How is it made (and why): Czech eGovernment

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Executive

Novell.

How is is made and why:

*eGON (pictured)
is an icon of the Czech
eGovernment*

Czech eGovernment

eGovernment for all – the only approach

eGovernment for IT aware people

eGovernment for the rest of us

Success criteria

eGovernment services user experience

How is it made and why in Czech Republic

Best practice replica: wet dream or an option?

eGON in Czech Republic

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eGovernment for all

eGON has been always built to provide services to every citizen. **Czech POINT** as a clerk assisted contact point of public administration is designed for the people who **cannot** or do not wish to interact with the government electronically. **Databox** is designed for the people who **want** to interact with the government electronically.

Authorized conversion of documents between paper and electronic forms provide seamless connection between "paper" and "electronic" world and **removes digital divide**.

eGovernment in Czech Republic is managed by the Ministry of Interior.

Databox system

How is it made?

eGovernment for IT aware people

Databox system has been created with the vision of opening **an alternative channel of delivering registered letters** while using electronic form of communication.

The delivery is guaranteed by government, and **delivered messages have the same legal power as if it were delivered in paper form**.

The databox system from the implementation perspective is **not an email system**. **It is trusted shared file space**.

The databox system is provided by Ceska posta, sp.

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eGovernment for the rest of us

Czech POINT stands for National, Verification, Information and Submission Terminal. It is a **contact place of public administration** where citizen is being **assisted by clerk**, who provides requested service for fee.

List of available services includes **verified outputs** from information systems of public administration, **submission** to governmental agencies, **authorized conversion of documents** and **help desk services** for Databox system.

Databox system

Usage

Success criteria (1)

The **usage** is the only success criteria.

Active mailboxes

Govt. agencies	7,775
Notary public	444
Executors	144
Companies	372,676
Citizens	30,447
Total	**411,516**

Messages transferred

56.000,000 as of September 30th ,2011

Total number of transmitted messages

Legend:
- Total number of transmitted messages
- Power (Total number of transmitted messages)

Databox system

datové schránky
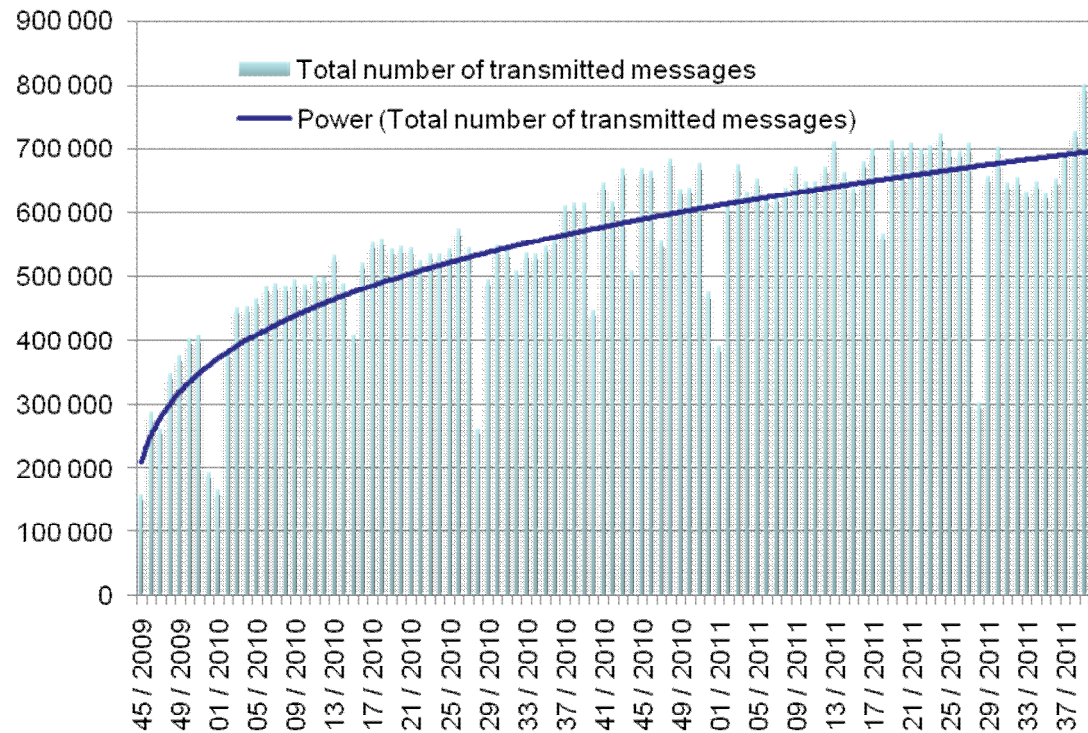
Reliability Ecosystem

Did you know?

