

V4DIS

LORIS



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International Conference

Visegrád Group
for Developing Information Society
Local and Regional Information Society
Meeting of Associations and Cities

eStrategy

- **Associations of Municipalities**
- **Cities**
- **eV4+/LORIS Declaration**

**Central, Eastern and South Eastern European
Associations and Cities**



Hradec Králové, Hotel Černigov, March 28, 2004

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e-Strategy and Cooperation among Towns

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The paper deals with the importance of cooperation between self-governments, primarily those of towns, in enhancing information society development. It presents the experience of the Informatics Department of Prague City Council gained in this issue both at the national and international level. It also pays attention to the terms e-Strategy and benchmarking and highlights topics for strengthening of cooperation in the future.

Introduction – Why cooperate?

There are numerous reasons. Specialist, economic, prestige, as well as application of joint procedures and interests towards the surroundings. Functioning with similar goals are associations of various subjects in various thematic areas. Hence, it is essential that towns also cooperate in modernising public administration, especially in a period bearing witness to the rapid development of information and communications technologies (ICT), their penetration into all spheres of life, and the increasingly frequent use of such terms as information society and e-government. Under economic pressure, the private sector has been adapting to the challenges of the times, including changes in labour style and organisation and improvement of qualification. Similar principles have been seeping into public administration too.

Cooperation of towns and locals governments in the EU

Towns play a major role in information society development owing to their specific conditions, such as large population, concentration of economic and creative potential. They are important partners, representatives of the interests of self-governments on both the local and regional level towards the state and the EU.

An especially relevant role is played by big cities, which as a result of their position and ambitions in the national and international arena must be bearers of ideas and solutions complying with the current level of information and communications technologies' development and their application in an advanced Europe. On the eve of EU enlargement, cooperation between towns of the acceding countries and towns of the EU15 is a real challenge. Approximately ten years ago, European cities began associating themselves in such organisations as TeleCities and Global Cities Dialogue (GCD), presented at ISSS/LORIS on several occasions, and Major Cities of Europe – IT Users Group, an organisation due to introduce itself for the first time. Also common are smaller groupings of towns that are partners within the framework of a particular time-limited project.

Similarly developed in the EU is ICT cooperation between associations of local governments – ELANET - or associations of regions - ERISA. The two organisations have also been presented at ISSS/LORIS and they closely collaborate with TeleCities, including on solutions to specific projects, for example, the Three Roses project pertaining to the use of Open Source SW. The benefits of cooperation with organisations of towns and self-governments are very well perceived by the private and research sectors since it allows for joint discussion of experience, trends, needs and possibilities of their solution.

Prague has been a member of the TeleCities network since 2001 (since 2002 a member of the Management Committee), and this organisation's objectives show the fruitfulness of cooperation. TeleCities (www.telecities.org) is a network associating more than 100 European cities, it is a platform for sharing and exchange of experience, development of practical solu-

tions directed towards an open information and knowledge-based society at both the European and local level. The main goal of TeleCities is formulated as support for e-Citizenship for All, whereby in comparison with e-Government an active approach from below is emphasised. To attain this goal:

- it strives to influence European policy in the interest of cities;
- it enhances exchange of experience and knowledge between cities of member states and acceding countries;
- it informs its members of policies, programmes and initiatives of the EU and local governments;
- it facilitates and supports the origination and solution of projects assisted by the EU for its members and their associations.

Representatives of the organisations TeleCities, Global Cities Dialogue, Major Cities of Europe and capitals of V4+ countries have been invited to take part in ISSS/LORIS 2004 and appear in a special programme block devoted to cities.

How we cooperate in the Czech Republic

In the 1990s self-governments in the Czech Republic underwent a substantial development, from overcoming habits from centralised management to full awareness of the necessity and advantages of an active approach “from below”. By the dawn of the millennium, the situation had become complicated as a result of public administration reform, the origination of fourteen new regions, the gradual demise of old districts and the transfer of competences to delegated municipalities. Effective use and development of ICT in such an environment was a tough nut to crack for both self-governments and the Ministry of the Interior of the CR.

The willingness to associate self-governments manifested itself immediately after 1989 in the establishment of the Union of Towns and Communities of the Czech Republic (SMO ČR). The necessity of tackling ICT issues resulted in the setting up of the Information Systems of Towns and Municipalities Committee (ISMO Committee) a few years later. At the present time, evenly represented on this committee are municipalities, small towns and large so-called statutory towns. Following the mentioned reform, when regions originated as new higher territorial self-governing units, the Association of Regions of the Czech Republic (AK ČR) was founded too. The Informatics Committee is one of its committees. The two organisations have a rather political nature, with political representatives of self-governments working in their bodies and on most committees. A certain exception is the mentioned Informatics Committees, on which mainly employees of IT departments of the respective authorities are delegated. Both committees have been cooperating to an increasing extent.

For the sake of completeness, it is also necessary to mention other platforms, for example, specialist working groups which were consulting bodies for the Ministry of the Interior, mainly in the period of reform. Working on a regular basis are a number of professionally oriented associations in which specialists from self-governments, the private and academic sphere and NGOs are represented. Examples are the Czech Association for Geoinformation (CAGI), the Association for Information Society (SPIS) and the Czech Society for System Integration (ČSSI). There is no organisation in the Czech Republic analogous to Britain’s SOCITM, an association of IT employees of self-governments, which presented itself at ISSS 2003.

Little by little, closer cooperation of IT employees of big cities in the Czech Republic, for instance, statutory towns within the framework of the ISMO Committee, is starting. Prague and Ostrava have been intensively gathering experience from cooperation in TeleCities.

These cities, together with others - Hradec Králové, Liberec, Jihlava – have prepared their presentations in the block of cities of the CR at this conference.

Declaration

The common endeavour of local and regional self-governments and their associations and calls for both mutual and “vertical” cooperation addressed to national governments and EU structures are the topic of a number of pronouncements and declarations bearing many identical ideas. For this year’s ISSS/LORIS conference, the Declaration on Local and Regional Information Society Development (eV4+/LORIS Declaration) has been prepared too. It links up to last year’s analogous Prague Declaration of Capital Cities of the Candidate Countries and the Memorandum of Understanding adopted by associations of self-governments two years ago. The text of the Declaration issues from similar documents initiated and adopted by TeleCities (eRights Charter), GCD (Helsinki Declaration) and at the recent conference of cities in Lyon (Lyon Declaration).

