Present state and strategic plans of the back office of the Hungarian public administration

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Ministry of Informatics and Communications

Agenda

- definitions
- leadership, coordination, financing
- infrastructure
    - computers and basic software
    - network
    - data
- applications
- regulation
- re-engineering processes
- skills

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Working definitions
(The e-Government Imperative, OECD, 2003)

Front office: information and services and the interaction between government and both citizens and business

Back office: internal operations of an organisation that support core processes and are not accessible to the general public

Hungarian Information Society Strategy

Balance in the development of back office and front office information systems (economy, PA, etc.)

Leadership, coordination, financing

- Since 2002 Ministry of Informatics and Communications (MIC): responsible for the information society issues – including the public administration's ICT policy

- The E-government Centre of the Prime Minister's Office is responsible for the e-government developments of the central government

- MIC is responsible for the electronic local governments

- These responsibilities include strategic planning, co-ordination, regulation, management of central projects, (co-)financing of local projects, etc.

- The new Hungarian Information Society Strategy includes special sectoral strategies for central and local governments

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Infrastructure: computers and basic software

- Central PA
  - 0,82 computer/employee (practically fully computerised)
  - 36% of computers are more than 3 years old
  - almost exclusively proprietary sw (no open source)
  - plans by 2006: significant use of open source sw
- Local PA
  - 0,76 computer/employee (smallest authorities use no computer)
  - 47% of computers are more than 3 years old
  - almost exclusively proprietary sw (some open source)
  - plans by 2006: all authorities use computers, many of them use open source sw

Infrastructure: network

- Central PA
  - 96% has Internet access (46% of the employees)
  - 97% has LAN
  - Government Backbone (155 Mbps): ministries, central authorities and 1 pop/county
  - no connection to the EU (CIRCA)
  - plans by 2006: every agency on the Gov. Backbone, connection to CIRCA
- Local PA
  - 76% has Internet access (41% of the PCs)
  - 31% has LAN
  - plans by 2006: all authorities have broad band access to the Internet (Public Net Program) – many use ASPs

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Infrastructure: data

- difficult to find and access

- low level exploitation of public sector data

- Government Metadirectory

- KIKERES: Hungarian GILS (discovery type metadata service) ~76 000 metadata records

- Public Administration Concept Store ~6000 concepts

- Knowledge Management Based Governemnt Intranet (to help members of public administration communities create, share and apply knowledge)

- participation in the projects of IDA program

Applications

- Present state:
  - isolated applications
  - electronic case and document management, application of electronic signature only on experimental level

- Plans by 2006:
  - integrated or interoperable application systems (ASPs for small local authorities) – common standards, data models and communication schemas
  - commonly used electronic case and document management, electronic signature

Regulation

- We have a Law for Electronic Signature, but the Law for the Public Administration Processes does not regulate electronic case management

- The Government Decree on the Document Management in Public Administration does not regulate electronic document management

- The unified transformation of these regulations is in process

- In 2004 the sectoral regulations will be reviewed to eliminate the barriers hindering the electronic case management

- The requirement for multisectoral, integrated electronic case management is in conflict with the Hungarian Law on Privacy – a supervision is necessary

Re-engineering processes

- E-government does not simply mean computerisation present public administration processes

- Present public administration processes are not well-suited to electronic case management

- This is especially true for intersectoral case management

- Based upon the new regulations the processes must be re-engineered

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Skills

- In 2002 17% of the public administration managers and 28% of the employees attended special IT courses

- Managers need not only IT literacy courses but information management, information society and modernising public administration courses too

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Thank you for your attention

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