for operation and maintenance of the vehicle control system
- 5.4 Purchase, instalment and testing of the new video surveillance system (hardware and software), at precisely defined locations
- 5.5 Training of the staff for operation and maintenance of the video surveillance system
- 5.6 Optimisation and upgrade of the existing video surveillance system

ADDITIONAL DESCRIPTION

The Action is composed of five results which are listed in the Log-Frame Matrix and further elaborated hereinafter.

Result 1: Increased level of security of information systems in each LEA through better data security and protection data from unauthorised access and use

Activities to achieve this result refer to strengthening data security by protecting it from unauthorised use, from corrupting and authorised modification of data and enforcing of additional safekeeping. Technical solutions to enhance data security will be implemented at the central point and at the LEAs involved in data exchange.

Result 2: Increased level of reliability and availability of systems and data in the LEAs by designing failover systems, ensuring backup solutions of data storage and data security through additional safe keeping

Activities to achieve this result refer to designing of failover systems that allow for the availability of the systems(s) 24/7 and ensure solutions of data storage of both active and archived data. Failover system refers to creating a parallel redundant system in order to keep the functionality of data interexchange and it will be established at the *exchange node* at the Directorate for Coordination of Police Bodies where the central server for data exchange is placed as well as on the level of all LEAs through establishing the backup for database involved in electronic data exchange system.

Result 3: E-business improved in LEAs through the use of IT system(s) for better quality of service, improved e-communication capacities as well improved Document Management System (DMS) and Case Management System (CMS) capacities

Activities to achieve this result will focus on evolving of the current LEA systems in order to be suitable for e-business. Technical solutions will be introduced and implemented through document management system (DMS) and case management system (CMS) as well as through e-communication inside LEAs. This will ultimately contribute to the enhanced quality of services in terms of efficient exchange of electronic evidences, reports and correspondence between and inside LEAs.

Result 4: Human resource capacities in LEA IT sector improved through capacity building exercise, specialised trainings of IT professionals

This result will be achieved through capacity building of IT professionals through specialised training courses for the IT staff in LEAs. E-learning will be introduced as the innovative method of learning. The focus of the training courses will be on the quality and practical relevance to ensure that courses meet the real training needs.

Result 5: Enhanced border control achieved via establishment of the system for motor vehicles control at the border posts and via introduction of the comprehensive system of video surveillance

Activities to reach this result relate to software and hardware components, i.e. establishing of the IT application for registering vehicles and purchase of the equipment to support the application. Training of the relevant personnel to use the IT system for controlling of motor vehicles will be performed.

Furthermore, purchase of the new video surveillance system (hardware and software), at precisely defined locations as well as optimisation and upgrade of the existing video surveillance system will take place. Relevant staff will be trained in utilisation and maintenance of the equipment.

This Action will result in a number of benefits for the law enforcement sector in BiH, including the BiH Border Police, and public safety in general including the rule of law. Namely, enhanced document management which will be implemented in police bodies via e-business will ensure savings in terms of human resources and office costs while at the same time increasing the work efficiency. Moreover, application of objective criteria for the case assignment in police bodies will prevent corruption and improve public confidence of the police work. Faster and more reliable exchange of electronic evidence among police and prosecutors will enable prosecutors to manage the investigations in a more effective manner.

Furthermore, the number of closed police investigations will be increased due to available and reliable data exchange improving the service provision by the police bodies. Upgraded data exchange system will be the milestone for the IT connection with international LEAs (like EUROPOL, EUROJUST, etc.) that is envisaged to take place in the near future. New IT skills and knowledge gained by relevant LEA personnel through practical training courses will also result in the provision of enhanced services.

In terms of border management, the Action will result in a number of benefits such as increased border security, reduced waiting time at the border and elimination of bottlenecks as well as improved efficiency of the BiH Border Police.

3. IMPLEMENTATION ARRANGEMENTS

ROLES AND RESPONSIBILITIES

Due to the fact that this Action has numerous beneficiaries active in the law enforcement sector, it is important that they take on strategic, operational and structural responsibility and accountability for implementing the Action related activities from the very beginning.

Full commitment of all involved LEAs which was already established during programming of this Action will be indispensable for achieving the Action results, therefore it will continue throughout the whole duration of the Action implementation.

Besides strong political and operational commitment of all beneficiaries in implementing this Action, another assumption underlying the Action success is adherence of all signatories to the provisions of the Agreement on Establishment of Electronic Data Exchange System.