A clear willingness to cooperate on the path to common goals is the first step that should be followed by other specific activities. The action plan of this year’s eV4+/LORIS Declaration contains the terms e-Strategy, benchmarking and best practices, to which I shall devote more attention.

e-Strategy and benchmarking

The right way to start fulfilling objectives pertaining to information society in public administration is to clearly set them out. Hence, various policy documents determining further city development should contain one setting objectives pertaining to information society, i.e. Information Strategy, or e-Strategy. In major traits, objectives for most cities are similar, only differing in terms of starting conditions, financial, technological and organisational possibilities and, last but not least, the structure of priorities a city has determined for the near future.

From experience, I know that most IT staff are under pressure to implement specific technical solutions and distrust the creation of strategic documents, or simply do not have time to draw them up. Nevertheless, the pressure resulting from limited finance, striving for effective, transparent and high-quality municipal administration and provision of services requires strategic decisions being taken by top management on the basis of high-quality basic documents. In the Czech Republic the pressure to create policies even exists in the form of requirements for attestations of information systems by law.

When facing the task of preparing such a policy, or participating in it, we undoubtedly look at the situation of other cities. Do they have such a document, how did they prepare it, on their own or with whom, what is its structure, how detailed is it, how do they apply it in practice? We certainly raise such similar questions. For instance, how are they doing today, how have they organised the city IT development management, what political support do they obtain, do they have IT in one or in several sections, how many and what kind of employees, what type of services do they purchase, what systems do they use, what data do they exchange, how do they resolve security, what information and services do they offer on websites, what projects do they implement or prepare, with whom, how do they finance the projects and how do they cooperate with each other or with ministries...?

If we begin to convert answers to the questions into clear facts and figures, we implement in practice what is usually termed “benchmarking”, or comparing on the basis of defined indicators. We can mutually benchmark ourselves with other cities, as well as benchmark and

evaluate our own development over a certain period, for example, using indicators determined in advance.

At this year's conference, the results of various projects and activities on the theme of benchmarking should be presented. The results of international projects comparing the situation in various states (the SIBIS project), or the TeleCities project, interesting from the viewpoint of cities, launched last year in cooperation with Deloitte & Touche and bearing the title "eCitizenship for All – Survey and Award". This project, which is planned to continue this year with the aim to achieve higher participation of cities from newly acceding countries, has also served as inspiration for activities started in the Czech Republic and V4+ within the framework of the conference's preparations. Structured information about the respective city and association focused on information society issues has been processed. As a model, documents containing information from the Capital City of Prague and the Union of Towns and Communities of the Czech Republic have been drawn up.

Prague – an active partner

Prague has a special position in the public administration of the CR. It is not only the capital city of the Czech Republic with the corresponding ambitions in the international arena but, by operation of law, also a municipality and region at the same time. Commensurate with this are the activities and cooperation concerning ICT issues.

Since 2001 it has been a member of the international organisation TeleCities, and since 2002 the author of this paper has been an active member of the Management Committee of this organisation. Prague is also a member of Global Cities Dialogue (2000). Since the end of the 1990s it has gathered experience from cooperation on international projects and at present is carefully monitoring the possibilities of using EU funds, including structural funds, for the development of informatics in the city.

Prague is also represented on the Informatics Committees of the Union of Towns and Communities of the CR (since 2003) and the Association of Regions of the CR (in working terms since its establishment, since 2004 officially). This double role, supplemented by the international dimension in the activities of the Informatics Department of Prague City Council, brings valuable knowledge and possibilities of an interesting view of the issue in self-governments of the CR. It has already been applied, for instance, when the draft State Information and Communication Policy of the Ministry of Informatics of the Czech Republic was drawn up. It comes as no surprise that Prague participated in several activities of the ISSS/LORIS 2004 conference – preparation of the Declaration and assurance of the mentioned programme blocks pertaining to e-Strategy, cooperation and benchmarking of cities: European cities (V4+ capitals and city networks) and, one day later, cities of the Czech Republic (selected statutory towns).

What next?

The fundamental topics what and what next are inherent in the mentioned LORIS Declaration. The first step also concerns extension of this Declaration and gaining its supporters both at home and abroad, together with widening contacts between active partners from the ranks of cities and associations of self-governments. At home, we would like to facilitate the development of cooperation between cities (statutory and others). As a substantial challenge, we perceive development of cooperation between these towns and established European organisations, as well as the possibility of forging closer partnership alliances within the framework of joint projects after the Czech Republic's accession to the EU. We are fully aware of the

key role played by cooperation for correct setting out of strategies, as well as the role played by information exchange, benchmarking and promotion of best practices supplemented by the element of competing and awarding. These are activities that have on many an occasion been well launched in the Czech Republic, however, they deserve even more attention on the part of self-governments, as well as state support. Jointly, we want to assert the interests of self-governments within the framework of a constructive debate with national governments and EU bodies.

Undoubtedly, these objectives are brave and long-term. Willingness to effectively “co-operate” is a good “strategy“ in itself. I believe that when we carry out the next benchmarking of what has been achieved over the year, the results will be encouraging.

e-Strategy and Profile of the Association of Towns and Communities of the Czech Republic

(in view of information society development)

Identification and contact

Name of the association (union)	Association of Towns and Communities of the Czech Republic (SMO ČR)
State	Czech Republic (CR)
Website	www.smocr.cz
Contact person for e-Strategy and IT benchmarking	Tomáš Renčín, Chairman of the ISMO Committee, rencin@issz.cz, +420 284001284 Jaroslav Šolc, member of the ISMO Committee jaroslav.solc@cityofprague.cz, +420 236002682
Date of drawing up	17. 2. 2004

