

# Czech POINT

The data rund around, not the  
citizens

Real Success Story in eGovernment

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# Agenda

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Czech POINT – contact point of public administration

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Why is Czech POINT successful project ?

# eGON – eGovernment concept in Czech Republic

# eGON- eGovernment concept in Czech Republic



Ministry of Interior created eGovernment concept in Czech Republic and its marketing expression is eGON

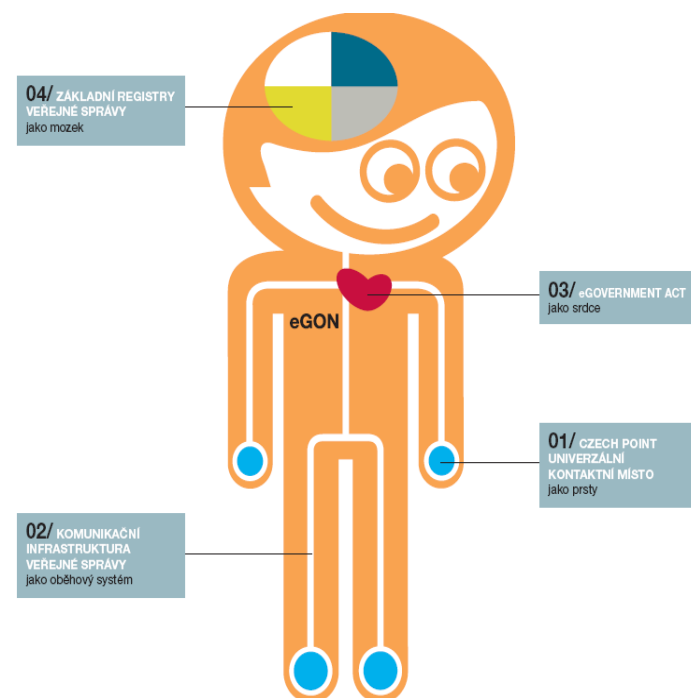
eGON components:

Czech POINT as a “fingers” - network of contact points of public administration

Communication infrastructure of public administration (KIVS) as the “circulatory system” - de facto intranet

eGovernment Act (Law 300/2008) as the “heart”

Public administration core registers system (Law 111/2009) as the “brain”



Czech POINT – contact point of public  
administration



KDE JE Czech POINT

O PROJEKTU

PRO KONTAKTNÍ MÍSTA

FAQ

KONTAKTY

STATISTIKY



26.10.2009

Vydaných výstupů: **2 246 114**

[E-SHOP](#)



eGOVERNMENT

hledat

**VŠECHNO  
NA JEDNOM MÍSTĚ!**  
**WWW.CZECHPOINT.CZ**



NAJDĚTE SVŮJ CZECH POINT



## Úřady na dlani

Končí doba zbytečného obcházení úřadů, hodinová čekání či zdlouhavé dojíždění. Už si nikdo nemusí brát dovolenou, aby si jel vyřídit výpis z katastru nemovitostí do vzdáleného města. Končí pocit bezraděje člověka před kolosem státní byrokracie. Přichází Czech POINT, nejpohodlnější způsob, jak z jediného místa komunikovat s úřady a institucemi. Czech POINT, neboli Český Podací Ověřovací Informační Národní Terminál, je asistovaným místem výkonu veřejné správy, kde může každý člověk zažádat o [výpis z veřejných i neveřejných rejstříků](#), podat podání, zažádat o [datovou schránku](#), či provést [autorizovanou konverzi na žádost](#). Czech POINT vám ušetří čas, nervy i peníze.

## Anketa

Jste spokojeni s úrovní obsluhy na terminálech Czech POINT?

[Nemám žádnou zkušenost](#)



[Ano](#)



[Ne](#)



[Mohlo by to být lepší](#)



## Pro každého, pro všechny

Czech POINTy jsou v současné době rozšířeny na více než 3700 obcích a krajských úřadech, vybraných pracovištích České pošty, zastupitelských úřadech, kancelářích Hospodářské komory a také v kancelářích notářů. Pro vyhledání Czech POINTů v konkrétní lokalitě můžete použít interaktivní mapku.