A Steering Committee will guide the implementation of the Action. It will include representatives from the main stakeholders. The composition of the Steering Committee will depend on equal representation of the interest of all LEAs while bearing in mind effectiveness and efficiency of such body.

The main project beneficiaries/stakeholders are described in Annex II.

IMPLEMENTATION METHOD(S) AND TYPE(S) OF FINANCING

As the management of EU funds still operates in a direct management mode in BiH, the EU Delegation to BiH will be responsible for the management of the contracts stemming from this Action, in accordance with the PRAG (Procurement and Grants for EU External Actions- Practical Guide). The Action will be implemented via two supply and one service contracts.

4. PERFORMANCE MEASUREMENT

METHODOLOGY FOR MONITORING (AND EVALUATION)

The Action will be monitored through various internal and external monitoring tools.

Internal monitoring will be implemented through the project steering committees meetings, EU Delegation quarterly Implementation reviews, on-the-spot checks, meetings with project beneficiaries and consultant companies/ contractors, while the external monitoring will be implemented through Result-oriented Monitoring (ROM).

As the DEI has recently developed an 'Increased Monitoring' scheme for IPA projects that face various implementation problems, the DEI intends to undertake additional monitoring measures and their follow-up in close cooperation with the beneficiary institutions and the EU Delegation.

The Commission may carry out a mid-term, a final or an ex-post evaluation for this Action or its components via independent consultants, through a joint mission or via an implementing partner. In case a mid-term or final evaluation is not foreseen, the Commission may, during implementation, decide to undertake such an evaluation for duly justified reasons either on its own decision or on the initiative of the partner.

The evaluations will be carried out as prescribed by the DG NEAR guidelines for evaluations.

In addition, the Action might be subject to external monitoring in line with the EC rules and procedures set in the Financing Agreement.

INDICATOR MEASUREMENT

Description	Baseline (2010) (2)	Milestone (2017) (3)	Target (2020) (4)	Final Target (2020) (5)	Source of information
CSP indicator(s) (outcome/impact)					
Progress made towards meeting accession criteria (Anti-corruption policy and fight against organised crime)					CEPEJ Global Integrity Report Corruption index Transparency International
Composite indicator (average of Corruption Perception and Control of Corruption)	66 (2013)	66	N/A	N/A	
Composite indicator (average of Access to Justice and Judicial independence)	82 (2013)	84	N/A	N/A	
Outcome indicator(s)					
Increased quantity of daily exchanged data	400.000 (2014)	N/A	1.200.000	1.200.000	Statistical Reports of LEAs access points Statistical Reports from Exchange Node Statistical Reports from police bodies Statistical Reports from police bodies
Exchanged data is complete and of satisfactory quality	18.000.000 (2014)	N/A	40.000.000	44.000.000	
Decreased number of system failures	48 (2015)	N/A	24	0	
Increased number of border crossings with improved traffic control/increased security through the system of video surveillance	26 (2015)	N/A	55	55	
Increased number of registered and controlled motor vehicles in regard to the recorded traffic	10% (2015)	N/A	90%	100%	
Immediate results indicator					
System for authorization and authentication fully functional for electronic data exchange within the central point and 6 access points that cooperate in respective data exchange.	0	Tender procedure on-going	System in place and fully functional allowing for secure electronic data exchange between the central point and 6 access points		Statistical Reports from Central point
Immediate results indicator					
Established and functional failover system at central point	0	Tender procedures on-going	System in place and fully functional		Statistical Reports from LEAs access points
Established database backup in institutions involved in data exchange system.	0		Database backup in place in all LEAs		
Immediate results indicator					

Introduced and implemented electronic DMS and CMS in at least 3 institutions E-communication tools introduced and implemented in at least 3 institutions Objective criteria for case assignment in police bodies used Faster and more reliable exchange of electronic evidence among police and prosecutors Number of closed police investigations increased due to available and reliable data exchange	0	3	Electronic DMS and CMS in use in the 3 institutions		Report from LEAs
Immediate results indicator					
Number of IT trainees per LEA that received certificates following participation to specialised trainings financed through this Action Number of IT professionals that completed e-learning course developed under this Action	0	At least 50 staff members trained in all LEAs	At least 100 staff members trained in all LEAs		Training reports List of training courses participants List of certified trainees
Immediate results indicator					
Established and functional system for motor vehicles control and video surveillance at border posts Number of relevant staff attending training courses on utilisation and maintenance of motor vehicles control system and video surveillance system, financed by this Action	0 0	Tender procedure on-going 0	System for motor vehicles control and video surveillance at border posts in place and functional At least 50 people trained		Provisional Acceptance of the system for motor vehicles control, video surveillance List of participants at the Training courses Training certificates