Basic profile of the association and country

Population of the country	10.219 million
Structure of regional administration division	Basic unit – municipality: 6249 municipalities Structure according to population: 1,294 municipalities with over 1 thousand, 131 over 10 thousand, 22 over 50 thousand, 5 over 100 thousand inhabitants Higher territorial self-governing units – regions: 14 regions <i>Note: The Capital City of Prague is both a region and a municipality</i>
Membership base of the association	2,457 towns and municipalities (73 % of the CR's population)
Origination, fundamental goals	The organisation's roots reach back to 1907, afterwards the development was interrupted on several occasions. Renewed in 1989. The Union's goals: To support and develop democracy in the self-government system. To be a constructive partner to the Government and/or Ministries and Parliament of the CR, to defend and assert the interests of self-governments. To strengthen municipalities' influence in the legislative sphere. To contribute to the creation of conditions for preparation and increased professionalism of elected members of local governments, as well as specialisation of local governments' employees. To enhance the economic independence of municipalities. To contribute to the creation of conditions for provision of basic and specific services for towns and municipalities. To assist in establishing partnerships and other forms of international cooperation.
Bodies and structure of the association	Assembly – the supreme body of the Union (within 6 months following municipal elections, possibly also extraordinarily). Council – manages the Union's activity between assemblies, 93 members. Board – coordination of activity between boards, 11 members, Chairman - Oldřich Vlasák, Hradec Králové Lord Mayor. Work committees – housing, tourism, transport, energy, financial, for information systems (ISMO), property, for the disabled, social, regional, education, legislative, foreign, security and environment. Office of the Union – at present, 15 employees, departments: legal, foreign, press and administrative.
Resources for securing activity	Membership fees (89 %), state assistance – subsidies (6.4 %), own resources (4.2%)
Cooperation with other groupings, primarily international (IULA, CEMR etc) and membership of them	Membership in the Delegation of Observers of the CR to the Committee of Regions of the EU (the Union has 5 observers + 5 surrogates), the Congress of Local and Regional Authorities of the EU (CLRAE, 4 + 3), the CEMR Political Committee (4 + 3) and through CEMR also IULA.

Data on information society development (LORIS topics)

The association's body responsible for ICT and e-Government issues	Committee for Information Systems (ISMO, www.munet.cz). It develops activities pertaining to information systems for self-government. It promotes use of the internet for the work of town and municipal authorities, cooperates with ministries in the preparation of standards for self-government, organises specialist conferences, expresses its opinions on proposed legal rules from the respective area. The Committee has 18 members, of which 10 members have a decision-making vote (representatives of Union members) and 8 members have an advisory vote. The Committee Chairman is RNDr. Tomáš Renčín.
Governmental body responsible for ICT and e-Government, cooperation with the association	Ministry of Informatics of the CR (MI ČR, www.micr.cz). It was constituted on 1. 1. 2003 as the central state administration body for information and communications technologies, telecommunications and postal services. MI ČR has assumed to the full extent the competences of the Office for Public Information Systems, the communications section of the Ministry of Transport and Communications, as well as competences concerning electronic signatures of the Office for Personal Data Protection. Self-government issues are also in the competence of the Ministry of the Interior of the ČR – Department of Public Administration Informisation (MV ČR – OIVS, www.mvcr.cz). Both ministries collaborate with the ISMO Committee (comments, conference activities, projects).
Other national organisations and associations with relation to information society and self-government (LORIS) issues	Association of Regions of the CR (AK ČR, www.kr-urady.cz). Informatics Committee of the Council of AK ČR. A number of professionally oriented associations and societies, e.g.. Czech Association for Geoinformation (CAGI, www.cagi.cz), Czech Association for System Integration (ČSSI, www.cssi.cz), Association for Information Society (SPIS, www.spis.cz), BMI Association (www.brezen.cz) and others (telecommunications, trade, education).
Existence of a national e-strategy or action plan (name, when it was drawn up, by whom), its relation to LORIS topics	State Information and Communications Policy (MI ČR, at the end of 2003, version for comments, making public expected in the first quarter of 2004).
Creation of e-strategies of regions, towns and municipalities	Information strategies of municipalities are also created according to the requirements for test certificates of public administration information systems in compliance with Act No. 365/2000 Coll.
Number of regions, towns and municipalities having their own websites, the type of information they make public (e.g. according to the requirements of law, standards, methodologies)	The requirements for making information public also arise from Act No. 106/1999 Coll., on free access to information, draft according to the ÚVIS standard. Almost all towns and big municipalities have websites. There are no official statistics. There are portals with references to websites of territorial self-governments in the CR (ePUSA, www.epusa.cz or MOOL, http://mesta.obce.cz)
Degree of provision of on-line information services (according to e-Government categories: information, one-way interaction, two-way interaction, transaction) and building up multi-platform on-line services (web, call centres, one stop)	Mostly services of the information provision category, possibly, supply of forms. Development of two-way interaction services has been launched, mainly in bigger towns. Multi-platform solutions are just starting to be developed, sporadic.
Conference activities, benchmarking and best practices	Internet in Public Administration and Self-Government (ISSS/LORIS, www.issc.cz) conference, regularly since 1998. Furthermore, professionally oriented conferences (GIS, system integration etc) and special projects (e.g.. March: Internet Month).

	Best practice – Golden Crest, a competition for best websites of towns and municipalities of the CR (http://zlatyrb.obce.cz), received the Stockholm Challenge Award.
Existence of national government support for e-Government development activities at the local and regional level (programmes, grants, projects)	Specific projects supported by the Ministry of the Interior of the CR, especially in relation to public administration reform.
Experience and involvement in joint projects, including international, and projects drawing support from EU funds	To date, sporadic activities. Participation in TeleCities, Global Cities Dialogue and Elanet networks. Participation in international projects (e.g. Prague, Vysočina region). Preparation for use of EU Structural Funds for IT projects (seminars, publications, the Phare project for absorption capacity development etc) has started.
Further experience with solutions pertaining to: Re-engineering, e-Health, e-Learning, e-Security, e-Democracy, CRM etc	So far, sporadic and under preparation. Mainly at the level of regions and bigger towns.
Experience and lessons learned, plans	Strengthening cooperation with the Informatics Committee of the Association of Regions of the CR. Joint operation of self-government in the dialogue with state administration. Creation of a platform for collaboration between cities. Development of international cooperation – exchange of experience, projects. Development of benchmarking-type activities.

e-Strategy and Profile of an Association of Towns and Municipalities in View of Information Society Development

