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Introductory word of Přemysl Sobotka, President of the Senate of the Parliament of the Czech Republic

The annually increasing interest in participating in the Hradec Králové ISSS conference, which this year too will be accompanied by the V4DIS (Visegrad Four for Developing Information Society) working meeting and the international LORIS conference, bears witness to the fact that the event's organisers have created a truly high-quality forum for discussion and exchange of experience pertaining to the topic. In this year's eleventh edition, eGovernment issues will also be dealt with at a high level.

I have followed the meeting in Hradec Králové with great interest every year. As the Chairman of the Senate of the Czech Parliament, two factors in particular have really captured my attention. The first is the Senate's sincere interest in improving the communication between the state and citizens, reducing the bureaucratic burden and increasing the transparency of the administration of public matters. The second is the participation in the event of our partners from Visegrad countries, which clearly confirms that regional cooperation and exchange of experience within wider, more global processes has a deep sense.

As a doctor, I will also have a keen personal interest in the block devoted to eHealth issues, i. e. electronisation of the health-care system and medical services. However, when perusing the conference's abundant programme, the topics of lectures, and seeing the names of the personalities taking part in the discussions, I am convinced that the event will be interesting and beneficial for all its participants.

Přemysl Sobotka
President of the Senate of the Parliament of the Czech Republic

Welcome to the V4DIS conference

As has become a tradition, the conference of Visegrad Four countries focused on public administration informisation–V4DIS (Visegrad Four for Developing Information Society)–will again take place this year from 6th to 8th of April 2008. This meeting, already the fifth, is again supported by the International Visegrad Fund and the personal auspices over it have been assumed by Mr. Přemysl Sobotka, Chairman of the Senate of the Parliament of the Czech Republic.

At the present time, the V4DIS project is a significant element of information society development, having a crucial influence on mutual sharing of information and knowledge between representatives of public administration, parliaments, local and regional governments in V4 countries. It also serves to enhance cooperation between the EU and V4 countries within their common interests. For the fifth time, Hradec Králové will be the venue for meetings between representatives of public administration and local governments from a number of European countries, representatives of international associations and networks, as well as representatives of suppliers of information and communication technologies. In the form of discussions and presentations of best practices of municipalities and regions, they provide each other with information and share experience. Close cooperation between Central European countries, which have similar problems to tackle and share a common history, is important not only in political and economic terms, but also when it comes to an area as specific as the development of information society, effective execution of public administration and provision of modern, high-quality services to citizens.

Those participating in the meeting from Visegrad countries, as well as other guests of the conference, will have the opportunity to meet, besides the Chairman of the Senate of the Parliament of the CR, Přemysl Sobotka, who has assumed the personal auspices over the event, other personalities from the Czech political scene – the Prime Minister, Mirek Topolánek, the Minister of the Interior, Ivan Langer, and a number of other members of the Government of the CR, as well as regional administrators, mayors, members of official delegations of V4 and other European countries, and other conference guests.

Several significant topics are on the agenda of this year's V4DIS meeting, including eGovernment and its development at the regional and municipal level, and tourism issues, primarily with regard to tourist information systems at both the European and municipal level. When it comes to other themes, the participants will undoubtedly have a keen interest in the discussions about the web portals of municipalities, sharing of experience and cooperation between twinned towns, as well as the issues pertaining to the drawing of finance from EU funds. In all these cases, selected best practices from individual V4 countries will play an important role during the meetings. The discussions about developing information society will also encompass information about the novelties on the website of the International Visegrad Fund and comparison of eGovernment advancement throughout the Visegrad region.

The V4DIS meeting will also contribute to the programme of the gala social evening within the conference–as in the previous editions, the results of the international EuroCrest competition for the best websites of towns, municipalities and regions will be announced. Individual participants, not only from the Visegrad Four countries, have been nominated for the competition through their national associations–often according to the success attained in national competitions, such as, for example, the Czech Golden Crest, the Golden Crest of Slovakia and the Poland's @Golden.

Just like in previous years, the agenda of this year's V4DIS meeting is extremely lively and diverse. I firmly believe that every single one of you will find a sufficient number of interesting topics. At the same time, I hope that the meetings with colleagues from partnership countries, representatives of public administration and international initiatives, as well as experts in public administration informisation, will serve as a valuable source of inspiration for your further work.

In conclusion, I would like to point out that this collection of conference papers and presentations naturally does not cover all the issues which will be dealt with during the two days of the ISSS/LORIS/V4DIS conference by its participants within lectures, presentations and workshops. Yet I believe it will become an extremely useful tool and you will find a host of interesting stimuli.

RNDr. Tomáš Renčín
Conference Executive Director

V4DIS 2008 Conference Agenda

Sunday, April 6

Regiocentrum 17:00–19:00 **eGovernment Expert Forum**

Klicpera Theatre 19:00–22:00 **Ceremonial Evening Programme**

Monday, April 7

Main Hall 10:40–12:00 **Ceremonial opening of the ISSS/LORIS/V4DIS 2008 multi-conference**

Eliska Hall 9:00–10:30 **eGovernment in V4 countries**

0:25 Glass of wine with Premysl Sobotka, President of the Senate of the Czech Republic

0:05 Opening of the V4DIS 2008 conference
Premysl Sobotka, President of the Senate of the Czech Republic

0:15 On-line Applications of the Visegrad Fund/Visegrad Group
Jiri Sykora, International Visegrad Fund

0:45 eGovernment developement in V4 countries
Pavel Bojnansky, Ministry of finance, Slovakia; Andrzej Janicki, Alfa-Omega Foundation, Poland; Cszaba Madarasz, Option.hu, Hungary; Jaroslav Solc, Union of Towns and Municipalities, Czech Republic

Visegrad Lounge 14:10–15:50 **eTourism**

0:20 Information and reservation systems in eTourism
Rostislav Vondruska, CzechTourism

0:20 E-learning in tourism
Josef Zelenka, University of Hradec Kralove

0:10 New technologies for web-based eTourism applications
Pavel Cech, University of Hradec Kralove

0:15 Regional information system
Blanka Fischerova, Centre of Regional Developement

0:15 Multimedia project “History of Bratislava”
Peter Borovsky, Comenius University in Bratislava

0:10 Search engines in eTourism
Vaclava Seblova, Pilsen Region

15:50–17:20 **Best practices–projects of municipalities**

0:20 Projects of Prague City hall supported from structural funds
Ivan Seycek, Prague City Hall

0:15 Georeceive and Geoshopping–new electronical services
Jan Nyvlt, Bratislava City Hall

0:15 APIR–portal of the Kosice region
Frantisek Kohanyi, Kosice City Hall

0:15 Metropolitan networks in Moldava and Banska Stiavnica
Stefan Aster, Moldava City Hall

0:15 Open-source technologies in Banska Bystrica
Peter Tuharsky, Banska Bystrica City Hall

0:10 eMaterialy.RM–elektronical documents in Uhersky Brod
Kamil Valek, Uhersky Brod City Hall

17:20–17:55 **V4 Statistics**

0:10 TRANSFER-EAST: G2B Twinning Project in V4 Countries
Peter Druga, PD Consulting

0:10 What do we know about our neighbours from V4 countries?
Jan Tucek, STEM/MARK agency

0:15 eGovernment Development Analyses in Visegrad Countries during 2004–2007
Jaroslav Svoboda, Ministry of interior; Peter Druga, PD Consulting

Tuesday, April 8

Lecture Hall 9:00–12:00 **Best practices–competitions**

0:30 Presentations of JuniorWeb competition winners
Jiri Peterka, Together Czech Republic, o. s.

0:15 "Data Centre of towns and municipalities" project
Miroslav Drobny, Union of the Towns and Cities of Slovakia

0:15 GoldenCrest.sk competition
Miroslav Drobny, Union of the Towns and Cities of Slovakia

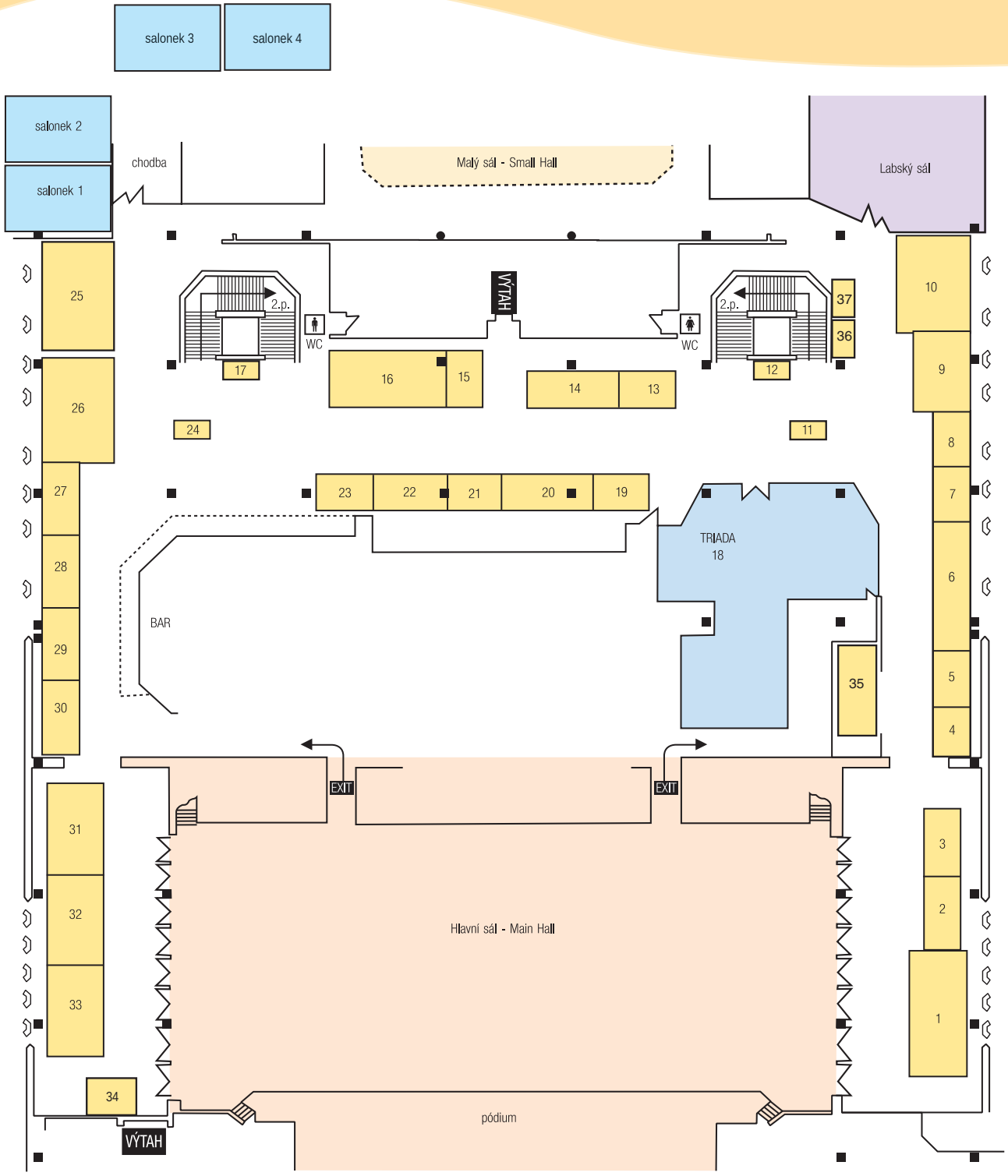
0:15 GoldenCrest.cz competition
Jan Savicky, City of Jihlava

0:30 Presentations of GoldenCrest competitions winners

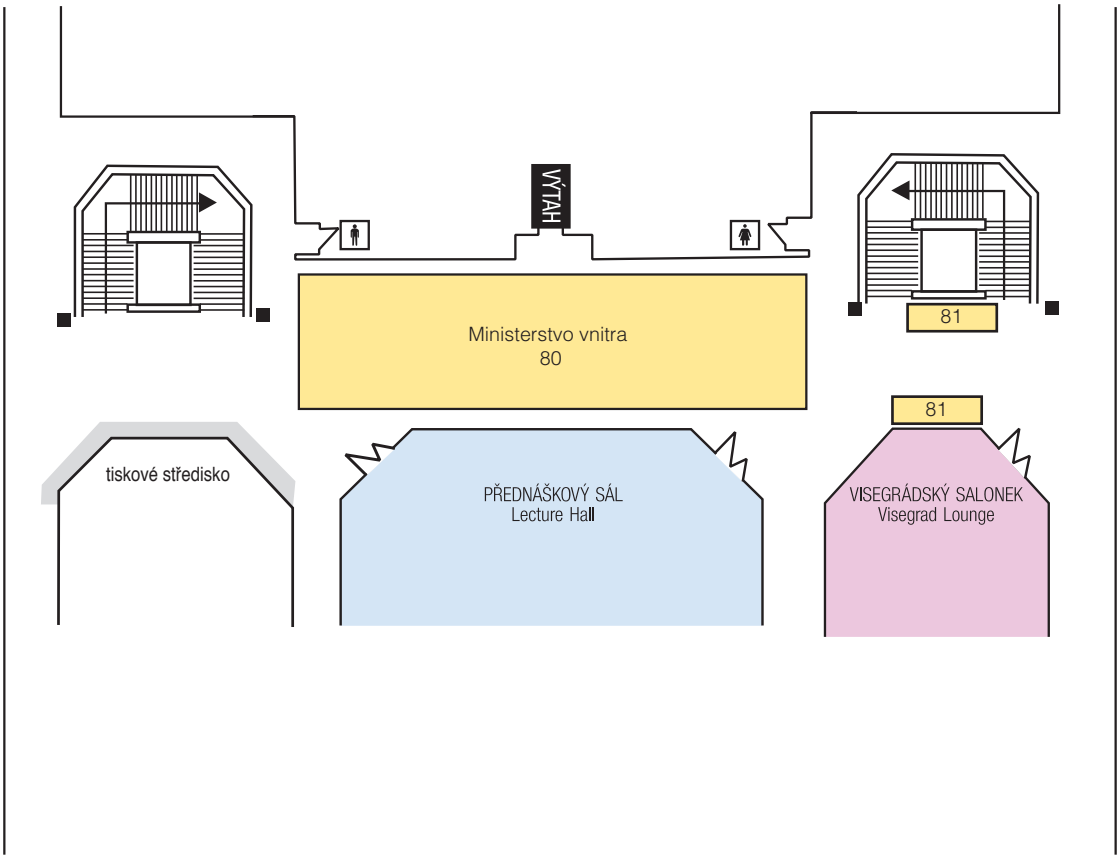
1:15 Discussion–GoldenCrest and Eurocrest competitions

