



MINISTERSTVO VNITRA
ČESKÉ REPUBLIKY

Czech eGovernment Towards Sustainable Improvement 2015+

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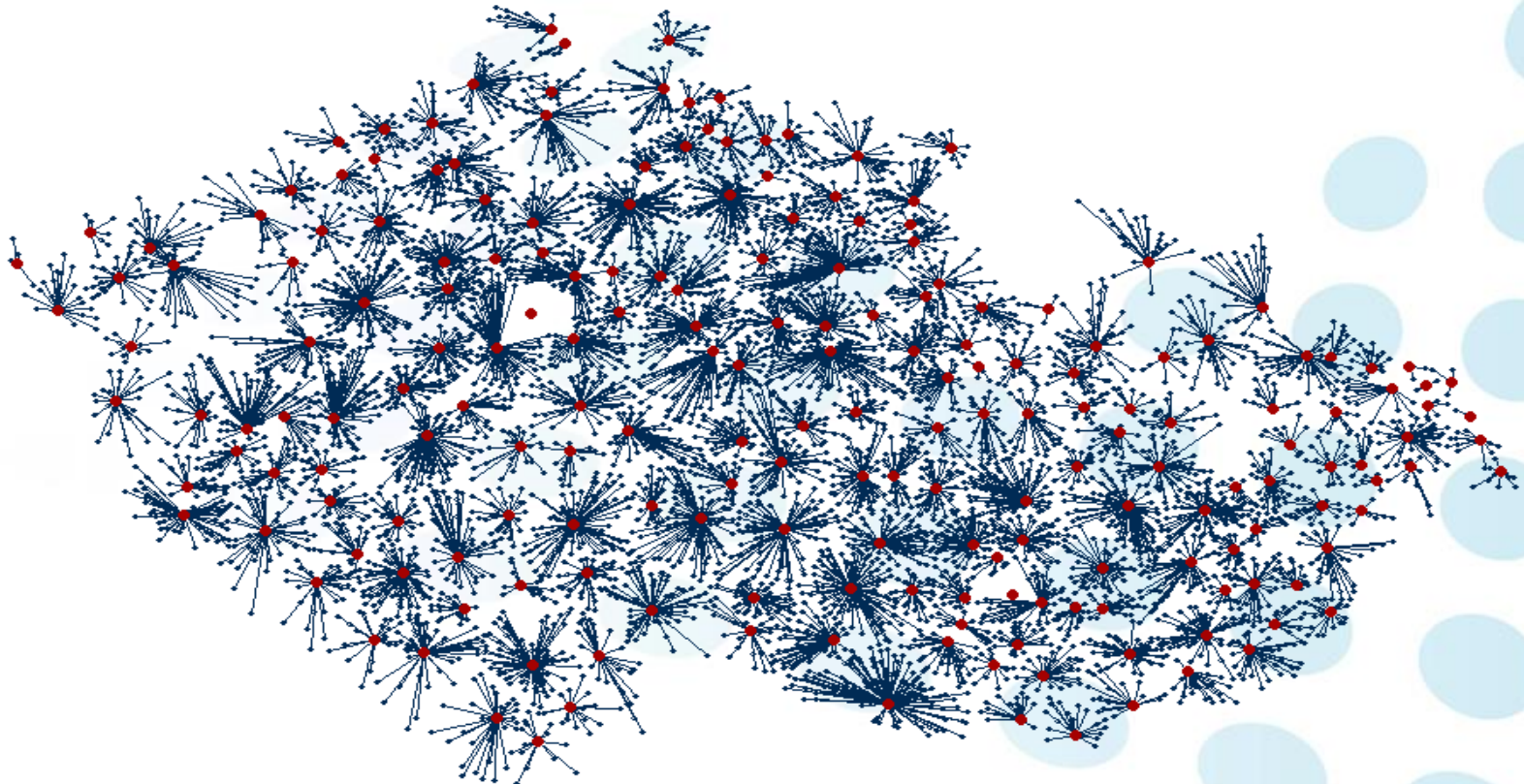


Czech Republic - overview





Context availability of public administration services: how to handle the execution of delegated competencies across territory?