Drawn up for the presentation of associations of the CR/V4/EU at ISSS/LORIS/V4DIS 2004

Albanian Association of Municipalities (AAM)

Identification and contact

Name of the association (union)	Albanian Association of Municipalities (AAM)
State	Albania (AL)
Website	www.aam-al.org
Contact person for e-Strategy and IT benchmarking	Mr.Fatos Hodaj, Executive Director of AAM aam@albmail.com Phone: +355 4 257603, fax: +355 4 257 606
Date of drawing up	24.02.2004

Basic profile of the association and country

Population of the country	3.1 million
Structure of regional Administration division	Basic units – municipality: 65 municipalities commune: 308 communes Structure according to population: 20 municipalities over 1 thousand inhabitants 36 municipalities over 10 thousand inhabitants 4 municipalities over 50 thousand inhabitants 5 municipalities over 100 thousand inhabitants Higher territorial self-governing units–region: 12 regions
Membership base of the association	65 municipalities
Origination, fundamental goals	The Ministry of Local Government approved the AAM on October 12th 1993, with register no.3022, based on Law No.2362, of November 16th 1956 „For non-profit social organizations“. The AAM’s goals: To protect the common interests of Albanian municipalities. To establish direct relations with the Parliament and the Government for protection of the local self-government bodies interests. To represent the Albanian municipalities in relations with other organisms. To make possible the discussion of common problems in association’s forum aiming at finding practical solutions. To facilitate the establishment of contacts between municipalities and their foreign partners. To fulfill different services for the municipalities, to offer training and qualifications.
Bodies and structure of the association	The General Assembly-the highest organ of the association (can be held once in a year or when required by 1/5 of the members). Steering Committee- leads the association’s activity during the period between two General Assemblies. The Chairmanship-leads the General Assembly and is composed by the Chair of the Association and two Vice Chairs. Permanent Committees- is composed of 15 persons. The Executive staff-at present, 6 employees, the Executive Director, the financier, assistant, public relations and projects officer, lawyer, foreign and press affairs.
Resources for securing activity	Membership fees (40 %), donations (60 %).

Cooperation with other groupings, primarily international and membership of them	Cooperation with: VNG, UNDP, SOROS, CoE, OSCE, GTZ, PASARP, "Hanns Seidel", Foundation, "Friedrich Erbert" Foundation. Membership of: ENTO, NALAs, CLRAE.
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Data on information society development

Conference activities benchmarking and best practice	On September 2003 AAM in collaboration with Council of Europe organized a two days meeting about benchmarking and best practice. On December 2003 AAM supported by Council of Europe started the one-year program on the use of best practices programs and benchmarks in the LGU-s in Albania.
Existence of national government support for e-government development activities at the local and regional level (programmes, grants, projects)	AAM collaborate in continuously with MLG&D especially in development and decentralization of LG in Albania.
Further experience with solutions pertaining to: Reengineering, e-Health, e-Learning, e-Security, e-Democracy, CRM etc.	AAM is preparing materials concerning the solutions on Health and Education matters.

Information Systems Development and Training Center (Republic of Armenia)

Identification and contact

Name of the association (union)	Information Systems Development and Training Center (ISDTC)
State	Republic of Armenia
Website	In construction
Contact person <i>for e-Strategy and IT benchmarking</i>	Grisha Khachatryan, Chairman of the ISDTC, Head of Department of Programming and Forecasts of the Municipality of Charentsavan (Armenia) intellect@infocom.am, +37426 43745, +3749 481159
Date of drawing up	10. 3. 2004

Basic profile of the association and country

Population of the country	3.2 million
Structure of regional administration division	Basic unit – municipality: 930 municipalities Structure according to population: 552 municipalities with less 1 thousand, 333 municipalities with over 1 thousand, 32 over 10 thousand, 4 over 50 thousand, 9 over 100 thousand inhabitants. Higher territorial governing units –districts (Marzes): 11 Marzes <i>Note: The Capital City of Yerevan is a districts (Marz) with 12 municipalities.</i>
Membership base of the association	52 municipalities (70 % of the Armenia's population)
Origination, fundamental goals	The organisation was founded in 2000. The association's goals: To support and develop democracy in the self-government system. To strengthen municipalities' influence in the legislative sphere. To contribute to the creation of conditions for preparation and increased professionalism of elected members of local governments, as well as specialisation of local governments' employees. To contribute to the creation of conditions for provision of basic and specific services for municipalities. To develop Information Systems for Municipalities (software like "Population Register", "Office work", "Budgeting", " Voters lists", etc. To create and develop technology for

	preparing Intranets for Communities and Municipalities. To arrange computer networks for municipalities. To train ICT specialists for municipalities. To develop E-Local Government Systems.
Bodies and structure of the association	Assembly – the supreme body of the Union. Board – manages the Union’s activity between assemblies, 7 members. Chairman – Grisha Khachatryan, vice-chairman – Hakob Tovmasyan (Mayor of the city of Ararat). Auditing commission – 3 members. Work committees – financial, for information systems, regional, education, legislative. Office of the Union – at present, 6 employees.
Resources for securing activity	Membership fees (10 %), own resources (6 %), international organizations’s assistance (grants) (84 %)
Cooperation with other groupings, primarily international (IULA, CEMR etc) and membership of them	GTZ, Urban Institute (US)

Data on information society development (LORIS topics)

The association’s body responsible for ICT and e-Government issues	The organization is a professionally oriented association. It develops activities pertaining to information systems for self-government. It promotes use of the internet (intranet) for the work of municipal authorities, cooperates with ministries in the preparation of standards for self-government, organises specialized conferences, expresses its opinions on proposed legal rules from the respective area.
Governmental body responsible for ICT and e-Government, cooperation with the association	Ministry of Territorial Administration.
Other national organisations and associations with relation to information society and self-government (LORIS) issues	Association of Armenian Communities (www.acc.am)
Existence of a national e-strategy or action plan (name, when it was drawn up, by whom), its relation to LORIS topics	State Regional Information and Communications Policy (2003)
Creation of e-strategies of regions, towns and municipalities	ISDTC creates Strategy of promotion of information systems for local self-governmental bodies’ and organization of local informational society.
Number of regions, towns and municipalities having their own websites, the type of information they make public (e.g. according to the requirements of law, standards, methodologies)	Only some big municipalities have websites. There are no official statistics. There are sites working in intranet .
Degree of provision of on-line information services (according to e-Government categories: information, one-way interaction, two-way interaction, transaction) and building up multi-platform on-line services (web, call centres, one stop)	Mostly services of the information provision category, possibly, supply of forms. Development of two-way interaction services has been launched, mainly in pilot municipalities. Creation of more advanced systems - work of the future.
Conference activities, benchmarking and best practices	Professionally oriented conferences (Municipal Information Systems, Systems for preparation Voters lists) and special projects. Best practice - model of Municipal Information System (e-Local

