

Local Digital Agenda in the Visegrad Four Countries (LDA-V4)



Vysočina Region, Czech Republic
and a team of project partners

Realized with the support of the International Visegrad Fund,
Visegrad Strategic Programme

December 2012

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• Visegrad Fund
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(CZ) Czech At, ICT Unie, Union of Towns and Municipalities of CR, Prague



(HU) Karcag



(PL) Alfa Omega Foundation, Gdansk



(SK) Union of Towns and Cities of Slovakia, eSlovensko, Moldava nad Bodvou

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All project partners participated in realization of the project by cofinancing, expert capacity and supplied background material.

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Representatives of the LDA-V4 partners on the topic ICT, local and regional governments and cooperation

Vysočina Region



MUDr. Jiří Běhounek, president of the Vysočina Region

„ICT is crucially significant for modernization of public administration, however in practice it mostly falls behind other issues in the list of local and regional governments’ priorities. Moreover it is an issue that “sells” to the public only with difficulty and not all the projects bring expected benefit. Technologies must be used sensibly and there must be found suitable procedures that will really bring savings, availability, acceleration and quality of electronic services. Implementation in practice should be

independent on changes of distribution of political powers and in future we should use more of eParticipation for explanation of local and regional governments’ objectives and including citizens into decision processes.“

Union of Towns and Municipalities of CR



Ing. Dan Jiránek, chairman of the Union of Towns and Municipalities of CR, lord mayor of the statutory city Kladno

„Today one can imagine only with difficulty operation of the whole society without information and communication technologies, which concerns administration of municipalities and towns as well. It is not only about the output of the administration agendas in delegated competency, but also about the wide spectrum of self-governing activities, which can be significantly helped by the technologies. Efficient and smart solutions must

be supported. International cooperation with the neighbours within the V4 as well as the whole Europe can then help to find the right ideas as well as the way how to put them in practice.“

Capital Prague (CZ)



Ing. Eva Vorlíčková, councillor for informatics of the Capital Prague

„Metropolis with more than one million of inhabitants, such as Prague is, meets at implementation of ICT many challenges and opportunities, but also many problems. That is why it must act prudently and efficiently according to a well prepared strategy. In the time of reducing public budgets it is necessary to keep space for innovations, but we must also find space for saving. It will require revaluation of present practice of expensive projects with help of good partner cooperation of all authorities and town subjects. Inspiration can be taken also from other European cities.“

ICT Unie



Ing. Svatoslav Novák, president of ICT UNIE o.s.

„State and ICT sector should aim within partner cooperation at increasing competitiveness of the country as well as positive perception of eGovernment by the public. It cannot happen without implementation of standards in the area of building big systems and providing professional management of ICT through all departments of public administration. On the side of private sector it would be suitable to assert principles of “Good manners in ICT” in the competitive struggle. Together we must then learn

from mistakes of some projects and to promote the successful ones. There is a number of such, but so far they have had lower publicity.“

Union of Towns and Cities of Slovakia

Marián Minarovič, secretary-general of the Union of Towns and Cities of Slovakia

„Implementation of eGovernment services and appropriate adjustment of legislation should simplify life of citizens, enterprisers as well as activity of the local and regional governments themselves. A successful progress is conditioned not only by finishing working central infrastructure systems, but also by respecting the role of towns in legislative and structure of public administration as natural centres of economic, social, cultural and political life and forming town regions. This is connected with support of active approach “from below” in using ICT and using positive experience from pilot projects and know-how from abroad.”



City Moldava nad Bodvou, Association of Towns and Municipalities of Slovakia, ZMOS (SK)

István Zachariaš, lord mayor of Moldava nad Bodvou, a member of financial and informatics section of ZMOS

„Creation of developed and available infrastructure and use of ICT is one of the conditions for securing European life standard of our city inhabitants. I am glad that I can use the technical education and experience from my original profession of an IT specialist in the position of a lord mayor of a ten thousand city together with promoting responsible and independent role of local and regional governments, democratic discussion and cooperation of all citizens regardless of borders and nationalities. Work experience in ZMOS, in the Committee of the Regions, joining the initiative the Covenant of Mayors and Lord Mayors as well as cooperation with partners from Hungary keep me convinced that local and regional governments must be active, cooperate and try to put through their interests in the dialogue with state bodies.“



Fundacja Alfa Omega, Warszawa

Prof. Dr. Andrzej M. Janicki, president of the Foundation

„Building of information society is significantly affected by cooperation of state, private sphere, scientific institutions and schools, but also by nongovernmental non-profit organizations. It is exactly a foundation, such as Alfa Omega, whose activities and projects in the area of research, education and cooperation of science and industry same as support of civil centres can contribute to search of the right ways and applications of technical innovations for the benefit of citizens. In the area of international transfer of experience I appreciate very much the possibility to exchange information within the conferences V4DIS in Hradec Králové, which I have regularly attended already for many years.”



City Gdańsk

Barbara Szymańska, director of informatics office of the city Gdańsk

„At applying ICT and innovations our city follows the strategy of city development as well as the programme “Innovative Gdańsk”. Besides the infrastructure that includes also wireless network, it lays stress also on efficient administrative processes, education, and cooperation with scientific and research centres. The city carries out innovation projects and develops international cooperation with partners from the Baltic countries as well as from the rest of Europe.”



1 INTRODUCTION

1.1 Objective of the LDA-V4 project

The objective of the strategic project Local Digital Agenda in the Visegrad Four countries (LDA-V4) is to map the state of eGovernment implementation and use of information and communication technologies (ICT) in modernization of public administration in the chosen local and regional governments in each Visegrad country in the context of European as well as national strategies and programmes. Further there is to make mutual comparison, choose examples of best practices, provide exchange of experience, identify opportunities for further development and give recommendation of other steps for further development.

1.2 Context

Visegrad cooperation, ICT and local and regional governments

The four member countries of Visegrad group (Visegrad Four, V4), i.e. the Czech Republic, Hungary, Poland and Slovakia, are connected not only by mutual neighbourhood and geographical location in the middle of Europe, but also by historical, cultural and social relations. In the modern history these countries have closely cooperated since 1991 and all four countries became members of the European Union in 2004. Visegrad group is a platform for exchange of experience and shaping common standpoints concerning the future of central European region and the EU. A closer cooperation with other countries is exerted within the model V4+. There is an institutionalised tool for support of cooperation, International Visegrad Fund (IVF).

Common effort of the V4 countries to develop, innovate and compete within European as well as worldwide context can be seen also in the topics connected with terms of information society, eGovernment – modernization of public administration with use of information and communication technologies (ICT). The V4 countries are also connected in this area by common parallels in the processes of society democratization, decentralization of public administration, use of ICT for output of state agendas as well as for purely self-governing activities. Such activities include electronic communication of citizens with authorities, work with data about an area, care for sustainable development of municipality/region and other topical areas of local and regional governments. Local and regional governments play an important part also in use of ICT for increasing transparency, involving citizens in the activities of the municipality/region same as improving partner relations with municipalities and regions of other countries.

Innovative use of ICT leads not only to efficient performance of public administration, but also to development and increase of competitiveness. First-rate analysis of starting points, identifying priorities, good strategy and projects leading to its fulfilment are the key presumptions for the right way ahead. No less important there is then systematic cooperation with similar subjects at home as well as in the neighbouring countries, using tools of benchmarking, choosing examples of best practices, exchange of experience and mutual inspiration. And these procedures used in the local and regional governments of the V4 countries as well as in the area of eGovernment and ICT in the public administration generally lead to strengthening inner coherence, efficient common progress within the EU as well as promotion of Visegrad cooperation on the broader international scale.

Local Digital Agenda and Digital Agenda for Europe

Modernization of public administration is unthinkable without an active approach of local and regional governments, which means towns, municipalities and regions; in Europe as well as in the V4 countries. In many respects they deal with similar problems and they face similar challenges. Their effort is affected by conditions that are created by national governments as well as by strategies and programmes of the EU. Thus there is a strong will to mutual cooperation of local and regional governments, which is realized through various organizations and thematic networks, in which there take part also towns and regions of the V4 countries. In 2005 in Bilbao there was held the II World Summit of Cities and Local Authorities on the Information Society and there was introduced also a term local digital agenda (LDA). Subsequently at the conferences EISCO 2007 and 2010 this term was formulated into the shape of a certain common programme from the point of view of local and regional governments. At the general level LDA supports strategic planning

approach to the development of information society in municipalities, towns and regions. It deals not only with technological aspects and modern public services, but it complements them with systematic cooperation of public administration with other subjects involved including private and university subjects, with public and expert discussion, participation of citizens (eParticipation) and their inclusion into the information society (eInclusion). It does not forget the need to educate public administration officers. It also recommends experience sharing, monitoring, evaluating and benchmarking, promotion of examples of best practices.

In 2010 following the strategy Europe 2020 there originated a similarly called document Digital Agenda for Europe. This programme outlines seven priority activity areas aimed at solution at the EU level and at the level of each member state (so not primarily for local and regional governments). These areas are: creation of integral digital market, bigger interoperability, support of trust in Internet and increase in its safety, faster access to Internet, more investments into research and development, increase in computer literacy and inclusion and use of information and communication technologies at solving problems that the society faces e.g. change of climate or ageing of inhabitants.

Smart Cities

For completeness' sake we must also mention the concept of Smart Cities, which has been used in past years in connection with use of information and communication technologies and sophisticated town administration. Simply said modern smart administration is not enough, there must be a complex approach from the point of view of local and regional governments and all key subjects contributing to the town administration and its sustainable development. This concept includes infrastructure, transport, energy savings, utilities, environment protection, medical care, safety, education and other areas. Technologies, tools, data as well as knowledge are to be shared and efficiently used. Potential benefits of such concept are already perceived by a number of European towns cooperating on common projects as well as some significant technologic societies such as partners and suppliers. The concept is promoted and financially supported also from the side of EU authorities, for example within the initiative Smart Cities and Communities issued in June 2012.

1.3 Basic information about the LDA-V4 project

Title	Local Digital Agenda in the Visegrad Four countries
Abbreviation	LDA-V4
Focus	State and opportunities of eGovernment and ICT development in the local and regional governments of the V4 countries
Programme, applicat.	Visegrad Strategic Programme (May 2011) Application ID 31110019
Carrier	Vysočina Region (CR)
Partners	CR: City of Hradec Králové, ICTU, Union of Towns and Municipalities CR, Association Czech At SK: City of Moldava, Union of Towns and Cities of Slovakia, eSlovensko PL: Alfa Omega Foundation, Cities of Gdańsk and Radków HU: City of Karcag
Activities	General analytic/methodical preparatory activities (EU and national strategies, programmes, state evaluation, organization, association of local and regional governments etc.). Benchmarking (benchmarking according to the available data) Best practices (examples of best practice of chosen towns and regions of each V4 country) Wording of opportunities and recommendations Providing exchange of experience and promotion
Time duration	12 months (deadline December 2012)
Contact	Project coordinator: Martina Rojková, rojkova.m@kr-vysocina.cz, +420 564 602 341 Project assistant: Marek Zubr, zubr@ceskyzavinac.cz

2 BASIC INFORMATION ABOUT THE V4 COUNTRIES

This chapter presents a selection of basic statistic indicators (geographical data, economy, education, research and innovation) about individual countries of the Visegrad group. For comparison there are included also average data from all 27 EU countries. Indicators characterizing information society are described in a separate chapter.

2.1 Czech Republic (CZ)



Official name:	Czech Republic
Year of EU entry:	2004
Schengen area:	part of it since 2007
State system:	parliamentary republic
Capital:	Prague (1 241 000 inhabitants)
Area:	78 866 km ²
Population:	10,5 million
Currency:	Czech crown (CZK)

2.2 Hungary (HU)



Official name:	Hungarian Republic
Year of EU entry:	2004
Schengen area:	part of it since 2007
State system:	parliamentary republic
Capital:	Budapest (1 733 000 inhabitants)
Area:	93 000 km ²
Population:	10 million
Currency:	forint (HUF)

2.3 Poland (PL)



Official name:	Polish Republic
Year of EU entry:	2004
Schengen area:	part of it since 2007
State system:	parliamentary republic
Capital:	Warsaw (1 720 000 inhabitants)
Area:	312 679 km ²
Population:	38,2 million
Currency:	zloty (PLN)

2.4 Slovakia (SK)

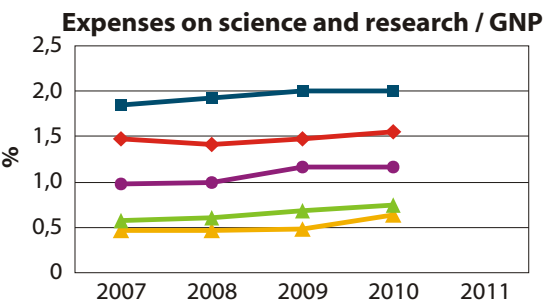
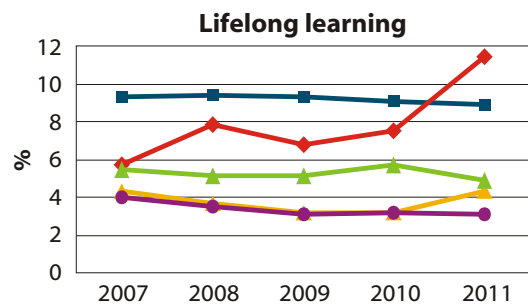
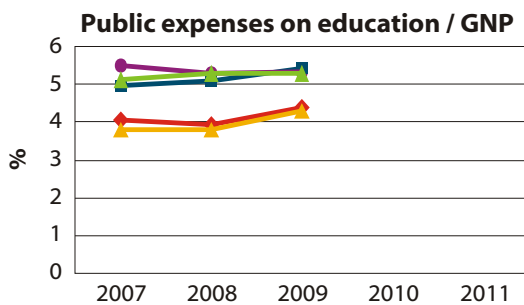
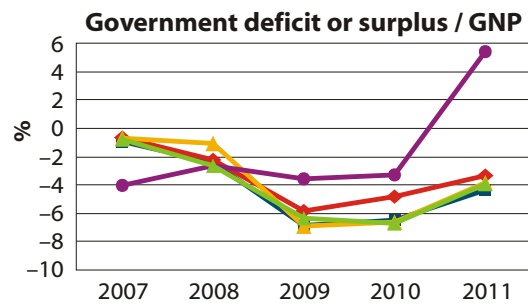
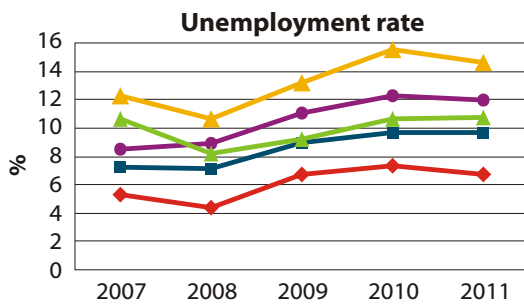
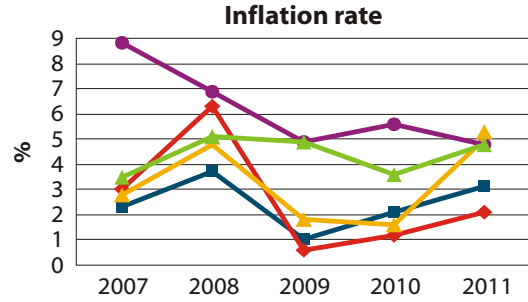
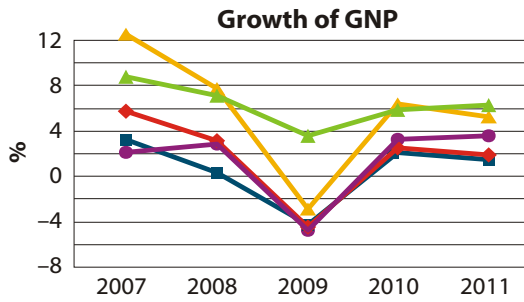
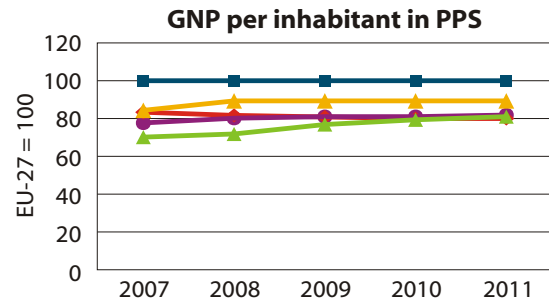
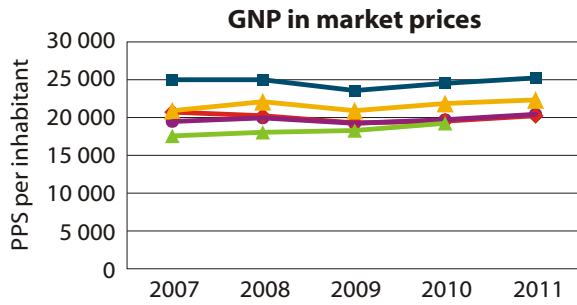


Official name:	Slovak Republic
Year of EU entry:	2004
Schengen area:	part of it since 2007
State system:	parliamentary republic
Capital:	Bratislava (411 200 inhabitants)
Area:	48 845 km ²
Population:	5,4 million
Currency:	euro (€, EUR), Eurozone member since 2009

2.5 Indicators, development

Indicator	Unit	Year	CZ	HU	PL	SK	EU-27
GNP in market prices	PPS* per inhab.	2011	20 200	16 500	15 300	18 400	25 200
GNP per inhabitant in PPS	EU-27 = 100	2011	80	66	65	73	100
Growth of GNP	%	2011	1,9	1,6	4,3	3,2	1,5
Inflation rate	%	2011	2,1	3,9	3,9	4,1	3,1
Unemployment rate	%	2011	6,7	10,9	9,7	13,6	9,7
Government deficit or surplus / GNP	%	2011	-3,3	4,3	-5,0	-4,9	-4,4
Public expenses on education / GNP	%	2009	4,38	5,12	5,10	4,09	5,40
Lifelong learning	% adult. pop.	2011	11,4	2,7	4,5	3,9	8,9
Expenses on science and research / GNP	%	2010	1,56	1,17	0,74	0,63	2,00

*PPS = Purchasing Power Standard



*PPS = Purchasing Power Standard

Data source:
 Official EU server (<http://europa.eu>),
 section How the EU works / Countries,
 EUROSTAT (<http://epp.eurostat.ec.europa.eu>)

3 STRATEGIES, LEGISLATIVE, INSTITUTIONS AND TOOLS

The Local Digital Agenda (LDA/DLA) lays stress on conceptual approach at applying ICT in order to modernize local and regional governments. Plans created at the local and regional levels stem from the conditions defined at the national level and at the EU level. It involves strategies for relevant thematic area, legislative framework, and organizational conditions in the form of an institutionalised solution at the government level or existing financial tools and central projects with impact on local and regional governments. This chapter is devoted to the general conditions in the individual V4 countries and in the EU.

3.1 Czech Republic

3.1.1 Strategies

Strategy of development of services for information society (2008–2015)

The document was approved by the Government Council for Information Society in 2008. It follows the government document Efficient Public Administration and Friendly Public Services (Smart Administration) of the year 2007.

The document presents a vision that CR is to become one of the five best EU countries as for the level of eGovernment development. The strategy of development of services for information society aims at transformation and simplification of processes used in public administration so that they would use modern technologies similarly as it is in the commercial sphere. As far as citizens are concerned, the goal is to provide comfortable, secure and trustworthy electronic communication with public administration at all levels and for as many life events as possible.

From an infrastructure perspective the goals are defined in the following way:

- a consolidated data base usable for structuring information content and applications
- a consistent set of laws as a legal base and support of eGovernment
- a robust, secure and efficient infrastructure able to intermediate access to data sources with potential for further development
- a set of key applications facilitating solution of common life events, enterprise and communication with state administration (overlapping to the commercial sphere)
- reduction of administrative costs connected with running of public administration in connection with eGovernment implementation by 20 % by 2013.

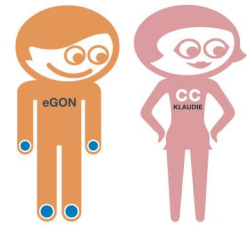
The strategy is implemented by means of a number of interrelated projects which are divided into the following five key programme areas:

1. Basic Registers of Public Administration (Registry of Territorial Identification, Addresses and Real Estates; Registry of Inhabitants; Registry of Persons; Registry of Rights and Obligations) together with organizational architecture and technical facilities, which will enable connection with agenda registers, prevent data duplicity and keep required safety standards.
2. Universal point of contact (assisted as well as self-service communication with public administration, public administration portal and separate agenda portals, data boxes system).
3. Guaranteed and secure electronic communication between authorities as well as between citizen and authority.
4. Digitisation of data funds and their archiving.
5. Services for “information society”, and that is in preference:
 - health care, pension care, education, especially in the area of electronic card of the users, i.e. policy holders, pupils, students
 - public administration in a narrower sense of the word, especially judicial, administrative and tax procedures, electronic record management enabling simple handover of the agenda between individual public administration bodies.
 - administration of state and local and regional governments’ assets, especially property record, budgeting, treasury, possession and money treatment, procurement, subsidies.

The strategy is not aimed at information society development, but at services for information society provided for citizens by modern public administration at the state as well as self-government levels.

Rem.: Symbol of eGovernment conception in the concept of the Ministry of the Interior CR is a cartoon figure eGON, which represents in a figurative meaning a live organism in which everything is interconnected and operating of separate parts is mutually conditioned.

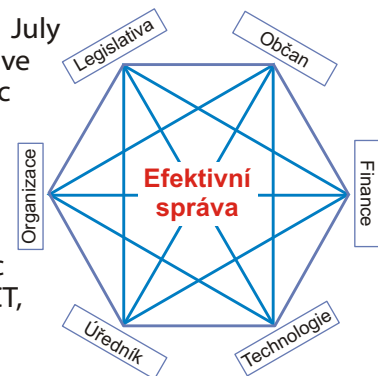
In 2011 there was introduced another new symbol of eGovernment, a cartoon figure Klauďie. It symbolises means of cloud computing. It is to secure that ICT projects would be not only more efficient and cheaper, but that they would also enable transfer from present state, which is reminding the property management, to the model of providing and receiving services.



Efficient Public Administration and Friendly Public Services – Strategy of realization of Smart Administration (2007–2015)

The document was approved by government decree No. 757 of 11 July 2007. The goal is to provide coordinated and efficient way to improve public administration and public services, generally improve public administration services and thus improve communication between authorities and citizens. The Ministry of the Interior has been put in charge of the SA strategy coordination.

A global concept of the strategy comes from the concept of so called hexagon of mutually connected key elements of public administration: legislative, public administration organization, ICT, citizen, civil servant, financing.



Vision of the SA strategy for the year 2015:

- Public administration in CR is primarily conceived as a service to the citizen, it fulfils principles of good governing, and it works in an efficient and practical way.
- Public services are client-oriented, they fulfil citizens' expectations, they react flexibly to their needs and they work in an economical way.
- Public administration and public services contribute to increase in competitiveness of Czech economy and to increase in the quality of life of citizens of CR.

A global goal: To support socioeconomic growth of CR and to increase quality of life of the citizens by means of streamlining public administration and public services operation.

Strategic goals:

- A – to improve the quality of creation and implementation of policies.
- B – to improve and simplify regulatory environment and to create attractive environment for enterprisers, national as well as foreign investors.
- C – to improve the quality of operation of public administration authorities, to reduce financial demands on the administration management and to provide transparent performance of public administration.
- D – to bring the public services nearer to the citizen and provide maximum of their availability and quality.
- E – to improve the quality of judiciary activity.

Smart Administration strategy is carried out through projects that are cofinanced from the Structural Funds of EU in the programme period 2007–2013 by means of operational programmes (IOP, HREOP – See below).

Strategy Digital Czechia (2011–2013)

By decree No.50 the government of CR approved on 19 January 2011 the "State Policy in Electronic Communications – Digital Czechia". The document was prepared by the Ministry of Industry and Trade of CR.

The purpose of the document is to evaluate state of availability and development of selected areas

of electronic communications in the Czech Republic and to suggest necessary tools for fulfilment of real goals that would secure appropriate support of economic, cultural and social development of the Czech society within the enforcing globalization tendencies.