There was
no non-scheduled
downtime since
the Databox system
has been launched
on July 1st, 2009?

There is more than
100 independent
software vendors who
deliver their electronic
document
management system
applications to these
users who connects
to the system as to
the middleware
channel?

Success criteria (2)

Databox system is primarily meant as
a middleware channel. Governmental
agencies and businesses using their
document management applications.

For employees for such users is system
"invisible". Instead of printing the letter, putting
into envelope, stamp it and send it, the "letter"
is gone instantly. This **economizing clerks
time** and improves productivity.

**Citizens and small businesses typically
access their databox via internet browser**,
by using login name and password. Secure
login options include CAPTCHA, using
certificate, one-time password.

Czech POINT

Milestones

Success criteria (3)

Did you know?

**Czech POINT has been launched
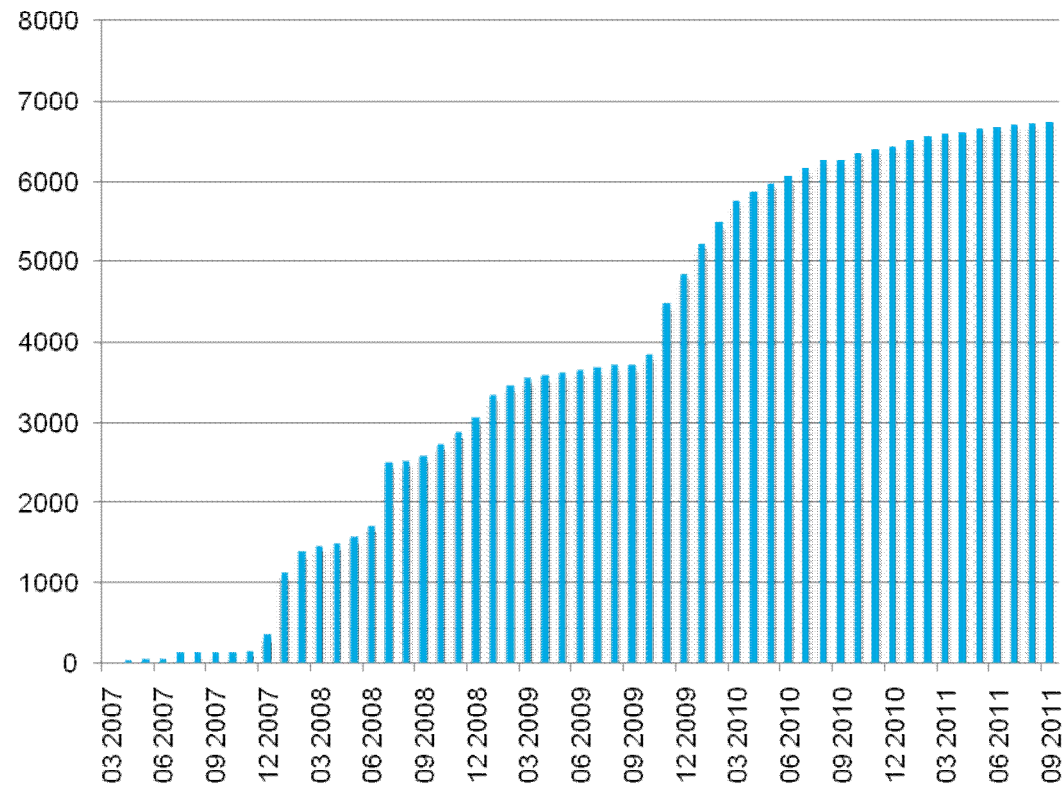on March 28th, 2007?**

In pilot phase
participated 37 cities?

**Current number of
providers
reached 6,742?**

Local government 5,249
Czech Post   977
Notary public   426
Chamber of Comm.   51
Embassies   39

Number od contact places Czech POINT

Czech POINT

Services available

Output from
Real estate and survey register
Companies register
Self-employed people register
Police record of character register
Driver's license register
Qualified vendors register

Submission to the register of
Self-employed people
Car wreckage

Conversion
Authorized conversion upon
request

Databox system
help-desk
Request to set-up Databox
Password reset request

Success criteria (4)

Number of outputs issued by month

CzechPOINT@office

Services available

Did you know?

Czech POINT is also used as an internal terminal for clerks under the nickname CzechPOINT@offcie?

Services available include:

Output from the registry
Police record of character registry (ex-offo complete record)

Submission to the registry of citizens' evidence

Conversion
Authorized conversion ex-offo. This is used as a bridge between digital and paper world while using the Databox system to convert delivered messages.

