The Conference Internet in Public Administration
and
Local and Regional Information Society Conference

Cities of Prague and Hradec Králové, 23rd—25th March 2003

Responses and Evaluations

ISSS

Internet ve státní správě a samosprávě

**LOCAL AND GLOBAL
INFORMATION SOCIETY**

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Introduction

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

LORIS was 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. The number of participants in this sixth year of the ISSS/LORIS Conference – more than 1.800 from 26 countries (representatives of European Commission, state, regional and local administration – including some ministers from the Czech Republic, State Secretaries from Slovakia and Hungary, Members of Parliaments of the Czech Republic and Slovakia, Lord Mayor of Prague, representatives of European networks, IT specialists, representatives of private companies from the field of Information and Communication technologies, and 72 companies taking part in the accompanying exhibition) and increasing interest of media partners is the best evidence. The Conference was opened by video recording of Prime Minister inaugural address.

According to representatives of European Commission such a major European event has been very significant for the possibility not only to share experiences and good practices between representatives of local and regional government of Central and Eastern Europe Countries, but also to define common vision and a sound approach for shaping the knowledge – based economy and society together.

"It was a privilege to join so many distinguished people – decision-makers at all government levels, industrialists, experts, users, local associations and networks – at the Conference," said Mr. Gérald Santucci, Head of Unit Trust and Security of DG Information Society European Commission. "I was personally glad to note that the Ministers and State Secretaries from the accession candidate countries, as well as all the high level participants from local and regional governments, were genuinely committed to shaping the enlarged Europe we live in with a common purpose and sense of community, the latter being for me a founding ideal of Europe."

The main goal of the ISSS/LORIS 2003 was 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 to stimulate and increase the number of local authorities willing to participate in European projects promoting partnerships in the process of European integration.

On Sunday 23rd March 2003 afternoon at the common meeting of representatives of capital cities of candidate countries with Lord Mayor of Prague a Prague Declaration on the Information Society Development was

adopted in which delegates recognised the EU's strategic objectives related to Information Society development (*e*Europe 2005) and committed themselves to strengthen mutual co-operation with international networks and associations and to exchange best practises.

During Meeting of representatives of CEE Associations of Municipalities, which took place in Hradec Kralove on Sunday late afternoon, all associations provided participants with short presentation of Association focused on current status of the Association and level of electronic access to services.
On the occasion of Sunday evening Cultural Programme Mayors from Central and Eastern European Cities Zakopane – Poland, Moldava nad Bodvou – Slovakia, Kuressaare – Estonia, Panagyurishte – Bulgaria, Jagodina -Serbia and Montenegro, Bratislava – Slovakia, Sopot – Poland, Hluboka – Czech Republic and Pardubice – Czech Republic signed 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.

On Monday 24th March CEEC Associations Specific Workshop and Global Cities Dialogue Event for Eastern Europe was held with objective to optimise the presence of local authorities to ISSS/LORIS Conference in offering them a specific "seminar" aiming at raising their awareness on EU programmes/opportunities and related decision and lobbying process regarding the binomial "Regional Development and Information Society". The workshop intended to address in the most integrated way the following topics: European affairs management/lobbying, Regional development and Information society.

During Monday evening festive programme the EuroCrest prizes for the best web presentation of European towns and communities were awarded to the towns Praha – Czech Republic, Vranov nad Toplou – Slovakia, Tartu – Estonia, Jurbarkas – Lithuania, Ventspils – Latvia, Sopot – Poland and Rousse – Bulgaria. The Conference was accompanied by the exhibition of the best practises of the web sites.