	Government System) in the municipality of Charentsavan and in the some pilot municipalities.
Existence of national government support for e-Government development activities at the local and regional level (programmes, grants, projects)	Specific projects supported by the Ministry of the Territorial Administration, especially in relation to public administration reform.
Experience and involvement in joint projects, including international, and projects drawing support from EU funds	Developing a national training strategy for local government in Armenia (support from Council of Europe, European Commission)
Further experience with solutions pertaining to: Re-engineering, e-Health, e-Learning, e-Security, e-Democracy, CRM etc	So far, sporadic and under preparation.
Experience and lessons learned, plans	Joint operation of self-government in the dialogue with state administration. Creation of a platform for collaboration between cities. Development of international cooperation – exchange of experience, projects.

Association of Municipalities and Cities of the Federation of BiH

Name in original: Savez opcina i gradova Federacije BiH – SOG FBiH

Identification and contact

Name of the association (union)	Association of Municipalities and Cities of the Federation of Bosnia and Herzegovina (SOG FBiH)
Region	Entity with separate law - Federation of Bosnia and Herzegovina (FBiH)
State	Bosnia and Herzegovina (BiH)
Website	www.sogfbih.ba
Contact person <i>for e-Strategy and IT benchmarking</i>	Camil Osmanagic, Executive Director + 387 33 260 030 camilo@vng-international.org.ba
Date of drawing up	25. 2. 2004

Basic profile of the association and country

Population of the country	approximately 4 million in the state; ??? in the Federation of BiH
Structure of regional administration division	Basic units in the state of BiH – municipality (145) and city (4), district (1) According to Dayton Peace Agreement from 1995, 2 entities and 1 district together comprise the country of Bosnia and Herzegovina. <i>Note: 2 entity Capitals, district with special status and 1 of entity Capitals is the state capital in the same time</i> Basic local government units in the Federation of BiH – municipality (84) and city (2)
Membership base of the association	Currently 62 from 84 existing local units in the Federation BiH are members (66 %) N1
Origination, fundamental goals	Association of Municipalities and Cities of Bosnia and Herzegovina was established on 1973 having goal to improve and develop local autonomy system and to protect local communities interest. Now, from the international aspect, there are 3 key events that made new perspectives of the Association and they are as follows: Ratification of Local Autonomy European Chart, on October 1994 (Government of the RBiH) Joining the Community of Municipalities and Cities of the BiH to the

	Congress of Local and Regional Authonomy of Europe (CLRAE) as a special guess status (November 1994) Joining the Bosnia and Herzegovina to the Council of Eurooe (April 2002)
Bodies and structure of the association	Association Assembly is the highest body - all memberships Presidency of the Assembly is the Assembly execution body that harmonizes all bodies work - 23 members (President, 2 deputies and 20 others Supervisory Board – 2 members (President and 2 others) Secretariat – 3 employees (General Secretary, Executive Director, Assistant)
Resources for securing activity	Membership fees (??? %), donation through the Projects (???%)
Cooperation with other groupings, primarily international (IULA, CEMR etc) and membership of them	Member of NALAS

Data on information society development (LORIS topics)

The association's body responsible for ICT and e-Government issues	Association web page established throughout 2 years <i>VNG International</i> Project in 2002. Otherwise on very low level in the Association as in the whole Entity Very few of municipal authorities works on this issue development No cooperation with relevant state ministry on this issue
Governmental body responsible for ICT and e-Government, cooperation with the association	Occasional participation in the international conferences or round tables
Other national organisations and associations with relation to information society and self-government (LORIS) issues	A number of professionally oriented business companies promote the idea IT Association through involvement in different donated projects, mostly on donor initiatives.
Existence of a national e-strategy or action plan (name, when it was drawn up, by whom), its relation to LORIS topics	No
Creation of e-strategies of regions, towns and municipalities	Municipalities acting independently according to its own interest or financial possibilities
Number of regions, towns and municipalities having their own websites, the type of information they make public (e.g. according to the requirements of law, standards, methodologies)	17 municipalities/cities of 84 existing in the Federation of BiH having their own website giving general information on the municipality (geographical, social) and some of them giving mostly administration and law regulations information or having mail address open for various questions. None of them offering services.
Degree of provision of on-line information services (according to e-Government categories: information, one-way interaction, two-way interaction, transaction) and building up multi-platform on-line services (web, call centres, one stop)	one-way interaction, two-way interaction Mostly offering general overview of municipal current geographical, social, economic situation. A very few giving information services provision, supply of forms for application, etc.
Conference activities, benchmarking and best practices	
Existence of national government support for e-Government development activities at the local and regional level (programmes, grants, projects)	No

Experience and involvement in joint projects, including international, and projects drawing support from EU funds	USAID and Dutch Government very small scale projects
Further experience with solutions pertaining to: Re-engineering, e-Health, e-Learning, e-Security, e-Democracy, CRM etc	No Some very web sites organised by some University Department themselves e-Learning by domestic citizens but not in the country

Union of the Association of Towns and the Association of Municipalities of the Republic of Croatia

Identification and contact

Name of the association (union)	Union of the Association of Towns and the Association of Municipalities of the Republic of Croatia
State	Croatia
Website	www.savez-gradova-opcina-rh.hr
Contact person <i>for e-Strategy and IT benchmarking</i>	
Date of drawing up	February 27, 2004

