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Introduction

Dear colleagues,

the international Local and Regional Information Society Conference–LORIS 2003 organized by Vysocina Region in co-operation with Czech @, Triada Ltd., the City of Prague and Union of Towns and Communities of the Czech Republic takes place in Prague and Hradec Kralove from March 23rd to 25th, 2003.

LORIS is held parallel with the National Conference "Internet in Public Administration"–ISSS 2003. ISSS/LORIS conference is the most significant eGovernment event in the Czech Republic and CEEC (with more than 1,700 participants last year from 18 countries–representatives of European Commission, state, regional and local administration–including Deputy Prime Minister and some other ministers, Members of Parliament, representatives of European networks, IT specialists, representatives of private companies from the field of Information and Communication technologies, and 65 companies took part in the accompanying exhibition).

The main goal of the ISSS/LORIS 2003 is to promote the information society technologies and services in public administration; evaluate the progress in eGovernment; preparation of the framework for virtual twinning between EU cities and cities from CEEC; to implement best practises and awards procedures to stimulate and increase the number of local authorities willing to participate in European projects promoting partnerships in the process of European integration.

I would like to inform you about the Eurocrest contest for the best homepage of towns and communities of Europe, which encourages municipalities to use information technologies for e-democracy development. Our experience from the Golden Crest contest (with participation of hundreds of Czech municipalities) is a base for the invitation of associations of towns and communities of Candidate Countries to participate in the 3rd year of Eurocrest contest. At the heart of the invitation lies the idea that sharing of knowledge and creation of new relationships, helps individuals and thereby also towns and communities, to each the frontline of new technology. Aim of the contest is show benefits of electronic public services for citizens and business, draw lessons from current applications, illustrate where Europe currently stands, and stimulate dissemination of best practices. Public Announcement of the Eurocrest is a part of LORIS Conference. The conference will be accompanied by the exhibition of the best practises of the web sites–the best Internet portals selected within the framework of Eurocrest Contest. The conference will be followed by a guidebook based on the analysis of best practices observed and topics discussed and also the conference web site will provide information about all best practices.

Hradec Kralove as Vice-Chair City for Eastern Europe organises this year for the first time GCD-event for this region during ISSS/LORIS 2003 Conference. The aim of the Global Cities Dialogue on the Information Society is to address the challenge of globalisation and the importance of cities' sharing and transferring experiences in order to stimulate a global process of information society learning and development. The GCD event will be focused on the collection, dissemination and transfer of relevant information and best practice relating to public administration services for citizens, business and tourists, in particular provided by web sites.

On the occasion of signature ceremony further Mayors from Central and Eastern European Cities will sign the Declaration of the Global Cities Dialogue, thus giving impetus to closer information society dialogue Central and Eastern European countries with countries of the European Union. The signatories will then act as champions in shaping the rules and the long-term agenda of the Global Cities Dialogue initiative.

The previous years of the Conference have established the tradition of the top meeting on the republic level, and of a most important event within European context. The approaching year is therefore organised with the awareness that its participants expect at least the same quality event they had opportunities to take part at in previous years.

I do hope you enjoy your stay in Prague and Hradec Kralove. I do hope you find this Conference very interesting and I do hope we shall meet again soon. I believe we shall have very many occasions for getting together and discussing the issues of our common interest. Thank you for coming.

Yours Sincerely,

František Dohnal
Programme Director of the Conference,
President of Vysocina Region

LORIS 2003 Conference Programme

Saturday or Sunday morning

Arrivals to Prague

Sunday 23rd March

10.00–13.00   Special Invitation Program in Prague (guided tour)
13.00   Reception with the Lord Mayor of Prague
15.30   Departure from Prague
17.00   Accommodation in Hradec Kralove
18.15–19.15   Meeting of representatives of CEE Associations of Municipalities
19.30   Cultural Programme in Hradec Kralove

Monday 24th March

9.00–10.30   **Parallel Session 1 Elisabeth Hall (Eliščin sál)**   **Loris 2003 Conference – opening**
František Dohnal, Vladimír Mlynář, 20'
Regional priorities in *e*Europe 2005 Action Plan, *Olivier Pascal, European Commission, 10'*
Experience and future plans in creating an interactive public policy in Lithuania, *Nerutė Kligienė, Lithuania, 10'*
Strategies for eGovernment in Europe, *Karl-Erik Andersson, Sweden, 10'*
Effective public services based on citizens' needs, *Heikki Lunnas, Finland, 10'*
eGovernment from a user perspective, is there a difference between the Czech Republic and Sweden?, *Thomas Johanson, Sweden, 10'*
Giving regions a new role in Europe, *Prof. Andrzej Janicki, Poland, 10'*
Lyons summit on cities and local authorities on information society, *Veronique Kleck, France, 10'*

10.40–12.00   **Plenary Session Main Hall (Hlavní sál)**   **Conference opening, introductory speeches**
Vladimír Špidla, Prime Minister of the Czech Republic
Oldřich Vlasák, Mayor of Hradec Králové
Pavel Bém, Mayor of Prague
Vladimír Mlynář, Minister of the Government of the Czech Republic
Branislav Opaterný, Ministry of Transport of the Slovak Republic
Per G. Blixt and Gérald Santucci, European Commission
František Dohnal, Administrator of the Vysočina Region

12.00–14.00   Lunch

13.00–16.30   **Lounge 3**   **ARCO Workshop**, *Manuel Gigot, Belgium, Heikki Lunnas, Finland, Claudie Tallineau, Belgium (closed session)*

14.00–14.50   **Main Hall (Hlavní sál)**   **Without e-munity**
This programme block aims to help conference participants to orientate themselves in the opinions of political parties on the future development of informisation of Czech society. The block will have the format of the TV programme entitled "Without immunity", i.e. a debate between representatives of five parliamentary parties. Actual discussion circles relate state information policy, competences of the new Ministry of Informatics, IT introduction in self-governments, interconnection of information systems etc.
Debate: ČSSD, KDU-ČSL, KSČM, ODS, US; Presenter: Jan Pokorný

15.00–16.30   **Parallel Session 1 Elisabeth Hall (Eliščin sál)**   **Internet for disadvantaged groups of citizens**
Information society for everybody, *Per G. Blixt, European Commission, 15'*
Introduction to the issue, enterprise of the disabled, projects and their financial background, Helpnet, *Jaroslav Winter, BMI, 15'*
E-communication of the blind with public administration, *Hana Bubeníčková, Radek Pavlíček, SONS, 10'*
"Municipality for the Disabled" competition, *Jaromír Jech, Union of Czech Towns and Communities, 5'*
Internet for the elderly – Statutory Town of Jihlava, *Vratislav Výborný, Mayor of the Statutory Town of Jihlava, 5'*
Library Internet, electronic information sources and services for persons with special needs, *Zlata Houšková, National Library of the CR, Jana Vejsadová, Vysočina Regional Library, 5'*

Teleworking, *presented by Aleš Kučera, SPIS*

This block aims to familiarise conference participants with the characteristics and advantages of teleworking, made possible by the development of information and communication technologies. The debate will focus on legislative, organisational and technical barriers to its implementation and solutions for removing these barriers. Benefits and advantages of teleworking, legislative and organisational preconditions of its introduction, state support, specific showcases.

Introduction to the issue (characteristics of teleworking, advantages and disadvantages, benefits to society, companies and employees), *Aleš Kučera, SPIS, 5′*
The Ministry of Informatics' view of teleworking, *Vladimír Mlynář, Minister of Informatics, 5′*
Legislative barriers to teleworking, *Michal Kroft, SPIS, 5′*
Panel discussion:
Topic: Has teleworking a chance of success in the Czech Republic?
What are the preconditions for its implementation? (legislation, education, state support etc) Which citizen groups can work in the teleworking regime, how could it contribute to tackling unemployment? Foreign experience in teleworking.
Participants: Vladimír Mlynář, Minister of Informatics, Zdeněk Škromach, Minister of Labour and Social Affairs, Michal Kroft, SPIS, Evžen Tošenovský, Administrator of the Moravia-Silesia Region, representatives of companies, 20′

15.00–16.35	**Parallel Session 2**
	Session Hall
	(Jednací sál)

E-security

Information and network security in FP6, *Gérald Santucci, European Commission, 20′*
Technical securing of personal data, *Karel Neuwirt, Office for Personal Data Protection of the CR, Pavol Husár, Peter Lieskovský, Office for Personal Data Protection, Slovakia, 10′*
Security of citizens and risk management, *Albert P. Deistler, Germany, 15′*
Security of the Public Administration Intranet, *Pavel Baumruk, CZECH TELECOM, 15′*
Easy authentication. Wherever and whenever, *Karel Krenželok, A&&L soft, 15′*
Integrated security of network port, *Radek Smolík, Symantec GmbH, 20′*

16.30–16.40	Coffee break

16.40–18.00	**Parallel Session 1**
	Elisabeth Hall
	(Eliščin sál)

Financing IT Introduction in European Public Administration

High ambition, large scale funding – promoting eGovernment with the Structural Funds in Greece, *Robert Shotton, European Commission, 10′*
Regional (Silesian) preparatory actions under Structural Funds, *Anna Slupina, Poland, 10′*
European Investment Bank programmes supporting the development of electronic public administration and e-services, *Ioannis Kaltsas, European Investment Bank, 10′*
The eContent programme – European digital content on the global networks, *Roland Haber, Luxembourg, 10′*
F-Cities eContent Project, *Tünde Kállai, Hungary, 10′*
European Cross-border Cooperation in eGovernment: the Role of the IDA Prgramme, *Gzim Ocakoglu, European Commission, 10′*
Content village – integrating the eContent community, *Tanja Vadrot, Luxembourg, 10′*
How to join EU financing projects, *Eva Racková, KPMG Czech Republic, 10′*

16.40–18.00	**Parallel Session 2**
	Labe Hall

Citizens' Access to Information

Publication of Personal Data, *Karel Neuwirt, Office for Personal Data Protection, Pavol Husár, Peter Lieskovský, Slovakia, 10′*
Support for Automated Publication of Information, *Oldřich Kužílek, free access to information adviser, 10′*
Public Information Bulletin, *Arek Zlotnicki, Poland, 10′*
Czech web archive as a means of securing citizens' free access to information, *Petr Žabička, Moravian Regional Library, Ludmila Celbová, National Library CR, 10′*
Innovative ICT and eGovernment Development Projects, *Jozef Orzel, Poland, 10′*
Self-service kiosk network for eGovernment and public service, ZMOS, Banking and Telecom Solutions, *Ján Rapan, Slovakia, 10′*
eTallinn–Citizen Focused Local Government, *Vaino Olev, Tallinn City Office, Estonia, 10′*
Discussion of access to information, *Oldřich Kužílek, free access to information adviser, Karel Neuwirt, Office for Personal Data Protection of the CR, Pavol Husár, Peter Lieskovský, Office for Personal data Protection of the SR, 10′*

20.00–02.00	**Aldis Congress Centre**

Gala evening programme

Announcement of Geo-Application of the Year
Announcement of Biblioweb
Announcement of Golden Crest
Announcement of Eurocrest,
Social programme, party

Tuesday 25th March

9.00–10.30 Parallel Session 1
Elisabeth Hall
(Eliščin sál)

Electronic services for the public

Re-engineering of administration and public services – a secure end-to-end digital administration, *Ragnar Torgeirsson, Iceland, 10′*

Open Digital Administration eContent Project, *Jeannette Viale, Denmark, 10′*

Activities of EU regions (Prelude, Town Twinning), *Petr Pavlinec, Vysočina Region, 10′*

Regional policy of information provision over the Internet: the Local Government Information Network, *Kristof Varga, Hungary, 10′*

Soctim and the outcomes of the London International Workshop, *Fahri Zihni, Great Britain, 20′*

Presentation of the eForum Association, *Krzysztof Glomb, Poland, 10′*

Role of local authorities in the development of enterprises' competitiveness, *Manuel Gigot, Belgium, 10′*

E-MuniS – electronic municipal information services – best practice transfer and improvement project, *Irene Boykikeva, Bulgaria, 10′*

9.00–10.40 Parallel Session 2
Main Hall
(Hlavní sál)

Making geographic data accessible in the CR and the EU

Accessibility of public administration geographic data in the European context, *Josef Hojdar, TERIS Association, 10′*

European cooperation in spatial data and information, *Bino Marchesini, EUROGI, 15′*

GINIE project, *Eva Pauknerová, CAGI, Jiří Horák, VŠB-TU, 10′*

CZ-INSPIRE, *Petr Kubíček, CZ-INSPIRE, 10′*

Trends in map e-services, *Karel Charvát, Czech Centre for Strategic Studies, 10′*

Provision of geographic data to municipalities (ZABAGED, screen data, medium-scale maps), *Jiří Černohorský, Geodesy Office, 10′*

State Map Centre and Digital Geographic Information Library services, *Michal Vaněček, Martin Vrátný, T-soft, 15′*

Removal of administrative barriers, *Vladimír Šiška, Ministry of Informatics of the CR, 5′*

Discussion: *O. Pašek ČUZK, V. Šiška, MI, J. Hojdar, CAGI, KISMO, AKČR, 15′*

10.30–10.45 Coffee break

10.45–12.15 Parallel Session 1
Elisabeth Hall
(Eliščin sál)

Seminar on internetisation of towns and municipalities I.

Relationship between the AKČR Informatics Committee and municipalities, *Rostislav Babarík, Moravia-Silesia Region, 5′*

Use of the school network infrastructure for internetisation of municipalities, *Vlastimil Palata, AutoCont On Line, a. s., 15′*

E-registry, *Tomáš Lechner, Triada, spol. s r.o., 15′*

eGovernment in Gdansk, *Wieslaw Patrzek, Grzegorz Krajewski, Poland, 10′*

Rijeka municipal information system as part of the Rijeka City and Municipality website, *Boris Jurcic, Croatia, 10′*

Public information services and the Public Administration Information Systems Standard, *Jaroslav Svoboda, Ministry of the Interior of the CR, 10′*

ČTK, Neris and Čekia services for public administration, *Přemysl Cenkl, ČTK, Jan Stejskal, Neris, s. r. o., Dagmar Vránová, Čekia, a. s., 30′*

10.50–12.20 Parallel Session 2
Main Hall
(Hlavní sál)

Geographic information as part of public administration IS

GIS Subcommittee at AKČR, *Karel Pokorný, Councillor of the Pilsen Region, 5′*

Access of external users to GIS, *Jan Brodský, ANECT, a. s., 10′*

Benefits of OGC web services to public administration, *Josef Hnojil, Intergraph CR, spol. s r. o.*

Experience in using ZABAGED 1, *Ivo Skrášek, Zlín Region, 10′*

Conception of building up GIS regions, Introductory Projects and Model Project, *Michal Souček, Pilsen Region, Pavel Beneš, RRA, Pilsen Region, 10′*

ePUSA and GIS, application architecture of GIS region on the example of Vysočina, *Lubomír Jůzl, Jiří Hiess, Vysočina Region, 15′*

Municipal locally-oriented information system – data sources, information service and its outlooks, *Jiří Černý, Prague City Council, 10′*

MIDAS in the public administration context and linkage to ISVS standards in the metadata area, *Bronislava Horáková, Head of the MIDAS project – CAGI, VŠB-TU Ostrava, 10′*

Municipal Information System of City of Hradec Kralove – GIS, *Josef Falt, Hradec Králové, 10′*

12.15–15.00 Lunch

12.30–13.55 **Parallel Session 1**   **Seminar on internetisation of town and municipalities II.**
             Eliška Hall   Standardising municipal land-use plans – principles, experience, benefits,
                                        Jiří Hiess, Vysočina Region, Drahomíra Zedníčková, South Moravian Region, 10′
                                        Public libraries in small municipalities – extinction or renaissance?, *Daniela*
                                        Wimmerová, Český Krumlov Municipal Library, Milena Kodýmová, Jindřichův Hradec Municipal Library, 10′
                                        MIS HK – WEB, *Ondřej Vrabec, Hradec Králové, 10′*
                                        Public Administration Information Systems Standards and websites of regional and
                                        municipal authorities, *Jaroslav Svoboda, Ministry of the Interior of the CR, 15′*
                                        From the workshop of the Golden Coat-of-Arms and Eurocrest competitions'
                                        winners, discussion, *František Dohnal, 40′*

14.00–14.40 **Parallel Session 1**   **Concluding round table**
             Small Hall   *Participants: Jiří Zlatuška, Senator, Vladimír Mlynář, Minister, František Dohnal, Regional*
             (Malý sál)   *Administrator, 40′*
                                        Discussion on the conference final communiqué drawn up from individual
                                        programme blocks.

The conference will be accompanied by the exhibition of the best practises of the web sites.

The conference will be followed by a guidebook based on the analysis of best practices observed and topics discussed and also the conference web site will provide information about all best practices.

ISSS 2003 Conference programme

Grey marked areas: Translation Czech⇔English is provided for. Others presentations are in Czech language.

Monday, March 24

Main hall   10.40–12.00

Conference opening, introductory speeches
Vladimír Špidla, Prime Minister of the Czech Republic
Oldřich Vlasák, Mayor of Hradec Králové
Pavel Bém, Mayor of Prague
Vladimír Mlynář, Minister of the Government of the Czech Republic
Branislav Opaterný, Ministry of Transport of the Slovak Republic
Per G. Blixt and Gérald Santucci, European Commission
František Dohnal, Administrator of the Vysočina Region

14.00–14.50

Without e-munity
This programme block aims to help conference participants to orientate themselves in the opinions of political parties on the future development of informisation of Czech society. The block will have the format of the TV programme entitled "Without immunity", i.e. a debate between representatives of five parliamentary parties. Actual discussion circles relate state information policy, competences of the new Ministry of Informatics, IT introduction in self-governments, interconnection of information systems etc.
Debate: ČSSD, KDU-ČSL, KSČM, ODS, US
Presenter: Jan Pokorný

Small hall   9.00–10.30

Electronic documents in public administration, *presented by Jitka Pavlonová, SPIS*
This block will focus on current development; which applications in state administration and local self-government already use electronic signatures; what progress has been made in recognising electronic documents as legally binding etc.
Electronic signatures, electronic documents, summary of current development in application of electronic signatures in public administration,
Jitka Pavlonová, SPIS, Dagmar Bosáková, Ministry of Informatics of the CR, 10′
Electronic tax statement, *Pavel Rozsypal, IBM, 15′*
Use of qualified certificates in practice, *Lenka Capoušková, PVT, 20′*
Electronic forms on the Internet and information kiosks*, Martin Procházka, OKsystem, 15′*
Use of a citizen′s inconsequential electronic identifier in public administration systems,
Karel Lux, Ministry of Labour and Social Affairs of the CR, 10′
Electronic identificator in healthcare*, Radek Papp, General Health Insurance Company in the Czech Republic, 5′*
Panel discussion, *presented by Jitka Pavlonová, SPIS*
Topic: Are changes in legislation being prepared in connection with revision of the EU Directive? How do local government and state administration bodies comply with the spirit of the electronic signature law?
What progress has been made in recognising electronic documents as binding legal documents? What is the experience of ministries with e-signature implementation?
Participants: Dana Bérová, Dagmar Bosáková, Ministry of Informatics of the CR, Petr Zatloukal, Ministry of the Interior of the CR, Petr Landkammer, Ministry of Justice of the CR, Karel Lux, Ministry of Labour and Social Affairs of the CR, 15′

13.00–13.30

e-banking of Česká spořitelna, a. s., 2002–2003
Rostislav Schwarz, Česká spořitelna, a. s.

13.30–14.00

Information systems after public administration reform
Aleš Kučera, Novell-Praha

15.00–16.30

Summary and vision of Microsoft solutions for public administration in the Czech Republic, *Jan Toman, Microsoft, 40′*

e-government on demand, *Pavel Hrdlička, IBM, 30′*

Public administration and mobile communication, *Petr Holub, T-Mobile, 10′*
Czech Telecom for public administration, *Ondřej Felix, ČESKÝ TELECOM, a. s., 10′*

16.40–18.05

Experience of public administration in communicating with citizens (web, e-mail, e-registries, text messages, ...), *Stanislav Gross, Minister of the Interior of the CR, 20′*
Internet radio in public administration services, *Adam Křikava, AB Radio, 10′*
Experience in financing the Internet for Schools project, *Vlastimil Palata, AutoCont On Line,a.s. 10′*
State information policy, *presented by Jitka Pavlonová, SPIS*
The debate will take place in several blocks representing SIP pivotal points. Contemporary goals and results will be compared, new objectives discussed, as well as the feasibility of their attainment and methods of achieving these objectives.
Participants: Vladimír Mlynář, Minister of Informatics, Evžen Tošenovský, Administrator of the Moravia-Silesia Region, Karel Březina, Informatics Committee of ČSSD, Petr Koubský, columnist, Miroslav Řihák, SPIS, Ivan Langer, Branislav Opaterný, Ministry of Defence of the Slovak Republic, 45′

Lecture hall   9.00–10.30   **Transformation of local government IS**

9.00–9.50 *Presented by Tomáš Holenda, Ministry of the Interior of the CR*

Evaluation of administrative and transport registrations of district authorities′ transfer to municipalities with extended operation,
Jiří Malátek, Karel Vybíral, Ministry of the Interior of the CR

Situation in transfer of software and data, *Tomáš Holenda, Ministry of the Interior of the CR*

Software piracy in the CR, *Karel Kuchařík, Police of the CR*

Progress in implementing an integrated information system of administrative and transport registrations (IISSDE) in 2003, 2004 and 2005,
Jiří Malátek, Ministry of the Interior of the CR

Implementation of the birth certificate numbers registry under the direction of the Ministry of the Interior of the CR and the manner of their assignation,
Jolana Čacká, Ministry of the Interior of the CR

Regional and municipal information system (RAMIS) in pilot operation,
Kamil Svoboda, PVT, 20′

Integrated security of clients, *Radek Smolík, Symantec GmbH, 20′*

    12.15–12.45   ISSS press conference (only for journalists)

    12.45–13.15   Ministry of Informatics press conference (only for journalists)

    13.25–13.55   Electronic market for public administration subjects,
Vladimír Šiška, Ministry of Informatics of the ČR, 5′

Public administration electronic market – CZECH TELECOM – CenTrade,
Michal Resenbaum, CenTrade, 15′

Professional chip cards, *Lada Hrůzová, Ministry of Informatics of the CR, 10′*

    15.00–16.35   SAP solution for public administration, *Jan Renc, SAP, 20′*

Standard implementation as a route to saving, *Josef Beneš, Logica – SAP ČR, spol. s r.o., 20′*

Use of Internet technologies for the Record Service, *Miroslav Šírl, Exprit, 15′*

Final report on the Internet for Schools project for 2002, *AutoCont On Line, a. s.+ CZECH TELECOM, a. s., 40′*

    16.40–18.00   **Introduction of IT in local governments during public administration reform**

Role and position of the Informatics Committee of AKČR, *Karel Pokorný, Councillor of the Pilsen Region, Rostislav Babarík, Moravia-Silesia Region, Chairman of the Informatics Committee of AKČR, 15′*

Grant programmes of the Vysočina Region pertaining to ICT, *Petr Pavlinec, Vysočina Region, 10′*

ePUSA – elektronic portal of local governments – 2nd phase, *Václav Koudele, Pilsen Region, Jaroslav Svoboda, Ministry of the Interior of the CR, 15′*

Administration of SDZ data sources, *Michal Souček, Pilsen Region, Pavel Beneš, RR, Pilsen Region, 15′*

KEVIS – regional registration system, *Petr Pavlinec, Vysočina Region, 10′*

Information system of the Pilsen Region, Comprehensive Database, ERP, DMS,
Norbert Szabó, Pilsen Region, 15′

    18.00–18.30   IS of regions – financing, *Tomáš Holenda, Ministry of the Interior of the CR, 10′*

Panel discussion: *presented by Karel Pokorný*

Introduction of IT of public administration local authorities, *Dana Bérová, Ministry of Informatics of the CR, Petr Pavlinec, KI AKČR, Tomáš Holenda, Ministry of the Interior of the CR, Cyril Čapka, KISMO*

Elisabeth hall   9.00–10.30   **Loris 2003 Conference – opening**
František Dohnal, Vladimír Mlynář, 20′

Regional priorities in *e*Europe 2005 Action Plan, *Olivier Pascal, European Commission, 10′*

Experience and future plans in creating an interactive public policy in Lithuania,
Nerutė Kligienė, Lithuania, 10′

Strategies for eGovernment in Europe, *Karl-Erik Andersson, Sweden, 10′*

Effective public services based on citizens′ needs, *Heikki Lunnas, Finland, 10′*

eGovernment from a user perspective, is there a difference between the Czech Republic and Sweden?, *Thomas Johanson, Sweden, 10′*

Giving regions a new role in Europe, *Prof. Andrzej Janicki, Poland, 10′*

Lyons summit on cities and local authorities on information society, *Veronique Kleck, France, 10′*

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Library Internet, electronic information sources and services for persons with special needs, *Zlata Houšková, National Library of the CR, Jana Vejsadová, Vysočina Regional Library, 5'*

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What are the preconditions for its implementation? (legislation, education, state support etc)

Which citizen groups can work in the teleworking regime, how could it contribute to tackling unemployment? Foreign experience in teleworking.

Participants: Vladimír Mlynář, Minister of Informatics, Zdeněk Škromach, Minister of Labour and Social Affairs, Michal Kroft, SPIS, Evžen Tošenovský, Administrator of the Moravia-Silesia Region, representatives of companies, 20'

16.40–18.00	**Financing IT introduction in European public administration**	

High ambition, large scale funding – promoting eGovernment with the Structural Funds in Greece, *Robert Shotton, European Commission, 10'*

Regional (Silesian) preparatory actions under Structural Funds, *Anna Slupina, Poland, 10'*

European Investment Bank programmes supporting the development of electronic public administration and e-services, *Ioannis Kaltsas, European Investment Bank, 10'*

The eContent programme – European digital content on the global networks, *Roland Haber, Luxembourg, 10'*

F-Cities eContent Project, *Tünde Kállai, Hungary, 10'*

European Cross-border Cooperation in eGovernment: the Role of the IDA Programme, *Gzim Ocakoglu, European Commission, 10'*

Content village – integrating the eContent community, *Tanja Vadrot, Luxembourg, 10'*

How to join EU financing projects, *Eva Racková, KPMG Czech Republic, 10'*

Labe hall	9.00–10.30	**Role of IT in crises**

Navigation of rescue/first-aid vehicles – project evaluation, *Michal Souček, Pilsen Region, Jaroslav Lepeška, Fire Brigade of the Pilsen Region, 15'*

Personal data protection in critical situations, *Karel Neuwirt, Office for Personal Data Protection, Pavol Husár, Peter Lieskovský, Slovakia, 10'*

Converged communications in the Intranet environment, *Petr Hubený, Siemens, Ltd., 15'*

Use of mobile communications in crises, *Jan Křečan, T-Mobile, 20'*

The www.emergency.cz portal, *Jaroslav Pejčoch, T-soft, 15'*

Role of IT in critical situations, *Boris Šraut, IBM, 15'*

12.55–13.55	

The alternative operator's view of providing services to public administration, *David Duroň, GTS Czech, a. s., 30'*

Record Service – transition to new conditions of municipalities of the 3rd type (Town of Slaný), *Petr Kolačkovský, Slaný Municipal Office, 30'*

15.00–16.25	**Communication of public administration with citizens**

Use of the Internet for Schools project's infrastructure for communication with public administration, *Pavel Parma, AutoCont On Line, a. s., 15'*

Use of text messages for communication with citizens, *Jan Křečan, T-Mobile, 20'*

Internet as a means of communication between the public and authorities – through the eyes of citizens, *Pavel Šimoník, STEM/MARK, a. s., 10'*

Simplifying orientation on public administration portals, *Jaroslav Svoboda, Ministry of the Interior of the CR, Iva Zelenková, Ministry of Informatics of the CR, 10'*

Make yourself visible and be in the picture, *Julie Stejskalová, ČTK, Ondřej Klimeš, Newton Information Technology, 20'*

Specialised electronic media for public administration, *Petr Palisa, Jiří Holub, Triada, spol. s r. o., 10'*

16.40–18.00	

Publication of personal data, *Karel Neuwirt, Office for Personal Data Protection, Pavol Husár, Peter Lieskovský, Slovakia, 10'*

Support for automated publication of information, *Oldřich Kužílek, free access to information adviser, 10'*

Public Information Bulletin, *Arek Zlotnicki, Poland, 10'*

Czech web archive as a means of securing citizens' free access to information, *Petr Žabička, Moravian Regional Library, Ludmila Celbová, National Library of the CR, 10'*

Innovative ICT and eGovernment Development Projects, *Jozef Orzel, Poland, 10'*

Self-service kiosk network for eGovernment and public service, ZMOS, Banking and Telecom Solutions, *Ján Rapan, Slovakia, 10′*
eTallinn–Citizen Focused Local Government, *Vaino Olev, Tallinn City Office, Estonia, 10′*
Discussion of access to information, *Oldřich Kužílek, free access to information adviser, Karel Neuwirt, Office for Personal Data Protection of the CR, Pavol Husár, Peter Lieskovský, Office for Personal data Protection of the SR, 10′*

Session hall	9.00–10.30	**Security of information systems**

Priorities in IS security in public service, *Václav Novák, Ministry of Informatics of the CR, 5´*
Apprehend your own hacker, *Radek Smolík, Symantec GmbH, 40′*
Attacks carried out on the Internet and the most frequent security errors of IT professionals, *Stanislav Bíža, IBM, 15′*
SIG – a method of network securing, *Josef Zábranský, A&&L soft, 15′*
Trustworthy Computing, *Michal Juřek, Microsoft, 15′*

15.00–16.35 **E-security**

Information and network security in FP6, *Gérald Santucci, European Commission, 20′*
Technical securing of personal data, *Karel Neuwirt, Office for Personal Data Protection of the CR, Pavol Husár, Peter Lieskovský, Office for Personal Data Protection, Slovakia, 10′*
Security of citizens and risk management, *Albert P. Deistler, Germany, 15′*
Security of the Public Administration Intranet, *Pavel Baumruk, CZECH TELECOM, a. s., 15′*
Easy authentication. Wherever and whenever, *Karel Krenželok, A&&L soft, 15′*
Integrated security of network port, *Radek Smolík, Symantec GmbH, 20′*

16.40–18.00 **Security of information systems**

System for detection of unjustified penetration – IDS, *Petr Panáček, ANECT, a. s., 20′*
Experience with building up communication security in public administration, *Martin Pavlica, Corpus Solution, 15′*
Public administration IS in the light of information security, *Václav Novák, Ministry of Informatics of the CR, 15′*
New methods of protection against theft by employees, with respect to Act 101/2000 Coll., on personal data protection, *Tomáš Stranyánek, SODAT software, 10′*
Discussion on security of information systems, *Daniel Dočekal, Pavel Baudiš, Alwil Trade, Martin Pavlica, Corpus Solution, Jaroslav Carbol, BIS, Inspector ÚOOÚ*

Lounge 1	13.30–14.30	Press conference of ESPACE Moravia, *Jan Tomiga*
	15.00–15.30	Opening of the Bentley DGN format, *Tomáš Staněk, Bentley Systems CR*
	15.30–16.00	Freely accessible Bentley products for work with DGN, *Tomáš Staněk, Bentley Systems CR*
	16.00–16.30	Information security, *Olga Přikrylová, Aleš Macháček, AEC, spol. s r. o.*
Lounge 2	15.00–16.00	Mobile solutions in public administration, *Logos*
Lounge 3	13.00–16.30	ARCO Workshop, *Gigot, Belgium*

Aldis Congress Centre	20.00–02.00	**Gala evening programme**

Announcement of Geo-Application of the Year
Announcement of Biblioweb
Announcement of Golden Coat-of-Arms
Announcement of Eurocrest
Social programme, party

Tuesday, March 25

Main hall
Lecture section

9.00–10.40 — Making geographic data accessible in the CR and the EU

Accessibility of public administration geographic data in the European context, *Josef Hojdar, TERIS Association, 10′*

European cooperation in spatial data and information, *Bino Marchesini, EUROGI, 15′*

GINIE project, *Eva Pauknerová, CAGI, Jiří Horák, VŠB-TU Ostrava, 10′*

CZ-INSPIRE, *Petr Kubíček, CZ-INSPIRE, 10′*

Trends in map e-services, *Karel Charvát, Czech Centre for Strategic Studies, 10′*

Provision of geographic data to municipalities (ZABAGED, screen data, medium-scale maps), *Jiří Černohorský, Geodesy Office, 10′*

State Map Centre and Digital Geographic Information Library services, *Michal Vaněček, Martin Vrátný, T-soft, 15′*

Removal of administrative barriers, *Vladimír Šiška, Ministry of Informatics of the CR, 5′*

Discussion: *O. Pašek ČUZK, V. Šiška, MI, J. Hojdar, CAGI, KISMO, AKČR, 15′*

10.50–12.20 — Geographic information as part of public administration IS

GIS Subcommittee at AKČR, *Karel Pokorný, Councillor of the Pilsen Region, 5′*

Access of external users to GIS, *Jan Brodský, ANECT, a. s., 10′*

Benefits of OGC web services to public administration, *Josef Hnojil, Intergraph CR, spol. s r. o.*

Experience in using ZABAGED 1, *Ivo Skrášek, Zlín Region, 10′*

Conception of building up GIS regions, Introductory Projects and Model Project, *Michal Souček, Pilsen Region, Pavel Beneš, RRA, Pilsen Region, 10′*

ePUSA and GIS, application architecture of GIS region on the example of Vysočina, *Lubomír Jůzl, Jiří Hiess, Vysočina Region, 15′*

Municipal locally-oriented information system – data sources, information service and its outlooks, *Jiří Černý, Prague City Council, 10′*

MIDAS in the public administration context and linkage to ISVS standards in the metadata area, *Bronislava Horáková, Head of the MIDAS project – CAGI, VŠB-TU Ostrava, 10′*

MIS HK – GIS, *Josef Falt, Hradec Králové, 10′*

12.30–13.40 — Floods and IT

Geoapplication of 2002, *presented by Eva Pauknerová*

Appraised projects focused on using GI(T) for prevention, crisis management and monitoring of floods, *30′*

Flood 2002 in Prague – use of IT and geographic data, *Jaroslav Šolc, Prague City Council, 15′*

Floods 2002 – Internet portal of the Pilsen Region and GIS, *Václav Koudele, Pilsen Region, Jaroslav Lepeška, Fire Brigade of the Pilsen Region, 10′*

eGovernment – application of the principle in the land registry, *Vít Suchánek, ČUZK, Karel Pecl, NESS CEE, 15′*

Small hall

8.40–9.00 — Presentation of the Ministry of Informatics of the CR, *presented by Jan Pokorný*
Vladimír Mlynář, Jaromír Šiška, Vladimír Šiška, Dana Bérová, Michal Frankl

9.00–10.35 — eGovernment – portals

Presentation of the eGovernment section, *Dana Bérová, Ministry of Informatics of the CR, 10′*

Public administration portal – access to dealing with life situations, *Dana Bérová, Ministry of Informatics of the CR, 10′*

Role of the portal in eGovernment, *Břetislav Moc, IBM, 15′*

The portal′s transaction part, *Robert Hernady, Microsoft, 30′*

Sun ONE Portal server – the basis of modern portal design with emphasis on identity management, *Jaroslav Malina, SUN Micrososystems Czech, s. r. o., 30′*

10.45–12.15

Public administration monitoring services and the MONIS system, *Jaroslav Pejčoch, T-soft, 10′*

Conception of building up the public administration portal and eGovernment services from the viewpoint of regions and municipalities, *Petr Pavlinec, Vysočina Region, Václav Koudele, Pilsen Region, 15′*

Demonstration of using the SAP portal for public administration, *Karel Nekuža, MBA, Petr Železník, SAP CR, spol. s r.o, 20′*

Tools of eGovernment support

Electronic registry and related problems, *Petr Budiš, PVT, 20′*

Lexicon of public administration, *Jan Tuček, Czech Statistical Office, 10′*

Business info, *Miloslav Marčan, Ministry of Industry and Trade of the CR, 15′*

12.30–13.55 — Tools of public administration IS coordination

Reference interface, *Jiří Kosek, Ministry of Informatics of the CR, 10′*

Basic databases of geographic information and public administration IS, *Václav Čada, Faculty of Applied Sciences, West Bohemian University in Pilsen, 10′*

New version of the UIR-ADR territorial identification register, *Karel Lux, MA, Ministry of Labour and Social Affairs, 10′*

Attestation, *Fares Shima, Ministry of Informatics of the CR, 10′*

Optimising the attestation procedure of municipal IS – Act 365/2000 Coll.,
Pavel Staša, ICZ, a. s., 20′

Public Administration Information Systems standards, *Jaroslav Kokeš, Ministry of Informatics of the CR, 10′*

Modern possibilities of licensing Microsoft products in the school and health system, *Jan Toman, Microsoft, 15′*

14.00–14.40 **Concluding round table**
Participants: Jiří Zlatuška, Senator, Vladimír Mlynář, Minister, František Dohnal, Regional Administrator, 40′
Discussion on the conference final communiqué drawn up from individual programme blocks.

Lecture hall **9.00–10.30** **Introduction of IT in local governments after public administration reform,** *Presented by Tomáš Holenda, Ministry of the Interior of the CR*

Role and position of the Ministry of Informatics of the CR in relation to local governments, *Rostislav Babarík, Moravian-Silesian Region, 10′*

Feasibility study of comprehensive IT introduction in regions,
Tomáš Holenda, Ministry of the Interior of the CR, 10′

Public administration reform in the Slovak Republic and its connection with informisation, *Viktor Nižňanský, Office of the Government of the SR, 10′*

Re-engineering – route to increased efficiency of public administration subjects,
Martin Čulík NotesCS a.s, 10′

Fenix II – a new-generation information system, *Michal Varga, PVT, 20′*

Digital administration of public matters, *Zdeněk Havelka, Jan Winkler, IBM, 15′*

Information systems after public administration reform – practical demonstration of the eProvisioning technical solution, *Štěpán Benyovszky, ClarioNet, 15′*

10.45–12.20 **Projects supporting IS development**

Integration of applications and data exchange in public administration,
Petr Janda, Microsoft, 15′

New solution to the Information System for keeping the Commercial Register and remote access to data. Collections of Commercial Register papers. *Petr Landkammer, Jaroslav Martaus, Ministry of Justice of the CR, 10′*

Common Czech-Slovak digital parliamentary library, *Karel Sosna, Office of the Chamber of Deputies of the Parliament of the CR, 10′*

System of monitoring the legislative process in the National Council of the Slovak Republic, *Ľubomír Fajták, LLB, Parliamentary Institute of the Office of the National Council of the SR, 10′*

Interconnection of public administration applications – experience from a project in the Parliament of the Czech Republic, *Ivo Musil, Corpus Solutions a.s, 10′*

Circulation of documents between central state administration bodies,
Jan Duben, Office of the Government of the CR, 10′

Electronic sessions of the Government, *Jakub Čech, Office of the Government of the SR, 10′*

Information system of the Economic Chamber of the CR for small and medium-size enterprise and integration of the Economic Chamber of the CR into public administration information systems, *Pavel Vích, Economic Chamber of the CR, 10′*

Conception of a solution to a new register of commercial activity, *Zdeněk Kadlec, ICZ, a. s., Jan Pokorný, Ministry of Informatics of the CR, 10′*

Elisabeth hall **9.00–10.30** **Electronic services for the public**

Re-engineering of administration and public services – a secure end-to-end digital administration, *Ragnar Torgeirsson, Iceland, 10′*

Open Digital Administration eContent Project, *Jeannette Viale, Denmark, 10′*

Activities of EU regions (Prelude, Town Twinning…), *Petr Pavlinec, Vysočina Region, 10′*

Regional policy of information provision over the Internet: the Local Government Information Network**,** *Kristof Varga, Hungary, 10′*

Soctim and the outcomes of the London International Workshop, *Fahri Zihni, Great Britain, 20′*

Presentation of the eForum Association, *Krzysztof Glomb, Poland, 10′*

Role of local authorities in the development of enterprises′ competitiveness, *Manuel Gigot, Belgium, 10′*

E-MuniS – electronic municipal information services – best practice transfer and improvement project, *Irene Boykikeva, Bulgaria, 10′*

10.45–12.15 **Seminar on internetisation of towns and municipalities I.**

Relationship between the AKČR Informatics Committee and municipalities,
Rostislav Babarík, Moravia-Silesia Region, 5′

Use of the school network infrastructure for internetisation of municipalities,
Vlastimil Palata, AutoCont On Line, a. s., 15′

E-registry, *Tomáš Lechner, Triada, spol. s r. o., 15′*

eGovernment in Gdansk, *Wieslaw Patrzek, Grzegor Krajewski, Poland, 10′*

Rijeka municipal information system as part of the Rijeka City and Municipality website, *Boris Jurcic, Croatia, 10′*

Public information services and the Public Administration Information Systems Standard, *Jaroslav Svoboda, Ministry of the Interior of the CR, 10'*
ČTK, Neris and Čekia services for public administration, *Přemysl Cenkl, ČTK, Jan Stejskal, Neris, s. r. o., Dagmar Vránová, Čekia,, a. s., 30'*

12.30–13.55 Seminar on internetisation of town and municipalities II.

