

# **Methodological approaches on ICT-driven local development e-Services**

**(solution in Czech Republic)**



**RNDr. Vratislav Datel, CSc.**

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# 1. Basic data about Czech Republic



- Area 78,866 km<sup>2</sup> MD 33 843,5 km<sup>2</sup>
- Population 10,513,209 MD 3.559.500
- Population density 134/km<sup>2</sup> MD 105,2/km<sup>2</sup>
- Administrative divisions

Since 2000, the Czech Republic has been divided into thirteen regions (Czech: *kraje*, singular *kraj*) and the capital city of Prague. Each region has its own elected regional assembly (*krajské zastupitelstvo*) and *hejtman* (a regional governor). In Prague, the assembly and presidential powers are executed by the city council and the mayor.

- The older seventy-six districts (*okresy*, singular *okres*) including three "statutory cities" (without Prague, which had special status) lost most of their importance in 1999 in an administrative reform; they remain as territorial divisions and seats of various branches of state administration.

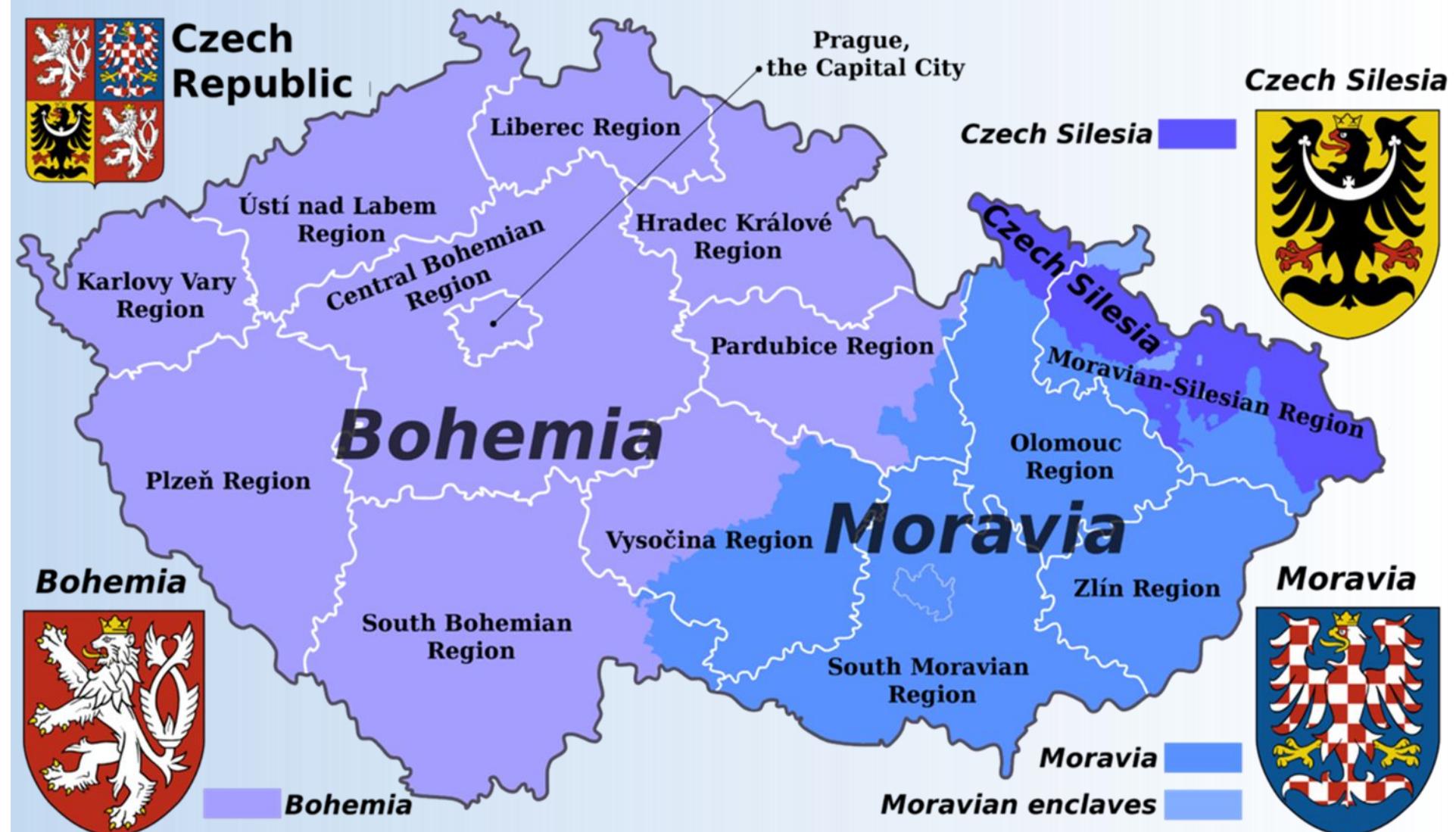
# 1. Basic data about Czech Republic Administrative divisions 2007