Přízemí – 1st floor

1. patro – 2nd floor



2. patro – 3rd floor



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Development of Information Society in European Comparison

Within the Portuguese chairmanship in Lisbon in September 2007 there took place the 4th Ministerial Conference on eGovernment. Under the slogan *We reap contributions of eGovernment* there met there ministers of member states and representatives of other countries, which are in charge of development of eGovernment, in order to evaluate present development in this area. Objectives set for the eGovernment domain result mainly from the original Lisbon Strategy as well as from the conclusions of Ministerial Conference in Manchester (UK) in 2005 extended by the Initiative i2010 supplemented in June 2006 with action plan for eGovernment. Conclusions of the conference show that the objectives in this area are being fulfilled and ICT technologies contribute to economic growth of the whole community. The conference participants agreed on four areas in which it is necessary to achieve better results. First there must be established better crossborder cooperation among individual states. Second, the promotion of eGovernment must contribute to further removal of administrative obstacles for citizens as well as enterprises and to providing availability and easy use of all services. Another objective is to achieve higher social impact of eGovernment services while as many citizen groups as possible are being involved. EGovernment should become means of support of democracy and should support transparency of government processes.

Conclusions of Ministerial Conference are one thing, but let us now focus on statistics. We can use indicators both for households and for enterprises showing computer availability, availability of broadband connection to the Internet, use of internet and use of eGovernment services. We will leave out of this comparison Bulgaria and Romania that show at the moment the worst results, but they increase level of investments into this area, which contributes to further development. It is these investments that seem to be a decisive factor of development. In Europe it is the northern countries, Great Britain and Czech Republic that invest most into ICT area. In these countries the expenses exceed 3% of GNP. In other countries these expenses stay under the average limit of 2.7% of GNP. This may be the reason why we can find the most developed information society in the north of the continent. Denmark and Sweden belong to the leading countries as for computer and internet availability. In these countries there is not even any significant difference between enterprise and household availability concerning the means of information technologies. Percentage of availability of personal computer in Swedish and Danish households is nearing 85%, which is the most in Europe. Percentage of information technologies availability in enterprises is nearing 100% in all Europe. An average indicator for EU 27 is 96%. The European top countries concerning information technologies availability include Finland, Netherlands and Luxembourg. A contrary situation can be found in the south of Europe. From the "old member states" it is Greece that falls most behind in the development of ICT services. From the "new member states" ICT technologies are best available in Baltic countries–especially in Estonia and Latvia. Good results are also achieved in Slovenia.

And what does development of ICT look like in Visegrád countries in comparison with other states of European Union? We can say that the situation in the Czech Republic, Poland, Hungary and Slovakia is either slowly nearing EU average or is even surpassing it in some indicators. However major differences in computer availability are here between households and enterprises. Whereas availability and use of information technologies in enterprises is on average or above-average level, households stay on under-average level of EU. The Czech Republic despite the highest level of investments of all Visegrád countries shows the worst information technologies availability and internet availability in households within V4 countries. On the other hand in the enterprise sector it reaches the highest level. In Hungary and Slovakia the ICT technologies availability in households is approximately at the same level and these countries reach the best level. Poland shows the worst indicators at the level of use of information technologies by enterprises. The best availability of eGovernment services is offered by Hungary and the Czech Republic. The services are used but again mostly by enterprises. That is why the electronic services for enterprises are also more developed. Electronic services for citizens still fall behind and thus remain little used. Thus it seems that the availability of ICT for citizens presents the biggest obstacle for further development of citizen eGovernment services in these countries, which thus significantly limits possibility of use of newly offered eGovernment services.

In September 2007 European Commission published a document aimed at comparison of European countries from the point of view of offer of electronic services–The User Challenge Benchmarking, The Supply of Online Public Services. This document evaluates 20 basic services of eGovernment and their level within European Union. The document also contains evaluation of each country. Most developed within all EU there are services for enterprises–corporate tax, value added tax, customs declaration and social contributions for employees. As for the services for citizens it is income tax and job search services. However development of services for citizens falls slightly behind. The most developed country in availability of electronic services in EU is Austria, which reaches 100% in this indicator and has completely covered the offer of eGovernment services. The average of EU 27 evaluating the offer of electronic services shows 59%. Visegrád Four countries have thus so far stayed under this average. The best evaluated country of V4 countries is the Czech Republic with the offer of electronic eGovernment services reaching 55% and Public Administration Portal is very highly evaluated as well. Hungary and Poland made only a moderate progress in the development of eGovernment services. On the other hand a major progress in evaluation was achieved by Slovakia that on the contrary to the last year increased availability of eGovernment services up to 35%.

20 basic public services of eGovernment		**CZ**	**PL**	**SK**	**HU**
Citizens	1. Income tax–natural persons	4/5	2/4	4/4	4/5
	2. Job search service	4/4	4/4	1/3	4/4
	3. Social security benefits	3-4/5	2/4	1-2/4	1-2/5
	4. Personal documents	1/4	1/3	1/3	1-2/4
	5. Car registration	1/4	1-2/4	1/4	3/4
	6. Building permission	2-3/4	1-2/4	1-2/4	1/4
	7. Declaration to the police	3/3	1-2/3	1/3	3/3
	8. Public libraries	3/5	1-2/4	1-2/3	3/5
	9. Birth certificates, marriage certificates...	1/4	1-2/3	1/3	3/4
	10. Higher education /university	2-3/4	1-2/4	1-2/4	4/4
	11. Announcement of moving	1/4	1-2/3	1/3	3/4
	12.Health related services	0/4	0-1/4	1/4	0/4
Enterprises	13. Social contributions for employees	4/4	4/4	3/4	2/4
	14. Corporate tax	4/4	2/4	4/4	4/4
	15. VAT	4/4	2/4	4/4	4/4
	16. Registration of a new company	4/4	2/4	2/4	3/4
	17. Data for Statistic office	4/5	3/3	2/3	5/5
	18. Customs declaration	4/4	4/4	2/4	4/4
	19. Environment-related permits	4/5	0-1/4	1/4	3/5
	20. Public procurement	4/4	3/4	4/4	2/4
Offer of eGovernment services		55%	25%	35%	50%
Average EU 27		59%			

Glossary

Level	1	Information	accessibility of information
	2	One way interaction	downloadable forms
	3	Two-way interaction	electronic forms
	4	Transaction	possiblity of full electronic case handling
	5	Personalisation	user identities

Source: EC, The User Challenge Benchmarking, The Supply of Online Public Services

Information Society in the Visegrád Countries		CR	SR	HU	PL	Average EU 27	Best EU	Worst EU
Households								
availability of computers		39%	50%	50%	45%	60%	Denmark 85	Bulgaria 21
access to the Internet		35%	46%	38%	41%	54%	Netherlands 83	Bulgaria 19
broadband access		28%	27%	33%	30%	42%	Netherlands 74	Romania 8
purchase over the Internet in the last 3 months		8%	10%	7%	11%	23%	Great Britain 44	Romania/Bulgaria 2
interaction with public authorities	obtaining information	14%	20,1%	21.7%	12.1%	26.9%	Denmark 57.7	Romania 4
	downloading forms	7,7%	14,5%	19.1%	8.8%	17.9%	Denmark 37	Romania 2,6
	returning of filled in forms	3,5%	7,9%	13,5%	3,6%	12.6%	Denmark/ Netherlands 32.6	Romania 1,8
Enterprises								
availability of computers		97%	97%	89%	93%	96%	Netherlands 100	Romania 77
access to the Internet		95%	93%	80%	89%	92%	Finland 99	Romania 58
broadband access		69%	61%	61%	46%	73%	Sweden/Finland 89	Romania 31
possibility to receive an on-line order		8%	7%	9%	9%	15%	Denmark 34	Latvia/Bulgaria 2
interaction with public authorities	Web pages	70%	61%	42%	53%	62%	Sweden 86	Romania 24
	obtaining information	72%	68%	43%	50%	55%	Denmark 81	Romania 38
	downloading forms	66%	69%	42%	47%	55%	Denmark 81	Romania 34
	returning of filled in forms	32%	45%	28%	56%	44%	Finland 78	Cyprus 8

Source: EUROSTAT (2006)

Institutional Background of eGovernment in V4 Countries

Institutional Background of eGovernment in the Czech Republic

Basic data (2006)	
Population	10 278 200 inhabitants
Area	79 000 km^2
GNP (PPS, EU27=100)	78,8 %
Growth of GNP	6,4 %
Investments into ICT/GNP	3,2 %
eGovernment availability	55 %

Source: Eurostat

In the Czech Republic in 2007 there was launched a pilot project Czech Point, which supports expansion of eGovernment services for citizens. The crux of the project is to create network of contact spots for citizens, where they can obtain various administrative documents. The first stage includes an extract from Land Register, an extract from Criminal Record and an extract from Commercial Register (since January 2008). In the following stages of the project other documents (driving licences, identification cards) are assumed to be added. Czech points are available for the citizens at the post offices or municipal authorities. In 2007 there also continued work on preparation of the Act on eGovernment, which supported equalization of electronic and classic documents. This has so far presented the biggest obstacle for using eGovernment. Main objectives of national strategy eCzech 2006 include exactly expansion of eGovernment services and then development of electronic procurement (eProcurement) and electronic health system (eHealth).

The main role in development of eGovernment in the Czech Republic is taken up by Ministry of Interior, whose responsibility informatics became after Ministry of Informatics had been dissolved in June 2007. The integration of these two ministries aimed at achieving higher efficiency thanks to better coordination in implementation of ICT and eGovernment. Informatics section at the Ministry of Interior is divided into three departments. Each department is in charge of creation of national information strategy, coordination of activities related to realization of eGovernment, implementation and support of eGovernment projects. The cooperation with other ministries aims at providing support for implementation of projects themselves.

Government Council for the Information society works as a consulting body fulfilling coordination task. This institution presents an important platform for possible discussion about strategy of information society and other projects. Government Council for the Information Society was established by government decision in March 2007. A significant role in the overall system of institutions supporting development of information society is also played by inspection authorities. The Supreme Audit Office is an independent authority which is empowered to audit management of public finances. Unsubstitutable role is also played by the Office for Personal Data Protection. This authority supervises legislative concerning personal data and deals with citizen complaints regarding this area.

At the regional level eGovernment is in charge of individual regional or local self-governments. As we at this level come into direct contact with the citizen, local governments can suggest solutions and develop directly made-to-measure services for the needs of local citizens. Ministry of Interior performs a coordinating body and supervises exercising of eGovernment so that budget stability of these self-governments would not be endangered.

Other consulting bodies aimed mainly at cooperation between regional and local self-governments include Association of Regions of the Czech Republic and Union of Towns and Municipalities of the Czech Republic. This collaboration aims at providing dialogue towards governing sector.

Development of available eGovernment services in the Czech Republic is still continuing. Out of 20 defined basic services there are 12 aimed at citizens and 8 at enterprises. Services for enterprises are already available in full extent at the transaction level. Services for citizens are gradually devel-

oped. One third of the services is available at the transaction level. The rest of services is accessible in the form of information or downloadable forms. Total offer of eGovernment services reaches 55%. Basic information on public administration in the Czech Republic is provided by Public Administration Portal–www.portal.gov.cz. Apart from information part which offers complete directory of Czech administration and legislative, this portal opens door into the world of electronic services for citizens and enterprises.

Institutional Background of eGovernment in Poland

Basic Data (2006)	
Population	38,125,479 citizens
Area	313,000 km^2
GNP (PPS, EU27=100)	52.4%
Growth of GNP	6.1%
Investments into ICT/GNP	2.6%
Availability of eGovernment	25%

Source: Eurostat

Providing of eGovernment in Poland is in major extent performed by local authorities of public administration which gradually implement various types of electronic services for their citizens. Further expansion of internet services in Polish regions and thus increase in its availability is also significant. Main objectives of Polish information strategy include expansion of broadband internet availability, development of portal for eGovernment services and its content and availability of knowledge in ICT area.