Standardising municipal land-use plans – principles, experience, benefits,
Jiří Hiess, Vysočina Region, Drahomíra Zedníčková, South Moravian Region, 10'
Public libraries in small municipalities – extinction or renaissance?, *Daniela Wimmerová, Český Krumlov Municipal Library, Milena Kodýmová, Jindřichův Hradec Municipal Library, 10'*
MIS HK – WEB, *Ondřej Vrabec, Hradec Králové, 10'*
Public Administration Information Systems Standards and websites of regional and municipal authorities**, *Jaroslav Svoboda, Ministry of the Interior of the CR, 15'*
From the workshop of the Golden Coat-of-Arms and Eurocrest competitions′ winners,
discussion, František Dohnal, 40'

Session hall	**9.00–10.35**	**Support for and development of public administration IS**

Presentation of the public administration IS section, *Vladimír Šiška, Ministry of Informatics of the CR, 10'*
Public administration Intranet – present status and vision, *Petr Moldan, Jaroslav Zítek, ČESKÝ TELECOM, a. s., 30'*
Universal connection – gateway to KI ISVS, *Miroslav Nováček, Libor Neumann, ANECT, a. s. 30'*
Outsourcing – yes or no, *Božetěch Brablc, ICZ, a. s. 25'*

10.45–12.50

Security products for govnet, *Jaroslav Techl, ABAKUS Distribution, a. s., 30'*
Interoperability of financial and control information systems,
Jiří Roudný, Ministry of Finance of the CR, 15'
Discussion with the public, *Vladimír Šiška, Ministry of Informatics of the CR, 15'*

Electronic communication and e-mail

Presentation of the electronic communication and e-mail section,
Jaromír Šiška, Ministry of Informatics of the CR, 10'
Act on electronic communications, *David Stádník, Czech Telecommunications Office, Jaromír Šiška, Ministry of Informatics of the CR, 15'*
Mail services in the electronic age I, *Antonín Ambrož, Czech Mail, s. p., 15′*
Mail services in the electronic age II, *Vlasta Jošková, ICZ, a. s. 15′*
Rural Wins as a roadmap supporting European eRural Policy, *Karel Charvát, Czech Centre for Strategic Studies, 10'*

Labe hall	**12.30–13.30**	Meeting of webmasters of central bodies, *Bérová MI, Větrovský MI, Špaček MV, 60′ (closed session)*
	14.50–15.50	Meeting of representatives of software suppliers with representatives of the ISMO committee and regional informatics specialists, *Luděk Galbavý, ALIS, Václav Koudele, Pilsen Region, Vladimír Šiška, Ministry of Informatics of the CR*
Lounge 1	**10.45–11.45**	Public administration portals, *Logos*
Lounge 2	**10.00–10.30**	Professional websites for every town and community. Up-to-date and without programming, *David Hembera, DATA – NORMS*

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Internet ve státní správě a samosprávě

LOCAL AND REGIONAL INFORMATION SOCIETY

přízemí – 1st floor

ŠATNA - DRESSING ROOM

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VÝTAH

PREZENCE

36 37 40 38 39 41 42 43 44 46 45

VSTUP

PC LAB

VSTUP

56 55 54 53 52 51 50 47

INFO

35 57 48

49

PAVILON PROJEKTŮ

VELKÝ JEDNACÍ SÁL
Meeting Hall

RESTAURACE

ELIŠČIN SÁL
Elisabeth Hall

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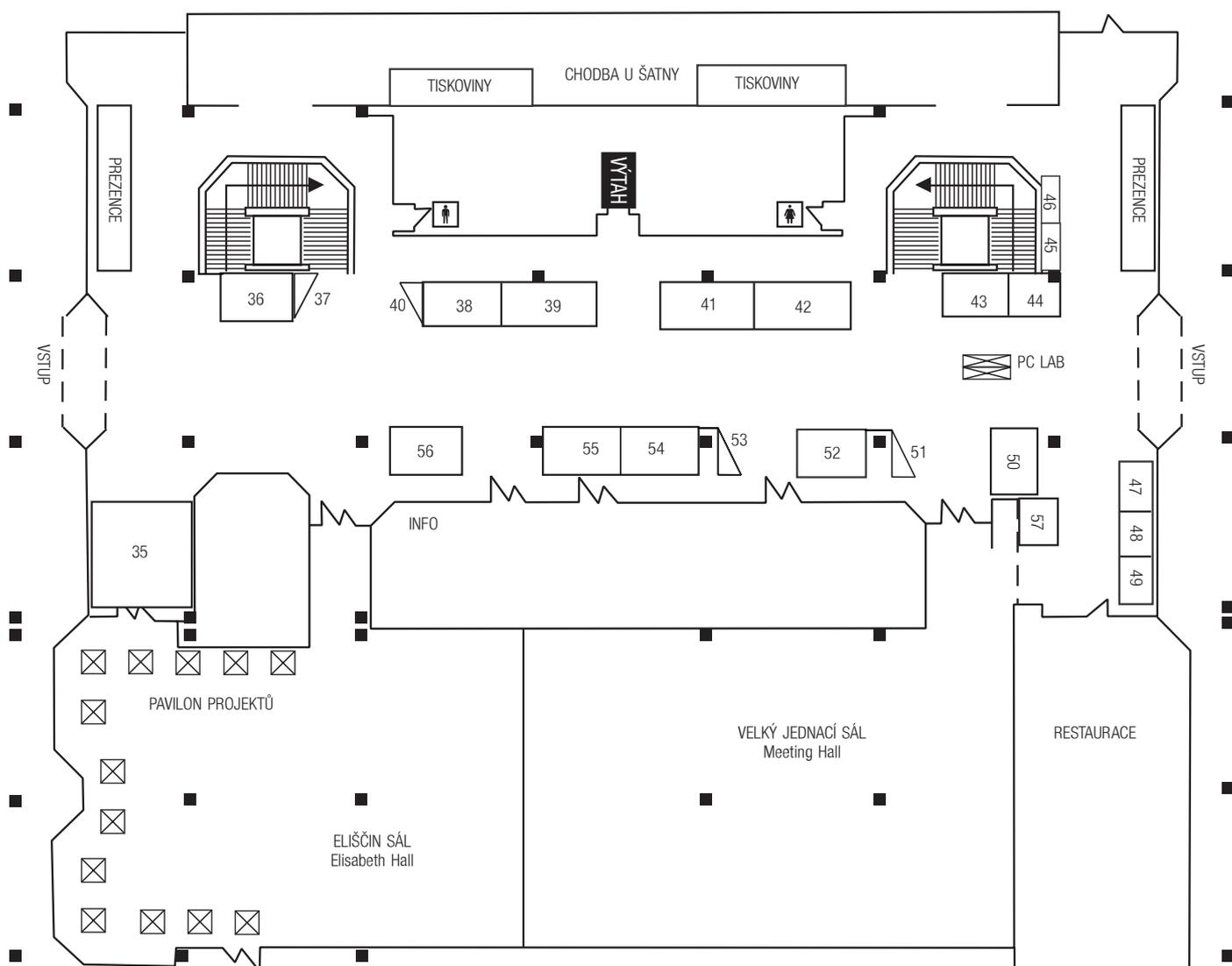
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	Vystavující firmy	46	Macron Software spol.s r.o.
40	ADA, s.r.o. Atestační středisko IS	51	MiCoS Software s.r.o.
54	ASPI Publishing s.r.o.	35	Ministerstvo vnitra ČR
39	AutoCont OnLine, a.s.	57	Nakladatelství SAGIT
43	BMI sdružení	52	NESS Czech s.r.o.
38	Česká pošta, s.p.	56	Olympus C&S, spol. s r.o.
49	Česká vydavatelská pro internet	41	PRAGONET a.s.
47	Geodézie Krkonoše, s.r.o.	42	ProCa s.r.o.
36	Geodis Brno, spol. s r.o.	48	Sedláček Svatopluk, Ing.
45	GLOBE INTERNET s.r.o.	53	SODAT Software spol.s r.o.
37	HiPro s.r.o.	55	SPIS
50	Hydrosoft Veleslavín s.r.o.	44	Střední škola aplikované kybernetiky

Zpracoval:

1. patro – 2nd floor

salonky
1, 2, 3, 4, 5
club room

chodba

Malý sál - Small Hall

chodba

Labský sál

25 · 26 · 27 · 28 · 29 · 30 · 31 · 32 · 33 · 34

24 · 2.p. · WC · 18 · VÝTAH · WC · 2.p. · 12 · 11 · 10 · 9 · 8 · 7 · 6 · 5 · 4 · 3 · 2 · 1

17 · 16 · 15 · 14

počítačová laboratoř · 23

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EXIT · EXIT

Hlavní sál - Main Hall

pódium

VÝTAH
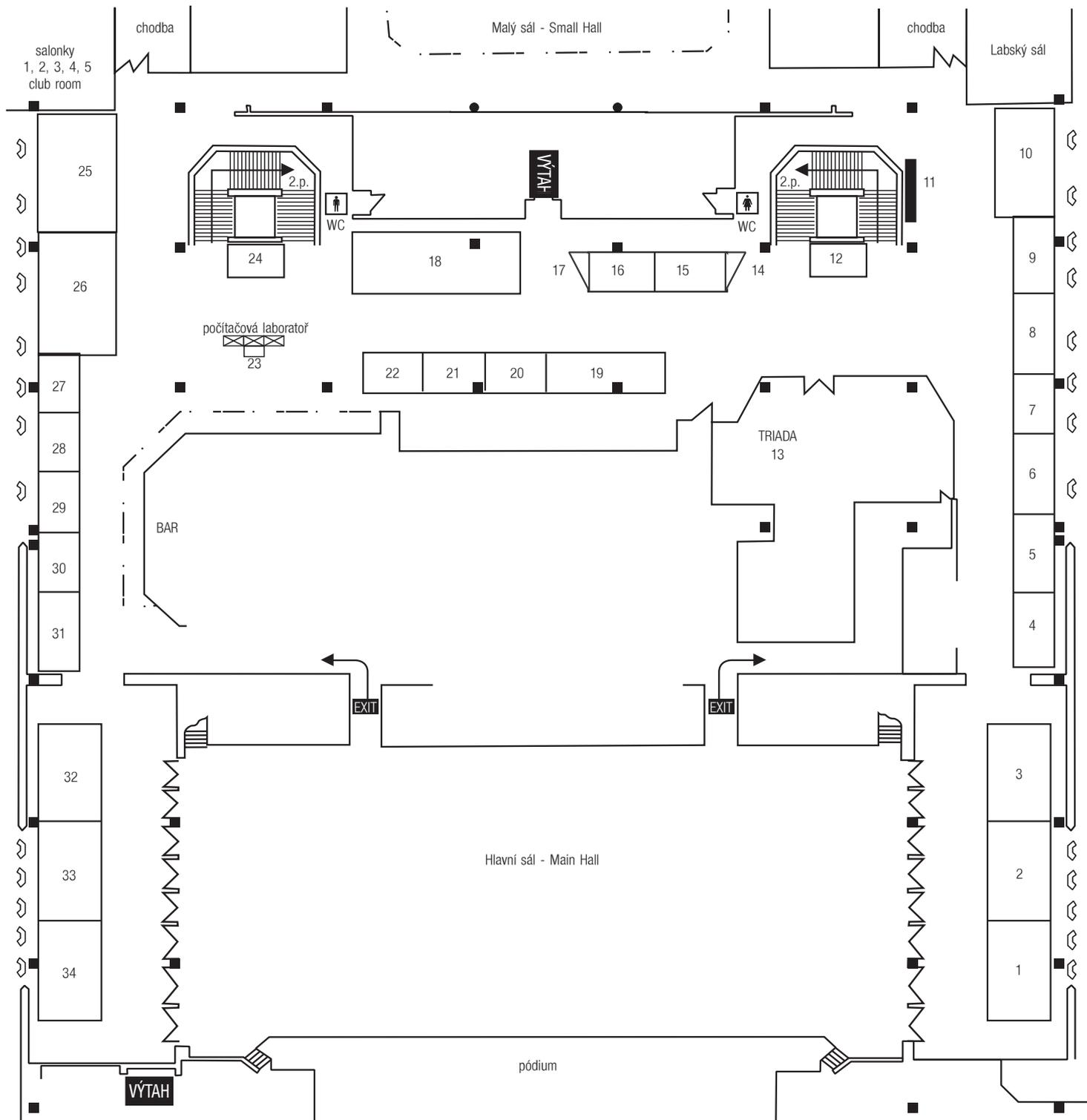
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	Generální partner	10	Bentley Systems ČR, s.r.o.	15	NET SYSTÉM spol.s r.o.
26	Česká spořitelna a.s.	19	Corpus Solutions a.s.	28	Oksystem spol.s r.o.
		17	DATA – NORMS s.r.o.	12	ORACLE Czech, s.r.o.
	Hlavní partneři	22	Eurotel Praha spol. s r.o.	24	ORACLE Czech, s.r.o.
3	IBM ČR s.r.o.	4	GEOVAP spol.s r.o.	25	PVT, s.r.o.
1	MICROSOFT s.r.o.	16	GEPRO s.r.o.	18	SUN Microsystems Czech s.r.o.
32	Novell Praha s.r.o.	7	GOPAS a.s.	9	T–MAPY spol.s r.o.
33	T–MOBILE	31	GORDIC spol. s r.o.	14	TOM computer s.r.o.
		20	GRALL a.s.	13	Triada, spol. s r.o.
	Vystavující firmy	2	ICZ a.s	23	truconneXion, a.s.
34	Radio Solón + abradio	8	Intergraph ČR spol.s r.o.	29	VERA spol. s r.o.
21	Adobe Systems	30	LINGEA s.r.o.	6	VITA software s.r.o.
27	ANECT a.s.	11	Město Hradec Králové		
5	ARCDATA Praha s.r.o.				
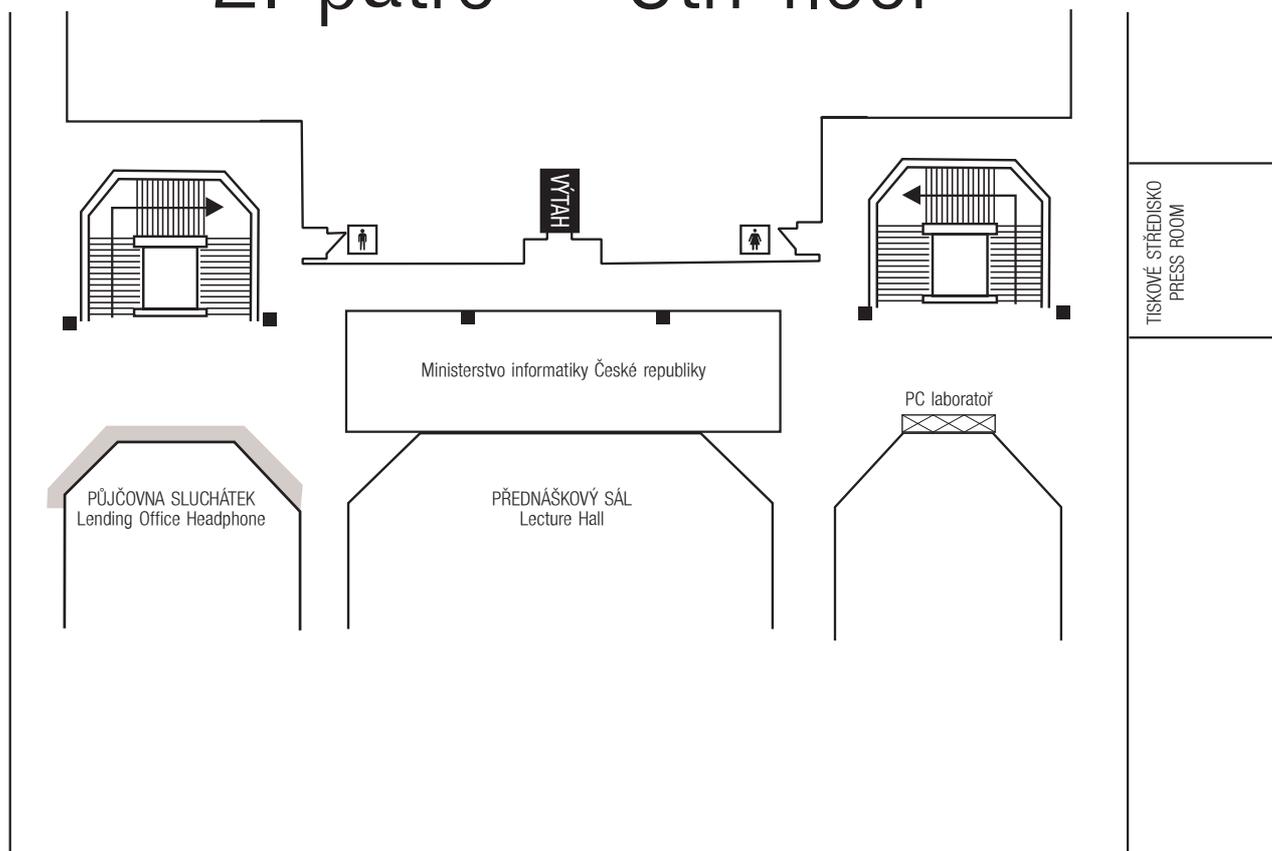
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2. patro – 3th floor

VÝTAH

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Internet ve státní správě a samosprávě

LOCAL AND REGIONAL
INFORMATION SOCIETY

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Strategies for eGovernment in Europe

Karl-Erik Andersson, Management Consultant, Strategy and Development Group, TietoEnator
Devcon Digital Government Sweden, Sweden

Abstract and introduction of content. Electronic Government i.e. government services on-line demands offensive strategies aiming at transforming and modernising public sector services and administration. It includes authorities at national, regional and local level (cities and municipalities). After some maturity it will start a comprehensive change in the configuration of the total ICT-use in public services during the next 10 years.

eServices on Internet will not only demand change in the IS-Architecture (e.g. work-flow system, ERP (Enterprise Resource Planning), HRM (Human Resource Management) and integration of databases) It will also require changes in the organisational design and standard procedures in the public administration. Perhaps eGovernment is only one component of the total change of the European society during the coming years

Development from the simple stages of eGovernment to the advanced stage of integration

The first step can be to collect information in databases and home pages and the second process will be to distribute or make the information accessible and all forms can be published on the web. The information may be done personalised. A common notion for the first stages is "publication"

Next will be to make it possible to order on-line in contact with applications. The creation of on-line to core applications e.g. booking a doctor, reporting desired time to children-care administration, building-permits etc makes it possible for the user to perform services over the net. In the fourth phase the interface will also admit access to different core-systems and the interface have to be like a spider in the web. Data concerning a citizen may be stored in many different databases and at municipal level as well as in national registers. To make a decision these data may be fetched and long time may go today for waiting for a decision. In the future it will be possible to access the data simultaneously and the decision may be taken automatically or at least the same day. It will create a less bureaucratic service from the authorities.

It is possible to classify these developments to the following categories
- Information phase i.e. the use of the web as an efficient tool for deployment of information (publication)
- Information packed to personalised needs
- On line services with specific applications and services such as tax-administration, social insurance, etc
- Integrated on line services i.e. on-line services from different departments and where information is interactively picked up from other applications in other organisations

Finally the built up system for Digital Government may also enable collecting and picking up strategic data in order to serve management. This information can also be of interest for the public and the citizens.

But the step from stage 3 to 4 will be complicated and complex and will involve many different aspects.
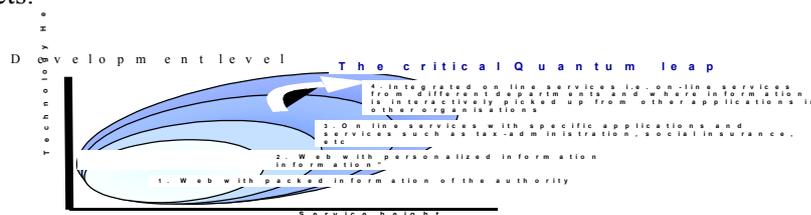
Critical questions for the IS Architecture

The new ways of delivering services on line to citizens and customers will demand infrastructural and inner changes in public administration. To set the customer in focus will not be a harmless reconstruction of applications. The consequences will be an increased demand for:

- Work-flow system and other horizontal systems
- Integration of information and data between departments and levels of governments
- Cross-solutions over organisational borders

The drivers for that will be the importance of avoiding double-work and implementing customer-oriented processes. Many critical questions will be raised in:

- What changes in the agency applications, databases and communication will be required?
- How much have to be invested in time and money?
- How to finance the rebuilding of public sector systems

It will be a tricky way to create a rational administration in accordance with the technical opportunities and improvements have to be done parallel to changes in working and process methods.

Driving forces for eGovernment

There will be the following driving forces that will guarantee a fast development of electronic government.

- Macro drivers i.e., political and economic forces that will stimulate development
- Interagency drivers' i.e. public management want to be as modern and progressive as the business sector
- Capability drivers i.e. investments in broadband and security solutions will enable continued development of electronic Governement services
- Demand from citizens and enterprises on public sector for efficient on-line procedures will be strong. Look into the model below:
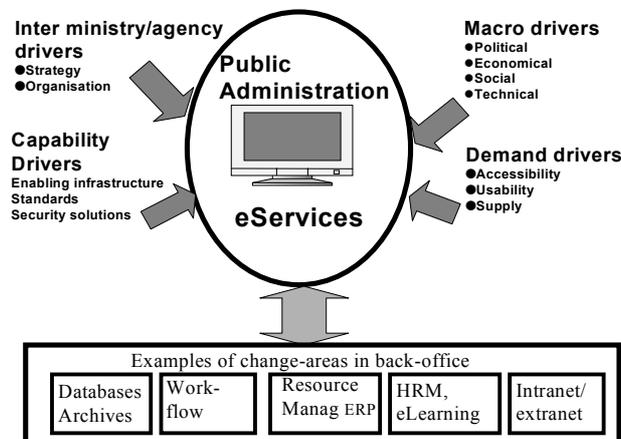
In United Kingdom the Blair Government early announced it's willing to reform and modernise the public administration. From the beginning the idea was that services to citizens should be offered from a holistic point of view. Information and services shall be organised in the portals according to life-episodes. An important experience from saying that is that it demands integration of data and information.

At the same time it was also discovered big difficulties to integrate front-office applications with back-office applications. The solution in UK has been to establish a common authority named Gateway with the duty to enable integration between different authorities and present the information to the citizen from a holistic point of view.

In Sweden one has got some problems with the development speed for eGovernment implementation. It has yet not been a fast development. New initiatives are now taken in order to speed up the development. One idea is now to establish a Common Infra Service that will facilitate integration

between different authorities and also make it easier for smaller authorities to build up eGovernment services.

Example of services offered from a common Infra-service will be;

- Integration of information and data
- Retrieval and dissemination of data
- Security and authentication
- Catalogues
- Work-flow
- Electronic forms
- Archives
- etc

It is planned that these services will be scalable so the different authorities may choose to have it in-house or as an ASP-service on the net.

A great rebuilding of the ICT-structure will take place. Examples are workflow, ERP, HRM, Intranet, eLearning.

Change of processes and standard procedures in the public administration

IT is logical to see the opportunity to revolutionise delivery and organisation of public services from government agencies, regional authorities and cities/municipalities. Electronic Government and digital government were used as words for delivering public services via Internet. But very soon it was experienced that it is not only the issue of delivering services too citizens over the net that is vital.

Developing new ways of service-delivery demands also inner changes in the administrative organisations. But it is also linked to the general strategy for the Government organisation.

By the aid of the new technology we have a force that enables changes in processes of the public organisation. Re-engineering and development of the administrative processes can improve services to the customers and it can often be done to greater productivity and less cost than today. By saying that it is not only a technical question for the IT-specialists thy it is more .It is a general management question, which concerns general directors and political leadership.

Fig 1Technology and Process change

	Old Processes	New
Old Technology	A. Start	C. Change processes and keep old technology
New Technology	B. Implement new technology but keep the old processes	D. Implement new technology and change processes

The strategy is to move from square A. to square D and this can be done simultaneously or step by step.

Strategy behind e Government hides some very important question. In the first phase it includes the choice of technology, which shall enable realisation of a strategy.

But behind that choice lies also the general strategy of why Government shall use EGovernment services?

The answer may be increase efficiency and effectiveness that may mean

- Less working-hours and cost savings
- Less cost for premises, materiel etc
- Increased quality
- Increased or more service (for the same amount of money)
- Better prioritisation and focus on core business
- Increased community utility (less ecological costs, increased democratic influence etc)

Finally the customer of the public authority will come in focus and the customer may be citizens, enterprises and other authorities.

Organisational impacts on Government

The option to implement ideas behind e government is restricted by constitution, laws and organisational structure (including culture) of public administration in each country. But new structure for the government interplay is emerging in many countries like Sweden and such changes are definitely slowly under way. The future organisation of authorities may not be exactly forecasted but it seems that it will resemble net-based imaginary organisations. The requirement on these new forms of net-based authorities will demand

- Simultaneous focus on external and internal IS design
- IS interaction is vital i.e., all actors shall have the opportunity to communicate electronically with each other
- Net based organisation demand standards and organizational concepts for semantic differences
- Viable management responsibility for the IS architecture
- Lose structure and floating borders between the authority and the clients open up for eDemocracy and service flexibility
- High qualitative communication flows that may assure trust and confidence
- High capability to identify core-business and combine with IT-solutions

Summary

It will be a challenge for the public administration and its eStrategies during the next ten years.

The strategy for eGovernment have to be integrative and a functional strategy in the authorities total strategy

In practice i.e. that the authority have to build a strategy that includes

- The development path from step 1 to step 4 or in other words the development from the single web to the integrated net-based future authority
- Reviewing internal and external processes
- Calculate the utility, receipts and costs for eGovernment from all thinkable angles
- Prepare for the future net-based imaginary authorities

This may be tricky but necessary in order to make the future public services as effectively as possible in the global change of Europe.

IT, management, process change and organisational design must be integrated in order to serve citizens and enterprises as good as possible.

An Information Society for All

Per Blixt, Head of Unit, European Commission

Introduction

It is for many years that the European Commission has been undertaking activities in the field of New Technologies, in particular Information and Communication technologies, to improve the life of the European Citizen and in particular target group, people with disabilities under the Research and Technological Development programmes.

The Conference is set in the framework of the new millennium and the rapid technological change that presents many challenges for the future. The new developments in computer science, mobile communications and the evolution of Internet as only examples certainly present challenges to make sure that every European citizen can benefit from these new developments.

All these new areas that are addressed in the research activities are all essential elements of the Information Society. This Information Society can offer tremendous opportunities to people with disabilities but unfortunately it may also place additional barriers.

Policy Background

Equal access to the Information Society relates to many Community policies like: Telecommunications, Market, Research, Industries, Education, Employment, Consumer protection and many more. The European Commission is making strong efforts to co-ordinate the activities across the various policies to obtain synergy and achieve a better inclusive society.

The contributions of European multidisciplinary research to the achievement of this goal will be discussed in this Conference. The European research is more an more addressing the societal needs and targeted towards solving problems of the European citizen.

but in particular the access to any technology used at the workplace, this is computers, telecommunications, web etc. This conference can certainly

eEurope

It is important to mention the initiative launched by the Commission, called the eEurope initiative "Towards an Information Society for All". This initiative underlines, among other areas, the eParticipation theme and gives strong priority to accessibility and universal design issues.

All these activities are reflecting the "multipolicy" and multidisciplionary" nature of this field and they contribute to advocate for an open society that can serve all people with their differences, in line with the United Nations Resolution on the "Standard rules for the equalisation of opportunities for people with disabilities".

I will like to focus now on the eEurope initiative, which is one of the priorities of the Commission in order "to bring Europe to become the most competitive economy in the world". This initiative was launched in June 2000 in the Feira Summit.

The eEurope action plan has objectives to:

- improve the European Information Society infrastructure, services and legal framework to get a "cheaper, faster, and secure internet"
- invest in people and their skills
- stimulate the use of Internet, through educating and training the citizen, accelerating e-commerce and improving European internet content.

It is also recognised that while achieving this, "special attention should be given to people with disabilities to avoid "info-exclusion" and to ensure a fully inclusive Information Society. Five specific actions were set to obtain this specific objective:

- a better co-ordination of European policies
- publication of Design for All standards for accessibility of IT products

- revision of relevant legislation and standards to ensure conformity with accessibility principles
- adoption of the WAI guidelines for European and National public web sites.
- to create a network of centres of excellence in Design for All and creating a European Curriculum in Design for All aimed for designers and engineers.

All these actions are well on the way and will be continue in the recently launched eEurope 2005 action plan together with some new activities.

Let me also mention another important point. As the development of the Information Society is a global development, we are also making efforts to co-ordinate and co-operate with global activities for the benefit of the target population. We are eager to learn from the experience gained in other countries and to give our contribution to the shared international knowledge base. A good example of this common effort is the Web Accessibility Initiative, that you will hear more about during the Conference.

Research in the 6 Frame work Programme

Finally let me refer to future plans for European research, The 6th Framework programme for Research and Development.

It is strongly built upon a new concept, the European Research Area ERA, where new instruments will be available to have a more flexible and agile structure. The research themes and programmes are selected to support key policy issues in Europe. Within the Information Society Technologies thematic programme, Community actions will concentrate on key technological priorities.

The preparation of this programme acknowledges the challenge of "ambient intelligent systems offering access to the Information Society for all, regardless of age and situation, as well as interactive and intelligent systems for health, mobility, security, leisure, tourism, and preservation of and access to the cultural heritage and environment".

Here the "eAccessibility for All" concept adopts a holistic, multi-disciplinary approach, focusing on the real-world needs and concerns of users in all aspects of their lives : e-government, e-business, e-learning, work, entertainment, transport, leisure, etc. will be made accessible to ALL citizens.

The intention is to further develop this theme within two inter-related areas of research and technological development work to be pursued in parallel: 'Barrier-free Technologies' and 'Empowering Technologies'.

Barrier-free technologies focus on mainstream Information Society products and systems, including public services, which must be designed in such a way that they can meet the requirements of the widest possible range of users and use situations.

Empowering technologies focus on a broad range of intelligent assistive devices and systems for persons with disabilities, which must be developed and improved. Leading-edge technologies must be identified and harnessed to the tasks of enabling users to live independent lives, to achieve self-fulfilment and to realise their full potential.

Summary and conclusions

The European Commission has got the obligation and intention to take into account the needs of persons with disabilities when developing the European contribution to the Information Society.

The inclusion of a general "non-discrimination" article covering inter alia disability in the Treaty of Amsterdam, provides the basis for a crucial leap forward the full participation and equal access for people with disabilities.

This Conference is an excellent forum for a fruitful co-operation and exchange of information in these areas.

I encourage you to provide us with your conclusions and recommendations to be able to build together and Inclusive European Information society.

I wish you a fruitful Conference and thank you for your attention.

E-MuniS – Electronic Municipal Information Services – Best Practice Transfer and Improvement Project.
Project Approach and State of the Art.

Dr. Irene Boykikeva, Elisa Consult, Dr. Bojil Dobrev, Fraunhofer Institute for Secure Telecooperation , Mechthild Stoewer Fraunhofer Institute for Secure Telecooperation, Uwe Bendisch, Fraunhofer Institute for Secure Telecooperation , Lambros Makris, Centre for Research and Technology

Abstract

The E-MuniS (Electronic Municipal Information Services – Best Practice Transfer and Improvement) Project aims to improve the best practices of the European Union municipalities regarding the use of information technology in municipal administration working processes and services to citizens and to transfer those results to South-Eastern European municipalities in particular from the Balkan region thus integrating it to the EU municipal network. The project consortium involves as participants couples of local municipality – IT-company partnerships from EU countries and from South East European countries. Within the project solutions for an e-municipality office (as back-office system) and prototypes of e-services to citizens and business (as front-office system) will be developed and implemented.

Project main goals and expected benefits

Project background

Municipal services to citizens and municipal administration working processes have always been a challenge to both citizens and municipal employees. They were mostly associated with enormous paper work, procedural formalities, long queues in front of busy administration offices, complete waste of time and nerves – again both for the citizens and administrative staff.

Although cities in the European Union have made rapid advancements in the field of implementation of innovative Information Technology for improving and facilitating the citizens' life, there are still deficits especially in providing e-services to citizens and integrating these services into internal applications. In the South-East European (SEE) region there are limited IT applications (mostly off-line) and a lack of use of Internet technologies for municipal applications.

The E-MuniS (Electronic Municipal Information Services – Best Practice Transfer and Improvement) Project as a result of the successfully completed SEEmunIS pre-project (South East European Municipal Information Infrastructures, 1999/2000) provides an original contribution to the solution of the problem bringing together the efforts of technology providers and local authorities from EU and SEE based on public-private partnership relations.

Its results will be disseminated firstly to the project municipalities and following the dissemination strategy - to about 50 other municipalities from EU and the Balkan region, thus integrating the latter to the EU Community municipal network.

The project is realised with the financial support of the IST Programme of the European Union. It started in November 2001 and will end in October 2003.

Project Objectives

The E-MuniS ultimate goal is to provide opportunities for user-friendly implementation of the information technologies achievements in municipal administration working processes and services to citizens. The E-MuniS project main objective is to bridge the gap between EUMs and SEEMs regarding the use of Information Technology in administration working procedures and services to citizens, thus facilitating the work of the municipal employees and making the life of he citizens easier.

E-MuniS project contributes to improving of the quality of life by:

- Better and more accessible services provided by local administrations, following the identification of the citizens' needs.

- Improving the working conditions of the municipal administration employees by reducing the time and efforts needed for information processing.
- Creation of new IT based jobs related to the latest achievements of the information technology usage in the municipal administration processes.
- Improving citizen's participation in all levels of local government life through a facilitated participation and interaction between citizens and local government.

Consortium

In compliance with the specifics of the priorities VIII.1.6-VIII-1.5 of the EU IST Programme, the project Consortium involves as participants couples of local municipality-IT company partnerships (municipalities and technology providers) from EU countries (Germany, Spain, Italy, Greece) and from South East European countries (Bulgaria, Former Yugoslav Republic of Macedonia, Croatia).

The E-MuniS tends to act as a driver for cooperation between public administrations of a number of cities in different countries, to contribute to public-private partnership development between the local administration and the IT industry, and to establish links and joint activities between IT companies from SEE and EU.

Key Issues

Project Aims
The project aims at development and implementation of:
- prototypes realizing an E-Municipality office (Back-office solution).
- on-line services to citizens as front office solution with municipal and city web sites and sets of interface tools allowing citizens access to municipal administration applications to ensure transparent information services to citizens. These solutions will also be ported to an information kiosk system, as a public Internet access point (PIAP).
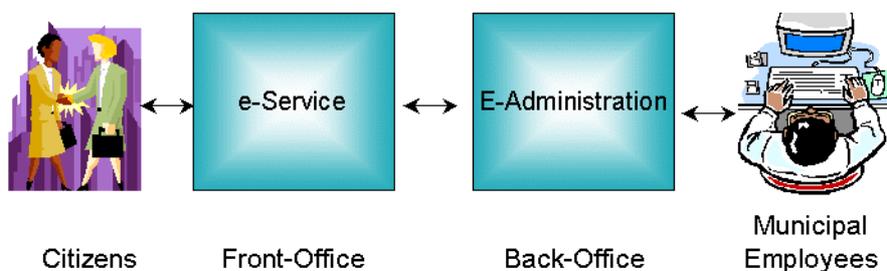
Fig. 1. Components of system development within the project E-MuniS

Project Approach
Basis of the project activities is the development of a methodological framework to analyze the situation in cities of the EU and South East European cities. The results were used to identify best practice transfer opportunities for municipal IT-applications and e-services for front office and back office solutions.

The overall project methodology follows the top-down approach. All the tools for study, analysis, development and dissemination have been centrally elaborated. The responsibility for this was taken by the Work package leaders. The tools will be implemented in the project municipalities following a decentralized manner. All adapted or developed software tools will be completed to a prototype level with the relevant accompanying documentation. Pilot implementation will take place at

two or three sites. All mid-term and final results will be immediately disseminated to all the project participants.
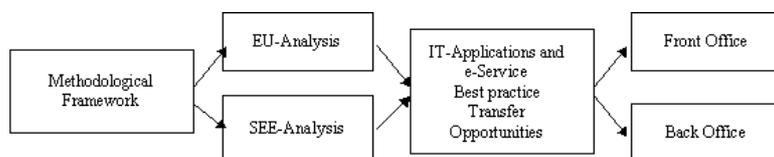
Fig. 2. Project approach

Results from the First Project Year

Study and analysis for identification of best practice transferable applications
A questionnaire, designed to collect information from EU municipalities and South East European municipalities, was disseminated to municipalities in Greece, Italy, Germany, Spain, Bulgaria, Croatia, FYR of Macedonia. In total, twenty-seven questionnaires from EU municipalities were selected and evaluated. Twenty-five questionnaires from SEE municipalities, districts and communities were answered and all of them were evaluated and summarized.

The objectives of this study were the identification of:

- The current situation regarding implementation of Information and Technology in EU municipalities
- Best practice applications and elaborate on their improvement
- Applications that are better suited for transfer to the SEE municipalities based on certain criteria
- Demands of SEE municipalities

For selecting best practice applications suitable for transfer to SEE-municipalities a set of criteria of relevance, feasibility and risk evaluation has been used.

Is it relevant? Considering the scarcity of resources and the need to make an impact, the E-MuniS project needed to select applications, which address a real need and whose results have a definite impact. The relevance of a given application depends on two considerations:

- is it relevant to the core activities and services of the municipality?
- would the solution make a measurable difference?

Is it feasible? The question about feasibility is more difficult to answer than the one about relevance, because there are a number of aspects that have to be considered. These aspects can be grouped into mainly three categories:

- organisational aspects - this concerns the current structures, legal restraints, communication mechanisms and procedures that are in place and which may be amenable to the introduction of IT systems or alternatively which require a complete reorganisation for their effective use.
- technological aspects - looking at the current state of technological development, especially concerning infrastructure availability, security technology, telecommunications and the Internet.
- human aspects - people are a significant factor in any organisation, and considering the need for change, there is a need for looking at the interest in new technology, trust in reliability, the need for training and potential cultural barriers.

What are the risks involved? In most cases the introduction or expansion of new technology like IT systems has a potentially dramatic effect on the organisation, especially when it is meant to lead to significant improvements in efficiency. There is a need for change in three different areas: in the organisational structure, in the organisational culture, in the information technology.

Results – IT in EU Municipalities
Some results from the study of the EU-Municipalities:

- All municipalities use MS Windows (98, 2000 or NT) as operating system while a large number (67%) have UNIX-based servers. Only 17% have Linux installed although a large number (83%) of municipalities consider the use of Open Software.
- All municipalities taking part in the survey have a LAN, 67% have PCs connected to a WAN. The majority of the municipalities have access to Internet (83%).
- Administrative municipality tasks (as citizens registration and financial administration) are in general supported by IT-systems. The use of various database systems is common.
- Geographical Information Systems are already introduced or will be implemented in near future.
- Beside this the prevailing trends within EU municipalities regarding administrative tasks are the use of modern technologies as electronic documents management systems, workflow components and the use of Internet technologies.

Our survey shows that the municipalities already offer several e-services but there are still deficits concerning interactive systems using security technology and the integration of e-services into internal applications. The following applications seem to be proved:

- Municipal information system based on the life event concept with quick access using keywords.
- Forms server for downloading of forms (pdf files).
- Services referring to citizens' registration such as extracts of citizens registration, requests of delivery of an income tax card - changes of income tax cards, indications of changes of address. With changes to registration laws it is expected that such Internet based procedures will expand.
- Presentation of geographical information as land-use plans, city development plans, cadastral-plans, digital maps and cultural maps.
- Information about cultural events and ticket reservation
- City council information system
- Services of the municipal waste management
- Online library services
- Online registration for courses at adult evening classes
- A few cities have started to provide challenging services such as:
  - Virtual market places
  - E-democracy applications that support citizens' participation in municipal planning procedures

Results – IT in SEE Municipalities

The situation and demand for Information Technology in SEE municipalities have been analyzed during the SEEmunis pre-project. According to the results of this project some problems are common to almost all municipalities:

- Lack of IT strategy as part of the strategy of the municipality
- Insufficient integration of IT applications (often using different tools and platforms)
- Insufficient computer equipment
  This situation has not been changed generally.
  Some results from the survey:
- The cities use personal computers which are connected to a LAN. All have Internet access.
- Microsoft technology is generally used (Windows as operating system, MS Office as personal productivity software). UNIX and Linux are not installed.
- The cities have web-sites, which are used for provision of basic information.
- Administrative tasks as financial management, tax related administration, citizens registration, social services are supported by IT-applications, but the application related service to citizens and business is unsatisfying. The most important deficit is the lack of transparency of administrative procedures.
- The most demanded procedures are services to business and to issue permits and certificates for citizens.