DISCUS



# 1. Basic data about Czech Republic

## Administrative divisions since 2000



# **1. Basic data about Czech Republic**

## **Administrative divisions since 2000**



<b>Region name EN</b>	<b>Admin. seat</b>	<b>Population</b>
Prague (Praha)	Prague (Praha)	1,251,072
Central Bohemian Region	Prague (Praha)	1,256,850
South Bohemian Region	České Budějovice	637,723
Plzeň Region	Plzeň	571,831
Karlovy Vary Region	Karlovy Vary	307,38
Ústí nad Labem Region	Ústí nad Labem	835,814
Liberec Region	Liberec	439,458
Hradec Králové Region	Hradec Králové	554,37
Pardubice Region	Pardubice	516,777
Olomouc Region	Olomouc	641,555
Moravian-Silesian Region	Ostrava	1,244,837
South Moravian Region	Brno	1,152,819
Zlín Region	Zlín	590,527
Vysočina Region	Jihlava	514,805

## **2. Electronics services e-Government**



- **What is service ?**

**Service we can define as activity which satisfying specific human need. Its result is useful effect, no material estate.**

- **What is electronics service ?**

**Electronics service (from point view e-Gov) is also such electronics activity, which satisfying specific collective needs.**

## **2. Electronics services e-Government**



- **Electronification of the chosen service of the state institution means:**
  - **Staff reduction (from long-term point of view also reduction of expenses)**
  - **Acceleration and simplification of process of providing of service**
  - **Restriction of space for contact to the service consumer**
  - **Higher satisfaction the service consumer**
  - **Decrease in an inaccuracy of the given data**

## **2. Electronics services e-Government**



- From the point of view of the legal or physical person with electronification of the chosen service is reached:
  - Staff reduction (from long-term point of view also reduction of expenses)
  - Improvement of quality of the chosen service (in sense of the unambiguous and correct data)
  - Providing of remote access

## **2. Electronics services e-Government**

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**For better orientation we divide electronic services into three groups:**

- **Electronics service in writing form**
- **Pure electronics service with the citizen**
- **Pure electronics service without the citizen (future)**

## **2. Electronics services e-Government**

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### **(Electronics service, its state)**

- **Electronics service in writing form**

**Into this group of electronic services we can enter the majority of services within the limits of personal contact. Example such**

**service is the Czech POINT. Electronic services allow on-line connect to predefined registers. The extract (statement) which is electronical, is printed and then is in writing form is hand on to the applicant of service.**

**This method allows next applying acquired data usually in state institutions, which would not be capable to process an electronic extract (statement) supplied with a digital**

## **2. Electronics services e-Government**

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### **(Electronics service, its state)**

- **Pure electronics service with the citizen**

**Into this group belong electronic services , of which result is purely electronic form of the data. Into this group we can classify the all electronic outputs from registries or registers, electronic filling (mail) room service, electronic administrative proceedings or electronic public orders.**

**Specific feature of this group, as a rule, is remote access to service and an element of autentization (e-signature, e-label, time stamp, Electronics Data Interchange (EDI)).**

### **3. Example (Czech POINT)**

The logo for DISCUS, featuring the word "DISCUS" in a serif font with a blue swoosh above it.

