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Visegrad Fund

Development of
Action Plan
for Local Public
eServices



Workshop No.2

22.-23.9.2015

Chisinau, Moldova

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... to rethink own situation and describe

Vision

e.g.:

- increasing of Number of **Efficient** and **Effective eServices** for:
 - your **Office**
 - **Inhabitants / Institutions**
to decrease the amount of work or obligations
- increasing of **Transparency**
- increasing of public **Participation**, etc.

... to develop **Conception** based on:

- own **Competences**

- ❖ and related **Processes**, taking into account:

- situation with **guaranteed DATA**

- own data

- data of other institutions

- and online / offline **access to DATA**

and

- plan of building **central eServices**

Think on ...



Communication and Security

- safe and clear **Identification** of client
- secure **Communication channels**
 - web
 - interface adapted for mobile devices
- way of reliable **Administration** of system
 - data storage / cloud
 - sharing of data between systems and processes
 - technical aspects, e.g. infrastructure, accessibility, ...
- harmonisation with **Administrative system** and **Procedures**

Think on ...



Responsibility

- personal
- institutional

History

- WHAT was done, by WHOM, WHEN and WHY

Sustainability (life cycle, updates, ...)

Set list of eServices

and

Schedule

Find

Sources

and

Coalitions

Think on ...



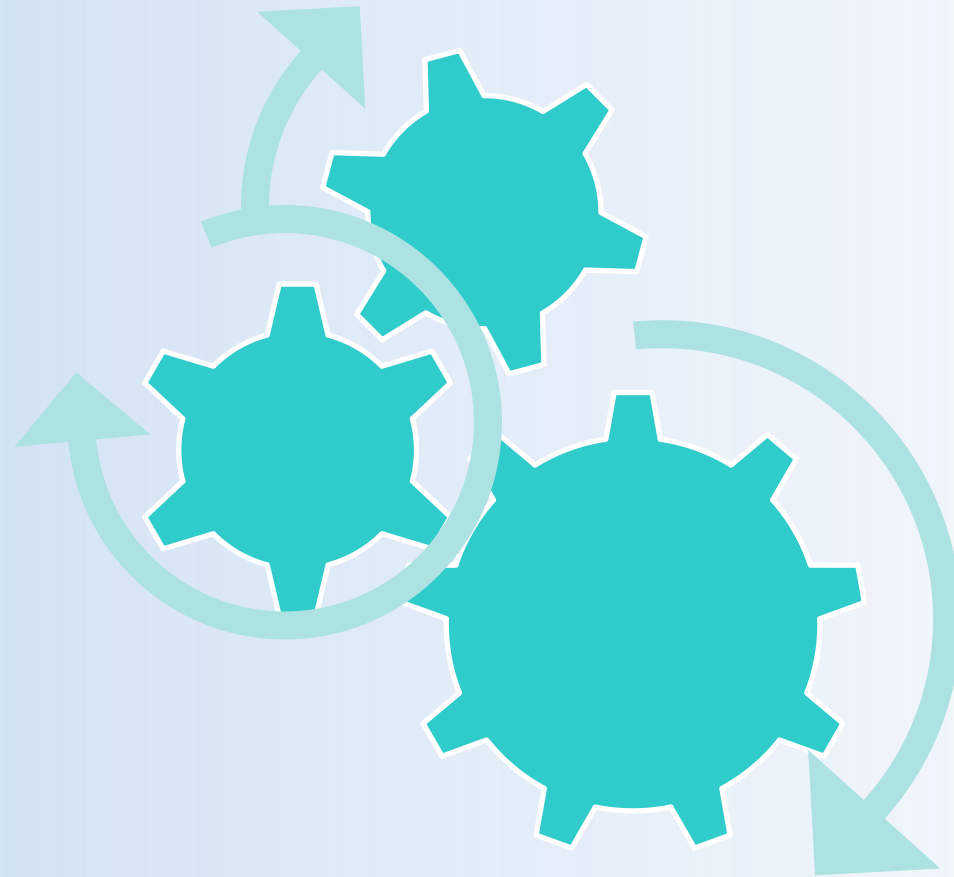
Wages between:

• **BENEFITS** from eServices (savings, higher quality / availability / ...)

and

• **COSTS**





prioritise **eServices**

and

develop **Action Plan**

This way you can



- save SOURCES
- share RESOURCES for many eServices
- offer services which are required or can bring the fastest effect
- support POLICY of your Office
- bring satisfied VOTERS
- etc.

Thank you for Your attention !!

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