Implementing the E-muniS Outcomes

Using the results of the survey and applying the selection criteria the following best practice applications are already or will be realized within the E-MuniS project:

The City Portal (City Web-Site and Municipality Web-site) is organized as a one-stop-shop and is the central access point for city information and services for all city related affairs. This web site is designed as a city portal for four target groups:

- Citizens
- Business
- Tourists
- Other public authorities

The E-MuniS City portal is realized as a parametric template for municipality and city web sites layout following approved design concepts of European cities. The virtual town hall of the portal offers information and services concerning the city as local government institution and as administration body. The portal integrates a municipal information system. The portal should present links to city related institutions and business companies. The contents of this part of the portal depends on the commercial interests of the city or the portal provider. A content management system guaranties the maintenance of the portal.

All information and services will be accessible by a public Internet access point that will located in public buildings (kiosk system).

Two prototype implementations are presented following different IT-strategies of municipalities: a city portal using open source software and a Microsoft based solution. To support the dissemination of the E-MuniS City portal two implementation platforms are provided. One implementation follows the open source philosophy the other uses Microsoft Technology.
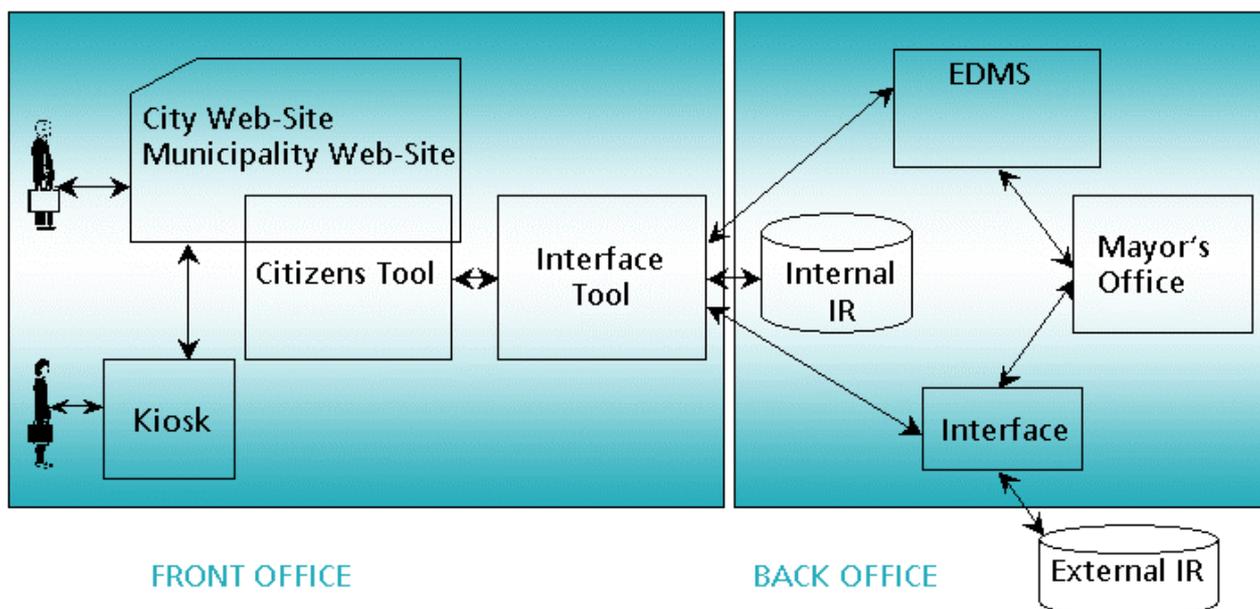
Fig. 3. E-MuniS Outcomes

The Back-Office Applications consist of :

- An electronic document management system with workflow components. This system will be connected to the administrative application and to the e-service application. This will ensure transparency and may be an example of multi channel approach, as there would be several ways of access to the municipal service: through internet, by post with the necessity to handle paper documents or via telephone.
- City mayor's information network
- Development of a meta data base of the external information resources

- Development of a prototype of software tools for access to centralized data bases

Project Outcomes Dissemination

One of the most important issues of the project E-MuniS is to ensure on-going dissemination and exploitation of the project outcomes. The target is that about 50 municipalities of the Balkan Region should participate in the results.

At the project level of dissemination workshops will be organized in each project municipality to demonstrate the applications, discuss the opportunities for their implementation in the particular municipality and conduct training for a designated group of staff to be working with them. The Project web site will contain a data base with information about all results achieved during the project stages and tools for analysis, modification and visualization. It is installed on a server and accessible via Internet.

The dissemination will be through professional societies and associations, NGOs, government bodies, supported by IT companies, based on public- private partnership.

At the International level of dissemination municipalities from other countries that have expressed interest in the E-MuniS outcomes will be potential end-users. The dissemination will take place through European associations and networks, such as Global Cities Dialogue, Tele-cities Network, Regional Innovation and Technology Strategies Networks, Association of the Balkan Municipalities, GISIG Network.

The project consortium will take great efforts to distribute the project outcomes aiming the integration of SEE-municipalities to the EU municipal network.

Reference

E-MuniS-Project Team:

- IT applications in the municipal administration working processes and provision of e-services to citizens in the EUMs and SEEMs with best practice transfer opportunities
- Municipality Web - and City Web Sites
- Interface Protoype
- Electronic Document Management System Prototype

All these and further documents are available on E-MuniS-Website: www.emunis-ist.org/results

Summary

The E-MuniS ultimate goal is to provide opportunities for user-friendly implementation of the information technologies achievements in municipal administration working processes and services to citizens. The implementation of the project will contribute to better and more accessible services provided by local administrations meeting the citizens' needs, improving the working conditions of the municipal administration employees by reducing the time and efforts needed for information processing, creation of new IT based jobs, improving citizen's participation in all levels of local government life and better interaction. The project Consortium involves as participants couples of local municipality-IT company partnerships (municipalities and technology providers) from EU countries (Germany, Spain, Italy, Greece) and from South East European countries (Bulgaria, Former Yugoslav Republic of Macedonia, Croatia). The paper presents the state-of-the art of achievement of the project objectives for development and implementation of: 1) prototypes realizing an E-Municipality office (Back-office solution). 2) on-line services to citizens as front office solution with municipal and city web sites and sets of interface tools allowing citizens access to municipal administration applications to ensure transparent information services to citizens.

E-communication of the blind with public administration

Hana Bubeníčková, M.Sc., Head of the Informatics Methodology Centre,
United Organisation of the Blind and Partially Sighted of the Czech Republic

Introduction

Ordinary communication of the blind does not entail any special problems, it is only necessary to know some rules pertaining to the issues accompanying communication rather than communication itself. Integrated information concerning communication with the blind citizens is provided in the document "How the blind communicate" (www.sons.cz/docs/komunikace). Here, we focus on electronic communication of the blind with authorities. The word blind will denote persons with severely impaired eyesight, with practical blindness.

Tyflotechnology

Among individual groups of the disabled, blind citizens are one of the most handicapped in relation to ICT. Their barriers resulting from a reduced or lacking function of the optical organ not only concern the service of input peripherals, but mainly the information output on the monitor. After 1989 the conditions for the development of the branch **tyflotechnology**, whose priority is making ICT accessible to the needs of blind users and users with otherwise severely affected eyesight, were created in the Czech Republic. Tyflotechnology not only includes hardware (special aids), but primarily software (software magnifiers, voice syntheses, display readers and other special programs). Furthermore, the branch comprises the very important aspect of teaching techniques and assistance. You can read in general about e-barriers to disabled persons (definition of barriers and an outline of their solutions) and the status of presentations of the disabled on the Czech Internet at www.sons.cz/docs/e-bariery.

Specific access of blind users to ICT

A lacking or extremely reduced ability to read information from a PC monitor raises great demands for the software design of operating the entire graphically and planary set up information system. Significant magnification of the text on the monitor or the necessity of using the joystick for transfer of visual information into textual digital form interpreted by voice or touch output fundamentally affects the manner of work with ICT. Characteristic of it is linear perception of text information, lack of overview of the information displayed, impossibility of rapid transfer within the framework of the information displayed. This specificity of work of users with impaired eyesight requires a specific type of training. For details, visit www.sons.cz/docs/blind-ict.

Blind Friendly Web project

Whereas electronic mail is a technology well managed by the blind today, when it comes to reading websites, blind users run up against a host of barriers. Hence, the Blind Friendly Web originated, defining the principles of website accessibility for users with impaired eyesight, allowing for a test of accessibility for persons with impaired eyesight, creating a portal of blind-friendly websites, mapping the situation pertaining to the issue of a generally barrier-free website, recording responses to the project.

The methodological instructions are structured into several chapters:
- General accessibility principles;
- List of technical elements, including description of their accessibility;
- Instructions for perfunctory checking of websites, including the sources used.

The Blind Friendly Web project should be an impulse for the Ministry of Informatics to create general standards for setting up barrier-free websites, primarily for state administration and self-governments. Rules of general barrier-free access to websites exist abroad, the best known being W3C. For details, visit www.blindfriendly.cz/odkazy.

E-communication of blind citizens with authorities

The requirement for barrier-free public administration internet presentations for citizens with impaired eyesight is not an end in itself. A blind citizen has as equal a right to be informed as any other citizen. In addition, under the precondition of certain hardware and skills of the blind citizen, electronic information is available for all, supports independence in processing and eliminates the dependence on assistance from other persons. In order to make e-communication between a blind citizen and an official possible, the following preconditions must be met:

- Accessibility of electronic signatures;
- Accessibility of electronic forms;
- Accessibility of attachment formats.

The electronic signature in itself need not cause problems, a harder nut to crack is electronic forms, whose opening up requires knowledge of Blind Friendly requirements in the stage of their creation. This issue is dealt with in one of the chapters of the Methodological Instructions (www.blindfriendly.cz/doc/bfw.php#kap3-7). Nor is the situation solved by a precisely drawn up form in Word. To a blind user, structured information (tables, forms with fields) is not sufficiently accessible in Word. An e-form as a web application can be made accessible.

Selection of a suitable form of e-mail attachment is an independent chapter. Some document formats, for example, PDF, are not accessible to blind users.

Assistance

When it comes to making digital information accessible to persons with impaired eyesight, there are still many aspects requiring, despite the freedom of access, professional assistance. One of the fundamental obstacles is the lengthiness of processing without visual control. Voice output, reading by means of point (Braille) type are incomparably slower than the conventional manner of reading.

From the very beginning, the United Organisation of the Blind and Partially Sighted has been present at the birth of the first electronic devices and special programs for making digital information accessible. It has tested them and submitted valuable comments to producers and designers, and also took on the difficult task of training persons with impaired eyesight in ICT service. In addition to these activities, the Organisation provides **other ICT assistance services**:

- Since 1993 it has operated a digital library of documents for the blind, BraillNet, having no analogy in comparable countries (Central and Eastern Europe). In Western Europe and the USA these libraries are a common part of the life of citizens with severely impaired eyesight. Above all, we thank the Ministry of Health, which, despite limited possibilities, significantly contributes to maintaining this important service for the blind (www.sons.cz/docs/knihovna);
- Since 1996 the Organisation has been connected to the Internet, while in 1997 – 1999 it agreed with several nationwide providers upon a "social" price for connection for all seriously disabled persons. Through several dozens of electronic conferences (both distribution and discussion) it secures an information service for persons with impaired eyesight. Braillnet is the longest functioning server for the disabled in the Czech Republic. It was registered on 30.9.1996;
- In 2001 we launched the Blind Friendly Web project. It also entails facilitating e-communication with public administration and contributing to implementing barrier-free principles in practice.

The United Organisation of the Blind and Partially Sighted was also present at the establishment of special assistance centres for blind university students, the main aim being to make demanding university texts accessible and to assist students in their study, especially in connection with the adaptation of the subjects of study, the manner of exams and the like.

Conclusion

ICT have a relatively short history in the Czech Republic. Very little attention has been paid so far to removal of the barriers to ICT accessibility for disabled persons. The only exception is the case of

persons with seriously impaired eyesight, who through their organisation have focused on this issue for a decade and, despite various obstacles and lack of finance, managed to set up a network of workplaces dealing with making ICT accessible to users with impaired eyesight. However, it concerns a phenomenon existing worldwide since in other countries the issue of users with serious eyesight handicap also dominates in this branch. In 2003 we commemorate the **10th anniversary of ICT services for the blind.** By coincidence, it is also the European Year of the Disabled.

Rural Wins as a roadmap supported European e rural policy

Karel Charvat, Project manager, Czech centrum for strategic studies, Czech Republic

The scope of Rural Wins is to clearly understand why the "Rural population" have difficult access to ICT services and to create scenarios and recommendations to overcome present barriers (Policy, technology, business models) Internet and mobile communication are tools offering good possibilities for a sustainable development of rural regions. This development, based on utilisation of ICT technologies as one of the tools, could be named e (sustainable) rural development. ICT technologies could bring the part of activities, which were until now the domain of urban areas into rural regions. We can name for example software development, tourism market, education etc. This task is not easy and a lot of work must be done. The structure of the communication technology for rural regions must be developed and the influence of this technology on life of rural society evaluated. The development of new communication systems offers the possibility for sustainable development of rural regions. The Rural Wins is on from the document supporting new e rural policy. The basic ideas of this policy were supported by Valencia declaration.

Background

The relationships within human society has been progressively transformed as a result of dramatic changes in the course of the 20th Century, particularly by the increasing industrialisation, mechanisation, immediacy in global trade and communication, rapid increases in population size and densities, and the expanding use of new technologies. National, regional and international perspectives must examine these and other factors in order to provide the best possible basis for allocating resources, establishing rules, formulating policy and making decisions. Rural areas are associated especially in the view of urban inhabitants with notions of "culture," "tradition," and "identity." These notions are perceived as a positive, indeed an essential, good for many rural areas. However, rural communities have undergone dramatic transformations. For example, labour migration to cities and linkages to these centres have major impacts on rural incomes and resources. In the most rural zones, the resident populations have become dependent on a permanent exchange with and remittances from the exterior. Ties to urban and often international markets are consistent features of rural economies. Rural development is not about a competitive European agriculture, but each day it is focusing more on meeting the expectations of citizens in rural areas, 80% of European area and 22% of European inhabitants, achieving a deeper integration into today's society and promoting economic development.

E- rural development vision

Rural development is one of the two pillars of the Common Agricultural Policy of the European Union. Out of a total EU15 population of 370M in 2000 (Source: FAO), 77M correspond to rural areas, out of which only 16M are dedicated to the agriculture sector.

The new rural development policy has three main objectives:

- To reinforce the farming and forestry sectors.
- To improve the competitiveness of rural areas so as to provide their communities with employment and quality of life.
- To safeguard Europe's environment, landscape and rural heritage.

The draft of working document of Directorate-General Information Society, Information Society Technologies: New Methods of Work and Electronic Commerce "Electronic Commerce Information Society As Key Enabler For Rural Development And Integration" define next vision: "Develop Information Society in rural areas to foster European development and integration, and to increase competitiveness of European companies."

This vision is built on the fact, that the development of the new information and communication technologies and especially Internet and mobile communication offer the possibilities for an e-sustainable development of rural regions. The new technologies offer to bring the part of activities,

which were until now the domain of urban areas into rural regions. It is possible to name for example software development, travel agency market, education and so on. This requires a lot of work to design the structure of the communication technology for rural region and evaluate the influence of this technology on the living of rural society and on the development of rural SMEs. The next development of these technologies will be connected with forming value added chains in rural regions. Following the Lisbon initiative of 2002 the EU parliament (December 21st 2001) has declared Internet access a Universal right for European citizens. Nevertheless, current discriminatory situation will only be changed if the involved agents jointly provide financial means and promote further research., which would solve the problems found in rural development:

- Users are more difficult (and expensive) to access by telecom infrastructures,
- The vast majority has lower income than the average,
- The local facilities and capabilities are scarcer than in urban areas.

However, the rural inhabitants are currently not considered as the target group by the traditional telecom operators, as these are oriented to the massive and easily accessible urban market. Moreover, different regulatory measures in the individual member states make a common commercial approach for all regions difficult. The European size must be considered to provide an economically feasible solution for both service providers and end-users.

In this respect, rural communications can be seen as a development tool, and not as a commercial service. As such, reasons for supplying this rural service include national integration of remote areas, rapid access to help in emergencies, tools for rural development and support for trade and tourism.

During recent years, the EC LEADER programme (2020MEURO for 2000-2006 period) has developed the Local Action Group approach where different types of actors in a geographical area commit to their area development through a local plan. LEADER programme identifies 2000 such rural areas, affecting almost every EU and NAS country.

The major piece of European Telecommunications policy is the "Directive of the European Parliament and of the Council on Universal Services and Users rights relating to Electronic Communications Networks and Services". This directive provides the framework for the regulatory environment to guarantee full communications access at affordable prices, irrespective of location and users income. The endorsement of this directive by the member states will have strong implications in the way access is provided today. The situation will have visible impact on rural regions and in particular the ultra peripheral regions.

ICT needs of Rural & Maritime Areas

Rural Wins has identified that the barriers and disadvantages of rural and maritime areas are due mainly to their remoteness and isolation. ICT broadband access offers the possibility of bringing new activities, services and applications to rural and maritime areas, or to enhance those already there, providing thus an opportunity to overcome the barriers and bridge the rural-urban digital divide. The isolating factors of rural and maritime areas are based on their physical remoteness, lower size & density of population and smaller economic and labour markets. The following 4 barriers should be addressed by Broadband ICT data-intensive communication applications and services for rural and maritime areas:

- **Distance barriers** their access to administrative and governmental services and structures (taxes, subsidies etc.)
- **Economic barriers** their access to wider business and labour markets (suppliers, customers, opportunities)
- **Social barriers** of rural inhabitants to information, education & training facilities, health and social services etc.
- **Information barriers** – currently the amenities of many rural areas are "invisible" to the "outside world" (inhabitants of other areas, urban centres or citizens of other states – rural tourism, local products etc.)

An application or service, to be of interest to the RURAL WINS project, should be intensive in data communication and should help to overcome some of these barriers. A consumer, to benefit from an application or service is expected to be computer literate. An appropriate training in computer literacy and application's use is a necessary precondition for a successful introduction of a service or application into practical use.

Rural Wins rural typology

As a result of the comparative studies of various classification systems of rural areas, the European qualitative system was found as optimal. Three basic classes are:

Integrated rural areas are areas with a growing population, the employment basis is in the secondary and tertiary sectors, but with farming still being important use of land. The environmental, social and cultural heritage of some of these areas, relatively close to urban centres, may be under pressure of "urbanization". The rural character of some of these areas is at risk of becoming predominantly dwelling areas.

Intermediate rural areas, relatively distant from urban centres, with a varying mix of primary and secondary sectors; in many countries larger scale farming operations are found in these areas.

Remote rural areas, with the lowest population densities, often the lowest incomes, and an aging population, which depends in most of Europe (excluding parts of Scandinavia) heavily on primary rural activities like agriculture, fishing, forestry and logging, hunting, breeding cattle, sheep or reindeer etc. These areas generally provide the least adequate basic services; isolating features are often topographic characteristics, like mountains, or their remoteness from transport and communication networks.

Integrated rural areas

Activities. In general, integrated rural areas are expected to have high activity on the Internet. High proportion of well-established middle class rurbanizers and local entrepreneurs may be expected to be on the customer end of eBanking, B2C eBusiness, eShoping and eGovernment where available. Entrepreneurs and secondary and tertiary sectors may be expected to use communication and Internet for marketing, B2B and B2C transactions. Teleworking and eLearning would most probably not be exceptional.

IC technologies. A high-speed cable connection would be feasible due to relatively high population densities. The market can in most cases finance it. May be substituted or supplemented by high-speed satellite connection or satellite connection combined with WLAN.

Intermediate rural areas

Activities. While in urban and integrated rural areas we can find economies of scale, economies in intermediate rural areas can be viewed, due to smaller market, more as economies of scope. Unlike in integrated rural areas, where industry and secondary sector production is targeted for urban centre and the area itself, markets of intermediate rural areas are smaller and prosperous industrial firms are forced to target their production for export out of the region and possibly out of the country. eBanking, B2C eBusiness, eShoping and eGovernment may be expected to be less developed in intermediate rural areas. Entrepreneurs and secondary sector may be expected to use Internet and communications for promotion, marketing and B2B transactions. Teleworking and eLearning would be reasonable activities to help to cut unemployment rate and to expand economic activities beyond the region borders. Recreational and tourist businesses would use Internet for promotion and marketing purposes as well as e.g. for accommodation bookings.

IC technologies. A high-speed cable connection probably would be realised only in towns with population size large enough to make the necessary investment economically feasible. It may be substituted where needed by wireless communication or high-speed satellite connection or satellite connection combined with WLAN.

Remote rural areas

Activities. Main activities are usually connected with basic rural activities. Other activities that are supported are eco and rural tourism, tracking sport, mountaineering, yachting and other recreational and sporting activities. In northern Europe a large proportion of the inhabitants are occupied in governmental services such as care of elderly, teaching, etc.

IC technologies. Teleworking, eHelath and eLearning are important areas to achieve social and economic cohesion.. Recreational and tourist businesses could use Internet for promotion and marketing purposes as well as for accommodation reservations. The applicable technology would be wireless communication, high-speed satellite connection or satellite connection combined with WLAN. The possibility of fixed broadband is not excluded, but feasibility studies for different regions and solutions would be necessary.

Recommendation for future development on the field of communication technologies

The current level of development of fixed broadband technologies (fiber, terrestrial wireless and satellite) is sufficient for building of broadband access in rural areas in next few years. There of course still remain unanswered questions, related to some technological aspects, but the main problem will be to find adequate financial sources for the economical solution of rural ICTs.

The mobile access solution, which is in many cases necessary for rural areas, is seen as more difficult. The speed of currently used GSM or GPRS networks is limited. UMTS solution is not expected for rural areas for most of Europe. Because mobile applications will be very important for rural areas, the future research and development will be important in this filed. The important research topics will be:

- Mobile S UMTS systems
- WLAN
- Hyperlan
- Terminals, which will be able to work in different networks (GPRS, WLAN, UMTS, S UMTS)

The research in the field of Body Area Network will be important for the purpose of eHealth application. That application seems to be very important for rural areas.

Identification of other important ICT fields, where research and development is necessary

On the base of applications study, research and development will be required mainly in:

- WEB technologies – knowledge management, semantic WEP, personalised WEB multilingual WEB
- Data and network security
- LBS
- Distributed systems and interoperability
- GIS applications and earth observation
- Visualisation, image processing simulation
- Peripheries for disabled and telemedicine

Identification of Legal and Regulatory Environment

The following standardisation and legislative activities can support development in rural areas:

- Increasing the role of municipalities and regional administration in rural development activities
- Legislative changes enabling introduction of new methods of e democracy like electronic signature. Electronic signature plays important role also in commercial applications
- Electronic elections should be supported
- Strict rules should be defined for confidentiality and secure patient data manipulation
- Legislation norms for home e- health should be established

- Technologies for disabled should be supported (e.g. by subsidies or tax reduction policy)
- Teleworking for disabled should be supported in form of tax reduction or subsides for building Internet connection
- Legislation for various forms of home education including distance learning
- Standards and certification systems should be established for different educational level based on e learning
- Legislation concerning the tracebility of food should be prepared
- Legislative support for virtual enterprises forming especially on international level is connected with destroying of legislative barriers in the field of business and exchange of employees. This is important above all for SMEs from NAS.
- The standardised support for forming single European marketplace is important for interoperability
  The legislative support for forming a single European rural tourist marketplace is important for interoperability
- It is necessary to prepare legislation norms for international Teleworking, where problems for example with taxes and/or social security may develop.
- The criteria for sustainable forest management
- Support for forest certification system and protected wood market against producers, who do not accept criteria of sustainability
- Standardisation of information sources for environment protection and for emergency services
- Prepare standardisation and legislation for easier utilisation of outdoor WLAN technologies in rural areas

Awareness and training

Very important seems to provide awareness for new solutions for rural areas. The important topics are:
- To identify the best practices and promote their results
- To establish new demonstration cases documenting the usefulness of ICT technology
- Prepare effective lifelong training for inhabitants of rural areas

Basic vision for next five years

- It is necessary to build broadband access points in rural regions mainly in municipalities using alternative communication platforms according to the local conditions. This broadband access point will be base for future covering of regions usinh last mile technologies, but also for establish public access points.
- Important is also to offer a flat rate connection, which supports wider usage of communication technologies.
- On the base of analysis and also from previous projects it is possible to recognise that communication level and currently all software development turn to Internet. Internet is a universal platform for fixed and mobile networks. The idea that the Internet and other technologies are a key for the future of rural communities and that it will be beneficial for European citizens and enterprises as a whole is widely extended among the experts. There are challenges at every level regarding to application of ICT in rural development, e.g. awareness, research, access, adoption, bandwidth, applications, etc. One of the important goals in next five years will be to transfer all applications to Internet platform. The Ipv6 will be introduced.
- With the transfer of applications to the Internet platform, it will be necessary to increase the security of transactions and also to support the work with distributed data sources.
- It will be necessary to develop new open GIS systems.using the European Galileo satellite GIS technologies are important in agriculture forestry, environment, transport, emergency services, partly also in e commerce.

- A significant progress is also expected in Location based services. Based on combination of different network technologies, GPS and Galilee sytstem
- Earth observation methods, image processingvisualisation etc. increase possibility of environmental monitoring and emergency systems, but also data presentation.
- Important task for next five years will be training of users and service consumers to be able to adopt new technologies. New methods of education based on distance learning technologies will be developed. There are no principal possibilities, how to provide such training using conventional methods.
- It is necessary to prepare standardisation steps for forming a single European marketplace especially for typical rural products like AgriFood products, wood products, but also for rural tourism services.
- Interoperability will play important role in many ICT applications (Emergency, Environment, Health, Transport, e government, etc.)
- The importance of teleworking will grow primarily in integrated rural areas.
- The role of assistant healthcare services will grow in rural regions, where nurses will be able to provide basic diagnostic using telemedicine.

Vision for period from 5 to 10 years

- All European citizens will have a possibility to use broadband access in different alternative ways.
- All software applications will run as well on Internet platform
- Building of hyperlan is expected on the base of Ipv6.
- Reconfigurable terminals (which will be able to switch among different terminals (GPRS, UMTS, SUMTS, WLAN and others) will be available. Multi platform solutions will be important solutions.
- A Single European Electronic Marketplace will be in fulloperation.
- Teleworking will be used on wide scale in intermediate and remote rural areas

What will happen if nothing is done

Legislative and standardisation tasks are necessary to make , possible the recommended applications. Failing to achieve thosewill have a negative influence on all economy in rural areas. Unsolved problems of rural areas will have negative influence on the whole society.

For the building of broadband infrastructure it is now important to find financial sources. Importance of public money in financing the introduction of broadband access into rural areas will grow with the remoteness of an area. Without financial support for building broadband infrastructure the exclusion of citizens of rural areas will increase. Without public private partnership, theeconomic and social growth of integrated areas could be slower, but the influence will not be disastrous.

The development of new mobile equipment is necessary for all areas, but again more pressure will be exerted on remote areas, because integrated areas will be easier accessible by other services.

The development of applications is connected with development of technologies. The new technologies can increase rapidly the quality of services provided. The best results may come from close co-operation between development of technologies and applications. Changes in technologies could rapidly change functionality of applications. For building of applications is very important to find the right pilot areas, success of solutions depends on activity of local people. The optimal would be to introduce new technologies in places, where already some success story exists.

The new trends in mapping e services

Karel Charvat, Project manager, Czech centrum for strategic studies, Czech Republic

ABSTRACT

The INSPIRE initiative intends to trigger the creation of a European spatial information infrastructure that delivers to the users integrated spatial information services. These services should allow the users to identify and access spatial or geographical information from a wide range of sources, from the local level to the global level, in an inter-operable way for a variety of uses. The objective was to offer new possibilities of implementation of mobile communications into every day live in rural regions. In many applications for the mobile data access, it is necessary to access parallel to more data sources. This data sources are usually distributed among more organisations and they are located among more data servers. Currently this situation is solved by replication of the same data in different institutions.. This paper describes hi the principles of INSIPRE was implemented by WirelessInfo project for mobile domain, to be possible offer an operative data access anywhere and anytime is necessary to establish a more operative solution. The solution is built on the utilisation of OGC standards Web Map Service (WMS) and Web feature services (WFS).

INSPIRE

"The INSPIRE initiative intends to trigger the creation of a European spatial information infrastructure that delivers to the users integrated spatial information services. These services should allow the users to identify and access spatial or geographical information from a wide range of sources, from the local level to the global level, in an inter-operable way for a variety of uses. The target users of INSPIRE include policy-makers, planners and managers at European, national and local level and the citizens and their organisations. Possible services are the visualisation of information layers, overlay of information from different sources, spatial and temporal analysis, etc.

The spatial information infrastructure addresses both technical and non-technical issues, ranging from technical standards and protocols, organisational issues, data policy issues including data access policy and the creation and maintenance of geographical information for a wide range of themes.

The INSPIRE initiative intends to improve the current situation by triggering the creation of a European Spatial Data Infrastructure for the access and use of spatial information built on the basis of the following principles:

- Data should be collected once and maintained at the level where this can be done most effectively
- It must be possible to combine seamlessly spatial information from different sources across Europe and share it between many users and applications
- It must be possible for information collected at one level to be shared between all the different levels, e.g. detailed for detailed investigations, general for strategic purposes
- Geographic information needed for good governance at all levels should be abundant and widely available under conditions that do not restrain its extensive use
- It must be easy to discover which geographic information is available, fits the needs for a particular use and under what conditions it can be acquired and used

Geographic data must become easy to understand and interpret because it can be visualised within the appropriate context and selected in a user-friendly way."[1]

WirelessInfo objective

The WirelessInfo project goal was to developed advanced systems and services for agriculture and forest administration and other relevant bodies in rural areas, to improve access to agriculture and

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[1] *INSPIRE Infrastructure for Spatial Information in Europe, Reference Data and Metadata Position Paper*

forest and rural information by citizens and businesses and to facilitate contacts, exchanges and feed-back between rural administrations and third parties, i. e. citizens, institutions and businesses. The project demonstrate the improved internal effectiveness of agriculture and forest data and information management as compared to existing systems. Confidentiality, reliability, security, trustworthiness and accessibility of common data, its audibility, real-time translation capability, robustness and user friendliness are inherent features of newly established service proposed by this project.

It was recognised, that in many applications for the mobile data access, it is necessary to access parallel to more data sources. This is in relation to INSPIRE recommendation. This data sources are usually distributed among more organisations, which collect this data, and they are located among more data servers. Currently this situation was solved by replication of the same data in different institutions.. A WirelessInfo solution is based on server cascades. It offer an operative data access anywhere and anytime and offer a more operative solution.

Solution outlines

According to intentions of the WirelessInfo project is its technological background based on OGC standards. This approach ensures base conditions for interoperability of used geodata services. Till this date OGC published several standards for sharing geodata over WWW. To the most developed and also adopted by wide community belongs WMS. The WMS is a Web Map Service (specifically an OGC Web Map Service). A WMS is capable of producing maps drawn into a standard image format (PNG, JPEG, etc) based on a standard set of input parameters. The resulting map can contain "transparent" pixels where there is no information and thus several independently drawn maps can be laid on top of each other to produce an overall map. This is possible even when the maps come from different Web Map Servers.

WMS is based on transfer of georeferenced maps i.e. images or eventually drawings, which are generated on request. In some cases exist demand on transfer not maps but geofeatures. This possibility belongs to communication among geodata sources. Such type of the service is covered by another OGC specification WFS – Web Feature Service. This specification defines formal request over WWW, which returns OGC simple features in GML format. GML is an XML dialect for geographic features.

From WirelessInfo point of view is important ability of 1.1.0 WMS servers to establish so called cascade servers. Cascade servers play role of hubs of WMS networks and offer possibility to create gateway for mobile devices, which use different sources of geographic information. For mobile systems, there exist two-principle solution:

DHTML/CSS mobile client

```
┌──────────┐         ┌──────────┐
│ Mobile   │◄────────│ WMS      │
│ Client   │         │ Server1  │
└──────────┘         └──────────┘
          ◄────────┐ ┌──────────┐
                   └─│ WMS      │
                     │ Server 2 │
                     └──────────┘
```
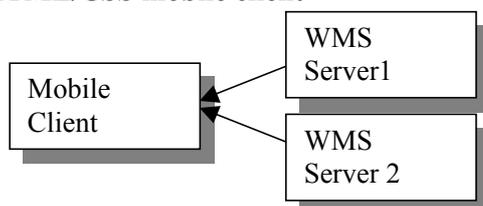
Advantages:
- Servers work parallel, there is faster response from the server's side.

Disadvantage:
- The CSS explorer is necessary on the side of terminal; many currents mobile terminals do not have this functionality. Higher request on side of client
- It is necessary to obtain information from all server in the some coordinate system
- There is transferred large amount of data, which could be very important using GPRS technology

CASCADING USING MAPSERVER
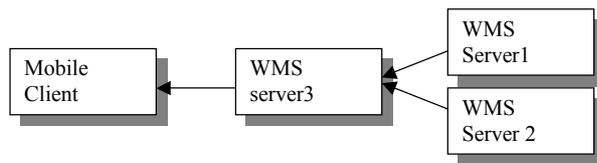
Advantage:

- Low request on the client side (HTML is enough)
- Solution support Java cleints
- It is possible to use data from the servers, which use different coordinate systems, Coordinate WEB Services are realised on server

Disadvantage:

- It is necessary to have one more server
- The data are download after downloading of all data on server 3

After analysis was decided to use first model only in the cases of using PC based field computer with thick client and storing part of data on field server and in combination with Web Feature Services (WMS) services. Such system work partly independent of functionality of GPRS network, but there is usually downloaded large amount of data.

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Pilot testing in Forest Management Institute

Current firewall system in FMI Brandys n. L. is based on the product of VPN-1 Enterprise FireWall which covers license to unlimited number of users and contain also management module for engineering additional distributed modules of firewall. There are good conditions for using the protective modules in external subjects and fixation of two functions:

- Effective protection of external subject network by the high-tech protection system with opportunity costs.
- Creation of protected communication data line among the external subjects and the central evidence for data transfer by any TCP/IP protocol.

Testing of this service should debug different forms of access to data, methods and forms of data storage for different server types (MapServer and WebMap). The goal is to create an optimised communication environment and to navigate a user so that he maximally exploits the prepared data stores and the data stay at the data collector. The results start now moves from testing inside of FMI to a wider using by local and regional government.

For this purpose, mobile Mapserver public client was implemented. Such as cascading server is supposed UMN Mapserver. This solution we consider such optimal according to several reasons:

- Mobile device gateway is already developed and running inside of project
- Advanced implementation of OGS standards
- Open solution with agile community of the developers

For network nodes we suppose to test all WMS solutions, which can be used by involved data providers. In the fist stage we test above-mentioned open or free solutions. This system offer possiblities merge FMI data with different other data sources published as WMS services.

Construction of the simple features GML broker

For future planed communication between data providers, we try to develop also simple GML broker, which will support subset of WFS conditions. Development is under open source Ruby language and based on Apache Web server equipped with mod-ruby. Mod-ruby allows build up servlets based on ruby language. In this stage we have done readers for geodata in Shapefile and GML format and we testing communication over tcp/ip based on GML data.

In this phase we implement just GML broker queries based on feature attributes and selection box. In case of selection box we distinguish between overlap and completely inside option. Full implementation of spatial relation algebra is planed for future. This scheme could support implementation of thick clients on the base of Web Feature Services (WFS) as for example GeoMedia from Intergraph.

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Security of citizens and risk management

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Abstract

After the reality of the events of September 11th 2001, the security demands of citizens and businesses have increased dramatically. Disaster and risk management have become key terms in the fight against terrorism. Governments have reacted quickly and established security plans, These plans not only concern safety of buildings and people, but also protection of the vast range of information held by municipalities and other organisations on their clients. Access to personal data, recognition systems at public events, monitoring of public and private places are all measures that have been introduced to enhance the safety of citizens. The majority of these initiatives are driven by ICT based systems. To achieve Trust and Security requires not only security technologies but also, and even more importantly, the technical organisational frameworks and infrastructures that makes the deployment of these technologies viable and consistent.

But another main problem is to develop comprehensive plans that integrate and adapt all necessary plans and measures – security of data, navigation systems for police and fire brigades, communication systems and data bases of all relevant institutions.

We can identify three clear aspects relating to security:

- Physical Security, Data Security, Communications Security

Today we find a lot of security measures in cities and regions. But we can also identify lacks in risk management:

- Lack of integration of measure plans among the different levels of government, no comprehensive plans
- Lack of shared and adapted responsibilities among prevention centres
- Lack of communication among prevention centres, e.g. different radio frequencies
- Lack of database architectures adaptation and integration of data resources
- Lack of necessary data
- Lack of co-ordination among involved bodies e.g. cities, police, firebrigades, hospitals, voluntary organisations etc.
- Lack of alternative infrastructures e.g. if terrestrial communication networks are destroyed

These lacks are found across European cities and regions and demand urgent research and developments:

- To classify general security measures taken across Europe and beyond at national and local level.
- To analyse these plans and the impact they have on the deliver of municipal services.
- To analyse the impact of these plans on our citizens, and that includes SME's and other businesses.
- To analyse the impact of the communication of these measures on cross border and partnership working.
- To analyse local sectoral (municipal, emergency organisations etc.) and comprehensive security plans
- To analyse the different technological approaches of sectoral plans
- To elaborate indicators and tools for integrated measures
- To seek to identify good practice in this area and make recommendations for European governance.
- To establish a community of interest in this field and identify issues to be researched deeper
- To establish subprojects
- To look at ways of handling centralised data safely
- To co-operate with the range of other interested organisations and networks that are already carrying out work in this area
- To co-operate on all levels of governance

Yet we should be aware that the strategies and software deployed to counter the risks can be counter-productive. There is always a danger in combining different databases with sensitive data. Electronic monitoring demands preservation of privacy. Where is? The definition of privacy is different in Europe. Income of persons in Sweden is transparent but a secret in Germany. We should define the framework to find the necessary balance between security and privacy.

System of monitoring the legislative process in the National Council of the Slovak Republic

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Introduction

The paper is a companion piece to the lecture of Dr Karel Sosna, the Director of the Parliamentary Library of the Parliament of the Czech Republic. It deals with the information system of the Office of the National Council of the Slovak Republic (hereinafter referred to as "ONCSR") with the emphasis on legal information. The system in question, entitled the System of Monitoring the Legislative Process (hereinafter referred to as "SMLP"), installed in the ONCSR supports in real time the legislative process and simultaneously, by means of the parliament's website http://www.nrsr.sk, makes it accessible to the public.

SMLP as workflow

The SMLP was originally drawn up as a software tool supporting the legislative process in the Slovak Parliament, as described in Act No. 350/1996 Coll. of the National Council of the Slovak Republic, on parliamentary law of the National Council of the Slovak Republic, and related regulations (see Picture 1).

Thus, the legislative process in automated form only applied to the National Council of the Slovak Republic and its service component – the ONCSR . The SMLP continues to serve in this respect, while – as can be seen from the block diagram – in specific procedural stages participants in the process create and put into the system auxiliary documents of greater or lesser importance accompanying the main procedural document – the Bill – over its course in a particular legislative process.

The SMLP contains tools (for example, views into the process database) and mechanisms (for example, notifications), "guarding" a specific legislative process so that the flowing statutory time limits are complied with and/or an important action is not omitted. It allows for continuous and rapid acquisition of detailed information, provides general statistical information on the legislative process and its characteristics, and facilitates adherence to the required level of documents originating in its course.
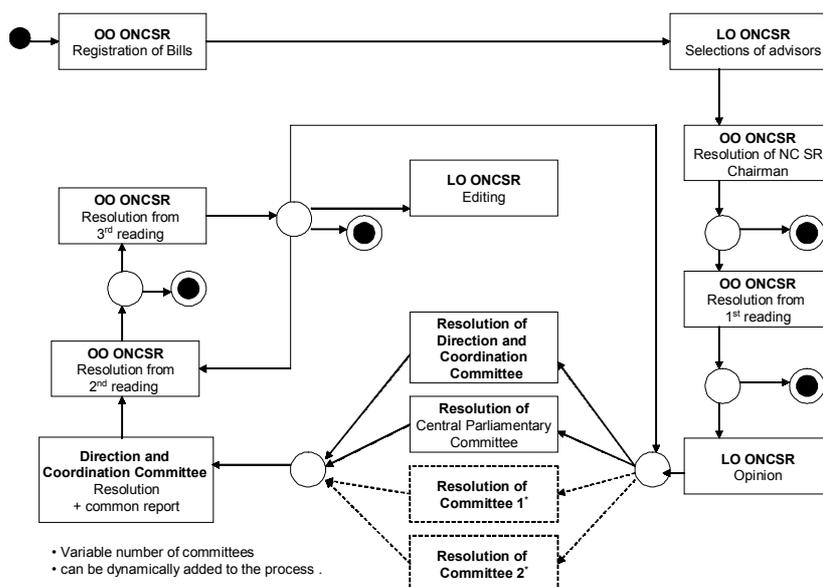
Picture 1. Block diagram of a legislative process.