Basic profile of the association and country

Population of the country	4.494.000
Structure of regional administration division	Basic units are towns and municipalities. In Croatia there are 124 towns and 426 municipalities. Higher territorial self-governing units are counties (20 counties + City of Zagreb) <i>Note: The Capital City of Zagreb has the status of town and of a county.</i>
Membership base of the association	Members of the Union are two Associations, Association of Towns and Association of Municipalities, so the Union is basically the “umbrella” organization. Members of the Association of Towns are 69 towns (out of a total number of 124) and members of the Association of Municipalities are 303 municipalities (out of a total number of 426). Because more than 50% of all towns/municipalities are members of these two Associations, the Union has the status of the national Union.
Origination, fundamental goals	The Union was founded in 1971. The goal of establishing the Union is harmonizing of efforts of associations in promotion and representation of joint interests of units of local self-government of the Republic of Croatia. To achieve its goals, activities of the Union are as follows: to implement and execute conclusions and decisions of bodies of Association of Towns, Association of Municipalities and bodies of the Union, to promote specific interests of the member associations – towns and municipalities, to promote and represent interests of members before key governmental bodies, to organize discussions and participate at discussions, to provide opinion and suggestions on laws which determine affairs of local self-government, to organize conferences for professional improvements of the representatives of Association of municipalities, to organize conferences and meetings in order to discuss and seek solutions to joint problems of the members of associations, to encourage and participate in researching and publish professional

	papers on local self-government, to collect publications and other documentation related to local self-government, to assist in establishment and implementation of direct cooperation with towns and municipalities outside the country, to perform other tasks beneficial to Association of Towns and Association of Municipalities
Bodies and structure of the association	<p>Union of the Association of Towns and the Association of Municipalities of the Republic of Croatia is “umbrella” organization comprised of the Association of Towns and Association of Municipalities.</p> <p>Bodies of the Union are:</p> <p>Assembly (consists of authorized representatives of members of the Association of Towns and Association of Municipalities)</p> <p>Presidency (consists of 21 members. 11 members of the Presidency are elected among the members of the Presidency of the Association of Towns and 10 members are elected among the members of the Presidency of the Association of Municipalities)</p> <p>Supervisory Board (consists of President and four members. The member of the Supervisory Board can not be, at the same time, the member of the Presidency of the Union),</p> <p>President (President of the Union’s Assembly is the President of the Union and President of the Presidency),</p> <p>Boards or Committees,</p> <p>Secretariat (performs professional, financial, administrative and other tasks for the Association of Towns, the Association of Municipalities and the Union). At present, Secretariat has 4 employees.</p> <p>Association of Towns and the Association of Municipalities have the same structure. Both Associations have Assembly, Presidency, President, Supervisory Board, Boards and Committees.</p>
Resources for securing activity	The Union of the Association of Towns and Association of Municipalities is financed exclusively from membership fees. Some activities (seminars, workshops) are financed by foreign foundations and organizations.
Cooperation with other groupings, primarily international (IULA, CEMR etc) and membership of them	Congress of Local and Regional Authorities of Europe (CLRAE) – Croatia has 5 representatives and 5 substitutes.

Data on information society development (LORIS topics)

The association’s body responsible for ICT and e-Government issues	The Presidency of the Union is responsible for ICT and e-Government issues.
Governmental body responsible for ICT and e-Government, cooperation with the association	Central State Office for e-Croatia. The Office was constituted on December 22, 2004. This Office co-ordinates tasks in the sphere of administration and connection with private sector in implementation of the project e-Croatia. Project e-Croatia envisages that there will be a system established which will enable citizens to communicate with public administration. Ministry for Science, Education and Sports.
Other national organisations and associations with relation to information society and self-government (LORIS) issues	
Existence of a national e-strategy or action plan (name, when it was drawn up, by whom), its relation to LORIS topics	Strategy “Information and Communication Technology – Croatia in 21. Century”. The Strategy was brought by Croatian Government on May 16, 2002. One of the recommendations of the Strategy aims at creation of conceptual model of the state information system and basic presumptions for development of electronic administration; networking

	of state and local self-government bodies, system of electronic mail, system of sharing information electronically, system of state records and files, system of data bases with free access and creation and exchange of digital documents.
Creation of e-strategies of regions, towns and municipalities	
Number of regions, towns and municipalities having their own websites, the type of information they make public (e.g. according to the requirements of law, standards, methodologies)	All counties in Croatia have their websites. Most of towns and big municipalities have their websites too. The information given over the websites varies. Bigger towns give a lot of information, from decisions that were made to all kinds of announcements and surveys.
Degree of provision of on-line information services (according to e-Government categories: information, one-way interaction, two-way interaction, transaction) and building up multi-platform on-line services (web, call centres, one stop)	Availability of services dealing with information provision, one way interaction. Development of two-way interaction services has been launched, mainly in bigger towns.
Conference activities, benchmarking and best practices	Currently, the Union is implementing the Council of Europe “Best practice” project and it is likely that one of the fields in which best practices will be identified would be Information and Communication Technology in local self-government units.
Existence of national government support for e-Government development activities at the local and regional level (programmes, grants, projects)	
Experience and involvement in joint projects, including international, and projects drawing support from EU funds	Croatia has access only to CARDS programme. Other EU funds are not yet approachable to Croatia.
Further experience with solutions pertaining to: Re-engineering, e-Health, e-Learning, e-Security, e-Democracy, CRM etc	Projects in these fields are in preparation. Some of these solutions exist in bigger towns and more developed counties.
Experience and lessons learned, plans	Strengthen cooperation with central government bodies responsible for developing ICT and bigger involvement in international cooperation (exchange of experience, projects and best practices).