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## NOVINKY

20.10.2009

[Počet kontaktních míst Czech POINT se rozšiřuje](#)

13.10.2009

[API pro autorizovanou konverzi z moci úřední](#)

7.9.2009

[Snížení počtu publikovaných formulářů souvisejících s agendami ISDS](#)

1.9.2009

[Bylo vydáno 2 000 000 výpisů!](#)

[Archiv novinek](#)

## Z kontaktních míst

8.10.2009

[Na konferenci 3IN se volila Miss Czech POINT](#)

15.9.2009

[Czech POINT zase o krok blíže k občanům](#)

17.8.2009

[Lidé Czech POINT využívají více](#)

12.8.2009

[Síť Czech POINTů se rozrůstá](#)

[Archiv zpráv](#)

# Czech POINT – contact point of public administration



Czech POINT - Mozilla Firefox

Soubor Úpravy Zobrazit Historie Záložky Nástroje nápověda

https://www.czechpoint.cz/czechpoint/protected/UserRoleLayout.jsf

**CZECH POINT**

Zpět Můj profil Tisknout Uživatel: Řehořek Martin Role: Vkladatel Dokumentace Odhlásit

**CzechPOINT**

- Výpisy
  - Agendy ISDS
  - Konverze dokumentů
  - Ostatní podání
- @ Czech POINT@office
  - Rejstřík trestů
  - Konverze dokumentů
  - Dědické řízení
- Dotazníky
- Archiv podání

**Výpisy**

S dotazy a případnými problémy se obraťte na helpdesk Czech POINT tel. 844 147 148 (8:00 - 18:00) nebo helpdesk@czechpoint.cz

Šablona	Verze	Popisek	Dostupnost	
Formulář živnostenského rejstříku	8.17	ZR		Stáhnout
Formulář obchodního rejstříku	8.17	OR		Stáhnout
Formulář katastru nemovitostí	8.18	KN		Stáhnout
Formulář výpisu z insolvenčního rejstříku	8.17	ISIR		Stáhnout

Položek na stránku: 20

Odkazy: [ČÚZK](#) [OR](#) [ŽR](#) [ARES](#) Uživ. podpora: 844 147 148 (8:00 - 18:00) nebo [helpdesk@czechpoint.cz](mailto:helpdesk@czechpoint.cz) Verze 0.41.0

Hotovo

www.czechpoint.cz

Od 24.9.2009 se změnil rozhraní Czech POINT. Pro zpřehlednění uživatelského rozhraní systému Czech POINT bylo provedeno seskupení formulářů podle témat do skupin, přístupných v levé části ovládacího panelu. V každé skupině jsou formuláře seřazeny podle data vydání.

# Czech POINT – contact point of public administration

## Introduction

### Czech POINT - basic concept

Create accessible contact point of public administration

which is available to all citizens

(not only to those, who have an access to the computer and electronic signature)

which is “nearly”

(create even density of such contact points network)

where individual places are equivalent  
(single-speed Czech POINT)

Create legislative frame

activity content „de jure“

(what doesn't have legislative pillar, is not allowed)

Primary idea of universal point, where the citizens are completely served, appeared in years 2000-2001.

But the other necessary conditions and political support for realizing such project occurred by the end of year 2006.

Project got its name and marketing face. Realization team has been formed.





# Czech POINT – contact point of public administration Setting

## Realize idea of Czech POINT

### Propose Czech POINT ecosystem:

propose processing such agendas, which are suitable for starting the Czech POINT idea  
(selected agendas – outputs from Cadastre Register, Company Register, Trades Register)

anchor legislative equivalency of outputs acquired from Register owner and from Czech POINT  
contact points

(novel of law 365/2000Sb. about public administration information systems and other legislative modification)

establish the location of the Czech POINT center and design technical requirements for contact  
points

(center located in Ministry of Interior, minimal configuration of contact point with  
minimal technical requirements determined)

define requirements for proficiency of contact points operating staff

( providers for training and helpdesk “tendered”, project information web pages started)

select pilot municipalities and prepare pilot operation...

...and thousand of other things

## Czech POINT – contact point of public administration Technological solution...

Requirements dictated by the legislative and operating staff

Minimize requirements to operating staff „intelligence”:

necessary to suppose really „a lot of” assistants

(on the date 10.10. 2009 there were 29 506, active during last 90 days 11 347)

necessary to suppose that connection will be limited

(today minimal requirement is 256kb/s, tolerably it works on 128kb/s)

necessary to assume that contact points can be connected either directly  
or they are inside municipalities firewalls

(necessary to count with technological specialities on the Czech Post and Embassies)

necessary to suppose that at the contact points isn't qualified IT staff

(Ministry doesn't manage end point equipments)

necessary to suppose large technological diversity of the endpoint equipments

(municipalities buy computers on their own, there is no central procurement)



## **Czech POINT – contact point of public administration ...technological solution**

### **Build stable cheap centrum:**

as OS is used SUSE Linux Enterprise Server, Novell Identity Manager for identification, authentication and authorization, 602 FormServer from Software602 as application base, MySQL database, later Oracle Standard Edition, Novell Sentinel for monitoring and audit, standard i64 hardware

comply with law requirements (personal data protection, evidence activity)

### **Design Czech POINT as a system, which:**

carries data, but doesn't store them, stores only data for audit, encrypts all carried data

### **Use the intelligent 602 XML forms on the user side in combination with assistant role in the identity tresor:**

concrete form is visible only to authorized assistant, the form navigates assistant, intelligence of the form contains codebook, agenda workflow, checking completeness of data....