Automation of the legislative process using computer technology means is a task pertaining to *workflow*, a term established for automation of company processes. It results in a relatively new type of information system. However, when implementing such systems, it is possible to follow existing standards, namely, documents of the *Workflow Management Coalition* (hereinafter referred to as "WfMC"; http://www.wfmc.org), an international association of workflow suppliers and promoters.

The SMLP architecture issues from the *Constable Workflow* technology owned by the Bratislava-based software company *exe IT*. Use of this technology, complying with the recommendations of the *WfMC*, in the National Council of the Slovak Republic is possible thanks to the fact that an information infrastructure based on *Microsoft .NET* technology has been installed and operates in the institution. The architecture of a typical workflow system based on *Constable Workflow* is depicted in the following diagram:
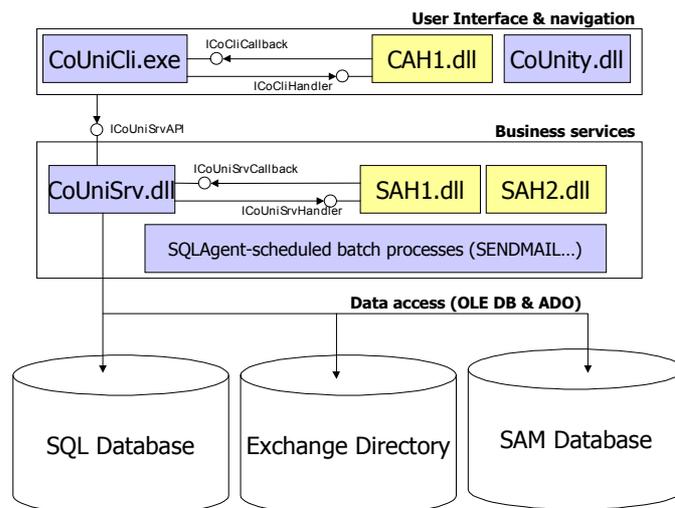
Picture 2. Constable Workflow Framework.

The SMLP (1998) represents the first subsystem of the Information System of the ONCSR based on *Constable Workflow*. Later, it was supplemented by the subsystems Organisational Structure of the ONCSR, Registration of Deputies, Clubs, Committees, Delegations, the Chairman of the National Council of the Slovak Republic, Meeting Programme, Debate Attendance, Voting of Deputies, Question Hour, Information on Results of the Day's Meeting, Apologies and Attendance of Deputies, Week in Parliament (including the modules Record of Parliamentary Prints, Sessions of Committees, Events of the National Council of the SR, Foreign Business Trips), Press Reports and the system supporting the settlement of the agenda pertaining to the Act on free access to information.

SMLP as a public information source

On January 1, 2001, the Act on free access to information came into force in the Slovak Republic. In its provisions, it raised new requirements for the activity of the National Council of the SR. These requirements primarily referred to the obligation of the National Council of the SR to inform the public of some aspects of the Parliament's activity.

Due to the several years of vigorous building up of the Information System of the ONCSR, meeting these requirements did not entail any implementation problems: the majority of the mentioned subsystems, above all the SMLP, present data processed by them on the Parliament's website. The architecture used naturally allows for the defined results of routine work of ONCSR employees to be automatically reflected in the Intranet of the ONCSR; the replication mechanism secures immediate transfer of database increments to the website. This, it must be said, key feature simply means that the website need not be maintained manually: it is fully sufficient if a competent employee properly carries out his/her routine work by means of the given subsystem in operation.

SMLP as a data source for other IS

At the beginning of June 2002 the Office of the Chamber of Deputies of the Parliament of the Czech Republic and the ONCSR signed an agreement on cooperation in creating and operating a Common Czech and Slovak Digital Library of the Parliaments of the Czech Republic and the Slovak Republic. The Digital Library presents full texts of parliamentary documents (Bills, including White Papers and resolutions), stenographic reports and other parliamentary documents in electronic form.

While this project is focused on completion of the information base for the period prior to 2002, the SMLP will be supplemented by functionality that will allow for continuous addition to the existing database. Since the SMLP contains or references the necessary parliamentary documents in electronic form, costs necessary for digitalisation of paper documents will be saved.

We are planning to materialise similar intentions in connection with the idea of *open parliament*, which is the motto of the present Chairman of the National Council of the SR, Pavol Hrušovský. It also concerns making the parliament website accessible, which will allow for automatic transfer of data from its pages to the most frequently visited Slovak Internet portals.

Conclusion

The presented system represents a contribution from the Parliament of the Slovak Republic to the building up of an open civil society.

Local authorities, subsidiarity and SME competitiveness

Manuel Gigot, Managing director of ARCO, ARCO, Belgium

The existing competitive situation between EU regions to develop themselves and/or attract new industries, as well as the concrete application of the principle of subsidiarity, lead regional authorities to develop new support services towards their socio-economic environment.

At the same time, some also consider support to competitiveness as one of the missions of professional associations.

The current intervention will try to answer questions such as:

- How could authorities deal with this new mission ?
- What is the impact of this new mission on local authorities organisation and activities?
- How does this new mission articulate with the services provided by professional association?
- What are the needs and expectations of the enterprises targeted by such services?
- What could be the role of local authorities in ICT-based coopetition model?
- What are the key success factors?
- Etc.

E-FORUM Encouraging eGovernment innovations in Europe

Krzysztof Głomb, President Cities on Internet Association

The presentation will focus on the objectives of the E-FORUM project, which is aiming to create an association at the crossroad of the e-government initiatives and to stimulate the use of internet in this area. The project wants to be in keeping with the general pattern of the eEurope 2002 Action Plan. The association will create a web, a "meeting-place" (rather than a marketplace) where Public Services, citizens and Industry will exchange ideas and requirements. One of the aims is to address the so-called European democratic deficit. On the other hand, we believe that by using Internet, the citizen will be at the center of the "game". Moreover, the project wants to develop the entrepreneurship by helping the improvement of the procurement processes of the Administration at all levels (local, regional, national or European). Objectives can be shown as follow:

- understanding citizen/business requirements
- developing "unique access point" to eGovernment services
- aggregating local, regional, central, trans-European sources to provide for coherent access to essential public data
- Proposing new working methods and processes to take advantage of the new technologies
- Proposing new working methods and processes to take advantage of the new technologies
- Securing exchanges to insure citizens trust & confidence
- Exploring e-Democracy as expression of the citizen voice in the public debate.

The project will be a success when the association will be able to measure the distance covered from the current situation and the final acceptance of the project in term of users and work groups created, number of new requirements harvested by the survey, number of hits and transactions to the web site, members of the association, impact of the General Assembly, political impact of the 1st event, success for publication of the survey's results, impact in the press along the project, satisfaction of the members of the association (internal survey). Finally, the satisfaction of the citizen facing the "new" Administration will be the best proof of the success of this project.

In response to the action to "develop a coordinated approach for public sector information" proposed by the European Commission in its eEurope 2002 Action Plan and approved by the Council during its Feira meeting, E-FORUM priority objective is to set up the open meeting place where representatives of the public sector will define the common set of requirements to achieve their modernisation objectives and where the private sector will consensually propose agreed specifications for products, solutions and services.

The E-FORUM project is to provide through the creation of an open Association an essential arena for sharing information and current best practices, defining future needs, new methods and models for the delivery of better eGovernment services for Europe's citizens. E-FORUM will articulate its action plan along the following lines:

- The architecture of the information infrastructures of Public Services must be adapted to the new challenge. The Internet culture has an in-depth impact on information processing in any organisation. The Private Sector learnt about the way to take advantage of the new technologies. Its model will not strictly apply to Public Services. The goals are different. eGovernment needs to generate its own model targeted to the delivery of quality and efficient services to the public. The Association should be the place for a consensal definition for such a model.
- Europe has presently numerous implementations of eGovernment services in each Member State, at local, regional or central levels. How to take advantage of the acquired experience? How to share the results? The Association should be the place for mutual enrichment and exploitation of synergies all over Europe.
- The Association should defined deliverables focused on a small set of priority areas that should be given high visibility as they will reinforce European cohesion and will strengthen Europe's ability to transition in the Digital Age.
- The E-FORUM project has opened as its first manifestation of existence a WEB portal for eGovernment services with the ambition that it will become the promotion flag of the association and

will be recognised as the reference site for public services modernisation in Europe and at the international. Web site is available at: http://www.eu-forum.org

Since September 2002 the project has been extended to include Cities on Internet Association in the consortium. An extension was to widen project realisation to include participation of experts from candidate countries. COI, by using its experience and contacts among public administration organisations from CEEC, is securing wide participation of experts from these countries in development of e-Forum Association. At the same time, participation of COI is adding another dimension to the project by addressing realisation of task included in eEurope+ document by governments of candidate countries in the context of European wide policy of realisation eEurope Action Plan ideas.

eContent – European Digital Content on the Global Networks

Ronald Haber, Business Development Manager, primesphere s.a., Luxembourg

eContent is a market oriented European Community programme which aims to support the production, use and distribution of European digital content and to promote linguistic and curtural diversity on the global networks.

eContent was adopted as part of the eEurope 2002 action plan, designedto accelerate the development of the information society in Europe. eContent also makes a significant contribution to the objectives of theupdated eEurope 2005 action plan: to provide a favourable environmentfor private investment and for the creation of new jobs, to boost productivity, to modernise public services and to give everyone the opportunity to participate in the information society, including citizens with special needs such as disabled individuals.

The main objective of the eContent programme is improve access for all to high-quality digital content on the global networks in a multiplicity of languages, catering for different cultures supporting the increased availability, use and distribution of European digital content.

This presentation will provide a detailed overview on how the eContent programme will reach these ambitions, highlightthe priorities 2003 – 2004. This includes a detailed description of the three Acton Lines of the eContent programme:

- AL1: Improving access to and expanding the use of public sector information
- AL2: Enhaciting content production in a multilingual and multicultural environment
- AL3: Increasing dynamism of the digital content market

In accordance with the new workprogramme adopted for the years 2003 – 2004 a last eContent Call for proposals will be launched (tentatively in December 2003), also being open for potential proposers located in those candidate Countries for which the European Commission has signed a respective memorandum of understanding by this time.

Accessibility of public administration geodata in the European context

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Abstract

The achievement of conditions connected with taking over and acquiring geodata and geoinformation accessible to the widest possible group of users is at the present time the subject of intensive endeavours, projects and measures not merely in the Czech Republic. European experience and approaches, also drawing on US methods and facts, are particularly interesting and significant for seeking and finding solutions satisfactory and acceptable for the CR. A special position belongs to the proposed European Directive on re-use and commercial exploitation of public sector documents.

This paper brings information about some relevant aspects of European approaches and the implementation of measures commenced in the CR. The issue in question is dealt with within the framework of the Czech Association for Geoinformation and the Nemoforum Association.

Importance of general accessibility of geodata, current status

The informational potential of geodata[2] and geoinformation[3] and its usability and benefits in all spheres of human activity are facts generally acknowledged today.

However, full usability of this potential is conditioned on a number of circumstances. Several necessary preconditions are yet to be met to the full extent, unfavourable limitations inherited from the past exist in many areas.

One of the crucial conditions is the real accessibility of existing data and information to as wide as possible a user group which, on the one hand, includes both the actual possibility to have the right and entitlement to acquire the data maintained by public administration and, on the other, the acceptability of the related financial precondition – the price for the data and information provided.

The Programme of the CR's National Geoinformation Infrastructure Development in 2001-2005 (Programme of NGII Development) /7/ assesses the current situation regarding geodata and geoinformation accessibility as follows.

"Geodata and geoinformation is accessible and disclosed according to the decision made by the subject that maintains and provides them. A substantial part of the total volume of geodata is concentrated in public administration, hence, this issue is extraordinarily important in relation to sources of data and information from public administration. It is also significant in terms of abiding by laws on free access to information and on personal data protection. Arising from these laws are some opposing tendencies that do not contribute to the necessary clarification of a number of issues and problematic areas, for example: the term "ownership" or "administration" of geodata and geoinformation, data of "public administration as a whole" versus data of "individual bodies". The result is an ambiguous and non-uniform approach of state administration bodies and local self-government authorities to the issues of justification of copyright application in public administration, the justification and level of payment for geodata and geoinformation handed over, free access to data. A related question is the issue of the manner and the terms of providing geodata and geoinformation to support the business sector, job creation, general education etc.

A general problem is some legal aspects of the responsibility for the quality and factual correctness of data and the consequences arising from their use, as well as the application of copyrights

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[2] *Geodata = data on a geofeature (a model image of a localised entity of the real world, which is further indivisible into units of the same class and which includes localisation; a localisable entity), or data related to a geofeature (Glossary of geoinformation terms. Bulletin of Office for Public Information Systems, Volume 3, Year II, Praha 2001.)*

[3] *Geoinformation = information on localised entities of the real world. Glossary of geoinformation terms. Bulletin of Office for Public Information Systems, Volume 3, Year II, Praha 2001.*

to databases of geodata, map outputs derived from them, digital forms of maps, dissemination of data and products by third parties and the like."

As goals of the NGII Development Programme, the necessary solutions are defined as follows: "securing conditions for providing and communicating geodata and geoinformation, primarily in the public sector, including general business and copyright conditions". The following projects, or measures, are formulated to support the attainment of this goal.

Project 5.1: Creation of a methodological instruction (set of rules) for accessibility of and trading in geodata and geoinformation. Gestion: the Czech Association for Geoinformation (CAGI) alongside the Czech Office of Surveying, Mapping and Cadastre (CUZK), the Ministry of Finance (MF), the Ministry of Culture (MK), the Office for Public Information Systems (UVIS).

Measure 5.2: Announcement of rules for accessibility of and trading in geodata and geoinformation for public administration bodies in linkage to their preparation (Project 5.1). Gestion: the Government Council for SIP alongside MF, UVIS.

Project 5.3: Processing of the requirements for the Copyright Act that would respect the needs pertaining to geodata and geoinformation, and their preparation for the amendment to the Copyright Act. Gestion: CAGI alongside CUZK, MK, Nemoforum, UVIS.

In this context, it may be stated that users in the CR are in unanimous agreement that the accessibility, or inaccessibility, of geodata is an ongoing factor limiting the wider development of geoinformation systems and geoapplications. Usual targets of criticism are the terms set by the Czech Office of Surveying, Mapping and Cadastre (mainly financial requirements), as well as the terms of other public administration bodies and authorities, including towns and communities, whereby the terms are set totally differently, in a voluntarist manner, data and information are provided according to totally different legal and financial approaches, while in a number of cases there is no willingness to provide data at all.

Nevertheless, it must be emphasised that accessibility of geodata and geoinformation is not a problem specific to the CR but, with various differences, one of pan-European and global dimensions.

Initiatives of the Czech Association for Geoinformation and the Nemoforum Association

Facilitating a solution to the issue in question is one of the main programme objectives of the Czech Association for Geoinformation (CAGI) /1/. This has led to the CAGI's engagement within the framework of the above-mentioned NGII Development Programme projects. Current analysis and assessment of the situation arrived at the conclusion that the entire situation must be thoroughly analysed at the appropriate level, including the European context, and a solution feasible within the framework of the CR must be proposed, using all available sources and reasoned trends.

The solution to this issue within the NGII Development Programme is important for the announced project CZ-INSPIRE /12/ - for details, see the facts pertaining to the European project INSPIRE.

In late 2002 the study "Terms of accessibility and usability of geodata acquired by public administration bodies and authorities of the CR" /9/ was drawn up. This approach was supported by the Nemoforum Association /6/, i.e. also by a number of public administration bodies and authorities, including the Czech Office of Surveying, Mapping and Cadastre, the Ministry of Finance of the CR and the former Office for Public Information Systems, today's Ministry of Informatics of the CR. The Association also financially secured the drawing up of the study. The study is scheduled to be available in autumn 2003.

Approaches within the framework of the European Union

As indicated above, the issue of general real accessibility to geodata and geoinformation maintained by public administration bodies and authorities is not a problem specific to the Czech Republic. A number of very significant differences in the current status can be observed within Europe, determined by the differing historical development of organisational arrangement, financing and other

rules, alongside disparate political and economic positions of public administration bodies and authorities in individual countries. Inevitably, the ongoing integration process in Europe also opens up the issue of there being at least a generally unifying approach of individual EU countries aimed to ensure commensurable accessibility to geodata and geoinformation for all European inhabitants, regardless of the local relevance of data and information. At the present time, various projects and preparations of measures are under way, in line with the stated goals. Within this paper, only several such projects can be mentioned (an attempt has been made to select those most relevant).

The ongoing **GINIE (Geographic Information Network in Europe) project** /3/, through seminars and output documents, recommendations, opinions and comparative studies, verifies individual parts of the proposals pertaining to INSPIRE (see below). An important position is represented by the terms of accessibility to geodata and geoinformation. Conclusions from the seminars and the comparative study on the topic of Data Policy are published at the project's address stated below /3/.

The **INSPIRE (Infrastructure for Spatial Information in Europe) project** /5/ is a project of pan-European data and information services allowing for both the looking up and the utilisation and accessibility of geodata and geoinformation on the Internet. To attain such a service in reality, it is also necessary, above and beyond the actual technological solution, to secure the maximum real accessibility of existing geodata and geoinformation regardless of the data or information source (the state and the administering subject). The INSPIRE project, whose implementation is scheduled to start in 2004, is relatively well documented at the present time. As regards the Data Policy and Legal Issues, there is independent documentation available at the project's address stated below /5/.

Similar goals are pursued at the world-wide level by the **Global Spatial Data Infrastructure organisation** /4/ and its respective working group.

For instance, a consensus that it is generally suitable to categorise data and information has been gradually arrived at. Primarily the category of so-called reference (core) geodata, having an integrating nature and forming the common basic content of most thematic and application databases, is considered data for which access should be maximally advantageous, with access for free or at marginal costs. Obviously, a conditioning factor for tackling the accessibility issue has also become the specialist consensus on which data (databases) form reference geodata or databases, respectively. The "reference data" issue forms an independent group of the above-mentioned projects. In this context it can be pointed out that the NGII Development Programme /7/ also defines a similar issue. At present, the first few comprehensive proposals for a possible solution are available /12, 13/. However, the solution is extremely demanding and the quoted materials may only be considered a springboard for professional debates.

Furthermore, possible alternative approaches to accessibility terms in individual categories are stated.

The reality both in the Czech Republic and within Europe at large is that the **vast majority of geodata and their databases**, especially those which given the existing openness of this category aspire to become reference (core) data in the above-mentioned sense, **are data maintained by public administration bodies and authorities.** In this respect, there is also the connection with the problem area of actual accessibility to public administration data and information (in the CR the Acts on free access to public administration information /10, 11/). In the European context too, they are oriented or understood more as an institute securing open conduct by bodies and authorities towards the civil and entrepreneurial public and a guarantee of accessibility to information on their conduct outwardly.

Naturally, the question and subsequent debate concern accessibility to all data and information public administration works with, including geodata and geoinformation. Not only in the CR but also in other European states the issue of the type: "is it in the interest of public administration to provide data beyond the scope of public administration itself and even to the commercial sector?" is mainly discussed within such broad terms of reference. It appears that the initial, absolutely pragmatic, circle of data accessibility gets onto the political level: "what is the position, mission and limits of public administration's operation?"; "is it justified to further charge for or even not provide outwardly data once acquired from public budgets?"; and also "does not public administration carry out competitive commercial activity in this area, whereby it behaves monopolistically and violates the rules of free economic competition?". Questions of this type are often counterpointed with the approach of US

federal authorities, whereby so-called federal data are provided free and without payment. American answers to the questions posed above are thus clear. It was in the area of geodata and geoinformation which in the 1990s the mentioned and other aspects were dealt with by a number of institutions, namely, the European Umbrella Organisation for Geographic Information EUROGI /2/ and its prominent member organisations, such as Britain's AGI or the Netherlands' RAVI /15/. In 2002, the issues were the subject of several GINIE seminars and working groups for preparation of the INSPIRE project.

At the present time, it may be stated that both currents within the European context (extension of accessibility to public administration data and opening up of geodata kept by public administration) have resulted in a common approach to the issue, as well as in the **proposal for a European Directive on re-use and commercial exploitation of public sector documents /8/** (aptly called "Public Sector Information for All"). The documents explicitly deal with data and information, including geodata and geoinformation! At the end of 2002 the proposal for the Directive was passed on for discussion by the materially respective Industrial Committee of the European Parliament. EUROGI expressed its full support for the proposal /2/.

The proposed Directive also creates the framework for deliberations on the further approach desirable and feasible within the CR, while it is undisputable that the fundamental principles of the proposed Directive must be anticipated. As the following brief summary of the Directive's main approaches shows, it also includes approaches not yet considered in the CR in any context pertaining to accessibility to public administration data and information, geodata and geoinformation, respectively, but crucial for securing the resulting status sought.

Main resources, approaches and the factual content of the proposed EU Directive:

- A digital, knowledge-based economy is a source of growth, competitive strength and employment, as well as a tool for changing the quality of life (eEurope 2002 - Information Society for All);
- The information products and services sector in today's Europe forms a market with the turnover of EUR 433 billion and 4 million employees; the value of public administration data in Europe is approximately EUR 68 billion, comparable with the media and legal services sectors;
- The Directive creates fundamental conditions for the European information market participants;
- Support for medium-sized and small business stimulates member states to facilitate and foster re-use and commercial exploitation;
- Reduction of monopolistic behaviour of the public sector, prevention of unfair economic competition, equal conditions for all;
- Compulsory publication of all public administration data on the Internet with specification of their quality, including the semantic contents, not only in the case of resulting (output) "products", but also de facto existing data files and databases;
- Transparency of data provision terms – obligatory publication of the terms on the Internet, standard, publicly available licence contracts that can be compiled (filled in) on-line, reduction of specific agreements;
- Price fixing must not be high-handed, if priced, then primarily at marginal (distribution, output) cost, if at a profit, then "reasonable" one;
- Stimulation so that price = coverage of outputs, where possible.

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Giving regions a new role in the future of eEurope

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Introduction

The key issue arising for the eEurope development and the various possible responses are the focus of debate within all spheres of government and civil society.

New challenges connected with the matter include questions:

- how to promote economic growth with social cohesion and sustainable development;
- how to spread prosperity across the hole continent;
- how to respect and promote the diversity of cultures;
- how to ensure access for all to fundamental rights;
- how to promote the participation and involvement of citizens.

The need to strengthen the involvement of local and regional public initiatives has been clearly recognized by the European Commission, in its White Paper on European Governance two years ego.

eEurope Action Plan was developed and adopted by the European Commission in May 2000. It was for achieving ambitious objective for Europe to "become the most competitive and dynamic knowledge-based economy in the world".

Also the central and eastern European countries recognized the importance of the objective and agreed that an 'eEurope-like' action plan should be developed. The eEurope+ Action Plan, launched at the occasion of the Goteborg European Council, mirrors the priority objectives and targets of eEurope and defines actions specific to the situations in the candidate countries.

The **eEurope+ 2003** action plan contains ideas for funding, co-ordinating of implementation and data collecting and analyzing. Data collecting and analyzing is made for processes benchmarking.

The guidelines for data collection are the following:

- data should be recent in order to be relevant and the agreed data measurement point is December 2001;
- data should be consistent with the data collected and the methodologies used under the eEurope2002 action plan, as far as possible;
- data should be cross-checked with existing public and private sources as far as available and possible;
- data should be compared with relevant EU figures, usually an EU average, EU high, and EU low, in order to allow a first benchmark of the situation.

The European Commission adopted a new action plan **eEurope 2005** on 29 May 2002 to give all Europeans the opportunity to participate in the global Information Society.

The earlier eEurope 2002 action plan focuses on extending Internet connectivity across Europe, eEurope 2005 will concentrate on translating this into improved economic productivity and better , more accessible services.

The plan states that by the year 2005, Europe (Region) should have:

- Modern online public services, particularly e-government, e-learning and health;
- A dynamic e-business environment;
- Widespread availability of broadband access at competitive prices;
- A secure information infrastructure;

Internet must be extend 'beyond the PC' to platforms such as digital television and 3G mobile phones. Public authorities can improve the environment for investment and ensure that benefits of Information Society.

EU Regional Policy

The London Conference "Cities for Cohesion" brought to light the important role of cities as motors for growth improving competitiveness in the regions in which they are situated. As providers of serv-

ices to the regional economy, successful cities tend to lead to successful regions. Dynamic cities are a source of faster regional growth and an essential element in European efforts to reduce regional disparities and promote more balanced development.

Despite of the geographical and political location Region will be the unit, which will impact on all processes of Information Society.

For the time being the objective of the action plan is to provide a favourable environment for private investment and for the creation of new jobs, to boost productivity, to modernize public services, and to give everyone the opportunity to participate in the global information society.

All action plan's assumptions we can relate to 'Virtual Region'[4] as a union of specific sets defined in terms of Set Theory and Topology but from the geographical and local government point of view of course the region is unit following all obligatory laws and regulations.[1]

Traditional versus new region

Traditional Region was seen as unit with Internet connectivity, Region of Europe 2005 action plan and Eu Regional policy gives him more tasks mentioned above .

New Region should take new task :
- dialogue between coordinator and representatives of local and regional public authorities;
- consultation with experts;
- taking into account changing social, economic, environmental, cultural elements;
- ensuring social, economic, territorial cohesion;
- ensuring access for all to services of general economic interest.

The New Region takes advantage offered by the New Economy. We mean, not only profits but also structures of processes and data. Processes which create consistent data are *called transactional processes*. So The Virtual Region we can organize in transactional way.

The need to integrate complex systems in distributed environment requires that systems have some common models. Creating models is iterative work. But some system's elements can be reused by another system.

Taking the Regional/Global eMarketplace transactional model:

Model of Regional Transaction Process
(working mode: immediate, 24/7)

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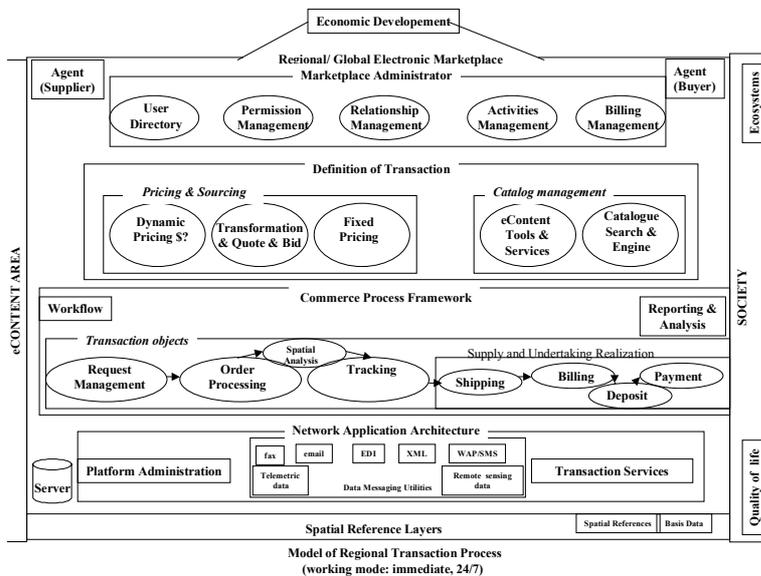
[4]*The term 'Virtual Region' is registered Trade Mark of the Alfa-Omega Foundation and the Vertex Polska Sp. Z o.o., Warsaw, Poland*

An information society for all

Towards a Euroregion information society, eEurope 2005 aims to stimulate secure services, applications and content based on widely available broadband infrastructure.

Let's take ' Virtual Region' in sense of **[1]** and Software Engineering, which methods are underestimated what was seen in **[3].**

According to methods of software engineering model can go through a number of phases where each phase adds detail to the model. Consider Aim of Project of "Virtual Region" **[1]** we try to build first model of "Virtual Region" system and try to choose technology that has influence on it.
Selecting a methodology.

A methodology defines the process that you use to gather requirements, analyze them, and design an application that meets them in every way. The range of system "Virtual Region" is very broad. Many different types of subsystems should be described. The language, which goal is to describe any type of system is UML. It describes system in terms of object - oriented diagrams.

At first glance system "Virtual Region" belong to combination of system types as:

- *Information system* – store, retrieve, transform, and present information to users. Data of large amount will be stored in relational or object databases and will have complex relationship.
- *Distributed system* – Distributed on number of machines. Distribution refers to data and processes.

System software – Defines technical infrastructure that other software uses. Operating systems, databases, and user interfaces perform low – level operation on hardware, while presenting generic interfaces for other software to use.

Business systems – Describe the goals, the resources, the rules (laws, business strategies, polices), and the actual work in the business (business processes) **[6]**
UML has the capability to model all of these system types.

Requirements analysis

In the five phases process of system development, first phase is requirements analysis.

Consider: The Aim of Project, The Method of Implementation, Related Problems for "Virtual Region" **[1]** system we create - using UML notation- diagram, which describes the functionality the system should deliver. A Use ***Case Diagram*** shows a number of external actors and their connection to the use cases that system provides. Use case is description of functionality. But it doesn't describe how functionality is provided inside the system.
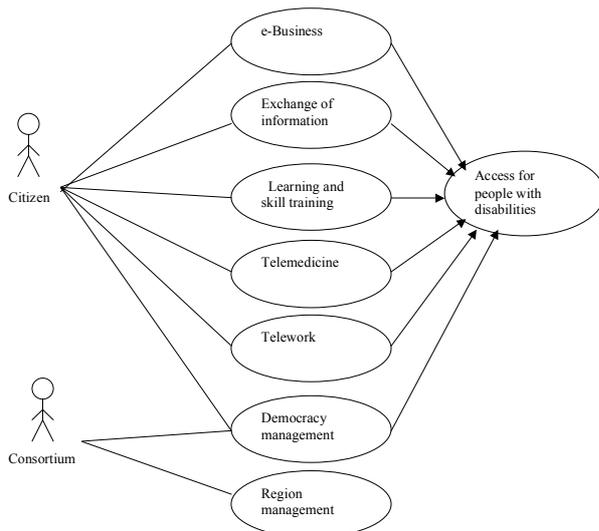
Figure 1 Use-Case Diagram of "Virtual Region"

Portal Podlasie is the Pilotage Platform for implementing Model of Regional Transaction Process.

Organization Chart

| Government/self-government side | Non-goverment side |
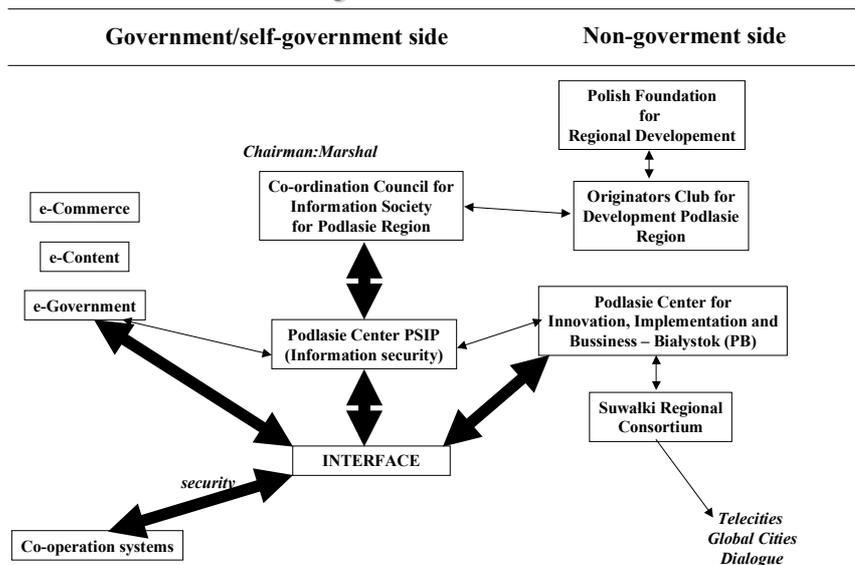
Summary

The main aim of transactional model is better access to information as well as efficient decision making process. The first step in gathering requirements was made. Because creating models is iterative work, some new challenges were encountered. There are in domain of integration.

There are four levels of integration:

- User-interface Integration: giving an access to relevant information; consistent Web sites; similar interfaces; one enter password.
- Application Integration: organization of components communication to exchange business information.
- Inter-domain integration: integration different forms of activity.
- Data integration: Integration of data from different computing platforms, databases, operating systems.

Papers about integrating 'Virtual Region' and technologies, which can solve this problems, are sawn in **[5].**

Related Papers

[1] A. Janicki "Virtual Region in the Information Society Era", ISSS 2002

[2] I. Mońdziel "The Tools for the Model of "Virtual Region"", IMM Internal Seminar materials 2002r.

[3] I. Mońdziel "The Demand for Software Engineering in Northeastern Part of Poland", SEES '98

[4] A. Janicki, A. Stupnicka "On Co-operation Benefits between Forum SITR and Regional Portal Podlasie" Telecities Conference Gdańsk, 25 june 2002 r.

[5] A. Janicki, I. Mońdziel "Methods of Storing and Processing Object for Regional and eMarketplace Implementation Model." in printing.

[6] H. -E. Eriksson, M. Penker "UML Toolkit", John Wiley & Sons, 1998.

"Municipality for the Disabled" competition

Jaromír Jech, Executive Vice-chairman of the Union of Czech Towns and Communities

The Council of the European Union declared 2003 the European Year of the Disabled. Although this decision was taken back in 2001, the participation of the Central and Eastern European candidate countries was presumed. The main objective is to improve the position of disabled persons and to increase the public's awareness of their rights. The basic document pertaining to this goal is the Madrid Declaration adopted on March 23, 2002 at the Congress on the Disabled. The European Year was officially opened on January 26, 2003 in Athens within Greece's assumption of the EU's rotating presidency.

Priorities of the European Year of the Disabled include improving the position of disabled persons and increasing the public's awareness of their rights. The fundamental principles of the European Year are as follows:

- Rapid enactment of non-discriminatory laws;
- Increasing the public's awareness;
- Ensuring services that can extend the disabled's possibilities of playing a part in society and provide them with independent way of life;
- Respecting all specific needs of the disabled in the process of planning all societal activities;
- Supporting access to jobs in an open labour market;
- Dialogue and cooperation with the disabled and organisations asserting their rights.

However, the European Year places the main emphasis on non-discriminatory legislation, primarily focused on employment, education and mobility. The Internet allows for mutual communication, acquisition and provision of valuable information in an unlimited manner. Hence, this conference is the right place for us to discuss making this information accessible to people limited due to their physical handicaps.

Back in 2001, the Union of Czech Towns and Communities took an active part in preparing 2003's European Year of the Disabled in the Czech Republic. It participated in preparations in the working group of the Government Committee for Disabled Citizens, which in late 2001 assumed the guarantee for the preparation of the European Year of the Disabled in the Czech Republic. The Government Committee is the partner for negotiations with EU official structures, as well as the European Forum of the Disabled. The Union's representative sits on the National Coordinating Committee for the European Year of the Disabled, which started its activity in October 2002 and is an initiating, coordinating and advisory body of the Ministry of Health. Its members are representatives of public administration, the Parliament of the Czech Republic, professional medical centres and non-governmental non-profit organisations.

The Commission for the Disabled of the Presidium of the Union has been dealing with the issues of the disabled citizens of both the Union's members and non-members for a long time. Members of the Commission are also representatives of the National Council of the Disabled and the League for the Rights of Wheelchair-Bound Persons, their inclusion being one of the Commission's working goals in the spirit of the motto "about us with us".

Within the framework of the European Year of the Disabled (similarly as in 1999, the Year of the Elderly), the Union is organising a competition entitled "Municipality for the Disabled". Measures aimed at meeting the goals should entail support for meetings and social events, information and promotion campaigns, including manufacturing of tools and aids available for the disabled, cooperation with the media, removal of social and physical barriers, participation in municipal life, making the Internet accessible to the disabled etc. The criterion will be that the intention's implementation within a very short time improves disabled persons' quality of life in their place of residence.

It is the Internet that immediately provides timely information on rights, access and job opportunities, good practical experience in the local, national and European context, cooperation between the government, social partners, non-profit organisations, providers of social services in the public and private sectors, communities of the disabled and their families. Within the framework of their associations and from their own initiative, the disabled have set up Internet clubs, the Internet

information service, advice centres equipped with computers connected to the Internet, promotion and presentation websites. Due to the financial demands pertaining to the operation of these activities, associations of the disabled are subsidised from both the state and public budgets.

The Office of the Union of Czech Towns and Communities requested to assume the auspices of and be provided with cooperation within the competition "Municipality for the Disabled" from the respective committees of the Parliament of the Czech Republic, the Office of the President of the Czech Republic, the Chairman of the Senate of the Parliament of the Czech Republic, the Ministry of Health, the National Coordinating Committee for the European Year of the Disabled and the Association of Regions of the Czech Republic.

The Union's Chairman, Ing Oldřich Vlasák, will announce the competition at the gala evening on March 23, 2003 within the ISSS 2003 conference.

e-government from a user perspective, is there a difference between Czech Republic and Sweden?

Thomas Johansson, Project Manager/Strategist, The Municipality of Karlskrona, Sweden

The four different phases of e-government

E-government can be divided into four different levels or phases.

- Presence on the Internet, static information
- Interaction, i.e. On-line forms. No electronic signing
- Transactions on the Internet, i.e. electronic signing of an on-line form
- Fully integrated services, *"single sign on and secure information gathering from different self-governing bodies"*

When looking at the different levels it becomes obvious that the strategic planning must aim for the fourth level. But most local or regional self-governing bodies are on the first two levels. This creates a situation were it is important to balance between the needs of sophisticated and complex technical solutions to provide secure and reliable standards and the very small and local needs of the users i.e. the citizens and the employees of the public sector in their everyday life. Very often these services can be provided with a minimum of advanced technology.

In Sweden the solution for e-services of the fourth level is ready and used by a few large national authorities. But the Municipalities of Sweden is not yet ready for such advanced services, for two reasons.

- The technology is still very expensive and calls for a highly structured and organised IT-environment within the Municipality. The Municipalities cannot afford it and they still have to prepare their own IT-environment.
- The focus on the national level has been on services involving several different self-governing bodies of the public sector. The focus of the Municipalities is services towards the citizens – small services concerning only the Municipality and it's own inhabitants.

Due to this, the procurement of these fourth-level technologies recently was postponed for a year in Sweden. There is no reason to pay for technology if there are no users.

There is no disagreement in the need of fourth level services, but the Municipalities, with very limited economic resources, wants to make the development in e-government in small steps and in close contact with it's inhabitants. I believe it is very important that the first steps of e-government are a success from the user point of view. It has to be easy to understand the services and the services must be of good use to the users. Building expensive technical solutions is a necessity, but it will be easier to explain the necessity once we have shown the users what it is all about.

Different user groups in the process of developing e-services

The citizens is naturally an important user group, but very often we tend to forget, or perhaps ignore, the importance of taking the employees in the public sector into consideration as a user group as well. This is not to be mixed up with the public sector as an organisation; the organisation might have different needs than the people working in it.

To solve this difficult balance act, you have to analyse every single e-service and really make an effort to show the benefits, not only for the citizens but for the employees as well. If the employees of the public sector think the development of e-services is a threat in any way, the services will fail.

In short, the e-services provided must target actual needs of the citizens and they must improve the situation of the employees. In both cases, a quick way of finding suitable examples is to look for timesavings on very frequently asked questions or services. This will lead to more efficient ways of providing the citizens with the services they are entitled to.

Let me give an example. In the Municipality of Karlskrona we developed application forms for downloading three years ago, but the results were poor. There were very few people using the

forms and nobody seemed to care. It was a failure. A year ago we had to re-design some of the forms and we thought we should make another try to make the digital forms work.

This time the staff was involved in a very early stage. They were asked which forms to put on the Internet, how they should be designed and how they should be promoted towards the citizens. And all of a sudden it worked out excellent. In fact it worked out so well that the company who was printing our forms are in financial trouble today, partly because the Municipality don't order printed forms the way it used to.

We are planning for a revolution in the way the citizens communicate with the authorities and we cannot do this without recognizing the fact that this will revolutionize the organisation and the structures of the public sector as well. Our organisation is basicly the same as when it was created some hundred years ago, with a military regiment as the model. All of our services are vertical today, when using the Internet we will see how the services will become horizontal and that will call for a more flexible organisation of the public sector.

Naturally this creates a very complex situation and it there are even more factors to consider…

Why put the "e" in e-democracy?

Introducing e-government will also change the role of the politicians and the democratic processes. When the citizens are using the Internet as a source of information, they quickly become the experts in the different issues they are interested in and this creates a whole new situation. There is no way any politician can keep up with all the different issues in the local or regional political arena.

To assume that Internet it self will improve the democratic process is in my opinion not only wrong, but also dangerous. Democracy is a slow process and it is not in any way depending on technology, it is based on communication.