The main role in implementing eGovernment in Poland is performed by Ministry of Interior and Administration. It is responsible for devising the strategy for this area and supervises its realization. Ministry is responsible for development and management of central ICT infrastructure for public administration, establishes standards and supports eGovernment projects. In the area of information society it is responsible for management of sources from the Structural Funds of EU. It prepares grant programmes, provides information and support for the applicants. An important role is also played by other ministries that are responsible for their own projects. Ministry of Interior on the grounds of Act on Access to Information runs Public Information Bulletin (Buletyn Informacji Publicznej), which serves for unified access to the state as well as local government Webs, which are processed in unified form. Cooperation with Ministry of Transport is important. The ministry is responsible for state telecommunication strategy and development of broadband.

In Polish system there work also two inspection authorities. Supreme Chamber of Control is a body of state supervision that supervises fulfilment of public budget. Another one is presented by Inspector General for the Protection of Personal Data. Its main task is to supervise the protection of personal data of inhabitants and deal with misuse of personal data. It also deals with development of legislative in this area.

At the regional and local levels the role is taken up by Regional and Local authorities. It prepares its programmes of development of information society and eGovernment in the line with national strategy. Ministry of Interior provides only coordination of projects and support by way of seminars, consultations and professional preparation.

The offer of eGovernment service in Poland reaches 25%. Out of 20 defined services of eGovernment a substantial part is at the first or second level of development, which means there is access to information at the internet or even possibility of downloading forms. There is not even such a huge difference between offer of the services for enterprises and citizens. There are developed electronic services for customs declaration, social contributions for employees and job search service. In Poland there has not been yet created a unified portal for access to information on Public Administration and electronic services. There is being prepared a portal ePUAP (Electronic Platform for Public Services), which is to mediate information on public administration and basic electronic services. There is prepared about 250 million euro for this project.

Institutional Background of eGovernment in Slovakia

Basic data(2006)	
Population	5,389,100 inhabitants
Area	49,000 km^2
GNP (PPS, EU27=100)	88.0%
Growth GNP	8.5%
Investment into ICT/GNP	2.5%
Availability eGovernment	35%

Source: Eurostat

In Slovakia in 2007 there took also place some changes in responsibilities for realization of eGovernment. The Slovak Government Office and Ministry of Finance took over responsibilities for management of strategy of information society from the Ministry of Transport, Post and Telecommunications. Ministry of Finance is namely responsible for National Lisbon Strategy, which includes support of eGovernment. Ministry of Finance of SR plays its part in managing activities in the area of ICT, in performing basic projects of eGovernment and providing support for this area. Cooperation with the Slovak Government Office is carried out especially in realization of concrete governmental projects. Governmental cooperation involves also other ministries which realize their own projects with support of Ministry of Finance. This system includes also the Social Insurance Agency which by means of eServices provides the administration of the pension system.

Into the structure of governmental organizations there is included Institute of Public Administration which focuses especially on preparation of civil service staff. Its commission thus makes it an important consulting body among other institutions.

Supervision is in charge of Supreme Audit Office which provides audit of public budgets and management of public means. It audits both the highest state authorities and local governments.

Office for Personal Data Protection keeps guard over dealing with personal data of citizens. In cooperation with National Security Authority it mediates infrastructure for electronic signatures. Main responsibility for electronic procurement lies on Office for Public Procurement which is responsible for development of eProcurement system.

At the regional and local level the main authority is presented by Ministry of Interior and its section of Public Administration. It is responsible for decentralization and reorganisation of local public administration and self-governing regions. There was also established a consulting body for this reason, Government Plenipotentionary for the Decentralization of Public Administration. Implementation of eGovernment on the regional level is both task of section of Public Administration of Ministry of Interior and it lies on the self-governing regions. It is supported also by IveS–Organisation for the Public Administration Informatics, which deals with development of specialized software for the needs of public administration. An important role is also played by Association of Towns and Municipalities of Slovakia, which supported development of internet information system for towns and municipalities.

EGovernment services in Slovakia are gradually developed. In 2007 Land Register was made accessible and further development in the area of taxes took place. Slovak tax payers can deal with their tax matters fully on-line. In Slovakia there is also evident a major difference between services available for citizens and enterprises. A higher level is reached in development of eGovernment services for enterprises. Total offer of services of eGovernment reaches 35%. Services available for citizens are at the level of providing information via internet or offering possibility in the form of downloadable forms. More developed services are then offered by individual towns or big institutions. For higher level of use the users are required to own an electronic signature. Central portal of public administration in Slovakia is portal.gov.sk. This portal apart from basic information offers also use of some eGovernment services.

Institutional Background of eGovernment in Hungary

Basic data(2006)	
Population	10,076,600 inhabitants
Area	93,000 km^2
GNP (PPS, EU27=100)	52.4%
Growth in GNP	3.9%
Investment into ICT/GNP	2.5%
Availability of eGovernment	50%

Source: Eurostat

In Hungary in 2007 there were evaluated first three years of existence of strategy eHungary that was aimed especially at development of ICT technologies and availability of internet. Other stages of national strategy eHungary 2.0 should lay more stress on development of computer knowledge. There was also fully completed basic infrastructure serving for support of eGovernment and its services. For development of creation of new solutions of eGovernment services there was established eGovernment cluster on the grounds of Albacomp Zrt. initiative.

EGovernment in Hungary is centred as a part of Prime Minister Office–Electronic Government Centre at the Prime Minister´s Office. This centre is responsible for ICT matters in the public administration. Supervision over implementation and fulfilling of Hungarian state strategy is in responsibility of Committee for IT in Administration. It follows the operation of intergovernmental commissions for information technologies and information society. Another authority in the area of eGovernment is Ministry of Economics and Transport. All these governmental institutions are responsible for political decisions and creation of strategy in the area of informization of public administration, they coordinate operations and projects, which support implementation of information systems and provide professional consultancy in this area.

Supervision is entrusted in Hungarian State Audit Office that provides audit of public financial means and their use. Protection of personal data falls within cognizance of Parliamentary Commissioner for Data Protection and Freedom of Information.

This structure of management of development of information society is applied at the regional level as well. It is entered also by representatives of regions and local governments. In the area of electronic transferring of documents there is also Ministry of Local Governments and Regional Development.

Further agents are presented by voluntary associations of local governments–Hungarian National Association of Local Authorities, Association of Cities of County Rank and National Association of Intelligent Local Authorities. These associations support their members, protect their interests and develop cooperation with central authorities.

Offer of basic services of eGovernment in Hungary reaches 50%. Higher level of development is achieved by services for enterprises at which realization it is possible to use also on-line procurement. In big extent there is however still applied usage of providing information and downloading of forms which must be approved or submitted to relevant authority. Services for citizens are developed gradually. The most significant role in using eGovernment is played by portal Magyarorszag.hu. Apart from links to state institutions it also provides further electronic services. Access to these services is secured via fully transactional and secure interface–“Client’s portal”.

Some aspects of E-Government in The Czech Republic and the other countries of the Visegrad Group

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Abstract

The paper deals with a transformation process of Public Administration by using information and communication technologies. The process is called E-Government. As it is connected with Public Administration it must be based on changes of legislation. The aim of the process is better efficiency of Public Administration and creation of new electronic services provided by Public Administration. A lot of work has been done within the process of E-Government, but there are still several problems connected particularly with trustworthiness and archiving electronic documents. We describe some of these things that must be solved so that E-Government could succeed at all.

History of the electronic signature in The Czech Republic

The ground for trustful electronic communication is the electronic signature, which is defined by Act No. 227/2000 Coll. As soon as the Electronic Signature Act came into force, the Directive No. 304/2001 Coll. came into force, too. On the grounds of that Directive every body of public authority, which accepts documents according to the Administrative Procedure Code, Civil Procedure Act, Code of Criminal Procedure or Tax Administration and Fee Act, must maintain an electronic registry, which is one of the basic tools of E-Government [1].

But there was a problem with realization of an electronic registry because there was no accredited qualification service provider, which could issue qualified certificates. The first accredited qualification service provider started to issue qualified certificates on 25 March 2002, which was almost half a year later since the Directive No. 304/2001 Coll. had came into force.

Since the Electronic Signatures Act has been amended several times, the possibilities of usage of electronic signature techniques have gradually expanded [2]. At first there was only a guaranteed electronic signature based on a qualified certificate. Now we can also use a system qualified certificate to supply electronic documents with an electronic sign. It must be said that the electronic sign can approve only of the place of origin in contrast to the guaranteed electronic signature, which express approval of the person, who signs it, with the content of the electronic document.

In spite of the fact that acts were valid and techniques were prepared there couldn't be seen the supposed rapid increase of electronic communication based on the electronic signature. We can say that the main reasons why it didn't happen in that way were inaccessibility of qualified certificate and a small applicability that was caused by a long-term problem of electronic transmissions in the area of the public administration, as there is necessity of a lot of supplements. There are such supplements with problematic conversion into electronic form and also such without possibility of that conversion.

Inhabitants of the Czech Republic haven't been interested in that kind of service yet. The Act No. 634/2004 Coll. valid since 2005 could have brought some change but it hasn't happened. There is said that applicant could be exempt from charge up to 2000 Kč in case of electronic application. But one more condition must be fulfilled; there has to be possibility to process all the procedure in an electronic way.

Problem of motivation for implementation of the electronic signature into real practice is still current. Comparison between that issue and electronic banking can be useful. The reasons are that E-Banking is a rapidly increasing branch and it is based on similar situation – communication between institution and inhabitant. We can ask what makes person to communicate with a bank in an electronic way? To find the answer we could do a large sociologic investigation but it is clear that there are some main motivation principles: saving money and simplicity of implementation.

In case of electronic communication between municipalities and inhabitants neither of both main motivation principles is sufficiently ready. There exists the possibility of saving money but it is

dependent on another condition, which is not clear not only to inhabitants but also to clerks. In the area of banks it is exactly given.

The next problem is in acquisition of a qualified certificate. A person must go to some different institution to buy it before they can communicate with authorities. It is a complication. If municipalities could give to inhabitants special certificate as banks do, the situation of electronic communication would be better.

Some notes about the other countries of the Visegrad Group

The situation in legislation, which we have described in the previous section, is similar to that in the other countries of the Visegrad Group. The Electronic Signature Act (No. 215/2002 Coll.) came into force on May 2002 in Slovakia and defined the conditions for use of the electronic signature [3]. The Act on Electronic Signature was adopted on 18 September 2001 in Poland [4]. The Electronic Signature Act was adopted on 29 May 2001 and came into force on 1 September 2001 in Hungary [5]. All these Acts are compliant with the EU Directive on a Community framework for electronic signatures (1999/93/EC).

Neither of these countries has solved all problems that are connected with equality of signed electronic documents and signed paper documents and task of archiving electronic documents at all. But the development of E-Government is a continuing process as the innovation process based on implementation of information and communication technologies.

Problems of electronic documents

In spite of the fact that a lot of work has been done within the process of E-Government, there are still problems that must be solved and they are not simple.

One of these things that remains is a multiple electronic signature [6]. An example of use of this kind of electronic signature is a contract, which must be signed by all contracting parties (count of the parties we denote *n*). There are two possibilities how to do it now. One is based on *n* self-dependent electronic signatures, which is independent on the order of supplement of signatures. The other possibility is based on subsequent supplement of electronic signature, which means that second person signs not a simple document but the document with the first electronic signature and so on till the *n* person who signs the document with previous *(n-1)* signatures. Both described possibilities tend to the situation of necessity of verification of all *n* electronic signatures separately. But there is another way to this matter by using honest multiple electronic signatures that are more complex and more easily verifiable [6]. The problem is in legislative, which hasn't counted with it yet.

Another of these things that are not solved yet is archiving electronic documents. This problem is connected with an Electronic Records Management System where electronic documents generally originate. There is one specification called MoReq 2 (Model Requirements for the Management of Electronic Record), which focuses mainly on the functional requirements for the management of electronic records by an Electronic Records Management System [7]. It has been developing since 1999 in version 1 and since 2001 in version 2.

The issue of Electronic Records Management System brings up one main question, which is the level of electronic conversion of documents. There are three levels:

- **The 1st level** is the lowest one. The implementation of an Electronic Records Management System is in replacement of one paper book – record of applications. There are only electronic dispatch-notes of paper documents. According to the local conditions electronic applications and new electronic documents are printed and then stored, sent and archived in paper version.
- **The 2nd level** is the highest one. Each document is converted into electronic version by efficient scanners. The originals of documents are immediately archived and clerks work only with electronic version. Every new document is prepared in an electronic form by using word editors.
- **The 3rd level** is the middle one. It is the combination of the previous ones. Part of documents is kept in paper version. Electronic applications, new documents and other documents, which are easy to be converted into an electronic version, are processed in full-electronic way.

Present trend, not only in the Czech Republic and in the other countries of Visegrad Group but also in European Union, tends to the 3rd level. The main reason of retreat from total electronic conversion effort is the problem of electronic archive, which has not been solved yet as we have said. There are two points of view to this problem: the technical one (durability of electronic records, keeping electronic record readers) and the legislative one (trustworthiness of saved electronic records). The electronic signature, which can assure trustworthiness of archiving electronic documents, has only one-year durability. It is in the context of archiving insignificantly short time.