(1) This is the related indicator as included in the Indicative Strategy Paper (for reference only)

(2) The agreed baseline year is 2010 (to be inserted in brackets in the top row). If for the chosen indicator, there are no available data for 2010, it is advisable to refer to the following years – 2011, 2012. The year of reference may not be the same either for all indicators selected due to a lack of data availability; in this case, the year should then be inserted in each cell in brackets. The baseline value may be "0" (i.e. no reference values are available as the Action represents a novelty for the beneficiary) but cannot be left empty or include references such as "N/A" or "will be determined later".

(3) The milestone year CANNOT be modified: it refers to the mid-term review of IPA II.

(4) The target year CANNOT be modified.

(5) This will be a useful reference to continue measuring the outcome of IPA II support beyond the 2014-2020 multi-annual financial period. If the Action is completed before 2020 (year for the performance reward), this value and that in the 2020 target column must be the same.

* As provided by DEI.

5. CROSS-CUTTING ISSUES

EQUAL OPPORTUNITIES AND GENDER MAINSTREAMING

This Action is a technical intervention aiming at strengthening LEAs capacities with a view to EU accession.

As such, it is gender-neutral and its immediate results that relate to enhancing of scope, quality and safety of information exchanged between LEAs and to enhancing of technical capacities of BiH Border Police will not have any impact, either positive or negative, on equal opportunities and gender mainstreaming. However, in the long run, women will benefit from the reduced crime rates related to trafficking in human beings, domestic and sexual violence where victims are predominantly women.

Equal opportunity principles and practices in ensuring equitable gender participation and non-discrimination within the Action will be guaranteed as those are embedded in the BiH legal framework.

As specified in the "Report on gender equality in BiH 2012-2014", particularly in the sector of security and defence, it is necessary to educate decision-makers on gender equality and to encourage women's careers in the sector. Therefore, in general, those recommendations are to the applicable to law enforcement institutions, although they are not specifically addressed by the Action.

ENVIRONMENT AND CLIMATE CHANGE (AND IF RELEVANT DISASTER RESILIENCE)

This Action is a technical intervention aimed at strengthening LEAs' capacities with a view to EU accession. It is not expected to have any specific negative impact on the environment.

ENGAGEMENT WITH CIVIL SOCIETY (AND IF RELEVANT OTHER NON-STATE STAKEHOLDERS)

The IPA II programming process included consultations with Civil Society and the Donor Community in BiH through a consultation meeting and exchange of relevant information on the process and individual proposals. All relevant stakeholders from various levels of government in BiH as well as non-state stakeholders have had the opportunity to actively participate in the consultation process and to contribute to the preparation of this Action Document.
Civil society plays a crucial role in monitoring and reporting crimes and offers indispensable supplement to law enforcement agencies, especially by monitoring incidents and assisting victims.

MINORITIES AND VULNERABLE GROUPS

Participation in the project activities will be guaranteed on the basis of equal access regardless of racial or ethnic origin, religion or belief, disability, sex or sexual orientation.

6. SUSTAINABILITY

The ownership over the Action that was established in the planning phase between the stakeholders and that will continue through the Action implementation in the form of the Steering Committee, will be further reinforced following completion of the Action implementation. Namely, LEAs and other stakeholders will assume ownership of the developed and upgraded IT systems (hardware and software), thus securing regular management, updating and maintenance including allocating appropriate operational costs and human resources necessary for running the systems and the equipment. Implicitly, economic and financial viability of the investment will be ensured. Moreover, the existence of the Agreement on data exchange system between police bodies and prosecution reflects the fact that there is structured institutional set up and capacity with clearly defined roles and responsibilities that will enable proper utilisation of the investment. Furthermore, technical solutions that will be procured as a part of this Action will be corresponding to different levels of technical and HR infrastructure at the beneficiary institutions, making those solutions fully appropriate for the institutions including subsequent upgrading and maintenance. Thus, sustainability of technology will be ensured.

7. COMMUNICATION AND VISIBILITY

Communication and visibility will be given high importance during the implementation of the Action. The implementation of the communication activities shall be the responsibility of the beneficiary, and shall be funded from the amounts allocated to the Action.