But of course you can use the Internet to improve the democratic processes. It is easy to improve and enhance the communication on the political arena and to give the citizens the possibilities to gather information and to communicate.

But the political arena will change, the politicians of today must be prepared for new actors who are using the new medium to promote their own political issues which might be groups concentrating on one small issue, not interested in a wider political sense.

For example, what do you do when there are 50 identical e-mails signed by 50 different citizens every day sent in to the mayor's office to object to a proposal? They are just copies of the same e-mail sent from different people, but they all must be treated as unique documents and handled the proper way. This happened to the mayor in the neighbour city of Ronneby back home in Sweden. His solution was simple. When he realised what was going on, he stopped writing personal answers and created copies of his answer and sent them via e-mail as answers. And he stated in the answer "this is a automatic reply on your chain e-mail…"

If politicians don't have a readiness for this kind of development they risk being overrun and overwhelmed by the possibilities of IT and this could create a situation where democracy is suffering rather than improving.

Experiences from the Czech Republic

When I look at the situation in the Czech Republic today and compare it to my own experiences from Sweden I see a lot of similarities. I learn a lot and have already changed the way I work at home in some cases.

There are similarities in the way we are planning for e-services based on the citizen's current life situation, the need of some standards to make communication within the public sector function and the need for a good technical infrastructure throughout the country. These are all similarities were we have different pre-conditions and solutions and were we can exchange experiences.

I can also see some issues were I would like to contribute with my experiences and hope they can be of use in the Czech republic.

Contact points is a temporary solution

The citizens of the Czech Republic need to be connected to the Internet in their homes. The use of various contact points is very important in the present situation, but it is important to really work hard to minimize the time people will need to use contact points.

One of the main advantages for the citizens is the possibility to contact the authorities at the time and place they want to. Using the Internet the public sector can have opening hours 24 hours a day in most matters. The citizens will be free to choose the time and the place to communicate with the public sector.

If the development of e-government is to really speed up, this matter must be addressed.

There is a wide range of issues to look into, for example:

- The price of buying computers
- The price of Internet connections
- The training and education of the citizens in IT-knowledge

In Sweden the employers have been able to offer their employees tax-subsidized computers for many years. The employee can rent a state of the art computer from his or hers employer and the price is cut with 30 – 50 % due to the tax reductions. These offers are often combined with different possibilities of IT-training. The employers get their staff to learn how to use computers on their own time, so they are of course happy about this…

We have a big programme for building the technical infrastructure and especially the countryside can get state funding for building the infrastructure. We also have competition in the Internet provider sector, which helps keeping the prices down. In the Czech Republic you have a good opportunity to decide how this should be done since you still are the owners of Czech Telecom.

There is a gap between the technical planning and the development of e-services

There is a danger in focusing to much on the technical side. It is very easy to look into the needs of standards within the public sectors and to concentrate on big and very expensive systems to help the authorities communicate properly. This is indeed important work, but the earlier you start developing small services, really close to the citizens the better it is. Don't make the same mistake we did when we developed the technology for the fourth level of e-government and suddenly realised that there were to few who really wanted to use it.

To have the understanding and the support of the citizens and the employees in the public sector is vital for the success of the very difficult and sometimes expensive development of e-government.

In my hometown, the most popular e-service today is a service were the school teachers can communicate with the parents using group SMS-messages. Even if I tried really hard I couldn't call that a high tech solution. But its improving everyday life of the parents and the teachers – and that is why it is a success.

Rijeka City Portal with Municipal Information Services

Boris Jurčič, Management and IT Consultant , JARDIN d.o.o / SITEC Ges.m.b.H., Croatia

EXECUTIVE SUMMARY

RIJEKA CITY PORTAL is build using "iSite application" for content management. This product enables refreshing and changing of Web sites without the mediation of the IT team and webmasters, and it supports complex team work and "workflow" approach. The users can independently create the structure of pages and the whole site, standardized formats of typical pages, roles of persons included in the publishing process, their authorizations and the manner of their mutual interaction. After the initial installation and configuration, the management of the whole system is quite easy, and can be done by a single qualified person - administrator. By the use of parameterisation, a quick and easy change of the look of the whole site or any part of the site is possible, without the need to change the content. This way, a whole Web site can be refreshed in a very short time.

FUNCTIONAL DESCRIPTION

One of the main advantages of the RIJEKA CITY PORTAL dynamic management is flexibility. The structure of the site, form and appearance of each individual part, structure of the articles and other content, like graphics, banners, tables, forms, etc., is determined by the user. The classification of articles, as the primary elements of Web pages, into categories makes possible easy presentation of content on the Web, and thus makes the browsing, reading and movement through the site much easier. iSite is based on technology solutions which provide automatic searching of the whole Web site, and thus provide the users with better orientation on the dynamic Web site.

STRUCTURE

In order to satisfy different user requirements, RIJEKA CITY PORTAL is developed as a flexible and parameterized, fully customizable system. RIJEKA CITY PORTAL approaches the organization of a Web site as a news desk, with people who create content, and the editorial staff, who determine the structure, appearance and the final form of the published site as a whole. In case a certain user does not require such organization of work, it can be turned off to enable the content creator to publish it directly.

RIJEKA CITY PORTAL is globally divided into two parts: Admin zone, where the preparation and production take place, and Production zone where the finished content is published. The production zone may comprise one or more Targets, i.e. targets like e.g. public Web site, company intranet, WAP site, etc. The technology of multiple targets makes possible administration and maintenance of 2 or 3 Web sites from a single administration post. In the basic configuration of the system those are: public Web site, intranet and Web for mobile devices (WAP / Pocket PC / Palm PC).

RIJEKA CITY PORTAL makes it possible to publish the same content to be published on several targets (in whole or partially), where each target may have a different visual appearance and design. RIJEKA CITY PORTAL Functions are presently, according to E-MuniS project requirements divided according to following structure:

- Politics
  - Decision making; City council; Political service
- Municipal administration
  - Municipal Information System; Form Server; Entry point for e-services
- Cultural life
  - Theatres; Locations of musical events; Libraries; Museums; Art galleries; Cultural organisations; Calendar of cultural events
- Tourism
- Business and traffic

- ■ Business development; Trade areas, estates; Business organisations
- Public transport

Beside this part of the portal, offering service and information related to the city as political and administrative body, further information and service is offered:

- Health; Entertainment; Jobs, livelihood; Telecommunications; Shopping; Educational institutions (not belonging to the city); News; Insurance; Energy supply

RIMIS (Rijeka Municipal information Services) Application

RIMIS is acesible from Portal home page under the name: INFOSERVIS.

Objective of the RIMIS system is to provide the Internet presence of a city with an extensive set of administration information governed by the municipality. The following screenshot shows the structure of the system:

- Catalog of services the municipality offers to citizens.
- Catalog of life events: requests are grouped according to situations in citizens life.
- Information about the organisation of the municipality: about departments and their tasks, services and persons in charge, about addresses, telephone numbers, opening hours, stops of public transport, and information about other institutions situated in Rijeka.
- Forms Service: citizen can fill out the form you need directly on the screen and then print it or, if there is an appropriate Online Service, send it electronically to the municipality.
- An interactive City Map of Rijeka.

RIMIS user can get links to all organisational units of the municipality, he can get information about addresses and stops of public transport, telephone numbers, opening hours, figures etc. And, perhaps even more important, he is treated as a customer and can ask for his personal request or life event. Following only a few links he will get to know all the relevant information, the proper department, the persons in charge, the procedure, the fees. On the other hand RIMIS provides the municipality with a system to present all the departments, their addresses, their relationships, their tasks, etc to each interested citizen. In addition RIMIS includes the ability to call a Geographical Information System (GIS), so that the user will not only get the address of the requested department, but also a map centred on his needs.

Last but not least RIMIS comes with a maintenance tool where all the single elements and all the relationships can be noted, so that the system works and is up-to-date. RIMIS uses Internet technology. All the user needs is an Internet browser. The maintenance tool uses the same technology: All the maintenance people need is a browser to use the Intranet. Maintenance can be done in a central way or locally at different places and with different responsibilities.

APPLICATION DESCRIPTION

RIJEKA CITY PORTAL is designed to enable production and publishing of City Portal sites without intervention of the IT staff. Any person with basic knowledge of computers in Windows environment and standard Office applications will quickly learn how to use Portal for preparing and publishing of content on the Web site.

A Web site contains articles classified into sections, i.e. subjects. An article may belong to several sections. Sections are building blocks of the Web site skeleton. Such principle provides easy and simple navigation for the end-user. This way the sections are organized in a tree structure. Articles and other elements are later added to sections, which make up the skeleton of the site. Each article has a structure, i.e. its own component elements. The basic element is the header, which contains information used to identify the article. An article may contain additional elements: paragraphs, tables, illustrations and documents.

TECHNICAL DESCRIPTION and FUNCTIONALITY

The basic RIJEKA CITY PORTAL functionality is as follows:

- "Owners" of the information manage the content; Unlimited number of categories and levels; Search by all published texts; Support for organised business processes - "workflow"; Adjustment to graphic design standards of the client; Dynamic change of content, appearance of pages and organisation of categories

  RIJEKA CITY PORTAL technical characteristics are:

- System based on Microsoft .NET platform; Relational DBMS system as the back-end; Windows compatible client application

SW requirements

- SW requirements: System Software: Windows 2000 Server (SP2), Windows SQL Server 2000 (SP1)
- Application realisation:
  - **iSite** Content Management Software (**Perpetuum Mobile** d.o.o., Croatia): http://www.perpetuum.hr
  - **EUMIS**: EU Municipality Information Services Software (**Fraunhofer SIT-IBE**, Germany): http://www.sit.fraunhofer.de

F-cities–Open digital solution for an integrated case- and document management online and wireless multilingual system in the cities

Tünde Kállai, EU expert /executive director, Hungarica Sprl. Hungary

Brief introduction of the content:

Because of the Enlargement of the European Union, from 05.01.2004, new types of Partnerships are needed between the public and privat sector (government and business) at national and european level

Different legal acts about general document management, archiving, digital signature and publicizing government document registries were developed nationally and became valid. in the European Member States and in the accession countries (Hungary, Slovakia, Czeck Republik, Estonia etc.)

The project demonstrate a new integrated open system solution as a unique tool of document management for governmental institutions and citizens combined with wireless communication services .

Thesis of the paper divided into chapters

Overview

All candidate countries have undertaken a clear and tangible political commitment to facilitate the implementation of the Information Society. A pertinent question related to e-government perspective should be:

What is the ICT situation in the candidate countries**?**   The eEurope+ Progress Report, presented in June 2002, examine some ICT indicators and benchmark the implementation of the eEurope+ Action Plan in the Central and Eastern European Countries.

A quick glance to the main results helps to draw the enlargement of Europe from the ICT point of view.

1. Considerable progress is being made with the implementation of coherent and effective policy and regulatory framework. Over the last years, the candidate countries have made great strides in basic access to communications.

2. The costs of the Internet access vary widely in candidate countries. Costs are considered relatively high, and that means lower regular usage.

3. In many countries, the lack of access facilities motivates that public access points remain a very important means of Internet access for the population at large.

4. Significant progress is made in the provision of public on-line services through e-Government actions in all of the candidate countries.

5. Overall, it can be said that there are considerable divergences between the candidate countries in absolute terms.

The general observation are:

1. Re-engineering of the Public Sector needed , consisting of several central and local governments! 2. Development of document management standards needed! 3. Open, transferable systems and interoperability needed!

Objectives

For Future cities will be important for

- Public accessible reliable public information sources including legal, administrative, cultural, environmental and traffic information
- Promote the use of open source software in the public and e-government best practice through exchange of experiences across the Union".
- New knowledge management technologies for information access
- New information delivery channels including fully mobile access

The project demonstrate a new integrated open system solution as a unique tool of document management for governmental institutions and citizens combined with wireless communication services .

The F-Cities will serve a new mechanism for the harmonized development of the open system methods by which the digital technologies will provide the opportunities to more easily access and re-use of the public information

The F-Cities project will be developed by the technological solution and results of ODA (Open Digital Administration) eContent Project, with a collaboration of the ODA Project partners .ODA is a Preparatory Action under the European eContent program Action Line 2 . Demonstrating exploitation of public sector information http://www.naeskom.dk/webdatabaser/oda.nsf.

The F-Cities aims to demonstrate the re-use of public information and personal data from classic (digital signature), to digital systems as well as to develop a citizen portal for self-service, access and case handling on the base of all eligible basic public services .

In other words, firstly a citizen portal will enable self-case handling, allowing citizens to apply firstly on-line and track them throughout the delivery process, secondly the citizens will enable using few public services throughout an interface on mobil platform..

Methodology

The methodology of the project following the structure of the PRELUDE Cluster

What is prelude ?

PRELUDE is an Accompanying Measure of the IST programme under the 5th Framework Programme of RTD of the European Union, having as its main objective to favour research, technology and innovation at local and regional level. The overall aim is to contribute to the "territorialisation" of applied research in the context of the new research policy promoted by the European Commission by bringing forward its regional dimension through the extensive participation of local and regional actors in the 6th Framework Programme of Research and Technology Development (2002 – 2006) and in the constitution of a strongly integrated European Research Area (ERA).

The most important task of PRELUDE is to foster and support the creation of 'Regional Clusters for innovation' in digital areas of concern to Local and Regional Governments, according to the priorities established by the consortium with the European Commission :

Basic Public Services (including e-Health, Intelligent Transport and Social Services)

GIS and Mobile Applications

E-work and e-Learning

Regional Marketing & Development (including e-Commerce)

E-governance, e-government and Regional Monitoring

Promotion of Research and Technology Development at regional level.

Promotion of Research and Technology Development at regional level

What is the Cluster:

The cluster is a logical group of project working in a specific applications area and co-operating for their mutual benefit. The main objective of clustering is to improve the performance of the individual projects in a given cluster by maximizing the possibilities for interaction with other projects and stakeholders in the domain. The cluster covers a wide variety of activities and technologies. The cluster covers a wide variety of activities and technologies The guiding principle is service provision across current boundaries. The subject being investigated 1.an international messaging between governments departments

Specific single department service improvement

Development of citizens' portal .

The cluster is sub-divided into three sub-clusters as follow:

Sub-Cluster 1: Best practice demonstration

Sub-Cluster 2: Service integration (web-wireless)

Sub-Cluster 3: Internal services

The document management system of F-Cities Cluster.

The project will be establish a pan – european open unified document management system for local governments and businesses,

1.Focusing on standards:

@ Which data should be registered?

@ What should the format be for documents?

@ how to enable document exchange between different institutions nationally and internationally

@ how to get acceptance for electronic document management (digital signature)

Multilingual open solution

The project supported by a multilingual technology, MetaMorpho on an Open Development Platform and it describes an efficient real-time comprehension assistance and machine translation method.

Combining the advantages of example-based (EBMT) and rule-based machine translation principles that features and innovative user-friendly interface has been built.

List of eGovernment Indicators March 2001 (approved by the European Council)

Public Services for Citizens
1. Income taxes
2. Job search
3. Social security
4. Personal documents
5. Car registration
6. Application for building permission
7. Declaration to the police
8. Public libraries
9. Certificates
10. Enrolment in higher education
11. Announcement of moving
12. Health related services

Public Services for Business
13. Social contribution for employees
14. Corporation tax
15. VAT declaration
16. Registration of a new company
17. Submission of data to statistical offices
18. Costums declaration
19. Environment related permits
20. Public procurement

Why Wireless Communication?

The technologies will be in the next years completely moved from desktop solutions to distributed WEB systems with different access including mobil devices. Fast developing in new technologies and knowledge management bring new request also on working with basic public and business information. The cities' information management will plays an extremely important role.

The main goal is to improve the functionality, usability and acceptability of future information products and services by citizens. It will be not possible without advanced technologies for the **management of information content** to empower the user to select, receive and manipulate only the information required when faced with an ever-increasing range of heterogeneous sources. The future cities information system will to have respect following request:

- Innovative forms and formats of digital content and associated development environments and processes, covering authorware, virtual and mixed realities, community formation, messaging, presentation and delivery, and integrating these into new services for an advanced European mediascape.

- Multi-sensorial, multilingual interfaces and virtual environments**:** human-human communication and human-machine/object interaction, based on radically new concepts combining language, speech, handwriting and other senses including vision, haptics, touching, etc

The future WEB based business developments will be in open sources solutions, distributed development and utilisation of Open standards. For future **communication with citizens** will be necessary to **design and development** of fully WEB based distributed GIS solution and to support new methods in **knowledge management and data access.**

Additional Service – eLearning Curriculum

How the citizens, the officers, the business people can using the online and wireless services of F-Cities ?

We need to create of an Online training material (e-curriculum) for the end-users (officers, citizens). The developed e-curriculum will be use the expertise of Knowledge Center of Naestved (Denmark) and Knowledge Linker (developed by SABEDU Ltd. -Hungary).

Summary

Who are the beneficiries of the project? The local government over Europe, the citizens, the officers.

The users will able to collaborate on cases and documents, creating pan organizational processes and ensure that the legislator´ s requirements on responsiveness and transparency in processing are met.

The Future cities information system will to have respect following request:

- New models, methods, technologies and systems for creating, processing, managing, networking, accessing and exploiting digital content, including audio-visual content and, generally, multimedia content.
- New technological, management and business models for representing information, knowledge and know-how.
- Work should cover all project types, including validation, take-up, 'concentration' and standards.
- Ensure reliability of public information sources to be accessed.

Partner search

We are already have a partners from different European and National organizations , (e.g. via PRELUDE -ELANET), governments, municipalities, IT companies…

We are looking for a new partners from EU member states and CEEC : regional and local governments, mobile operators, telcom companies, content developers etc.

Democracy and territories: regions and cities for an interdependent information society

Veronique Kleck, director of cities e-world, world summit of cities and local authorities
on the information society – Lyon, France

The evolution of our systems of communication questions the heart of our democratic systems. Today speaking about crisis of the representative democracy seems a banality, thus information technologies can contribute to the renewal of a blown citizenship.

Territories and world governance

Our representative systems today need to deeply nourish citizen participation. An active citizens' implication into the "city-life" – referring to citizens' participation into the district, the city, the State-Nation or Europe – can develop our democracies.

By observing the uses of the Internet to the service of the local democracy, the exercise of the political power seems more and more frequently questioned.

Today, regions and cities are the most adapted spaces for the experimentation of these new democratic forms. We can see new experiences growing everywhere around the world: committees and neighborhoods councils, municipal extra commissions, participative budgets, citizens consultation procedures, modernized administration and closer to the users, networked schools, participative sites associative etc. But this social innovation and policy which is observed at the local level does not exist yet at the international level, within the authorities of political and economic regulation, the UNO system or the democratic deficit is even more shouting. And this makes these authorities impotent to solve the complex economic, cultural and social problems.

In this context, the United Nations decided to devote a world summit to the stakes related to information and communication technologies. From December the 10th to December 12th 2003, will be held in Geneva the world summit on the information society organized by the International Telecommunication Union.

This summit intends to pull these technologies out from the hands of the experts and to use them to face the great questions tackled in the preceding summits of ONU (demography, ecology). Indeed, the international community needs, more than ever, to take over collectively the great stakes related to the information society and especially to make them a subject of public service.

As a consequence, this emerging questions meet the general interest and the common good: Do information technologies contribute to others collective organization systems, within public, national, international space - as within companies, associations, civic and social movements? Do they take part in the spring of new fashions of economic production, leading us to reconsider whole sides of our legal systems? Can they be used as levers with the installation of more interdependent, more creative and more open companies? Can they contribute to models of development in the countries of the Southern Countries, respectful of the population's needs and cultural diversities? Thus, for the first time in UN history, this summit would be a real workspace not purely intergovernmental but multistakeholder, that is to say associating governments, representatives of the private sector and actors of the civil society.

Where are we today? Within the framework of the preparation of this summit, we are working traditionally, for instance, as often happens in these cases, and Johannesburg was a recent caricature of it: while experts are consulted, chancellors negotiate, State Heads declare in front of the media, companies send their lobbyists, ONGs express their deep dissatisfaction. ONGs will logically be led to think about a counter-summit where they will be able to say without lying that they have not been listened to.

In the inventions of these new democratic forms combined to new cultural practices and appropriate technologies, regions and cities can bring a real expertise on a world level. Thus, they can be active in the international scene and to the invention of new forms of democratic governance. This

is one of the wills of the first world summit of cities and local authorities on the information society which will be held in Lyon, December 4th, and 5th 2003.

The dynamic of the world summit of cities and local authorities on the information society

Of course neither 1 or 10 summits can bring answers to the basic problems stated higher. But a summit can open spaces for public discussion : Prague's conference and Lyon'summit and all the meetings which will want to enter in this dynamics of dialogue, must help us to think the transversality of this information society.

Thus we need to combine our experiments and our forces between regional authorities and municipalities to allow the process to bear all its fruits and to carry out till the Summit of Lyon in December 2003.

Within the framework of the preparation of the World Summit on the information society, cities and local authorities are actors with whole share in the information society at the sides of the States, of the members of the civil society and the private companies. The Summit of LYON constitutes, as well as this meeting in Prague, one privileged moment in the process of international dialogue on the information society. Under the title : "To democratize the information society : innovations and strategies for action", the Summit of LYON is a world crossroads of valorization, information and privileged exchanges of the cities and local actors of the whole world. More than 500 representatives of the cities and the local actors of all the continents will meet in LYON from the 4 to December 5, 2003.

The objectives of the Summit of Lyon are three :

- To make known and to develop the initiatives as well cities as local authorities but also of the communities and networks citizens on all the continents. The uses of these technologies will be exposed while paying a detailed attention at the rural cities and Southern countries.
- To facilitate the birth of a collective word by animating spaces of discussion about the political stakes carried by these practices. The principle of confrontation and dialogue between all the actors of these information society in construction will be with the heart of Lyon 2003. The Summit of LYON hopes among its objectives to develop a proposals' platform of the cities and local authorities for the world Summit of Geneva.
- To push forward to the creation of a network of actors and experiences, to examine and evaluate the various models, to identify the tools of this vast building site and to develop the co-operation between cities, working with existing international cities' networks.

Our common adventure start today, to built together an information society for all, for the people first !

You hope to have the pleasure to see you all in Lyon next December !

Experience and Future Plans in Creating an Interactive Public Policy in Lithuania

Dr. Nerutė Kligienė, Institute of Mathematics and Informatics, Vilnius, Lithuania

Summary

Fig.1. The logo of the e-consultation on Lithuanian strategy development, created for this project

An information system is created at the Institute of Mathematics and Informatics and applied for online consultation on *A Long-Term Strategy for Lithuanian Economic Development in 2001-2015*. It is the first Lithuanian effort in electronic community consultation put into practice on the special website www.svarstome.lt enabling a topical public discussion with experts. Each visitor can read prepared documents of strategy and expres his opinion online. Experts in 14 specific strategies (i.e. *Economic Integration, Finance, SME, Communications and Informatics, Agriculture,* and so on) had an opportunity to react to public opinion and to improve the strategy. IS is applicable to effective online consultation in many other fields.

Keywords*: e-democracy, online consultation, interactive information system, public opinions.*

Introduction

The first Lithuanian effort in electronic community consultation was put into practice [1] on the special website http://www.svarstome.lt at the end of December 2001. It is a product of the Lithuanian government's commitment to using the Internet as an interactive consultation tool for encouraging public comment on *A Long-Term Strategy for Lithuanian Economic Development in 2001-2015*. This strategy has been prepared by groups of experts from November 2001 to March 2002. The whole strategy was divided into fourteen specific strategies, such as: *Economic Integration, Finance, SME, Communications and Informatics, Agriculture, Environmental Protection* and so on.

Experts in each field have prepared a project of specialized strategy which has been presented for public consultation on this website together with a short background summary and a series of questions to stimulate debate. A list of experts has been added to each strategy document. Then it is up to the visitors of this website: to study the documents, post their comments interactively, and answer questions from the experts. The language of consultation is Lithuanian, only a Summary of this website is provided in English.

It is interesting to notice that the European Commission had launched a similar thing – an open consultation on e-Economy a bit later. A wide-ranging online consultation on the EU policy agenda for helping European enterprises to take full advantage of the e-Economy was open from 1 February 2002 (closed 15 April 2002) on the enterprise pages of the European Commission's EUROPA web site. An open European consultation was launched with a view of gathering opinions and recommendations.

The Commission received 25 detailed contributions from academia, industry and associations. They confirmed, in general, the relevance of the analysis of the Commission and provided timely and relevant information for the preparation of the Industry Council of 6 June 2002 and of the new *e*Europe 2005 Action Plan. Further information on the e-Economy in Europe and on the consultation can be found at [2].

European countries have not the same progress in development of e-democracy. For example, in UK the public consultation is obligatory since January 2001, the principles and Criteria for effective consultation online has been developed there [3].

The Aims of Our Project

The Lithuanian government and developers of *A Long-Term Strategy for Lithuanian Economic Development in 2001-2015* wanted to know public opinion in order to:

- Involve citizens into solving important questions
- Get proposals, remarks and to improve a strategy under creation
- Find alternative solutions to urgent problems
- Give a lesson to governmental institutions of transparency and openness to public
- Determine the level of knowledge and understanding in the community of the questions being considered

Our **long-term goal** was to promote e-democracy: to build trust in the transparency of government actions and to establish a connection between citizens and decision-making as a core democratic value.

Target Audience

Experts in various fields, the academic community, and people concerned about the future of Lithuania were our target audience. Therefore, the advertising campaign for this effort consisted of personal letters, calls to specialists, banners on the websites of all Lithuanian universities as well as many government ministries, and information on the website of the Lithuanian Parliament.

Lithuanian scientists working abroad in the world-known science centers participated actively in online consultation, that is a rather strong argument in favor of an interactive e-democracy development. It enables to collect opinions effectively in spite of long distances and asynchronous events.

Opportunities for Experts

The experts preparing *A Long-Term Strategy for Lithuanian Economic Development in 2001-2015* had an opportunity to know the online opinions of other experts and of various interest groups from the general public. They also have the modern tool of ICT to moderate discussions and to modify information published online. Wherever they are, they had online access to the database of this website, protected by a password. They can edit or add new information and move a posting from the website publication area to their archives. Although not many experts (approximately only 30% of experts) have used the opportunities provided by this modern ICT tool.

The Structure of Website

The website www.svarstome.lt is in Lithuanian therefore its structure should be explained for interested foreign visitor. The main menu consists of: *Home, Goals, News,* and *Search*. The menu on the right of screen is for choosing a topic for discussion: *General Strategy, Economic Integration, Finance*, and so on. The submenu of each topic includes: *Important to Know* (The User Agreement)*, Discussion, Consultation Results*, and *Archive*. The Archive contains all online consultation material: questions asked by experts and answers received, opinions expressed by visitors as well as the versions of strategy documents – proposed and finally adopted after consultation.

Important Features

- The consultations conducted are topical, relevant to the strategy under creation, and useful for everyone: the public, participating government departments, and the experts preparing *A Long-Term Strategy for Lithuanian Economic Development in 2001-2015*.
- The discussion between members of an online virtual community is open and uncensored, and the results of the participation are immediately seen online.
- The consultation concludes with summaries by experts of the opinions expressed in each specific topic.

- The information system created to run this web site has been modified to solve other problems in different fields of community activities, enabling a topical public discussion with experts.
- As examples of further applications should be mentioned: the reform of the education system in Lithuania, creating and discussing Lithuanian terminology, social security questions.

Some Statistics: the Advertising Campaign and Results

Various channels were used for information spread: Internet portals, press, radio, personal letters to other experts, organizations: NGO, political parties, E-mailed information to persons. Other means of information spread such as banners, numerous calls to specialists have been used extensively.

All together the spread of information reaches **922** units sent expediently during the active period in consultation. This was our effort in bridging the digital divide, which exists in Lithuania. The Internet penetration in Lithuania that time was around 11% (evaluated as a percentage of total population). We tried to reach as many citizens as possible using various information channels. Focusing on the specific economic conditions for use of Internet in Lithuania, the following factor should be mentioned. The latest data provided by InfoBalt 2002 on the Internet penetration in Lithuania shows that it has jumped from 11.2% at the winter 2001 to 21.3% at the summer 2002. At the same time the increase of ICT market, evaluated by 20% (1.23 billions $, 2001 year) will reach 30% (2002 the data of the "InfoBalt" Association). But there is no visible change for users: they face the high cost of network access (in average evaluated as 10% of a middle-level salary per month). The monopoly on communication channels in Lithuania ended from the beginning of the 2003-year and therefore lower cost of network access can be expected because of competition among emerging new service providers.

When the first round of consultation ended, at the 31st January, we had: **6,230** visitors at the www.svarstome.lt, **2,617** of them unique, **30,694** hits and **210** postings from **157** different respondents. Notice that the online consultation, organized by the Commission, mentioned in the introduction of this paper, received 25 contributions. In our case also not all topics had active discussions and got numerous postings. The leaders of discussion have been the following topics: Power Engineering, Communications and Informatics, and surprisingly – Agriculture. Before starting this online consultation it was not expected that online discussions could be "hot" in the field of agriculture (because of a digital divide declared everywhere). In reality the SME sector was surprisingly passive while the people from agriculture were active – so our preliminary expectations were not true.

It is useful to compare the **resulting 210 postings** with **the efforts done: 922 units** of information sent expediently and the **6,230** visits received. The number of visitors what visited the web site more than one time is equal to **6,230 – 2,617 = 3,613.**

Let us evaluate some "utility coefficients", derived from the first round statistical data:
210/6,230 = 0.0337 – the rate of visitors activity - 3% (# responses / # visitors)
210/922 = 0.2278 – the rate of gained responses (# responses / # information sent)
30,694 / 6,230 = ~ 5 – an average # of hits per visitor.

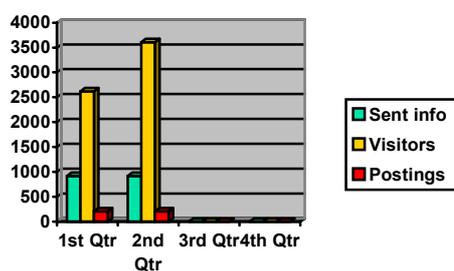Fig.2. The results of first round of consultation: the number of visitors (yellow) compared to postings received (red) and number of information items sent expediently (green)

This trial was running until the end of March 2002 but the website was not closed -users can read documents and opinions as well as watch if public opinion was taken into account by experts preparing the final version of Strategy.

The Latest Statistical Data

This interactive website had active and passive periods: attracting actively users - during online consultation process and passive – rising awareness about interactive public policy and concrete results of creating long-run strategy of Lithuanian economics.

During one year of running interactive website we had **23 390** visitors, **10 420** unique among them, **103 707** hits (data 29 January 2003), more than **300** postings received.

The Lessons Learnt - Evaluated Success Factors and Some Weak Points

The main success factors can be ranged as follows:

- Commitment of experts to ask public opinion and take it into account
- Potential respondents have to be informed about a possibility to express their opinion.
- The process of consultation has to be transparent and open to public.

In our case we evaluate that the commitment of experts was rather low, but potential respondents were informed rather well about a possibility to express their opinion as well as the process of consultation was transparent.

There were also two features what can be counted as an unexpected success: (i) Citizens become involved in solving important questions and expressing their opinions even in such complicated area as a long-term strategy for economic development was;

(ii) Moderation process was easy and almost unnecessary: no one posting has to be moved from the publication area because of violation of any rule of publication set in the User Agreement.

The lessons learnt show also some weaknesses of our project. Firstly - it is evident that timing of consultation was too short, not sufficient time has been planned for preparation, consultation, and summarizing the results. Secondly - commitment of experts to prepare additional materials and to ask public opinion in such short time was not sufficient. A series of questions, created by experts, what have to stimulate debate don't prove it to be very effective. Users often were more inclined to express their own opinion rather than answer the questions asked by experts.

The Experience Accumulated

Runing another online consultation, the properties what should be kept are:

- The permanent support from the Governmental institutions and their commitment
- The discussion – open and uncensored, and the results of the participation immediately seen online
- The advertising campaign should be even more intensive

But there is several factors what should be changed in order to foster a success:

(i) more time should be planned for preparatory steps, consultation, and concluding phase of consultation; (ii) experts and other people involved need more incitement, support and training.

The information system created to run this web site has been modified to solve other problems in order to be applicable to wide range of problems to be discussed online.

Conclusions

- The consultation **was successful** in spite of rather complicated topics of consultation as *A Long-Term Economic Development Strategy* was
- **The support of LR Government** was necessary and was leading to success
- Such kind of consultation have to be oriented to highly qualified professionals and requires a lot of commitment from all participating people
- The advertising campaign was more effective when focused on personal addressing
- **The experts** have a big additional load and need to be supported and trained in this new area in advance
- The rate of **visitors activity** was rather low – only **3%** of visitors become respondents, but it is not bad result if compared with other EC results

- The most active discussions were held in several topics, namely, in: Communication and Informatics, Power Engineering, Agriculture, Industry
- The top question was in the Power Engineering: "How do you see a future of Lithuania after closing the Ignalina's Nuclear Power plant"?

The last conclusion demonstrates that the problems what are urgent for community are the most favorable topic for consultation/discussion. The number of answers to the question about the Nuclear Power plant has been a leader during all time of consultation.

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Support for automated publication of information

Oldřich Kužílek, free access to information adviser

The project entitled "Right for Information" collects verdicts on provision of information. Most frequently occurring among 25 verdicts (published at www.otevrene.cz - the server succeeding www.ostosest.cz) is that a municipality loses a dispute concerning information as a result of incorrect procedure. As a rule, it concerns an incorrect form of answer, whereby the decision form with the determined requisites is missing. In other cases, authorities lose a dispute because they do not adhere to deadlines or do not take into consideration that even sending an informal letter has a legal impact, similar to the issuance of a decision. Also frequent is incorrect use of personal data protection as the grounds.

Recently, new possibilities of promoting openness of authorities have emerged. To date, such attempts have taken place at the level of a political decision of a municipal representative, implemented by more or less intuitive and ad hoc measures for provision of information and involvement of the public in decision-making. However, I want to highlight the possibilities at the organisational level, in control of procedures and its software support. Authorities that have decided to carry out transformation change their strategic management in such a manner that political will is, with keeping friction to a minimum, transferred to the executive branch – the authority. The fundamental idea is understanding individual sections of the authority as implementers of the process of adding value to unambiguously defined inputs – "products" of the authority. In this connection, in the authority decision-making procedures are analysed, a procedural map is created, the information feasibility of individual decision-making and administrative procedures is monitored. Detailed procedural cost-benefit analysis originates (possible financial benefits of redesigning individual procedures are analysed), a "Balanced Scorecard" – the methodology of creation, balance and parameterisation of individual strategic goals - can be applied[5]. The project's purpose is changes in management, links and use of automated data processing primarily in order to simplify administrative procedures and to save finance. At the same time, also originating is a unique and essential chance for direct implementation of the **openness policy.**

In practice, this approach is important for clarification and, especially, simplification of the procedure of publishing information from sessions of the boards of representatives, councils or committees and commissions. It is common at the present time for there to be chaos at municipal authorities when it comes to what is disclosed from these sessions and how. The worst example of these absurdities is the procedure of Deštná municipality where due to erroneous application of the Act on municipalities a member of the board of representatives has fewer rights than a person who is not even a citizen of the municipality. Unfortunately, the respective court even confirmed the status, thus coming into conflict with verdicts of several other courts. It will be upon the judicial system to unify its opinion. Some municipalities, for example, refuse to provide copies of the council's meetings to its representatives. Thus, they incorrectly interpret the Act on municipalities as a reduction of the right for information, whereas this Act brings extension of this right to municipal representatives and citizens.

In specific terms, it means that materials discussed by the council and other municipal bodies can be as early as during their standardised preparation by the authority's employees supported by software that adds identifiers to individual sensitive materials. The identifiers then automatically adapt documents to their provision in various situations. Combination of the Act on municipalities, the Act on personal data protection and the general Act on free access to information results in situations, whereby information must be provided to a non-citizen in a different (more general) form than to a citizen of a municipality, not to mention a member of a board of representatives.

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[5] *For example, see the Management project implemented by the company A-21 at the Prague 1 Municipal Office.*

The following specific example shows this cascade-like form of information processed for a council's meeting (in brackets also marked by identifiers):

- The Municipal Council discusses remission of rent arrears in a socially reasoned case. The **minutes** from the session contain full identification of the person, description of the problem, resource with the data on social situation, brief record of the raised arguments, record of voting. The **resolution** contains full identification of the person, type characteristics of the problem and proposal for decision, record and/or result of voting. The resolution may have the **version** inspected by the municipality's citizens who are not members of the Board of Representatives, in which only the initials of the person's name will be stated.

- A member of the Board of Representatives has the right to familiarise himself/herself with the entire document (both the minutes and resolution) without any limitation, on the basis of the Act on municipalities.

- The municipality's citizen has the right to familiarise himself/herself only with the Council's resolution, without submitting an application, through inspection in the anonymised version (for instance, only initials will be stated, if it suffices for real anonymisation), on the basis of the Act on municipalities.

- A non-citizen of the municipality has the right to familiarise himself/herself with the information through submitting an application and with the procedure pursuant to Act No. 106/99 Coll., while the person's data will be anonymised.

- If within the framework of its openness policy an authority publishes its decisions (in the media, on the Internet), it can disseminate the stated information only to the same extent as for a non-citizen.

When analysing the procedures of decision-making and preparation of working papers at the municipality, it is possible to prepare similar documents with regard to this information aspect and include in them the automated form of their versions for various circumstances of provision. Maximum information openness, virtually immediate publication on the Internet of documents discussed by municipal bodies can then be an absolutely simple, "two-click", operation. At the same time, legal protection of sensitive information is not breached.

Effective public services based on the citizens' needs

Heikki Lunnas, Development manager, Association of Finnish Local and Regional Authorities, Finland

E-government is much more than web-pages

Local e-government encompasses:

- **e-service**: improving the interface and relation with customers
- **e-commerce**: handling cash transactions and procurement
- **e-policy**: making public interest decisions better informed
- **e-democracy**: extending political dialogue along with citizen and community engagement
- **e-management**: improving the management of people and resources
- **e-infrastructure**: developing technical and operational structures that underpin all the elements of e-government

As such, local e-government is more than just electronic service delivery, important though this is. Rather, local e-government entails a 'root and branch' restructuring of local government services and democracy, that is both a consequence of reforming government and a major enabler of transformational change and improvement. (Improvement & Development Agency (IDeA) and the Society of Information Technology Management (SOCITM) 2001: Local e-government now)

Also the main problems are not technical

- Insufficient integration of IT development with the agency's mission and financial planning
- Need for proven models for online services and for their technical implementation
- Spotty understanding of IT's potential by management
- Lack of know-how in IT's application and integration on the part of development personnel
- Inadequate coordination between central government and municipalities in the design and implementation of online forms used in interactive services, resulting in fragmentary service provision and duplication
- Uncoordinated development and insufficient resources of online services in the social and health sectors, considering that investments in this field could yield very large benefits
- Insufficient joint use of information collected by public authorities even where privacy considerations would allow data sharing; the national base registers (population, enterprises, etc) are not utilized to the full extent
- Disappointing progress in establishing government joint service points or "one-stop shops
- Lack of a uniform pricing policy for online services
- There are scant actual possibilities for citizen participation, even though technical prerequisites are present
- Administrative services are often difficult to locate despite a growing number of service portals
- Inadequacy of available service quality criteria
- Poor availability of networks, particularly broadband, in remote regions
- Slow progress in services using strong authentication
- Lack of political guidance
- Weak coordination at the level of overall public administration
- Inadequate financing of centralized development projects
- Poor effectiveness of the public administration IT standards recommendations (Finnish e-government action plan 2002-2003)

Principles in the development of efficient public services based on the citizens' needs

- Information technology investment in the traditional services and service channels is the main priority, not only for the efficiency but also when meeting the needs of the customers
- Precondition of the multichannel services is a consistent and stable IT-architecture, which allows the change of delivery technologies without any extra costs. The usability of new technologies (digital TV, 3G mobile) depends on their ability to deliver services, which are originally developed for Internet
- Implementation of physical one stop shop points is the key element of good public services. Internet services are self-service solutions and interfaces of those applications used in the offices
- Wide use of customer information is good for efficiency but it must be well balanced with the privacy needs. The customer must always be the owner of her/his personal information
- The information on the needs of the customers (as well who the customers are) must be daily updated. The feedback information process from the customers to the government is important part of the local democracy
- The citizens' need is to have more proactive supply in the services instead of filling the forms in Internet

Innovative ICT and eGovernment development projects

Jozef Orzel, Member of the Board, Cities on Internet Association, Poland

Development of information and communication technologies and its application in local and regional administrations work is top priority, especially for candidate countries in their tasks of reaching the standards of administrative services offered in leading EU member states. One of the ways to do so is participation in European ICT research and development projects and cooperation with major European and International ICT players and stimulation of initiatives aimed at building more ICT-enabled and knowledge-based societies and encouragement of e cooperation of local governments, SMEs and citizens.