- **What is Czech POINT?**

**Czech Submission Verifying Information National Terminal  
(Český Podací Ověřovací Informační Národní Terminal)**

**It is the project which purpose is to reduce excessive bureaucracy in the relationship the citizen – public administration.**

**Now the citizen must visit often several institutions (establishments, departments) to resolve business.**

**Is it a place of execution of public administration, allows to communicate with the state from one place so that the „data must and not the citizen circulated“.**

### **3. Example (Czech POINT)**

The logo for DISCUS, featuring the word "DISCUS" in a serif font with a blue swoosh above it.

- **What services provided Czech POINT?**
  - Extract from a cadastre of objects of real estate
  - The certificate on registration
  - The certificate from the enterprise register
  - The inquiry on a previous conviction
  - The inquiry on a previous conviction of the legal person
  - Statement acceptance according to the law On business (§ 72)
  - The statement on an extract or the inventory from the previous conviction Register according to the law No. 124/2008 Col.
  - Extract from the point evaluation of the driver
  - Issue of the verifying output from List of the qualified suppliers

### **3. Example (Czech POINT) (continuation)**



- **Submission into Registry of the participants of module of wreckage**
- **Extract from the insolvency register**
- **Data boxes**
- **The authorised converting of documents**
- **Central repository of verifying clauses**
- **Depository of system Czech POINT**
- **CzechPOINT@office**
- **Basic Registry**
- **Extract from the Public Registers**
- **Current accessibility of the services**

## **4. Background of e-Services in CZ - Basic Registries**



**Basic registries are central information source for information systems of public authorities. In addition basic registries are central hub for interchange of additional information, related to information, stored in basic registers – e. g. IS of vehicles, IS of drivers, IS of foreigners etc.**

- **ROB – register of inhabitants**
- **ROS – register of persons (companies)**
- **RUIAN – register of territorial identification, addresses and real estates**
- **RPP – register of rights and responsibilities of public authorities**

## **4. Background of e-Services in CZ - Basic Registries**



- **Operational status**
  - Start 1. 7. 2012.
  - Over 463 mil. transactions since 1<sup>st</sup> of July 2012.
  - Over 2 529 public authorities connected.
  - Over 3 613 IS of public authorities connected.

## **4. Background of e-Services in CZ - Basic Registries**



- **Basic Registries concept is based on the need of secure data interchange between thousand of information systems of public administration. Basic registries contains reference data about inhabitants, companies, building. Information systems of public administration shall use these reference data, when carrying the data of inhabitants, etc.**
- **Reference data are written by editing information systems, other systems reading them only. Basic registries defines not only value of reference data, but unique editing entity of this data too.**