In the following report you can find basic information about the evaluation of the event. We are persuaded that it will contribute to your decision to participate in the next Conference **ISSS/LORIS 2004.**

Ing. František Dohnal
programme director of the conference

RNDr. Tomáš Renčín
executive director of the conference

Profile and goals of the event

Internet in Public Administration – ISSS 2003

Character:	International conference
The number of forms:	6 Prague, March 1998 Hradec Králové, March 1999–2003
Target groups:	Representatives and employees of state and local administration from the Czech Republic and from abroad, IT specialists, businessmen from the field of information and communication technologies
Topics:	• Role of the new Ministry of Informatics in the development of public administration

- Role of informatics after public administration reform
- E-government
- Financing IT introduction in Czech public administration
- Integrated communications between Governmental authorities, at all levels
- Information systems dependability and security
- Communication of public administration with citizens and mass media
- Role of IT in crisis management
- Geographical Information Systems for public administration
- IT introduction in public administration of regions and municipalities with extended operation
- Internet for disadvantaged groups of citizens
- Public administration portals
- Offer of electronic services for citizens
- Exchange of experience

Local and Regional Information Society – LORIS 2003

Character: International Conference

Speakers:
- Per G. Blixt – EC DG Information Society, Head of Unit Elderly and Persons with disabilities
- Ioannis Kaltsas – Industrial economist European Investment Bank
- Bino Marchesini – General Secretary of EUROGI
- Gzim Ocakoglu – EC DG Enterprise, IDA Programme Unit, Project Officer in charge of Enlargement
- Olivier Pascal – EC DG Information Society, Deputy Head of Unit, Regional and Societal Aspects
- Gérald Santucci – EC DG Information Society, Head of Unit, Trust and Security
- Robert Shotton – EC DG Regional Policy, Head of Unit Greece
- Jeannette Viale – Vice-President of TeleCities
- And others

Target groups:
- CEEC's Associations of towns and communities
- GCD members from Eastern Europe
- Representatives at Ministerial level, local government level, and from national Parliaments.
- IT specialists

Topics:
- to promote the information society technologies and services in public administration;
- to evaluate the progress in eGovernment;
- preparation of the framework for virtual twinning between EU cities and cities from CEEC;
- Exchange of best practices of the public services provided by the municipalities' web sites
- 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

Organizers and Partners of LORIS conference

Organizer

Region Vysocina

Co-Organizer

Association of the Czech@

Host Organizations

City of Prague
City of Hradec Kralove
Union of Towns and Communities
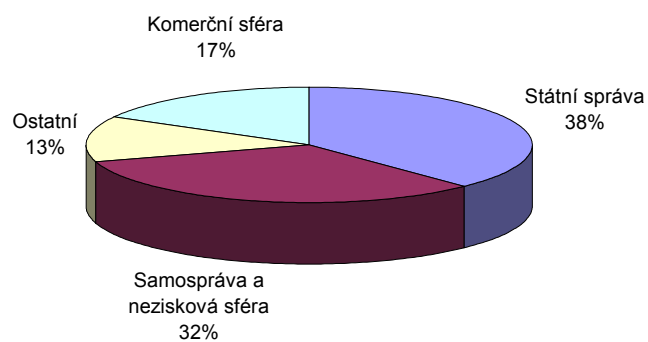of the Czech Republic

Partners

European Commission
*Info*Dev
Triada Ltd.
ČSA

Co-operation on the Preparation of ISSS Programme

Ministry of Informatics of the Czech Republic
Ministry of Interior of the Czech Republic
Czech Association for Geoinformation

The participation

The number of participants of ISSS/LORIS 2003 Conference: 1853

State Administration	701
Self-government and non-profit sphere	602
Others	238
Commercial sphere	312

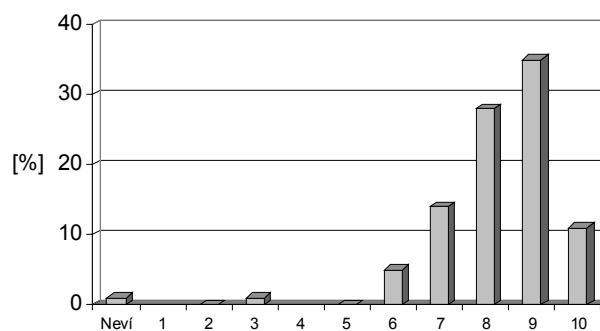The structure of participants of the ISSS/LORIS 2003 Conference

The participants from abroad:

The total number of all of countries is 26 (including the Czech Republic) Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Denmark, Estonia, Finland, Germany, Hungary, Iceland, Italy, Latvia, Lithuania, Luxembourg, Nederland, Poland, Romania, Serbia and Montenegro, Slovakia, Slovenia, Sweden, Turkey, Ukraine, United Kingdom.
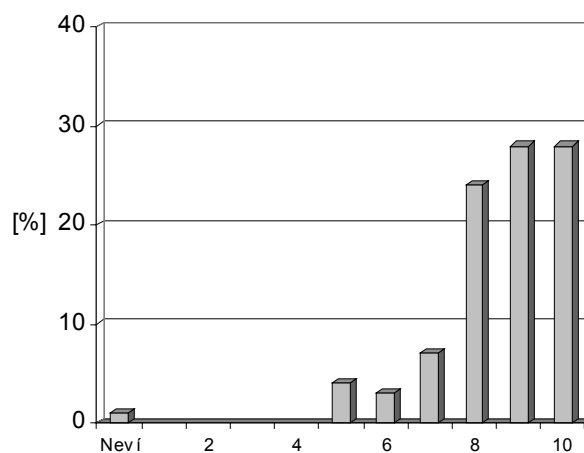
The evaluation

This evaluation was made on the base of statistics data, which are the result of reconnaissance done by organisers in the period from the end of March to 15 April 2003. About 100 participants answered to the special questionnaire that you can find on web sites of the Conference (http://www.isss.cz). Exquisite points were evaluated according the scale 1–10 (1 the worst, 10 the best).
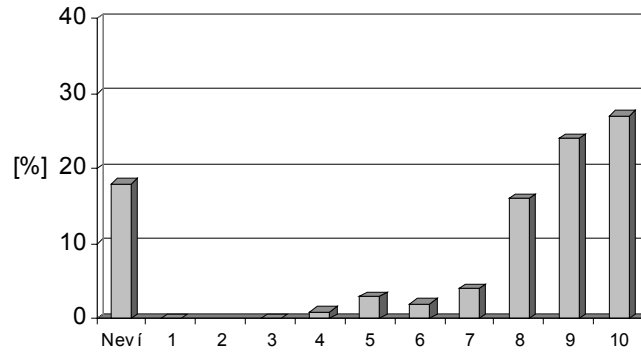
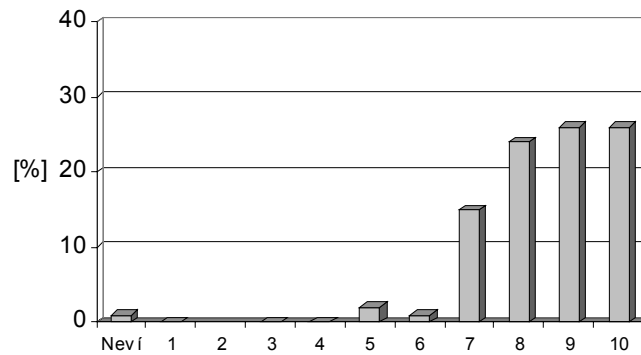The total evaluation: 8.298

The information on Internet: 8.628

The communication with organiser: 8.74

The conference papers: 8.585

The most interesting parallel sessions

- Ministry of Informatics – goals and program
- Electronic services of public administration for citizens
- Financing IT introduction in European public administration
- ARCO workshop
- E-security
- Electronic documents in public administration
- Without e-munity
- Public administration web sites

ISSS/LORIS 2003 on Internet

WWW:	http://www.isss.cz; http://www.isss.cz/loris
Visit:	15 212 (from 1. 1. 2003 to 17. 4. 2003)
Language version:	Czech, English
Contents:	• Proceedings
	• Power point presentations
	• Audio Records of Lectures
	• Audio Records of Interview
	• Statistics
	• Monitoring of Mass Media
	• Conference Communiqué
	• Photo Gallery
	• Press Releases
	• Results of Contests

Prague Declaration on the Information Society Development

Introduction

We are aware of Europe's strategic goal to become the most competitive and dynamic knowledge-based economy in the world. To achieve the goal, it is necessary to support the development of the Information Society and meet the objectives outlined in the eEurope 2005 Information Society for All Action Plan.