# Czech POINT – contact point of public administration

## Early period

### Pilot operations

Pilot operation started at 28.3.2007 at the Municipal office Praha 13.

In the pilot operation participated 37 municipalities, it took from 1.4.2007 till 31.8.2007

As of 1.8.2007, 74 workplaces of Czech Post and 10 workplaces of Economic Chamber has been connected

Till the year end 2007 proceeded preparation for roll-out

next legislative modification (novel of law about Penalty register, ...)

Public notice about next municipalities, which will be contact points of public administration (except those, which are contact point by the law about public service, those are 227)

At 1.1.2008 the Czech POINT was accessible on 1100 municipalities.

Ministry of Interior provided to the municipalities grant for purchase of technical equipment:

standard PC, 2GB RAM, HDD, monitor, printer, OS Windows 2000 and higher

Internet Explorer 6 or Firefox 3 - web browser

Acrobat Reader - .pdf browser

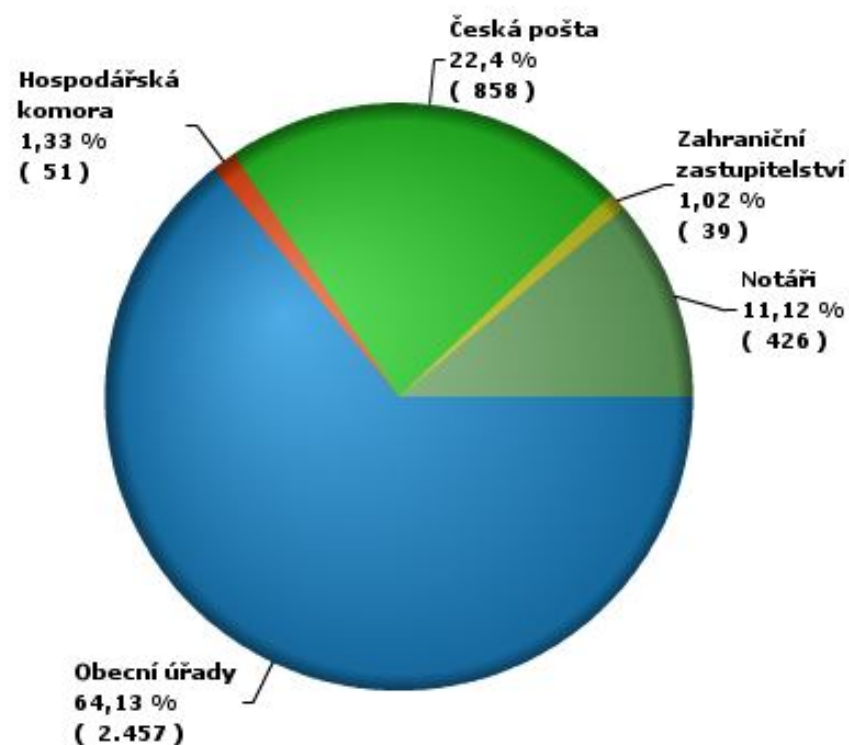
602XML Filler - XML form browser

## Czech POINT – contact point of public administration Routine operations...(territorial expansion)



## Czech POINT – contact point of public administration ...routine operations...(territorial expansion)

Struktura pracovišť Czech POINT



## Czech POINT – contact point of public administration ...routine operations...(agenda and output expansion)

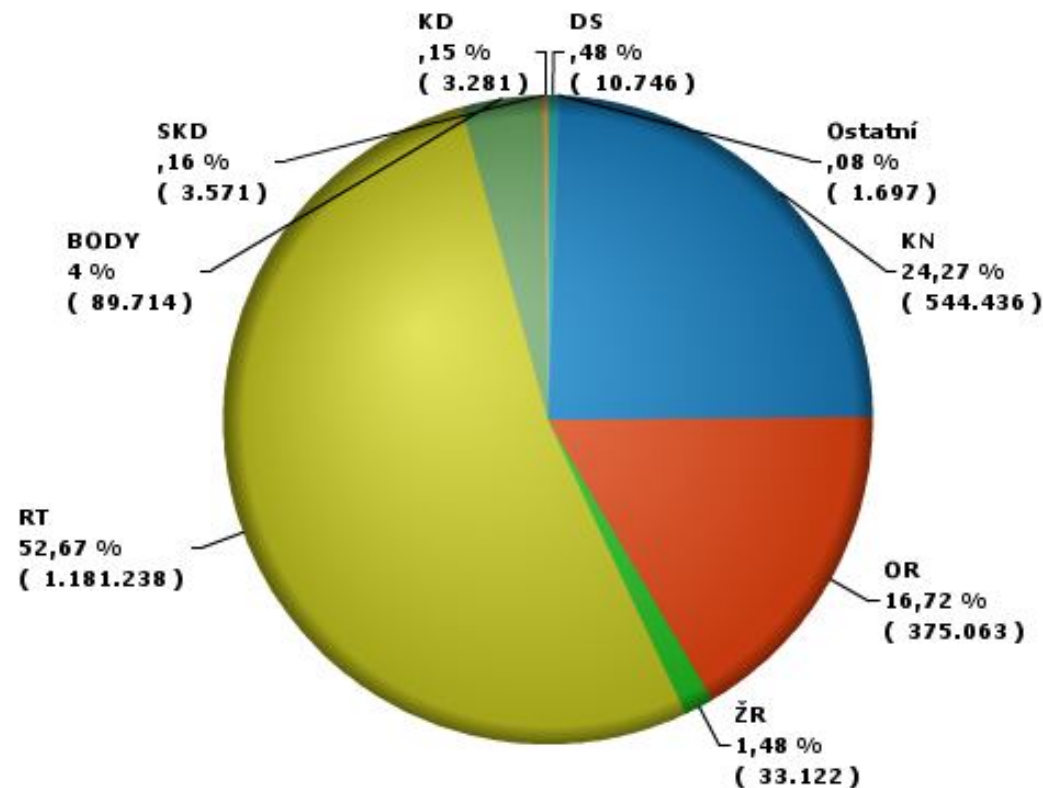


Stav k 26.10.2009	Rok 2007	Rok 2008	Rok 2009	Celkem
Katastr nemovitostí (KN)	28 379	230 406	285 651	544 436
Obchodní rejstřík (OR)	24 144	150 791	200 128	375 063
Živnostenský rejstřík (ŽR)	1 338	7 656	24 128	33 122
Rejstřík trestů (RT)	0	595 615	585 623	1 181 238
Centrální registr řidičů (BODY)	0	0	89 714	89 714
Systém kvalifikovaných dodavatelů (SKD)	0	0	3 571	3 571
Konverze dokumentů (KD)	0	0	3 281	3 281
Žádost o zřízení datové schránky (DS)	0	0	10 746	10 746
Ostatní (Ostatní)	0	0	1 697	1 697
<b>Celkový součet:</b>	<b>53 861</b>	<b>984 468</b>	<b>1 204 539</b>	<b>2 242 868</b>

# Czech POINT – contact point of public administration ...routine operations...(agenda and output expansion)



Struktura vydaných výpisů dle kategorií (celkem)





## Czech POINT – contact point of public administration

### Expected expansion

#### Territorial expansion

By year end 2009 – expected 5400 municipalities at Czech POINT