## **4. Background of e-Services in CZ - Basic Registries**



- **Basic Registries Architecture**

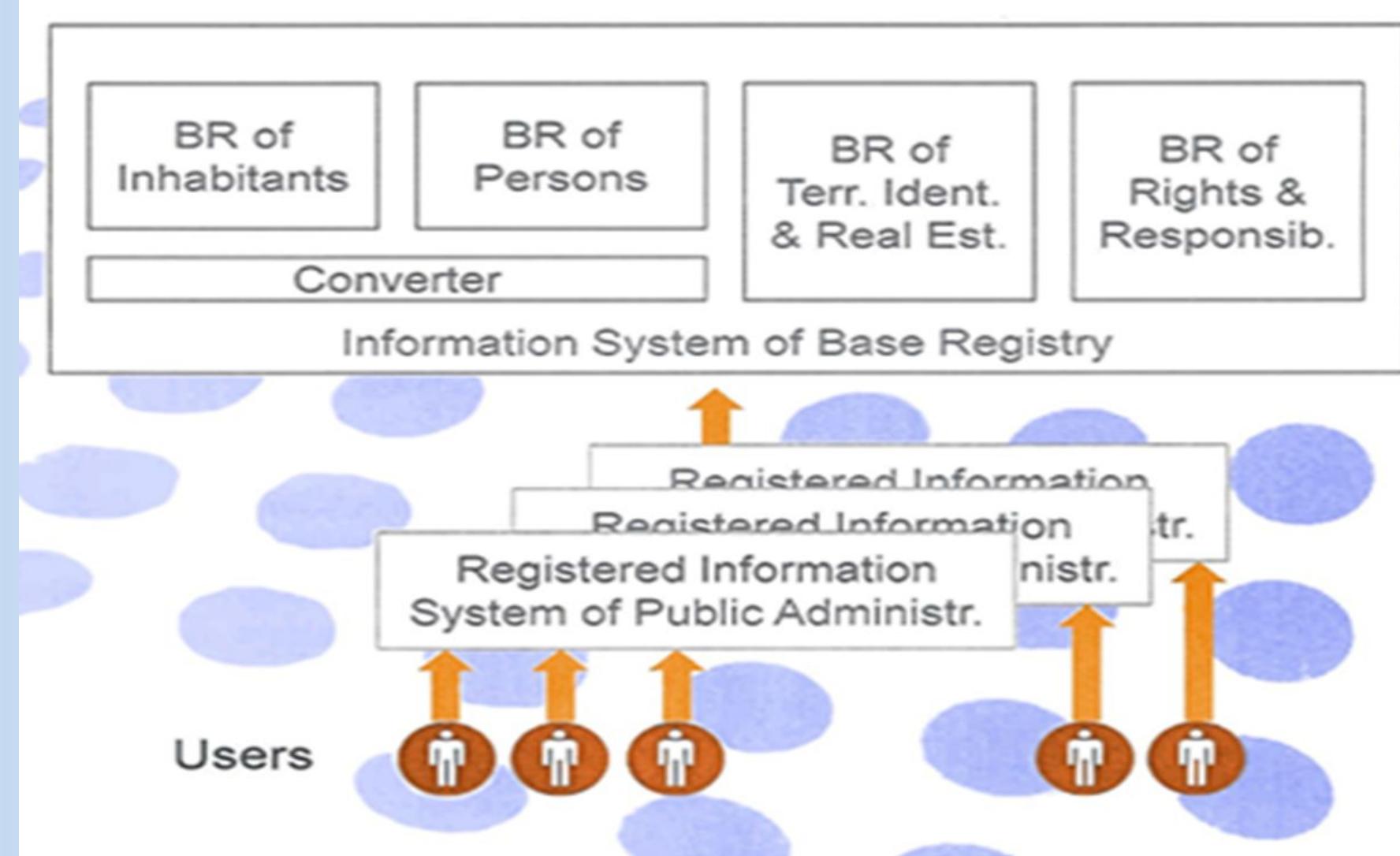
**Basic Registries (BR) include:**

- **BR of Inhabitants – holds the data of inhabitants**
- **BR of Persons – holds the data of companies and governmental agencies**
- **BR of Territorial identification, addresses and real estates – holds the data of buildings**
- **BR of Rights and responsibilities – holds the data about administrative decisions**

- **Converter – converts the identifiers of subjects.**
- **Information system of BR – interconnects BRs and other systems.**

## 4. Background of e-Services in CZ - Basic Registries Architecture

DISCUS



# **4. Background of e-Services in CZ - Basic Registries**



- **Goals:**
  - Secure hub for data sharing inside government
  - Guaranteed data shared
  - Elimination of "Big Brother"
  - Creating multiple digital identity inside government
  - Creating inventory of government operational activities as base for process optimization
  - Creating GIS base of governmental systems
- **Legislation:**
  - Valid data, mandatory usage for government
  - Full transparency for subjects of data
  - Right to be informed about changes
  - Right to inform private sector about changes
- **Current status:**
  - Legislation complete
  - Systems implemented, installed and fully operated
  - Editor systems connected and working on near real time base
  - Connecting reader systems