The goal is to reduce “digital gap” in the area of access to high speed Internet between country settlements and towns.

Fulfilling this goal will require:

- by 2013 to provide availability of the high-speed Internet access service in all populated areas of CR with minimum transmission speed at least 2 Mbit/s (download) and in towns at least 10 Mbit/s.
- by 2015 to provide availability of the high-speed Internet access in rural communities with a minimum transmission speed at the level of 50% of the average speed reached in towns. Whereas 30% of households and companies in towns should have available connections with a minimum transmission speed of 30 Mbit/s.



The government considers it essential that the state in the role of a regulator as well as a consumer of electronic communication services would purposefully continue to stimulate market development and would encourage competitiveness in this market.

They also consider it necessary to continue in electronization of state administration, which creates applications demanding high-speed Internet access (e.g. services of eGovernment, e-Justice, e-Health, e-Learning).

Electronic communication networks and services work in a fully market environment for the possible regulation of which there exist appointed authorities and tools. The state must not interfere with this market environment by nonmarket actions and influences, but on the contrary it must responsibly prevent deficits in digital economy.

The document takes into account also increasing demands for mobile access to the high speed Internet. Mobile access penetration compared to the fixed access is in CR (but also in other European states) significantly lower, but there can be also expected high dynamic development. Application of new technologies and new generation networks will have crucial impact.

In 2012 a subsequent document Digital Czechia 2.0 was prepared.

Previous strategic documents

- **State Information and Communication Policy (e-Czech, 2004–2006)**
- **State Information Policy (1999–2001)**

3.1.2 Legislative

Act on Basic Registers (No. 111/2009 Coll.)

The act defines the content and conditions of operation and use of four basic registers that include Registry of Inhabitants, Registry of Persons, Registry of Territorial Identification, Addresses and Real Estates and Registry of Rights and Obligations.

Act on Electronic Actions and Authorised Document Conversion (No. 300/2008 Coll.)

The act is sometimes called also eGovernment Act. With effect from 1 July 2009 it specifies mutual electronic communication between public authority bodies (state authorities, local authorities etc.) as well as communication of these authorities with natural and legal persons. EGovernment Act aims at creating optimal conditions for electronic communication between authorities and citizens as well as between authorities themselves. The Act defines institutes of **data boxes and authorised document conversion**.

Act on Public Administration Information Systems (No. 365/2000 Coll.)

This act defines conditions for creation, use, operation and development of public administration information systems (PAIS). The act was repeatedly amended (2006, 2008). The amendment specifies new obligations for the public administration authorities, e.g. to implement and permanently use a long-term PAIS equipment, it implements information system about PAIS and confirms Public Administration Portal as access point for communication with public administration, there is

established operation of public administration contact points identified as Czech POINT.

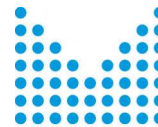
Other Acts related to the eGovernment area

- **Act on Electronic Signature (No. 227/2000 Coll., No. 486/2004 Coll. – complete statutory text)**
- **Act on Identity Cards (No. 328/1999 Coll.)**
- **Act on Free Access to Information (No. 106/1999 Coll.)**
- **Act on Public Procurement (No. 137/2006 Coll.)**
- **Act on Archiving and Record Management System (No. 243/2010 Coll.)**
- **Act on Electronic Communications (No.127/2005 Coll.)**
- **Act on Personal Data Protection (No. 101/2000 Coll.)**
- **Act on Certain Information Society Services (No.480/2004 Coll.)**

3.1.3 Institutions

Ministry of the Interior CR

The Ministry of the Interior (MI CR) is in charge of carrying out programme of CR government concerning the area of eGovernment information society. It took over the agenda that had been executed till 2007 by the dissolved Ministry of Informatics. The Ministry of the Interior thus deals with more areas: police, safety, refuge policy, fire rescue service, public administration, archiving etc. Organizational structure and staffing for eGovernment area have undergone a few changes. At present the Minister of the Interior of CR is Jan Kubice. The issue of eGovernment falls within the competence of Deputy Minister of the Interior for Information Technologies and eGovernment and that is JUDr. Radek Šmerda, Ph.D. He is in charge of eGovernment Section (eGovernment projects, eGovernment chief architect) and Section of Information and Communication Technologies Operation. Other units of MI CR are then in charge of the issue of programme management and Smart Administration, tasks in the area of structural funds and tasks in the area of international cooperation.



MINISTERSTVO VNITRA
ČESKÉ REPUBLIKY

The Ministry of the Interior thus deals with more areas: police, safety, refuge policy, fire rescue service, public administration, archiving etc. Organizational structure and staffing for eGovernment area have undergone a few changes. At present the Minister of the Interior of CR is Jan Kubice. The issue of eGovernment falls within the competence of Deputy Minister of the Interior for Information Technologies and eGovernment and that is JUDr. Radek Šmerda, Ph.D. He is in charge of eGovernment Section (eGovernment projects, eGovernment chief architect) and Section of Information and Communication Technologies Operation. Other units of MI CR are then in charge of the issue of programme management and Smart Administration, tasks in the area of structural funds and tasks in the area of international cooperation.

Other ministries and authorities

Ministry of Industry and Trade CR – is responsible for the issue of electronic communications. It prepared the strategy “State Policy in Electronic Communications – Digital Czechia” and it is in charge of its implementation.

Ministry of Finance CR – carries out the project The Exchequer, which concerns also local and regional governments and their accounting systems.

In the project of basic registers significant tasks are appointed by law to the administrators of individual registries besides the **Ministry of the Interior CR** (Registry of Inhabitants, Registry of Rights and Obligations) there is also **the Czech Statistical Office** (Registry of Persons), **the Czech Office for Surveying, Mapping and Cadastre** (Registry of Territorial Identification, Addresses and Real Estates), **the Office for Personal Data Protection** (ORG-converter).

In other departmental systems and agendas affecting local self-governments there are in charge other ministries and authorities (e.g. the Ministry of Labour and Social Affairs, the Ministry of Transport, the Ministry for Regional Development, the Ministry of the Environment etc.)

Government Council for Information Society (GCIS)

GCIS is an expert advisory government body for information society area that is to supply government with knowledge base especially for its decisions in conceptual issues of information society development so that there would be gained bigger cohesion and coordination of departmental and national projects. The Council was established in June 2007. In 2010 and 2011 the Council structure was altered, the Council Statute was amended and competence was extended also by the competitiveness area.

The Council is managed by steering committee conducted by the Prime Minister and its other members are Ministers of the Interior, of Finance, of Industry and Trade, of Education, Youth and Sports, and Minister and President of the Legislative Government Council. Other Council Members are representatives of chosen state administration bodies as well as local authorities associations. The Executive Vice-chairman of the Government Council for Information Society is Mgr. Zdeněk Zajíček, Deputy Minister of Finance.

3.1.4 Financial tools

Financial tools for the projects realization and arrangements in the area of information society and eGovernment come from the state budget and from the local and regional governments' budgets that depend on tax sharing and their allocation to municipalities according to the Act on Budgetary Allocation of Taxes, as subsequently amended (Act No. 243/2000 Coll.).

The Structural Funds EU (ERDF, ESF) are also an important source of cofinancing for the programme period 2007–2013, or more precisely relevant operational programmes for the area of information society in CR. Investment projects are carried out within Integrated Operational Programme (IOP), noninvestment projects are then carried out by means of Human Resources and Employment Operational Programme (HREOP).



The capital Prague has its own operational programmes for the period 2007–2013, which can cofinance projects in the eGovernment area at the territory of the city. These programmes are Operational Programme Prague – Competitiveness (OPPC) for investment projects and Operational Programme Prague – Adaptability (OPPA) for so called softv noninvestment projects.



OPERAČNÍ PROGRAM
LIDSKÉ ZDROJE
A ZAMĚSTNANOST

A less used cofinancing source by regions and towns of CR is the Community Programmes EU for the issue of information society, 7th Framework Programme for Research and Development (7thFP), Framework Programme Competitiveness and Innovation (CIP) – ICT PSP. Then there are programmes Interreg. One of the active participants of the projects cofinanced in this way is the Vysočina Region.

Model of financing projects on the grounds of partnership of private and public sector (PPP, Public Private Partnership) has not been much used in CR so far.

3.1.5 Projects

Examples of central projects for implementation of Smart Administration with impact on local and regional governments

- **Establishment of contact points Czech POINT.**

Full name: Czech Submission Verification Information National Terminal (www.czechpoint.cz). Since 2008 there has been established a large network of public administration contact points (6 916 of November/2012) mostly in the municipal authorities (78%), further in the chosen post offices, in the representative authorities, branches of chamber of commerce and at the notaries. At the desks of contact points the citizens are provided for a fee with a gradually expanding set of services: Land Registry extract, Commercial Register extract, Trade Register extract, Criminal Record excerpt, Drivers' point score extract, Insolvency Register extract, chosen kinds of submission, authorized document conversion, opening and change of data boxes, access to basic registers etc.) Since the project was launched there has been issued a total number of 7.8 million outputs (November/2012). For the clerks of public authority bodies there is established also a service CzechPOINT@Office. The project carrier is the Ministry of the Interior CR.



- **Data boxes** – Data boxes (www.datoveschranky.info) are an electronic data site where documents of public authority bodies are delivered and vice versa. The system substitutes classic paper form delivery. The project was launched into the real operation on 1 November 2009 (on the grounds of the Act No. 300/2008 Coll.) Public authority bodies use data boxes information system obligatorily. It also applies to all local and regional governments – from regions to the smallest municipalities. Natural persons can use it optionally. To the 11 November 2012 there were opened 497 257734 data boxes and there were sent almost 10.5 million data messages. The project carrier is the Ministry of the Interior CR. ISDS system operator is the Czech Post, s.p.



- **Basic registers** – Basic registers (www.szr.cz) is the most significant as well as the most complicated project of the Czech eGovernment. The project objective is to simplify for the citizens, companies and other subjects communication with public administration i.e. to minimize number of visits at the authorities and provide safe, efficient and transparent

exchange of exact and up-to-date (so called reference) data. Origination and operation of basic registers is defined in the Act on Basic Registers No. 111/2009 Coll. Basic Registers operation started on 1 July 2012. The project carrier is the Ministry of the Interior. Operation and maintenance of basic registers information system is provided by National Registers Authority (an independent organizational state unit).

Basic registers included in the systems are:

- **Registry of Inhabitants, ROI** (maintained by the Ministry of the Interior)
- **Registry of Persons, ROP** (the Czech Statistical Office)
- **Registry of Territorial Identification, Addresses and Real Estates, RTIARE** (the Czech Office for Surveying, Mapping and Cadastre)
- **Registry of Rights and Obligations, RRO** (the Ministry of the Interior)

The system includes also ORG-converter (Converter of Natural Persons Identifiers) – a key project for personal data protection. By connecting to the basic registers system, local and regional governments, which supply primary contact of citizens with public administration, are obliged to provide according to the supporting documents of MI CR an announcement of operation in the gradually registered agendas (fulfilment of matrix of rights and obligations) and further connection of their agenda information systems (AIS) to the National Registers Authority on the grounds of their registration, announcement of operation in agendas, access certificate issue and provision of technical conditions on the side of AIS. The public can communicate with the Basic Registers via Czech POINT and data boxes.

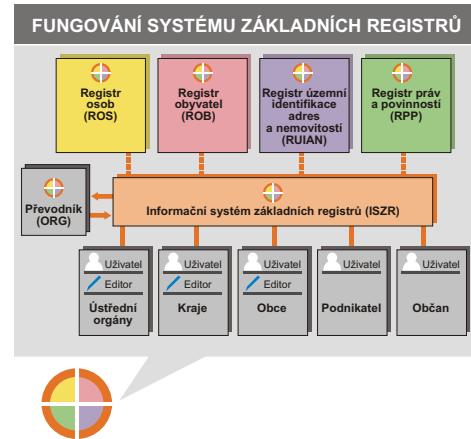
- **Communication infrastructure of public administration – CIPA.** The CIPA project (earlier also called “Intranet of Public Administration”) deals with unified system of technical, network, application, secure and organizational structure related to the vocal as well as data communication of all public authority bodies. The project start goes back to the year 2001. Changes in the conception from the year 2006 followed the effort to use services of more suppliers instead of one general supplier. The last change of the conception of building CIPA was approved by the CR government in May 2012. It was aimed at purchase of data and vocal services of CIPA in the period after 27 March 2013.

- **Public Administration Portal.** Public Administration Portal (PAP, www.portal.gov.cz) is an electronic portal into the public administration. It was established on the grounds of the Act No. 365/2000 Coll., on Information Systems of Public Administration. The main purpose of the portal was to become a place which will “integrate and make accessible all published and publicly available information of public administration”, including possible communication with authorities. On the grounds of the legislative amendment in 2011 there was amended PAP conception and conception of data boxes portal, whose content was included in PAP. Further there is established a principle that most information content of the portal is supplied by individual public authority bodies (life events, bulletins, obligatory published information, electronic submitting forms). PAP also includes: acts, list of data boxes owners, useful links.

Local and regional governments’ projects

Recently the local and regional governments’ projects have been focused mainly on thematic areas that are cofinanced from the Structural Funds EU through operational programmes: Integrated Operational Programme (IOP) and Human Resource and Employment Operational Programme (HREOP).

So far there has been 13 announced calls out of which in case of IOP the local and regional governments have been concerned with Call No. 02 (eGovernment in Municipalities – Czech POINT), Call No. 06 (Development of eGovernment Services in Municipalities – for municipalities with delegated power), Call No. 08 (Development of eGovernment Services in Regions) and Call No. 09 (Supply of Data and Information Transmission in the Local and Regional Governments). The realized projects dealt with establishing contact Czech POINT points, technologic centres,



implementation of electronic record management service, internal office integration, data sources digitalization etc.).

Within HREOP there was started a number of projects in regions and towns focused on implementation of new procedures, education of office staff, consultancy in the form of eGON centres. In number of cases there were simultaneously sorted out infrastructure and technologic projects together with educational projects, which provide a necessary development of knowledge and skills of employees as users of new information systems.

3.2 Hungary

3.2.1 Strategy

Electronic Administration Operational Programme 2007–2013

The general strategic objective of the Operational Programme is to improve efficiency in the public administration. In accordance with requirements on competitiveness and expectations of citizens and enterprises, a citizen-oriented approach is applied. The Programme includes modernization of processes and services in public administration and judiciary while using ICT resources. To achieve the general objective, a set of specific objectives is defined, fulfilment of which will be measured by user's satisfaction:

- Increasing public service efficiency using
 - the role of public administration as a service provider
 - provision of the services in three ways (via the Internet, by telephone and face-to-face)
- Increasing process efficiency using
 - rationalisation of the workflows
 - development of central IT services
 - support of good governance

High priority axes of the Programme are:

1. Modernization of internal procedures and services of public administration
2. Development measures to increase public service availability
3. Preferential developments
4. Technical assistance

Previous strategies

“E-Public Administration 2010” Strategy (2008–2010)

The Hungarian government approved the document in June 2008. The strategy for the period of 2008–2010 was implemented by means of yearly updated Action Plans. The strategy summarizes the initial situation and defines a general view of eAdministration for all and it provides a general framework for further development. It focuses on four strategic areas:

- Modernization of the public services for the citizens, enterprises as well as the public administration
- Introduction of integrated services for the governmental institutions with the aim of efficient and transparent administration
- Contribution to the spread of the knowledge about eGovernment at a level of management and implementation
- Developing the possibilities of the eGovernment utilization, especially by disadvantaged enterprises and citizens in the IT area

The strategy defined the main programmes:

- Horizontal programmes: rules and a framework for development of institutions services including content, process and technological implementation
- A vertical programme: development of 20 sector services according to EU
- Integration, shared services: clarification of parallel processes and economical development, investments into reforms and acceleration
- Comprehensive programmes 1–7 focusing on these areas: Interoperability, Client-oriented Services, Online Infrastructure, Integrated Customer Service, Integrated Government Functions, Shared e-Government Services, Knowledge Management

3.2.2 Legislation

There is no approved overall law for the area of eGovernment in Hungary. The legislative framework is established by acts for separate areas, government decrees and resolutions, especially from the period of 2004–2008, e.g.:

- Act No. LX of 2009, on electronic public services
- Act No. CXI of 2008, on the general rules of procedures and services of administrative authorities
- Act No. CXL of 2004, on general rules regarding the administrative procedures and services
- Act No. XC of 2005, on the Freedom of Information by Electronic Means
- Act No. LXIII of 1992, on the Protection of Personal Data and Disclosure of Data of Public Interest
- Act No. XXXV of 2001, on Electronic Signature
- Government Decree 229/2008, on the customer protection regarding the quality requirements of electronic communication services
- Government resolution 1007/2008, on the government commissioner in charge of IT in the administration
- Government decree 276/2006, on the Public Administration and Central Electronic Public Services Office
- Government decree 335/2005, on the common provisions of the document management in public administrative bodies
- Government decree 193/2005, on detailed provisions regarding electronic administration
- Government decree 184/2004, on electronic public administration and related services
- Government resolution 1188/2002, on the Electronic Government Backbone and the Common Informatics Network
- Decree of the Ministry of Economy and Transport 114/2007, on the rules of digital archiving
- Government decree 1058/2008, on the programme of the government for reducing the administrative burden of market and non-market actors as well as simplifying and accelerating the procedures
- Government decree 195/2005, on security criteria of information systems used for electronic administration
- Government decree 84/2007, on the security requirements of the Central Electronic Service System and the related systems
- Government decree 305/2005, on specific provisions related to the electronic publication of Public Sector Information (PSI)
- Government decree 167/2004, on the rules governing procedural acts that can electronically be performed in public procurement procedures and on the Electronic Public Procurement System
- Government Decree 194/2005, on the requirements of electronic signatures and certificates used in public administration and Certification Providers issuing those certificates

Moreover, there were issued some acts and decrees for the area of electronic business and electronic communication.

3.2.3 Institutions

State Secretariat for Infocommunication (SSI), Ministry of National Development

The Minister of State for Infocommunication operates within the Ministry of National Development (<http://www.kormany.hu>). The Minister of State is responsible for tasks related to the policy for audiovisual media, public administration IT infrastructure, electronic media, frequency regulation, the information society and postal affairs. One of the main objectives is a full use of the potential of ICT for the growth of economy. The Minister of State coordinates activities in the area of electronic public administration, is responsible for development of ICT infrastructure and of information society, including implementation of eServices and access to them, as well as modernization of eSociety in Hungary. These tasks are dealt with in collaboration with local and regional governments and their associations (e.g., TÖOSZ, MJVSZ, ITOSZ). The Minister of National Development is Zsuzsa Németh. The Minister of State for Infocommunication is Vilmos Vályi-Nagy.



MINISTRY
OF RURAL DEVELOPMENT

3.2.4 Financing

For the development of eGovernment, Hungary uses the EU Structural Funds. Hungary elaborated an independent programme document called Electronic Administration Operational Programme 2007–2013. Activities defined in the Programme support the EU Convergence Objective as well as the Regional Competitiveness and Employment Objective. It leans on the use of ERDF. To support implementation of this and other programmes, Hungary established a National Development Agency (www.nfu.hu).

3.2.5 Projects

A selection of projects implemented on a state level

Magyarország.hu (Hungary.hu) is the Hungarian government portal. It was established in 2003. It generates and summarizes services of 46 different government web sites. In 2005, transactional services, “Client Gate” (Ügyfélkapu), were started in this portal. Since 2007, a secure two-way exchange of documents with archiving option for citizens.

Kormany.hu is the official information web site of the Hungarian government. Its Documents section contains all information which, by law, must be made public, as well as other documents for citizens.



It also provides press services for registered journalists. The web site was launched in 2011.

Electronic Government Backbone (EKG) is a secure ultrafast network which establishes the basic infrastructure for electronic services. Its construction was started in 2004. It connects all counties with the central administration in Budapest. For regional institutions, it provides a secure connection to more communication infrastructure including the Internet; it supports data communication, e-mail services and public administration intranet. The EKG network is connected to the European TESTA network.

3.3 Poland

3.3.1 Strategy

Strategy for the Development of the Information Society in Poland until 2013

The Strategy prepared by the Ministry of the Interior and Administration (MSWA, Ministerstwo Spraw Wewnętrznych i Administracji) was passed by the Council of Ministers after a series of consultations with experts in December 2008. It is based on the EU strategy (i2010) and the developmental objectives of Poland. It contains an analysis of the current situation. It determines the vision of the information society in Poland as a society where people and businesses consciously and actively use the potential of information and information technologies as economic, social and cultural values and with efficient support of modern and friendly public administration. Development of the information society is based on these basic principles:

- Availability, Security and Trust – access to reliable information and secure services indispensable for citizens and businesses
- Openness and Diversity – availability of information without any preferences or constrictions, especially in public administration
- Universality and Acceptability – efforts to ensure that participation in the information society is obvious and usual in the largest possible extent and that outputs and services are as wide as possible
- Communicativeness and Interoperability – search and access to the required information is secure, fast and simple

Recommendations for further progress are stipulated in groups:

- to create conditions for development and functioning of the information society
- to ensure universal access to IT services
- to offer wider options for use of the new technologies to improve efficiency, innovation and competitiveness of the economy
- to create the necessary legal conditions for a widespread use of secure networks

The Strategy focuses on three target groups: citizens (area: HUMAN), business entities (area: ECONOMY) and public administration (area: STATE). It determines the directions and objectives for each of the groups. For public administration the direction is that of development: to increase

availability and efficiency of public administration services using ICT solutions and reconstruction of internal processes and provision of services.

For each of the objectives, a detailed vision is given, a set of recommended activities, key tasks and initiatives. For the purpose of implementation, basic organizational, financial and monitoring framework is given.

National Informatization Plan for the period 2011–2015

The National Informatization Plan (Plan Informatyzacji Państwa) is a tool for planning and coordination of activities of the public entities in the area of development of the information society (Action Plan). The 2011–2015 Plan is a follow-up to the previous Plan for the period of 2007–2010. The Council of Ministers arranged a wide commenting of the proposal across the ministries in 2011. The Plan defines three strategic objectives and a set of measures for accomplishment of each of the objectives. It gives an overview of the project facilitating implementation of the Plan both within ministries and across them. It also gives a time scope and organizational measures and it evaluates the situation in legislation etc.

Previous Strategies

- **National Computerisation Plan for 2007–2010**
- **E-Poland – The Strategy on the Development of the Information Society in Poland (2004–2006) and eGovernment Action Plan (2005–2006)**
- **Gateway to Poland (Wrota Polski) (2002–2006)**
- **Aims and Direction of Information Society Development in Poland (2000–2005)**

3.3.2 Legislation

Draft Regulation on the Compilation of Writings in the form of Electronic Documents (2011)

The Draft Regulation prepared by the Council of Ministers focuses on sharing copies of electronic documents and forms while keeping the security requirements. It determines the conditions for official certification of a receipt of documents.

Draft Regulation on the Technical Requirements for Electronic Identity Card Layer and Communication Protocol for Electronic Identity Cards (2011)

The Regulation sets out technical requirements for Electronic Identity Cards and for the communication protocol for electronic documents. Electronic ID cards must meet the given standards regarding security, confidential communication, authentication and data storage and SW.

Act on the Computerisation of the Operations of the Entities Performing Public Tasks (2005)

It grants both citizens and businesses the right to contact public authorities electronically. Furthermore, the Act sets up infrastructure programmes for the area of Public Administration and establishes a common interoperability framework for IT systems in both front and back office categories, supervision and support of IT projects in Public Administration, at both central and local levels, the multi-annual implementation plan in context of the 2007–2013 National Development Plan.

The Council of Ministers' Regulation on the Manner, Scope and Mode of Access to Data Stored in a Public Register (2005)

The Regulation sets out the scope and mode of access to data stored in the public register to a public entity.

Act on Access to Public Information (2002)

It gives anyone the possibility to request information held by public administration, as well as by businesses exercising public tasks, by trade unions and political parties. The bodies must respond within 14 days. The Act defines the extent of obligatorily published information and a creation of an electronic public information bulletin (launched in 2003, Biuletyn Informacji Publicznej, www.bip.gov.pl). A proposal for the amendment of 2011 supplements the provision for the area of re-use of public sector information (PSI).

