

*Regional Information Platform  
Tool for Integration of Public  
Administration Services*

*Bratislava, 19.10.2004*

## ***Integration of Public Administration Services - regional level***

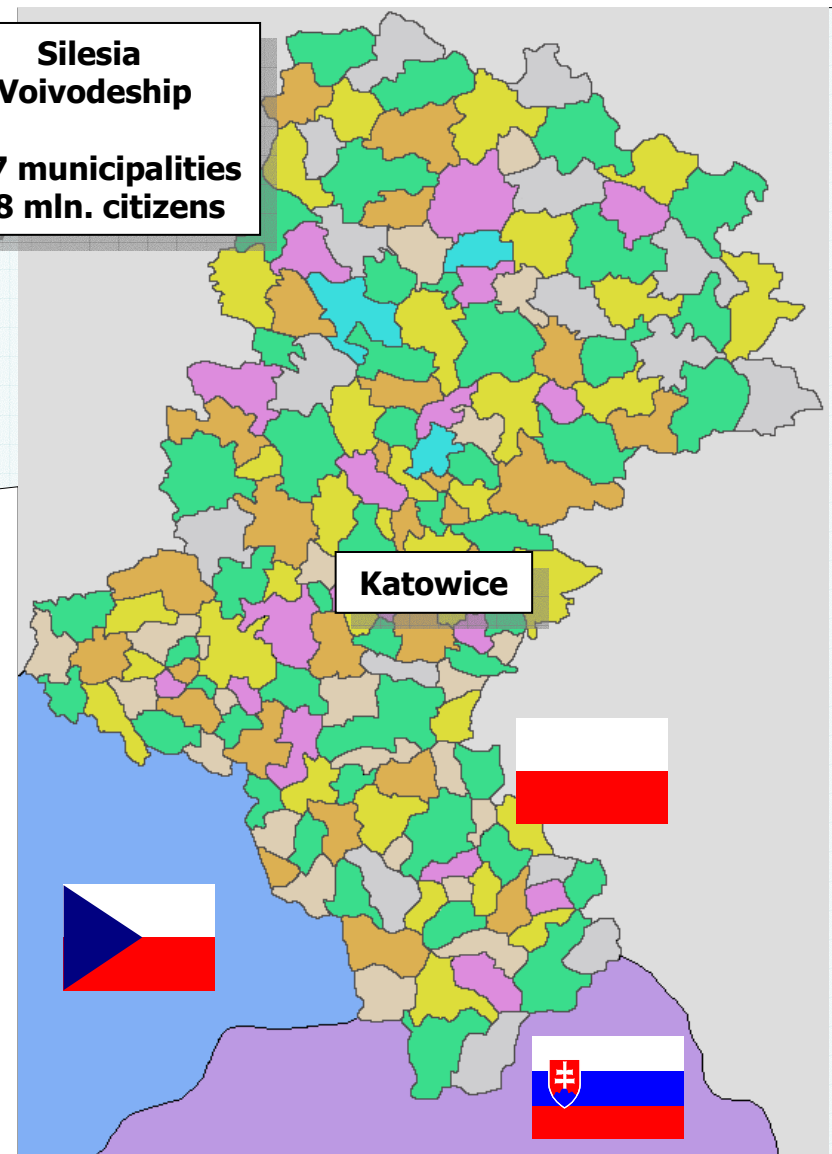
### **Agenda**

- **New look at Public Administration - the element of competitive economy,**
- **Improvement of the processes in Public Administration Services,**
- **Architecture of IT solutions for Public Sector focused on support of the processes,**
- **Regional IT solutions fill a gap between IT application systems on central and local levels,**
- **Standard and uniform access to Public Administration Services with use of portals. Integration of Public Administration Services,**
- **Benefits from clustering co-operation of regional and local governments, R&D units and local business - PRELUDE Project.**

## *New look at Public Administration*



**Silesia  
Voivodeship**  
167 municipalities  
4,8 mln. citizens



### **Integrated Regional Operational Program:**

Measure 1.5. Information Society Infrastructure:

**Creation and development of IST in regions, city -  
country disparities' reduction**

## ***New look at Public Administration Services***

**More and more local governments wants to provide online services to its citizens and local businesses.**

**They can do it with use of comprehensive project - Regional Information Platform - tool of integration of local projects.**