Success criteria (4)

Number of Authorized Conversions of Documents Ex-Offo

Paper to electronic form by month

Electronic to paper form by month
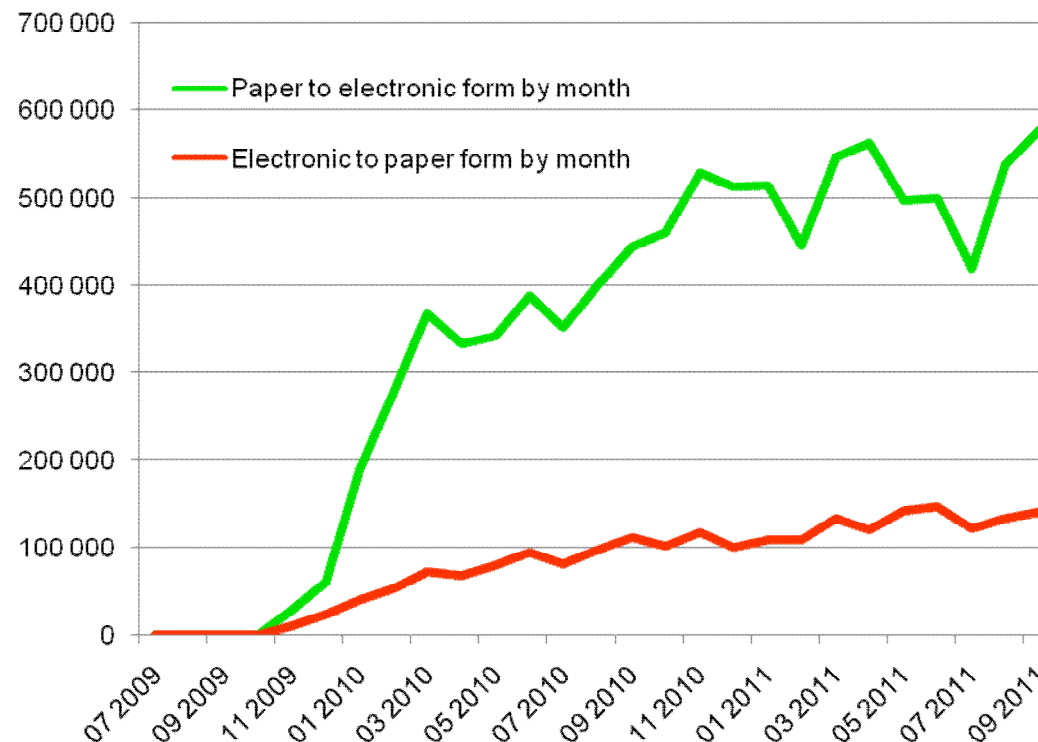
Future of Czech POINT

Universality

Did you know?

Czech POINT build so universally, that is can accommodate new functions very easily and rapidly.

Bank employees using Czech POINT have to accomplish the same training as govern-mental clerks to provide services as Czech POINT assistants.

Success criteria (5)

CzechPOINT@home

Self-service terminal for IT-aware citizens.

To be introduced soon. Citizens can request the output from the registers electronically, respective documents will be sent to their databox.

Czech POINT in banks

Effective November 29th, 2011 subject to authorization by Ministry of Interior, **banks can become providers of Czech POINT.**

User experience

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Databox system

After two-year routine run of the Databox systems can be said that users adopted the system.

Minor complaints include delivery to the wrong people (caused by choosing the wrong addressee by the sender), difficulties with multiple digital signatures (caused outside of the system).

Users have to spent significant efforts to cope with the new system, but this has been expected.

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Czech POINT

Citizens receive Czech POINT services on 6,700+ contact points.

Citizens being served by more than 30,000 Czech POINT assistants.
Help desk calls do not exceed 2,000 calls/month.

Total number of registered user (clerk) identities reached 72,000.
Non-assistant identities belongs to CzechPOINT@office users.

How is it made and why?

eGovernment in the Czech Republic

eGovernment is built for everyone as it should serve to all citizens.

Step-wise approach results in understanding by users.

Processes are mapped to the legislation, not to the technology.

The task was to make eGovernment successful. This happened.

That's why.

eGON

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Wet dream or an option?

The concept of Czech eGovernment is replicable in any country.

In any country relevant number of citizens will never deal with governmental agencies electronically either because they cannot or do not want.

Builders of eGON have to resolve many issues, gathered experience, could be of a help in replication in other countries.

Questions and Answers

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