Act on the Protection of Personal Data (1997)

The Act was adopted in August 1997 and was amended in 2004. The Act follows the rules established by European Union's Directive 95/46/EC. It enacts the body responsible for supervision on the observance of the Act and the measures in case of its breach.



Act on Electronic Signatures (2001)

The Act was adopted in September 2001 and amended in 2004 and 2005. It is compliant with EU Directive 1999/93/EC. It sets the obligation for all public authorities to accept documents and filings accompanied by eSignature from the deadline of 1. 5. 2008 onwards.

Further legislation is adopted in the area of electronic commerce and communication:

- **Act on Providing Services by Electronic Means (2003)**
- **Act on the Protection of Certain Services provided by Electronic Means based on, or relying on conditional access (2002)**
- **Act on Electronic Payment Instruments (2002)**
- **Telecommunications Law (2004)**
- **Act on the Development of Telecommunications Services and Networks (2010)**

3.3.3 Institutions

Ministry of Administration and Digitisation

The new Ministry of Administration and Digitisation (Ministerstwo Administracji i Cyfryzacji, MAC, <http://mac.gov.pl/>) was founded in November 2011 by the government of the Prime Minister Donald Tusk. The Ministry headed by Minister Michał Boni was entrusted with coordination tasks for the course of introduction of eGovernment and with use of ICT. These tasks are carried out by the Department of Information Technology and the Department of Information Society. The affairs of cooperation of the state administration with municipal governments are handled by the Department of Cooperation with Public Territorial Government Units of the Ministry and by the Department of Public Administration of the Ministry.



Ministerstwo
Administracji
i Cyfryzacji

Committee for Digitisation

The Committee for Digitisation (<http://krmc.mac.gov.pl>) was initiated by the Prime Minister on 5th January 2012. Its role is to present opinions, initiate and coordinate work among ministries regarding state digitisation. Representatives of all Polish Ministries participate in the Committee. The objective of its work is to achieve synergy through coordination, cooperation and creativity.

The committee is presided by Minister of MAC, members of the Committee are representatives of the Ministries, senior managers of the Procurement Office, eCommunication Office and the Office of Statistics. Apart from other things, the Committee shall initiate and coordinate the work among the Ministries regarding state digitisation, incl. eGovernment and development of the information society.

IT Project Centre, ePUAP

One of the most important institutions for implementation of IT projects is a budget organization managed by MAC – IT Project Centre (Centrum Projektów Informatycznych, <http://cpi.mswia.gov.pl>). The Centre is, among others, responsible for creation of ePUAP portal (Electronic Platform of Public Administration Services, Elektroniczna Platforma Usług Administracji Publicznej, www.epuap.gov.pl).

3.3.4 Financing

IT projects are carried out by IT Project Centre at MAC. The projects are financed from the European fund for regional development within OP programmes Innovation Economy for 2007–2013 (POIG, Operacyjny Innowacyjna Gospodarka), priority 7 – Information Society – electronic administration development (<http://7poig.mac.gov.pl/>).

Another relevant programme is the infrastructure and environment OP (POIIS, <http://www.pois.gov.pl/>). In a whole of 15 priorities, this programme focuses on support of these topics: transport, environment, energy, education, culture, health, where ICT are applied as well.



INFRASTRUKTURA
I ŚRODOWISKO
NARODOWA STRATEGIA SPÓJNOŚCI

According to the statistics until 2011, in Poland, only few percents of the resources (about 15 thousand million PLN) available to the government and municipal governments for the period of 2007–2013 were spent on teleinformation projects. Plans for construction of publicly accessible internet networks are endangered; the municipal governments show almost no use of the ePUAP

platform. Computer literacy of Polish citizens is far behind that of EU average. Persons responsible for the state IS projects in the last years are being substituted, especially in connection with the failure of the eID card project, the danger of losing the Union grants and the problems in concluding of IS orders.

3.3.5 Projects

A selection of nationwide projects – current

The IP Centre is responsible for implementation of key national projects:

pl.ID – Polish ID card. The objective is an application of a multifunctional electronic ID document equipped with a microprocessor that contains an eSignature complying with EU standards.

Electronic platform of Public Administration Services (ePUAP2). Continuation of the phases. The objective is broadening the range of public services available through internet, registration services, increasing number of users etc.

Emergency calls information system (SIPR). The objective of the project is, among others, to standardize the process of attending emergency calls through the use of a single teleinformation solution, more efficient use of logistic supplies of the rescue bodies, improvement of public safety, reduction of possible losses related to natural disasters or terrorist attacks.

Finished projects:

- **Electronic platform of Public Administration Services (ePUAP)**, 2005–2008
- **General Electronic System for Citizens Evidence (PESEL2)**, 2005–2008
- **Nationwide Network of Polish support for the 112 emergency number (OST 112)**, 2009–2012
- **Nationwide digital radio connection system – 1. phase (OCSŁR-1)**, 2007–2013a
- **Electronic process module (EMP)**, intended for police, 2007–2013

International projects:

- **Arranging information and telecommunication infrastructure for preparation and attendance to presidency of Poland in the EU Council in the 2nd half of 2011**
- **Construction of the Polish part of Schengen information system (SIS)**
- **Construction of the Polish part of visa information system (VIS)**

3.4 Slovakia

3.4.1 Strategy

Revision of Building eGovernment (2011–2013)

The document presents a medium-term plan of implementation of eGovernment priorities by 2013. It was approved by the government in February 2011. The document follows the evaluation of the present state of the eGovernment projects implementation and it implies the need to revise conceptual ways out in a medium-term horizon. It focuses on reducing administrative burden of the citizens and enterprisers, technically simple access to information from various institutions of public administration and active involvement of citizens into the process of building modern public administration. It sets other tasks and defines new organizational measures, establishment of the Strategic Council for eGovernment.

Digital Agenda for Europe in the conditions of SR (2011)

The document was prepared by the Ministry of Finance SR as a relevant coordination central body for tasks resulting from the Digital Agenda for Europe. The reason for creating such a document was the need to inform the government about the EU activities in the area of information society and about the need of efficient and coordinated implementation of such measures at the national level. The government of SR acknowledged this information material in April 2011.

Strategy of Society Informatization in the period 2009–2013

A strategic document focused on wider issue of information society. The government approved of it in October 2009. The aim is to update the strategy of building information society in Slovakia, substitute previous documents whose time fame is over, evaluate the achieved state and react to the new incentives in the area of ICT development.

The main given directions of development are:

- Building of broadband infrastructure

- Information security and standards
- Electronic public administration (eGovernment)
- Electronic health care (eHealth)
- Digital literacy and electronic education (eEducation).
- Reduction of energy demand and increase in energy efficiency Strategy for electronization of public administration is prepared in detail in a separate document (see below).

Strategy of Public Administration Informatization (2008–2013)

The basic strategic document for eGovernment implementation for the period until 2013. It was created by the Government Office of SR, the Ministry of Finance of SR and the Government Plenipotentiary of SR for Information Society. It was approved by the government on 27 February 2008. The document takes into account the conception accepted at the EU level and it describes the situation in Slovakia in the international context. It lays down a vision until the year 2013: "To keep achieving continuous growth in satisfaction of the citizens with public administration by means of providing services in an attractive and simple way while at the same time there is increasing efficiency, competency and costs on public administration are being reduced". Further there are objectives and steps aiming at its fulfilment on the side of public administration.

Main strategic objectives until 2013

1. Improved satisfaction of citizens, enterprisers and other public bodies with public administration.
 - Enable all citizens, including the disabled ones, to use eGovernment services
 - Reduce considerably the administrative burden of citizens and enterprisers when handling administrative formalities, increase in transparent procedures and reduction of performance time
 - Improve citizen participation in public matters
2. Electronization of public administration procedures.
 - Create and connect the registers that may be used for legal acts
 - Implement the key tools for providing electronic services
 - Ensure the upgrading of the portfolio of electronic services
 - Initiate and support a law-making process enabling to realize electronic services
3. Effective and efficient public administration („the state will cost less“).
 - Create a joint secured infrastructure for eGovernment and supporting operations
 - Use central applications for the performance of selected operations (accountancy, human resources, electronic payments...). System management and utilisation of existing projects will avoid duplication.
 - Carry out 100% of public procurement operations through electronic means in all areas and remove relevant legislative barriers.
4. Enhanced competency of public administration.
 - Achieve computer literacy for the majority of public administration employees
 - Increase in training courses for the employees covering specific IT, project and managerial skills.

Principles applied at realization of strategic objectives:

- Changes management focusing on procedural changes, legislative amendments, use of common infrastructure and implementation of shared services
- Unified approach to financing and evaluation of project contribution in the area of public administration informatization
- Unified project management (at the level of methodology)
- Unity in all new ICT solutions with an overall architecture of public administration information systems

The strategy relies on three financial sources. The main source is the state budget, then there are the Structural Funds EU (Operational Programme Informatization and Society, OPIS) and other sources (means of municipal governments, grants, community programmes EU, PPP etc.)

National Concept of Public Administration Informatization (2008–2013)

The document was prepared by the Ministry of Finance of SR; it follows the Strategy of Public

Administration Informatization, and was approved by the government on 21 May 2008. The document defines the principles, priorities and architecture of integrated information systems of public administration with the aim to secure carefree interoperability and independence on technologic platforms.

Among the principles there are mentioned shaping of the legal framework, creation of technical infrastructure and digitalization of the content and processes of public administration. In the area of architecture of the integrated Public Administration Information System (PAIS) there are mentioned basic shared components: electronic identification card, basic identifiers, basic code lists, basic registers, basic access components, common modules of the Central Portal of Public Administration (ÚPVS), other components.

The Concept of Software Products Usage in Public Administration (2009–2013)

This document was prepared for the period of 2009–2013 and approved by the government on 15 July 2009 (Decree No. 523/2009) and it defines a framework strategy for procurement and operation of software products in the public administration environment. The document is in compliance with accepted strategic objectives of SR as well as the EU requirements and recommendations. The document aims at achieving common understanding of the new approach to the use of software products in public administration, identifying options to save costs and identifying other implementation steps.

Previous Strategic Documents

- **National Strategy for Information Security of SR (2008–2010)**
- **Tourist map of implementation of electronic services of public administration (2005–2008)**
- **Competitiveness Strategy for the Slovak Republic until 2010 (2005–2010)**
- **Strategy of Society Informatization in the conditions of SR (2004)**

3.4.2 Legislative

Act on Public Administration Information Systems (Act No. 275/2006 of Coll.)

The amendment of the Act of 2006 was accepted in 2009 (the full wording No. 570/2009 of Coll.). This Act provides a framework for eGovernment and regulates especially the rights and obligations of persons responsible for creation, operation, use and development of public administration information systems; basic conditions for ensuring integrity and security of systems; administration and operation of the central portal for public administration; conditions for issuing data and outputs; operation of integrated service points; penalties for unlawful activity.

Decree No. 312/2010 of Coll., on standards for information systems of public administration

The decree of the Ministry of Finance of SR (MFSR) defines the standards concerning the technical means, networks infrastructure and programme means as well as standards of accessibility and functionality of web sites for files and formats for exchange of data, terminology, security standards and standards for electronic services as well as project management.

Decree No. 478/2010 of Coll., on basic code list of public administration sections and public administration agendas

The decree of the Ministry of Finance of SR defines the public administration sections including responsible central bodies as well as public administration agendas and agenda relevancy to the section. It defines the way of filing changes and administration of the code list in the Central Metainformation System of Public Administration.

Decree No. 53/2012 of Coll., on integrated service points and conditions for their establishment, registration, naming, operation and on refund tariff.

The Decree of Ministry of Finance of SR defines the content of the registration application; details on establishment and naming of integrated service points as well as technologic, technical and organizational conditions for continual, secure and reliable operation; refund tariff.

Legislative intent of the act on electronic public administration (2010)

In 2010 the Slovak government accepted the intent of the act on electronic public administration (eGovernment) with the aim to define the basic principles and rules which will be followed by the public administration performance. The act should cover, among others, the following areas: the way of electronic public administration performance and basic mechanisms such as submission,

decision, attachments, delivery by proxy; personal electronic data boxes; communication channels; document conversion; fee payment; basic registers and registries; a long-term archiving of documents and data storage sites; parameters for use of meaningless identification of persons in the public administration information systems. By 2012 the act is supposed to be discussed in the government of SR and then in the first quarter of 2013 in the National Council of SR.

Legislative intent of the Information Security Act (2010)

A legislative intent of the Information Security Act was also approved of by the Slovak government in 2010. The intent follows the National Strategy for Information Security and other documents of SR and EU. It covers the competence areas, terminology, standards, security management, system classification and security requirements, incidents solutions, demands on the Internet security, increase in knowledge on security issue etc.

Other Acts related to the eGovernment area

- **Act on Free Access to Public Information (No. 211/2000 of Coll.)**
- **Act on Electronic Signatures (No. 215/2002 of Coll.)**
- **Act on Personal Data Protection (No. 428/2002 of Coll.)**
- **Act on Electronic Commerce (No. 22/2004 of Coll.)**
- **Act on Electronic Communications (No. 351/2011 of Coll.)**
- **Act on National Infrastructure for Spatial Information (No. 3/2010 of Coll.)**
- **Act on Critical Infrastructure (No. 45/2011 of Coll.)**
- **Act on Archives and Registries (No. 395/2002 of Coll.)**

3.4.3 Institutions

Slovak Government Office

It is the managing body for the Operational Programme Information Society (OPIS) and this activity is handled by **the division Managing Authority of OPIS** with three departments. The Head of the Division is Mgr. Norbert Molnár. The Government Office has in its structure also the Department for Informatics and Electronic Services which provides besides internal IT services also other activities in the area of public administration informatization – coordination, creation of standpoints, multilateral cooperation, and realization of government projects.



Ministry of Finance SR

The Ministry of Finance of the Slovak Republic is the central body of state administration for the area of finance, taxes and fees, customs, financial control, audit, for the area of prices and price control, but also for the area of informatization of society. This issue is handled by the Society Informatization Division, which prepares relevant concepts; it directs the development of public administration information systems, issues standards, coordinates security issue, follows and evaluates the state of information society development, administers the Central Portal of Public Administration and provides the implementation of the Operational Programme Informatization of Society in the role of intermediary body. Since 2007 there has been operated information service on the web sites www.informatizacia.sk covering the issue. The Head of the Division is Ing. Pavel Bojňanský.



There used to be established also **the following bodies: The Government Plenipotentiary of SR for Information Society** (until March 2012 – Roland Sill, the predecessors P. Tarina, M. Kukučka) and the **Strategic Council for eGovernment**.

3.4.4 Financial tools

Strategy of public administration informatization relies on three sources of financing. The first one is the state budget. The state budget finances activities both directly and in the way of cofinancing projects which are implemented with the support of the Structural Funds. The second source is the Structural Funds EU (ERDF, ESF) and the means allocated through relevant operational programmes. The most important of them is the Operational Programme Informatization of Society (OPIS), which intermediates support of investment projects from ERD. Another one is the Operational Programme Employment and Social Inclusion, which is linked with ESF and supports educational activities. The third group covers other sources such as sources of municipal

governments, grants, community programmes of EU, partnership of public and private sectors (PPP).

Operational Programme Informatization of Society (OPIS)

The managing authority is the Government of the Slovak Republic. Intermediary bodies are the Ministry of Finance of SR (Priority axe 1 and 3) and the Ministry of Culture of the Slovak Republic (Priority axe 2). Detailed information is on www.opis.gov.sk

Programme structure:

- Priority Axe 1: Electronization of public administration and development of electronic services
 - Measure 1.1: Public administration electronization and development of electronic services at the central level
 - Measure 1.2: Public administration electronization and development of electronic services at the local and regional level
- Priority Axe 2: Development of memory and fund institutions and renewal of their national infrastructure (content digitalization, archiving, administration)
- Priority Axe 3: Increase in broadband availability
- Priority Axe 4: Technical help



A separate tool for drawing support from the Structural Funds is the **Operational Programme Bratislava Region** (OPBK, www.opbk.sk). Priority Axe 2 Knowledge economy includes Measures 2.2 Informatization of Society.

3.4.5 Projects

Within the OPIS programme there are realized 41 projects in the Priority Axe 1. The project carriers are central authorities, e.g. the Government Office (contact points), the Ministry of the Interior SR (electronization of registry services, register of natural persons, el. identification card, register of addresses, register of vehicles etc.), the Ministry of Finance, the Ministry of the Environment and others. In this Priority Axe 1 there are realized also projects of Electronization of services of Higher Territorial Units (of all regions except the Bratislava one, because of the separate OP). In the Priority Axe 2 there are realized 10 projects (the Academy of Sciences, the National Museum, the Library etc.). More information about the projects is on the www.opis.gov.sk.

A big project focused on the local and regional governments and financed from the OPIS (Priority Axe 1) is the project **Data Centre of Municipalities and Towns** (it is carried out by the Association DEUS, www.zdruzeniedeus.sk, established by ZMOS and MF SR). The project creates a platform for towns and municipalities for providing SW applications for solving agendas in the form of a service.

Other projects of local and regional governments – Since 2003 the Union of Towns and Cities of Slovakia and eSlovensko (eSlovakia) have closely cooperated on a common program of development of informatization and internetization of local and regional governments. Together they have prepared many successful and beneficial projects for the municipal governments. For example: Mesto.sk, BlindFriendly.sk, IT Standardization, Development of electronic services of municipal governments, ZISS – Association of IT Officers of Municipal Governments, national competition “GoldenCrest.sk”, Zodpovedne.sk (Responsibly.sk), Education of employees responsible for implementation of informatization into the municipal governments of Slovakia.

3.5 European Union

3.5.1 Strategy

Digital Agenda for Europe (2010–2020)

Digital Agenda for Europe is one of the pillars of the main EU strategy called Europe 2020 for the next ten year period (2010–2020). It was introduced by the European Commission in May 2010. This Agenda supports further advancement of the use of information and communication technologies and is based on the results of implementation of previous strategies for information society.

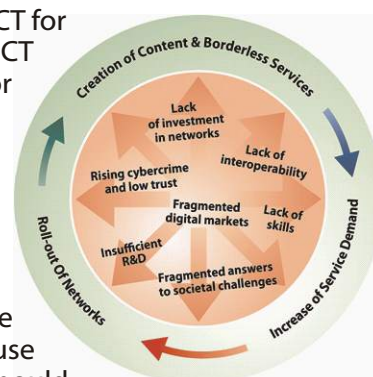
The main objective of the Digital Agenda is to utilize the benefits of integral digital market, which is based on ultrafast Internet and interoperability programmes. Implementation of this aim is elaborated into eight action areas:

- Integral digital market
- Interoperability and standards
- Trust and security
- Access to fast and ultrafast Internet
- Research and innovation
- Enhancing digital literacy, skills and inclusion
- Benefits of ICT for EU society
- International aspects of the Digital Agenda



Each of these areas is divided into individual themes and proposals of the measures to realize the strategy are defined. The individual areas cannot be separated or implemented without the benefits of the other areas, which all support each other. Implementation of eGovernment goes hand in hand with access to Internet connection, computer literacy, trustworthiness and data security, development of digital content or legal regulation of ICT fields.

Electronic public administration can be found in the "Benefits of ICT for EU society". This area also includes development of utilization of ICT for environment protection, their application in health care and for supporting dignified and independent living and, moreover, for development of digital content and support of cultural diversity or intelligent transport systems for greater mobility. What became the main theme of eGovernment, is its cost effectiveness and transparency within the political process.



In the European Union, despite the achieved degree of access to electronic services in public administration, the problem with the services lies mainly in their use by citizens. Among companies, the use of these services has reached a much higher level. The situation should change with introduction of personalised and user oriented services, which the member states commit to develop before 2015, thus increasing the amount of citizens, who use these services, to 50 %. The Commission itself leads by example by implementing a so-called intelligent electronic public administration – e-Commission Action Plan 2011–2015. In view of requirements of integral internal market, interoperability of electronic services of the public administration among the member states is attended to. Concerning this, the main aim of the measures is mutual recognition of electronic identification, cross-border acceptance of public tenders and information systems on environment.

There are more detailed processes elaborated in The European eGovernment Action Plan for 2011–2015 (see hereafter). Implementation of the specific objectives of this strategy is monitored and evaluated each year using assigned indicators.

The European eGovernment Action Plan for 2011–2015

Harnessing ICT to promote smart, sustainable & innovative eGovernment

The Action Plan for the area of electronic public administration was accepted on 15th December, 2010. Within the next five years, forty measures are to be introduced, which will enable citizens and companies to use online tools to, e.g., register a company, submit an application for social or sickness allowances and withdraw the allowance, enrol a university or offer goods or services to public administration bodies. Support of electronic public administration will strengthen Europe's competitiveness and will enable the public bodies to provide better services with lower costs in the time of budget cuts. This is exactly why it forms the fundamental part of the Digital Agenda for Europe, the objective of which it is to increase the degree of use of electronic public administration by citizens to 50 % and by companies to 80 % by 2015.

The objective of the Action Plan is to support transition to a new generation of open, flexible and smoothly functioning services in electronic public administration at a local, regional, national and European level. The Plan also aims to create such conditions, which will enable the users to actively shape the public online services to best suit their needs.

The central role in implementation of the Plan will be played by national governments, while the Commission's main responsibility will be to improve the conditions for development of cross-border electronic public administration services. This includes creating preconditions such as interoperability, electronic signatures (eSignatures) and electronic identification (eIdentification).

The Action Plan measures are divided into four categories:

- **User reinforcement:**
design of services based on the needs of the users; joint creation of the services, e.g., using Web 2.0 technologies; re-use of the public sector information (incl. review of the directive on public sector information, PSI); improvement of transparency; involvement of citizens and companies in the process of creation of policies
- **Internal market:**
smoothly functioning services for companies; personal mobility; introduction of cross-border services all over EU
- **Efficiency and effectiveness of the public administration bodies:**
improvement of organization processes (e.g., electronic placing of public tenders, faster processing of applications); reduction of administrative burden; "green administration" (e.g., electronic archiving, videoconferencing instead of travelling)
- **Providing preconditions for development of electronic public administration:**
open specifications and interoperability (e.g., enforcement of interoperability on a European scope); securing of key measures (e.g., review of the directive on eSignature, proposal for all-European mutual recognition of eIdentification and eAuthentication)

Concrete examples of the Action Plan measures include:

- Introduction of safe hand-over of data to public administration just once (the aim being to prevent any necessity to provide the same information repeatedly to different segments of public administration);
- Creation of Europe-wide national electronic identity ("eID") with the aim to simplify cross-border processes like establishing of a company abroad, moving one's place of residence or work abroad, arranging one's retirement pension online when retiring in another country and enrolling to a foreign school or university);
- The possibility for citizens and companies to follow in real time the status of processing of their matters with the public administration bodies thanks to higher transparency and openness;
- Adjustment of services to better suit real needs of the users, e.g., securing safe and fast digital delivery of documents and information;
- Making data available for their re-use by third parties with the aim to develop new public services and applications, e.g., navigation system maps or applications with travel information.

The Action Plan leans on the success of the extensive pilot projects in the area of cross-border services financed by EU resources.

Former strategies

- **i2010 – A European Information Society for growth and employment**
- **eEurope – information society for all**
- **Action Plan eEurope 2002**
- **eEurope+**
- **Action Plan eEurope 2005**

3.5.2 Legislatives

The full wording of EU legislation is available on the Internet pages EUR-Lex Access to the European Union law (<http://eur-lex.europa.eu>). EUR-Lex provides direct and free access to the European Union legislation and other documents (international contracts, judicature), which are considered public. The EUR-Lex Internet pages are available in 23 official EU languages. European directives are implemented into legislation of the individual member states.

Concerning Information Society and eGovernment, the basic acts concerning these topics and their individual themes are presented at www.epractice.eu pages:

- Data Protection/Privacy
- eCommerce

- eCommunication • The Telecoms Reform 2009
- eSignatures
- eProcurement
- Re-use of Public Sector Information (PSI)

3.5.3 Institutions

European Commission (EC)

Within the European Commission (in 2010–2014 directed by the president José Manuel Barroso) the person responsible for implementation of the Digital Agenda for Europe is the European Commission vice-president Neelie Kroes. Implementation of the Digital Agenda is handled by Directorate General for Communications Networks, Content and Technology (CONNECT) directed by Robert Madelin.