**The following guidelines were taken into consideration:**

- According to „Lisbon Strategy“ document Public Administration is a significant element of chain in global economy,**
- The measure of the competitiveness of municipalities, regions and the whole country, next to the other factors are: accessibility, security and quality of public services.**
- To match a new requirements and trends, Public Administration is obliged to create or improve IT solutions.**
- The beginig of the public services' quality improvement is process reorganization.**
- New solutions have to meet all UE principles and requirements to achieve finance from Structural Funds UE dedicated for development of regions.**

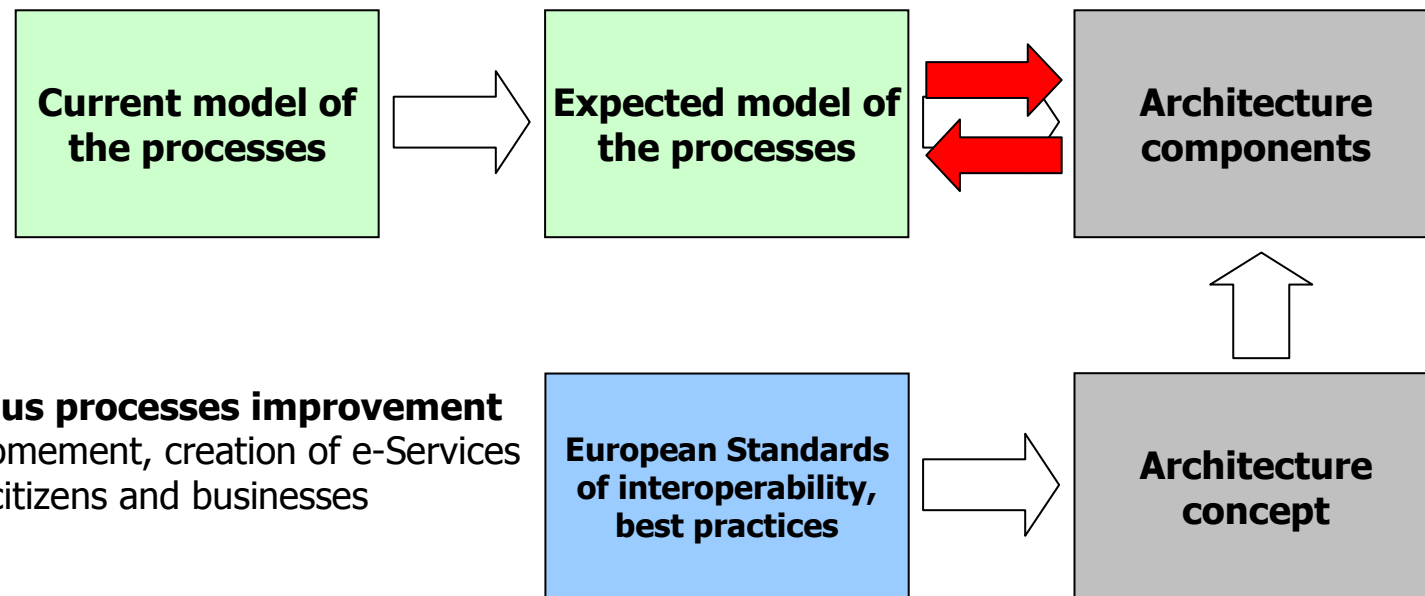
# Processes improvement - condition of public services high quality

## Stage 1: Review and analyse of the actual processes

Traditional IT applications support of individual tasks - not processes

## Stage 2: Creation of an expected processes model

- new architecture components based on systems interoperability and process automatization are the results of the process analyse
- new IT solutions support processes in a few departments of the same office or even in office of different municipality



## Etap 3: Continuous processes improvement

components development, creation of e-Services  
Office focused on citizens and businesses