# **4. Background of e-Services**

## **in CZ - Basic Registries**

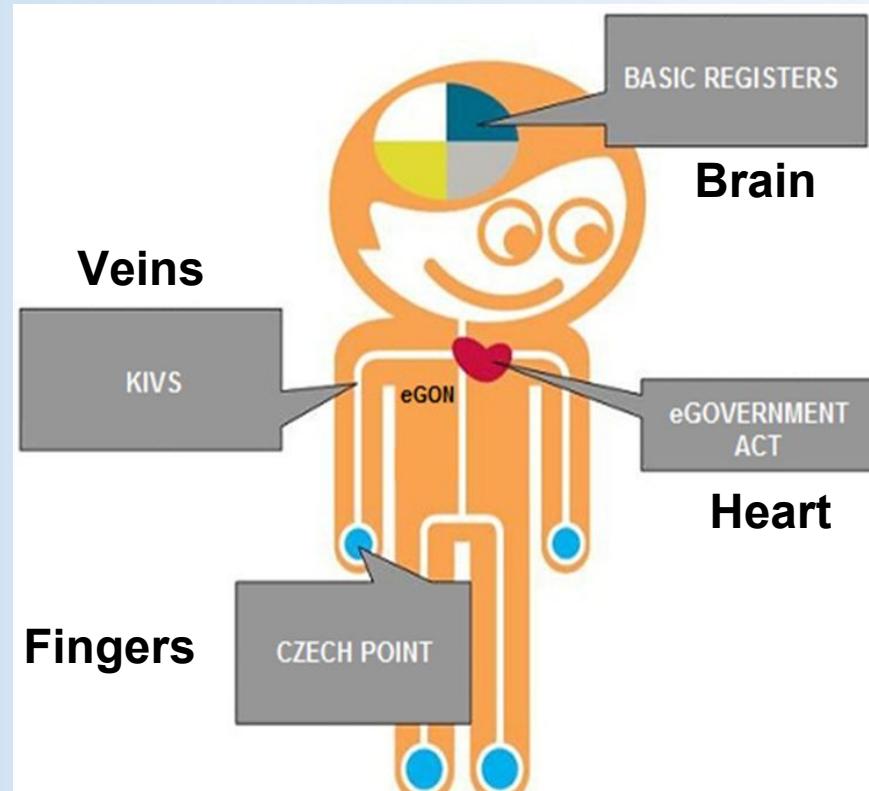
### **EGON project – territorial services**

- EGON Shared Services in the Czech Republic**

**EGON is a marketing interpretation of eGovernment in the Czech Republic.**

**EGON does not bend legislation so it fits information technology.**

**EGON respects long-term existing administrative processes in public administration. EGON consists of components mapped as parts of human body:**



# **4. Background of e-Services in CZ - Basic Registries**

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## **EGON project – central services**



- **Communications infrastructure including CMS (central interconnect).**
- **Basic registers:**
  - **People**
  - **Companies**
  - **Land and Houses**
  - **Rights and Duties**
- **Databoxes**
- **CzechPOINT**
- **Governmental portal**
- **List of OVM (Register of offices)**
- **JIP/KAAS – unified identity space for public servants**

# **4. Background of e-Services**

## **in CZ - Basic Registries**

### **EGON project – territorial services**



- **Regional services:**

- Regional networks interconnect
- Regional shared services centers
- Public services digital map
- Document management