A presentation will give a short overview of current projects being developed in Poland. The presentation will focus on initiatives, which main tasks involve development of the portal and other ICT solutions (projects: *MAP* and *Visual Admin* being carried out under 5th Framework Programme), creation of eGovernment and eDemocracy initiatives (***Development of Master Plan for eGovernment in Poland*** - bilateral project funded by Polish – Flemish Fund), and content driven initiatives (***Poland Development Gateway (PlDG)*** – project financed by the Development Gateway Foundation (from World Bank Group) is envisioned as an Internet portal on development issues, from which users will be able to access information, resources, and tools, and into which they will be able to contribute their own knowledge and experience).

The need for a substantial shift in IS policy

Olivier. F. Pascal, Deputy Head of Unit, European Commission

While eEurope 2002 has resulted in progress primarily related to the access to ICT, the eEurope 2005 action plan has adopted a more focused approach by targeting the **stimulation of secure services, applications and content based on a widely available broadband infrastructure.** However, even though the economic down turn is slowing down progress across the board, there are signs that this process is unevenly spread across Europe and that this could exacerbate the socio-economic differences between « the haves and have nots ».

The last 2 reports on social and economic cohesion confirm that some regions are progressing much faster than others are and that the gap is widening considerably. This effect will be even greater in 2004 when the candidate countries will join the Union.. This tendency is confirmed by the latest study[6] on IS actions in Structural Funds, which reveals that:

- Even in most developed regions it is increasingly evident that market forces are not delivering ICT services or infrastructure outside large urban areas. Broadband access being a primary eEurope 2005 objective, there is a need for public support of investment in certain less populated/rural areas where market failure impedes market actors investment, although this support should be compliant with telecommunication regulations and competition rules.

About half of the regions do not to identify IS as a clear political priority. In some cases this coincides with an IS vision as a more technical linked to efficiency rather than a strategic issue linked directly to regional/national development. This is reflected by the absence of a clear responsibility for IS policy which is often split among different departments.

- Regional/local initiatives need an high level of national co-ordination in order to adopt common solutions, common standards and avoid the risk of "reinventing the wheel".
- National and European IS policy needs to be flexible and leave enough room for manoeuvre enabling regions to cater for regional specific priorities and solutions (e.g specific support actions for SMEs);
- Regional weaknesses in IS planning tend to coincide with regions that are least able to exploit innovation and new technologies, that tend to be more risk averse and favour traditional forms of investments to overcome their structural difficulties;
- Information society investment tends to be dominated by supply-side measures with too little attention paid to stimulating the demand for ICTs particularly in terms of building a critical mass of users alongside the building a critical mass of applications.
- Furthermore, IS can represent an opportunity but also a threat to employees particularly when IS is presented simply in terms of efficiency gains and not as a strategic restructuring of the operations of an organisation leading to the opening of new job opportunities, with a well supported career development structure.

The findings of the study lead to the conclusion that there is a **need for the constitution of a more coherent framework for regional IS policy** and to formulate an approach to indicators and benchmarking (particularly for ICT demand) that are better related to regional development. From here the need arises for a better 'mapping' between *e*Europe indicators and the priorities of regional development and cohesion in order to reflect the idea that IS is in effect at the service of individuals, enterprises, communities and regions. The development of this framework needs to be sustained by specific coordination and support actions for regional and local players that are gradually acquiring new responsibilities not just in terms of the implementation but also in terms of IS policy. For instance, a European wide action devoted to the coaching for regional/local players supported by an appropriate benchmarking system could go a long way to ensure better IS planning, the adoption of common standards, common solutions and approaches as well as secure a more direct participation of these actors to European IS programmes (6FP, e-content, eRegio including the development of the

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[6]*Thematic evaluation of the Information Society, Technopolis October 2002*

European Research Area). Existing regional and Local Networks (eg ERISA, Elanet, Telecities etc) have already expressed interest in supporting such an activity.

priority areas for IS policy at regional/local level

IS policy development at regional/local level could focus on the following 7 priority areas, where there is a specific role for regional/local authorities[7] :

- infrastructure access, in particular broadband
- local e-government
- regional benchmarking
- regional networking
- diffusion of IS at global level
- enlargement
- research and innovation strategies

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[7] *See Powerpoint presentation for more detailed description of those issues*

e-Government in the City Hall of Gdansk

Wieslaw Patrzek, Proxy Mayor for it, City hall of Gdansk, Poland

Introduction of the City of Gdansk
Basic description of the city.

Information Society in Poland
Legal framework for creating basis for Information Society in Poland, objectives and development of this strategy, adaptation to EU directives. Implementation and development of the IS idea in administration.

Opportunities and obstacles on the way to Information Society
IS solutions should: be accepted by the people, not create socio-political problems, contribute to the political, social and cultural development, not only economic development, contribute to higher quality of life.

Opportunities: development of a new quality of social life, sustainable regional development, better education, easier overcoming infrastructure barriers, new professional start-up, transparency and quality of administration

e-Government: a strategy for Information Age Government
- Citizen-focused government: Convenient, secure.
- Accessible electronic services: Internet, digital TV, mobile phones, call centres.
- Socially inclusive: Language, disability, limited mobility, income.
- Better use of information: Policy, service delivery, efficient working.
- "e-Gdansk", an electronic, local government umbrella project initiated by the City of Gdansk Administration to stress the role of ICT in dealing with citizens' needs.

e-Government - Service Delivery
- Old model: Information System- Government Agencies - Citizens, Business
- New Model: Government Agencies - Information System - web interface - Citizens, Business

Future of e-goverment in Gdansk
- Public-Private Partnership
- More interactive approach
- Further introduction of new technologies
- District and citizens-oriented VORTALs
- Voting via Internet
- Allowing to handle any services with the Municipality through the Internet
- Distance learning

Citizens' Digital Learning for Employability
Gdansk's participation in SOCRATES PROGRAM /2000 - 2006/ which aim is to create European dimension in teaching and enlarging the circle of personal experience by knowledge on other European countries. Socrates programme helps to develop a feeling of unity with Europe and with adoption to new society and economic conditions in the perspective of new united Europe.

Gdansk: Co-operation/Project Facility/Innovative Actions
TeleCities Network, European Digital Cities, EuroCities, Global Cities Dialogue, The Union of the Baltic Cities, VASAB 2012, Baltic Sea Tourism Commission, International Cities and port.

Local strategic partnership
Co-operation with local SMEs, academic and other public institutions.

„Ratusz" - Integrated City Management System in the City Hall, Gdańsk
Detailed structure of computer city management system, achievements and development.

GIS – Geographic Information System in the City Hall of Gdansk
Implementation of the system in Gdansk, its components and solutions; data management and analysis for the needs of the city.

"GDASKON" – New Gdansk computer information system for the disabled people
Project of the Municipality of Gdansk together with Technical University of Gdansk aimed at adapting the city to the needs of the disabled people; application designed to help the disabled in finding the optimal way between two given locations in the city taking into consideration all the obstacles and conveniences; problem of special interfaces; information internet portal for the disabled as a part of municipal internet service; usage of GIS solutions in the task; preparation for creating WebCallCentre for the disabled.

Integration of GDASKON with the municipal GIS

Website of the City Hall of Gdansk: www.gdansk.pl
Introduction to one of the best municipal web services in Poland; thematic sub-services; directions of development.

Integrated Emergency Services System
Implementation of the new Rescue Centre making use of integrated computer and communication systems, co-operation of the city with police departaments and fire brigade.

Self Service Kiosk Network for eGovernment and Public Service, ZMOS

Ján Rapan, Sales Manager, Printec Slovakia, spol. s r. o., Slovakia

Introducion

Information kiosks is the worlwide trend in public comunication with self-government.
These solutions offers the complex services for:

- public information
- public service
- feedback to self-government
- decreasing of the departments costs
- resources of a revenues

These was conditions of ZMOS (Slovak Association of Cities and Vilages) for impementation of a electronic public communication.

What was in the beginning of project for ZMOS

Existing Interest In Kiosks

Department costs decreasing, Interest about information after attendance hours, High availability, Secure access to information center, Service for everyone.

Existing Financial Resources

Interest of commercial and non-commercial groups, State support, Own resources.

Unfit Technology

Many kiosks are working as stand alone equipment.

The kiosks provides information:

- without online modification
- without remote control
- without safe technologies
- and they provides only information
- without card payment or basic card payment (card owner can pay only within his bank)

ZMOS Project Target

Information Providing

To provide complex information for public sector.
        Review of all available datas, public subject can follow the internal process within the office Information about arrears and another payment jobs.

High Speed Payment

To provide complex payment services through the payment card systems. To speed up the payment without cash.

System Costs Decreasing

Costs decreasing through sale or rental of kiosk space (banners, advertising, other payment services, …).

Feedback from the public

The feedback for next solutions or change of present status.

Low installation and operating costs

Easy and quickly activation process.

Economy for ZMOS

All in one price

Long-time review of system costs.

Direct costs

Direct costs into accounting.

Proposed solution for ZMOS

Independet

Solution independent from your company information system with data migration.

Solution independent from payment services. If you have got a payment card, you can pay for every kiosk`s services.

Dependence

Electric and ISDN or LAN/WAN outlet.
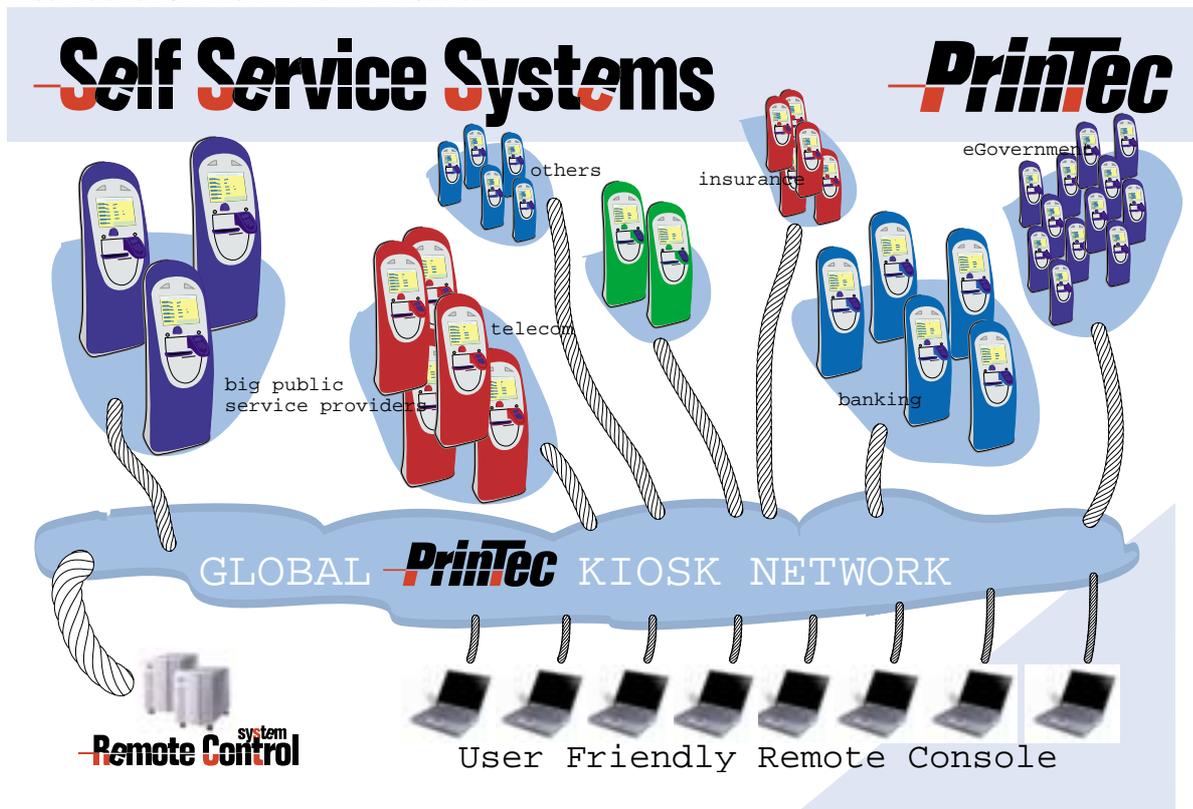
5. Summary

Solution Advantages:

- Remote Control Systems – We know about all the kiosks needs.
- Multifunctional customers kiosks.
- Independent from environment.
- Complex card payment solution and complex access to banking.
- People identification systems or electronic signature options.

Our Solution:

Because the existing kiosk solutions works as information system only, we prepare a new *POS* (Point Of Sales) and *POI* (Point Of Informations) solution for:

- ZMOS
- Slovak Telecom
- Slovak Banks
- Slovak Post
- Gas Stations
- Slovak Customs Office
- Czech Telecom
- Czech Post

The operational programme for the information society – lessons from the Greek experience

Robert Shotton, Head of Unit, European Commission

The operational programme for the information society in Greece

- an example of an ambitious Objective I programme
- the starting point
- the ambition
- the budget

Institution building

- technical assistance
- business plans – getting the context right
- joint action plans between the centre and the regions
- IS Observatory – data and exchange of best practice

Experience so far

- supporting weak implementing organisations
- quality projects?
- monitoring and animation of implementation
- partnership with the IS supply industry

Lessons to be learnt

- how to manage the pressure to absorb credits
- the importance of institution building
- the wider context: the regulation of telecom operators

2002 Floods in Prague – the Use of IT and Territorial Data

Jaroslav Šolc, Head of the Strategic Department, Prague City Hall, Czech Republic

Abstract:

This contribution gives brief information on the extent of the floods in August 2002 in Prague and summarises the City experience with the use of information technology and territorial data in the process of preparations of flood control measures. Furthermore, it lists the provisions for functions of the information system and informing the City management and the general public in time of the flood crisis including the Internet application. The paper conclusions also mention ideas and inspirations for the future.

The Flood - Facts and Figures

In the half of August 2002 a flood that surpassed all expectations and historic records hit Prague. The flood occurred due to extreme precipitation, which came to the Czech Republic in two waves, first on August 6 and 7, and then namely in August 11 – 13, 2002.

The highest flow rate of the Vltava River reached statistical characteristics corresponding to a 500-year flood. The level of the third degree of flood-control activities, that is the state of danger, was attained in Prague - Chuchle at midday on August 12, 2002 (flow rate 1,500 $m^3.s^{-1}$). The flood culminated on August 14, 2002 at about 1 p.m. reaching the level of 785 centimetres at the flow rate roughly 5,300 $m^3.s^{-1}$. *For the sake of comparison: The long-term average flow rate is 145 m^3 per second, flow rate of a hundred-year flood is 3,700 m^3 per second, and at the famous flood in 1890 the flow rate was 4,000 $m^3.s^{-1}$.*

All units of crisis management and the Integrated Rescue System (fire brigades, police, ambulance service) were effectively involved in time of the floods. What became evident was the importance of preventive flood-control measures taken and built up since the half of the 1990s. The floods caused huge damage to buildings, technical and traffic infrastructure (electricity grid and equipment, water mains, gas lines, phones, roads, underground, etc.) but also to archives, greenery, etc. The struck that occurred to the City part of Karlín (Prague 8) and flooding of a great portion of the underground became a symbol. Owing to timely implemented measures (closures, construction of flood barriers, evacuation of over 50 thousand inhabitants, etc.) however, loss of lives was minimised. Besides of activities carried out by professional workers a wave of civic solidarity surged immediately in the Czech Republic.

In practise, the enormous importance of systematic preparations supported by experience gained in the Czech Republic within the floods in Moravia in 1997 as well as the importance of a quick available information when mobile communications and the Internet played a new role, was proven.

Preparations of the Prague City Hall for High Water

Prague protection against floods is a long-term and demanding project under development by the Department of Crisis Management of the Prague City Hall, which has not been completed yet. The decision on the application of a mathematical model made in 1996 was an important moment for the planning of necessary measures. Moreover, the Flood-Control Plan was redeveloped, foundations of a public early warning system (radio, television, sirens) were implemented, and first of all flood barriers began to be built. Valuable exchange of experience happened in between the cities of Cologne and Prague. The update of the Flood-Control Plan for 2002 was based, inter alia, on new legislation of the Czech Republic. This primarily means Act No. 254/2001 Code, on water and amending certain acts (so-called the water act) and Act No. 240/2001 Code, on crisis management and amending certain acts (so-called crisis act).

The mathematical model used for the simulation of effects of floods on the City territory and planning of flood-control measures was developed in cooperation of the Prague City Hall and the

Vltava River Basin Co. and the company of Hydroinform Co. It covers the entire inundation area of the Capital City (surroundings of the Vltava River and Berounka River). For the model development digitised map background materials of the City including orthophotomaps, digital model of landscape topography, and other data, which the Institute of Municipal Informatics of the City of Prague has been acquiring and administering on a long-term basis, were employed. Furthermore, for the need of the model river beds of the Vltava River and Berounka River were newly surveyed. The inundation lines calculated for various flow rates are projected onto maps and used for other purposes. *Note: The high water of 1890, till that time the largest flood that had been observed, was taken as a baseline for the City protection proposal.*

The model important benefit is the idea on time frame and course of the flood, accessibility of respective roads and bridges, etc. These outcomes were in practise employed for the organising of rescue activities. Other area of the model application is the land-use planning. In cooperation with the City Development Authority of the Prague City Hall and the Department of Development of the Prague City Hall inundation areas were determined, which then became a part of the Land-Use Plan of the City of Prague approved in September 1999.

The preparations also encompassed information dissemination and education. Here especially the exhibition „Climate and Floods in Prague - History and Present" (Museum of the City of Prague), which was on display at approximately a half of year prior the August floods. Other activity is the publication of the brochure „Prague 1 – Hundred-Year Water" issued by the Local Authority of the City District of Prague 1 in 1998.

Informatics during the Days of Crisis

Department of Informatics of the Prague City Hall

In time of the floods priority of the Department of Informatics of the Prague City Hall was to provide for work of inevitable technology infrastructure i.e. computer network and servers ensuring the basic electronic communication and information services. Yet because the centre of the Prague City Hall computer network (MagNet) and the communication centre of the City Hall network are located in buildings of the Old Town, in the area endangered by flooding, it was not an easy task to provide for. In time of power being cut off from the grid these buildings were powered from back-up power sources (diesel generators). In the night from Tuesday (August 13, 2002) to Wednesday the City Hall was evacuated and the MagNet operation was limited. Servers running web applications were temporarily located out of the area affected. Since Monday August 19, 2002 the recovering of the Hall activities in its own premises began. The operation of the MagNet network was also resumed including applications and databases the Hall employs for common works. At the end of the week the connection to the grid was back.

In time of the evacuation of the main building of the City Hall operations were provided for in the Crisis Centre in a building on Koruní Street and the Crisis and Information Centre in the Congress Palace were operable. There informatics workers also provide a substantial support for - providing for technology equipment, access to the Internet, special e-mail addresses, administration of databases of offers and demands for assistance, web pages on the floods, etc.

During the floods, except for other information channels, the Internet also found its use. In the City Hall News, administered by the Prague City Hall, provided for publication of hot news (www.praha-noviny.cz) since the very beginning. Later a dedicated server for the floods was developed (www.praha-mesto.cz/povoden) offering thematically classified list of information including, for instance, contacts, technical information, lists of evacuated persons, transport, offers of and demands for assistance, links and references to other sources, etc. At the end of August the part bearing information in English was running at this server and at the end of September an application presenting map information related to the floods was put under operation there as well.

A specific support that the informatics provided for the Crisis Information Centre was the use of spatial information including the analysis and development of map outputs. These activities were delivered using the technology of geographic information systems (GIS), digitised maps and registers

(orthophotomaps, register of street sections, boundaries of territorial units, register of basic territorial identification, localisation of address points) and furthermore using the outcomes of the mentioned flood model (inundation lines and flooding depths for various flow rates Q20, Q50, and Q100). Information technology found its use also in the making of the flood documentation employing aerial photographs of flooded areas of Prague taken on August 14 – 15, 2002 (IMIP, Geodis). During the floods and after spatial analyses were carried out for the purpose of making lists of affected streets and buildings. A similar sort of support to crisis management was also provided by the informatics of respective Local Authorities of City Districts (as GIS in Prague 4, for example).

Department of Crisis Management of the Prague City Hall
The Department of Crisis Management of the Prague City Hall plays the crucial role in the support to the City crisis management and development of preventive measures. Concerning floods and information technology the Operation Centre of the Crisis Committee of the Prague City Hall should be mentioned, further then the development of the flood-control plan, works on documentation, and co-ordination of flood control measures (see above).

The Operation Centre of the Crisis Committee of the Prague City Hall plays an important role within the Rescue and Security System of the City of Prague (ZBS), in cooperation with all its units (fire brigade, police, ambulance service). It has an autonomous information and communication system (from the company of ASCOM), which includes also modules for crisis management in time of floods. The system also employs digitised map data of the City.

The crucial part thereof is the above-mentioned mathematical model of floods enabling to determine the extent of territory affected by floods at various flow rates. Outcomes are created both in the map form and the form of lists of affected streets and buildings and provide valuable background documents for the decision-making on closures, construction of flood control barriers, evacuation of inhabitants, and other measures.

In the time of floods mobile communications proved their importance. Besides standard crisis-dedicated mobiles (Eurotel) nation-wide provided to the Integrated Rescue System (IZS), Prague has also an autonomous solution developed for internal communication of units of its own ZBS – municipal transmission system (based on TETRA standard).

The deployment of the ZBS and its information and communication instruments were fully tested and verified its functionality and effectiveness at the August floods.

Floods and the Internet
The Internet as a new communication environment, which was still at its beginning in time of the last great floods in Moravia in 1997, played a very beneficial role in August 2002. The public was this way kept informed not solely by units of crisis management and conventional media (for instance, news of the Czech Television that were granted an award for). Except for the providing of and searching for information on Internet pages, services of email were also extremely high used by all those who organised, required, or provided fast aid.

Internet users had a chance to use a number of pieces of information provided from news of Internet dailies to services of portal operators, public administration institutions, professional organisations as well as private sector. Concerning the Internet pages of the Prague City Hall see the text above.

The devastating deluge caused by nature element initiated a gradually structured and interconnected information influx of news, contact data, image information, official statements, professional information on weather conditions, traffic, energy supplies, and floods in general. The Internet also helped to facilitate demands and offers of humanitarian aid and numbers of accounts for flood aid.

Conclusions
Besides the systematic preparations, professionalism of those participating in crisis management and rescue system, dedication of citizens and volunteers, the use of information and communication tech-

nology also brought its part contributing to flood-control activities to cope with the extreme flood situation. It was undoubtedly demonstrated in practise that terms as the development of information society, e-government, or e-citizenship are not mere fashionable slogans.

Although many matters were managed owing to the previous preparations or spontaneous response of the information community experience acquired shall be duly evaluated and utilised for further works. A couple ideas, which are worth of developing in systematic approach, I dare put on the list below, of course, not meaning the list as an exhaustive one.

- Close cooperation of crisis committees and workplaces of informatics of public administration institutions.
- The use of updated digitised maps and other registers in crisis management (including data on hazardous premises located underground, for example sewerage systems, etc.).
- The use of mathematical models and interconnection of their outcomes with GIS, the application of GIS and territorial data in the development of flood-control plans in a digitised form.
- The connection to the Intranet/Internet, use of the Internet for preventive education and information dissemination among population under crisis conditions.
- The utilisation of mobile communication including transmission of textual, image, and map, and other documents, the use of public information terminals.
- The solution of information system security under emergency conditions (power, location of servers, data back-ups, recovery, etc.).

Experience sharing and exchange are certainly of great importance as well as promotions of good practices and cooperation in the new solution development. Not only in between entities of public administration and other organisations in the Czech Republic yet also at international level. It is fine that the number of such activities after August 2002 has been ever growing and that the conference ISSS/LORIS also contributes to these issues in its way.

Fig. Internet – Flood-dedicated server of the Prague City Hall
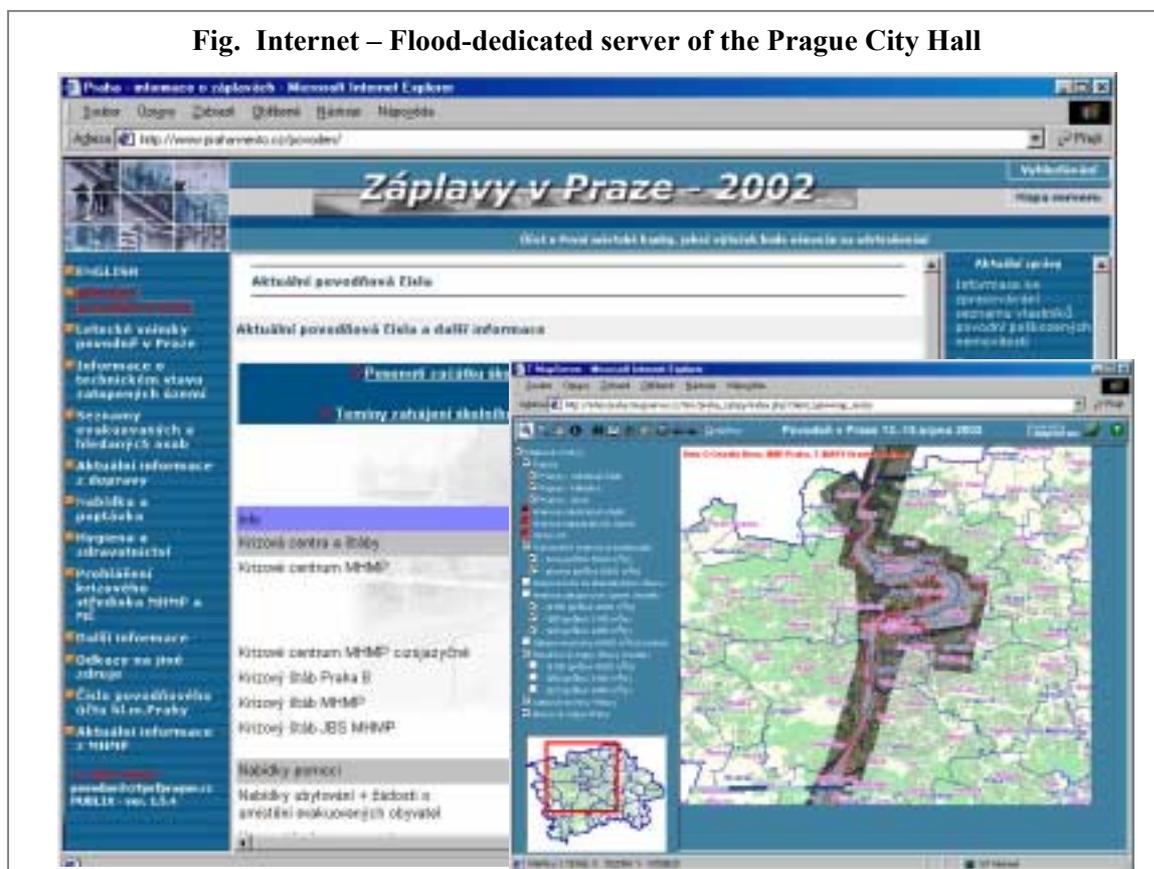
Public Administration Information Systems Standard and websites of regional and municipal authorities

Jaroslav Svoboda, Department of Public Administration Informisation,
Ministry of the Interior of the Czech Republic

Introduction

The paper attempts to evaluate the websites of regional and municipal authorities of municipalities with extended operation. Monitoring the websites of 14 regions and 205 towns gives an interesting overview of the information content of these public administration bodies.

At this juncture, it must be pointed out that the level of all websites has been continuously improving during the course of the monitored period. Their variety is interesting, however, often complicating the search for the necessary information on heterogeneous websites.

The evaluation criterion was accessibility of websites, compulsorily published information and description of procedures dealing with life situations pursuant to Act 106/1999 Coll., on free access to information, and the Public Administration Information Systems Standard (Bulletin of the Office for Public Information Systems No.7/2001).

Accessibility

When seeking websites of regional authorities, it makes things easy that all regions have uniform domain names (region-name of region.cz). In this regard, the respective references can be passed over within a short time.

Searching for websites of towns and municipalities with extended operation is very problematic, thus becoming an intensive detective hunt. On the one hand, there exist blocked domain names according to town names, which for some towns creates a problem with the name of their own domain. The possibility of registering implemented websites is not properly used. It can be understood that the name of the town domain can be published in the local media, but for those interested from another area, some towns require the exertion of specialist knowledge to track them down. Next to the town name, the **name_towns-town.cz**, **name_towns-city.cz**, **name_towns-net.cz** occurs. Little used is the possibility of indicating the domain **mu+name_towns.cz**. Another difficulty is caused by the use of various name abbreviations that are not common. Thus, it is difficult to seek such websites beyond the locality. The use of areas different from cz, for example **org, com, net**, is also problematic. During our first search in September 2002, we failed to find three domains from 205 towns. At the present time, one town lacks a domain.

This quest has confirmed the necessity to secure registration of domains (in search engines) alongside updating in the case of changes, or to secure in the website body (HTML document) the correct key words for search engines.

Information according to the Public Administration Information Systems Standard

The Public Administration Information Systems (PAIS) Standard (Bulletin of the Office for Public Information Systems No.7/2001) has been in force since June 1, 2001. By June 1, 2002, 12 months for the term permitted by law for its implementation and the setting up of a website had passed. In accordance with this Standard, each website of a region or town should contain a reference to **compulsorily published information** (pursuant to Act 106/1999 Coll., in the form according to the PAIS Standard). Item No. 13 should comprise a reference to the list of descriptions of procedures dealing with life situations of citizens. In practical terms, we realise that drawing up descriptions of procedures dealing with life situations of citizens is demanding, thus for fulfilment it is possible to refer to the websites of the Ministry of the Interior or other public administration subjects that have already prepared them. From the general viewpoint, it can be said that there are public administration bodies which have compiled a number of life situations and several regions and towns have shown interest in

this issue, representing assistance to citizens. In terms of purpose, a rule can be adopted that public administration bodies should only process those situations of citizens for which they determine conditions as a public administration subject. There also exists a municipality with 1,000 inhabitants, dealing with this issue, which has compiled life situations for its citizens for its own ordinances.

When evaluating regional authorities, it must be stated that the situation is good and continuously improving. Compulsorily published information can now be found on the websites of nine regions (only six in September 2002), while dealing with life situations is published by 12 regions (only seven in the administrative structure, of which two have reference to "Administration is not a labyrinth" - www.mvcr.cz). From the general viewpoint, this situation is positive.

Municipalities with extended operation fare worse in terms of meeting information obligations. Of the 205 towns, merely 31 state this information category, however, information is often incomplete and difficult to access (concealed in the structure of references etc). References to dealing with life situations are possessed by 25 towns, while only 10 have an outlined structure. Location is frequently considered by my colleagues to be concealed or hidden.

Conclusion

The above-mentioned confirms that employees of regional authorities are more careful when processing their presentations on websites. On the other hand, there are towns that can serve as examples of drawing up descriptions of procedures dealing with life situations of citizens not only in terms of their extension, but also very good content. Many towns underestimate citizens' knowledge of procedures that should help them in communication with authorities. Striking is the absence of compulsorily published data pursuant to the Public Administration Information Systems Standard even in cases when information is disseminated over the entire presentation structure and its concentration would only facilitate its rapid search and lucid arrangement allowing for better legibility. For this activity, it is not necessary to invest large sums, only to implement a table according to the standard, merely an organisational and technical operation. The table according to the standard also secures completeness of information pursuant to Act 106/1999 Coll. Evidently, more attention should be paid to education of public administration employees so that citizens are provided with information at a better level.

Literature used and recommended

- J. Svoboda: Practical examples from public administration websites. ISSS 2002 conference, Hradec Králové.
- J. Svoboda: Public information services and life situations of citizens. UDMS/MIS 2002 conference, Prague.
- Act No. 106/1999 Coll., on free access to information.
- Public Administration Information System Standard for publication of selected information on public administration in a manner allowing for remote access – 012/01.02, Bulletin of the Office for Public Information Systems, Year II, Prague 2001, Volume 7 of June 1, 2001.

Make The move to eGovernment – Citizens on-line rather than in-line

Ragnar Thorgeirsson, Director of Sales e-Government solutions, GoPro, Iceland

Brief introduction of the content:

To tell about two interesting eGovernment projects GoPro has been participating in, one in Denmark and Sweden but the other one in Estonia.The aim of those projects is to improve and re-engineer public services toward citizens and businesses i.e. by use of digital signatures. This is to fulfil increased requirements from clients at the same time governments are required i.e. through EU regulations and legislation, to increase service level to ensure the functionality of the bureaucracy as the basic element within the public sector as whole.

Make the move to eGovernment - Citizens on-line rather than in-line

GoPro traces its roots back to Reykjavík, Iceland in 1993. Within a few years of its inception, GoPro has risen to become not only one of Iceland´s leading software houses, but also one of Europe´s largest single providers of IBM Software-based solutions. In fact GoPro has been one of the leading providers of e-government software and services since 1993; with a proven track record of working with local and central governments and more than 40.000 users.

GoPro´s client base includes numerous local and central government organisations. A customer base that includes the majority of Icelandic local and central governmental institutions, Danish local and central ministerial governments, Estonian ministries and local Governments, Scottish and English governmental organisations and Swedish Local governments.

GoPro is currently participating in several EU funded project consortiums where central and local governments and private companies form i.e. Czech republic, Poland, Hungary, Estonia and Latvia are participating together with actors from other countries of Europe, mostly Scandinavian though.

We have finalised successful project like the ODA project together with the municipalities of Naestved in Denmark and Skurup in Sweden, IBM and few other actors. Also an interesting project is going on in Estonia.

I want to tell briefly about those two projects, but for more details and information on our company, products and projects please visit our stand in the exhibition hall.

The aim of those projects is to improve and re-engineer public services toward citizens and businesses i.e. by use of digital signatures. This is to fulfil increased requirements from clients at the same time governments are required i.e. through EU regulations and legislation, to increase service level to ensure the functionality of the bureaucracy as the basic element within the public sector as whole.

ODA – Open Digital Administration

Business Problem:

Previously, the employer submitted applications for sickness benefits on paper to the local administration in Denmark. Of the applications, 50% had to be corrected before they were transferred from the case-handler in the administration, to the conventional system handling the payment of sickness benefits.

Business Solution:

ODA - Opening Digital Administration is a preparatory action under the European programme, eContent. Among the services offered in ODA are sickness benefits. The employer submits applications on the Internet via his personal (or company) portal and the dynamic forms, using digital signature to ensure safe access.

The dynamic forms guide the user through every step of the process, making sure that the application is correctly filled out. The data is automatically transferred to Kommunedata´s (KMD) database that covers payment of sickness benefits. KMD links the institutions of local authorities to a shared electronic network, which is monitored and serviced 24 hours a day. The employee is able to access the form to add further data. Afterwards, the case-handler from administration makes a quick control-check on the data – and then – automatically, the data is transferred to the KMD system.

The citizen is his own case-handler

ODA is based on several applications that are integrated making the citizen his own case-handler. Every citizen gets his own portal (GoPro e-community) on the Internet, for handling not only services from the local public administration, but also services from others.

With digital signature (ICT-providers are PBS and IBM), all transactions will be safe. The digital signature is used for safe communication, for identification of the sender, and as a legal signature. It can be used for numerous services and for payments. The citizens keep an encrypted copy of every document sent and received. The documents can only be viewed by use of digital signatures, The XML-forms, from KI and GoPro, contain all the relevant information, rules and legislation to guide the user through every stage of the process.

GoPro Case - Case and document Management

The individual sends applications, documents and documentation via the Internet to the public administration. The documents are stored in GoPro Case, the local case-handling system. GoPro Case can be used in an Internet browser too (thin client).

The forms and digital signature

Data from the conventional systems where lots of data concerning individuals, companies and buildings /properties is stored, is automatically reused in the forms. The digital signature ensures a perfectly discreet and safe transfer of the data.

How to get a digital signature?

In Denmark and Sweden, the citizen must submit valid legal identification to the local administration the first time he/she wants a digital signature. The local administration makes a pre-registration and then the citizen can apply for a digital signature (via Internet-browser). The citizen will be notified when his/her digital signature is generated – and that he/she can download the signature directly to his/her computer (at home, work, etc.). When using the citizen's portal, any document can be signed with the signature.

As a result of the successful GoPro e-community projects, we are now preparing a one-of-a-kind, combined solution consisting of:

GoPro e-community
- the portal itself

GoPro Case
- case management system

IBM
- the CBT security solution

IBM "e-business on demand"
- a hosting concept

VeriSign

- Certificate authority (CA)

Overview, GoPro in Estonia:

Re-engineering of the Estonian Public Sector, consisting of several central– and local governments. In the ini-tial phases, the solutions are implemented at 3 of them; two Ministries and the City of Tartu. The GoPro for Government solution

consists of GoPro Case for the internal infrastructure and GoPro e-community, as the front end, whereby the citizens get 24-hours online-access to different Governmental self-services enabling them to establish cases directly into the case

management system. Also, they are constantly informed about the status of that particular case. By use of GoPro, the Estonian governmental agencies are instantly moving from paper to paperless administration, effective in case – and document management, process integration and a productivity enabler. Also, with the front end, an informational portal is created, enabling citizens to Electronically fill in and submit papers Support local initiatives and services Equal life quality of citizens in rural areas with that of urban regions

Benefits:

The Estonian Government is able to collaborate on cases and documents, create pan organisational processes and ensure that the legislator's requirements on responsiveness and transparency in processing are met. The Estonian Government used an old, limited and outdated system for document management – not supporting the developing needs of Estonian institutions anymore. In 1999, when the "old" system in the Ministry of Social Affairs suddenly broke down - they had an emergency situation!

The Ministry turned to IBM for help – GoPro Case was found to be the best system available to manage their cases and automate all processes. GoPro Case was immediately translated to Estonian and customized according to the customer needs - they got a very good integration of case- and document management solution. Meanwhile, the Estonian government established a document management programme focusing on standards:

- which data should be registered
- what should the format be for documents
- how to enable document exchange between
    different institutions
- how to get acceptance for electronic
    document management (digital signature)

As well, from the public side there was an increasing demand that citizens should get access to the document registries of the government institutions via the Web.

Summary

As mentioned earlier GoPro is currently participating in preparing some new EU projects. We are a team having solutions, experiences and knowledge to share with governmental institutions. Please come and visit our stand in the exhibition hall.

Content Village – integrating the eContent Community

Tanja Vadrot, Project Manager, Primesphere s.a., Luxembourg

Results dissemination is an integral part of the European Community's eContent programme. In this context the Content Village is funded as an awareness raising measure which aims to make existing best practice, as well as the results of the eContent programme, known to all interested parties in the digital content and language industries, and the public sector. Content Village addresses all relevant eContent actors including public authorities and public sector institutions, appropriate industries, associations, venture capitalists, business angels, and the European Commission itself. A major objective is to support programme participants across the EU Member States and the Candidate Countries, and to stimulate the European e-content industry through dissemination of key information.

The presentation will feature content and services provided on Content Village web site, illustrating its role as a major information, communication, knowledge-sharing and collaboration platform customized to the needs of the eContent community. The audience will learn about the vital role of eContent project participants and target-group user communities in developing the potential of Content Village further through their (inter)active involvement. Major emphasis will be placed on discussing the potential of Content Village in supporting the rapid and smooth integration of digital content players from the Candidate Countries into eContent programme activities.

State Map Centre and Digital Geographic Information Library services

Michal Vaněček, Deputy Director, T-SOFT, s. r. o.,
Martin Vrátný, Head of GIS Development, T-SOFT, s. r. o.

Introduction

The main task of the State Map Centre is to simplify access to state map works and other related information for users of public administration information systems and/or the public. These services are provided through the interface of the Digital Geographic Information Library, defined on the basis of OpenGIS standards of the OGC consortium.The objective of the Digital Geographic Information Library (hereinafter referred to as "DGL") is to create a general platform for using the services of servers providing geographic information regardless of the technological platform.

The State Map Centre

Is a tool allowing for remote access to state map works in the Internet environment. The system has been designed for easy integration with spatial data and existing information systems. The system's guarantor is the Ministry of Informatics, data is provided by the Czech Office of Geodesy and Land Register (COGLR) and the Main Office of Military Geography (MOMG).

The architecture of the State Map Centre (SMC) is modular, making it possible to use merely the basic services or pre-draft functional blocks. Part of the SMC is a general user interface, allowing for basic operations with data.

Functional blocks:	
List of maps	A user interface for browsing of the map catalogue and searching.
Display of maps	Allows for browsing of map outputs generated through the MapServer service. Contains a user interface for basic operations with maps.
Layer adminis-trator	Cooperates with the MapServer service. Allows for administration of maps and layers, setting their basic parameters, switching on and off of layers.
Display of data	Makes possible browsing and searching for attribute data connected with spatial elements of data sources inherent in the attached map.