Generally the issue of trustworthiness of E-Archiving is the time variable problem because speed and abilities of computers are quickly increasing. Thus we must solve this problem with respect to that situation. One of the good solutions is in forward-secure electronic signature (see [6]). The main thing is requirement of independency of trustworthiness of a singed electronic document on previous electronic signatures and of dependency only on the last electronic signature.

Conclusion

In all countries of the Visegrad Group the Electronic Signature Acts came into force during the period of years 2000–2002. These Acts created a legal framework for the provision of trustful electronic communication within Public Administration and between authorities and inhabitants ([2], [3], [4], [5]). But there are still several problems that must be solved so that a signed electronic document would be equal to a signed paper document. These problems are namely conversion of paper and electronic documents, archiving electronic documents and the multiple electronic signature. These things must be solved so that E-Government could succeed at all.

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Development of the Information Society and eGovernment in Poland (Evaluation Draft)

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1. Introduction

Taking into the consideration the knowledge we have currently as well as all sources we could find, which have to be deepen with additional research in the future on the basis of „Renewed Lisbon Strategy"–here we have pleasure to introduce a short evaluation draft describing development of the Information Society and eGovernment in Poland in the past years as well as its condition nowadays. To make it more clear we decided that as well evaluations and interpretations of a real condition are presented in the form of tables.

1.1 Evaluation of a development of the eEconomy in Poland

Polish institutions:	
GUS (Central Statistical Office)	Until the end of 2010 the average of the economic growth in EU should reach the level of 3 % In 2008 it has reached 2% According to the very last statement of the Polish Central Statistical Office GDP growth rate has increased in 2007 at 6.5% In 2007 accumulated revenues of the Polish companies increased at 14.6% which gives the amount of 1.7 billons PLN, revenues of the companies which employ more then 50 people increased with 26% (88 mld. dollars net), 50,6% of the Polish companies export their goods abroad.
International institutions:	
EU	According to macroeconomic forecasts of the European Commission which were published in April 2005 the economic development in Poland in 2009 will reach 4.4% and in 2010–4.5% however today the National Polish Bank assumes it to be around 5 up to 5.5% In the middle of 2006 the level of progress of the development of the eServices among EU-25 was stated to be 75%–in Poland it was 53% which gives increase from 36% in 2004.
EITO	According to EITO report the progress speed of the IT Services in Poland (13.2% in 2004 together with forecast of the next two years which stays on the same level) was the biggest among all new EU countries.
The Economist and IBM (e-readiness ranking)	According to the report of The Economist and IBM (so called e-readiness ranking) in 2005 Poland in the ranking of the countries which are most prepared for the new technology era, was on the 32 position (among 65 countries analyzed), increase with 4 positions comparing to the previous edition from 2004. According to this report Poland is and will be more attractive for investors.
World Economic Forum and INSEAD 12 Dec. 2007 (Network Readiness Index)	The Networked Readiness Index is a comparative and benchmarking framework that is the highlight of the GITR project, was developed at INSEAD in order to capture the state of the technology readiness in the 122 countries worldwide. According to "World Economy Organization" in Geneva, the network readiness index for Poland is 53 in total. Denmark is at the first position, Finland, Netherland, Iceland, UK and Norway follows. Comparison of the countries based on availability of online services 2006 online government services such as personal tax, car registrations, passport applications, business permits and e-procurement gives the following picture about Poland: – Current evaluation of Poland to be ready for the Information Society transformation according to the Network Readiness Index has 65 position among 122 countries examined. (Estonia 1, Slovak Republic 74, Czech Republic 78, Hungary 45) – ICT use by the government which has improved the efficiency of government services and has facilitated interaction with business and civil society: Poland: 91, Czech Republic: 97

1.2 Budget dedicated for financing eEconomy in Poland

Budget dedicated for eEconomy projects – Poland

In 2005 the level of investments made in the IT industry in Poland was about 113 Euro, when the average for EU – 25 was 648 Euro. In 2006 Poland spent about 2 billion zlotys but there were no results

of such investment. In the years 2007–2013 in Poland there will be subsidy of 400 billion zlotys given for the development from the EU funds. In 2007–2013 the expected amount of financial means (for the development of the information society) within Regional Operational Programmes is 4.7 billion zlotys. It is 8.6 times more comparing to the years 2004–2007. The amount of 3.5 billion zlotys is to be given for the development of the electronic economy and the public e-Administration by fulfilling many of the IT projects (for example projects carried out as a part of e-Administration: e-PUAP, PESEL-2, CEPiK, STAP). In 2007 the process of fulfilling 16 projects amounting for 2.2 billion zlotys has started.

2. Government institutions and informatisation programs in Poland

These institutions and programs are presented in tabular version below:

2.1 Government institutions responsible for informatisation in Poland

until 2006	**MNiI (Ministery of Science and Informatisation)**
finished	Implementing of informatisation plans and coordination.
from 2006	**MSWiA (Ministry of Interior and Administration)**
in progress	Coordination on behalf of Prime Minister the level of informatisation process of the public administration as well as implementing of the "Plan of the Informatisation in Poland for years 2007–2010".
from 2006	**Multiministerial Unit for Informatisation Issues**
in progress	The support unit of the Council of Ministers in the scope of: informatization of the public administration, development of the information society, ICT systems and also development of the usage of TTI for building economy based on the knowledge.
from 2006	**Congress for Electrionic Economy**
in progress	Representatives of the Government and of many other organizations have formed a forum to exchange ideas concerning trends in development of the electronic economy in Poland. Participants of the convention made an attempt to sum up the trends of current achievements and failures as well as they tried to determine further trends and actions of the development of electronic economy in Poland in the years 2007–2013.

2.2 Informatisation programs in Poland

Year	Name of the program
2001 Finished	"ePolska – Strategia rozwoju Społeczeństwa Informacyjnego w Polsce na lata 2001–2006"
2004 Finished	"Strategia Informatyzacji Rzeczypospolitej – ePolska na lata 2004–2006"
2005 in progress	"Krajowy Program Reform na lata 2005–2008"
2005 in progress	"Ustawa o informatyzacji działalności podmiotów realizujących zadania publiczne"
2005 Finished	"eGoverment na lata 2005–2006"
2006 Finished	"Plan Informatyzacji Państwa na rok 2006"
2007 in progress	"Narodowa Strategia Spójności na lata 2007–2013"
2007 in progress	"Plan Informatyzacji Państwa na lata 2007–2010" Plan of the Informatisation of Poland for years 2007–2010 is the main element of a mechanism which allows to absorb European Union funds which are dedicated for informatisation and development of Information Society in Poland (an amount of 4 mil Euro for years 2007–2013)

3. eGovernment in Poland

3.1 State eGovernmant

Programs and projects implemented by State Government are presented below in the picture number 5.

eSecurity	All passports are issued as biometric. First multifunctional electronic biometric ID's will be issued in the second half of the 20081 – in September. Cost of the project – about 470 million zlotys.
eTaxes	2006 to 2008 electronic system: "e-POLTAX" (https://e-poltax.mf.gov.pl) From 2008 a new system: „e-Deklaracje" (32 different tax declarations) From 2006 these companies, which annual net incomes crossed the level of 5 mln Euro, around 7,5 thousand. Companies could send e-declarations. Nowadays, all units are allowed.
eHealth	2007 – "Strategy of using the sources of information by the National Health Fund and the trends of development of the IT system for 2007–2010" The Register of the Medical Service (RUMII) is a record system which includes data concerning the authorized medical service and details connected with this service. Within the RUMII project, the existing system is to be extended to cover the additional data of the medical service. Also the system of identification of the patient by using the electronic card will be introduced. The electronic cards will allow to form new type of data and it will help to connect its functions with the European Health Insurance Card. Production and personalization of those cards will eat up the biggest funds (80% of 400million zlotys given for the RUMII project). This project will be finished in 2010. More and more popular: remote monitoring of the patient, e-prescriptions, electronic patients' cards, medical rescue supported by the eMedicine. Problem: lack of confidence (only 10% of Poles) in the electronic way of performing medical service. 2008–2009 Electronic Prescription – 3 million zlotys 2008–2009 Database will be a system allowing an easy object composition of the chosen service registered in the Health Fund Systems – 10–30 million zlotys. Detecting System for the abuse and irregularities, 30–40 million zlotys.

3.2 Self eGovernment in Polish regions

In 2006 it was used in 2008 institutions. 226 communes (9,1%) had the ISDN connection and 203 communes (8,2%) had the radio connection. Only 18 communes used the satellite connection and 23 had the dial – up access. GPRS or UTMS was not used as the main connection.

In 1775 commune offices the PESEL (Personal Identity Number) system is operated by the IT specialist. In 465 communes special companies perform their service. The operating system used to keep records is mostly Windows (1692 communes), Novell (291 communes) and Linux (132 communes). In most cases data is stored in dBase (934 communes) and MS SQL (597 communes). Majority of communes (2164) together with electronic register run the paper Resident's Personal Cards (Karty Osobowe Mieszkańca–KOM) when 1190 commune offices don't have the computer system for Register Office Records. As a part of the PESEL2 project the formation of the Central Register Office Records was cancelled.

In communes there are 20 suppliers of the IT systems for the population census and Register Office Records. According to the management of the Department of Registers' Development of the Ministry of Interior and Administration, initiators of the current systems will modernize their products in accordance with the directive of the Ministry of Interior and Administration. In February 2007 the rules of financing the infrastructure modernization in the commune offices and the rules of remunerating executors from the EU funds will be published. PESEL2 System should be ready to start in the middle of 2008. Together with the recently announced project of forming the biometric ID (PL-ID), which is a continuation of the PESEL2 project, will cost 470 mln. PLN. In the second half of 2008 the first biometric IDs would be issued.

3.2.1 Examples of the Self eGovernment regional programs

A. ŚCSI Project
The Śląskie Centrum Społeczeństwa Informacyjnego (The Silesian Center of Information Society) was established by the resolution of the Regional Council of the Silesian Voivodship in June 2005 as an answer to the challenge of the present development of the Voivodship. The main duties performed by The Silesian Center of Information Society are as follows:

- Managing the project of the System of Electronic Communication of the Public Administration in the Silesian Voivodship,
- Informatics service for the Voivodship Self – Government,
- Performing and Monitoring the Data Processing Center,
- Drawing up, updating and accomplishing the regional strategy of informatisation on the area of Silesian Voivodship,
- Inspiring and promoting new solutions in the field of informatisation of the region,
- Coordination of the activities in the scope of informatisation of the region including support for local government in promoting informatisation,
- Consulting point for computing projects,
- Trainings in the field of Computer Science.

B. Implementing of „Elaktronicznych Skrzynek Podawczych" (Electronic eOffice Boxes)
It is a special software that allows delivery of the electronic documents to the public subjects in accordance with current legal requirements. These requirements are described in the following legal acts:

- Prime Minister's Directive of 29th September 2005 on Organizational and Technical Conditions of delivering the electronic documents to the public subjects;
- Directive of the Ministry of Interior and Administration of 27th November 2006 on issuing and delivering electronic documents. The above mentioned directives oblige all subjects of the public administration to accept electronic applications. The acceptance of the document must be certified by issuing to the citizen an Urzędowe Poświadczenie Odbioru (Official Certificate of Acceptance) which format and contents are precisely described in the above mentioned directives.

The Elektroniczna Skrzynka Podawcza allows to:

- Meet the requirements of filing electronic documents.
- Minimalise the number of paper documents, what facilitates their management.
- Easy and fast access to the documents.
- Documents are provided with the unique signature which is automatically generated while registered.
- Each filed document receives the identifier.
- Person that filed the document can systematically check his/her case.
- Thanks to the IT used at the customer's service, the effectiveness of the office is increasing.
- Office clerks can focus on their tasks not on the technical problems.
- Introducing the "Elektroniczna Skrzynka Podawcza" contributes to the realization of the modern administration project and meeting the requirements of directives.

4. Condition of the eEconomy in Poland in 2006 to 2008

4.1 A General view

The observed quality changes of the e-economy solutions, that support functioning of the information society in Poland and the economic processes. Noticeable connections arise from requirements of today's dynamic development of our society and economic systems as well as from the amended law or from many initiatives and projects that were undertaken in Poland and EU. The need of using the electronic systems in every day life (in 2006 the number of laptops used in households raised by 68.1%) is the best example of the need to develop electronic economy. After the period of incubation and early

development as well as increased preparations supported by the significant financial help from the UE funds, the dynamic and universal development of e – economy tools is to come. The end of the currently beginning period of programming EU funds for years 2007–2013 (in this period Poland will receive 400 mld. PLN of subsidize from the EU funds) may, according to many specialists, coincide with the transformation of the Polish electronic economy into the stable usage.