How to handle 6,248 municipalities in detail:

- Czech Republic = 10,505,000 inhabitants
- City of Prague = 1,200,000 inhabitants
- 602 cities (*města*), 192 townships (*městyse*)
- 4,867 municipalities (*obce*) with population < 1,000
- 3,522 municipalities with population < 500
- 467 municipalities with population < 100
- Čilá and Vysoká Lhota = 18 inhabitants



Central government issues...

- Increased or at least stable level of bureaucratic burden
- Overlapping competencies of the authorities
- Higher demands from the public for structured services
- Lack of standards of administrative tasks and agendas
- Need for more savings and bigger efficiency (More With Less or Less With Much Less?)
- Unsustainable financing of the delegated competences
- Implementation of State Service Act and eIDAS



... despite of real progress since 2007 when:

- Thousand's of governmental agencies = thousand's of IT silos
- Isolated agendas = supported by isolated IT systems
- Responsibility for agenda = Responsibility for full solution stack
- Sharing only on peer to peer base
- Data shared predominantly via clients
- Self service and assisted way of service very rare, clients are working with public services via offices



History and main principles of eGovernment

- Base Registry law (2009 - new)
 - Definition of base registers, principles how to use them
- Data Boxes law (2008 - new)
 - e-delivery and document conversion
- Electronic archiving and document management law (update)
 - Principles how to deal with electronic documents
- Public information system law (update)
 - Reintroduction of governmental portal
- eSignature law (update)
 - Introduction of electronic timestamps and seals



What do we do with eGovernment rules

- Base Registry law (2009 - new)
 - Technical amendment on that law in progress
 - Access for non-governmental subjects to the Basic Registers data
- Data Boxes law (2008 - new)
 - Hybrid way of delivery under expert discussion
 - Usage for eID purposes possible
- Electronic archiving and document management law (update)
 - Archiving of forms without .pdf conversion under discussion
 - National Digital Archive (full end docs repository) under discussion
- Public information system law (update)
 - Complex amendment in preparation: centralization of eGov in progress
- eSignature law (update)
 - Frozen Kingdom: waiting for eIDAS



What do we do with other issues

- Establishing Government Council for Information Society – overall solutions for governmental ICT
 - Established 2014/12
 - Coordination mechanism for ESIF in progress (hmgms to be approved!)
 - Role in tenders (approvals on specific projects extensions)
- Transparent estimation of absorption capacity for EU cohesion funds 2014+
 - Approved by Government 2015/01
 - eGov projects summarized into Project charts / convoys (actually 17)
 - Verification on ways and amounts of expenditures and sources
- Key operational activities on table
 - CMS 2.0 (Central Unit of eGov services – upgrade), ITS (Integrated Telco Network)
 - Cyber security measures in progress



Fully electronic submission – main target of Czech PA digitization 2014+

Submission

A period, when in most cases the submission could be submitted only in a paper form and in person or using postal services and in accordance with a particular legal regulation of the agenda submit paper forms to the administrative office again in a course of administrative procedure

Electronic submission

It's possible to make a submission electronically using a recognised electronic signature or data boxes taking into account that many documents which are necessary for the submission in accordance to a particular agenda can be obtained via authorised conversion or as a statement into a data box. An automatic addition of reference data is available e.g. for users of data boxes.

Fully electronic submission

Fully electronic submission means a state when a person during an electronic submission for a majority of agendas supports the system only with data which are out of information systems of public administration, and possibly again only in an electronic form.

Today's situation

A citizen must always have a possibility to submit a submission in person or with a help of an assistance and in a paper form



Let's evaluate eGovernment

- Case study: a citizen – a change of a permanent address into Prague

# at an office	Description of citizen's activities	State of a level of electronic process from a user's point of view
1.	Change of permanent address	Paper form, a statement from a land register office
1.	ID card – application for releasing	Ditto, an electronic photo
2.	Collecting ID	Paper form
3.	Driving license – application for releasing	Paper form, photos with you!!!
4.	Collecting license	Paper form
4.	Car evidence	Paper form
5.	Firearms license – application for releasing (useless travel / not solved here PVS)	EUREKA: an applicant will be sent home – a change of address will be linked up automatically☺, a file will be demanded by the Police manually☹

Total: approx. 8 hours inc. transport ~ 1.200 CZK (~ EUR 50,-) of an average salary and GDP!!!