SMC data

In the State Map Centre the following map sources have so far been made accessible:

- screened Basic Maps of the Czech Republic RZM10, RZM25, RZM50, RZM200, RZM500;
- sheet division of Basic Maps of the Czech Republic, military topographic maps and plats;
- screened equivalents of military topographic maps RETM50, RETM100, RETM200, RETM500;
- territorial and administrative division of the Czech Republic (regions, former districts, municipalities with extended operation, municipalities, regional authorities).

Digital Geographic Information Library

The interface of the Digital Geographic Information Library of the State Map Centre provides standard web services. These services are based on the OpenGIS standards WebMapServer and WebFeatureServer so that the interface can serve as a general platform of web services regardless of its specific implementation. In addition, the DGL interface provides other services allowing for more effective design and activity of client applications.

For instance, the DGL contains the following services:

Name of service	Characteristics
FeatureServer.asmx	A service supporting data manipulation in data sources according to the OpenGIS standard.
MapServer.asmx	A standard OpenGIS service providing maps and spatial data.
Render.asmx	An auxiliary service providing screened maps.
Discover.asmx	A service for acquisition of information and metadata on the WWW service. I allows for uniform acquisition of information from a server on data provided by the server. This information can be used as parameters of other services methods.

Implementation of the Digital Geographic Information Library in the State Map Centre is based on Microsoft.NET technology. Communication is based on the TCP/IP and HTTP protocol. WEB services are called by means of the SOAP protocol. All data is saved in the system and shared in XML format.

WWW services of the DGL interfaces

Summary of methods of individual DGL interface services and examples of their use:

- MAPSERVER.ASMX

Name of method	Characteristics
GetCapabilities	Returns the description of functions provided by the server.
GetMap	Provides maps.
GetFeatureInfo	Provides further information on elements acquired through GetMap.

Example:

http://www.czmap.cz/Aquarius.Web.Services/OpenGIS/MapServer.asmx/GetCapabilities? VERSION=&SERVICE=&REQUEST=&UPDATESEQUENCE=

- FEATURESERVER.ASMX

Name of method	Characteristics
GetCapabilities	Returns the description of geographic elements provided by the server.
DescribeFeatureType	Returns the description of the structure of an optional geographic element.
GetFeature	The GetFeature method allows for collecting and saving of any occurrence of a geographic element from/in the storage of simple geographic elements.
….	

Example:

http://www.czmap.cz/Aquarius.Web.Services/OpenGIS/FeatureServer.asmx/GetCapabilities? VERSION=&SERVICE=&REQUEST=&UPDATESEQUENCE=

- RENDER.ASMX

Name	Characteristics
GetImage	Returns a specified view of geographic data.
GetCurrentData	Returns XML representation of the displayed map layers.
GetCurrentView	Returns the current view parameters in the form of an XML document.
….	

Example:

http://www.czmap.cz/Aquarius.Web.Services/render.asmx/GetImage?
AppName=SMC&SID=818251c9-ff65-42e5-a4a1-58d36056d7d6&Command=zoomtooverview
&parameters=&width=800&height=600&format=jpg&transparent=false&bgcolor=white

- DISCOVER.ASMX

Name	Characteristics
GetMapView	Returns the names of available views for the ordered application.
GetFeatureSources	Returns the names of data sources for the ordered application.
GetApplications	Returns the names of applications available on the server.
….	

Example:

http://www.czmap.cz/Aquarius.Web.Services/Discover.asmx/GetMapView?AppName=SM
C&SID=818251c9-ff65-42e5-a4a1-58d36056d7d6&CultureName=

Conclusion

For more than a year, the State Map Centre has been providing map services to the nationwide ARGIS system. Over that period, its functions can be considered tested and verified.

Connection of other systems is trouble-free, hence, it is possible to believe that the use of SMC services will become more effective and simplify procedures of using state map works.

Regional Policy Information Provision over the Internet: the Local Government Information Network

Kristof Varga, Project manager, Local Government Information Network (LOGIN), Hungary

Brief introduction of the content

The Local Government Information Network (LOGIN) provides local government decision makers with practically oriented policy documents gathered and processed according to their information needs. The project, active in eight countries of Central and Eastern Europe and the former Soviet Union (CEE/FSU) is designed to facilitate the exchange of policy information regionally. However, since LOGIN uses the Internet for information processing and dissemination, it is well positioned to extend its reach beyond CEE/FSU and promote global knowledge sharing. The paper

The rationale for regional information exchange

With limited budgets, local governments in CEE/FSU countries are working to provide services, promote economic development, communicate effectively with citizens, and operate more efficiently. The autonomy of these local governments largely depends on their ability to find solutions to local problems without seeing central government funding as the only way out. To assist the local governments, numerous municipal associations, foundations, and corporations have formed throughout the region. LOGIN offers these organizations a new way to share information and improve the services that they provide to municipalities. The underlying idea for LOGIN is that information itself can be a resource for local authorities just as money is. Moreover policy oriented information coming from within a region struggling with similar issues can be more valuable than experience in more established market economies. In her address to the World Forum on Democracy on June 26, 2000 in Warsaw, Poland, U.S. Secretary of State Madeleine K. Albright recognized the importance of this kind of free regional information exchange in building solid democracies.

"If knowledge is power," she said, "nothing could be more democratic than an instrument capable of transmitting a library's worth of information in an eye blink to anyone, anywhere, at any time. Nothing could be more useful to the world's democrats than a means for comparing notes, sharing ideas, and planning for the future across every border and frontier. And nothing should do more than the new technologies to create a sense of common cause between the architects of economic modernization and the advocates of political freedom. For example, the Local Government Information Network, or LOGIN, will allow participants from Central Europe to Central Asia to exchange information, legislative ideas, and lessons learned."

The role of local partner institutions in regional information exchange

The LOGIN regional office contracts a national partner institution in each of the LOGIN countries. Partners are responsible for assessing information need, gathering, processing, and disseminating information, and marketing the system for the target audience. NGOs, local government associations, training institutions, and for-profit companies all can be found among national partners. They take ownership of the project in each country and provide LOGIN services in the local languages.

With LOGIN support, national partners in Bulgaria, Poland, Latvia, Lithuania, Hungary, Russia, Macedonia and Ukraine have greatly improved their services in providing information for and about local government. As part of their dissemination efforts, LOGIN national partners also publish information in various printed forms and organize conferences, seminars, and "road shows."

In addition to national partners, LOGIN has a number of sponsor organizations that work in the areas of local democracy, professionalism in public administration, fiscal decentralization, good governance, and economic development. They include the Council of Europe, the Open Society Institute's Local Government and Public Service Reform Initiative, the United Nations Development Program, the United States Agency for International Development, and the World Bank. These prima-

ry sponsors provide not only financial support for the development of LOGIN, but also a wealth of information that contributes to the LOGIN online library.

A network of international partner organizations also contributes information to the LOGIN database. Current partners are the Municipal Network for Energy Efficiency, Canadian Urban Institute, OSI's Information Program, and the United Nations International Labor Organization-Delnet Program. LOGIN has also provided advice in creating the Network of Associations of Local Authorities of South Eastern Europe (NALAS), an organization assisted by the Council of Europe.

The structure of information: LOGIN services

LOGIN provides information in 22 topic categories: Legislation, Local Government Finance, Budgeting, Municipal Credit, Taxes, Economic Development and Investments, Service Provisions, Public Works and Utilities, Procurement, Municipal Property Management/Privatization, Transportation, European Integration, Healthcare, Social Services, Education, Culture, Land Use Planning, Youth Activities, Citizen Participation, Environmental Issues/Urbanization, Information Systems, and Management Methods and Tools.

At present, 4,260 documents are accessible for download through partner institutions' websites fed by the LOGIN online library database. Local government decision makers can log onto the website of the LOGIN national partner and search and download information free of charge.

For example, in May 2001, the municipality of Elena took part in a Citizen Participation Conference conducted in Bulgaria within the framework of the Stability Pact for South Eastern Europe. Afterwards, the Irish government decided to fund pilot projects in Elena and another Bulgarian municipality. The Elena team of municipal officials consulted the Foundation for Local Government Reform, LOGIN's Bulgarian partner, for help in preparing their project concept. A search of the LOGIN online library turned up 161 titles in English and over 100 in Bulgarian describing innovative practices on improving citizen participation and citizen and local government relations. As Dilyan Mlazev, mayor of Elena, said, "We learn from the shared experience, and we share our achievements."

Measuring impact

LOGIN has taken steps to gain qualitative and quantitative feedback from LOGIN users. An online "pop-up" questionnaire, for example, elicited 1,437 responses over a three-month period. Eighty-five percent of the respondents found the LOGIN services useful and would recommend the site to others while 42 percent had downloaded documents from the library. The regional LOGIN website receives 1,200 to 1,400 visits a month while the whole network registered over 35.000 visits over a three months period at the end of 2002. New traffic monitoring software will provide online user statistics for each of the network websites. Currently LOGIN is the only multilingual, free of charge, regional information dissemination tool in Central and Eastern Europe supplying local government decision makers with policy-oriented information. Judged by the traffic on our websites, the responses to our online questionnaire, and the reports of our partner organizations, LOGIN is fulfilling its mission to act as an information clearinghouse.

Summary

LOGIN has three main characteristics that contribute to its success. The user-driven system provides practical information to local government decision makers in local languages. The system's local partners identify the information needs of their audiences and also develop additional services. The system uses the Internet to increase the possibilities for group work, cooperation, and information sharing.

A key lesson learned is that information is often not regarded as a resource at the local government level in the region. Strong marketing activities are needed to create interest in a knowledge management tool such as LOGIN.

Library Internet, electronic information sources and services for persons with special needs

Jana Vejsadová, Vysočina Regional Library,
Zlata Houšková, National Library of the CR

Introduction

Persons with special needs, with health disadvantages, with afflicted health, handicapped – these are just several of the many terms used and not yet established in the Czech Republic for those who must live their lives with physical, sensory or mental disadvantage.

It must be taken into consideration that their number has been continuously increasing in connection with the rising average life span. The number of elderly persons has been growing too, and they usually have problems with sight, hearing and movement. Civilisation diseases threaten most of us, diseases, injuries etc do not leave anybody unaffected. The conditions our society prepares for the disabled can be the conditions we, our relatives or friends encounter in the future.

Public libraries are institutions that have been intensively devoting themselves to people with health disadvantages for many years. They are a natural means of support for educational activities in places of their operation. The majority of their educational programmes are intergenerational, non-discriminatorily intended for everybody. The endeavour to provide adequate services and allow for full-value use of their potential by the disabled as well has always led libraries to monitor possibilities, offers, technical development, legislative changes etc. In this respect, extraordinary possibilities have been provided by information technologies (IT). Their utilisation has made it possible for users with afflicted health to have high-quality, rapid, convenient and barrier-free access to information sources and all services with regard to their health and economic possibilities (most libraries provide free services to clients with seriously impaired health).

IT use in libraries

Among other things, libraries create free of charge on their websites information for the disabled (Ústí nad Orlicí Municipal Library – see www.knihovna-uo.cz), where they place a regularly updated search engines for persons with afflicted health, thus offering them an information service in various related areas (for example, information on health stays and recreation in the Czech Republic etc). Library employees also create websites for organisations of the disabled free of charge. These services and forms of cooperation improve mutual relationships and strengthen the library's position as a natural community centre in the municipality.

A number of libraries cooperate with associations and organisations of the disabled in other ways too: they enable them to organise educational and other events (including IT) in their spaces, assist in securing an information background for their activities (Česká Lípa Municipal Library – Centre of Integration Activities of the United Organisation of the Blind and Partially Sighted) and the like.

However, primarily provided are individual services. It is possible to make generalisations about what types of information are sought by disabled users in libraries and what technologies are used. They use much more frequently free access to the Internet than, for instance, the possibilities of scanning copies or working with text editors, as well as communication possibilities (e-mail, text messages, chat). They seek the same information as other users – according to their interests and needs: daily media in summary or full text, public transport timetables, information on study and job possibilities, information on barrier-free access to buildings in other towns. Other information sought relates to their personal affliction: legal, social and health information. However, dispersion of information often complicates their work and discourages them from lengthy searching. In the case of people with impaired eyesight, it also concerns non-adherence to the "blind friendly" principle. Improvement of this situation would not only be welcomed by the disabled, but also by the librarians assisting these clients during work with electronic sources.

In the following parts of this paper, we give examples of libraries' services for disadvantaged clients, focusing on one library of the many offering these services.

Internet for the blind in libraries

From the very beginning, libraries have paid the greatest attention to services for the blind and partially sighted. Hence, computers with software for the blind and persons with seriously impaired eyesight were established in libraries within a short time. The first library in the Czech Republic that made this facility accessible, in 1988, was Havlíčkův Brod District Library (today, Vysočina Regional Library). Its example inspired the dozens of libraries throughout the Czech Republic now providing this service to the blind. They primarily include libraries working with clients with impaired eyesight over the long term and building up for them funds of talking books or books in Braille, as well as several university libraries.

Placement of these computers in libraries not only allows for access to all library documents in printed form, but above all extends the possibility of the blind's access to information from electronic sources, especially the Internet. In a library, people with impaired eyesight can first "feel" the computer, learn how to work with library catalogues, scan any printed book by means of scanning programs for transfer from the printed text to digital form, and subsequently "read". They can use all available Internet information and services, including communication through electronic mail. For people with impaired eyesight, it is a great chance to increase the level of their independence and self-sufficiency. For economic reasons, most disabled people still cannot afford to buy a computer of their own connected to the Internet, i.e. they cannot regularly use the services of libraries without physically visiting them.

Considering the fact that training centres of the United Organisation of the Blind and Partially Sighted are mostly located in regional cities and other specialised workplaces at some universities, mainly in Prague and Brno, the 36 public libraries with Internet stations for the blind often represent the first possibility of contact with special software. It is highly probable that in the future these stations will be accessible at least at the level of all bigger towns, similarly as in the Vysočina region, where they are already in all public libraries of the former district towns (Jihlava, Havlíčkův Brod, Pelhřimov, Třebíč, Žďár nad Sázavou).

To give a clearer picture of the situation, let us sum up several facts revealed by the survey of user conditions for people with impaired eyesight in libraries:

- PCs with special software were universally purchased from grant subsidies from the Ministry of Culture of the Czech Republic, approximately one-third from other grant programmes and sponsorship donations.
- Most represented in libraries are the special programs ZoomText Xtra, Bizon, WinTalker and WinMonitor (Assistant). This software (perhaps with the exception of the Bizon program) is most frequently used by clients in the home environment, this compatibility also being advantageous.
- Peripherals most frequently used by clients during their work in libraries are scanners and printers.
- Only in four libraries does this station serve solely for the blind and partially sighted, in other libraries it also serves for other persons with afflicted health, users with reading disorders and other types of dysfunctions.
- Most clients use special software for work with Internet browsers, to a lesser extent for work with text editors.
- Most frequently used are communication tools (e-mail, chat, text message), daily media and information for everyday needs (telephone lists, public transport timetables, radio programmes).
- Most libraries provide the Internet service for the blind free of charge, this being conditioned on submitting a card for the disabled.
- Accessibility of libraries' websites is generally not sufficient for the blind. One of the exceptions is the Kroměříž Region Library (www.knihkm.cz), created by a wheelchair-bound colleague. This website won the "Blind Friendly" award.

Internet in libraries and the physically handicapped

Use of library services, including the Internet, by the physically handicapped is not entirely different to their use by the rest of the population. According to their possibilities, libraries try to remove the main problem – access barriers – and larger libraries have been successful in this respect. Barrier-free access is secured by slipways, platforms and lifts. If these users can make it to a library, its services are usually accessible to them to the full extent (use of the Internet and local electronic sources, electronic catalogues, reference, information, lending and reprographic services etc). In places where movement of wheelchairs is complicated, librarians provide an assistance service. In an absolute majority of cases, an "added value" in libraries is a socially friendly environment and the endeavour of the staff to help by means of the assistance service. Some libraries also offer network services (orders, reservations, information services) if the respective user is connected to the Internet at home. Delivery services and regular distribution of primary documents in printed form is no exception (Česká Lípa Municipal Library).

Library, Internet and the deaf

The most problematic handicap to use of library services is loss of hearing. Extremely complicated communication with people afflicted in this way, and also their certain distrust and isolation in their own community, result in the fact that they are not regular users of libraries. A significant role in this isolation is also played by the insufficient ability of the deaf to read and understand, usually resulting from not entirely suitable teaching methods at school. And it is exactly this group of the disadvantaged for whom the Internet is an invaluable benefit and a solution to many fundamental problems. It makes possible for them precisely the thing they have the biggest problems with in relation to the majority population – mutual communication. A great opportunity for the deaf can also be work at home with a computer, as a job and source of income. And since there are many genuine IT experts among them, it is highly desirable to use them to improve the computer skills of other people with afflicted hearing. Some libraries try to offer, promote and render services to these citizens. If it is possible to use interpreting services, everything is relatively simple. However, it is not a common standard. Despite this, some deaf people are slowly making their way to libraries. Care for them and providing services is then a matter of individual care (Holice Municipal Library). In seeking to reach out to this group of handicapped persons, libraries still have a very long way to go, while cooperation with associations of the deaf and hard of hearing is very helpful.

Possibilities of Internet use by the mentally handicapped

Information technologies are also accessible to persons with mental and combined afflictions. Of course, it depends on the degree of affliction and on what type of skills we want to teach an individual. Although libraries traditionally develop other activities (reading aloud, dramatisation of stories, carnivals (Česká Lípa Municipal Library), drawing educational ceramics (Nový Bydžov Municipal Library, Třebíč Municipal Library), manufacturing graphic and household items (Liberec Regional Library), educational programmes (Jičín Municipal Library), exhibitions and sale of graphic works (Šumperk Municipal Library), festivals and performances by mentally handicapped children (Uherské Hradiště Library) etc), they also occasionally organise practical demonstrations of computer work (Jihlava Municipal Library), simple lessons in basic IT skills (Zlín Regional Library) and the like. Bringing the world closer through computers is a standard form of work, be it the Internet or Power Point presentations of books, illustrations and other topics (Vratimov Municipal Library). Long-term intensive work, especially with children and adolescents, can yield interesting results and engage individuals in various IT-related competitions together with other young people (Sedlčany Municipal Library). Libraries take part in a number of interesting projects whose names "Slightly Different But Together" (Turnov Municipal Library), "We Belong Together" etc precisely express endeavour to integrate handicapped people to society at large. At present, IT usually serve as an auxiliary means, a source of information on specific afflictions and, naturally, as a communication medium.

Libraries and other disadvantaged persons

Increasingly intensive is libraries' interest in helping and rendering services to children with slight brain dysfunctions (dyslexia, dysgraphia, dyscalculia…). Libraries work with pedagogic and psychological advice centres and prepare dozens of activities for children. Both children and their parents can find here special computer programs to use during information hours for specialised dyslectic classes, as well as during individual visits by children (Žďár nad Sázavou Municipal Library). It is exactly these children that the world of computers and the Internet can considerably help in overcoming their original handicap. Texts on screens can appear more viable for them than texts in books, use of IT motion and graphic possibilities facilitates learning for some of these children. New forms of work with electronic sources used by many libraries for children with reading disorders are usually much more attractive for children than the traditional approach, again showing the powerful magic computers have for children.

As mentioned above, the elderly also have specific needs and limits. For this numerous group of library service users (regardless of the health condition), a literally miraculous turnabout has been recorded. Their interest in new forms of life-long education provided by libraries, particularly when it comes to computer skills, is breathtaking. The most frequently stated reasons for interest are the necessity of Internet communication with children and grandchildren abroad and social prestige within their own family or among friends.

Internet – the possibility of handicap compensation

Whereas even very small children perceive IT as something natural (first as a toy to entertain themselves, later as a teaching aid, information source, connection with the world), have a natural relation to it and rapidly manage simple tasks, a major part of the disabled adult population still have neither a relation nor access to computers and the Internet. At the present time, it is beginning to threaten them with potential exclusion from the labour market. If we want to prevent this situation and eliminate the originating gap in knowledge and marginalisation of the "unskilled", "poor" in information terms, we must create not only a technical, but, primarily, a social background for them. It is decisive that these people realise that managing IT has an immediate and crucial meaning for their own lives. Libraries endeavour to assert these two principles by means of their entire activity and various promotional events (for example, BMI, Week of Libraries). They do their best to see that information on new services also reaches those people whose handicap often isolates them. Various forms of promotion, especially practical training, and assistance with mastering the basics of information literacy, are applied. These activities are accompanied by openness, willingness, tactfulness and the endeavour to remove psychological barriers when first encountering a new phenomenon.

Very good results in work with the disabled have been recorded by the Vysočina Regional Library in Havlíčkův Brod. On the basis of long-term experience of working with almost all groups of the disadvantaged, last year it started to build a section of specialised services for the handicapped aimed at creating a centre of specialised librarian and information services in such a manner that it interlinks services for users with special needs with the requirements of students of special branches and others dealing with the issues of citizens with afflicted health out of professional interest. Several important reasons lead to the development of these specialised services: the increasing percentage of people with serious health afflictions (in the Vysočina Regional Library approximately 9 %), who highly appreciate the accessibility of librarian and information services, the increasing life span of the current population and the endeavour to integrate children with afflicted health into the primary school system.

Regular cooperation with day centres for the mentally handicapped, use of PCs and the Internet during forms of therapy with mentally ill clients of Fokus Vysočina, information lessons for work with PCs and the Internet for a group of the deaf and persons with defective hearing with the participation of an interpreter into sign language, lessons for dyslectic children and assistance in creating conditions for teaching of children with impaired eyesight – these are a mere fraction of a host of activities.

Presumed development in the next period

In addition to regular information lessons and simple training courses, which can provide an ever-increasing number of people with special needs with basic computers skills or at least help them to overcome fear of new technologies, libraries will come up with new offers of access to digitalised texts, multimedia publications allowing texts to be perceived by means of several senses, CD – ROMs or DVDs for watching films supplemented with comments for the blind and, of course, enabling and extending access to public Internet stations. Also presumed is the creation of cabins equipped for reading and listening by means of computers. Besides electronic services, libraries offer and will continue to offer their books, periodicals, sound and other documents. As for children, hundreds of interesting activities will be prepared (this year, the Night with Andersen can be enjoyed in some libraries by children with health afflictions too). At present, libraries are totally prepared for electronic communication and rendering some on-line services to clients possessing their own computers.

Of decisive importance is whether the disadvantaged will use these opportunities. We, in libraries, believe they will. Current experience justifies this optimism. But will the potential possessed in this regard by libraries be used and supported by their founders – towns and municipalities?

ODA – Open Digital Administration and eGovernement in a learning society

Jannette Viale, Naestved, Denmark

Background and introduction

The main economic sectors in Naestved are especially trade and service – and with a decline in the industrial sector – Naestved is now in the process as a centre for education and learning. We prefer to do all the projects as private/public partnerships. Since year 2000 we have had Citizens service 24 hours a day – the staff in the fire department take all the incoming calls in the hours when the Service Center is not open. We do not fear that people should be isolated using the Internet – we believe in "THE GOOD LIFE – ON LINE !"

Our trip through Naestveds experiences and visions goes in 3 steps:

- First of all – the agenda for new policies of full eCitizenship
- Next some important views on visions and concrete actions and results from Naestved
- At last the latest initiatives of Learning regions and Naestved as a centre promoting Life Long Learning in all aspects.

The agenda for new policies of full eCitizenship

In Naestved the eEurope action plan has played an important role when we discuss the strategies and visions for Naestved. In Feira in 2000 the action plan was decided as a plan for the European economical "survival" in a very turbulent world with a lot of competition from the united states.

Very recently the commission decided the follow up on the eEurope actionplan from Feira. The next steps are now taken and should be achieved by the year of 2005.

The focus has changed to be more focussed on the combination of modern on-line public services, eGovernment and eLearning – in combination with eHealth and the dynamic e-business environment. The European Commission is very focussed on how to include all citizens for full participation in all aspects of the society.

They directly claim, that multiplatform provision of services and the possibility to use other terminals like Television and mobile phone are crucial to ensure inclusion of all.

But how much are we able to decide – and how could we influence and get the advantages of a process driven by a lot of factors and demands coming from outside the organisation ?

To be able to transform and adapt how to navigate the organisation we have to find new methods for the decision makers. All these key factors driven by forces in the society demand an on going policy process in constant dialogue on Visions, Policy, Success factors, experiences and evaluation of the realised actions. To learn from other decision makers and their good and bad results (if honest) – will be one of more new methods for the organisations of tomorrow.

To understand the context of the ICT-developments in Naestved it is very important to have a look at the concepts of life long learning. EU came up with the report summarizing the results of the consultation of the memorandum of lifelong learning – and also with some basic definitions of life-long learning. It is important to notice – that the strategy of life-long learning states that the lll is the basis for an active citizenship in the future. So this is not all about economic growth – but indeed about the growth of the human capital everywhere in the European union.

The overall objectives in the plan on life long learning from the European Commission are based on a citizen-centred view. The citizens should be empowered to fulfil a more active citizenship etc. etc. Therefore we have in Naestved the strategy that all on-line services are more or less an important component of the community-learning. If the citizens have the full overview of services offered – they will be much more well prepared to take the political dialogues about how the priorities they want to be made in the welfare society.

Visions and concrete actions and results from Naestved

Having the mayor of Naestved as chair of the Commission called EDUC – dealing with culture, sport and education – the European agenda is really present at the policy level in Naestved. In Naestved we study the policies – trying to get most benefits out of this making the local strategies – but we also tries to contribute as the "local voice" of politicians elected for local and regional level – in every issue discussed in the committee and the sub-commissions.

The City of Naestved is vicepresident of TeleCities – a pan European Network of 120 European cities and chair of the working group on eLearning and Inclusion …. What do we gain from this kind of networking ?

We use the network in how to learn from others experiences on how to improve the local society with new and better jobs, education and training using technologies. At the same time TeleCities is a good marketplace to find partners for different kind of projects funded by the European Commission

A good place to create a informal and yet serious space for discussions of new policies (including activities for politicians)

- A good possibility to find new strategies of how to get influence on the political agenda in the European Union
- and A good marketplace to meet ict-providers, ngo´s, politicians, etc.

So – how did Naestved start the process with digital administration and e-Citizenship 8 years ago ? We started to try to define a new policy for the administration. Before the policy – we wrote this statement of how to change the views on citizens and their needs.

First of all you have to have the understanding that administration in local government is not a classic terminology of "cases". In many ways administration is more like handling the demands, terms and possibilities of the society for human beings. Human beings seen as a whole person – and focussing to put the individual in the centre.

The key to solve the challenge of how to make higher quality services and efficiency using less resources lies in the combination of making all focus inside the organisation to be more focussed on how to create an evolutionary transformation of the organisation. The use of the new technologies like GoPro promote the thinking and acting in collaboration with the citizens. The citizens have a lot of potential to produce some of their own services. And the citizens and staff hand- by – hand in a learning process of how to get the constantly improvement of the services are crucial to achieve the results.

The local society and the local authority with the needed support from the national levels is able to create new synergies based on rather high investments in infrastructure and other kind of basics to provide a wide range of new possibilities for the citizens and enterprises.

The drivers of these 3 projects are trade-unions, the municipality, ICT-providers – included IBM and Gopro – telecommunication providers education institutions, the national department of Science, research and technology and others.

The Project of new pathways is a project supporting inclusion of socially excluded people – excluded because of unemployment, physical handicaps etc. This initiative has also been funded by the IBM European Social fund – sponsoring all the equipment in the 6 datashops. The IVCe is a "glocal" knowledge centre – placed in Naestved – but acting globally.

The point is, that these 2 initiatives together with the ODA-project are creating a new space for synergies. One of the obstacles is to measure all these synergy effects – but I will mention some few.

A very good example of the synergies is that the staff in the learning centres have now suggested, that they could help the citizens how to use the on-line services. I find it interesting that app. 50.000 visitors a year use the open learning centres. It is of course for free - but out of a population of all ages of 47.000 inhabitants it is quite many visits.

In our experience with public/private partnerships we have now developed a more explicit model for long termed partner ships. As you will see the "knowledge centre", which is an institution in Naestved as well is the centre of how to transform and improve the experiences for the partners involved. The ASP-platform is meant to be a "multi service-platform" as mentioned in the start – a

multi platform for different applications but for the same purpose – and with sharing the knowledge from the concrete experiences.

What is our experiences concerning the organisational structure ?

We have already 24-hours service in Naestved. Not only via on-line services.

You can phone the municipality 24 hours a day – every day the whole year.

How ? Because we now have the support from GoPro to be used by the staff in the fire-department. They have to be on work – but luckily we have not fires every day – so they have now got the job to help the citizens when the ServiceCenter is not open.

Another experience is that you have to get the back-offices with you. That was also one of the main conclusions from the eGovernment conference mentioned earlier. A lot of these processes are running today – but the problem is, that they are only based on what staff and managers assume about the different issues – it is not based on what we actually know about the performance.

It is important to focus on the knowledge from the production – and then discuss: are the citizens satisfied with the services ? Is the quality worth the price ? Could we improve ? How and when ? Do we need training for that ? Do we need anything else to implement the improvements ?

To support the civil servants in their discussions on improvement, we have now sat up a longtermed training programme. Sunny City is a web-based "playground" with Go Pro Case and eCommunity in the show-room. The civil servants will have to play two roles: as citizen and as civil servant. Then they have to find out what to be improved in eCommunity and GoPro case.

The back-offices routines in GoPro will be re-engineered constantly – and the developers in Iceland will be able to follow the process for improvements of the technical functionality, they could test new funcionalities using the civil servants as test-panels.

And – at the same time – the production in eCommunity and GoPro will be still re-organised.

To have a successful start on the process of taking the Sunny City playground in use – we have developed an capacity building package for effective implementation.

We have a concept where to train-the-trainers of how to get started and how to use the Sunny City environment as a continuing learning tool for every day use for everyone involved.

Learning regions and Naestved as a centre promoting Life Long Learning in all aspects.

Especially in TeleCities we have an ongoing discussion on how to make the best for the local societies using technology for a continuing development process of improvements for the local society. Again – the challenges from outside – are a central part of the discussion.

City of Tartu in Estonia, Iceland and Denmark have together give in an expression of interest to the European 6th framework programme.

Main targets for the research and demonstration projects in the integrated project are:

- to find new organisational set-ups for change management of local government administrations as learning organisations
- to find new ways of how to set up local monitoring and process benchmarking methods especially focussed the needs of the local politicians and decision makers from the local private on the basis of the research done, the development of <u>new kind of training</u> – for decision makers (public/private), the researchers, the developers, the staff of the city council and for the citizens

From the 1st of January Naestved will be the location of one more education and traing centre – covering 3 counties with 750.000 inhabitants and 75.000 employees in municipalities and counties.The centre will be one of the drivers of implementation of eGovernment and life-long learning

The newest initiative on Learning regions is an EU-application for funding for a bench-learning process on Life-long learning in 2003. 4 conferences with work-shops, a homepage of the learning region network, and the development of new tools for local decision makers.

The members of the network so far is:

Blekinge/Skaane, Sweden; Gijon, Spain; Sandwell/Birmingham, UK; Iceland; Zealand South, Denmark; Piemonte, Italy

We welcome every new participant – so please feel free to ask me afterwards if you would like to join the network.

Well, now I have tried to summarise our visions, experiences and plans for the future of the local society of Naestved.

Internet for the Elderly – Statutory Town of Jihlava

Vratislav Výborný, Mayor of the Statutory Town of Jihlava, Jihlava Municipal Council

Basic starting points

Whereas the development of various communications technologies and related hardware and software has for several years been experiencing an incredible boom and increasingly sophisticated and revolutionary designs have been appearing, the manner and methodology of educating the general public, with some exceptions, is in line with the principles of J. A. Komenský. This necessarily gives rise to the situation in which the latest information technologies and procedures are only understood by a relatively small group of professionals whose language is so specialised that laymen are not even able to find a footing in the issue. The paradoxical result is an ever-increasing communication barrier between professionals and the public at large. Naturally, the most vulnerable group is the elderly, for whom everything is new, bewildering and extremely complicated since they never encountered it at school.

Project intention

Computers skills are not a matter of fashion, they have become an existential necessity.

Hence, the intention is to make the Internet and its possibilities accessible to as wide a population group as possible, from the young to the old, including the disabled, thus allowing for their active and equal participation in the information society.

By focusing the project's first phase on the oldest generation, it should prove that everyone can learn how to handle a computer, given sufficient interest.

Project goals

To teach the general public how to use a new and prospective medium – the Internet – and to create an environment in which they will be able to apply this knowledge. Above all, it concerns public administration electronisation being prepared by the state, i.e. the possibility and, subsequently, the necessity of attending to the official agenda by means of the Internet. Closely connected with this is the possibility of improving communication between the elected self-government and citizens, thus strengthening their appurtenance to both town and region, and positively affecting the atmosphere of public life in the town. Another indisputable benefit will be the extension of e-commerce, e-education and other priorities enhancing enterprise and cultural development.

Project history

The project has not originated on a green-field site. The Statutory Town of Jihlava has been promoting activities of this type for a long time through original projects showing that the intention to create an information society is indeed correct. The entire project links up with the successful project "Internet – Part of Everyday Life", intended for pupils and teachers of primary schools in the district of Jihlava. The best essays on the topic "Use of the Internet" received the prizes of a loan of a computer and connection to the Internet for a year. The project also included the provision of computer technology to municipalities, schools and several organisations.

Project description

School year 2001/2002

In 2001 the pilot project "Internet for the Elderly" was launched. This phase aimed at teaching the elderly how to manage a PC to such an extent as to be able to connect to the Internet and orientate themselves within its space. A grant from the Statutory Town of Jihlava allowed 80 citizens aged 58

or above to attend this course free of charge. The course took place in the premises of the Jihlava House of Children and Youth.

The uniqueness of the Jihlava project lies in the idea that each elderly person learns together with his/her own tutor, part of the youngest generation. For pupils and students, mastering a computer is a natural skill they are able to hand over with lightness and without a complicated didactic approach. In addition, the contact between "grandparents and grandchildren" in the reversed role of "pupil and teacher" proved to be so interesting for members of both generations that it had a motivating effect.

School year 2002/2003

In 2002 the Board of Representatives of the Statutory Town of Jihlava approved the continuation of the "Internet for the Elderly" project following up on the first phase in an extended form.

The project's extension is planned both in qualitative and quantitative terms. Experience from the first phase provided clear conclusions: the ability and motivation of the elderly to deepen their knowledge within the framework of working with a PC, the high demand for courses on the part of senior citizens.

The e-learning method has been selected for mastering the basic programs Windows, Word and Excel, simultaneously justifying Internet use skills.

For the implementation of a project of such scope, a project team has been set up with important partners guaranteeing a rapid, standard and safe solution Alongside representatives of the Statutory Town of Jihlava, the following entities have been invited to join the team:

- ORACLE CZECH, Ltd – the training course is drawn up on the basis of this company and is hosted on its server in the USA.
- OXYGEN SOLUTIONS Ltd Jihlava – implemented this solution and its fine-tuning in the user environment, including the graphics of the course (possessing Jihlava motifs), including further administration of the technological background and implementation courses of the company GOPAS.
- JIHLAVA HOUSE OF CHILDREN AND YOUTH – for tuition purposes, capacities in the House of Children and Youth were extended, at the present time, two computer classrooms are being used all day long.
- UNION OF PENSIONERS Jihlava – organises elderly persons interested in education.

E-learning, fully respecting the uniqueness of individuals and allowing each student to adapt the tuition to his/her own needs, has proved an ideal method. Nevertheless, our courses still make use of the presence of primary school students who help the elderly working with computers to overcome the handicaps arising from their age.

Further extension of the project is scheduled for this year. It concerns extension to other premises that are being sought at present, as well as extension of training topics. An opinion poll that should be helpful in ascertaining topics of preference has shown that hygiene would be an ideal area.

Conclusion

"Internet for the Elderly" is understood by municipal representatives as a pilot project. They realise the enormous growth in the importance of use of communications technologies by the town's inhabitants in terms of future economic success. This is one of the reasons why continuation of the project, as well as its extension to younger generations, is planned.

For all those interested, I am ready to mediate a personal contact, and deliver more detailed information and experience.

Public libraries in small municipalities – extinction or renaissance?

Daniela Wimmerová, employee of Český Krumlov Municipal Library,
Milena Kodýmová, Director of Jindřichův Hradec Municipal Library

Introduction

The paper aims to highlight the role public libraries in small municipalities play in the spiritual revival of the countryside and the possibility of their use as municipal information centres. It also promotes the idea that concentration of information services in libraries, as places accessible to the public, can by means of new information technologies contribute to life-long education of citizens.

Rural libraries and their transformation

Thanks to the far-sightedness of our forbears, virtually each municipality in the Czech Republic has its own library. Their number exceeds 6,000, the vast majority belonging to the category of small – municipal libraries. Undoubtedly, there are also inactive, idle libraries or libraries trying to gain subsidies in vain. On the other hand, there are libraries dynamically developing, with modern equipment and a clear strategy of how to serve citizens. Their successful functioning is a sign of positive social change, as well as proof of mature local government and its provident strategy.

In many cases, they represent the only functioning cultural facility in a community and their regular activity is perceived as a matter of course. Quite inconspicuously, such libraries have been systematically converted into municipal and information centres.

The past decade significantly changed the content of activities carried out by public libraries in the Czech Republic. Piecemeal equipping with computer technology increasingly allows libraries to fulfil the letter of the law on citizens' equal access to information and its free exchange, and makes it possible for those interested to gain knowledge and openly formulate their opinions.

At present, these possibilities do not only apply to large libraries with professional staff. The grant programmes of the Ministry of Culture (Public Information Services of Libraries) and the Ministry for Regional Development (Programme of Countryside Revival) make it possible for even the smallest libraries in the Czech Republic to be equipped with computer technology and connected to the Internet.

Village of the Year and Library of the Year

Revival of the spiritual life of the countryside – cultivation of the frontier regions – elimination of qualitative differences between village and city life – merely a few questions to which we find answers when we say the **Village of the Year** competition. Three years ago, librarians managed to join this competition. Among the evaluation criteria today is the level of the library in the competing community. It is an excellent opportunity to highlight the cultural, informational and educational potential of these facilities. Connected with Village of the Year is a competition entitled **Library of the Year**. Up to the regional level, it is part of the Village of the Year competition. The nationwide round is a professional matter. Appraisal of the winning library takes places independently – in a famous library itself – the Mirror Chapel of Prague's Clementinum. Financially participating in appraisal of the winning library is the Ministry of Culture of the Czech Republic. The importance of the gala handing over of awards in 2002 was highlighted by the presence of the Prime Minister's wife, Mrs Viktorie Špidlová, a librarian herself.

The experience of a member of the central appraisal committee of this competition has confirmed the fact that it is always the inhabitants that create the quality of municipal life. There are many devoted and self-sacrificing people who do not hesitate to make life of their co-citizens, visitors and tourists more pleasant. They do not expect either thanks or ovations, these are modest people who take pleasure in making visitors familiar with their **home.** Naturally, a librarian never plays a passive role in such communities!!!

In 2003, the winner of the South Bohemian regional round will receive a financial award thanks to a grant project approved by the Regional Authority in České Budějovice.

To libraries for information

The increasing need of citizens to have access to information compels local governments to consider the creation of places where it will be possible to obtain information – the talk is about information kiosks, Internet clubs and cafes, and, more and more frequently, about libraries too. At the present time, young people conceive information technologies as a natural part of their life. But what about the middle-aged and the elderly? It is necessary to secure for the general public the possibility of gaining information literacy, and in this respect scope opens up for the hitherto little-used libraries in small municipalities.

A survey **Utilisation of libraries for the development of culture and tourism,** carried out last summer in the South Bohemian region, clearly confirmed that an essential shortcoming in the operation of small municipal libraries is their opening hours, location and personnel.

For a long time, the South Bohemian branch of the Union of Librarians and Information Workers (Czech abbreviation VISK) has been pointing out this situation, and also trying to find a solution. The first steps were taken in 1996, when a survey in South Bohemian libraries took place whose task it was to primarily map their hardware. The survey results were used as data for allocation of VISK grants implemented by the Ministry of Culture.

Systematic supplying of libraries with computer technology revealed the necessity of IT training for librarians. At present, this situation is being dealt with by means of the VISK 2 programme, offering the possibility of free acquisition of necessary skills by librarians.

South Bohemian projects

In 2001 librarians in the South Bohemian region developed an interesting initiative. Cooperation between self-governments in selected municipalities, labour offices and libraries was the basic idea and starting point of a pilot project entitled **The library – a municipal information centre.** The project confirmed the correctness of the original intention, turned out well and resulted in the creation of 14 new jobs for librarians in small communities. These employees underwent a retraining course and alongside librarian activity they are also in charge of other tasks (for example, keeping a municipal chronicle, producing a municipal newsletter or organising municipal cultural events and/or other activities pertaining to the execution of self-government). In connection with the results of the above-mentioned survey, also offering itself is the possibility of a solution to personnel issues of information centres in small municipalities. A specific example is the Sepekov Municipal Library, the fresh bearer of the **Library of 2002** title. Its librarian, a graduate of a retraining course, provides a number of necessary services for the public.