CONNECT facilitates the use of ICT for creation of new jobs, support of economic growth, provision of services for all and the highest possible degree of use of digital technology with the aim of better living for generations current and coming. To achieve this objective CONNECT:

- Supports research and innovation which brings inventive, practical and valuable results
- Supports creativity by means of the European data chain, in which anybody can share knowledge
- Facilitates greater use of digital products and services including "cloud computing" to support integral European market
- Ensures safety of products and services so that people trust the fast developing technologies that surround them and, moreover, that they have the right skills to use these technologies in their daily life
- Cooperates with the partners on a global scale to support the open Internet

The person responsible for relations among the institutions and for modernization of administration is the European Commission vice-president Maroš Štefovič (since February 2010). In this role, he is responsible for the strategy of eCommission. Coordination and implementation of applying ICT is cared for by **Directorate-General for Informatics (DIGIT)**, the head of which is Francisco García Morán (Director General, DIGIT). The mission of this Directorate-General is to enable it for the Commission to use efficiently information and communication technologies in achieving its organizational and political objectives.

3.5.4 Financing

Structural Funds

The European Union implements programmes to support various activities in compliance with the accepted policies. EU funds present the main tool for implementing **the European policy of economic and social cohesion (cohesion policy)**. It is through these funds that financial resources for reduction of economic and social differences among the member states and their regions are allocated. The European Union has three main funds in its disposal: Structural Funds – European Regional Development Fund (ERDF), European Social Fund (ESF) and Cohesion Fund. Now it is the 2007–2013 programme (budget) period. Discussions on orientation of the cohesion policy for 2014–2020 are taking place.

On a national level, the implementation of structural help takes place by means of operation programmes. Operation programmes focusing on the topics of the Information Society and the eGovernment are mentioned in respective chapters for each of the V4 countries. At the moment, these present the main source of cofinancing of activities implemented mainly on a level of states, and less so on a level of local and regional governments.

Community Programmes

Another EU's financial tool are **Community Programmes** (<http://www.2007-2013.eu/community.php>) focusing on different areas, e.g., research and innovation, transport, energy, environment, information society, health, education, culture, social policy, freedom and safety etc. Unlike the more known Structural Funds, Community Programmes, in most cases, are administered



European Regional Development Fund
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directly by a relevant European Commission department and financial resources are allocated according to the individual programmes, not the states. A general rule for gaining the support is formation of a partnership among the subjects from different states (consortium) and a European added value, through which the projects declare their transnational importance. Consortia are usually formed by different types of subjects (private subjects, universities and research institutes, cities and regions and others). It can be stated that the potential of Community Programmes has not yet been appreciated nor used fully by local and regional governments in the V4 countries.

The information society topics are incorporated, e.g., in these current Community Programmes:

Competitiveness and Innovation Framework Programme (CIP)

This programme is structured into three main blocks: Innovation and Enterprise, ICT Policy Support Programme and Smart Energy. One of them – ICT Policy Support Programme (ICT PSP) – focuses on stimulating innovations and competitiveness by means of wider and better use of ICT by citizens, public administration bodies and companies. It is based on the Digital Agenda for Europe. A work programme is prepared for each year with a prospect of supported themes and allocated finances. The work plan for 2012 contains themes such as: ICT for Smart Cities, Digital content, open data and creativity, ICT for innovative administration and public services, credible eServices and other activities.



7th Framework Programme (7FP)

Framework Programmes for Research and Technological Development (FP), Framework Programmes for short, constitute a group of programmes created each time again for a new programme period. For the period of 2007–2013, **7th Framework Programme** (7FP) was issued. This programme is structured into the areas (sub-programmes) of Cooperation, Thoughts, People, and Capacities. Although the Programme suits research institutions and universities better, it is also suitable in cooperation with public administration. The ICT area is supported with respect to its key role in increasing productivity and applying innovations, in modernization of public administration, health care, education and transport, as well as progress in science and technologies by supporting cooperation and information sharing. As a continuation of the Framework Programmes for 2014–2020, a Horizon 2020 programme is being prepared.



INTERREG

Another applicable programme is a programme supporting international cooperation of regions **INTERREG** (based on use of ERDF). At the moment, INTERREG IV is under way with its three sections (A cross-border cooperation, B international cooperation, C inter-regional cooperation). The enumeration of the programmes can further be complemented by URBACT II (supporting exchange of experience and best practices), or possibly lifelong learning programmes (Leonardo da Vinci, Erasmus, Comenius, Grundtvig).



3.5.5 Projects

Examples of the projects implemented with the support within the Community Programmes:

- STORK – („Secure Identity Across Borders Linked“, recognition of electronic ID cards all over EU)
- PEPPOL – (Pan-European Public eProcurement On-Line)
- SPOCS – („Simple Procedures Online for Cross-border Services“)
- epSOS – („Smart Open Services for European Patients“)

There are also, e.g., ADD ME! (digital eMpowerment), CEMSDI (civil-servants empowerment), DIEGO (inclusive eGovernment), EGOS (eGovernment services). Regarding Smart Cities and Living Labs themes: FIREBALL (Future Internet Research and Experimentation By Adopting Living Labs – towards Smart Cities), PROGR-EAST – Innovative PROcurement techniques to support the GRowth of competitiveness for public services in EASTern Europe. The issues of Pre Commercial Procurement for eGovernment (V4 + SL), EPIC, Life 2.0, Open Cities, PEOPLE, PERIPHERIA, SMARTiP, SMART-ISLANDS.

4 REGIONAL DIVISION AND ASSOCIATIONS OF MUNICIPAL GOVERNMENTS

The issue of ICT use in public administration is closely connected with the tasks dealt by administration at various levels – i.e. state, regions, towns and municipalities. As ICT and eGovernment are developed at the level of local and regional governments, there must be taken into account not only administrative division of the state, division of competencies and obligations among state bodies and local and regional governments, delegation of power in agendas from the state to the regions and municipalities, but also the way of financing, providing the contact with the citizens, care about the territory, building of the infrastructure, sharing of data and information services and other aspects.

Naturally the local and regional governments take an active part in mutual voluntary cooperation within the associations. Thematic cooperation concerning also the issue of information society is mostly based on reciprocal exchange of experience, application of common procedures, and promotion of common interests of the local and regional governments towards the state or efficient inclusion into the international activities, at least within the EU.

4.1 Czech Republic

4.1.1 Regional division

The Czech Republic (CR) is administratively divided into 14 regions (or let us say higher territorial self-governing units).

Overview of regions of CR: the Capital Prague, Central Bohemia Region, South Bohemia Region, Plzeň Region, Karlovy Vary Region, Ústí nad Labem Region, Liberec Region, Hradec Králové Region, Pardubice Region, Vysočina Region, South Moravia Region, Olomouc Region, Moravia-Silesia Region, Zlín Region.

In total there are 6 250 municipalities in the Czech Republic. The smallest municipalities have only a few tens of inhabitants; the biggest municipality is the Capital Prague with more than 1.2 million of inhabitants. The name town, which is connected rather with historical development, is used with 601 municipalities. Specific position is entitled to the so called statutory towns, in whose head there is a lord mayor (not a mayor) and which are entitled by their Statute to establishing boroughs or town districts and delegate to them selected competencies. Their number changes continually and at present there are 26 statutory towns in CR.



From the point of view of the state administration performance in the delegated power there have been since 2003 (after dissolution of counties) used three types of municipalities: (a) municipalities with delegated power (ORP), municipalities of type III (in total 205 municipalities, usually bigger towns), (b) municipalities with delegated municipal authority, municipalities of the type II (in total 393 municipalities), (c) other municipalities, municipalities of the type I. Nevertheless, the counties still exist (in total 76 counties), because some institutions (e.g. courts, prosecution, police) still have their county authorities and counties are used also as a statistical unit of the Czech Statistical Office.

A specific position resulting from the law is entitled to the Capital Prague, which is both municipality and region. Some competencies are delegated by the Statute of the Capital Prague to the town districts. In total it has 57 town districts, out of which 22 are administrative districts, which equals them to about the same position as the municipalities with delegated power.

Prague is the biggest city, it has 1.241 million inhabitants. Other biggest cities are Brno (379 thousand inhabitants), Ostrava (300), Plzeň (167), Liberec (102), Olomouc (99) – data by 1 January 2012.

4.1.2 Associations of municipal governments

Association of Regions of the Czech Republic, www.asociacekraju.cz

The Association of Regions CR (AK ČR) was founded in 2001. It associates 14 regions of CR including the capital Prague. The supreme body of AK CR is the Council composed of presidents of each region and lord mayor of the capital Prague. The Council establishes commissions as its advisory bodies. One of it is the Commission for Informatization of Public Administration. This Commission closely cooperates with the Commission for Informatics of SMO CR.



Union of Towns and Municipalities of the Czech Republic, www.smocr.cz

After 1989 the Union of Towns and Municipalities of CR continued in the activity, whose roots go back to the year 1907. At present it associates about 2.5 thousand of municipalities in CR (40% of the total number of municipalities, in which there lives 75% of inhabitants of CR). Members of the Union are statutory towns, towns as well as smaller municipalities whose well balanced interests are solved by chamber structure of the Union. The Union is structured into the following bodies: The Assembly (the supreme body), The Council (for the period between the Assembly sessions), The Executive Board (it is in charge of operative management), which has 11 members. The Union is a member of the international organization the Council of European Municipalities and Regions (CEMR).



The Executive Board establishes advisory bodies in the form of expert commissions. One of such commissions is the Commission for Informatics (KISMO).

Association of Secretaries of Town and Municipal Authorities, www.stmou.cz

The Association was founded in 1994 aiming at promotion of vocational interests and cooperation on development of public administration in CR. At present it has 311 members (and other 13 honorary members). The Association is a member of the international organization U.D.I.T.E. In the Executive Board there is one deputy from each municipality of all regions of CR.



Association of Municipal Governments of the Czech Republic, www.smscr.cz

The Association was founded in 2008. Its members are usually smaller municipalities and towns. The Association primarily tries to promote a balanced allocation of tax revenues between municipalities and towns in CR (budgetary tax allocation). There is not established any specific operating body for dealing with information society issue.



4.2 Hungary

4.2.1 Regional division

Present administrative division of the Hungarian Republic was established in 1990 and modified in 1996 and 1999. The country has been (since 1950) divided into 19 counties (megyék) and the territory of the capital Budapest, which has a special statute. The counties are subdivided into districts (kistérségek), 168 in total. A significant position is taken by the so called towns with county right, 23 in total.



The capital and at the same time economic and political centre of Hungary is Budapest, where there lives 1.734 million inhabitants (information by 1 January 2011). Other biggest cities are: Debrecen (208 thousand inhabitants), Miskolc (168), Szeged (170), Pécs (158), Győr (131).

4.2.2 Associations of municipal governments

Hungarian National Association of Local Authorities – www.itoosz.hu

Települési Önkormányzatok Országos Szövetsége (TÖÖSZ). Member of CEMR



National Association of Intelligent Local Authorities Intelligens – www.itosz.hu

Társadalomért Országos Szövetsége (ITOSZ)

Association of the Cities with County Rights – www.mjvsz.hu

Megyei Jogú Városok Szövetsége (MJVSZ)



ITOSZ
INTELLIGENS TÁRSADALOMÉRT
ORSZÁGOS SZÖVETSEG

4.3 Poland

4.3.1 Regional division

Poland is divided into 16 voivodeships (województwa), 379 counties (powiaty, out of which there are 65 towns with county rights) and 2478 municipalities (gminy). In comparison with municipalities in CR the Polish municipalities are usually bigger and they rather refer to a district of delegated municipal authorities.

There are three types of municipalities (according to the act of 2001):

- Rural (without statute of a town),
- Combined urban-rural (composed of a town and more villages),
- Urban (all their territory is occupied by town)

There are two types of counties (according to the act of 1998):

- Provincial county (including neighbouring municipalities),
- Urban county (on the town territory, having county rights)



List of voivodeships: Lower Silesian, Opolskie, Lubusz, Greater Poland, West Pomeranian, Kuyavian-Pomeranian, Pomeranian, Warmian-Masurian, Łódź, Masovian, Lesser Poland, Silesian, Lublin, Podkarpackie, Podlaskie, Swietokrzyskie

In Poland there are in total 897 towns, out of which 39 has above 100 thousand inhabitants. Polish towns establish nowadays town agglomerations, such as are known from the Western Europe. The biggest agglomeration is so called Silesian megalopolis, which consists of a conglomerate of 19 municipalities with a total number of 2.2 million inhabitants.

The biggest Polish cities include: Warszawa (Warsaw) – 1.717 million inhabitants, Kraków – 756 thousand inhabitants, Łódź – 740 thousand inhabitants, Wrocław – 633 thousand inhabitants, Poznań – 553 thousand inhabitants, Gdańsk – 457 thousand inhabitants, Szczecin – 406 thousand inhabitants

4.3.2 Associations of municipal governments

Związek Powiatów Polskich – www.zpp.pl

Association of Polish Counties (member of CEMR)

Związek Województw Rzeczypospolitej Polskiej – www.zwrp.pl

Unia Metropolii Polskich – www.selfgov.gov.pl

Związek Miast Polskich – www.miasta-polskie.pl, www.zmp.poznan.pl

Association of Polish Cities (member of CEMR)

Mazowieckie Stowarzyszenie Gmin na rzecz Rozwoju Społeczeństwa Informacyjnego (MSSI) – www.mssi.pl

Śląski Związek Gmin i Powiatów – www.silesia.org.pl

Związek Gmin Wiejskich RP – www.zgwrp.pl

Unia Miasteczek Polskich – www.ump.net.pl

Urzędy Marszałkowskie - Program WROTA – www.wrotapomorza.pl



4.4 Slovakia

4.4.1 Regional division

The Slovak republic (SR) is divided into eight self-governing regions (Bratislava Region, Košice Region, Nitra Region, Prešov Region, Žilina Region, Trenčín Region, Trnava Region and Banská Bystrica Region) and 79 counties. A region is an independent self-governing unit of SR.



Slovakia has 138 towns and 2883 municipalities.

The capital of SR is Bratislava with the population of 446 819. Other big cities include Košice (241 thousand inhabitants), Prešov (93 thous. inhab.), Nitra (87 thous. inhab.), Žilina (87 thous. inhab.) and Banská Bystrica (85 thous. inhabitants).

Regional administrative division of SR is specified in three legal regulations. The basic one is the Act on Regional and Administrative Division of the Slovak Republic of 1996, which defines the basic division of SR into 8 regions and 79 counties. The municipalities and regions have their own competencies and they perform the state administration in delegated power according to the relevant acts. Since January 2004 public administration structure has been altered in sense of delegating of more than 400 competencies from the state administration to the municipal governments.

4.4.2 Associations of municipal governments

Union of Towns and Cities of Slovakia – www.unia-miest.sk



The Union of Towns and Cities of Slovakia (ÚMS) was established in 1994 and it associates especially cities and towns (at present it has 73 members, some of them are members of ZMOS). It participates in creating legislative framework and cooperates with the government of Slovakia on various thematic issues concerning local and regional governments. ÚMS has established an expert commission for the informatization area – Commission for Informatization of Municipal Governments (KPIUS). Its members are representatives of the Executive Board of ÚMS, experts and representatives of cooperating expert organizations. The ÚMS cooperates with the Civic Association eSlovensko (eSlovakia), ZISS, eGov Systems, Centire, Appel, EMtest-SK, YMS. It also cooperates with self-governing organizations: the Association K8 (Association of Regional Towns of the Slovak Republic), the Association SK8 (Association of Self-governing Regions), KPM SR (Club of Lord Mayors of the Towns of the Slovak Republic).

Association of Towns and Municipalities of Slovakia – www.zmos.sk



The Association of Towns and Municipalities of Slovakia (ZMOS) has worked since 1990 to defend common interests of towns and municipalities. For example in the field of public administration reform, creation of legislative and financing. It is a voluntary non-profit organization. Towns and municipalities are represented by mayors and lord mayors. Bodies of the association are the Assembly (all members), the Council (composed of a chamber of towns and a chamber of municipalities) and the Executive Board as the chief executive body, and then there is a chairman (statutory body). ZMOS is a member of the European Association CEMR. The field of informatics is within ZMOS solved by an expert working section – Section of Finance and Informatics. ZMOS is together with the Ministry of Finance of SR a foundation member of the Association DEUS, which since 2011 has been in charge of the project Data Centre of Municipalities and Towns.

eSlovensko (eSlovakia) – www.eslovensko.sk



Civic Association for Informatization of Slovakia. It was established in 2002 on the grounds of previous cooperation on some projects. It participates in the projects concerning eGovernment, inclusion, tourism, security, education of employees of municipal governments responsible for informatics. At present e.g. projects ZISS.sk (Association of IT Officers of Municipal Governments of Slovakia, www.ziss.sk), ZlatyErb.sk (GoldenCrest.sk). It cooperates with the Union of Towns and Cities of Slovakia.

Association of IT Officers of Municipal Governments of Slovakia (ZISS) – www.ziss.sk

It was founded in 2006 in cooperation with the Association Slovakia and the Union of the Towns and Cities of Slovakia. The Association ZISS aims at uniting all IT officers in municipalities, towns, town districts and self-governing regions and creating space for communication, exchange of experience and professional growth of this profession and thus also of all municipal governments in Slovakia. The Association organizes regular conferences and provides electronic forum for IT officers. It cooperates with political representatives of municipal governments and associations of communal economists; it takes an active part in expert commissions of state administration. It participates in realization of some national projects in the area of informatization.



4.5 European associations of local and regional governments focused on information society

CEMR – The Council of European Municipalities and Regions

The Council of European Municipalities and Regions, CEMR, www.ccre.org was founded in 1951 (originally as the Council of European Towns). Today it is the biggest organization of its kind in Europe. Its members are more than 50 national associations of local and regional governments from 40 countries. These associations represent together about 100 000 towns, municipalities and regions.



CEMR defends interests of local and regional governments and their contribution to shaping future of Europe, it affects European politicians, legislative process, it helps with exchange of experience and that is also with partners from other parts of the world. The activity of CEMR covers a scope of relevant topics for local and regional governments. The activity is organized through thematically focused committees and working groups. CEMR has a seat and office in Brussels.

CEMR and the issue of information society

This issue is covered by the Working group on information society and e-government. It deals with the given issue as a challenge as well as an opportunity for local and regional governments to the modernization of services, development of competitiveness, enhancing democratic participation of citizens, relevant changes in the work style etc. Taking into account interests of the municipalities and regions it affects the policy of EU in the area of information society. For example it contributed to the discussion about the impact of Digital Local Agendas on realization of the strategy Digital Agenda for Europe (the conference Local Digital Agendas Meet the Digital Agenda for Europe, Brussels, 2011). The Working group CEMR closely cooperates with the association ELANET.

Members of CEMR from the V4 countries

Czech Republic:	Union of Towns and Municipalities CR (SMO ČR)
Hungary:	Hungarian National Association of Local Authorities (TÖOSZ, Települési Önkormányzatok Országos Szövetsége / Association of Hungarian Local Governments and Representatives (MÖSZ), Partnership of Hungarian Local Government Associations (Kisvárosi Önkormányzatok Országos Érdekszövetsége (KÖOESZ)
Poland:	Association of Polish Cities / Association of Polish Counties
Slovakia:	Association of Towns and Municipalities of Slovakia (ZMOS)

EUROCITIES

EUROCITIES (www.eurocities.org) is an association of European cities. Since its establishment in 1986 this association has associated organizations of municipal governments of more than 140 cities from 30 European countries. EUROCITIES represents interests of its members and it joins the dialogue with European institutions in the area of politics concerning the towns.

Continuous work of EUROCITIES is organized in six thematic groups (Forums): Culture, Economy, Environment, Knowledge society, Mobility, Social issues.



Knowledge Society Forum of EUROCITIES (KSF)

Till 2005 it worked under the name of TeleCities. It deals with the use of ICT in favour of modernization and development of towns in various areas, e.g. public services, economic development, employment, education, sustainable life style, inclusion of disadvantaged citizens etc. Associated members of KSF are also the representatives of IT companies (IBM, Microsoft, ATOS). KSF creates a platform for exchange of experience, cooperation as well as discussion on the relevant policies of EU and that is especially at its regular quarterly meetings or within the activity of each thematic working group.

KSF initiated origination of declaration **Green Digital Charter** (www.greendigitalcharter.eu) focused on use of ICT in favour of climate protection and sustainable development. In 2011–2012 it was joined by 28 towns out of 14 countries (none from the V4). Their cooperation lead, among others, to the establishment of common project NICE – Networking Intelligent Cities for Energy Efficiency.

KSF covers also the issue of urban modernization according to the concept Smart Cities and that is not only from the point of view of energetics and climate protection, but also use of ICT in all functional areas of administration and town development including transport, utilities, inclusion etc. Some member towns of KSF have experience with implementation of the concept Living Labs and development of the cooperation of a town with universities, private companies and various groups of citizens.

Member towns of EUROCITIES from the V4 countries

Czech Republic: Brno, Ostrava* (KSF), Plzeň, Prague (KSF)

Hungary: Budapest*

Poland: Bialystok (KSF), Bydgoszcz (KSF), Gdansk (KSF), Katowice (KSF), Krakow (KSF), Lodz (KSF), Lublin (KSF), Poznan (KSF), Rzeszow (KSF), Warsaw (KSF), Wroclaw (KSF)

Slovakia: Bratislava (KSF), Košice*

Rem.: By (KSF) there are marked cities active in EUROCITIES – Knowledge Society Forum,

* by asterisk there are marked cities with the statute of associated member.

ELANET

Organization ELANET (<http://elanet.inescporto.pt>) started its activity in 1996 as an informal network of associations of local and regional governments, companies and institutions for support of innovations with use of ICT. In 2010 it altered into an association of experts concerning this issue (Community of Practice).



ELANET organizes a prestigious conference EISCO (European Information Society Conference), which has been held about every 18 months in various European towns already since 1998 (the first year was in Brussels, so far the last one was in 2012 in Guimaraes, Portugal). At the EISCO conferences there were accepted key documents concerning the issue Digital Local Agenda (2005 Cracow/PL, 2007 Hämeenlinna/FI). The DLA (or LDA) issue is another of ELANET's activities. For example the projects supported by the European Commission: DLA, ADDME!, CEMSDI (2009–2012), earlier also PRELUDE, KEELAN, THREE ROSES, EUSSLAND etc.

The association ELANET cooperates with other similarly occupied associations, e.g. CEMR, IT4ALL, eris@, eForum, EUROCITIES Knowledge Society Forum, Global Cities Dialogue.

MAJOR CITIES OF EUROPE – IT USERS GROUP

The organization Major Cities of Europe IT Users Group (<http://www.majorcities.org>, MCE) associates towns, which cooperate in the area of implementation of information technologies in the city administration. It was founded in 1982 from the London's initiative. Members of MCE are towns from 16 countries from Europe and some other countries (e.g. Boston, Tel Aviv, Tbilisi). The V4 countries are not represented in this network. Apart from the mutual cooperation and exchange of experience the organization uses its standpoints in the discussion with other local and regional governments, IT companies and EU bodies. The organization is managed by the committee elected at the annual conference. Besides the conferences the organization holds thematically focused workshops, e.g. "Smart Cities", "Municipal Wireless", "Local Government Transformation", "e-administration in action", "Open Source in Local Government" and "Shared service Centers, Outsourcing and Cloud computing".



GLOBAL CITIES DIALOGUE

Global Cities Dialogue (GCD, <http://www.globalcitiesdialogue.com>) is an international network of leading representatives of towns (not only from Europe, but also the whole world), who take an active part in development of information society in favour of municipalities and citizens. GCD was founded in 1999 from the initiative of 12 towns. At present its members include 200 towns from five continents, which are represented by their lord mayors and mayors. Obligations of the members are confirmed by signature of Declaration of Helsinki "Mayors of the World for a Global Cities Dialogue on the Information Society".



GCD emphasises significance of towns as catalysers for application of innovations and use of ICT in favour of all citizens. At present it has three main topics and working groups: eGovernment, Goibg ecological and Digital Solidarity. It deals also with issues such as eParticipation and inclusion. GCD cooperates with the organization Global Business Dialogue, and in Europe e.g. with EURO CITIES Knowledge Society Forum.