We are aware that the Information Society development is an important factor for the effective and transparent public administration, development of an open society, citizens' involvement in democratic processes, and improvement of the overall quality of life. To meet these objectives an active approach of administrations at the regional and local levels is required.

In the process of the Information Society development, large cities play an important role due to their large number of inhabitants, concentration of economic and creative potential and quite frequently, their more complicated internal workings of administrations. A particularly important role is played by the candidate countries' capitals which, thanks to their position and ambitions on the international scene, must become the bearers of ideas and solutions on par with state-of-the-art information and communication technologies and their application in an advanced Europe.

The basis for effective action of cities and regions' in the development of Information Society is their mutual co-operation and exchanges of experience. We place a special emphasis on co-operation with European networks and associations and on mutual co-operation between the candidate countries' cities and regions, while pursuing the objective of influencing the EU's strategic decision-making, its policies and programmes, and gaining access to the EU's resources.

Goals and Commitments

Recognise the EU's strategic objectives related to Information Society development (eEurope 2005) and their implementation in cities' strategic plans (eStrategies).

Through the Information Society development, contribute to efficiency and economic growth of cities; development of an open society; stimulation the participation of citizens in the democratic process and improvements in the quality of citizens' life in all spheres.

Improve access, dissemination and exploitation of public sector information, ensure that all group of citizens have easy access to essential public data, as well as promoter on line interaction between citizens and government.

The changeover to electronic interaction involves major changes to the internal workings of administrations which can be complex to manage. The challenge for administration is therefore to adapt themselves and introduce innovative ways of working including a systematic approach to the education and training of public administration employees.

Promote the role played by cities and regions in the implementation of eStrategies in co-operation with national and European structures; strengthen mutual co-operation with international networks and associations; and provide for exchanges of the experience with this co-operation. Pursue systematic documenting and benchmarking of the implementation of the objectives set out in eStrategies. Jointly seek participation in EU projects and programmes. For these activities, create the optimum preconditions including proper and stable partnerships with the private sector and scientific institutions.

For achieving the above objectives it is desirable to take the following actions in the near future:

- Set out a road map for achieving the EU's goals, and then, based on specific conditions and priorities, implement the programmes and projects in practice.

- Analyse the situation in each city with a special regard to best practice; promote best practice through exchange of experiences across Europe and participate in the benchmarking of the results achieved.

- Through participation in European conferences and workshops to enhance collaboration and exchange of best practice.

- Enhance mutual cooperation and networking, provide information about events, and seek solutions in working on joint projects.

- Become actively involved in the activities pursued by national associations and international organisations that brings together cities and regions in the area of Information Society development (for example, TeleCities, ERISA, ELANET, Global Cities Dialogue, and possibly others).

- Take an active part in debates on European strategies and programmes, and participate in selected structures (for example, the Co-ordination Committee of the *e*Europe 2005 Action Plan)

- Proceed jointly in preparations for international Information Society summits (Geneva 2003, Tunis 2004).

This Declaration was adopted at the meeting of IT representatives of the candidate countries' capitals, held in Prague on 23 March 2003 on the occasion of the ISSS/LORIS 2003 Conference.

ISSS 2003 Conference Communiqué

This document presents the opinions expressed during the conference's course. On the basis of these presentations, the communiqué formulates the directions that need to be followed in the near future in order to support the process of introduction of IT in public administration in the Czech Republic:

1. To complete the process of creating conditions for mutual communication of public administration information systems, to increase the flexibility of their response to changes and needs of target groups, and to secure their effectiveness, safety and transparency for all user groups.

2. To define the interface between public administration information systems at the state, regional and local government levels, various levels of self-governing and state organisations, and to legislatively ensure sufficient transparency in this area.

3. To define the responsibility of organisations concerned for access to and use of central data in linkage to other registers.

4. To jointly support the development of international activities focused on building up information society with regard to the Czech Republic's accession to the European Union. Through sufficiently strong support, to secure the Czech Republic's level in methodology and operation of public administration information systems comparable to the standard of advanced EU countries. Hence, the Czech Republic could become a reference for other countries, and reap political and material benefits from it.