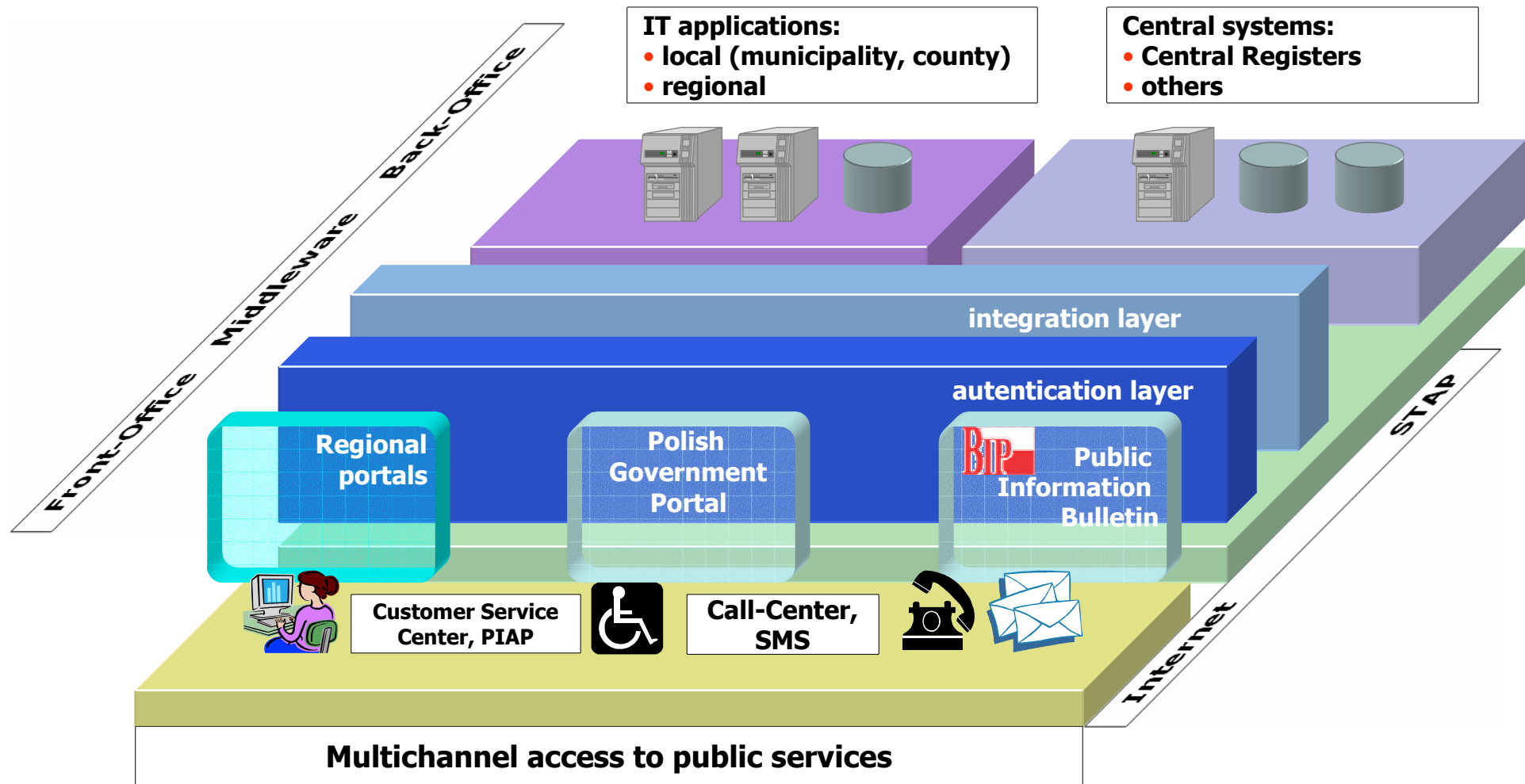
## ***Accessibility Standards to Public Administration Services***

### **e-Services Office - ONE STOP SHOP – all services in one regional portal**

- Portal menu focused on customers' life situations or business events
- Multilingual interface and multichannel access (PC, PIAP, e-mail, telephone, DTV, Call-center, Customer Service Center, traditional documents in writing)
- Transactions security (authentication – based on digital signature – if it's necessary)
- Personal e-forms applying (X-Forms Standard Specification, XML, coded, digitally signed, initially filled by administration - Back-office systems integration),
- Access to information about the stage of customers' cases (integration of workflow application with Public Information Bulletin)
- Access to e-forum (tool of social participation),
- 365/7/24 access to portal
- single sign-on



# Public Administration IT solutions architecture



Electronic Platform for complex processes used by Public Administration Units (public services suppliers) and businesses, citizens, other offices (customers).

## ***Public Administration IT solutions architecture***

In Regional Information Platform components have been integrated with use of Service-Oriented Architecture methodology (SOA).