GCD and towns of the V4 countries (signatories of Declaration of Helsinki)

Czech Republic*:	Hluboká, Jihlava, Ostrava, Pardubice, Plzeň, Prague, Třinec
Hungary:	Kecskemét
Poland:	Czestochova, Gdansk, Katowicw, Lublin, Ostrow Wielkopolski, Pulawy, Sopot, Swarzedz, Tarnow, Walbrzych, Wroclaw, Zakopane
Slovakia:	Banská Bystrica, Bratislava, Martin, Moldava nad Bodvou, Poprad

**Rem.: Formal signing ceremony of the Declaration was held in CR at the event of the ISSS conference.*

5 STATISTICS – INDICATORS OF INFORMATION SOCIETY

5.1 Methodology and sources

Evaluation of the state and development of the information society and eGovernment in the V4 countries presents a basic framework for Local Digital Agenda (LDA/DLA) assessment. In connection with strategies accepted at the EU level, which means with the Digital Agenda for Europe and its predecessors (i2010), there were prepared studies that focused on the methodical approach to the comparison of individual countries. Indicators focused on the issue of information society became the subject of official agenda of statistical offices of each country and they are followed and published also by the European institution EUROSTAT. A specific set of indicators is presented by the European Commission on the web sites devoted to the Digital agenda for Europe. Other sources above the EU framework are represented by OECD, UN, specific surveys and others.

In its database **EUROSTAT** (<http://epp.eurostat.ec.europa.eu>) files and publishes tens of indicators in the section information society (Information statistics), which is divided into main groups and subgroups. EUROSTAT publishes the outputs in the form of tables, charts and maps.

On the web sites to **the Digital Agenda for Europe** the European Commission presents a database for about one hundred of indicators including tools for their display, or more precisely for downloading the values (Digital Agenda Scoreboard, See http://ec.europa.eu/information_society/digital-agenda/scoreboard). The indicators are divided into thematic groups and they enable i.a. comparison of state and development of information society in each country. Besides the values there are presented data sources, range and specification of each indicator. The main source is EUROSTAT, but there are also other information sources, e.g. COCOM (Commission services, through National Regulatory Authorities, for the Communications Committee), eGovernment Benchmarking Report EC/Capgemini, record of Community Programmes projects (FP7-ICT) etc.

Choice of indicators for LDA-V4

The indicators chosen for this study from the above mentioned sources follows the concept of state and development benchmarking at the EU level. Nevertheless they do not copy it literally. The choice of indicators in the context of LDA-V4 issue was affected by the preference of topics connected with performance of public administration and conditions for development and use of electronic services for citizens and enterprises. The chosen indicators are divided into the following groups:

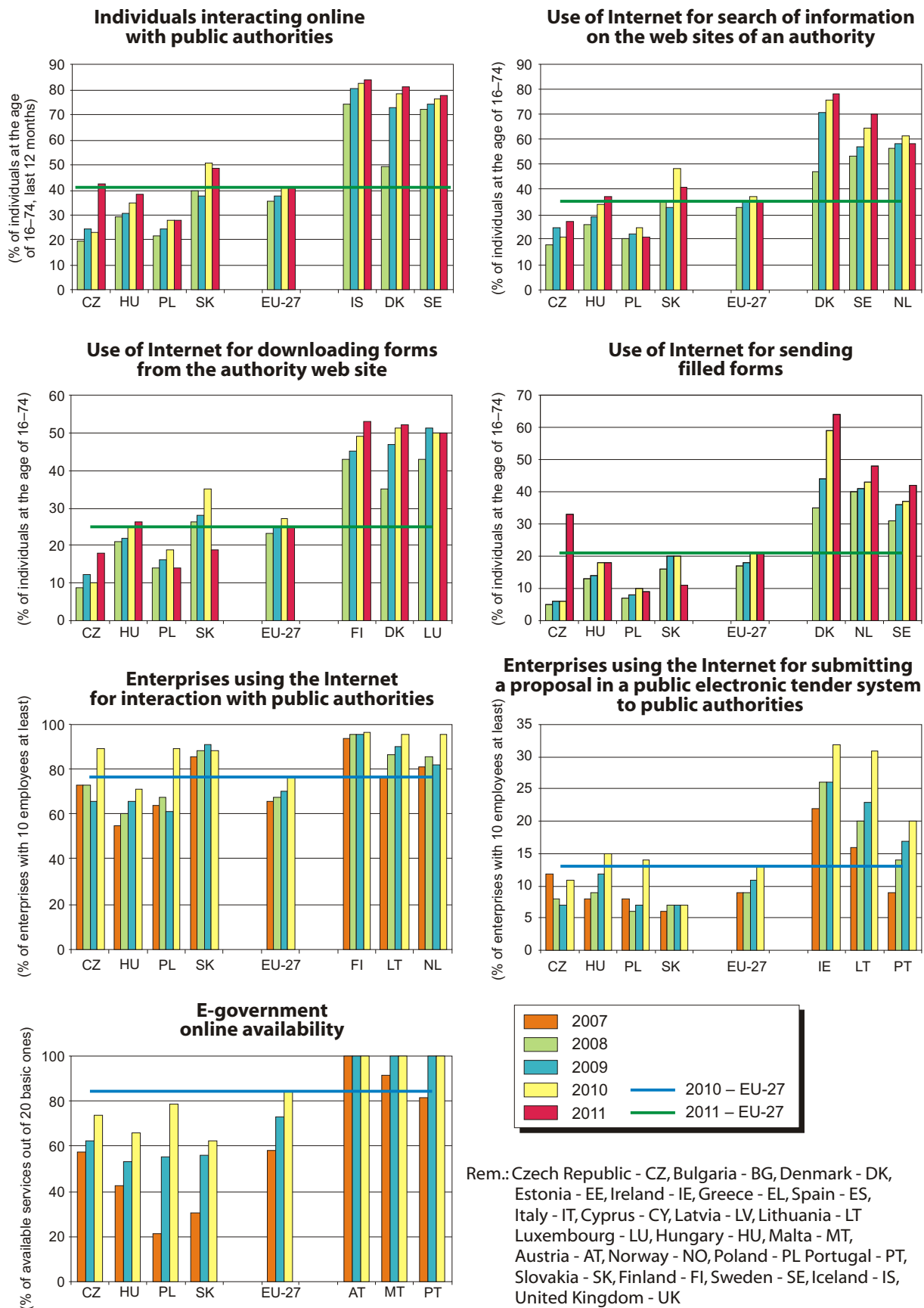
1. eGovernment (public services) – *it presents a key interest area*
2. Broadband – *connectivity is a basic technical condition for the services*
3. Use of ICT and Internet by individuals – *skills and habits of the citizens are the basic presumption of demand for electronic services of public administration*
4. Use of ICT and Internet in business sphere – *information maturity and practice of the enterprises affect demand for electronic services of public administration*
5. Information about ICT sector, research and development – *additional information for evaluating the situation in the individual countries, use of EU funds for research and development (FP7)*

Within the LDA-V4 project there were totally gathered and evaluated 27 indicators. In the brochure there is presented a selection of those that are presented in the form of a chart.

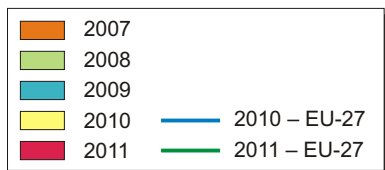
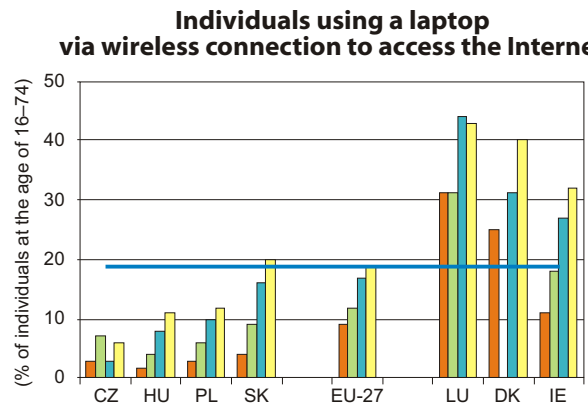
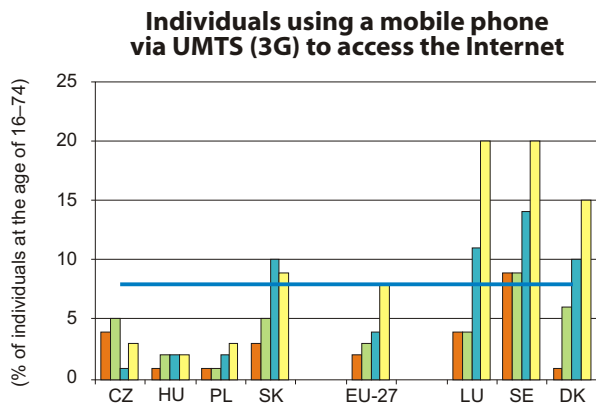
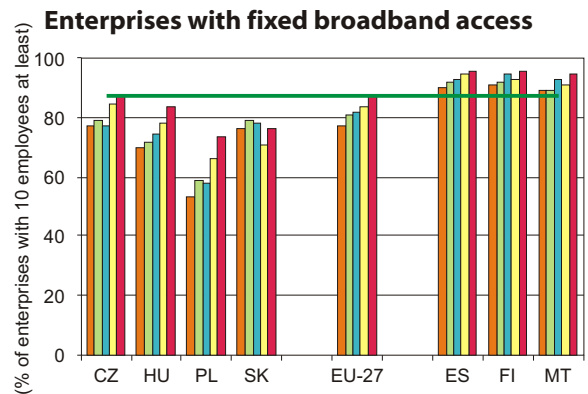
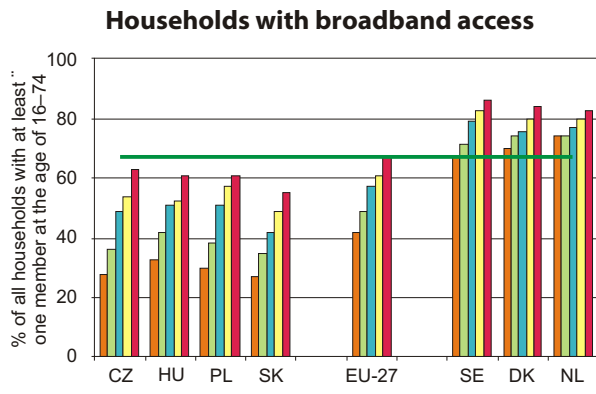
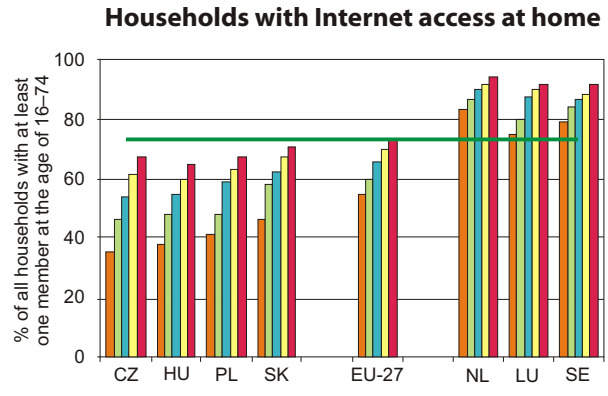
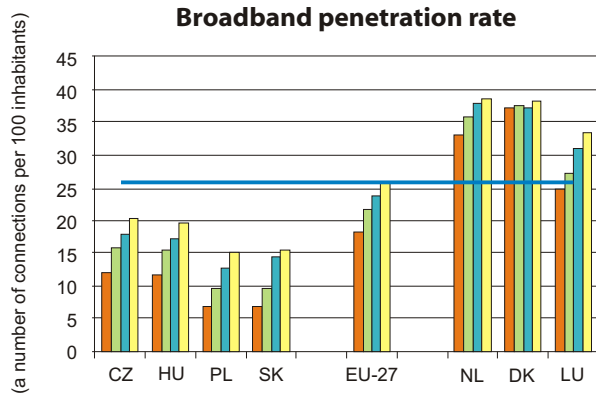
5.2 Values of indicators

For the purpose of evaluation of the development the data are presented mostly for a four- to five-year period (according to the data availability). For the purpose of comparing the situation in the V4 countries with the surrounding countries, there is presented also an average for all EU countries (EU27) and data from the countries that have reached the top three positions in the scale of EU countries in the past evaluated year.

5.2.1 eGovernment

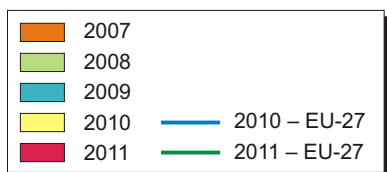
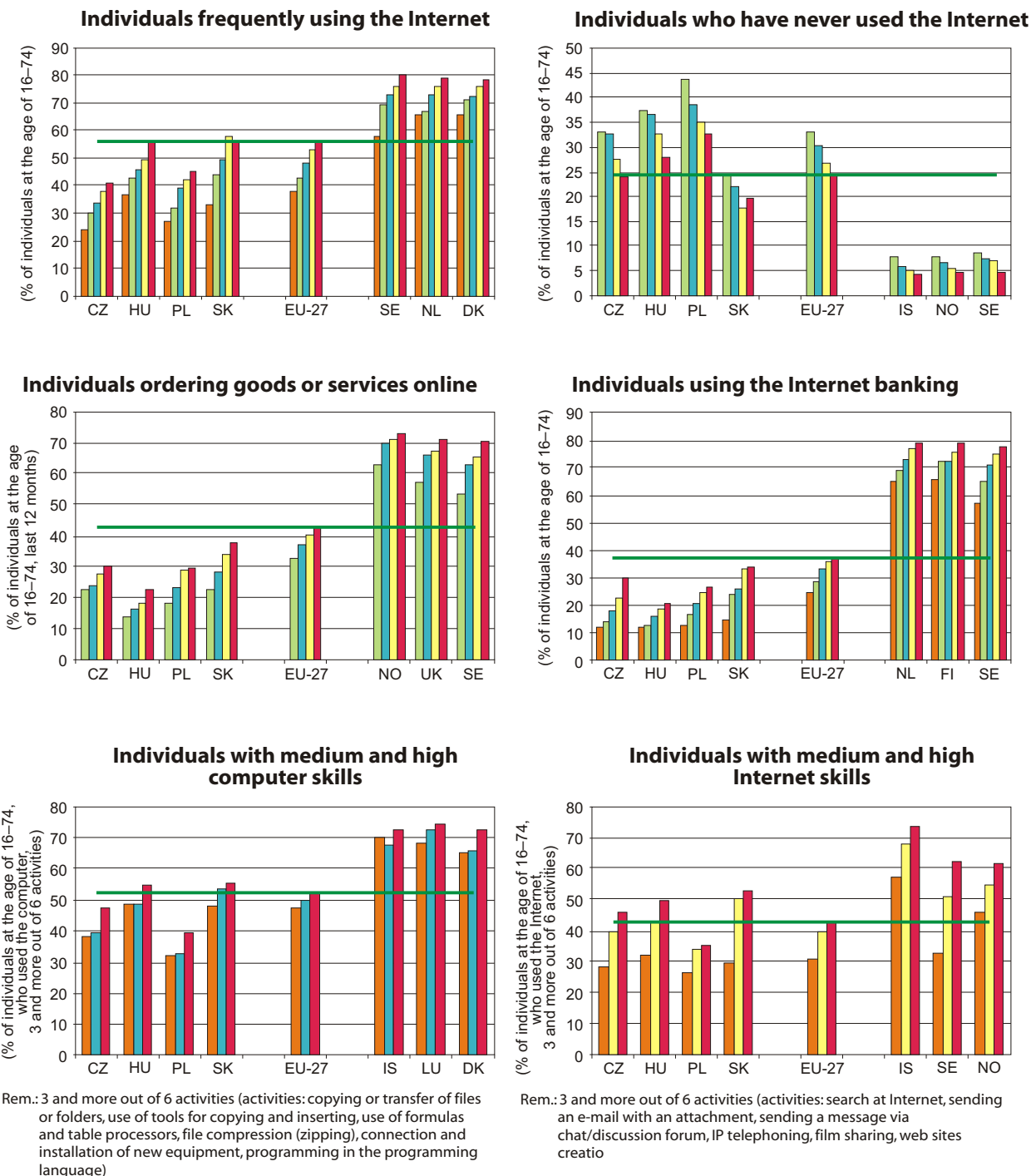


5.2.2 Broadband – high speed connection



Rem.: Czech Republic - CZ, Bulgaria - BG, Denmark - DK, Estonia - EE, Ireland - IE, Greece - EL, Spain - ES, Italy - IT, Cyprus - CY, Latvia - LV, Lithuania - LT, Luxembourg - LU, Hungary - HU, Malta - MT, Austria - AT, Norway - NO, Poland - PL, Portugal - PT, Slovakia - SK, Finland - FI, Sweden - SE, Iceland - IS, United Kingdom - UK

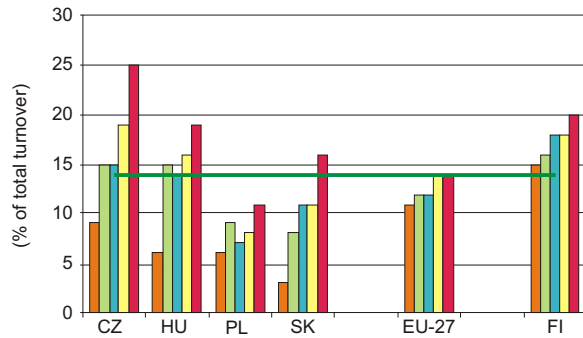
5.2.3 Use of ICT and Internet by individuals



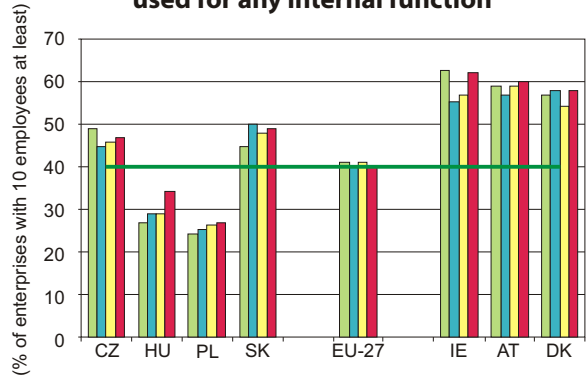
Rem.: Czech Republic - CZ, Bulgaria - BG, Denmark - DK, Estonia - EE, Ireland - IE, Greece - EL, Spain - ES, Italy - IT, Cyprus - CY, Latvia - LV, Lithuania - LT, Luxembourg - LU, Hungary - HU, Malta - MT, Austria - AT, Norway - NO, Poland - PL, Portugal - PT, Slovakia - SK, Finland - FI, Sweden - SE, Iceland - IS, United Kingdom - UK

5.2.4 Use of ICT and Internet in business area

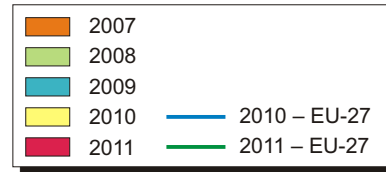
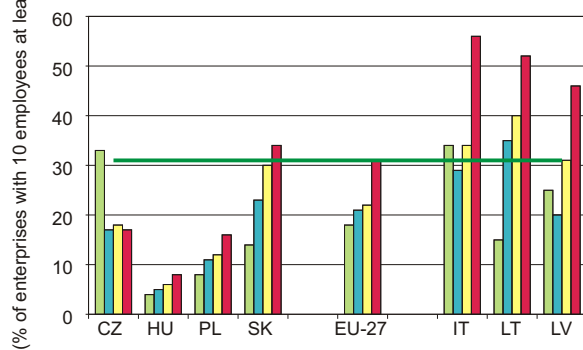
Share of enterprises' turnover on e-commerce



Enterprises sharing electronically information on sales or on purchases with the software used for any internal function



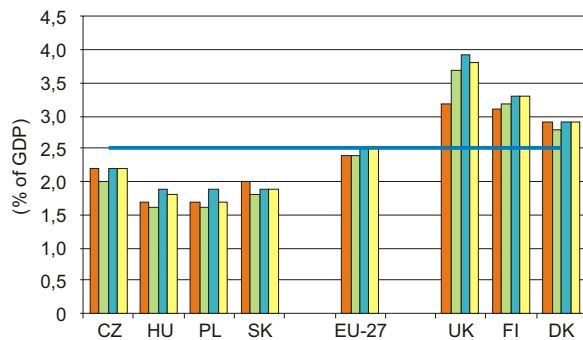
Enterprises sending and/or receiving e-invoices



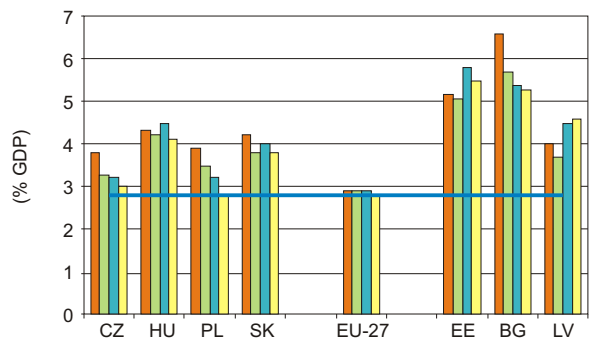
Rem.: Czech Republic - CZ, Bulgaria - BG, Denmark - DK, Estonia - EE, Ireland - IE, Greece - EL, Spain - ES, Italy - IT, Cyprus - CY, Latvia - LV, Lithuania - LT, Luxembourg - LU, Hungary - HU, Malta - MT, Austria - AT, Norway - NO, Poland - PL, Portugal - PT, Slovakia - SK, Finland - FI, Sweden - SE, Iceland - IS, United Kingdom - UK

5.2.5 Information about ICT sector, research and development

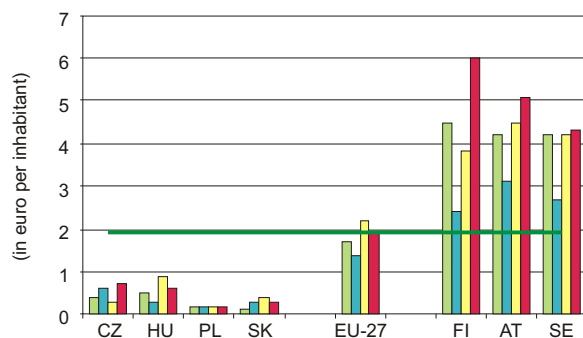
ICT expenditure by type of product – Information Technology Expenditure



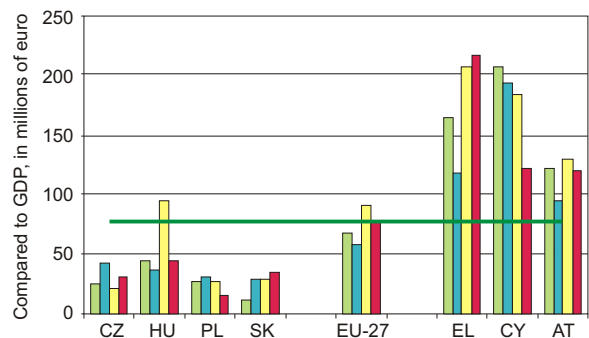
ICT expenditure by type of product – Communications Expenditure



Total EC funding to participants in FP7-ICT projects



Total EC funding to participants in FP7-ICT projects



5.3 United Nations E-Government Development Database

United Nations E-Government Development Database (UNeGovDD, <http://www2.unpan.org/egovkb/index.aspx>) is a comparative tool that enables to follow the achieved progress in e-government development in the evaluated countries and their mutual position within the worldwide scale. The database contains data since the year 2003 and it is available online with the possibility to export data. It was created within the programme UNPAP (UN Public Administration Programme).

The primary data source of UNeGovDD is summary reports and UN research about e-government development that bring system evaluation about the way the governments use information and communication technologies. Last survey data are collectively presented in the study The United Nations E-Government Survey 2012: E-Government for the People.

For evaluation of e-government state there is used **E-government development index** (EGDI) that measures willingness and possibilities of the governments to use information and communication technologies for providing public services. All follows the comparative research of 193 member countries. Mathematically the index is structured as a weighted average of some other indexes, which describe the most important dimensions of e-government. It concerns the scope and quality of online services (online service index), development of state of telecommunication infrastructure (telecommunication index), and the human capital itself (human capital index).