All necessary measures will be taken to publicise the fact that the Action has received funding from the EU in line with the Communication and Visibility Manual for EU External Actions. Additional Visibility Guidelines developed by the Commission (DG NEAR) will have to be followed.

Visibility and communication actions shall demonstrate how the intervention contributes to the agreed programme objectives and the accession process. Actions shall be aimed at strengthening general public awareness and support of interventions financed and the objectives pursued. The actions shall aim at highlighting to the relevant target audiences the added value and impact of the EU's interventions and will promote transparency and accountability on the use of funds.

It is the responsibility of the beneficiary to keep the EU Delegation and the Commission fully informed of the planning and implementation of the specific visibility and communication activities.

The beneficiary shall report on its visibility and communication actions in the report submitted to the IPA monitoring committee and the sectorial monitoring committees.

LIST OF ANNEXES

1. **List of beneficiaries/stakeholders involved in the implementation of the Action**

ANNEX 1

List of beneficiaries/stakeholders involved in the implementation of the Action

The **Ministry of Security of Bosnia and Herzegovina** was established at the state level in February 2003 and is composed of the following administrative organisations: Direction for Coordination of Police Bodies of Bosnia and Herzegovina, Border Police of Bosnia and Herzegovina, State Investigation and Protection Agency, Forensic Examination and Expertise Agency, Personnel Education and Professional Development Agency, Police Support Agency, and the Service for Foreigners' Affairs.

The State Investigation and Protection Agency (SIPA) was established in 2002 upon the adoption of the Law on the Agency for Information and Protection, which defines the Agency as an independent institution of Bosnia and Herzegovina in charge of collection and processing of information of interest for implementation of international laws and Criminal Codes.

Border Police of Bosnia and Herzegovina has been established on the basis of the Law on State Border Service. It is defined as an administrative organisation within the Ministry of Security with operational independency, and was established for the purpose of performing police tasks linked to the border surveillance and border crossing control.

Directorate for Coordination of Police Bodies of Bosnia and Herzegovina was established by the Police Reform laws of 2008 and has the status of an administrative organisation within the Ministry of Security with operational autonomy. The mission of the Directorate for Coordination of Police Bodies of Bosnia and Herzegovina is to serve the police and other relevant bodies of Bosnia and Herzegovina in the efficient execution of their responsibilities with continuous communication, coordination and cooperation with all partners in Bosnia and Herzegovina and abroad.

The Ministry of Interior of Republika Srpska carries out police duties and is in charge of the security in Republika Srpska. As for policing functions, the duties of the Ministry of Interior are, inter alia, to protect life, human rights, freedom and private property; maintain public order and protect society against violent threats; prevent crime; conduct criminal investigation in cases of criminal offences of terrorism, war crimes, organised crime, illegal production and drug trafficking, trafficking in human beings, economic crime, cyber crime, money laundering, corruption, financial crime; protect specific persons and facilities, administrative issues related to citizenship, issuance of ID cards, social number, motor vehicles registration, keeping and carrying of weapons and ammunition, etc.

The **Ministry of Interior of Federation Bosnia and Herzegovina** is responsible for tasks such as administrative issues related to citizenship, monitoring the implementation of laws, procurement of weapons, equipment and material-technical means, elaboration and implementation of educational programs, professional development and specialized training courses for the Ministry's personnel, organisation of unified information system which is required for effective operations, collection and maintenance of statistics and operational data which are required for effective operations.

Ten Cantonal Ministries of Interior exists within the Federation of Bosnia and Herzegovina. Inter alia, some of tasks and duties of Cantonal Ministries of Interior are as follows: to secure public gatherings, to protect life and personal safety of citizens, properties, facilities and other material goods in case of general danger or major violation of public order and peace, as well as in case of terrorists' attacks and other violent activities such as armed rebellion, issuance of ID cards, social number, motor vehicles registration, keeping and carrying of weapons and ammunition. In all Cantonal Ministries of Interior, tasks and duties within the scope of public security are performed by the police.

The Brčko District Police was established in January 2000 on the basis of the former Public Security Station Brčko. It is a multi-ethnic police service. Duties of the Brčko District Police are, inter alia, to maintain public safety and order in the entire District, ensure full freedom of movement within the

District with a special emphasis on the freedom of movement between the eastern and western part of Republika Srpska and between the Federation of Bosnia-Herzegovina and the Republic of Croatia, co-operate with the various police forces of the country, etc.