Results of the performed research show that, similar to the last year, there is an unequal pace of development and usage of electronic systems of data exchanging in social life (e-shopping, e-finance, e-health, e-learning etc.) as well as in sectors of Polish economy (e-supply, e-finance, e-selling). There was a high pace of development in the field of infrastructure and ICT technology in Poland and the average increase of DSL Internet connections amounts to 60.1%, achieving 1.67 mln. of DSL1 connections when in the EU the number of DSL connections increased by 40%, achieving 60.3 ml.

eUsers

In the year 2006 in Poland 14.1 mln of Poles used Internet and it concerns people between age 16 and 74. This is a growing market of electronic services consumers, which makes income in the field of e-economy and 63.9% of this group worked using computer everyday or almost every day. The aim of development of the electronic services is their adjustment to the needs of the information society. The lack of it causes the situation in which Poles use Internet mainly to search information (91.6%), or to communicate (83.7%). Usage of the electronic services and completing the transaction (ordering, selling and bank services) increased by 2.5%, comparing to the year 2005, achieving the level of 28.5%. Profile of the Polish Internet user–the age structure, education and the professional status are the most important factors of the target group. Particularly that the results of the research show that Internet access becomes more popular in the villages (increase from 18.8% to 25.1%) as well as in the big cities and also among less and more wealthy households.

5. Conclusions

5.1 Comments and conclusions for Poland

The attention is drawn by the fact that the pace of implementing the Lisbon Strategy did not ensure our country attaining the objectives set out by the Lisbon strategy, at least on the average European level.

Therefore, it is necessary to effectively encourage the central and local government administration, as well as the society itself, including public-private partnership in order to catch up with the fifteen EU Member States. It is necessary to double the expenditure on the R&D with the special attention to its practical use. The expenditure of private partners should increase even seven times.

5.2 Comments and conclusions for V4 and EU

Despite unquestionable achievements of European Countries, including the Visegrád Group (V4), in growth and jobs, reaching strategic objectives including those of the Renewed Lisbon Strategy is being delayed. The European Union economy is still unable to compete with the economies of the United States and developed Asian countries.

That is why it is necessary to create homogeneous EU market, which will be well organized and technically well equipped. It is also important to strengthen such cooperation between the EU Member States which will guarantee the synergy effect within economic, R&D, social and cultural relations. As we can see there are very strong expectations and challenges in these area connected particularly with Visegrád countries.

Selected Actual eGov or eHealth EU Multi-country Projects in V4 Countries

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Abstract: *Several EU Multi-country projects focusing on eGovernment or eHealth were launched during last few years by European Commission. In this presentation are presented selected few projects with potential big impact for public administration in Visegrad Countries.*

Access-eGov Project (focus on eGovernment)

Access-eGov aims at increasing the accessibility of public administration services for citizens and business users by supporting the interoperability among existing electronic as well as "traditional" government services. For citizens and business users, *AccesseGov* will provide two basic categories of services.

Firstly, *Access-eGov* will identify–depending on the needs and context situation (location, etc.) of the user – traditional and/or e-government services (if available) relevant to the given life event (of the given citizen) or business episode (in case of businesses).

Secondly, once the relevant services have been identified, *Access-eGov* will generate a "scenario" consisting of elementary government services. In most cases these scenarios will be probably of a "hybrid" nature–i. e. a combination of atomic traditional and eservices–which will lead to a requested outcome (e. g. to get a building permit, register a new company, etc.). *Access-eGov* will also provide a virtual personal assistant, who will guide the user through the scenario (reminding him/her of deadlines, providing support information, initiating e-services, etc.).

Special attention will be paid to the e-Inclusion criteria to guarantee that *AccesseGov* will be accessible also to disadvantaged groups of users, for which the system can be considerably beneficial. In this respect, e-ISOTIS will bring in their (web) accessibility expertise.

Access-eGov will also provide services for the public administration, i. e. service providers, and this on all levels: local, regional, national, and European. As such it will enable easy introduction of a (new) e-service to the world of e-government interoperability.

Implementation of the project: 2006–2008
Project Coordinator: Technical University of Kosice (Slovakia)
Project partners: University of Regensburg and State Government of Schleswig-Holstein (Germany), German University in Cairo (Egypt), e-ISOTIS (Greece), EMAX S.A., Cities on Internet Association and City-Hall of Gliwice (Poland) and Intersoft, a. s., Kosice Self-Governing Region and City-Hall of Michalovce (Slovakia).
Project webpage: www.accessegov.org

TRANSFER-EAST Project (focus on eGovernment)

The EU project TRANSFER-EAST is a Specific Support Action aiming at, favouring the transfer of learning, facilitating the exchange of eGovernment good practices and their transfer when appropriate and contributing to enhance the quality of eGovernment initiatives across Europe financed by the European Commission within the IST priority in FP6. The project will promote the transfer to targeted NMS (Poland, Czech Republic, Hungary, Slovakia, Slovenia) of innovative Government-to-Business (G2B) approaches/tools, successful practices, transferable cases. The objective is to accelerate the transition phase to information economy and society and improve the efficiency of the Public Administration- Business relationship.

Implementation of the project: 2006–2008
Project Coordinator: Sviluppo Italia (Italy)
Project partners: Danish Technological Institute (Denmark), Innova S.p.A. (Italy), Teseo S.p.r.l. (Belgium), University of Ljubljana, Faculty of Social Sciences-ULFSS (Slovenia), Institute of International Technology (Hungary), BIC Bratislava, s. r. o. (Slovakia), Cross Czech a.s. (Czech Republic) and TechIn Sp. Z.o.o. (Poland).
Project webpage: www.transfereast.net

ePSIplus Project (focus on PSI re-use implementation)

ePSIplus is a Thematic Network, funded by the eContentplus programme , to support the implementation of the European Directive on Public Sector Information (PSI) Re-use, in the period leading up to its review in 2008.

The ePSIplus portal provides access to a wide range of knowledge emerging in this field, across all EU member states, of key interest to public and private sector stakeholders, together with an opportunity to engage in debate on key issues. In this way, ePSIplus is setting out to provide a one-stop shop for key information on PSI re-use across Europe including news, reports, legal cases, good practices and benchmarking on the progress of legislation by means of our country scorecard, all searchable by thematic area, country and free text terms.

The ePSIplus Network is a community rich in knowledge, experience and motivation. This community includes organisations and individuals who are stakeholders from every European country in PSI re-use, from the public and private sector. This group participates in ePSIplus discussions, receives news and participates in ePSIplus expert meetings. The Network also involves 25 European national representative organisations and a number of European Associations participating in promoting the Network and offering local insights and knowledge. The Network co-ordinating team is responsible for planning, development and co-ordination activities and includes expert analysts with a focus on specific ePSIplus themes.

Register on the site (top right hand corner of web pages) to receive the regular ePSIplus newsletter, as well as to access site facilities such as new content notifications for news items as they are posted. Registration also provides access to interactive dialogue on PSI issues via the ePSIplus forum. The information on the portal is freely available for browsing, downloading and re-use, unless otherwise stated.

Implementation of the project: 2006–2008
Project partners in V4: Cities on Internet Association (Poland), EPMA (Czech Republic), Hungarian Association of Content Industries (Hungary) and APEL Association (Slovakia).
Project webpage: www.epsiplus.net

OIST Project (main focus on eGovernment, eHealth, eProcurement)

The “Observatory on Information Society Take-up in the New Member States, the Acceding and Candidate Countries” supports the development of regional, national and European Information Society policies in the context of the renewed Lisbon Agenda. The Observatory is a web-based tool for accessing data, knowledge-building and networking in the field of Information Society developments for the

actors of the New European Member States and the Acceding and Candidate Countries, in order to support an evidence-based policy discussion about the information society and its economic impacts in these countries and the region as a whole.

The Observatory:

- serves as a classical observatory by offering a set of scientifically reliable information, data, reports, policy descriptions and other literature on all aspects of information economy and society take-up in the relevant countries.
- initiates evidence-based policy debates by moderating a discussion among policy makers, policy advisers and researchers about the impact of information economy and society on growth and jobs. It organises workshops and issues an Annual Intelligence Report and an Annual scientific eBook.

The Observatory is expected to attract the attention of broad circle of experts and stakeholders related to the information society take-up. The primary target groups of OISTU are the key stakeholders of IS policy development in the New Member States and Acceding and Candidate Countries: policy makers of the various levels of government, and the policy advisors, consultants, researchers involved in the policy formulation process.

Launch of the Observatory portal: April 2008

Further information about ICEG European Center and the Observatory project is available at: www.icegec.org.

Project partners: ICEG EC Budapest (Hungary), IPTS DG JRC Seville (Spain), EU experts
Implementation of the project: 2008–2009

TRANSFER-EAST: G2B Twinning Project in V4 Countries

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Abstract: *The EU project TRANSFER-EAST is a Specific Support Action aiming at, favouring the transfer of learning, facilitating the exchange of eGovernment good practices and their transfer when appropriate and contributing to enhance the quality of eGovernment initiatives across Europe financed by the European Commission within the IST priority in FP6. The project promoted during period 2006–2008 the transfer to targeted NMS (Poland, Czech Republic, Hungary, Slovakia, Slovenia) of innovative Government-to-Business (G2B) approaches/tools, successful practices, transferable cases. The objective was to accelerate the transition phase to information economy and society and improve the efficiency of the Public Administration- Business relationship.*

The project aims at favouring the transfer of learning**,** facilitating the exchange of e-government good practices and their transfer when appropriate and contributing to enhance the quality of e-government initiatives across Europe. A secondary aim of TRANSFER-EAST is to accelerate the transition phase to information economy and improve the efficiency of the Public Administration–Business relationship.

The result expected is the transfer to selected Public Administrations in 5 targeted NMS (Poland, Czech Republic, Hungary, Slovakia, Slovenia), partner of the project, 10 innovative Government-to-Business approaches/tools, successful practices, transferable cases.

TRANSFER-EAST aims to make transfer and learning easier, get greater benefits from exchange of good practice, in the targeted new member state (NMS). The results expected are the following:

- Implementation of a dedicated methodology to select and transfer G2B services, based on the "eEurope–e-Government Good Practice Framework", replicable in different geographical/thematic context;
- Selection of a first pull of 25 Good Practices and engineering of 10 G2B Good Practices to be transferred to targeted NMS;
- Development of a "Good Practices–Handbook";
- Involvement of at least 20 Public Entities in NMS in the Good Practices Workshop.
- Implementation of at least 10 good practices in NMS
- 4 Targeted training sessions and coaching actions to Public Administrations and other key actors and stakeholders in each NMS for a total of 20 training sessions.

During 2006–the first year of project activities, the project consortium implemented first project stage "Fine-tuning of the Pre-feasibility assessment", during which the state-of-the-art in G2B services as well as Public Administrations needs on G2B services gave an updated situation of NMS. To support this action, it was important to carry out a promotional campaign so as to collect groundwork information and to involve potential end users in the project realization. Project identified 32 good practices corresponding to the interests expressed by Public Administrations in NMS. It represented a catalogue of G2B good practices inside and outside Europe from which learn and receive training in Phase 3 "G2B Good Practices Engineering and Transfer".

During 2007 and beginning 2008, validation and Engineering activities represent the key value of the consulting service provided by Transfer-East project. To facilitate exchanging of knowledge and learning experience coming from selected successful cases in each NMS, transfer actions are carried out at two levels:

1. through Pilot Actions with the direct participation of PAs owners of the selected cases, along with the identification of External Experts involved in the technology implementation phase, focused on:

- impact of G2B application on the public structure;
- eGovernment service model and financial plan for developing eh on-line service
- legal and regulatory practical aspects

2. through European Scenario Work-shops (EASW), a sound methodology to ease the consensus building among social and corporate stakeholders. In each partner country, one EASW will be carried out to support.

It is important to highlight that, due to different local situations, each NMS proceeds at a different pace, namely for what the interaction with Public Administrations is concerned.

After the indications of involved Public Administrations and in view of the "knowledge transfer" phase, the Transfer East Consortium worked with the extent to present the selected ten cases in more depth and width. All the work has been collected and described in the "Report on 10 G2B Good Practices selected for the Technology Transfer Actions", in support of the third and last phase of the project. This phase will see the participation of relevant experts, directly involved in the chosen cases, who will be key speakers/trainers in the learning training sessions (Pilot Actions) to be carried out for each G2B case. In the specific report, eight of the good practice cases were identified in the previous range of former 32 good practices which were analyzed (later In the discussions with the national public administrations in Slovenia it was discovered the need for a thirty-third good practice case – Statistics Denmark). During the period of the deeper study and elaboration, a further G2B case, the Danish e-procurement practice, has attracted a wide attention in the New Member States. Consequently, it was developed into two separate cases. The topics perceived as relevant for the Transfer East project activities are:

- Architecture, back-office reorganisation and interoperability
- Electronic identification
- VAT
- Corporate tax
- Public procurement
- Environmental permits
- Collection of statistical data

In each targeted NMS the Pilot Actions were focusing on the following topics:

- technology implementations of G2B service;
- learning point from the original cases;
- impact of G2B application on the public structure;
- e-Government service model and financial plan for developing the on-line service;
- legal and regulatory practical aspects.

Basic information about eGovernment cases selected by public administration in new member states during Transfer East project implementation:

E-procurement, Denmark (first case)

The Danish Public Procurement Portal is an electronic marketplace to which both private and public purchasers and their suppliers have access and whose functionality, interface, security and transaction costs are regulated by the public sector. Launched on 3 January 2002, it was among the first public procurement portals in Europe. In 1995, the National Procurement Ltd. – Denmark (SKI) issued a tender for a three-year framework contract for IT equipment for its public sector customers. However, the tasks involved proved daunting: The Company received more than 30,000 pages of proposals – in many different formats – from 36 vendors. Coupled with cumbersome, paper-based contract terms, the evaluation required many government specialists.