#### Functional development

**Czech POINT** – standard assisted point, as is

**CzechPOINT@office** – internal Czech POINT terminal for public administration employees

**CzechPOINT@home** – contact point of public administration with remote access for citizens and businessmen



# Czech POINT integration with other eGON components

## Czech POINT integration with other eGON components **Data boxes information system (ISDS)**

### Czech POINT supports for ISDS:

Application for creation data box for individual and self-employed individual

Application for creation other data box

and other 6 supportive agendas

Czech POINT is essential component of ISDS ecosystem.



## **Czech POINT integration with other eGON components**

### **Document conversion**

Czech POINT provides document conversion in accordance with law 300/2008Sb:

Conversion from paper to the electronic form and vice-versa upon request

(only on contact points of public administration)

Conversion from paper to the electronic form and vice-versa by virtue of office

(realise clerks either by law or by administrative regulation – CzechPOINT@office – Czech POINT internal terminal)

Do you know that...?  
(or less known facts about Czech POINT)

## Do you know that ...? (or less known facts about Czech POINT)

...all Czech POINT assistants use certificate for login as of 1.3.2009?

...every statute of limitation for launching new Czech POINT agendas were always fulfilled?

...within 29 months of operation had Czech POINT only 1(one) 25 minutes failure, 1(one) planned security outage, and that migration to the new data center took only 8(eight) hours?

...in Bratislava there is also Czech POINT at Hviezdoslavova 8, in the Czech embassy

...based on socioeconometric analysis made after 2 millionth output (at 31.8.2009) were cost for project Czech POINT 6,6m€ and contribution for citizens and businessmen 18m€ and Net Present Value (NPV) 35m€?

...Czech POINT acquired number of awards in ČR and also one in Germany



Why is Czech POINT successfull project?



Why is...

## ...Czech POINT successful project?

...it is for everyone - it doesn't require computer skills on client side – either citizen or businessman

...controlling is easy, so there is no issue with staff training

...it brings financial benefits for municipalities, Czech Post or Economic Chamber and notaries, because according to changed legislation administrative charge for output pertains to the operator of contact point

...it is project, which brings politically “salable” outcomes already through its early period

...simple and noteless project, which everyone left alone,...  
...and then it became big, successful and visible

# Q & A



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