E-Government Development Index

Country	E-Government 2012	Rank 2012	Rank 2010
Top 10 countries			
Republic of Korea	0.9283	1	1
Netherlands	0.9125	2	5
UK of Great Britain and Northern Ireland	0.8960	3	4
Denmark	0.8889	4	7
United States of America	0.8687	5	2
France	0.8635	6	10
Sweden	0.8599	7	12
Norway	0.8593	8	6
Finland	0.8505	9	19
Singapore	0.8474	10	11
V4 countries			
Hungary	0.7201	31	27
Czech Republic	0.6491	46	33
Poland	0.6441	47	45
Slovakia	0.6292	53	43
World average	0.4877		

Rem.: 193 countries evaluated

5.4 Summary evaluation

The V4 countries have made a significant progress in the past decade. In the area of information society and eGovernment they already rank among the countries that come near the European average (EU27) in a number of indicators. In some cases they are even above it. There must be however taken into account that the average value decreased after the entry of Bulgaria and Romania in 2007.

Values comparison for each V4 country with the average of EU27 and a complete set of indicators are presented in the summary table. Numeric values were used for division into the five categories that are marked by colours (from red for the values for 50% of average up to deep green for the values above 110%). The table also shows three countries with the best values. As an illustration

there are at six indicators presented also maps that are similarly as charts generated online from the Eurostat databases.

In none of the selected indicators the V4 countries rank among the European top, which is represented especially by Scandinavian countries, the United Kingdom, Austria and others including the Baltic countries.

The V4 countries lag behind the EU27 average mostly in the indicators with a broadband access mainly in the use of wireless access. They lag totally behind other countries in the use of financial means from the EU Community Programmes, which i.a. requires active international cooperation.

On the contrary the best values in comparison with other countries, the V4 countries get in the use of ICT and Internet in business area (e.g. e-sales). They get as good score in the area of computer and Internet skills. The results show that the contact with public administration via Internet in the V4 countries is more active in case of enterprises than individuals.

The values for enterprises come even above the European average. Below-average values are shown also by an indicator assessing eGovernment online availability based on evaluation of the set of 20 basic state services.

The United Nations scale on eGovernment development shows that the countries belonging to the European top rank among the best also on the worldwide scale. The best positions in the first top ten are shared with South Korea, USA and Singapore. In 2012 the V4 countries ranked on this scale of 193 evaluated countries at the positions between 31 and 53.

Values of information society indicators of the V4 countries related to the average of EU27 (EU27=100)

Indicator	CZ	HU	PL	SK	3 TOP
eGovernment					
Individuals interacting online with public authorities	104	96	75	111	IS, DK, SE
Use of Internet for search of information on the web sites of an authority in the past year	77	106	60	117	DK, SE, NL
Use of Internet for downloading forms from the authority web site	72	104	56	76	FI, DK, LU
Use of Internet for sending filled forms	157	86	43	52	DK, NL, SE
Enterprises using the Internet for interaction with public authorities	117	93	117	116	FI, LT, NL
Enterprises using the Internet for submitting a proposal in a public electronic tender system to public authorities	85	115	108	54	IR, LT, PT
E-government online availability	88	80	94	74	AT, MT, PT
Broadband – high speed access					
Broadband penetration rate	77	77	58	62	NL, DK, LU
Households with Internet access at home	92	89	92	97	NL, LU, SE
Households with broadband access	94	91	91	82	SE, DK, NL
Enterprises with fixed broadband access	100	97	84	87	
Individuals using a mobile phone via UMTS (3G) to access the Internet	38	25	38	113	LU, SE, DK
Individuals using a laptop via wireless connection to access the Internet	32	58	63	105	LU, DK, IE






continue...

Indicator	CZ	HU	PL	SK	3 TOP
Use of ICT and Internet by individuals					
Individuals frequently using the Internet	73	100	80	100	SE, NL, DK
Individuals who have never used the Internet	100	95	88	105	IS, NO, SE
Individuals ordering goods or services online	70	51	70	86	NO, UK, SE
Individuals using the Internet for seeking health information	82	126	61	100	FI, DK, DE
Individuals using the Internet for Internet banking	81	57	73	92	NL, FI, SE
Individuals using the Internet for looking for a job	41	118	65	106	DK, LV, FI
Individuals with medium and high computer skills	188	220	156	220	IS, LU, DK
Individuals with medium and high Internet skills	107	114	81	123	IS, SE, NO
Use of ICT and Internet in business area					
Share of enterprises' turnover on e-commerce	179	136	79	114	FI
Enterprises sharing electronically information on sales or on purchases with the software used for any internal function	118	85	68	123	IE, AT, DK
Enterprises sending and/or receiving e-invoices	55	26	52	110	IT, LT, LV
Enterprises using software solutions, like CRM to analyse information about clients for marketing purposes	59	41	76	147	AT, BE, FI
Information about ICT sector, research and development					
ICT expenditure by type of product – Information Technology Expenditure	88	72	68	76	UK, FI, DK
ICT expenditure by type of product –Communications Expenditure	107	146	100	136	EE, BG, LV
Total EC funding to participants in FP7-ICT projects *1	37	32	11	16	FI, AT, SE
Total EC funding to participants in FP7-ICT projects *2	38	58	21	45	EL, CY, AT

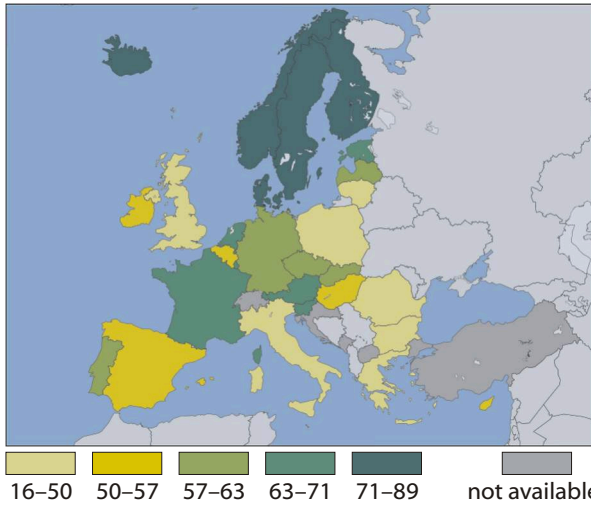
*1 – in euro per inhabitant

*2 – Compared to GDP, in millions of euro

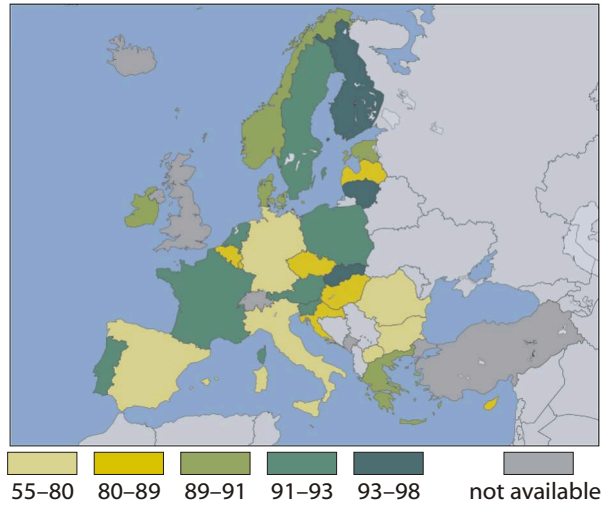
Key: % of average value for EU27 (EU27=100)

	below 50%
	50–69%
	70–89%
	90–109%
	and more 110%

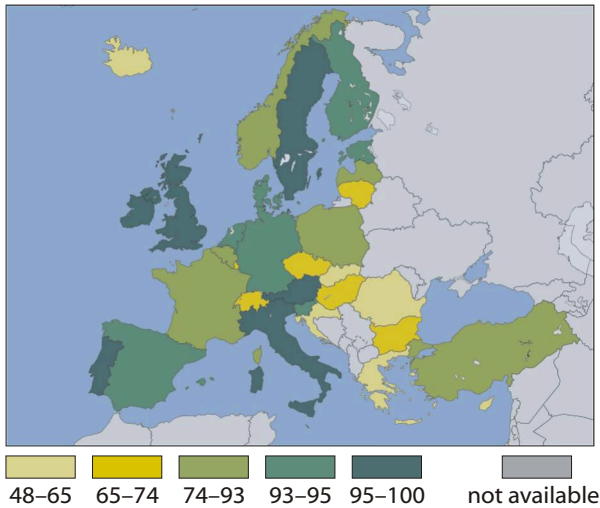
Individuals using the Internet for interaction with public authorities



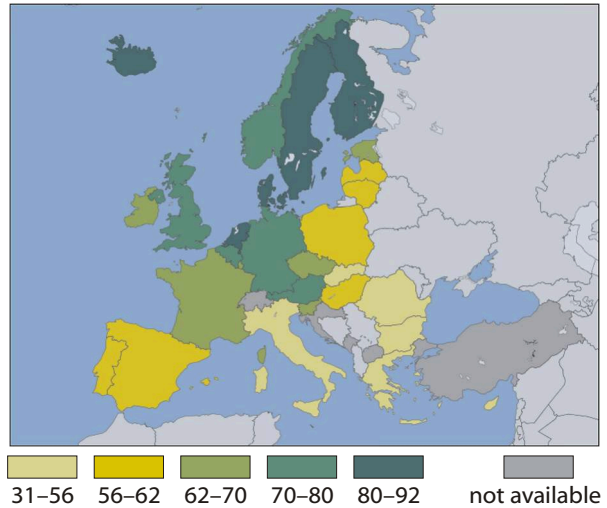
Enterprises using the Internet for interaction with public authorities



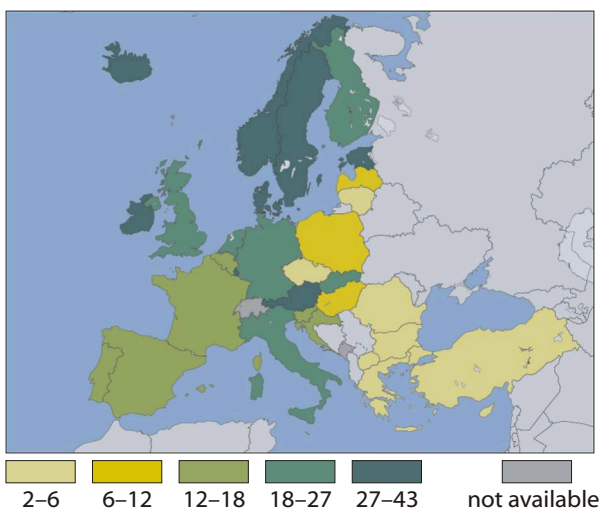
E-government online availability



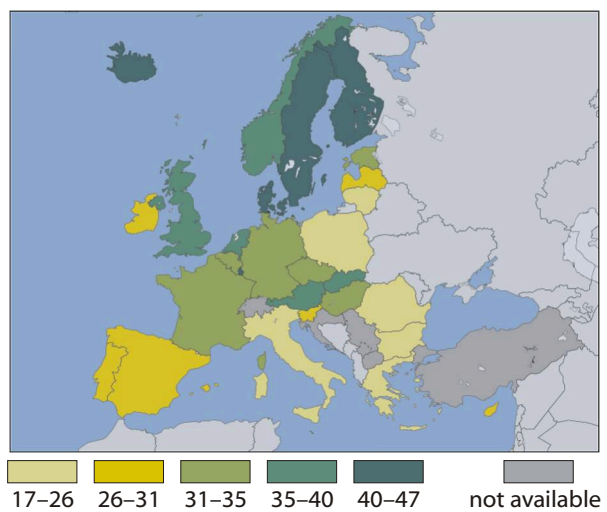
Households with broadband access



Individuals using a laptop via wireless connection to access the Internet



Individuals with medium and high Internet skills



6 PROJECTS EXAMPLES

Cooperation, exchange of information and experience same as sharing of inspirational examples of good/best practices belong to the basic tools without which we cannot imagine development of information society at the local and regional level. They are part of the Local Digital Agenda principles and they are included in the project LDA-V4. This chapter brings brief information about selected activities/projects in the V4 countries, which are in compliance with the principles of the Local Digital Agenda. It concerns activities mainly from the partners of the LDA-V4 project as well as other subjects that were selected and prepared as examples of best practice. The selection is compiled so that it would cover a broader range of topics – strategy, infrastructure, applications, services for citizens, education, competitions etc. In the chapter there is also included basic profile information about the partners of the LDA-V4 project at the relevant examples.

6.1 Czech Republic

6.1.1 Vysočina Region – ROWANet

ROWANet is a project of **regional optical telecommunications backbone network of public administration in the Vysočina Region** (www.rowanet.cz). The project is carried out by the



Information Technology Department of the Regional Authority of the Vysočina Region. The project partners are Optokon, Co. Ltd., s.r.o.; SelfServis, s.r.o.; AutoCont a.s., Cesnet, z.s.p.o. The first phase of the project took place in the period of 2004–2007. At present there is being finished a follow-up phase ROWANet 2 (2010–2012). The project is cofinanced from the Structural Funds EU, the present phase from the IOP.

The core philosophy of the project is to use existing or so far not realized projects of optical networks, or finishing their connection into relevant towns and municipalities. Building of the ROWANet network resulted in i.a. the following outputs: 154 km of cable optical network, 15 towns and municipalities connected to the network, 10 new public Internet access points, 75 authorities and organizations of public administration connected to the network, 5 newly established electronic services of public administration. Network existence also results in higher market competition with all the positive consequences for the user. The project also contributes to encouraging competitiveness in the Vysočina Region.

The built network enables interconnection of high amount of public institutions on its route (municipal and town authorities, libraries, schools, information centres), connection of health facilities and rescue service base stations (health rescue service, fire rescue brigade). Above this network owned by the Vysočina Region there is distributed IP connectivity of a few network types – e.g. Cesnet2 (academic network including connectivity into public internet), KIVS (Public Administration Communication Infrastructure), MI CR (Ministry of the Interior of the Czech Republic) network, MLSA (Ministry of Labour and Social Affairs) network, VPN network, IZS (Integrated Rescue System, IRS) and others.

Selected services of the ROWANet network: high-speed Internet (connection 10Mb/s–10Gb/s for the end customers), eGovernment (connection to ITS networks and transport of services of MI CR, IRS etc.), routing of state and private backbone networks, high-capacity storage site services, VPN, hosting, GIS and map services, services for public administration bodies (data storage sites, hosting of electronic registry and record management), services for the Integrated Rescue System, TriplePlay – VoIP (telephoning via Internet), IPTV (Internet television) and VoD (video on demand), Public Internet (WiFi hot-spots located in public places, in-door access points/computers), roaming (EDUROAM and private WiFi regional networks). **ROWANet II** offers new services such as distribution of video data of telecameras systems (redistribution of live picture from the telecameras on the motorway D1 and transmission of city telecamera systems data), regional eLearning system (possibility to use hosting system together with creation of own electronic courses), eProcurement for regional organizations (a united system of management and record of procurements).

6.1.2 Vysočina Region - eAmbulance

eAmbulance – electronic reservation system in the hospitals in the Vysočina Region (www.eambulance.cz). The project solves modern



online services for citizens and patients of hospitals in the Vysočina Region. The project partner is the Taiwan Institute for information industry. Time period 2010–2012.

The project aims to improve services for patients of expert ambulance cares through united reservation system via more channels – Internet, telephone, personal visit. It will be more comfortable especially for the patient visiting the hospital, it will eliminate waiting time, the reservation procedure will get more efficient, it will reduce use of other so far used ways – an appointment book etc.

To provide system security it is necessary to come in person to any regional hospital and register free of charge on the grounds of presenting a proof of identity and then he or she will get access to eAmbulance. System user can then via Internet access to the system and after choosing a hospital, an ambulance care and a suitable time, he or she makes an appointment. The appointment is confirmed to the patient by sms or an email, if he or she makes an appointment for later time than within 24 hours, he or she will get another notice a day before planned appointment. The patient gets informed about the waiting time (usually one hour), about his or her turn number and what is the maximum number of patients for the given time. After filing the data, it is possible to make an appointment also by telephone or face-to-face in the relevant hospital.

By August 2012 the system has been joined by 40 ambulance cares out of 5 hospitals. The service registers about 6000 users. The number of joined ambulance cares will increase as well as the number of users. The service is clearly popular with the public and it has a big potential for future. There exists a future objective to connect private general practitioners or assistant services of health insurance offices into the reservation procedure or to integrate it with the system of EurID user confirmation.

Vysočina Region – www.kr-vysocina.cz

It is one of the 14 regions of CR with an above-average area 6 796 km², population of 514 thousand and with 704 municipalities. It is located between Prague and Brno and it is crossed by the motorway D1. It is distinguished by well-kept environment and natural conditions, amount of small settlements as well as cultural and natural heritage. Three monuments are classified as international UNESCO monuments. The Region also offers many opportunities for active tourism.

The Vysočina Region also takes an active part in building information society, which is according to the accepted strategy regarded as a way to secure development of the region, as a communication tool as well as a way to remove barriers. The Region carries out projects concerning infrastructure and broadband access, modern applications and services for citizens as well as support of self-governing activities (culture, health care), use of SW open source, technologic centres, digital registry and data storage sites, digital maps, support of cooperation between region and enterprisers etc.

The Region is also very active in the area of international cooperation (Europe, Taiwan). It has gained significant experience in the ICT projects realized in the international teams with use of the Community Programmes EU as well as other cofinancing sources. The Vysočina Region projects are perceived as inspiration examples in CR (e.g. projects LDA-V4, LORIS, eParticipation, Ambulance, ICHNOS Plus, Museum4U, Citizen II, DE-LAN, CEMSDI, IOP projects etc.)



6.1.3 Association Czech At – Conference ISSS/V4DIS

The conference ISSS/V4DIS is a renowned discussion platform of public administration electronization (www.issc.cz). There are simultaneously held ISSS (Internet in State Administration and Municipal Governments) and V4DIS – (Visegrad Four for Developing Information Society). The Conference is aimed at current issues of e-government development in CR and in the Visegrad region, key projects of public administration electronization, use of modern technologies and tendencies, security, examples of best practice, projects financing, separate expert sections (eHealth, eJustice, eTourism, GIS etc.)

The conference ISSS has been held annually since 1998 (already 15 years), V4DIS since 2004 (9 years). The main objective of the organizers was to create a unique communication and display platform for all subjects of public administration, experts as well as suppliers, who participate in



information society and development of e-government and electronic services for the citizens of CR and V4 region and thus to contribute to a faster development of informatization of society.

Czech At Association – www.ceskyzavinac.cz

Since 2000 the Czech At Association has encouraged development of information society in the Czech Republic, especially implementation of ICT in public administration. It organizes the Czech At Association Prize whose results are announced at the ISSS conference. It participates in activities concerning informatization of public administration within the whole Visegrad region and since 2004 it has annually held the Visegrad Conference V4DIS simultaneously with the ISSS conference. It takes part in organization of other conferences, exhibitions and seminars, projects concerning education of public administration civil servants or analytic or publishing activities. It also cooperates on the Competition Golden Crest, international competition Eurocrest and competition of young talents from Visegrad countries, JuniorCrest.



6.1.4 Union of Towns and Municipalities CR – An educated councillor

The project **Better councillors' performance and strengthening of local and regional governments in the Czech Republic – An Educated Councillor** (www.vzdelanyzastupitel.cz) is aimed at education and consultancy for the councillors of towns and municipalities of CR, which



is provided in various ways including the use of Internet online tools. The project carrier is the Union of Towns and Municipalities of CR that cooperates with other organizations: Society for Development of Public Administration o.p.s. (legal consultancy, e-learning course education), M.C.TRITON, spol.s.r.o. (educational seminars in municipalities), MEPCO, s.r.o. (consultancy support of towns and municipalities, examples of best practice). The project has been taking place in the period 2010–2013 and is subsidised from the Structural Funds CR, the programme HREOP.

The performance level of local and regional governments depends on experience as well as education of individual members of municipal councils that are altered every four years in the communal election. By realization of educational programme and implementation of complex service system a three-year project aims at increasing efficiency, transparency and quality of decision processes at the town and municipality levels. The councillors get the services free of charge.

Within the project there are carried out the following services and products:

- A manual for a municipal councillor and its electronic updated version
- Education of councillors through educational seminars in municipalities and e-learning course
- Services of Information Consultancy Centre for councillors (legal consultancy)
- Platform for sharing experience and examples of best practice and Collection of case studies from towns and municipalities

The project contributes to higher quality of public administration and better inclusion of citizens into the municipal administration. Its services are used mainly by smaller municipalities that do not possess and expert administrative background. The use of modern electronic tools in the project significantly increases information availability, educational modules, consultancies and possibilities of sharing information.



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A ZAMĚSTNANOST

PODPORUJEME
VAŠI BUDOUCNOST
www.esfcr.cz

Union of Towns and Municipalities of CR – www.smocr.cz

After 1989 the Union of Towns and Municipalities of CR continued in the activity, whose roots go back to the year 1907. At present it associates about 2.5 thousand of municipalities in CR (40% of the total number of municipalities, in which there lives 75% of inhabitants of CR). The members of the Union are statutory towns, towns as well as smaller municipalities whose well balanced interests are solved by chamber structure of the Union. Towns and municipalities are in the Union represented by their mayors and lord mayors. The Union is a member of international organization the Council of European

Municipalities and Regions (CEMR) and cooperates with the Association of Regions of CR.

The issue of modernization of local and regional governments with use of information and communication technologies is dealt by the Commission for Informatics (KISMO). It encourages application of eGovernment as well as a total economic development of municipalities through available infrastructure, best possible data and services as well as their usability by all citizens. The Union comments on drafts of acts, conceptual documents as well as operational programmes. It cooperates with relevant state bodies, promotes exchange of experience and examples of best practice between local and regional governments in CR as well as abroad.

Information society topics appear also in other activities and outputs of the Union, e.g. publication Smarter Cities as European Issue (2010, published in cooperation with IBM), Analysis of the needs of towns after the year 2013 from the perspective of future cohesion policy (2010). Smart Administration and eGovernment issues are represented also in the publication Collection of Case Studies from Towns and Municipalities (2012).



6.1.5 ICT Unie – Competition Graduation Thesis of the Year

The Czech Republic suffers from lack of highly qualified ICT experts, which will get even worse according to the most of predictions. The Graduation Thesis Competition (www.diplomovaprace.cz) aims at higher prestige of study of technologic branches and interest of young people in them, “promotion” of talented students and their as good as possible inclusion in practice as well as more efficient cooperation between universities and commercial sphere.



The competition can be joined by students of technologic subjects at the state as well as private universities in CR who have successfully graduated in the relevant academic year with their diploma or bachelor thesis. The project is organized by ICT Unie and it is cofinanced also from the contributions of partners of individual competition categories – in the year of 2012 it concerned the following companies: ABRA Software, AutoCont, Czech Post, Telefónica, T-Systems.

The students can join the competition by submitting an online form. An expert jury consisting of university teachers and representatives of ICT companies evaluate in each competition category the submitted works and choose maximum of six works following to the final round. Within the final round the finalists present their works, defend their conclusions, which they reached, persuade the jury about the originality of the chosen solutions or possibilities of its practical use. The winners of each category will get a financial award or even a job offer from the partner of the relevant category. The prestige of the competition among the students as well as generally in the university environment is evident from a big amount of submitted works – in 2012 there were totally 91. Besides this the key authorities of state administration get to know about the competition and its benefits as well. In three competition categories of the year 2012 (out of total five) the victory was taken by the students of the Masaryk University in Brno, one victory was taken by the Brno University of Technology and another one by the Czech Technical University in Prague.

ICT Unie – www.ictu.cz

ICT Unie is a vocational association of companies from the field of information technologies and electronic communications as well as other business and educational entities whose objective is to increase perception of importance of implementation and use of modern information technologies in society including creation of optimal conditions for development of public networks of electronic communication in the Czech Republic as essential presumption for information society operation.