During the Transfer East project implementation this case was selected by the Ministry of Public Administration in Slovenia.

E-procurement, Denmark (second case)

Before the products for public procurement in Denmark reaches the shelves of the electronic supermarket, they are selected through a thorough tendering process. The tendering process is handled by ETHICS (the Electronic Tender Handling, Information and Communications System). The system was

developed by the public company National Procurement Ltd. – Denmark (SKI) in cooperation with IBM and its business partner. Ethics now runs in Denmark, Portugal, Malta and Slovakia.
During the Transfer East project implementation this case was selected by the Ministry of Informatics of the Czech Republic.

eProcurement platform, Piemonte Region, Italy
In 2003, the Piedmont Region undertook a project to place at the disposal of all the regional offices of the public administration a platform of eProcurement for the management of IT calls for tender, electronic marketplaces and agreements between bodies. The project, managed in collaboration with CSI Piedmont, led to the creation of a website as a single access point via the Internet to eProcurement functions.

During the Transfer East project implementation this case was selected by the Regional Government of the Liberecky Region in Czech Republic.

E-Vergabe, Germany
The e-Vergabe is the federal government's eProcurement Platform, a virtual marketplace which allows authorities to publish and notify call for tenders electronically, and enables bidders to submit offers completely and bindingly over the Internet. Every function of e-Vergabe is regulated with smart cards–there are no passwords. e-Vergabe is an eTendering platform which was created in 2000/2001 by the Procurement Agency of the German Federal Ministry of the Interior as part of the 'BundOnline 2005' initiative. It is suitable for all types of tender procedures.

During the Transfer East project implementation this case was selected by the Central Service Directorate in Hungary.

KN Knowledge Network, United Kingdom
The Knowledge Network (KN) is a government-wide electronic communication tool helping government departments in the UK to share knowledge with each other, and providing an online collaborative working environment across government. The Knowledge Network provides fast, flows of knowledge, facts and figures with the following characteristics:

- available both within individual government departments and between them;
- available at pan-government level–for example between Number 10, the Cabinet Office and departments;
- available to officials and Ministers remotely, 24 hours a day;
- providing regionalised, local facts and figures;

KN is led by the e-Government Unit, the Cabinet Office. Delivery of the services is outsourced to the private sector since 2006.

During the Transfer East project implementation this case was selected both by the Mayor's Office (Local Government) of Budapest (7^{th} District–Erzsébetváros), Hungary and by the Regional Government–Opolski Governor's Office in Opole, Poland.

Digital Signature, Denmark
The Danish free software-based digital signature now provides a secure means for Danish citizens, companies and Public Administration to communicate. The digital signature project has been initiated as part of the Danish eGovernment programme, which was launched in order to meet the increasing demands of modernisation and development in the public sector. This development can be achieved by introducing electronic services to citizens and companies, which by utilising the digital signature facilitates the secure exchange of confidential and sensitive data.

During the Transfer East project implementation this case was selected by the Office Rzeczoznawca, SIMP, Czestochowa, Poland.

AEAT Project, Spain
Spain was the first country in the European Union to offer online tax filing and continues to develop its online taxation services. The main drivers have been the possible reduction of process time and

costs and being able to offer quality services. The change approach is characterised by a step-by- step approach, building around the already available core database.

During the Transfer East project implementation this case was selected by the Central Tax Directorate of the Slovak Republic.

ALTINN project, Norway

The name Altinn has a double meaning in Norwegian. It roughly translates into "All- in', but the name is in fact short for Alternative Reporting, in this case electronic reporting over the Internet, as opposed to reporting using paper forms. Mostly, Altinn is concerned with businesses. The portal has meant that all reporting from society can be done by one integrated system. It is a very ambitious project with the aim that a major part of the reporting from firms and persons to public authorities must be made possible through one channel only, using a common user interface. A new portal for citizens 'Minside' ('my page') is supposed to be the portal for private individuals, so Altinn does not have to address citizen services. However, the Altinn infrastructure will be used to produce and present forms services in Minside.

During the Transfer East project implementation this case was selected by the Statistical Office of the Slovak Republic.

Statistical Denmark, Denmark

StatBank Denmark (Statbank Denmark) is an official public statistical organisation in Denmark. It contains detailed statistical information on the Danish society. The database is free of charge and data can be exported in several file formats and presented as diagrams or maps. The overall vision for Statbank Denmark is to 'increase the worth of Statbank Denmark for society by continuously improve user friendliness and quality'.

During the Transfer East project implementation this case was selected by the Statistical office of the Republic of Slovenia.

Project Coordinator: Sviluppo Italia (Italy)

Project partners: Danish Technological Institute (Denmark), Innova S.p.A. (Italy), Teseo S.p.r.l. (Belgium), University of Ljubljana, Faculty of Social Sciences-ULFSS (Slovenia), Institute of International Technology (Hungary), BIC Bratislava, s. r. o. (Slovakia), Cross Czech, a. s. (Czech Republic) and TechIn Sp. Z.o.o. (Poland).

Project webpage: www.transfereast.net

JuniorCrest

Jiří Peterka, Together Czech Republic

Young people actively participate in administration of public matters

The concept of the new independent competition JuniorErb (JuniorCrest) loosely links up to a number of successful long-term projects that in many cases reach beyond the borders of the Czech Republic – the Junior Internet activity (www.juniorinternet.cz), which has become a springboard for a number of young people actively devoting to the internet; the increasingly popular competition Zlatý Erb (Golden Crest, www.zlatyerb.cz), which evaluates the best websites and electronic services of towns, municipalities and regions; and the Internet in Public Administration and Self-Government (www.isss.cz) conference – a prestigious international event and platform at which politicians, public administration representatives, specialists and suppliers of state-of-the-art technologies and services annually exchange their experience and discuss the further development of internetisation of public administration in the Czech Republic, the Visegrad region and other European countries.

The new competition is intended for young people up to the age of 18 who are actively interested in the internet and make use of their knowledge, energy and enthusiasm for the benefit of local communities or society as a whole. Its main objective is to support their efforts, help them prepare for their future professional growth, come into contact with interesting stimuli and, at the same time, further enhance their interest in public matters.

A large number of young people have significant potential and knowledge when it comes to information technologies and the internet. Many of them create websites and internet projects at a truly professional level. In some cases, it concerns personal or class websites, in others entire internet magazines, portals and professional services. Other young people use the internet for presenting the town or community they live in, thereby familiarising web visitors with an interesting tourist site, micro-region or public institution. These are the very activities the JuniorErb competition (http://juniorerb.juniorinternet.cz) wants to focus on.

The competition is part of the Junior Internet (www.juniorinternet.cz) project for talented young people interested in the internet. Within the project, various competition categories are annually prepared for young people. However, the JuniorErb competition is a novelty within the project. “Some successful young people’s projects concerning the topic of towns, municipalities and regions have received prizes within the Junior Internet project in previous years,” says Jiří Peterka, one of the founders of Junior Internet.

In 2007, a children’s internet television station bearing the title TV Sedr was one of the prize-winning projects. Children from the village of Otvice have regularly filmed video reports covering the course of events in their municipality, documented its life, various cultural projects and events, thereby providing information for its inhabitants. Fifteen-year-old Patrik Rajs and his friends take care of everything, from scripts, shooting, presenting the reports, to their placement on the internet and administration of the television website. The reports have covered, for example, the opening of an arts centre, a fancy-dress ball and Easter celebrations.

Another award-winning project in 2007 was 18-year-old Ladislav Nosákovec’s Nadovču.cz (www.nadovcu.cz) aimed at facilitating tourism development in regions. It concerns a database of some 3,000 accommodation facilities of various types, also offering contacts and the possibility of reserving accommodation. The young creators of this project thus help tourists to come to know individual regions of the Czech Republic.

“When continuously evaluating the websites registered in the Zlatý Erb competition, we often encounter the fact that the websites of towns, municipalities and regions are the work of children of mayors, officials of municipal authorities or councillors who have a somewhat closer relation with the public administration,” says Jan Savický from Sdružení Zlatý erb (Golden Crest Association). “The new JuniorErb competition can serve to strongly support young people’s participation in public life and encourage their interest in the course of events in the municipality or region they live in. It also affords mayors of towns and municipalities the opportunity to register projects of their young citizens,

evaluate the potential they possess in them, and maybe even save the municipal budget money on drawing up a professional web presentation."

Young people in the Czech Republic had the chance to send their registration forms for the JuniorErb competition until 15 February 2008. The competition, however, has an international dimension too – it has also been announced in Poland and Slovakia. It aims to afford young people from the Visegrad region the opportunity to compare their potential, abilities and skills, and concurrently support their mutual cooperation and sharing of experiences.

Within Junior Internet in 2007, interesting Slovak projects received awards too. The http://lukash.colorko.net/maninska website familiarises internet users with the area of natural beauty near Považská Bystrica – Manínska tiesňava, in which there is the narrowest rock canyon in Slovakia. The tourists heading for this area can find on the website information about tourist, sports and accommodation facilities in the surroundings.

Prize-winners of the JuniorErb competition had the opportunity to present their projects before their peers and journalists at the Junior Internet conference on 29 March 2008 in Prague. The official handing over of the awards to the young champions from the Czech Republic, Poland and Slovakia will take place within the gala evening at the Internet in Public Administration and Self-government (ISSS) conference in Hradec Králové. At ISSS, young people will also have the opportunity to present their projects during the course of the conference at their own stand within the accompanying trade fair. The auspices over the JuniorErb competition have been assumed by the Chairman of the Senate of the Parliament of the Czech Republic, Přemysl Sobotka, and the Union of Towns and Municipalities of the Czech Republic.

The JuniorErb competition will be announced next year too. Those who failed to register their websites, presentations and projects within this year's edition can do so next time. Registration will open in the autumn of 2008 at the address http://juniorerb.juniorinternet.cz.

JuniorErb is a part of the Junior Internet project (www.juniorinternet.cz) for talented young people. In 2008, it will take place for the ninth time. It aims to be a springboard for enterprising young people, serving for their further development, establishing contacts, exchanging experience and presenting their projects. Over the nine years, more than 3,000 young people have participated in the project. This year, young people could register in six internet competitions. All the participants were invited to attend the Junior Internet conference held on 29 March 2008. An interesting programme replete with lectures, presentations, discussions and competitions was prepared for them. The Junior Internet project operates in the Czech Republic, Poland and Slovakia. The winners of internet competitions will have the opportunity to meet and compare their abilities and skills at the international Junior Internet symposium in Wroclaw, Poland, between 18 and 20 April 2008. The whole Junior Internet project is initiated and organised by young people themselves. It is part of the March–Internet Month project.

The auspices over the Junior Internet project have been assumed by the Prime Minister of the Czech Republic, Mirek Topolánek. The partners of the project in 2008 are the International Visegrad Fund, the Vodafone Foundation, the Penta Foundation, Axima and Eurolines. Prizes for the winners and for the raffle for participants have been donated by the companies ESET, Vogel Burda Communications, Computer Press, the magazine Mobility, Microsoft, Zoner Software and others. The media partners are Alík and the Children's Press Agency. For more information about the Junior Internet project, visit www.juniorinternet.cz.

Golden Crest 2008–the competition's tenth edition

Jan Savický, Golden Crest Association, Webhouse, s. r. o.

The tenth edition of the Zlatý erb (Golden Crest) competition has extended yet again. This year a total of 592 towns and municipalities and electronic services are participating, which represents a 12% growth in comparison with the previous edition (coincidentally, the competition recorded the same percentage growth last year too).

The competition has been prepared and is organised by Sdružení Zlatý erb (Golden Crest Association). The personal auspices over the competition have been assumed by the **Deputy Minister of the Interior, Zdeněk Zajíček**. The personal auspices over the award for the best electronic service have been assumed by the President of the Supreme Audit Office, **František Dohnal**. Regional rounds are announced by the Czech Republic's regions. From the very beginning of the competition, the national jury has been chaired by Tomáš Holenda, Director of Public Administration Informisation Department of the Ministry of the Interior of the CR.

The competition is held in cooperation with the **Český zavináč (@Czech)** association, the **Union of Towns and Municipalities of the CR, the portal Města a obce online (Towns and Municipalities Online)** and the **Internet in Public Administration and Self-government (ISSS)** conference. The competition is part of the initiatives within the **March–Internet Month** campaign. In 2002 it was a finalist of the prestigious international **Stockholm Challenge Award**.

The competition is organised in regional rounds and the subsequent national round. Competitors in the regions that have not announced a regional round (the South Bohemia, Karlovy Vary and Moravian-Silesian regions) are evaluated by the so-called small jury. Other regions announce regional rounds, thus supporting the development of information society in their municipalities.

The main novelty in the 2008 edition is objectification of the criterion for evaluating the obligatorily published information at the regional level in the form of the so-called shortened test. In the national round, the criterion is evaluated by means of a special methodology by the association Otevřená společnost, o. p. s. (Open Society). Also new is cooperation with the Junior erb (Junior Crest) competition.