Let's evaluate eGovernment

- A Case study: Financial impacts of Dtitization – what's about savings?

Tax return processing – costs for processing a printed form

Number of active business licenses	850000	persons
Time for processing one tax return	0,5	hour
Total per day	10	submissions (incl. controls)
Total per week	40	submissions (incl. additions and checks)
Total per month	150	submissions (incl. days of vacations and sickness)
Number of person times months	5667	
Number of months for proceeding	3	months
Necessary number of administrators	1889	
Costs for an administrator	60 000	CZK (incl. offices, equipment...)
Annually	720 000	CZK
Costs for processing tax return	1 360 000 000	CZK
Costs for one tax return report	1 600	CZK

Source: Software602 a.s.



(Let's) Create eGovernment

- What next? In any case ... let's follow and lead users' demands
 - Analyses of life situations regarding costs for solution (a running project PMA)
 - Increased openness of tenders via linked up data fond (?)
 - Financial motivation to submit electronically (?)
 - Well arranged life situations (a pilot project of the Ministry of Interior now evaluated)
 - Mobile applications tied to PVS (a pilot project of the Ministry in a process of approval)
 - Linking up PVS and map sources and evaluation of offices (My office – a pilot project MV in a process of approval)





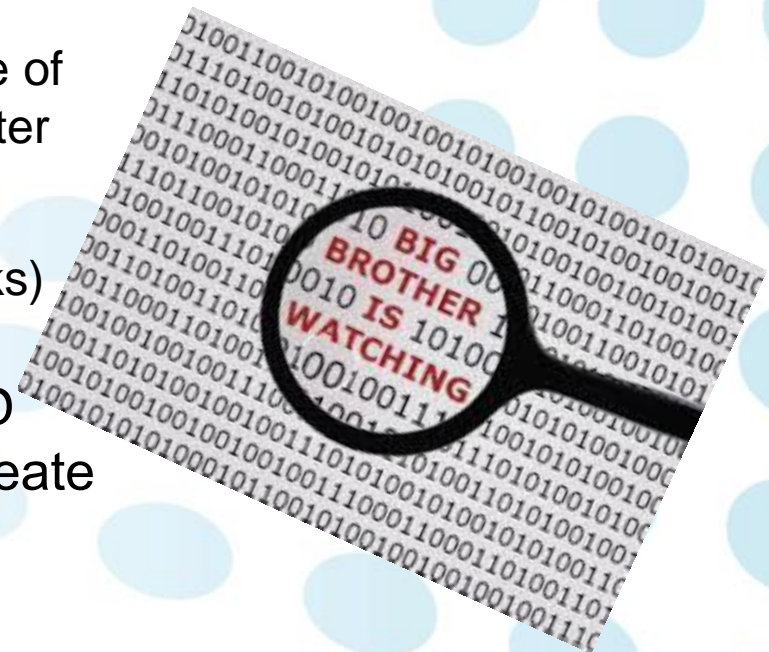
(Let's) Create eGovernment

- What next? In any case... let's be open towards a market and a way of contracts' implementation
 - Strengthening the architectonic consistency via department of Chief Architect of eGovernment (continuously from June 2014)
 - Removal of duplicities in ICT (running at the Ministry from March 2014)
 - Clear model of ICT investment management (a working version ready to be discussed at Government Council)
 - Assignment and acceptance criteria in projects (?)