ICT Unie has more than eighty company members. The Unie defines, represents, supports and encourages rightful and common interests of their members aiming at creation of suitable business environment that will lead to a long-term development of information society providing that there are followed ethical principles of business. As the development of public networks of electronic communications is based on open competition, the union aims specifically at support and protection of right and open market of electronic communications in the Czech Republic. ICTU aims at significant contribution to the development of Czech economy so that CR would get to the top in competitiveness, building of innovative and knowledgeable society.



6.1.6 Capital Prague - ICT strategy

ICT strategy of the capital Prague for the period 2012–2016 – Efficient Informatics, is a document that in compliance with the strategic goals of the city as well as the council programme declaration defines the framework for securing operation, development and financing of IS/ICT and information services in the whole city. It follows the previous period, in which the budget of the capital Prague supplied a significant volume of fiscal means for the development and operation of information systems, information and telecommunication technologies and information services. The quality and benefit however did not always comply with the spent amount. It is also necessary to reflect economic situation and reduction of public budgets.



The strategy defines piled problems from the past period and it sums up the ways out and presents a vision where the city wishes to get by 2016, it defines chief running tasks (totally 12) and goals (45 partial goals gathered in 10 areas). It also brings a strategic plan how to reach the goal. There is described a conception for the chief areas of IS/ICT, action development plan with a set of projects for the realization and financial plan with estimation of necessary sources.

The goals are defined in the following areas: operation of key systems and services, efficient use of financial sources, federative system of informatics of individual city subjects, creation of conditions for efficient running of authorities and organizations, data funds management, systems for security of the citizens, solution to the biggest past issues, innovation of web applications and portals, security of information, education and higher proficiency.

ICT strategy has gone in the final stage through two rounds of comments from the participating subjects – the City Hall of Prague, authorities of city districts, organizations established by the city.

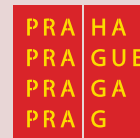
The Capital Prague – www.praha.eu

Prague is the capital of the Czech Republic, which determines its role of a natural centre of politics, international relationships, education, culture and economics. It is part of socioeconomic and settlement structure of the whole country, a seat of the supreme legislative, administrative and political state bodies – the parliament, the government, and the president. Prague is one of the oldest European metropolises with rich traditions in the area of culture, education and science, industry, sport and other areas. It is an attractive tourist spot thanks to its history and monuments. Prague monumental reserve was included in 1992 in the list of international cultural and natural heritage UNESCO. Total city area is 496 km², population is 1.2 million inhabitants.

The capital Prague is both municipality and region (one of the 14 regions of CR). It is divided into 57 self-governing municipal districts, out of which 22 work as an administrative district in the area of delegated power. Relation between the capital Prague and town districts is defined by the Statute of the capital Prague.

Structure and size of the city is connected with the way of providing eGovernment and modernization of city administration in relation to the state systems as well as with ICT use in all self-governing activities. It also shows in the city ICT strategy.

Prague takes an active part in expert platforms for sharing and exchange of experience in the issue of information society of CR as well as on the European scale (the Union of Towns and Municipalities CR, the Association of the Regions CR, the EUROCITIES).



6.1.7 City of Kladno – Technologic centre and electronic record management

Technologic centre and electronic record management in the territory as part of eGovernment development in the municipality with delegated power Kladno (TC ORP Kladno, www.mestokladno.cz) is a project carried out by the City Hall of Kladno in 2011. The partners were municipalities in administrative territory of the city, supplier was the company GAPP Systém, spol. s r.o. The project was subsidised from the Structural Funds EU from the Integrated Operational Programme (IOP). The project aimed at cost reduction while the quality would remain the same by using integral technical infrastructure. At the same time it was an opportunity to get subsidy in



connection with the conception of building technologic centres at the regional level and the level of municipalities with delegated power (ORP), which was supported also by the state within the IOP.

Municipalities and other subjects (organizations of town, schools etc.) in the territory of ORP Kladno use various record management services. In connection with new legislative there occurred a need to solve electronic record management service and data storage. On the grounds of decision of the management of the statutory city of Kladno and negotiations with municipalities there was accepted an intention to create technologic centre for securing shared data storage and providing services for more subjects. Thanks to the connection of TC ORP Kladno into the metropolitan network of the city it is possible to provide use also for other needs of the city concerning storing and archiving of data regarding the self-governing agenda (so not only for record management services and documents). The use of TC ORP Kladno thus supplies quality and available public administration services for all citizens in the ORP territory.

The built technologic centre provides data storing and shared services including electronic record management hosting. TC services were used on the grounds of partner contract by about 70% of municipalities in the administrative territory of ORP, then 21 kindergartens and basic schools and 4 city operated organizations. TC ORP Kladno thanks to the connection to the metropolitan network provides also other services for IT support of town activities (territory data - GIS, eLearning etc.).

The city of Kladno is an active member of SMO CR (the Union of Towns and Municipalities of CR) (the lord mayor, Ing. Dan Jiránek is chairman of the Union) and it takes part in the agenda of the Commission of Informatics (KISMO). ORP Kladno was rewarded for the project Technologic Centre by the magazine Egovernment, The Best 2011 in the category of town projects. The project was included into the Collection of Case Studies of Towns and Municipalities issued in 2012 by the Union of Towns and Municipalities of CR.

6.1.8 City of Děčín – Mobile Application – Pocket City Hall

Mobile Application of the city Děčín – Pocket City Hall – is a project focused on modern online services for the citizens and visitors of the city supplied by the application for mobile telephones. It was carried out by the City Hall of Děčín (www.mmdecin.cz) in cooperation with the supplier LifeWeb Interactive s.r.o in 2011.

The project reflects the situation of continually increasing number of city inhabitants as well as visitors who own smart phones. Development of electronic services of a modern city is thus encouraged by use of various technologic platforms providing information to the users. The city of Děčín decided for a solution that include not only information about the city (city guide), but also some services for interaction with the authority.

Mobile application of the city of Děčín was created for the telephones with operation systems Android and Symbian. It can be downloaded free of charge via web sites of the city <http://www.mmdecin.cz/mobil/>, Google Play service or Click application offer on <http://m.lwi.cz/decin>. Mobile application is publicly available, it simplifies communication with the authority for the citizens, but it brings also some electronic services such as sms parking or sms booking, which are thus always easily available for everybody. Another significant target group is the visitors to the city, who can find in the application a tourist guide or a map with GPS technology. Other versions are going to bring extension of basic functions such as language choice but also other electronic and multimedia services.

The application got already more than 500 users who appreciate in a positive way e-services and the possibility of mobile interaction with the authority. Some of them even send suggestions concerning other functions that would be appreciated in future. Creation of mobile service proved to be a right choice.

The city of Děčín is an active member of the Union of Towns and Municipalities of CR and it takes part also in the agenda of the Commission for Informatics (KISMO).



6.1.9 Association Golden Crest – Competition of web sites of towns and municipalities Golden Crest

Golden Crest – is a national competition for the best www-sites and electronic services of towns and municipalities in CR

(<http://zlatyerb.obce.cz>). It has been announced annually already since 1999 (in 2012 there was held the 14th year). The competition focuses on encouragement of local and regional public administration via development of information services supplied to the citizens as well as specific user groups with use of the Internet and other electronic media. Successfully awarded web sites and eServices of towns and municipalities are an inspiration for others.



The competition promoter is the Association Golden Crest, auspices are granted by supreme representatives the Ministry of the Interior and the Ministry for Regional Development of CR, they cooperate with the Union of Towns and Municipalities CR, the Association of Regions CR and the Czech At Association. Participation in the competition is voluntary; participants apply for the competition online. Evaluation is made by an expert jury on the grounds of integral methodology (propositions of the competition). Composition of the jury as well as the point evaluation is made public. Evaluation can be made even by the public (Award of the Public). Regional rounds of the competition have taken place since 2003 by each region of CR and their successful participants are nominated into the national round.

Results from the national round are announced always at the ISSS conference where the webmasters can also directly exchange the experience.

The competition Golden Crest proved so successful that it is held now also in Slovakia (GoldenCrest.sk.). The Golden Crest winners are nominated into the international competition Eurocrest. The competition Golden Crest has been awarded in the course of its existence also several prestigious awards – in 2002 it became a finalist of the World Prize Stockholm Challenge Award and in 2011 it received an award Czech At.

6.2 Hungary

6.2.1 City of Karcag – electronic services – support of internal administrative activities

The project concerns implementation of record management service Citynform at the Municipal Authority of the city of Karcag on the grounds of Government Decree on general requirements on record management service operated by bodies appointed to the public service operation. The actual stress is laid on record, receiving and archiving of the documents, use of suitable document forms and templates as well as support of agenda procedures and their subsequent monitoring. The project started four years ago and it is continuously upgraded by other functions and modules. It is fully subsidised from the city budget. The chief responsible person is the secretary of the Municipal Authority.

The solution included a controlled substitution of the original system including data migration and training for the clerks who use the system (the most tasks related to the document circulation is dealt by the registry). The system covers a number of operations including a working diary, work with documents and files, registry tasks, statistics. It follows MySQL database environment, it works with tools for registry of clients and addresses, filtration, data export etc.

One can manage automatic receiving of electronically signed letters, there is planned to provide receiving of letters sent by clients via Office Portal. It was worth preparing the project well before its start as well as employing managers, encouraging cooperation between IT specialists and users as well as realizing other follow-up projects in the eGovernment field.

The governing authority uses and develops the programme in cooperation with the supplier (Citynform Zrt.) in compliance with the legislative requirements, principles of modern and efficient authority and the users are fully satisfied as well. The example of Karcag city was followed by surrounding municipalities and the programme was successfully implemented there as well.

Karcag – www.karcag.hu

Karcag lies in the lowland of Hungary, in the region called Great Cuman. It has 21 thousand of inhabitants. In the region of Northern Lowland it is economic, commercial, cultural and institutional centre for the surrounding municipalities. Agriculture is crucial for the economy of Karcag.

The city of Karcag has wide international relations through all Europe, even beyond its borders, that are continuously developed in the field of economy, culture, sport as well as tourism. Following this tradition Karcag has established partner relations with a few towns including Cristuru Secuiesc (Transylvania – Romania), Stara Moravica (Vojvodina – Serbia), Merke (Jambyl Province – Kazakhstan), Moldava nad Bodvou (Slovakia), Schwarzheide (Germany), Longueau (France) and Krosno Odrzanskie (Poland).

The city of Karcag is a member of the County Commission for Informatics. It takes an active part in the work of this commission that meets several times a year and its main objective is exchange of experience and preparation of common procedures. Karcag introduced as first the use of Office Portal prepared and provided by the central government bodies, thanks to which the local and regional governments can reach the 3rd level defined in the „Common List of Basic Public Services” (CLBPS) while managing the agenda.



6.3 Poland

6.3.1 City of Gdańsk – GdańskWiFi

The project Gdańsk WiFi (www.gdanskwifi.pl) aimed at opening 72 hot-spots in the selected areas before the end of 2011. The project carrier is the city of Gdańsk and realization and operation are subsidised from the city budget. The project was motivated by technologic development in the area of telecommunications and universality of personal communication tools (PDA, smart phones, notebooks, mobile telephones etc.), when a simple access to wireless network and Internet open new possibilities to get information and distribute it also for the city administration.

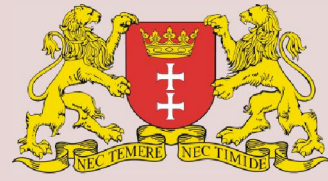


Network of hot-spots GdanskWiFi makes accessible wireless, free Internet at public places of the town. The network is public and open and its use does not require to close any contract. Use of the network is regulated by rules given by a decree of the president of the city of Gdańsk, which are accepted by the users before getting Internet connection, available in 4 language versions (Polish, English, German, Spanish). It enables to separate a certain capacity of the network for so called closed groups of users e.g. volunteers and organizers of city activities. To limit access to undesirable content there was used OpenDNS solution. Hot-spots are accessible 24 hours a day, 7 days a week. UKE reduced maximum transmission speed to 215kbps and maximum time duration of each relation to 60 minutes. The owner of all units and tools creating part of the network is a telecommunication operator that was chosen within an unlimited tender. The operator is also responsible for the maintenance. Municipality Gdańsk pays a monthly fees for the network maintenance. There is also included a telephone hot line for users and information board in the place of hot-spots.

GdańskWiFi is part of information system of the municipality and its units and it enables for example a free access to the platform ePUAP, portal www.gdansk.pl, Internet plan of Gdańsk, city site map, maps and noise monitoring, city public libraries. For tourists there was prepared a solution Gdansk4u MOBILE. The opening page of each hot-spot contains an information part created in a dynamic way e.g. by RSS protocol or following the context e.g. time table of city transport in the hot-spots around the stops. The rule of using city network GdańskWiFi specifies that the network is available for use of information services and electronic services of local municipal authority as well as the Internet.

Gdańsk – www.gdansk.pl

Gdańsk lies in the northern Poland at the Gdańsk bay that is part of the Baltic Sea. The oldest part of the town lies at the river Moltava (one of the shoots of the Visla river). The city area is 262 km², population is 460 thousand. Thanks to its situation on the crossroads of the sea as well as the land ways this city became in the past Hansa town and it supplied goods for the central and Eastern Europe. The city became famous in history thanks to religious freedom and a flow of persecuted foreigners helped to develop specific cultural, national, language and religious environment. Modern history of democracy renewal in the countries of the Eastern block saw the city as a place in whose docks there was established a union of independent trade unions Solidarity (Solidarnosc) lead by Lech Walesa.



Gdańsk is a regional town of the Pomeranian Voivodeship and also a central town of so called Gdańsk metropolitan area (GOM). It performs a role of the capital centre for economy, commerce, administration, services as well as culture overlapping borders of the regional significance. The city plays an important role in the area of research and education and it is one of the biggest academic centres in Poland. In compliance with the Strategy of Development of Gdańsk till 2015 and with the Programme "Innovative Gdańsk" it develops specialized services typical for metropolis of information society age.

6.3.2 Alfa Omega Foundation – Virtual Region Poland-Belorussia - the Ukraine

The project Virtual Region Poland-Belorussia-the Ukraine focuses on development of cross-border cooperation with ICT support. The project carrier is the John Paul II Catholic University of Lublin. The Alfa Omega Foundation is one of the partners. Time period 2007-2013. The project is cofinanced from the Programme of Cross-border cooperation PL BY UA. The main objective is to contribute to the development of better conditions for business and to promote regional and local possibilities of cross-border cooperation.

The project covers partial areas (1) Effective implementation of new forms of economic, social and scientific contacts, (2) Increase in efficiency and standards of support in the scope of e-Administration, e-Business and e-Health. Increase in individual qualifications of target groups through e-Learning training, (3) Development of interpersonal contacts among citizens of frontier regions via electronic platform, (4) Creation of tools, which will enable to prepare methodology of efficient struggle with social and economic issues at the level of regions (portals integration, platform for international cooperation and increase in attractiveness of the region for investors as well as visitors, development of eParticipation

The project is directly participated by 10 municipalities/towns in Lublin Voivodeship, 200 Polish citizens, 10 municipalities/towns in the Ukraine, 200 Ukraine citizens, 10 municipalities/towns in Belorussia, 200 Belorussian citizens, 45 local companies (micro and small, 15 from each region, including employees, local as well as regional consumers of provided services. Within the project there are held conferences and seminars, there are realized surveys, there takes place exchange of scientific workers and increase in their qualifications, there are created applications with functions eBusiness, eLearning, eParticipation. There is also promoted education and exchange of experience at the level of local and regional governments, creating local centres of cooperation between municipal governments, scientific institutions and non-profit sector, there are concentrated and promoted examples of best practice.

Alfa Omega Foundation (Fundacja Alfa Omega)

The Alfa Omega Foundation with the seat in Warsaw was established in 2002. This non-profit organization aims at development of economy and science, health protection, nature and monument protection.

The Foundation carries out its mission especially thanks to creation of innovative developing initiatives, creation of common scientific and industrial projects and citizens centres, but also preparing opinions and arguments as catalyzers of positive developmental changes. The Foundation is occupied with academic consultancy for institutions, social and economic organizations in Poland. Significant area of activity is implementation and distribution of innovative procedures in connection with modern technologies.



It encouraged establishment of a few local syndicates focused on information society and it took part in creation of the portal **Forum of Information Society of Technical, Regional and Municipal Centres** (www.forumSITR.pl). The Foundation makes also survey studies and analyses including diagnosis supported by computers and creation of knowledge databases. It participates in the educational programmes and it promotes well-proven procedures. In the area of exchange of experience and innovations the Foundation encourages international cooperation, especially with the partners of V4 countries and with the participants of so called Central European Initiative (CEEI).

6.3.3 Katowice – SEKAP – System of electronic communication of public administration in the Silesian Region

The project SEKAP (www.sekap.pl) System Elektronicznej Komunikacji Administracji Publicznej) is a strategic developmental project of local and regional governments of the Silesian Region. The project is cofinanced from the Regional Operational Programme of the Silesian Region. The project carrier is the Silesian Region. At present there is implemented a project/phase SEKAP2 realized within the programme for the period 2007–2013, which follows the project SEKAP from the years 2006–2008. The project aims at creation of organization and technical conditions for providing public services and increasing their efficiency and quality. The project partners are local and regional governments in the Silesian Region (7 districts, 10 towns, 36 municipalities) and other subjects that joined the agreement on cooperation within SEDKAP and SEKAP2.



The project aims at creation of organization and technical conditions for providing public services and increasing their efficiency and quality. The project partners are local and regional governments in the Silesian Region (7 districts, 10 towns, 36 municipalities) and other subjects that joined the agreement on cooperation within SEDKAP and SEKAP2.

In the first phase there was within the project implemented SW focused on the areas – administration and document circulation, security, electronic forms, automatic verification of electronic signature, payment transactions, platform for eServices. There was also built a data centre (CDP, Central Data Processing platform) providing shared services, there was installed technical infrastructure and equipment for the working sites of the project partners (including electronic cards and reading equipment). Supported services and processes included registration, register of commercial activities, appointment of trade licences, local taxes and fees and agenda of nongovernmental organizations.

The second phase of SEKAP2 is focused on extension of the catalogue of services provided via platforms for electronic services and forms, new functionalities of the system for document administration and interface for other systems (environment protection), integration of ePUAP (electronic state services), distribution of services of data centre, training of users and system administrators, information and promotion of the project. Potential users of the project are all citizens and enterprise bodies in the Silesian Region, employees of local and regional offices and organizations of public administration participating in the project.



6.4 Slovakia

6.4.1 Union of Towns and Cities of Slovakia – Competition GoldenCrest.sk

The competition GoldenCrest.sk for the best internet web sites of the town and municipalities of Slovakia is annually announced by the Association eSlovensko o.z. (eSlovakia), the Union of Towns and Cities and the Association of IT Officers of Municipal Governments of Slovakia. The competition is held under the auspices of supreme constitutional representatives and deputies of the government of SR for informatization of society. The first year was held in 2004. It is a similar competition as the competition held in the Czech Republic. It aims at support of informatization of Slovakian governments, at awarding the best projects, promoting exchange of experience and evaluating the effort of the representatives of local and regional governments to use ICT and develop available services.



The competition is participated by self-governing regions, towns, town districts and municipalities of SR. The web site, which gets the highest award, gets the prize Dexia Grand Prix and it is also nominated into the international competition Eurocrest. Festive announcement of results takes place within the international congress ITAPA. The results of all years are available on the web sites of GoldenCrest.sk. (ZlatyErb.sk.)

Union of Towns and Cities of Slovakia – www.unia-miest.sk

The Union of Towns and Cities of Slovakia (ÚMS) was established in 1994 and it associates cities and towns (at present it has 73 members, some of them are members of ZMOS). It participates in creating legislative framework and cooperates with the government of Slovakia on various thematic issues concerning local and regional governments. The ÚMS has established an expert commission for the informatization area – the Commission for Informatization of Local and Regional Governments (KPIUS). Its members are representatives of Executive Board of ÚMS, experts and representatives of cooperating expert organizations. The ÚMS cooperates with OZ eSlovensko, ZISS, eGov Systems, Centire, Appel, EMtest-SK, YMS. It also cooperates with self-governing organizations: the Association K8 (Association of Regional Towns of the Slovak Republic), the Association SK8 (Association of Self-governing Regions), KPM SR (Club of Lord Mayors of the Towns of the Slovak Republic).



eSlovensko o.z. (eSlovakia) – www.eslovensko.sk

Civic association for Informatization of Slovakia. It was established in 2002 on the grounds of previous cooperation within some projects. It participates in the projects concerning eGovernment, inclusion, tourism, security, education of employees of local and regional governments responsible for informatics. At present e.g. projects ZISS.sk (Association of IT Officers of Municipal Governments of Slovakia, www.ziss.sk), ZlatyErb.sk (GoldenCrest.sk). It cooperates with the Union of Towns and Cities of Slovakia.

eSlovensko

6.4.2 The Union of Towns and Cities of Slovakia, eSlovensko – Training of IT Officers of Municipal Governments of Slovakia

The project Training of IT Officers of Municipal Governments of Slovakia aims to prepare IT employees for changes and challenges connected with informatization, to develop their professional knowledge and improve their skills for active participation and team work. The project carrier is the Association eSlovensko o.z. in cooperation with the Union of Towns and Cities of Slovakia. The project realized in the years 2009–2010 was subsidised from ESF within the Operational Programme Employments and social inclusion.



Thematic areas trained within the project included expert knowledge and skills (Linux, Windows server, Open Source SW, application SW, publication systems, networks and WiFi connection, security), soft skills (communication, personal development, negotiation, presentation, time management, stress management, team management.) Besides the present training and seminars there were used also electronic tools (Internet discussion forum, information bulletin, e-learning course).

The project was joined by 37 towns. There were trained 60 employees – IT officers who can spread the acquired knowledge and skills further among other officers of participating towns.

6.4.3 Union of Towns and Cities of Slovakia, eSlovensko – the Competition the Best IT Officer of Municipal Governments of Slovakia



Within the support of professional association, the Association of IT Officers of Municipal Governments of Slovakia organizes in cooperation with OZ eSlovensko (the Civic Association eSlovensko) and the Union of the Towns and Cities of Slovakia a competition the “Best IT Officer of Municipal Governments of Slovakia” (NISS). The competition aims at promotion of communication, exchange of experience and professional growth in this profession. The competition took place for the first time in 2008.

The competition can be joined by all IT officers from the municipal governments of Slovakia. The awards are given within the whole state as well as in the individual regions. The evaluation criteria include also an active participation of the IT officer in the ZISS issues, the municipal government involvement in the educational project as well as the results of the competition GoldenCrest.sk. The competition 2010–2011 was joined by 220 IT officers and the results were announced at the 15th conference of ZISS in Trnava (May 2012). The results of all years are published on the web sites of ZISS – www.ziss.sk/nis.phtml.

6.4.4 eSlovensko – Project Zodpovedne.sk

The project Zodpovedne.sk (Responsibly.sk) is aimed at secure and responsible use of the Internet, mobile telephones and other new technologies. The project partners are OZ eSlovensko (the Civic Association eSlovakia), the Ministry of the Interior SR, The Slovak Committee for Unicef, Slovak Telekom and SK-NIC Slovakia. The project is supported by the European Commission within the Community Programme Safer Internet plus. The programme as well as the project objectives are connected with higher and higher use of the Internet and mobile technologies by children and young people, on the other side there are considered the risks of virtual world and importance of edification about the necessity to keep certain rules for better security. The project started in 2009.



The project deals with the following:

- Management and operation of national edification centre Zodpovedne.sk,
- Management and operation of help line Pomoc.sk (including the telephone line),
- Management and operation of national centre for announcement of illegal content and activities at the Internet Stopline.sk,
- Increase in awareness, spread of edification and responsible use of ICT and crime prevention,
- Participation in the international networks, experience sharing with other national centres and organizations for security of information technologies.

Within the programme there were carried out also other projects, e.g. OVCE.sk, which in the form of a children cartoon series spreads edification and increases awareness about dangers lurking in the virtual world. The project OVCE.sk got an international award.



In cooperation with the Union of Towns and Cities of Slovakia there was also announced a competition zodpovedne.sk (responsibly.sk) for the best projects in the area of secure use of new technologies. Its objective is to support exchange of experience and evaluate the effort of pupils, students, prevention specialists, schools and local and regional governments in this area. The awards are given in six categories. The activities in the competition were joined by more than 20 thousand children from all Slovakia.