5. To improve the quality and increase the quantity of public administration communications services for citizens in all their roles and life situations. To enhance the share of electronic documentation used, thus also attaining higher relevance and effectiveness of decision-making procedures and improving the execution of state administration and self-government. The objective is to extend the range of means available for communication between the citizen and public administration.

6. To clearly define the principles of financial flows and responsibilities in financing and projecting activities pertaining to the smooth introduction of information and communications technologies in public administration.

7. One key task of IT technologies is to secure a reliable interconnection of all groups concerned in the management of crisis situations.

8. To implement geographic data and information as an integral part of public administration information systems. Making them accessible will lead to significant development of information services for territorial management and for informing citizens.

9. In relation to public administration reform, to achieve the same level of introduction of IT in local self-governments.

10. To improve public administration and self-government employees' awareness of the necessity of information safety in the conditions of public administration information systems' operation and construction. This can be attained through standardising the process of building up the applications and architecture of public administration information systems, the standards of the Ministry of Informatics of the Czech Republic, as well as legislative and normative prescriptions.

11. To raise digital literacy of citizens and their awareness of new tools for communication with public administration.

Participation of CEEC Associations

The main goal of the ISSS/LORIS Conference was 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 to stimulate and increase the number of local authorities willing to participate in European projects promoting partnerships in the process of European integration.

Local and regional governments were represented also by 16 CEEC national associations:

- National Association of Municipalities in the Republic of Bulgaria
- Association of Estonian Cities
- Cities on Internet Association – Poland
- Association of Polish Cities
- Hungarian Organisation of Intelligent Settlements
- Union of Local and Regional Governments of Latvia
- Association of Local Authorities in Lithuania
- Association of Towns and Communities of Slovakia
- Romanian Federation of Local Authorities
- Public Administration Information Systems Professionals Association – Romania
- Association of Municipalities and Cities of the Federation of Bosnia and Herzegovina
- Association of Municipalities and Towns of Republic of Srpska
- Association of Towns and Municipalities of Republic of Croatia
- Union of Municipalities of Montenegro
- Standing Conference of Towns and Municipalities of Yugoslavia
- Union of Towns and Communities of the Czech Republic

During Meeting of representatives of CEEC Associations that took place in Hradec Kralove on Sunday late afternoon, all associations provided participants with short presentation of Association focused on current status of the Association and level of electronic access to services. "The fact that you all are here means that you want extent your cooperation with Europe to make progress faster and better," said Mr. Gérald Santucci, representative of DG Information Society of European Commission to the delegates. "The meeting is a milestone in the development for defining roadmap of work programme for the next years."

On Monday 24th March CEEC Associations Specific Workshop and Global Cities Dialogue Event for Eastern Europe was held with objective to optimise the presence of local authorities to the Conference in offering them a specific "seminar" aiming at raising their awareness on EU programmes/opportunities

and related decision and lobbying process regarding the binomial "Regional Development and Information Society". The workshop intended to address in the most integrated way the following topics:

- European affairs management / lobbying – main factors influencing the elaboration of one's strategy of relations and lobbying with the EU institutions were presented
- Structural funds and the local/regional governments – the keys were given to the audience for to optimize their positioning towards the European institutions involved in structural actions and thus maximize the use of the funds their regions will receive in the framework of structural actions
- Regional development and Information society – how information society issues are tackled at the European level.

Workshop was followed by the programme block about financing IT in European public administration: European Investment Bank programmes supporting the development of electronic public administration and e-services and EU programmes for eGovernment and information society – IDA, eContent.

CEEC Associations had the possibility to share experiences with representatives of European Commission, European Investment Bank and TeleCities

On the occasion of Sunday evening Cultural Programme Mayors from Central and Eastern European Cities Zakopane – Poland, Moldava nad Bodvou – Slovakia, Kuressaare – Estonia, Panagyurishte- Bulgaria, Jagodina -Serbia and Montenegro, Bratislava – Slovakia, Sopot – Poland, Hluboka – Czech Republic and Pardubice -Czech Republic signed 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.