One of South Bohemia's priorities is the development of tourism. People interested in agrotourism or light tourism need access to a wide range of up-to-date information, even in the smallest localities of the region. A well-functioning interlinked information network must be built up. In this respect, the existing network of public libraries can be used. Thanks to several years' systematic equipping with computer technology (VISK and POV), places providing public access to the Internet have been originating in individual municipalities. However, it is necessary to tackle the issue of their accessibility, personnel and hardware, as well as prolonging their opening hours. Hence, when updating the **Programme of South Bohemia's Development,** the task of completing public libraries as **municipal information centres** was set.

To make tackling of the given issues feasible, it was necessary to ascertain the existing situation. With the support of the Regional Authority in České Budějovice, the above-mentioned survey, **Utilisation of libraries for the development of culture and tourism,** was carried out in 2002. Together with the results, conclusions were formulated which should facilitate the selection of a strategy for South Bohemian librarianship's development in the near future. With regard to the fact that the **library law** stipulates the obligation of founders to equip all registered libraries with the Internet, this

strategy should define how the personnel composition and the entire operation of libraries in our region will be ensured.

A total of 652 libraries were mapped. 74.6 % of libraries are in communities with fewer than 500 inhabitants. Less than a half have sufficient space for storing documents. Approximately one-fifth of libraries (22%) are furnished with computers, 21% are connected to the Internet, most being libraries in towns (95%) or larger municipalities (82%). The share of libraries connected to the Internet in places with fewer than 1,000 inhabitants is 35%, in municipalities with fewer than 500 inhabitants 6%. The smaller the municipality, the more complicated it is to supply it with the Internet so that it can fulfil its mission and prove to be to be a purposefully usable investment. Most libraries offer use of the Internet against payment at a reasonable price – CZK 30 (65%) or 20 (23%) for a 30-minute connection. The vast majority of rural libraries (94%) employ only one person, his/her hours of duty being short – one hour (17%), two hours (42%) or a maximum of three to five hours (28%) a week. Most of these librarians have secondary, non-librarian, education (57%) or primary education (29%).

The survey results confirmed that almost every municipality possesses a library, but the level of equipment and services differs. Of decisive importance is the size of the settlement in which the library is located, as is the region. As for the size of municipality, it is usually valid that the larger the municipality, the better the hardware, software and personnel background. The situation in individual regions is heterogeneous. Diversity can be useful when it concerns creativity, ideas, innovation methods, interesting education, new experience and knowledge. On the other hand, it is detrimental when it comes to technical and technological conditions. Unequal conditions at the start, when a new service is implemented or existing services are provided, is a barrier for both librarians and users. Therefore, the results also include analysis according to (today already former) districts. Here, considerable differentiation appears. Tourists might be unpleasantly surprised with the differing level of services provided in different places. Hence, a certain "unification" is very much to be desired.

Computer and Internet literacy must be an indispensable part of librarians' qualifications. However, it would be a mistake to assume that managing these technologies is a panacea in itself. On the contrary, still decisive for those providing information services will be their ability to work with the public, deal with it, meet its requirements, professionally see to even the most exacting demands. For work with information overlapping into other areas, it is necessary to choose persons interested in improving their knowledge, capable of cooperating with other libraries and entities, people for whom the service for the public is not only a working duty but also a vocation. Only a person possessing these qualities can be a guarantee for the finance invested in his/her retraining or additional education being used reasonably and bringing the expected effect.

Conclusion

The librarians' initiative aimed at establishing libraries as important culture, education and information centres of individual places and hinterlands, as well as mapping their possibilities for tourism promotion in the South Bohemian region is to be applauded. The results acquired should help libraries within the framework of the region in focusing their future activity, their founders in planning the development of municipalities and, in the final analysis, the entire region, and, last but not least, regional development agencies in possible coordination of joint efforts. We believe that others may also be inspired!

What the Internet means for the disabled

Jaroslav Winter, President of the BMI Association

For people with impaired health, the Internet is a tool that, to a significant extent, can facilitate the removal of some barriers caused by their handicap. Their access to the Internet is hindered by specific obstacles determined by their affliction, and also lower income. The current status of information sources for the disabled is affected by the fact that there are very few subsidy and grant titles allocated for Internet information sources and there is no specialised portal. The new portal Helpnet.cz attempts to tackle the situation at least temporarily.

In general, it is valid that disabled citizens can use the advantages of the Internet as an information, communication and educational medium to the same degree as those in sound health. However, the Internet frequently becomes for them something more than for ordinary users, in some cases and with some types of health affliction, it represents a communication instrument difficult to replace, allowing them not to lose contact with the rest of society and to integrate into ordinary life applying their own abilities. Nevertheless, to be able to use the advantages of the Internet, the disabled must first overcome some general and specific barriers.

First barrier - low income

Generally valid for all persons with special needs is that as a rule they rank among those with the lowest income, this fact alone complicating their access to the Internet. Many of them simply cannot afford to buy a computer and connection to the Internet. Therefore, activities of the state, self-governments and sponsors are to be desired, leading to wider availability of computers and the Internet for people with impaired health.

The most important regulation facilitating access to the Internet for some of the disabled is Regulation No. 182/1991 Coll. of the Ministry of Labour and Social Affairs. Among other things, it stipulates for which rehabilitation and compensation aids state financial support can be received, and at what level. Nevertheless, the Regulation does not mention the possibility of an allowance for a PC or connection to the Internet.

In the case of citizens with impaired eyesight, the Regulation allows for a contribution towards several devices used when working with the Internet, whose basis is a PC. For instance, it concerns a digital reading appliance with voice output for the blind.

As regards citizens with afflicted hearing, it is possible to contribute towards an additional card for a PC and software emulating a typing telephone for the deaf, but not independently towards a PC and connection to the Internet. Even more reduced possibilities are granted to physically handicapped citizens, who can receive a contribution towards a typewriter with a special keyboard, but not a PC and special appliances serving for controlling the PC keyboard.

Indirectly pertaining to the Internet access is an agreement between the Association of the Disabled and Czech Telecom, pursuant to which holders of cards for physically handicapped persons, bedridden persons, holders of cards for persons handicapped due to full or practical deafness, and parents and guardians of seriously handicapped children up to the age of 15 acquire from Czech Telecom discounts connected with the setting up, modification and operation of a telephone.

Simply impossible without technical aids

In terms of Internet access, a special group is represented by **people with seriously reduced mobility**, as well as **the blind and people with seriously impaired eyesight**. They can only work with a computer and the Internet by means of technical aids. In the case of **people with reduced mobility**, it concerns various types of **appliances for keyboard control** thanks to which a computer and the Internet can also be used by persons totally immobile, incapable of controlling a computer manually.

Intended for **people with seriously impaired eyesight** are **display-magnifying programs** and specially adapted computers containing scanners with the OCR program for magnification of the

display scanned by a scanner. Work with a computer and the Internet can be made accessible to **the blind** by means of **voice** or **touch output.**

Voice output requires a sound card and loudspeakers and/or headphones, as well as a voice output program, part of the PC also being a scanner and the OCR program.

Touch output represents a special touch display unit of a line or part of the screen in Braille and special software. Voice output is cheaper, thus generally more widely used, it can be purchased for around CZK 10,000. There also exist digital reading appliances based on a multimedia computer set and extended by various user programs. Touch output is of higher quality, but also much more expensive, its price amounting to hundreds of thousands of Czech crowns.

Representatives of organisations of people with impaired eyesight have managed to create a functional system of making computers and the Internet accessible to their community, from terms for their acquisition through training to the current endeavour to ensure that creators of websites remember the conditions of accessibility for people with impaired eyesight and avoid erecting even more barriers for these people.

Correct (and accessible) information worth its weight in gold

The Internet is often hailed as an unlimited information source. People with afflicted health expect from it the same as others and, in addition, information relating to their health affliction, being of vital importance for them. In some countries there are specialised portals set up and supported by the state comprehensively dealing with the issue of health affliction and facilitating the seeking of such information.

There is no such portal in the Czech Republic (unlike, for example, the public administration portal, the Business Info portal for entrepreneurs etc). When it comes to people with special needs, there are only more or less narrowly focused servers, usually merely dealing with a certain type of health affliction. The Internet provides a lot of important information, however, those interested can only get to it with difficulties, after lengthy searching.

Internet grants and Cinderella subsidies

Another problem is that many websites have a short duration. Their creators have enough energy and means for setting up websites, for some time they add further contents, but after a while the pages are not updated. One of the reasons is the fact that **grants and subsidies for Internet projects can only be acquired with great difficulty** and sporadically, preference is usually given to projects focused on field work or the creation of standard information materials. Organisations offering grants and providing subsidies either have not yet realised the ever-growing importance of the Internet as an information, communication and educational medium, or are not able to assess the quality of such projects, the effectiveness of means exerted on them.

Another disadvantage lies in the fact that although these projects have gained some support, it is only allocated for a certain period, financing of the project not being secured over the long term. Stated as an example can be the Braillnet.cz project, which has played a very important role in providing information to the disabled and even exceeded the boundaries of its main focus on the blind and partially sighted. Obviously, in recent times there has not been sufficient finance for its further development.

Financing methods

When looking at a group of the best-known servers for people with afflicted health, we find that they originated and developed under differing conditions. A quite extraordinary project is the **Homo Humanus.cz** server, financially independent at present. It originated due to the fact that after a serious injury to their sister the Harrer siblings began to be interested in the issue of home care. They created a website in order to share their experience with others; and step by step the originally modest website grew into the 1st Czech server of home care and nursing (www.homohumanus.cz). The siblings even

established a purpose-built advertising and business company, Homo Humanus, the server's operation being subsidised from its activity.

Similar is the history of the server for the deaf **www.ticho.cz**. It was set up by the owner of a software company because of his deaf son, now the application is used as a reference when gaining customers. He has managed to concentrate a large team of contributors for the server.

A combination of three sources – sponsorship in the form of software and serverhosting from private companies, modest input subsidies from the state and the great endeavour of the civil association operating it – is represented by the portal for parents with disabled children **Alfabet.cz**.

Thanks to a grant from the European Union, a subsidy from the Ministry of Labour and Social Affairs and sponsorship assistance of private companies, the portal Dobromysl.cz, devoted to issues of mental handicaps, originated last year. Another example of multi-source financing is the advisory server **InternetPoradna.cz**, its operation being supported by an even wider spectrum of donators – alongside a university, a foundation and private companies, a ministry and three district authorities. Nevertheless, it cannot do without the voluntary work of almost a hundred specialists who answer questions free of charge. They include many public administration and self-government employees.

Marketing – the Achilles heal

Long indeed is the list of institutions and companies given thanks for sponsorship on the website of the information system for the disabled **Infoposel.cz** (www.infoposel.cz), operated by the Brno-based association Samaritan. Devoted editors take care of new additions to the website every days. Nevertheless, the statistics reveal that a mere few dozen readers visit the website a day. How is it possible? Well, insufficient marketing – or, with exceptions, the general shortcoming of servers for people with afflicted health.

For instance, a very useful project, **Bez bariér (Without Barriers)** (www.bezbarier.cz), whose four volunteer creators and eight contributors from various parts of the Czech Republic have mapped the accessibility of public facilities to the wheelchair-bound in 50 towns, is after almost three years of existence unknown even to many of those it was intended for in the first place.

When it comes to the **Křižovatka.cz** (Crossroads) server, which has managed to let people know about itself and become relatively well known as a kind of "List" for handicapped people, it cannot function for ever without money and on sheer dedication. Thus, no news has been added in recent months.

How to tackle this situation? One and a half years ago, most of the servers mentioned above founded the **Association of Information Systems for Persons with Special Needs (AISO)** with the aim to stir up stagnant waters. However, they are still awaiting the tidal wave, everything is proceeding more slowly than desired. Nevertheless, AISO has already organised two successful **INSPO** conferences at the Prague Congress Centre, the third scheduled for March 22 this year. And, thanks to a grant from the CZ.NIC association, coordinated by the BMI association, its member organisations began creating the portal **Helpnet.cz.** Its goal is to gradually concentrate in a lucid structure as much relevant information on the issues of all types of health affliction as possible, present on both cooperating and other Internet servers. The portal is open to cooperation with a wide spectrum of those interested and would also like to become an informal platform for lively exchange of opinions between the disabled and the people providing services to them.

When the BMI association made the launch of the portal's pilot version one of the main events of the 6th year of the "March – Internet Month" project and the portal's address, www.helpnet.cz, emerged on dozens of advertisements, it took the first step towards making, thanks to continuous marketing, the address generally known as the place to start from when seeking any information pertaining to disabled people.

Socitm and the outcomes of the London International Workshop

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Society of IT Management, UK (SOCITM)*

Socitm: A model of management for ICT professional associations

Socitm has 1,000 IT managers in the public sector as its members and an annual turnover of £5m. Its services include consultancy, provision of management resources, corporate advice to government, performance measurement, annual ICT trends survey analyses, member training, member educational and professional development schemes. It has also 500 subscriber members from the ICT supply companies.

The Society is influencial in the Government's thinking in terms of strategy development, and through its expertise in ICT Standards.

Socitm would like to invite similar Local and Regional Government IT organisations to become part of a "Society of Societies" which could be used to exchange good practice and also take part in joint bidding for European funds for e-government and other ICT developments (eg standards).

Outcomes of an international workshop entitled "Learning from Each Other" on standards and approaches.

Representatives from the following countries were invited to the workshop: the Czech Republic, Italy, the Netherlands, New Zealand, Spain, Sweden, the United Kingdom, and the United States of America. Those invited, in the main, were representing organisations established to support IT managers working in local government in their respective countries. The first part of the report sets out basic information on national strategies, policies and culture as they relate to the e-government environment in which local authorities in these eight countries have to operate. Information has been gleaned from a number of English language sources on the Web and from the recent Socitm/IDeA publication *Local e-Government Now: a worldwide view1*.

The second half of the report summarises the discussions held at the workshop, augmented by web based information relating to local e-government. Unfortunately the expected delegates from Italy, Spain and Sweden were unable to attend. However, Sweden did contribute additional material for this section.

At the workshop, attendees were in a position to compare successes in different areas, in different couintries. For example, the United Kingdom has an enviable government-driven and funded e-Government strategy in which Local Government plays an important part. Sweden has made democratic transparency the central plank of its e-strategy, with education as its primary focus for ICT investment, and has a credible set of achievements across the whole range of electronic service provision. The Netherlands is also advanced in many e-government areas, and is developing an impressive "Information Map" of priority transactions. The USA, home of many international technology standards, has been a keen advocate of e-government since the mid 1990s, and enjoys a high take-up of e-services. In the Czech Republic, the private sector (eg the banking sector) is taking a lead in citizen-related initiatives to build an access strategy, which will also be used by the public sector. By 2004 all New Zealanders will be able to pay their taxes, rates and bills, or register new companies as well as births, marriages and deaths via a single portal or by visiting a one-stop shop. In addition, major procurements will be handled electronically.

This 65 page report in electronic form is available free of charge on SOCITM website www.socitm.gov.uk

Summary

Outcomes of a workshop entitled "Learning from Each Other" was held in London on standards and approaches, and the possiblilty of joint bidding for European funds by professional associations.

The Public Information Bulletin in Poland

Arek Zlotnicky, Project Manager, Cities on Internet Association, Poland

Cities on Internet Association

The Freedom of Information Act enacted by the Polish Parliament on September 6th, 2001 obliges all government and local authorities to grant access to a wide set of official information to the general public. Information shall be accessible via the Internet in a form of a Public Information Bulletin to be edited and published by the respective government bodies.

The legal requirements and constraints concerning the public information publishing and access contain specification of the public information content classes and sources, content identification, and public information access.

Public information comprises all documents and content relate to (a) internal and foreign government policies and activities, (b) all public organizations including their structure, charter and property, (c) information concerning all proceedings of a government agency including legal regulations, planning and management decisions (e.g. public procurement), (d) information concerning public properties managed by respective government agencies, (e) minutes of proceedings of all elected government organs.

The sources of public information include all government and self-government organizations, trade and professional self-government bodies, all public entities representing government and /or executing the power of attorney rights over public property.

The above requirements may cause serious organizational and technical problems for a wide class of local government and self-government bodies expected to establish appropriate facilities to provide easy Internet access to all interested parties. The problems are compounded by the large number of such authorities (2804 organizations), chronic budgetary problems, and stringent content and editorial requirements of the PIA bill.

In order to enable the actual enactment of the above law, endangered by the above problems to stay largely on paper, Cities on Internet Association in consortium with RODAN Systems are setting up the Public Information Bulletin Portal (Open Hall – Public Information Bulletin Pilot Project) to be available to all interested local governments on the ASP (Application Service Provision) basis. The primary functions of the system are to provide capacity for web-publishing of the required content supported by advanced public access features, to support authoring and editorial work to be performed at the local authority level, and to provide a general Internet platform for a wide class of e-government services to be established after the initial operation period. Although the ASP service is founded as a commercial venture, providing a classic example of a PPP (the Public Private Partnership) initiative, the service charges represent a bare margin of the average cost that would have to be paid by each local government organization.

Vysočina Regional Authority

Well placed in the center of the Czech Republic, the predominantly rural Vysočina Region sprawls along the Czech – Moravian Highlands, from which it takes its name (Vysočina means „highland" in Czech). The Vysočina Region, one of the fourteen regions of the Czech Republic, has been known historically as a land of very poor and very tough people. The region gained this reputation thanks to its picturesque but rough countryside, which tested the capabilities and inventiveness of the people in fighting their destiny.

The Vysočina Region is a part of the EU microregion NUTS 2 Southeast, and two of its districts – Jihlava and Třebíč – are part of the Euroregion Pomoraví.

The Vysočina Region covers an area of 6 924,8 square kilometers, accounting for 8,78 % of the territory of the whole Czech Republic, which makes it the country's fifth largest region. The region's population is about 522 000 habitants.

The main centre of business, cultural and social life in the Vysočina Region is Jihlava. Thanks to its location, Jihlava acts as a gateway to the region. The other important centers of the region include the towns of Havlíčkův Brod, Třebíč, Pelhřimov and Žďár nad Sázavou.

The Vysočina Region has the well-deserved reputation of being one of the cleanest and most picturesque parts of the Czech Republic. The Vysočina Region is characterized by small villages,which are scattered all over the rolling countryside. Even the important urban centers in Vysočina are miles away from the overcrowded agglomerations like Prague in terms of their cleanness and quiet lifestyle. The Vysočina Region offers a lot of cultural, sport and social activities. Vysočina boasts a number of cultural sights, some of which are in the UNESCO list of the world cultural heritage.

Regional Authority IT Department

IT department of Vysočina regional authority consists of four divisions – Network Administration Div. (4 pers.), Databases and Applications Div (3 pers.), GIS Administration (2 pers.) and Conceptual Div (1 pers.). Main objectives of IT department are administration of network and Vysočina regional authority internal and external information systems, development of internal and regional geographical information system and building and supporting ideas of e-society and e-government in regional context all based on Regional IT Policy.

Vysočina Region Selected Parts of Regional IT Policy

Health Services
- Starting of basic data collection systems for monitoring and analysis of regional health and social trends. According to these basic data collection systems and according to the advanced health documentation systems there will be started a deeper knowledge analysis (statistics and data mining).

- Development of IT support for emergency systems – rescue actions navigation (real-time GIS data in combination with GPS), integrated emergency call system (callcenters, back-office applications, GIS integration)

Social Basic Services
- Basic IT infrastructure development in combination with public sector IS integration.
- Improvement of communication between public and non profit sector
- Technological and information support for disadvantage and endangered groups

Transport and Urban Mobility Basic Services
- Integrated transport system preparation and development
- Implementation of public transport optimization projects (models)
- Support of public transport information systems with emphasis on usage of GIS

Basic Service Delivery
- IT support for running public sector reengineering
- Communication infrastructure improvement
- Basic service optimal navigation for public using web applications
- E-Forms systems implementation and improvement, its back-office integration
- Data reengineering of public sector IS data architecture based on basic registry maximal usage
- Front and back-office systems improvement and its integration
- Support for public usage of electronic signature by maximizing supply of e-signature integrated services
- Implementation of CRM techniques and technologies

Some activities of IT department are involved in European programs, for example Prelude and Town-Twinning (project LORIS).

Selected IT Projects of Vysočina Regional Authority

Prelude – project identifies the best practices and activities in IT over all Europe based on regional aspects. Vysočina in association with BMI are involved in work packages Basic service delivery Transport, Social and Health services.

Loris – international ICT conference arranged as project of EU TownTwinning program

ePUSA – project supporting basic service delivery on regional level. The data sources are "centralized database of Czech regions and municipalities, directory services, GIS integration as one of information sources of national public service portal – www.epusa.cz "

Kevis – regional system serving for basic record-keeping typically of TOA services and simple accounting tasks – www.kevis.cz

The Union of Towns and Communties of the Czech Republic

The Union of Towns and Communities of the Czech Republic is a voluntary non-political, non-governmental organization whose regular members are communities in accordance with the law on communities. The Union's basic aim is to defend the common interests and rights of the communities that make it up. At present, the Union comprises approximately 2,200 communities, that is, about 34 %, in which around 7 million people live, representing more than 70% of the citizens of the Czech Republic. The Union is a constructive partner of government and parliamentary political representatives. It contributes to proposed legislative measures by commenting on legal norms in areas concerning local administration. The concept of the "Union" refers first and foremost to village and town mayors who, beyond the concerns of their own community, also devote their time to the problems of local administration in general.

The Union has also set itself these goals:

- to promote and develop democratic elements in the system of local administration and local government in the Czech Republic
- to be a constructive partner of the government, individual ministries and the Parliament of the Czech Republic
- to protect the interests and rights of communities as local administrative bodies
- to strengthen the economic independence of communities
- to strengthen the influence of communities in the area of legislation
- to contribute toward creating conditions for preparing and professionally educating elected members of local assemblies and employees of specialized departments in local government offices
- to take part in the process of reforming public administration and creating the new system of higher administrative territorial units
- to create conditions for providing essential and specialized services to communities and towns
- to act as a social platform for representatives of local administration in Czech towns and communities
- to assist the development of towns and communities' contacts abroad, and to build partner relationships and other forms of international cooperation with municipal offices in other countries
- to cooperate with national associations of local administrative bodies and international organizations active in the area of local administration
- to continually broaden the membership base so as to form a strong organization that can attain the Union's aims more quickly.

Foreign Cooperation and International Relations

The Union of Towns and Communities of the Czech Republic is creating conditions for integrating Czech municipal offices into various forms of cooperation in the area of activities by local administration and local government bodies in Europe and other countries of the world. The Union works together with similar partner associations in other countries and also oversees cooperation between individual communities in this country and abroad. The Union is a member of the worldwide organizations IULA (International Union of Local Administrations) and CEMR (Council of European Municipalities and Regions). Thanks to its membership in CEMR, Union representatives have succeeded in gaining access to the Board of Regions, an EU advisory body and thus they have gradually been able to get acquainted with EU mechanisms and programs in practice. Members of the Union are also represented in the Congress of European Local and Regional Authorities. Furthermore, the Union coordinates a program of partnership cooperation for towns and communities.

The Union's priorities in field of international activities are as follows:

- to provide exact information about European Union, functioning of EU institutions and EU funding to Czech towns and municipalities and equiped them with knowledge in field of municipal administration and management capacities;

- to defend rights and to lobby for interests of Czech municipalities on national and European level;
- to promote twinning cooperation among Czech municipalities and municipalities abroad and assist with creation of new twinning arrangements;
- to promote mutual co-operation with European local government associations from European Union as well from candidate and East European countries;

The Union and its members continuously participate in international projects, which aim at experience and information exchange on EU issues and preparation of local governments for accession. For example our association is actively involved in the international network LOGON - Local Gvernments Network of Central and Eastern European Countries and in project Local Government Support Programme (LGSP-CE).

Committee for information systems of towns and communities (ISMO committee)

The Union of Czech Towns and Communities (www.smocr.cz) is an open interest, non-party and non-governmental organisation asserting the common interests and rights of municipalities. It proceeds in the spirit of principles from which the European Charter of Local Self-government issues. At the present time, the Union associates more than 2,300 towns and communities inhabited by a total of seven million people, i.e. more than 70 % of the citizens of the Czech Republic.

Within the Union of Czech Towns and Communities, a number of specialist committees work as special advisory bodies to the Presidium of the Union. One of the most active is the **Committee for Information Systems of Towns and Communities (ISTC – www.munet.cz/ismo),** focused on information systems for self-government. It engages in promoting use of the Internet in the work of town and municipal authorities. It cooperates with ministries in preparing standards for public administration and self-government information systems, participates in organising specialist conferences and, naturally, expresses its opinions on proposed legal rules pertaining to informatics and concerning towns and communities. An integral part of the Committee's activity is cooperation foreign partners.

Activity in 2002

In 2002 the Committee mainly dealt with the requirements and **problems of self-government** in the area of information technologies and discussed them with representatives of ministries, especially the Ministry of the Interior (continuous commenting on informatisation of municipalities with extended operation, delimitation of information technologies – SW, HW etc). Another important group of problems entailed **communication with the business sector** – the Committee continued to cooperate with SW suppliers to public administration with the aim to use their professional knowledge for better and more comprehensive formulation of comments on various bills, proposed decrees, regulations and related instructions.

The Committee for Information Systems of Towns and Communities operated in the Specialist Working Group of Town and Communities at the Council of the Government. At the end of 2002 the Council of the Government was abolished due to the origination of a new ministry and the assumption of its competencies. The Specialist Working Group of Towns and Communities was transferred under the Ministry of Informatics as an advisory body.

Members of the Committee represent the Union of Czech Towns and Municipalities in operating working groups of central government bodies, regional authorities, as well as the GI (geographic information) working group. The Committee also has representation in the Steering and Monitoring Committee for **fulfilment of the General Agreement** on provision of services of the Communication Infrastructure of Public Administration Information Systems, in which its representatives express the needs and requirements of town and communities, comment on methodologies and conceptual materials. **Cooperation with the new Ministry of Informatics** has been established. The Committee puts emphasis on the fact that the new ministry pays attention to informatisation in public administration, including self-government, not only in state administration.

A document was drawn up – **Summary of the Committee for Information Systems of Towns and Communities' Priorities** – from the viewpoint of the needs of town and municipal self-governments, materials, tasks and contact persons. There was a meeting between the ISTC Committee's representatives and the members of the Committee for Public Administration, Regional Development and the Environment of the Chamber of Deputies of the Parliament of the Czech Republic, which resulted in the setting up of a subcommittee for public administration information systems of this committee. The ISTC Committee also participated in organising and formulating the programme of the international conference "Internet in Public Administration", ISSS 2002**,** which was attended by more than 1,700 participants from 13 European countries. Within the framework of the conference, a number of self-government projects pertaining to IT were presented; the Committee again co-organised the competition entitled **Zlatý erb (Golden Coat-of-Arms),** instigating improvement of the quality of websites of towns and communities.

As regards **foreign activities**, the ISTC Committee continued in the project "Strengthening Active Participation of Central and Eastern European Local and Regional Self-Government Associations in the Process of EU Enlargement" – EAP, namely, in the section Information Society, which culminated in a study trip of the Committee's members. Another important task was drawing up the **"Memorandum of Understanding"**, primarily dealing with the common procedure and coordination of EU candidate countries' activities pertaining to the development of information society. The Memorandum was discussed at the ISSS 2002 conference.

Priorities for the next period

For its activities in the near future, the Committee set a number of priority problem areas. We list some selected topics:

The communication infrastructure of public administration information systems, together with the security policy, is based on a general and implementing agreement. The **National Geographic Information Infrastructure** is among the other topics chosen. The expert group for geographic information will focus on the objective that within the revision of the State Information Policy the GI item be taken into consideration so that state map works are provided to and used on the basis of defined terms by the general public. Alongside a number of other goals, it will concern the creation of preconditions for transforming information for the citizen into graphic form.

The ISTC Committee wants to continue paying permanent **attention to Internetisation** of municipalities according to the projects of the Ministry of the Interior, promote the development of public information services, the public administration portal, and improve the creation of towns and communities' websites. It will endeavour to contribute to information systems allowing for provision of information prescribed by law. It will also support the extension of electronic registries and completion of the Public Administration Information Systems Standard for hardware and software requisites of electronic registries.

In terms of informatics, the Committee will monitor the **manner of registration and circulation of documents** between public administration bodies and express its opinions on solutions proposed in this area. It will also comment on the legislative assurance of basic registers of public administration information systems – the basic register of the population, the basic register of land identification and immovable assets, the basic register of economic subjects etc. The agenda of the Committee also includes issues pertaining to the Real Estate Register.

The ISTC Committee has cooperated in the preparation of the ISSS conference in Hradec Králové, it will further develop collaboration with the PSP subcommittee and the Ministry of Informatics, all with respect to **the reform's impacts on public administration information systems**. It will also continue cooperation with foreign subjects in the development of information society – GCD, Telecities, Elanet, the European Commission and associations of municipalities, primarily from the candidate countries.

The mentioned priorities are not a dogma for the work of the Committee for Information Systems of Towns and Communities, but merely an orientation aid, fine-tuned during the course of the year according to the specific needs of public administration of the Czech Republic.

The Valencia Declaration

The European Conference "Information Society as Key Enabler for Rural Development"

HAVING MET

In Valencia, on 3rd & 4th February, 2003.

CONSIDERING

That rural areas are a core European asset, that can reach their full potential by using new information and communication technologies (ICT) to increase the quality of life and work opportunities of the citizens in rural areas; to strengthen the development of the rural economy, both in the traditional and the new sectors, enabling rural areas to fully integrate and participate in the knowledge-based economy of Europe.

RECOGNISING

that rural development policy, as a tool to achieve territorial cohesion, is a key public policy for the 21st Century.

NOTING

That the new advanced services that the information and knowledge society offers are today key elements in the achievement of territorial cohesion and socio-economic equality.

PERSUADED

That all rural areas should benefit from the new ICT services that eliminate distance at a global level.

MINDFUL

however, that take-up of the opportunities created by the Information Society by citizens and businesses in the rural areas will not happen automatically, but will require proactive actions by public administrations, by technological private companies and by the rural areas inhabitants, using renewed cooperation and coordination frameworks.

To share with all actors, from local to global, from public to private, the multidisciplinary experience of the participants in Rural Development and Information Society, in order to jointly develop best practice and high impact actions to speed up the development of the all-inclusive Information Society.

DECLARE

1. INFRASTRUCTURES AND SERVICES

To provide the basis on which rural territories can compete equally with urban areas and avail themselves of the new possibilities offered by the information and knowledge society, telecommunications infrastructures must provide the same level of information transmission and of technology and knowledge transfer.

However, considering the low population density and weak economic activity of rural areas, it is necessary to design an optimal convergence model so that ICT providers deploy broadband telecommunications networks in those areas.

To address this, public administrations will need to help the deployment of such infrastructure, offering a strategic framework of cooperation and reinforcing the process of telecommunications liberalization. Starting with the rapid implementation of the new universal service framework and progressing to the final objective of generalising broad band, according to the European framework as established in e-Europe 2005 initiative .

Member States should address communication infrastructures and their contents in rural areas as a strategic priority. This will require implementation of European Authorities' suggestions regar-

ding the development of Information Society national and regional plans, through the development of infrastructures (broad band) as well as services.

With regards to services to citizens, it must be taken into account that one of the reasons for the depopulation of rural areas is that urban areas provide services to which rural population has no access. The use of ICT could be the key to overcome this situation.

Already available but needing to be enhanced, is direct access to administrations (e-Government), particularly the remote delivery of traditional public services, such as health (e-health), social assistance, education and life long learning (e-learning).

2. TRADITIONAL SECTORS AND NEW BUSINESS OPPORTUNITIES

All activity sectors in rural areas should be the targets for public promotion initiatives in the use of ICT, as they can gain major benefits through becoming a part of the Information Society.

With regards to the traditional sectors in rural areas (agriculture, live stock, fishing, forestry and food industries) it is worth mentioning the following benefits:

- Concerning food safety and quality: the use of more efficient quality management and assurance tools as well as training, communication and information applications and government follow-up models.
- The increase in clearness, transparency and efficiency in agricultural markets as well as in inside sector relationships and in relations among different sectors
- The increase in competitiveness by means of a faster adaptation to new market trends
- The increase in consumer confidence though the use of tools which enable food traceability, in a way that they will be able to check food safety and quality and that thoughout the production process, environmental and animal welfare rules have been respected
- The use of e-business tools to concentrate offer and to allow producers to increase their share in the end value of the product

All these uses of ITC should be promoted by public administrations and all agents in the primary sector should adopt them as a priority.

Citizens and companies need to take advantage of the new commercial and employment opportunities presented by the Information and Knowledge Society.

Tourism, trade and professional services are sectors in which new businesses can appear and where existing businesses can gain major benefits from adapting to the use of ITC.

The arrival to rural areas of businesses and processes coming from urban areas can constitute another key factor in the creation of high quality jobs.

3. KNOWLEDGE SOCIETY FOR ALL

The opportunities offered by the Information Society to rural development are many but the actual existence of knowledge barriers as well as psychological barriers and resistances to change must not be forgotten.

To get rural citizens and companies into the Information Society they must participate in the general cultural change process, required by this new society model. To this end, the first step to be taken is the development of "digital literacy" initiatives, which will promote the day-to-day use of computers and the Internet.

ICT usage levels in companies and homes varies between countries, regions and even counties, but are always significantly lower in rural compared to urban areas. However, it is worth bearing in mind that rural areas are very diverse one from another and show varying levels of socio-economic development.

Another factor which must not be disregarded is language. The respect for European multilingual diversity demands actions which contemplate this reality.

Overcoming the psychological resistance to technological change must not be underestimated, and will require awareness, training and capacity-building initiatives, while, at the same time, the communication interfaces improve their user-centered and user-friendly character.

Moreover, ICT can provide rural inhabitants with cultural and leisure services, that could help to overcome the "feeling of isolation" that is often considered a major cause of young people leaving

rural areas. The creation of virtual communities and the recreational uses of the Internet can open a window to the world for rural citizens, while increasing the feeling of belonging to their rural community and identity.

CONCLUSION

We, the participants of the conference, "Information Society as Key Enabler for Rural Development" meeting in Valencia:

- wish to promote within our own organisations, in the development of our own policies and in their execution, the contents of the three points of this declaration.
- call on all Public Administration bodies at all levels of government and the business sector, particularly the high-tech industries, to unite in common support of this declaration and commit to realising the benefits of the incorporation of the information society into rural development.
- Invite all public and private agents to create a new strategic framework of cooperation from which to promote:
  - the development of telecommunications infrastructures on an equal basis in all European territories, within the confines of current regulatory legislation
  - the location of new activities in rural areas, as well as the development of value-creation actions for all businesses and services
  - the formation of active policies by those responsible for public administration at European, national, regional and local level in order to ensure appropriate action for the achievement of these objectives
  - multidisciplinary research (technical and socio-economic) to enable a better understanding of the fundamental new drivers of the Information Society and their impact on rural areas
  - the continuity of discussions such as this conference, to share expertise and best practice, and to facilitate the progression from a model based on pilot projects to a model that allows successful initiatives to be widely adopted.

4th February 2003

5th year of the Golden Coat-of-Arms competition – growing website quality

Jan Savický, Golden Crest Association

The Golden Coat-of Arms 2003 competition is announced by the **Ministry of Informatics of the Czech Republic** under the personal auspices of Minister **Vladimír Mlynář.** The co-organisers are the **Ministry of the Interior of the Czech Republic** and the **Union of Czech Towns and Communities.** The competition is secured by the **Zlatý erb (Golden Coat-of-Arms) Association** in cooperation with the **Města a obce online (Towns and Municipalities Online) portal**. The competition is part of the initiatives within the framework of the **March – Internet Month** campaign. The winners are traditionally announced at the **ISSS conference's** gala evening.

The competition originated as one of the first of its kind in the world and was a **finalist in the Stockholm Challenge Award global competition**. Annually it attracts the attention of thousands of Internet users, mayors and webmasters, thus helping to improve online communication of public administration.

This year's competition is again divided into three categories: **1st - towns, 2nd - municipalities, 3rd - regions, associations.** Primarily judged is the content and graphic level of homepages and, newly, their benefit for selected user groups. The precondition of success is meeting the requirements arising from Act 106/1999 Coll., on free access to information, and the Public Administration Information Systems Standard 7/2001. Especially valued are good ideas and above-standard provision of information. Participation in the Golden Coat-of-Arms competition is free of charge.

One of the novelties of the 5th year is announcement of preliminary **regional rounds** in two regions: **Vysočina** and **Pilsen**. Citizens, Internet users are also welcome to participate in voting. They can support their favourite for the **Prize of the Public** through sending a nomination ticket.

The summary of all this year's 204 competitors (towns, municipalities and regions) is available at the competition website http://zlatyerb.obce.cz. A certain decline in the number of competitors in comparison with the record last year, in a period witnessing the culmination of public administration reform and after municipal elections, is understandable. And not all municipal websites contain compulsorily published information, hence, they cannot compete.

The competition is famous for its maximal openness in accordance with the Act on free access to information – all point evaluations from all members of the jury, competitors and the public are published.

Triada Ltd.

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The Company

Triada Ltd. holds conferences for local and state government and administration, develops and promotes software for state and local government and company issues municipal magazine called "Obec & finance" (Municipality & Finance). Triada Ltd. engage 25 employees and 38 external collaborators.

Major Activites

Conferences for state and local government

International conference called "The Internet in Public Administration"

Annual conference since 1998, last year it was visited by over 1700 participants from the 18 European countries.

Main topics: Legislative Process and the Internet, EU Programmes-support of information technologies, Launched projects of digital cities and e-areas in Europe, Discussion: E-government--state administration in the Internet era, e-Europe initiative of the European Union but also the e-Europe+ initiative – a EU-candidate support of the "European 15" intentions, The Internet and Education, Round table with the most important personalities

Activities of the European Forum for information society, Activity of Telecities, Elanet and ERIS@ association, The development of information society and employment, E-commerce.

For more information: www.isss.cz/loris, comparison of experience of the representatives of the countries-candidates, with the opinions of their colleagues from the European Union countries.

Conference called "**The Day of Small Villages**" is visited by mayors of small villages and they discuss *their* own specific problems.

Magazines

Municipality & Finance (Obec & finance)

Since 1996, 5× a year, for every municipality in the Czech Republik, *number of copies: 8000*, average number of pages 125.

Magazine for economical issues of towns and villages, regional politics, local development, appropriation programmes for local government. Independent part of magazine is "Public Administration On-Line", 16–24 pages devoted to use of recent technologies including the Internet in public administration. For more information: www.triada.cz/oaf

Daily News for Public Administration

It is the Internet magazine for public *administration*, it provides daily news, links to other public *administration* servers, in part called "Towns and Villages" there is statistics of all towns and villages in the Czech Republic (over 6000 municipalities), it provides outline of the main events (for example conferences, fairs, meetings, deadlines etc.) For more information: www.obce.cz

Software for Public Administration

Since 1991, the company Triada provides and develops software and all relevant services. This software solves municipality finance, property evidence, local tax, wages, office system, evidence of inhabitants and lands, elections and over 20 other agends. This information system is used by over 1500 municipalities in the Czech Republic.

For more information: www.triada.cz

FALA–Training Centre for Public Administration of the Czech Republic

Company Profile

FALA is a **non-governmental, not-for-profit training organisation for local and regional government**. It was founded in 1992. It is governed by the **Board of elected representatives** drawn from **The Association of Towns and Communities (SMO CR)**, together with representatives of central government Ministries.

Structure of the Organisation

FALA delivers its services from the headquarters in Prague and 11 regional branches all over the Czech Republic (Sokolov, Plzeň, České Budějovice, Liberec, Pardubice, Jihlava, Brno, Zlín, Olomouc and Ostrava; the regional centre for Central Bohemia is located in Prague). **Total number of staff: 28 employees + over 400 external trainers and consultants.**

Key figures

In 2002, FALA organised 617 training courses and seminars attended by 20467 participants. Since it was founded, it has trained over 163 000 people. Annual budget (2002): 23 462 000 CZK. Over 90% of the yearly costs are covered by its own activities, the remaining part is the state subsidy.

Aim

FALA's aim is to provide training for local and regional authorities staff and elected representatives of local government in order to implement and reinforce sound, sustainable and democratic approaches and good methods of governance.

FALA's services

- Training courses, conferences, workshops, counselling, study tours, etc.
- International and bilateral projects focused on local and regional government
- Training needs analyses, network events, information and practice exchange

Focus of FALA's training activities

- The range of day-to-day tasks of local authorities
- Public administration reform in the Czech Republic
- EU accession and future EU membership

Membership in organisatiations

FALA is an ordinary member of the European Network of training Organisation – **ENTO** and hold a seat in its managing body – the Board. Other membership: **NISPACEE** (Network of Institutes and Schools for Public Administration of the Central and East Europe) and the Association for Adults Training Institutions – **AIVD**.

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