Hungarian National Association of Local Authorities

Identification and contact

Name of the association (union)	Hungarian National Association of Local Authorities (TÖOSZ)
State	Hungary (HU)
Website	www.toosz.hu
Contact person <i>for e-Strategy and IT benchmarking</i>	Peter Feher, Expert in Informatics Veronika Krausz, Secretary of International Affairs Address: Eötvös utca 10, Budapest, 1067, Hungary Postal Address: Pf. 908, Budapest 1368 T: +36-1321-24-96 Fax: +36-1-322-74-07 E-mail: krausz@toosz.hu, feher@toosz.hu

Date of drawing up	3. 3. 2004
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Basic profile of the association and country

Population of the country	9.8 million
Structure of regional administration division	Basic unit – municipality: 3158 municipalities Structure according to population: 53 % of local authorities under a 1000 people 21 local authorities on county level 19 towns with county rank Capital
Membership base of the association	1703 municipalities
Origination, fundamental goals	<p>The National Association of Local Authorities considers its objectives and main tasks, set at the time of its establishment, still valid. It wishes to contribute to the development of the self-governing quality of settlements, to the maintenance of previous achievements and to the development of self governance.</p> <p>The Association is the voluntary social organisation of local authorities which the Association consists of, and have joined it. Its desire is to support its members in their role of social representation, in safeguarding life standards and practising public administrative functions. By these means the Association helps its members to exploit the chances that history offers for establishing real local power.</p> <p>The Association considers social consensus and its continuous renewal to be important. In its interests representing and safeguarding activity it starts from the point that, at the present stage of social development there is necessity of expressing common local self-government interests in all issues that affects legal status, future role and opportunities of local authorities.</p> <p>The Association promotes co-operation among its members as well as creation of their mutual interests with the condition that they keep their independence. Failing these, the Association supports the exploration of real interest differences between members and the manifestation of the interest-arrangement within institutional frameworks. The Association forwards the opinion of the members to the representative, political and governmental bodies as well as to the public.</p> <p>The Association is an independent self-supporting organisation. All those local authorities may become members which wish to co-operate democratically for achieving the goals laid down in Statute based on the respect for the voluntary principle, legal equality, solidarity, effort to consensus, common bearing of burdens, orientation on future, positive pragmatism, associative activity and party neutrality.</p> <p>The Association expects support and co-operation from all those organisations and individuals who are interested in the establishment and successful operation of local authorities. The Association, in co-operation with other organisations, undertakes to represent and assert the interests of local authorities in the course of legislation and in the process of state decision making. It makes its wishes known to remain a participant of the national interest co-ordinating activity and organisation.</p>
Bodies and structure of the association	Assembly of Delegates: main decision body of the Association Supervisory Committee Secretariat: 11 persons Councillors
Resources for securing activity	Membership fees, state assistance – subsidies, fundings
Cooperation with other groupings, primarily international (IULA, CEMR etc) and membership of	Committee of Regions of the EU (the Union has 2 observers + 2 surrogates), the Congress of Local and Regional Authorities of the EU (CLRAE), the CEMR and through CEMR also IULA.

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Data on information society development (LORIS topics)

The association's body responsible for ICT and e-Government issues	The Association has just started a programme under the name "e-go", consisting of several pilot-projects in the field of digital signature, wireless network, electronic treatment of documentation. A national conference takes place on 9 March, 2004 presenting these projects. A team has been created within the organization of the Association to conduct the program. Program manager: Peter Feher, expert in informatics
Governmental body responsible for ICT and e-Government, cooperation with the association	Ministry of Communication and Informatics. The Ministry was founded in 2002, since its creation it has actively supported actions concerning Information Society. A great number of funding opportunities were opened to local governments. A Strategy on Information Society in Hungary has been drawn up in Hungary. One of its aim is to create E-centers all over the country to facilitate the spread of information while keeping in mind the EU directives in this field. This Ministry actively support activities in the field of informatics through the Associations, which it provided with state funding in the view of supporting their programmes.
Other national organisations and associations with relation to information society and self-government (LORIS) issues	Association of Local Governments of Small Municipalities (KÖSZ) Association of Hungarian Self-Governments and Representatives (MÖSZ) National Association of Intelligent Municipalities (ITOSZ)
Existence of a national e-strategy or action plan (name, when it was drawn up, by whom), its relation to LORIS topics	Strategy of Information Society in Hungary (November, 2003), one of its aim is to create E-centers all over the country to facilitate the spread of information while keeping in mind the EU directives in this field.
Creation of e-strategies of regions, towns and municipalities	In the future municipalities might be required to prepare their e-strategies, for the moment such arrangements are under discussion, this responsibility will probably come into effect after the accession to the EU on 1 May, 2004.
Number of regions, towns and municipalities having their own websites, the type of information they make public (e.g. according to the requirements of law, standards, methodologies)	We have assessed the number of municipalities with their own website, and we found that 1255 local authorities with website. A great number of information maybe reached through the websites on public institutions, public services provided by the single municipalities. In the long run, local authorities will adjust the EU directives on E-Europe.
Degree of provision of on-line information services (according to e-Government categories: information, one-way interaction, two-way interaction, transaction) and building up multi-platform on-line services (web, call centres, one stop)	Websites of local governments vary according to the degrees of on-line information services provision, generally the first three degrees of on-line information services provision are fulfilled, for the moment the fourth degree is not met by any local authorities in Hungary .
Conference activities, benchmarking and best practices	E-go conference: 9 March, 2004 As part of the E-go programme we have set up a benchmarking, qualifying system on the basis of which we wish to assess the services of companies functioning in the field of e-government.
Existence of national government support for e-Government development activities at the local and regional level (programmes, grants, projects)	Ministry of Communication and Informatics. The Ministry was founded in 2002, since its creation it has actively supported actions concerning Information Society. A great number of funding opportunities were opened to local governments This Ministry actively support activities in the field of informatics through the Associations, which it provided with state funding in the view of supporting their programmes.
Experience and involvement in joint	

projects, including international, and projects drawing support from EU funds	
Further experience with solutions pertaining to: Re-engineering, e-Health, e-Learning, e-Security, e-Democracy, CRM etc	
Experience and lessons learned, plans	

Union of Local and Regional Governments of Latvia

Identification and contact

Name of the association (union)	Union of Local and Regional Governments of Latvia (ULRGL)
State	Latvia (LV)
Website	www.lps.lv
Contact person <i>for e-Strategy and IT benchmarking</i>	Guntars Krasovskis, Adviser on IT, guntars@lps.lv, +371 7508560, fax: +371 7212241
Date of drawing up	03.03. 2004

