

Is
not
ONLY
about
ICT
!!

What is it about?

- Why we do it?
- Better information for decisions
- Better transparency
- Public participation
- To be elected again
- To gain benefits
- Technological view
- Data view
- Competences view
- Resources view

- Links between levels of government / competencies
- Quality of data
- The right level of collected data
 - ICT is here not to increase administrative burden !!!

- To proactive publication / notification / sending of information
- To bi-directional 24/7/365 eServices
 - to Level 5
 - **Level 5 (personalised - automated)** – **proactive approach by on-line e-Service** offering personalized content. Based on social or economical client's profile there are offered automated e-Services **without direct client's impulse**.
- Data given to GOV can not be asked again by any GOV institution
- Using developed ICT tools and platform

Important points for e-Services (Services)



What is important for **GOOD e-Services**

•Plan / Feasibility Study / Implementation

- owner of process, client
- safety
- data, architecture, broadband, development, testing
- legislation
- agreements, procurements
- neighbourhood – interoperability – SOA
- timetable, management, maintenance
- sources
- awareness, trainings
- user friendly approach, helpdesk, clients' centers
- sustainability – loop: assessment, updates, change management



One-Stop-Shop:

- save money
- save time
- execute 24/7

Important points for e-Services (Services)

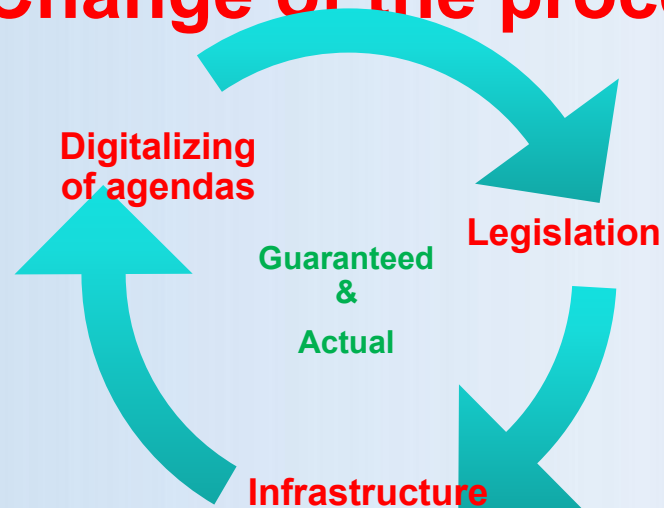


What is important for **GOOD e-Services**

- Forming of the **legal frame**
- Forming of the **infrastructure** – incl.building entry components
- Digitalization of agendas**, building of **eServices** and **interoperability** – incl. **standardization**
- Excellent **management** of informatization

AND

Change of the processes !!!



**Apply MDIARPS
chain**

MDIARPS chain



Apply to agenda



Building blocks



- **eID, mID, ... + eSign** **Security !!**
- **Basic identifiers**
 - Physical persons
 - Legal persons
- **Basic classifiers, code-books**
- **Basic registers**
 - Register of Physical persons
 - Register of Legal persons
 - Register of Spatial Information (INPSIRE Directive)
 - Register of Addresses
- **Meta-Information System**
- **Basic entry components**
 - Central portal, secondary portals
 - Contact center and Helpdesk
 - Integral Service Point
- **Common moduls of portal**
- **Additional components**

Building blocks



- eID, mID, ... + eSign
- Basic identifiers
- Basic classifiers, code-books
- Basic registers
- Meta-Information System
- Basic entry components
- Common moduls of portal
- Additional components
 - Register of public servants
 - Register of public institution
 - ...
- Life Situations



Security !!

- Identity and Access Management
- Modul for Payments
- eDesk
- eNotifications
- eDelivery
- eForm
- G2G exchange modul
- eArchive (longterm)

Recommendations for e-Services building



- Changing of processes
- Systematic approach
- People / Stakeholders
 - coordinated
 - cooperated
 - motivated
- User friendly approach supporting various endusers' equipments
- Awareness and Trainings
 - to Gov
 - to Companies
 - to Citizens
- Thinking on various levels of clients' access
- Support
- Never ending process !!



... and



Thank you for Your attention !!

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