There are three competition categories:

- **The best website of a town** (including city councils, town districts and wards. In Prague websites of city districts delegated with execution of public administration, i. e. Prague 1–22)
- **The best website of a municipality** (including townships, in Prague websites of other city districts)
- **The best electronic service**

As in the previous editions, this year too the jurors are focusing on evaluating selected criteria according to their expertise. The following criteria were evaluated in the regional rounds:

- Obligatory information
- Office desk
- Recommended information
- The website's handling, navigability and arrangement
- Graphic design
- Barrier-free access–a shortened test

Regions can also bestow a **Public Award**, and possibly other special prizes.

The following criteria are evaluated in the national round:

- Test of response to a request for information
- Obligatory information
- Office desk
- Recommended information
- Supplementary information

- The website's handling, navigability and arrangement
- Graphic design with respect to display in various browsers
- Barrier-free access–a thorough test
- Innovative added value
- Auxiliary services

Special Prizes will again be awarded at the national level, above all: the Special Prizes of the Minister of the Interior and the Minister of Informatics for the best barrier-free access to a website, the Special Prize of the Ministry for Regional Development for the best tourism presentation and the Public Award.

The Special Prize for the best tourism presentation will be announced in two categories. The **towns and municipalities** category is intended for presentations of towns and municipalities or their surroundings as a tourist destination. The **regions** category is intended for micro-regions, the tourism regions defined by Czechtourism, as well as for presentations of tourism at the level of regions.
We congratulate the prize-winners and extend our thanks to the regions and all the competitors interested in Golden Crest.

Summary of Golden Crest editions

Edition	Nominated	Finalists	Main prize	Special prizes
1999 87 competitors, of which 59 towns 28 municipalities	**Towns** Liberec, Most, Nové Město na Moravě, Plzeň, Slaný **Municipalities** Dobřichovice, Hutisko-Solanec, Klučov, Střelice, Šebetov	(were not evaluated)	**Towns** Plzeň info.plzen-city.cz **Municipalities** Dobřichovice www.dobrichovice.cz	**Towns** Plzeň (for the form and content) Most (for the content) Rychnov nad Kněžnou (for the form) **Municipalities** Dobřichovice (for the content) Střelice (for the content) Tučapy (for the form)
2000 134 competitors, of which 63 municipalities 65 towns 6 regions	**Towns** Břeclav, Jeseník, Jihlava, Krnov, Litvínov, Most, Nový Jičín, Sokolov, Tišnov, Třebíč **Municipalities** Albrechtice v Jiz. horách, Bohuňovice, Bolatice, Budišov, Malá Úpa, Šebetov **Regions** CHOPOS, Microregion Horácko, Region Český Krumlov, Association of Blatensko municipalities, Šance pro jihozápad (Chance for the South-East, Vinohrady	**Towns** Jihlava www.jihlava.cz Krnov www.krnov.cz Most www.mumost.cz **Municipalities** Bohuňovice www.bohunovice.cz Malá Úpa www.malaupa.cz Šebetov www.sebetov.cz	**Towns** Jihlava **Municipalities** Šebetov **Regions** (was not awarded)	**Towns** Most (for consistency in publishing information) **Regions** CHOPOS
2001 134 competitors, of which 66 towns 49 municipalities 9 regions	**Towns** Benešov, České Budějovice, Hlinsko v Čechách, Hradec Králové, Jáchymov, Jeseník, Karlovy Vary, Kladno, Most, Prague 12, Tábor **Municipalities** Albrechtice v Jizerských horách, Bolatice, Hora Svaté Kateřiny, Luka nad Jihlavou, Netvořice, Pohoří, Pozlovice, Stará Paka, Střelice, Veverská Bítýška, Zdechovice **Regions** Association of Českokamenicko Municipalities, Association of Český Krumlov Official Information System, Microregion Český ráj, Jihlava Region, Association of Municipalities beneath the Kunětice Mountain, Association of Lipno municipalities, Association of Orlice Municipalities and Towns, the information server ŠumavaNet.CZ, Microregion Valašskomeziříčsko-Kelečsko, Vysočina Region– Interest association supporting tourism, Association of Želivka Municipalities	**Towns** Karlovy Vary www.karlovyvary.cz Most www.mumost.cz Tábor www.tabor.cz **Municipalities** Pohoří www.dobruska.cz/pohori Střelice www.streliceubrna.cz Veverská Bítýška www.obecveverskabityska.cz **Regions** Association of Český Krumlov Official Information System www.ckrumlov.cz Jihlava Region mesta.obce.cz/jihlavsky-kraj Association of Municipalities beneath the Kunětice Mountain www.kuneticka-hora-sdruzeni.cz	**Towns** Most **Municipalities** Veverská Bítýška **Regions** Association of Český Krumlov Official Information System	**Municipalities** Pohoří (for a unique project–Digital Chronicle)

Edition	Nominated	Finalists	Main prize	Special prizes
2002 242 competitors, of which 105 towns 107 municipalities 30 regions	**Towns** Benešov, Bystřice pod Hostýnem, Hradec Králové, Jeseník, Jihlava, Karlovy Vary, Kladno, Litomyšl, Nové Město na Moravě, Prague, Tábor **Municipalities** Bolatice, Dubicko, Kačlehy, Karlovice, Kozmice, Kralice nad Oslavou, Nezamyslice, Nové Veselí, Pohoří, Pozlovice, Sázava u Lanškrouna **Regions** e-Vrchlabí–region Krkonoše, Euroregion Labe, CHOPOS–Interest Association of Municipalities, the information server ŠumavaNet.CZ, South Bohemia Region, Vysočina Region, Micro-region Mikulovsko, Micro-region Sdružení růže, Region Orlicko–Třebovsko, Association of Orlicko Municipalities, Association of Toulovcovy Maštale Municipalities	**Towns** City of Prague www.praha-mesto.cz Nové Město na Moravě www.nmnm.cz Kladno www.mestokladno.cz **Municipalities** Pohoří www.obecpohori.cz Pozlovice www.pozlovice.cz Sázava u Lanškrouna www.obec-sazava.cz **Regions** Information server ŠumavaNet.CZ www.sumavanet.cz Vysočina region www.kr-vysocina.cz Association of Orlicko Municipalities www.orlicko.cz	**Towns** City of Prague **Municipalities** Pozlovice **Regions** Information server ŠumavaNet.CZ	Association of Orlicko Municipalities (Special Prize of the Minister of the Interior awarded by Minister Stanislav Gross for the best barrier-free access to a website) Nové Město na Moravě (Public Award bestowed by the association BMI)
2003 204 competitors, of which 73 towns 95 municipalities 36 regions	**Towns** Blansko, Havlíčkův Brod, Hořice, Cheb, Jihlava, Prague 5, Most, Nové Město na Moravě, Nové Město nad Metují, Smiřice, Třebíč, Ždírec nad Doubravou **Municipalities** Bludov, Bolatice, Dobříkov, Chudčice, Kralice nad Oslavou, Mladý Smolivec, Okříšky, Osvětimany, Pohoří, Rokytnice, Urbanice, Velká Losenice, Veverská Bítýška **Regions** Chrudim region, Information Centre of the Jesenicko Region, South Bohemia Region, Vysočina Region, Matice Slezska micro-region, Svitavsko micro-region, Sdružení růže micro-region, , Nová Paka portal, Moravskotřebovsko a Jevíčsko region, Orlicko-Třebovsko region, Association of Municipalities of the Telčsko micro-region, Association of Podoubraví Municipalities	**Towns** Blansko www.blansko.cz Cheb www.mestocheb.cz Jihlava www.jihlava.cz Most www.mumost.cz Nové Město na Moravě www.nmnm.cz Třebíč www.trebic.cz **Municipalities** Dobříkov www.dobrikov.cz Chudčice www.chudcice.cz) Osvětimany www.osvetimany.cz **Regions** Information Centre of the Jesenicko region jesenik.org) South Bohemia Region www.kraj-jihocesky.cz Vysočina Region www.kr-vysocina.cz	**Towns** Jihlava Most **Municipalities** Chudčice **Regions** Kraj Vysočina	Bludov (Special Prize of the Minister of the Interior awarded by Minister Stanislav Gross for the best barrier-free access to a website) Sdružení růže micro-region (Public Award bestowed by the association BMI)
2004 456 competitors, of which 156 towns 168 municipalities 132 electronic services	(national round) **Towns** Blansko, Bruntál, Česká Lípa, Dačice, Heřmanův Městec, Hradec Králové, Cheb, Kladno, Klatovy, Litoměřice, Olomouc, Prague 14, Třebíč **Municipalities** Kozlovice, Lipová-lázně, Líšný, Lukavice, Mukařov, Mutěnice, Okříšky, Stádlec, Stříbrná, Tisá, Urbanice **Electronic service** Bechyně, Bohumín, Hradec Králové, Cheb, Chomutov, Jablonec nad Nisou, Kladno, Lukavice, Mutěnice, Němčovice, Prague 5, Rokytnice, Velká Bystřice, Ždírec n. Doubravou	**Towns** Dačice www.dacice-mesto.cz Heřmanův Městec www.hermanuv-mestec.cz Kladno www.mestokladno.cz **Municipalities** Mukařov www.mukarov.cz Okříšky www.okrisky.cz Tisá www.tisa.cz **Electronic service** Hradec Králové www.hradeckralove.org Chomutov www.chomutov-mesto.cz Kladno media.mestokladno.cz	**Towns** Dačice **Municipalities** Okříšky **Electronic service** Hradec Králové	Stádlec (Special Prize of the Minister of the Interior awarded by Minister Stanislav Gross for the best barrier-free access to a website) Němčovice (Public Award bestowed by the association BMI) Plzeň Region (Special Prize of the professional jury) Hradec Králové (Prize of the Association of Regions of the CR)

Edition	Nominated	Finalists	Main prize	Special prizes
2005 451 websites and electronic services	(national round) **Towns** Bechyně, Bělá nad Radbuzou, Blansko, Bohumín, Buštěhrad, Dačice, Jablonec nad Nisou, Jaroměřice nad Rokytnou, Jeseník, Jirkov, Luhačovice, Moravská Třebová, Nová Role, Prague 12, Tišnov, Trutnov **Municipalities** Dolní Vilémovice, Grygov, Kyselka, Mikolajice, Mutěnice, Nadějkov, Olešnice v Orlických horách, Pozdeň, Praha-Slivenec, Rokytnice, Sázava, Stříbrná, Vavřinec, Velké Žernoseky, Vochov, Všelibice **Electronic service** Beroun, Kozlovice, Mladý Smolivec, Nové Město na Moravě, Ostrov, Pardubice, Prague 6, Přerov, Tábor, Trutnov, Uherský Brod, Ústí nad Labem, Velká Bystřice, Všelibice, Vyškov	**Towns** Dačice www.dacice.cz Jirkov www.jirkov.cz Praha 12 www.praha12.cz **Municipalities** Dolní Vilémovice www.dolnivilemovice.cz Mutěnice www.mutenice.cz Pozdeň www.pozden.cz **Electronic service** Beroun: Map of Beroun, map of the Beroun region Přerov: Interactive electronic support for attending to citizens Vyškov: Reservations through the internet to the transport department–transport agendas	**Towns** Prague 12 **Municipalities** Dolní Vilémovice **Electronic service** Přerov	Buštěhrad (Special Prize of the Minister of the Interior awarded by Minister František Bublan for the best barrier-free access to a website) Velké Žernoseky (Special Prize of the Minister for Regional Development awarded by Minister Jiří Paroubek for the best tourism presentation on a website) Přerov (Special Prize of the Association of Regions of the CR for an innovative electronic service) Blansko (Public Award bestowed by the association BMI) South Bohemia Region (Special Prize of the professional jury)
2006 484 websites and electronic services	(national round) **Towns** Bechyně, Brandýs nad Labem-Stará Boleslav, Česká Lípa, Děčín, Havlíčkův Brod, Jablonné nad Orlicí, Lipník nad Bečvou, Mariánské Lázně, Náchod, Orlová, Prague 6, Rokycany, Tišnov, Vsetín **Municipalities** Bludov, Bruzovice, Jiřetín pod Bukovou, Kondrac, Mutěnice, Němčovice, Okříšky, Olešnice v Orlických horách, Prague-Vinoř, Rokytnice, Rokytno, Řípec, Suchá Loz, Tlumačov, Velké Žernoseky **Electronic service** Brandýs nad Labem-Stará Boleslav, Bruntál, Bukovany, České Budějovice, Jiřetín pod Bukovou, Mokré, Most, Polička, Prague 5, Velká Bystřice, Vochov, Želiv	**Towns** Bechyně www.mestobechyne.cz Děčín www.mudecin.cz Tišnov www.tisnov.cz **Municipalities** Jiřetín pod Bukovou www.jiretinpb.cz Okříšky www.okrisky.cz Tlumačov www.tlumacov.cz **Electronic service** Brandýs nad Labem-Stará Boleslav: Online system of attending to clients at the department of transport administration agendas in České Budějovice: Online transmissions from meetings of City Council Most: Citizens' e-orders from the Town Council	**Towns** Děčín **Municipalities** Tlumačov **Electronic service** Most	Jiřetín pod Bukovou (Special Prize of the Minister of the Interior awarded by Minister František Bublan for the best barrier-free access to a website) Liberec Region (Special Prize of the Minister for Regional Development awarded by Minister Radko Martínek for the best tourism presentation on a website) Rokycany and Velké Žernoseky (Special Prize of Microsoft) Němčovice (Public Award bestowed by the association BMI) Central Bohemia Region (Special Prize of the professional jury)
2007 527 websites and electronic services	(national round) **Towns** Hanušovice, Cheb, Chodov, Jablonec nad Nisou, Kasejovice, Kladno, Moravské Budějovice, Náchod, Ostrava - Jih, Pardubice, Prague 2, Rájec-Jestřebí, Týn nad Vltavou, Uherské Hradiště, Úštěk **Municipalities** Bukovec, Bystřany, Hradiště, Jiřetín pod Bukovou, Kondrac, Lipová-lázně, Okříšky, Olešnice v Orlických horách, Ostrovačice, Prague - Újezd, Stádlec, Zašová, Zdechovice **Electronic service** Bohumín, Boskovice, Brandýs nad Labem-Stará Boleslav, České Budějovice, Grygov, Jablonec nad Nisou, Lanškroun, Markvartice, Nové Město na Moravě, Ostrava, Prague 6, Vochov, Zlín, Žacléř	**Towns** Jablonec nad Nisou (http://www.mestojablonec.cz) Moravské Budějovice (http://www.mbudejovice.cz) Náchod (http://www.mestonachod.cz) **Municipalities** Jiřetín pod Bukovou (http://www.jiretinpb.cz) Kondrac (http://www.kondrac.cz) Okříšky (http://www.okrisky.cz) **Electronic service** Brandýs nad Labem-Stará Boleslav: ON-LINE system of ordering and attending to citizens at the Municipal Authority in Brandýs nad Labem- Stará Boleslav and SMS reporting () Ostrava: Information system for communication between citizens and authorities (eSMO) Prague 6: Local MMSing	**Towns** Jablonec nad Nisou **Municipalities** Kondrac **Electronic service** Praha 6	Kondrac (Special Prize of the Minister of the Interior awarded by Minister Ivan Langer for the best barrier-free access to a website) Libochovany and Tourist portal EAST BOHEMIA (Special Prize of the Minister for Regional Development awarded by Minister Jiří Čunek for the best tourism presentation on a website) Moravské Budějovice and Okříšky (Special Prize of Microsoft) Mokré (Public Award bestowed by the association BMI)