- **Local services:**

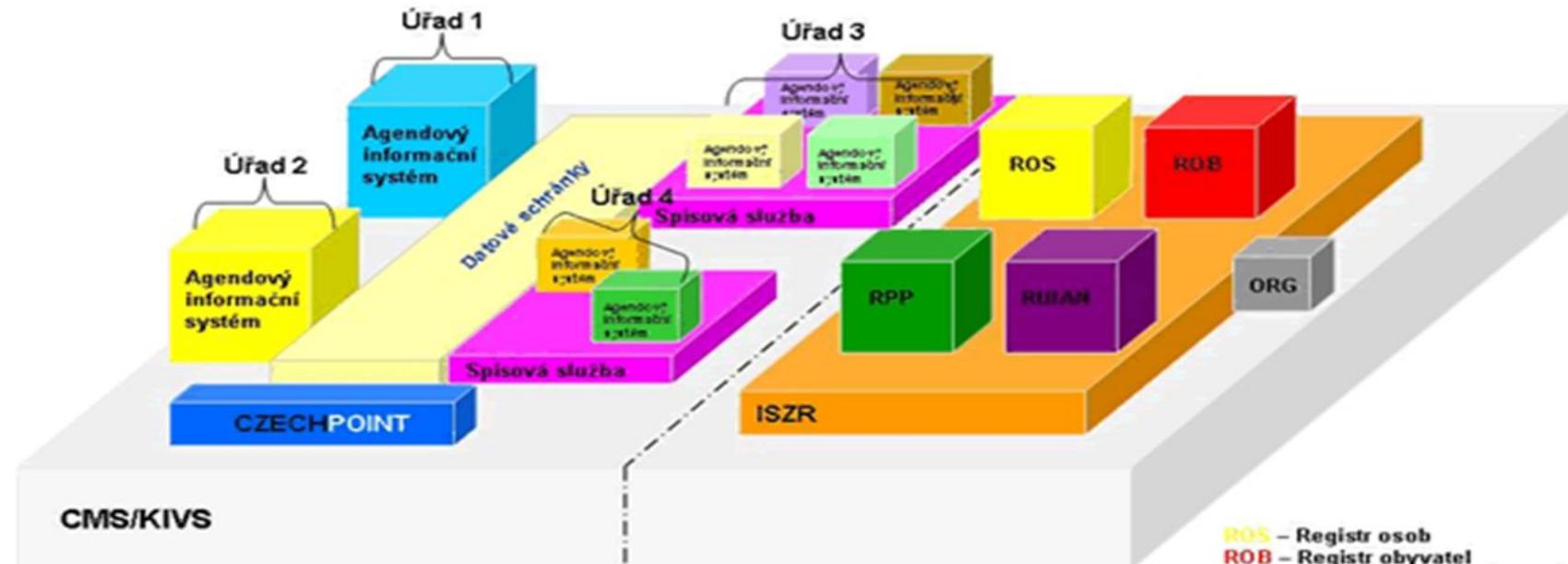
- Statutory cities shared services centers
- Cities shared services centers
- Czechpoints front offices
- Public services digital map
- Document management

# 4. Background of e-Services in CZ - Basic Registries

## General schema with eGON



Celkové přehledové schéma s eGONem



CMS/KIVS - Centrální místo služeb/Komunikační  
infrastruktura veřejné správy

**ROS** – Registr osob  
**ROB** – Registr obyvatel  
**RPP** - Registr práv a povinností  
**RUIAN** – Registr územní  
identifikace, adres a nemovitostí  
**ORG** – Převodník identifikátorů  
fyzických osob  
**ISZR** – Informační systém  
základních registrů

# **5. Future of e-Services in Czech Republic**



- Pure electronics service without the citizen**

**This group with the high probability represents the future of electronic services.**

**We mean such services which are given to citizens without the further activity of the citizen.**

**It is the goal of the Czech POINT.**

**Even if such service to seem impossible for its realisation it can is necessary only a little.**

**Today all necessary information in the whole government are registered in the electronic form.**

**There is enough modify corresponding laws, to give to the state institutions, the mayoralties etc. access to registers and all at once it is solved.**

**To pure electronics service without the citizen is possible today also include web pages which give to the citizen many various information (a justice portal).**



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**END OF PRESENTATION**

**Thanks for attention.**