According to representatives of European Commission such a major European event has been very significant for the possibility not only to share experiences and good practices between representatives of local and regional government of Central and Eastern Europe Countries, but also to define common vision and a sound approach for shaping the knowledge – based economy and society together.

Information about the ISSS/LORIS 2003 Conference Exhibition

On the occasion of the ISSS/LORIS 2003 Conference in Hradec Kralove, the organizers set up an exhibition displaying the best practises of the local and regional government web sites from the European countries.

The exhibition was open throughout the conference period (24[th]March 2003 from 9 a. m. until 20 p. m. and 25th March 2003 from 9 a. m. until 13 p. m.) and provided the participants with the opportunity to promote their application to a large and knowledgeable audience and the visitors with the chance to look into fine examples of Information Society concept implementation.

The objectives of the exhibition were to display concrete public administration services for citizens, business and/or tourists provided by web sites, to feature good European practice in the domain, to put forth success stories and to provide an "orientation tour" of the European local and regional government web sites implementation.

Exhibition displaying the best practices of the local and regional government web sites involved winners of the EuroCrest Contest 2003 for the best homepage of towns and communities of Europe, which encourages municipalities to use information technologies for e-democracy development. This is based on experience gained from the Czech contest Golden Crest during last years (with participation of hundreds of Czech municipalities).

The towns Praha, Czech Republic www.praha-mesto.cz, Vranov nad Toplou, Slovakia www.vranov.sk and Sopot, Poland www.sopot.pl are winners of national contests, towns Tartu, Estonia www.tartu.ee, Jurbarkas, Lithuania, www.jurbarkas.lt, Ventspils, Latvia www.ventspils.lv and Rousse, Bulgaria www.bulgaria.domino.bg/rousse were nominated by national associations of towns and municipalities, because in those countries such a contest does not exist yet.

The organizers of the conference have prepared some practical notes how to organize the national competition (for further information, see www.isss.cz/loris) as the real motivating power for the municipality representatives as well as their webmasters to compare the own online services with the best practices and to improve them. Hungarian and Romanian representatives of associations confirmed their readiness to begin with organization of national contest this year. Establishing the competition in their countries will be a visible step toward the eGovernment principles.

The European E-City Award presented in Vienna last September for the first time, is being given to the city with the best internet portal in the whole of Europe and was selected from 130 European cities out of 29 countries within

the framework of an extensive European benchmark study. The Award was represented by web sites of Berlin, Germany www.berlin.de, which in the category firms prevailed because of its clearly structured and detailed information offers for prospective firms and investors. In the category tourists it reached the 3rd place and the 2nd place of the overall prize was given by the jury to Berlin.

The participants of the conference had the possibility to draw from the experience of the towns Bratislava, Slovakia www.bratislava.sk, Rijeka, Croatia www.grad-rijeka.hr, Gdansk, Poland www.gdansk.gda.pl, Podgorica, Serbia and Montenegro www.podgorica.cg.yu, Tallinn, Estonia www.tallinn.ee, Turku, Finland www.turku.fi and Ljubljana, Slovenia www.ljubljana.si.

Official declaration of results of the Czech Golden Crest Contest 2003 was a part of the Conference. Winners in the categories Cities, Communities, Regions, Blind friendly web and Special publicity prize presented their web sites as well as Vysocina Region presented the first regional Golden Crest Contest.

The conference will be followed by a guidebook based on the analysis of best practices observed and topics discussed. The guidebook will involve also the best practises of the local and regional government web sites from the European countries displayed during the Conference at the exhibition.

ISSS/LORIS 2004

The place:	Prague, Hradec Králové, Congress Centre Aldis
The date:	28th–30th March 2004
Character of event:	The international conference
Main goal:	Introduction of IT in Public Administration
Number of participants expected:	1800
Organiser:	Triada, Ltd.
Executive director of the conference:	RNDr. Tomáš Renčín Phone: +420 284 001 284 E-mail: rencin@isss.cz
Secretariat of the conference:	U Svobodárny 12 190 00 Praha 9 Phone: +420 284 001 284 Fax: +420 284 818 027 E-mail: isss@isss.cz http://www.isss.cz/loris