ZlatyErb.sk 2007 and Data Centre of Towns and Municipalities

Miroslav Drobný, eSlovensko

The ZlatyErb.sk (Golden Crest.sk) competition is annually announced jointly by the Union of Towns and Cities of Slovakia and Občianske združenie eSlovensko (eSlovakia Citizens' Association) under the auspices of the Prime Minister of the Slovak Republic and the European Commissioner for the Slovak Republic.

The competition's main objectives are to boost the informisation of Slovak local authorities and award prizes to exceptional projects, support the exchange of experience and evaluate the endeavours of local-government representatives to effectively use information-communication technologies in order to improve the quality and availability of the services provided by self-governing regions, towns, city districts and municipalities.

The competition is organised in cooperation with the public information portal for local governments **Mesto.sk** and the international **ITAPA** conference.

During the 10th edition of the ISSS (Internet in Public Administration and Self-government) conference, which took place on 2 and 3 April in Hradec Králové with the participation of representatives of European countries, the European Commission and the USA, the Chairman of the Senate of the Parliament of the Czech Republic, Přemysl Sobotka, praised the ZlatyErb.sk competition for its long-term benefit for the development of Slovak local governments' informisation. The competition has become an important European project pertaining to IT in local government.

This year's competition was **announced on 4 May 2007** by **Pavel Bojňanský**, Director General of the Informisation of Society section of the Ministry of Finance of the Slovak Republic, at the 17th assembly of the Union of Towns and Cities of Slovakia. The competition was entered by 75 local governments with their websites and electronic services, which were evaluated by 12 jurors according to 62 criteria.

The best electronic service provided by local governments

The Town of Ružomberok for the website of Ružomberok Local Television
Second prize: The City of Bratislava for the Geoshopping project – electronic sale of technical maps

The best local-government electronic service provided through the Central Public Administration Portal – SWAN prize

The cities of Trnava and Banská Bystrica for provision of basic land-use-planning information
Second prizes: the municipality of Cigeľ, the towns of Bardejov, Bytča, Hlohovec, Kežmarok, Komárno, Košice, Kremnica, Martin, Nitra, Prešov, Rožňava, Trenčín, Zvolen, Žilina and the Košice Staré Mesto City District

The best local-government tourism-oriented website – Hewlett-Packard prize

Town of Trenčín
Second prize: City of Bratislava

The best barrier-free local-government website

Town of Ilava
Second prize: Town of Nová Dubnica

The best websites of municipalities

1. Municipality of Chocholná-Velčice
2. Municipality of Chrenovec-Brusno

3. Municipality of Melčice-Lieskové
4. Municipality of Pruské
5. Municipality of Dekýš

The best website of a self-governing region

1. Banská Bystrica Self-governing Region
2. Nitra Self-governing Region
3. Žilina Self-governing Region

The best website of Towns and Town Districts

1. City of Bratislava, concurrently the *Dexia Grand Prix*, for the best evaluation by all jurors in terms of all the competition's criteria and nomination for the international *Eurocrest* competition
2. Town of Trenčín
3. Town of Piešťany
4. Town of Šaľa
5. Town of Ilava

The competition received support from its general partners: Swan, Dexia Banka Slovensko and Siemens. The main partners are Eset, Gratex International, Hewlett-Packard and Dell. The competition's official website: http://ZlatyErb.sk

The novelty of the 2007 edition was the announcement of the special prize for the best local-government electronic service provided through the Central Public Administration Portal. The entire system of the Data Centre of Towns and Municipalities (DCMO), enabling local governments' provision of electronic services, was launched on 12 November 2007 at the international Itapa 2007 conference. The project has been implemented by eSlovensko together with the Union of Towns and Cities of Slovakia with financial support from the European Union within the operational programme "Information Society" pertaining to the building up and development of information society in the public sector, the state budget, finances of Slovak self-governments and non-profit organisations.

The project's long-term objective is provision of 150 standard electronic services in all 2,938 Slovak local authorities.

The project is building up a significant central point of local governments linked to the Central Public Administration Portal (ÚPVS). This interconnection has been successfully tested and, following formal steps, will be implemented at the ÚPVS in practice. The concept has been prepared since 1998, including the projects Mesto.sk, Ako vybaviť (How to Provide), Development of Local Governments' Electronic Services, Standardisation of Local Governments' IT, the ZlatyErb.sk competition, the Association of Informatics Experts of Slovak Local Governments. Over the nine years, these projects have received several awards, for example:

- 2002: SlovakPrix MultiMedia in the "Citizens, democracy and eGovernment" category
- 2004: the ITAPA Award for the "How to Provide" project for innovativeness in provision of interactive services to citizens by local governments
- 2005: the Prize of the Ministry of Foreign Affairs of the SR for the "How to Provide" project

The project is in compliance with the priorities arising from the Information Society Development Strategy and the operational programme Information Society. Its concept draws from the experience of the Austrian model of local governments' informisation with regard to Slovak specificities.

The following electronic services are being implemented in the pilot phase:

	Local government agenda	Electronic service of the pilot phase
1	Transport and the environment	Information from the record on public greenery
2	Property of local governments	Basic land-use-planning information
3	Social affairs	Information on the services provided in the area of social affairs

The project is being piloted in 18 local governments:

- All regional seats: Banská Bystrica, Košice, Nitra, Prešov, Trenčín, Trnava, Žilina
- Towns that have been leaders in IT over the long-term: Martin, Zvolen
- A new IT leader: Kremnica
- The City District of Košice-Staré mesto
- The municipality of Cigeľ
- The bilingual town of Komárno
- Large and small towns from west to east, north to south: Bardejov, Bytča, Hlohovec, Kežmarok, Rožňava

The electronic service process takes place as follows:

Citizen	Selection of the local government and electronic service
Citizen	Filling in and sending the form
Local government	Processing of the reply
Citizen	Reception of the reply

Selection of the local government and electronic service

A citizen chooses a local government from a list. The list only contains local governments that will have contractually agreed provision of electronic services through the ÚPVS.

A list of electronic services is assigned to each local government. The citizen chooses the service by clicking on the service's name. It is only possible to choose one electronic service on the list. The citizen confirms the selection of the local government and service by pressing "Display" (Zobraziť).

Within the next step, information about the selected local government and information about the chosen electronic service is displayed (for example, description, the time of delivery, the related legislation, the local government's contact information, etc.).

By clicking on the "Electronic form" (Elektronický formulár) link the citizen gets to the form for the service.

Filling in and sending the form

In the form, data from the citizen's registration at the ÚPVS are automatically filled in. The citizen has to fill in the data that are not filled in in the registration. Compulsory data are marked with an asterisk. It is not possible to send the form without the compulsory data having been filled in.

After filling in the data, the citizen sends the form by clicking on "Send" (Odoslať). The sent form is stored in the electronic box of the citizen's forms.

Processing of the reply

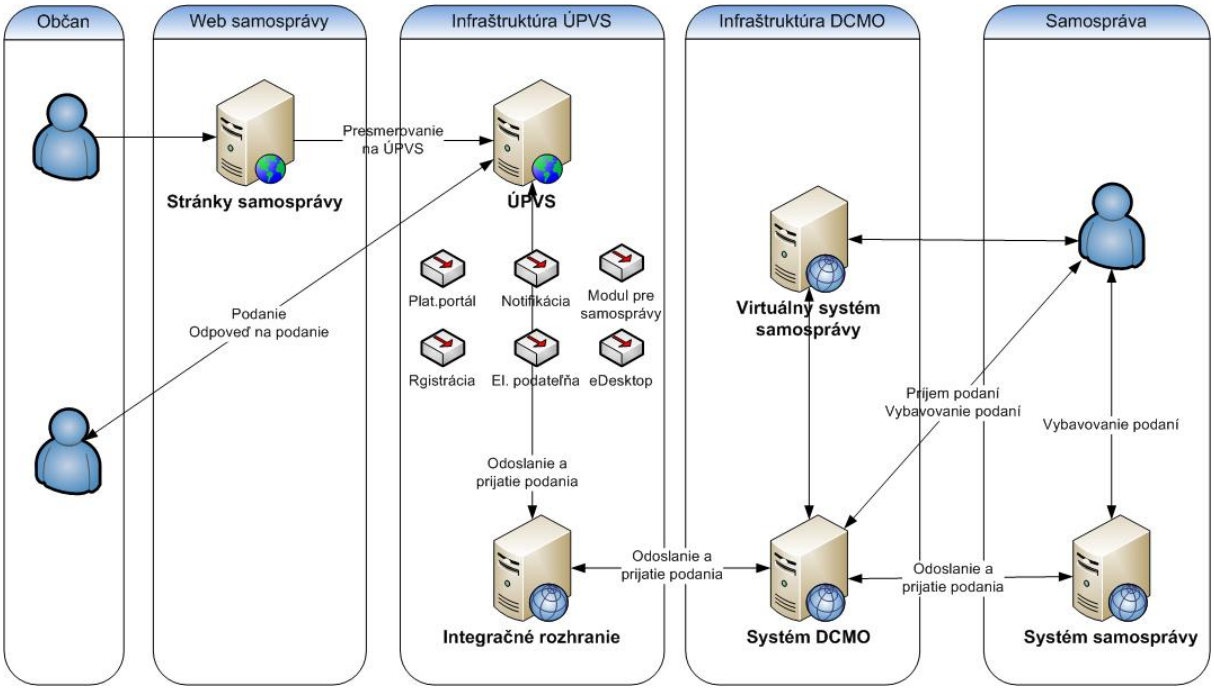
The local government receives the citizen's form within the DCMO system. The application will be attended to in three manners:

- The local government information system replies automatically.
- The local government employee attends to the application in the local government's own information system.
- The local government employee attends to the application through the Local Government's Virtual System.

The reply to the request is sent to the ÚPVS.

Reception of the reply

After being attended to at the local government, the reply arrives in the electronic box of the citizen's forms. The citizen is informed of a new message in his box by an email, or a text message, if he has his telephone registered at the ÚPVS.



Communication diagram

Advantages for citizens

- Uniform access to electronic services provided by public administration and local governments.
- The possibility of a citizen accessing electronic services provided by local governments regardless of the citizen's place of residence.
- A uniform standardised interface for access to electronic services provided by local governments.
- Complete electronic services provided by local governments – the entire process, from filing a request to its settling by a clerk and sending a reply, is electronic.
- The infrastructure allows for the use of:
  - An electronic signature (both on the part of the citizen and on the part of the local government)
  - A payment portal and making payments
  - Combined services of public administration and local governments.

Advantages for local governments

- Saving finance – use of the built-up infrastructure of the ÚPVS (electronic registry, payment portal, notification module …).
- Uniform standards for electronic communication between citizens and local governments, local governments and public administration, and between local governments.
- Preparedness for using the basic public administration registers (Companies Register, Trade Register, Penal Register, Population Register, Land Registry).
- Possibility of sharing of information and simple expansion of standard solutions in local governments.
- Equal possibilities of implementing electronic services for all local governments regardless of their size and financial possibilities.

Advantages for the state

- Saving finance by using the built-up infrastructure of the ÚPVS for local governments too.
- Introduction of communication standards in electronic communication of local governments too.
- The project creates the basis for cooperation between public administration and local governments in the area of informisation.