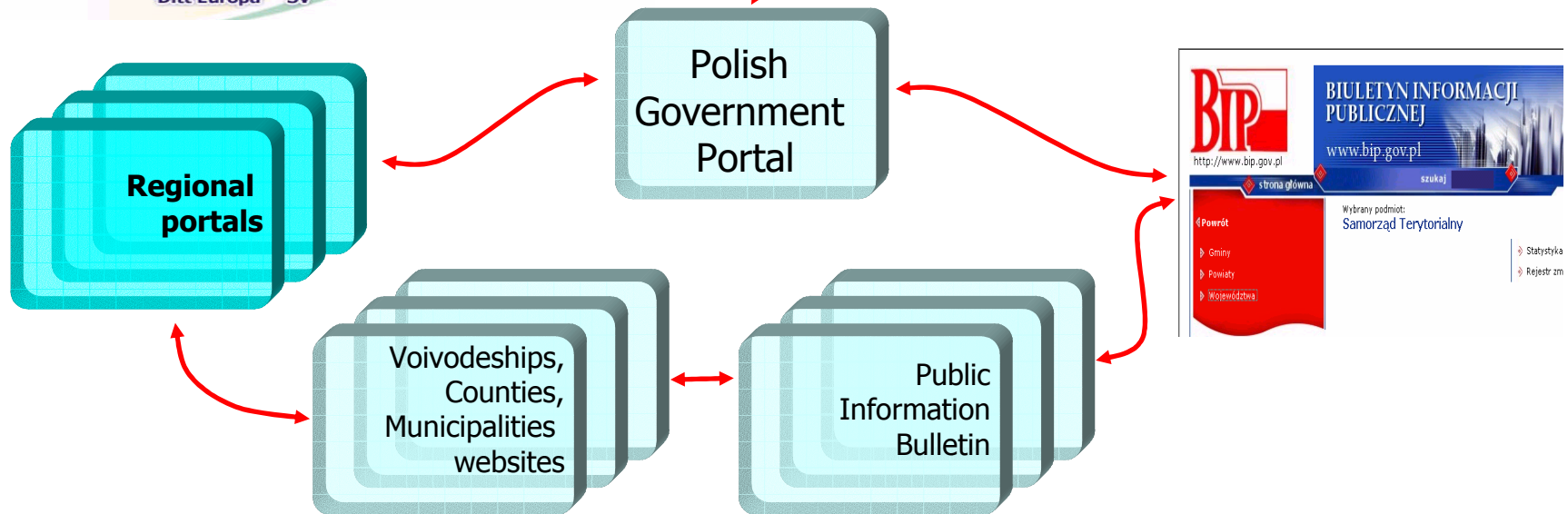
### **Components assigned to layers:**

- Front-Office layer: portal components for standard and uniform users access to data.
- Middleware layer:
  - security components – customers' authentication based on digital signature,
  - integration of central registers
  - Web Services integration and process automatization components
  - legacy systems' interfaces
- Back-Office layer: the components are local administration transaction systems (finance and public property management systems, population registers, taxes, public payments, GIS)

These three layers use for communication a layer of GSI - Government Secure Internet



# Regional IT solutions fill a gap between IT application systems on central and local levels



## *Clustering co-operation in PRELUDE project*



e-Government Cluster workshops based on guidelines of PRELUDE project gave the possibility of discussion about models of Public Administration IT solutions.

The workshops gathered the representatives of:

- regional and local public administration units,
- research and development units
- local business

## *Summary*

- European standards of accessibility to Public Administration Services require organizational, semantic and technological systems interoperability in the whole public sector.
- From customer's point of view access to services at the following levels should be uniformed:
  - Central Public Administration services
  - Local and Regional Public Administration services
  - Non - Administration Public Services (Health Care, Education, Culture)
- Regional Information Platform is an organizational, hardware and software environment.
- Regional Information Platform is organizational, hardware and software environment integrating local administration units' IT solutions. It is also an interface between central and local IT applications.
- Regional Information Platform provides services to local public administration units in ASP model. It is attractive for small and medium-size units, that are not able to match requirements of European standards and systems integration because of high costs.

*Thank you  
for  
your attention*

*Krzysztof Wojtala*

[kwojtala@spinet.com.pl](mailto:kwojtala@spinet.com.pl)

*Anna Dusik*

[adusik@spinet.com.pl](mailto:adusik@spinet.com.pl)