(Let's) Create eGovernment

- What next? In any case... a next year will bring finishing and circulation of small projects with a higher added value for a citizen
 - CzechPOINT@home (a criminal register, driving offence points, no debts statement from a tax office, a social and unemployment insurance, a health insurance – see next)
 - Gradual deepening of a principle to evidence data just once (e.g. a change of a permanent address and a land register office)
 - Access of private subjects to ZR (banks)
- And hopefully we can complete the eID and won't face up to a suspicion we create a big brother...





(Let's) Create eGovernment

- **THESIS:** Simple agendas are suitable for fully electronic process with a high added value for a citizen
 - Fully electronic submission
 - Process modelling of PA agendas
 - Fully electronic submission based on a process model of an agenda
 - Honest however a long journey
 - We want to make simple fast steps as well
 - Simple agendas with an elementary process model: query – response
 - Assembling these simple agendas can mean a solution for complicated life situations



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2015 – a year of a journey from words to (small) actions!



**Let's be eGov
development owners
without leash... 😊
Thank you for your
attention!**

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BACK-UP

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Basic Registers – main principles

- Reference data guaranteed by state (valid unless sealed, self cleaning principle)
- Obligatory usage by PA officers (one editor – many readers)
- Types of Registers (People Registry, Business Registry, Rights & Duties Registry, Land Cadastre Registry)
- People Sector Identifiers instead of ID number implemented
- Registry Web Services interface and Registry Forms Interface
- Full log of all transactions - transparency for all data subjects



Data boxes – main principles

- Trustworthy legal submission and delivery of structured and unstructured documents (closed ICT system)
- Mandatory usage for PA towards PA and companies
- Mandatory usage for companies communicating with public services
- Voluntary for people and small businesses
- Requests are fulfilled by target agenda or document management system



CzechPoint – main principles

- Assisted and self service intelligent forms submission with synchronous reaction and delivery (for officials and citizens)
- Request is fulfilled by CzechPoint via web services
- Legally valid documents are produced
- Possibility to convert from electronic document to paper form and vice versa





Governmental Portal (PVS) – main principles

- Common portal for information publication for all public services
- Portal defines publishing framework and rules , content is responsibility of originating governmental agency
- Data supplied for publication via Data Boxes by governmental agencies ensuring data origin, publication date and integrity
- Live situation info, open data, classification, public registry, laws.... are published



Idea of „atomized agendas“ in detail

- **DETAIL: Fully electronic submission – confirmation of no debts (non-existing unpaid balance towards a state)**
 - In a tax area
 - In a social insurance area
 - In a health insurance area
 - One-time request for a confirmation of no debts for a third person
 - An application will be sent from an applicant's data box (natural person, business licensed natural person, legal entity), a respond will be sent to an applicant's data box
 - An application will be implemented in the CzechPOINT@home environment and at a Czech POINT counter





Idea of „atomized agendas“ in detail

- **DETAIL: Fully electronic submission - statements**
 - Statement from a criminal record of a natural person
 - Statement from a criminal record of a legal entity
 - Statement from a drivers' point register
 - An application will be sent from an applicant's data box (natural person, business licensed natural person, legal entity), a respond will be sent to an applicant's data box



Idea of „atomized agendas“ in detail

- **DETAIL: Fully electronic submission – composed electronic submission (composed simple agendas)**
 - Application for data which are necessary to obtain a grant or a subsidy, e.g. a state programme called *A new green for savings*
 - Possibility to accept data and confirmations via data message
 - An enterpriser or a business licensed person applies for a bank credit
 - He/she submits a confirmation of no debts, he/she will be able to send it to a bank as a data message or a bank (if it operates KM VS Czech POINT) can have a possibility to require this confirmation itself after approval by an applicant



Idea of „atomized agendas“ in detail

- **DETAIL: Fully electronic submission – composed electronic submission (composed simple agendas)**
- Participant of a tender submits principal qualification criteria in accordance to sec. 51 par. 1 Act No. 137/2006 Coll., including no debts statement, no criminal record...
 - A public contracting party could accept such confirmations via data messages
 - Necessary discussions with the Ministry of Regional Development on a legislative change so that public contractors would have to obtain available confirmations themselves, even in a case if the public tender is organised by an authorised legal entity