More information: <http://zodpovedne.sk>, <http://pomoc.sk>, <http://stopline.sk> <http://ovce.sk>

6.4.5 City of Bratislava – Bratislava City Card

Bratislava city card, BMK (<http://karta.bratislava.sk>) is a result of successful cooperation of municipal government with private sector. The impulse to create BCC was an effort to continue in electronization of public administration and to give the citizens some bonus card from the city and also the fact that electronic carriers became a certainty. An important factor was a minimum stress laid on the city budget. The project was financed especially by the partners (banks, MasterCard, First Data, Transport Office).



The project solved integration of simultaneously used applications of various chip cards on one multifunctional chip payment card (banking and communal functions). The objective was to improve communication between the city and the citizens, support of transport services and culture in the city, support of social policy of the city, support of local microeconomy and enterprising environment, providing discounts in city organizations and mediating discounts at commercial partners. And at the same time to avoid creating new, closed technical and technological solution as well as using financial sources for a new solution without sufficient experience.

Multifunctional international payment card with Maestro logo and visual image of the city has the following functions:

- Payment card with contact as well as contactless PayPass function,
- Contactless transport application used in DPB, a.s.,
- Identifier (library card, electronic ticket),
- Customer card for benefit and bonus programmes of city organizations and other commercial as well as non-commercial project partners.

Connection of banking and communal functions provides synergy at issuing, distribution and use of the card, reciprocal support at use of services, regular and transparent providing of subsidies in the way of discounts.

6.4.6 City of Bratislava – Touristic Information Systems

Touristic information systems (<http://visit.bratislava.sk>) are created as marketing promotion of the city of Bratislava. They are carried out with an objective to support integration, participation and cooperation of electronic services and e-marketing elements promoting tourism in the city. The project carrier is the city of Bratislava; its subsidiaries are organizations and other entities. The project has been carried out gradually since 2009, subsidised from the city budget and its organizations.



The e-marketing tools of the city include Internet Portal, interconnection of partner web sites via so called widgets, infopoints, touristic information centres, social networks and additional services.

The section “visitor” of Internet portal of the city got its own specific domain, which was updated in 2009 aiming at offering integrated services. There were established links to the working booking systems (accommodation, cultural, social and sport activities). The new portal has sections divided according to the areas most searched by the tourists (accommodation, transport, gastronomy, entertainment, culture and sights), it enables search in the extensive databases, it also contains general information (contacts) and B2B section for the partners, travel agencies where there are statistics, imagebanks, pdf versions of promotion materials and other information. The partners together with the city participate in the portal administration. The portal offers information services in four languages (besides Slovak also in English, German, Spanish). Tourist information is provided also via social networks.

The city of Bratislava has also installed self-service information kiosks in the places with higher concentration of tourists (airport, railway and bus stations). The complex system for tourists includes also other services: WiFi network in the city centre, tourist information centre, free telephone line, integrated event calendar, integrated city portal (of city organizations and companies, partners), touch pad electronic authority notice board.

6.4.7 City of Bratislava – Participation budget

The city of Bratislava has realized as the first in the V4 countries the project Participation budget (<http://pr.bratislava.sk>).

The concept comes from Brazil (Porto Alegre, 1989), from where it spread into more than 1200 other cities around the world, including Europe. The concept was accepted also by the UN for the high quality level of local and regional administration. It presents a democratic process in which the members of local community directly decide about the use of parts of public budget. The citizens can then decide for themselves how some parts of the municipal financial sources will be used in the following year. This activity takes place simultaneously and in synergy with budgetary procedure done by councillor democracy structure. The concept promoter in Slovakia as well as in the neighbouring countries is the Association Utopia (www.utopia.sk).

The process of active Bratislava citizens participation in creation of the budget for 2013 took place from the beginning of September 2012 when the public discussions and working meetings in some thematic communities (Green city, Seniors, Youth, Open data) had started. Preparation of Bratislava participation budget could be joined by everybody who was interested in solution of current issues in life of municipal administration through non formal association of citizens, volunteers or organized clubs. The public presentations of fourteen selected projects took place on 30 October and till 8 November it was possible to vote electronically on the city web sites. The announcement of the results (the projects’ rank) took place at the public gathering on 8 November. Information about the projects, their costs and tables with evaluation are published on the web sites. While approving the budget the councillors will decide how big part of the budget will be selected for the participation budget projects. The projects that will fit within the given amount of money will be carried out.

City of Bratislava – www.bratislava.sk

Bratislava is the capital of the Slovak republic. At the same time it is the biggest town in the Slovak Republic (area 367,584 km², population 465 thousand). It is also seat of Bratislava self-governing region. The city is the seat of president, parliament, government, ministries, various authorities including international institutions (UNDP Europe, International Visegrad Fund). There are several universities as well national cultural facilities. There takes place a huge number of significant sport events, e.g. in 2011 there was held the Ice Hockey World Championship. The city is rich in monuments, especially in the municipal monument reserve. There flows the river Danube through the city. A new bridge across the river Danube is a technically unique building in the world. The city's dominant is the Bratislava Castle with four towers.

The city territory is divided into 17 self-governing municipal districts, from the point of view of the performance of state agendas into 5 regions. The municipal district Petržalka (140 thousand inhabitants) is the biggest. Bratislava is economically the richest region of Slovakia, within regions of new member EU countries it takes the second place behind Prague. The city has low unemployment and many people from other regions commute to the city.

The city is a seat of many large companies working in ICT and branches of multinational companies. Bratislava is a city where there are annually held seminars and international congresses ITAPA focused on exchange of experience of informatization of public administration and eGovernment.

**6.4.8 City of Moldava nad Bodvou – Information system of administration, CG ISS**

At the municipal authority in Moldava nad Bodvou there was implemented and is used information system of self-governing administration in cooperation with the supplier CORA GEO s.r.o. The project started already in 2001, however it is gradually developed and there are implemented other modules (e.g. eGov, 2011). The project aims to supply modern efficient and transparent city administration, create available electronic services for the citizens and meet requirements resulting from the acts (especially the Act No. 369/1990 Coll., on municipal establishment and No. 275/2006 Coll., on information systems of public administration). Information systems of the company CORA GEO s.r.o. (CG ISS) present a complex solution to the needs of the city. Its data model and modular solution enable creation of new functions. The user's interface is then easy to control and efficient to work with.

The modules of the system CG ISS include: Administrator (administration and management of rights, setting printing set ups, organization structure), Citizens (register of inhabitants, registry office), Houses and flats (register of buildings, flats, rooms), Budget (preparation and budget withdrawing), Invoicing (including record of receivables), Bank (accounting transactions), Box office, Accountancy, Real Estate Tax, Town property, Human resource and wages, Contracts, Documents, eGov (communication with the authority).

City of Moldava nad Bodvou – www.moldava.sk

The city of Moldava nad Bodvou has 10 thousand inhabitants. It lies southwest from Košice in an area attractive for tourists on the edge of the Košice basin and the Slovak carst. It is well reachable by various means of transport (airport, motorway, railway). Thanks to its significance and geographic location the town has been already since long ago a natural centre of the region. It is one of the 8 microregional associations of municipalities of the county Košice-surroundings.

Following the year 1989 the town faced problems connected with economic changes. It built up its transformation on the return to the traditions of a provincial town, renovation and preservation of the cultural monuments, quality environment for life of the inhabitants and attractiveness for the visitors. It also supports application of modern technologies at municipal administration and promotes their availability for its citizens as well. The lord mayor István Zachariaš (in this position already the 4th term) is an active member of an expert section of ZMOS and it develops international relations of the town not only in the area of informatics. He is a member of Slovak delegation in the Committee of Regions EU. Moldava nad Bodvou has also joined the European initiative the Covenant of Mayors.



6.4.9 DEUS – Data Centre of Municipalities and Towns (DCOM)

Data Centre of Municipalities and Towns (DCOM) is a project whose carrier is the Association DEUS (www.zdruzeniedeus.sk, Data Centre of Electronization of Local and Regional Governments of Slovakia). The association was founded in 2011 by the Ministry of Finance of SR and ZMOS (Association of Towns and Municipalities of Slovakia). The project of building DCOM is cofinanced from the Structural Funds within the Operational Programme Informatization of Society (OPIS). The operation will be based on a mixed model of financing.

This project aims at building a national Data Centre of Municipalities and Towns for accessing electronic services to municipalities and towns so that they could provide these electronic services to the citizens, enterprisers but also to all other entities. The project is to contribute to more efficient public administration and to make the citizens satisfied with their operating at the local as well as regional level. Building of the national centre meets requirements for efficiency, quality and security in time of reducing public budgets. Individual investments into ICT in thousands of entities are financially as well as time demanding and it puts high demands on providing interoperability of various systems. The solution is in compliance with modern principles of “cloud computing”:



Via DCOM, DEUS will provide to the local and regional governments necessary software applications for agenda performance as a service. The project aims not at creation of new applications but to choose proven products of suppliers who present their offer to the DEUS. Applications and systems will be prepared by the suppliers according to in advance defined standards. For every self-governing entity there will be created a virtual space for operation of these applications. Central solution will enable continuous updating of the application and higher total IT security that would be in case of an individual solution only hardly realizable.

According to the feasibility study from the year 2011 it will be carried out in four stages:

1. Creation of basic infrastructure of Data Centre and call centre, creation of conditions for their reliable operation.
2. Efficiency and support of authorities' internal agenda.
3. Efficiency of services to the citizens, reducing the time necessary for managing submission and electronization of some services.
4. Gradual use of modules of ÚPVS (Ústredný portál verejnej správy SR, Central Portal of Public Administration of SR), inclusion into the whole conception of eGovernment.

The project is only at the beginning of its implementation, but it has already undergone an intensive analytic and conceptual preparation. Its start was fixed organizationally as well as financially. That is why it was included within the examples of best practices in Slovakia.

7 FINAL EVALUATION AND RECOMMENDATION

Items of knowledge acquired in the course of the work on the LDA-V4 project were completed by the discussion of the partners and opinions given by their representatives on a set of questions focused on ICT usage in the local and regional governments. The evaluation was focused on perception of the meaning of ICT in the context of other developing priorities and needs of the municipal governments, on the priority topics from the area of informatization, achieved success, problems to be solved, implementation of strategic planning, relation between the municipal governments and the state, cooperation on the international scale, mechanisms of financing ICT projects and other observations and comments.

The opinions were given by **Jiří Běhounek**, president of the Vysočina Region, **Dan Jiránek**, chairman of the Union of Towns and Municipalities of CR, lord mayor of the statutory city of Kladno, **Eva Vorlíčková**, councillor for informatics of the capital Prague, **Svatoslav Novák**, president of ICT UNIE o.s., **Marián Minarovič**, secretary-general of the Union of Towns and Cities of Slovakia, **István Zachariáš**, lord mayor of Moldava nad Bodvou, **Andrzej M. Janicki**, president of the Alfa Omega Foundation, **Barbara Szymańska**, chief of informatics office of the city Gdańsk. Quotations from their opinions are presented in the introduction to this publication.

The topics of ICT and eGovernment in the local and regional governments were also discussed by the project partners at the conferences ISSS/LORIS/V4DIS in Hradec Králové, at the ITAPA congress in Bratislava and at some other working meetings at the national level. LDA-V4 project activities were also presented at the seminar attended by the EC representatives and other EU regions in Brussels. All the presented background material can be summed up for the Visegrad Four countries in the following conclusions, which are thematically divided into several groups.

Significance of ICT implementation, topics and priorities

- Governments as well as local and regional governments (regions, towns, municipalities) of the V4 countries perceive ICT implementation and innovation as necessary means for increasing public administration efficiency, competitiveness and supplying high quality modern services for citizens.
- ICT and eGovernment issues usually come in the list of priorities only after other more urgent issues to be solved (infrastructure, transport, environment, education, social area, health care etc.). Experience shows that investment and projects must be considered carefully regarding expected contributions.
- Topics as well as range of activities in the area of modernization of municipal governments with use of ICT definitely depend on the size of the entity and its position in the public administration structure (state agendas performance in delegated competency).
- Attention to partial topics of ICT issues in public administration is affected by focus of the strategies defined at the state level as well as by the focus of programmes and tools for financial support intended for the municipal governments (operational programmes for drawing money from the Structural Funds EU, state subsidy).
- Regions, towns and municipalities focus especially on eServices for citizens and on systems for increasing efficiency of authorities in compliance with the concept of Smart Administration supported also from the state level.
- Less attention is paid to the utilization of ICT for support of self-governing activities, territorial development, improvement of quality of life, efficiency of functional systems necessary for administration of region/town/municipality. Knowledge about the concepts of the Smart Cities type is in the V4 countries minimal including their implementation abroad and support from the side of the European Commission.
- It is a generally accepted fact that the basic step at ICT implementation is accessible quality infrastructure, broadband connectivity not only for all public administration bodies but also for the users (including wireless services). Not always can one see in these issues clear responsibility and acceptable role of the state, municipal governments and private sector. Nevertheless regions, towns as well as municipalities carry out a number of infrastructure projects successfully.
- Contrary to other countries there is less support for and implementation of other related

topics such as development of computer and internet skills of the users, creation and sharing of digital data funds, cohesion of various systems (interoperability), Open data/government, business intelligence, eInclusion, eParticipation.

Achieved success vs. problems to be solved

- The V4 countries have achieved a significant progress in the past decade. In the area of information society and eGovernment they already rank among the countries oscillating in a number of indicators near the European average (EU27). In none of the selected indicators the V4 countries reach the European top. The best values are reached by the V4 countries in the indicators of use of ICT and the Internet in business sphere (e.g. e-sales). They reach a very good level also in the area of using the computer and the Internet. The below-average values are shown in the indicators evaluating online availability of basic eGovernment services based on evaluation of set of 20 basic state services.
- Not insignificant means are invested into the eGovernment by state, regions, towns and municipalities, but the investment does not always bring the expected effect adequate to the invested costs. Thanks to some projects this area is perceived in a negative way by the public. On the contrary other successfully realized projects have insufficient publicity.
- Interesting projects focused on a wider scope of self-governing activities are carried out by a number of regions, towns and municipalities. With or without the support of the state or the EU funds. Examples of such projects present a challenge to improvement in the area of sharing information, experience and examples of best practice at the national as well as international level.

Strategy and management

- The V4 countries have defined strategies for ICT area in the public administration as well as a number of their local and regional governments (especially regions and bigger towns). There are however used various models of political sponsorship, organizational measures and tools for continuous monitoring of fulfilment of set goals. At the state as well as local and regional governments level it is necessary not only to set the strategy, goals and procedures to be fulfilled, but also to provide monitoring and periodical evaluation or eventually update of multi-annual conceptions.
- State as well as municipal governments have created a large amount of background necessary for preparation and administration of projects drawing resources from the Structural Funds EU. Nevertheless there is still space for more efficient professional management of ICT and projects. It concerns using well-proven principles of project management already in the stage of their preparation and approval, implementation and the subsequent operation. In the beginning there must be made high quality analyses and feasibility studies, or pilot solutions. In the course of all the stages there should be secured quality management of resources, feedback, tools for evaluation of goal fulfilment, space for discussion of all sides involved and management involvement and political leadership.
- Public administration bodies in the role of submitters must respect and use the support of competition environment in compliance with the act on public procurement and must try to keep maximum transparency. On the side of ICT enterprises there is then necessary to keep the principles of "Good manners" in the competition environment in favour of the whole sector.

State and municipal governments

- The V4 countries have undergone a similar way of transformation from the central management to the system of use of significant role of local and regional governments. The state sets the priorities also for the municipal governments in the way of legislative measures, implementing standards and application of financial tools. In the areas concerning municipal governments it is necessary to follow a detailed analysis of the current situation and needs in the territory. The state should rather help with creation of suitable conditions and standards and use less central solution and innovations in the way of legal obligations for local and regional governments.
- The state and municipal governments must effectively cooperate already in the stage of preparation of the conceptual documents, laws as well as subsidy programmes. That is why

it is desirable that the regions, towns and municipalities or let us say their associations would be represented in the advisory bodies of the state and in the teams participating in the preparation and realization of the concepts, programmes and projects.

- It is desirable that the preparation and realization of ICT projects of the state will respect in the maximum amount the principle of subsidiarity. That means that the matters are solved at the lowest relevant level of public administration and centralization is applied only in well-founded and mutually beneficial cases. On the ground of partnership and mutual profitability there should take place voluntary associating for purpose of sharing services, know-how, technologies and resources.

Financing

- The intensity of public administration modernization using ICT is currently very limited by the cuts in public budgets caused by economic recession, which does not apply to the V4 countries only.
- The amount of budget resources for local and regional governments depends prevalingly on regulations given by the state (budgetary tax allocation). The state provides resources for implementation of the information systems operated by the state itself and intended for execution of delegated competency.
- For implementation of projects the purpose of which is to meet obligations given by the state, there are used financial resources from the Structural Funds by local and regional governments. Local and regional governments, nevertheless, commit themselves to sustainability of such projects and thus must allocate from their budgets financial resources necessary to operate and renew the projects and they lack these resources for implementation of the tasks supporting self-governing activities.
- For implementation of ICT projects, the V4 countries' public administration uses in a great extent the tools for cofinancing from the Structural Funds of EU. These tools comply with the objectives of the policy of economic, social and regional cohesion (cohesion policy) intended to reduce differences in the level of development of different regions, to reduce underdevelopment of disadvantaged regions and to improve harmonious development of the European Union. The concrete objectives and measures are set out in operational programmes of the individual countries.
- Unlike in the older EU member states, in the V4 countries the level of utilization of the EU Community Programmes is, save the exceptions, very low in general, including programmes which public administration can use for the ICT area (7th framework programme, CIP, Interreg etc.). In the same way, implementation of projects in the module of cooperation of public and private sector is still rather an exception (PPP, public private partnership).
- Searching new economically efficient procedures is a necessity not only for public administration. Both public and private sector resolve how to ensure the same extent of ICT services for less money. In accordance with this requirement, also the public administration more and more applies the solutions based on sharing the infrastructure and services (data centres, cloud computing). Nevertheless, it is necessary to consider carefully, whether the solution suits certain systems, what the expected benefits are and what risks there are (applicability of national legislation, security, guaranteed level of services, exit of the strategy, the system's life cycle etc.).
- In some cases, the regions, towns and municipalities are also solving the problem of how to deal with impacts of such previous projects, which did not meet the initial expectations and contributions in a necessary degree. Another problem is the dependence on products and services by a single concrete supplier caused by significant costs on transition to products and services provided by other suppliers, who could offer better financial conditions (vendor lock-in).

Cooperation national and abroad

- In the V4 countries, mutual cooperation of regions, towns and municipalities is cultivated in form of voluntary associations, especially on the level of political representatives of local and regional governments. The objective is to share experience and to promote common procedures and interests of local and regional governments towards the state and its bodies,

or towards the EU bodies as well. The associations form expert working and advisory platforms concerning various areas. One of the areas is usually the information society and eGovernment as well.

- International cooperation is cultivated both through associations of municipal governments and by integrating individual entities (regions and bigger towns) in international organizations. Application of ICT and eGovernment is one of the topics of cooperation. Representatives of regions, towns and municipalities are members of national delegations in the Committee of the Regions, an EU advisory body. Furthermore, bilateral partnership relations with partnership foreign entities are being cultivated. Despite some entities being active, the general level of international cooperation of regions, towns and municipalities within the V4 is not equal to cooperation of the same entities in the older EU member states. The reserves lie in following the trends, sharing experience, cooperating on concrete projects and using other sources of cofinancing.
- As compared to other countries, in the V4 countries, efficient partnership cooperation of regions, towns and municipalities with other kinds of entities, such as educational and research institutions, non-governmental organisations and private sector, flowers less.

Recommendations

- In further development, to apply a complex approach to the problems of public administration, including roles of local and regional governments.
- Look for complex solutions to all ICT areas (infrastructure, services, data, user qualification etc.)
- Apply the strategic planning tools, consider priorities, investments and operational costs carefully, with respect to the expected benefits. Arrange management and running evaluation of projects.
- Aim at a coordinated progress of the state and municipal governments (through associations of municipal governments) with respect to efficiency, interoperability and sustainability of the solutions. In the course of applying the centrally defined principles, pay attention to analyses of needs of municipal governments, impacts and implementation options.
- Define organisation of management of the problems at levels of both state and municipal governments and their associations. Ensure participation of municipal governments (associations) representatives in central expertise working groups.
- Promote wider application of the principles of partnership, subsidiarity, technological openness, sharing of infrastructure and services, where it is efficient and contributory.
- Implement and evaluate pilot solutions. Support initiative from below, as well as exchange of experience. Improve publicity of good practice.
- Aim at a greater degree of cooperation and experience exchange on an international level, especially within the V4 and EU. Look jointly for more possibilities to implement common projects and aim jointly at provision of different sources for financial support.

Participants of the project Local Digital Agenda in the V4 countries expressed their strong belief that it is precisely the cooperation in similar projects, analyses, benchmarking, experience sharing and good practice promotion, what is contributory to further measures in modernisation of public administration using ICT in regions, towns and municipalities.

The LDA-V4 project was, and is, an opportunity to have a good look around, evaluate what is going well and which problems need to be addressed. It creates good conditions for further development of cooperation, which is good to be continued within possible follow-up projects, as well as expert discussions, e.g., at conferences such as V4DIS, ITAPA and others.

Main abbreviations

AK ČR	Asociace krajů ČR / Association of Regions of the Czech Republic
BIP	věstník veřejných informací (<i>Biuletyn Informacji Publicznej</i>) / Bulletin of Public Information
CEMR	Council of European Municipalities and Regions
CIP	Competitiveness and Innovation Framework Programme
CZ, ČR	Czech Republic
ČSÚ	Český statistický úřad / Czech Statistical Office
DAE	Digital Agenda for Europe
DEUS	DataCentrum elektronizácie územnej samosprávy Slovenska / Data Centre of Electronization of Local and Regional Governments of Slovakia
EK, EC	European Commission
ePUAP	Elektronická platforma služeb veřejné správy (<i>Elektroniczna Platforma Usług Administracji Publicznej</i>) / Electronic Platform of Public Administration Services
ERDF	European Regional Development Fund
ESF	European Social Fund
EU	European Union
EU27	European Union with 27 member countries (present state)
FP7	The Seventh Framework Programme (2007–2013)
HU	Hungary
ICT, IKT	Information and communication technologies
ICTU	ICT Unie
IOP	Integrated Operational Programme
ISSS	Internet ve státní správě a samosprávě / Internet in State Administration and Municipal Governments
ITAPA	Information Technologies and Public Administration
KISMO	Komise informatiky Svazu měst a obcí ČR / The Commission for Informatics of the Union of Towns and Municipalities of the Czech Republic
LDA-V4	Local Digital Agenda in the Visegrad Four countries
LORIS	Local and Regional Information Society
MAC	Ministerstvo administrativy a digitalizace (<i>Ministerstwo Administracji i Cyfryzacji</i>) / Ministry of Administration and Digitisation
MV ČR	Ministerstvo vnitra České republiky / Ministry of the Interior of the Czech Republic
OECD	Organisation for Economic Co-operation and Development
OPIS	Operační program informatizace společnosti / Operational Programme Informatization of Society
OPLZZ	Operační program Lidské zdroje a zaměstnanost / Human Resources and Employment Operational Programme
ORP	obec s rozšířenou působností / municipality with delegated power
PL	Poland
RVKIS	Rada vlády pro konkurenceschopnost a informační společnost / Government Council for Competitiveness and Information Society
SEKAP	Systém elektronické komunikace veřejné správy (<i>System Elektronicznej Komunikacji Administracji Publicznej</i>) / System of Electronic Communication of Public Administration
SK, SR	Slovakia, Slovak Republic
SMO ČR	Svaz měst a obcí ČR / Union of Towns and Municipalities of the Czech Republic
ÚMS	Únia miest Slovenska / Union of Towns and Cities of Slovakia
UN, OSN	United Nations
V4DIS	Visegrad Four for Developing Information Society
VÚC	Samosprávný kraj (vyšší územný celok) / self-governing region (higher territorial unit)
ZISS	Združenie informatikov samospráv Slovenska / Association of IT Officers of Municipal Governments of Slovakia
ZMOS	Združenie miest a obcí Slovenska / Association of Towns and Municipalities of Slovakia

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