Basic profile of the association and country

Population of the country	2,5 million
Structure of regional administration division	Latvia is parliamentary republic with three territorial levels of public government - national, regional (26 districts + 7 major cities), and local (536). Major cities have competencies of local and regional level. Local and national levels are directly elected. Local and regional levels are not mutually subordinated. Local and regional governments have limited legislative powers only in cases, determined by law. Self-governments have rights of voluntary initiative.
Membership base of the association	The members of the ULRGL can be districts, rural and amalgamated municipalities, town and city local governments. Members: 498 self-governments out of a total number 562
Origination, fundamental goals	The ULRGL is a public organisation associating local and regional governments of the Republic of Latvia on voluntary basis. It was founded on 15 December 1991. There are 25 persons employed at the administration of ULRGL. Main objectives: development of municipal policy in Latvia; municipal problem solving; protection of local government interests. Tasks: to represent interests of the ULRGL and its members in state authorities and administrative institutions; to develop opinion of the ULRGL in the policy of Latvian local governments according to proposals of local/ regional governments, their associations and unions; to secure local governments with information and required services; to organise training for local government deputies and employees; to facilitate social protection of local government employees; to facilitate co-operation among Latvian local/ regional governments, their associations and unions; to facilitate co-operation with local governments and their organisations abroad; to facilitate establishment of enterprises for solving issues of common local government interest; to organise establishment of local government information processing system based on unified principles.
Bodies and structure of the association	The highest decision making body of the ULRGL is the Congress which is convened at least once a year. The Council conducts the activities of the ULRGL between the Congresses. Not more than 118 representatives of local and regional governments are to be elected to the Council.

	<p>Council consists of the Chairman and the representatives from the local/regional governments: 7 representatives from Riga City Council; 6 representatives from the Councils of republican cities (major cities); 26 representatives from the Councils of regional (district) towns; 26 representatives from district Councils; 26 representatives from rural municipality Councils; 26 representatives from amalgamated municipality Councils. Council meetings take place at least once in a quarter. The Council has an authority to adopt resolutions if more than a half of the Council members participate in the meeting. The resolutions are adopted by the majority of votes of participants. The Board of the ULRGL administrates the work of the ULRGL between the Congresses. Not more than 15 members are to be elected to the Board, usually it is the Chairman of the ULRGL, its 5 Deputy-Chairmen, all Committee Chairmen and some other members of the Council. The Board authorises separate Board members, managers of standing committees, as well as developers of separate draft laws and normative acts to represent the ULRGL and to inform about its opinion on a particular issue in the Saeima (Parliament) of the Republic of Latvia, in the Cabinet of Ministers and other institutions of state administration, as well as in international organisations. There are 5 committees working in the ULRGL</p>
Resources for securing activity	Membership fees (96,30% %), other resources (3,70%)
Cooperation with other groupings, primarily international (IULA, CEMR etc) and membership of them	<p>- Since 1995 ULRGL nominates delegates to the Council of Local and Regional Authorities of Europe of the Council of Europe and coordinates the work of the delagation (delegates actively participate in committees and chamber of CLRAE).</p> <p>- ULRGL is a member of the Council of European Municipalities and Regions (CEMR) since 1999.</p> <p>- ULRGL has recently nominated 7 observers and their alternates at the Committee of the Regions.</p> <p>ULRGL actively participates in the Twinning Officers' Network of CEMR.</p>

Data on information society development (LORIS topics). Information on Riga city municipality.

The association's body responsible for ICT and e-Government issues	Under the Committee of Technical issues there is a IT working group consisting of representatives of 7 big cities and all 26 districts.
Governmental body responsible for ICT and e-Government, cooperation with the association	The WG is actively participating with the Information Society Office of the Republic of Latvia – structure under subordination of the Prime Minister that s responsible for e-government project development.
Other national organisations and associations with relation to information society and self-government (LORIS) issues	Latvian Information Technology and Telecommunication Association (www.litta.lv) , Internet Service Provider Association, representative office of ISACA
Existence of a national e-strategy or action plan (name, when it was drawn up, by whom), its relation to LORIS topics	National programme “Informatics” adopted on 1999 determines development of information society in state level. Riga city e-government project strategy were adopted by Riga City Council on 2002..
Creation of e-strategies of regions, towns and municipalities	Republic cities has developed (or started to develop) their e-strategies. For instance, Riga e-government strategy was adopted in 2003, Ventspils City council – in 2001, Liepaja city (www.liepaja.lv) and Valmiera town (www.valmiera.lv) also have their e-government strategies
Number of regions, towns and municipalities having their own	According investigation performed by Information Society office 60% of municipalities have their own website. Content of those websites are

websites, the type of information they make public (e.g. according to the requirements of law, standards, methodologies)	quite different – starting with general information and until electronic services. There are no common regulations for municipalities on information in their websites.
Degree of provision of on-line information services (according to e-Government categories: information, one-way interaction, two-way interaction, transaction) and building up multi-platform on-line services (web, call centres, one stop)	Mostly services of the information provision category, possibly, supply of forms. Development of two-way interaction services has been developed just in Riga and Ventspils. Multi-platform solutions are just starting to be developed, sporadic.
Conference activities, benchmarking and best practices	International conference and exhibition Baltic IT&T is held each year.
Existence of national government support for e-Government development activities at the local and regional level (programmes, grants, projects)	Only e-government activities in smallest cities and behindhand regions are supported by National government. Big cities, particularly Riga develops e-government activities independently, just following governmental conceptions, existing regulations and best practice.
Experience and involvement in joint projects, including international, and projects drawing support from EU funds	Municipalities are preparation projects for the EU Structural Funds (including such components as seminars, publications etc). The ULRLG takes active part in the project “Unified Municipal Information System”, which is run by the Ministry of Regional Development and Local Government Affairs. Republic cities have implemented their own activities.
Further experience with solutions pertaining to: Re-engineering, e-Health, e-Learning, e-Security, e-Democracy, CRM etc	Redesign of some workflows concerning providing of the municipal services in the Riga city is under preparation. E-learning, e-Health solutions are planned un the future, but at the moment just few project proposals are developed.
Experience and lessons learned, plans	Strengthening cooperation with the Informatics Committee of the Association of Regions of the CoR. Joint operation of self-government in the dialogue with state administration. Creation of a platform for collaboration between cities. Development of international cooperation – exchange of experience, projects. Development of benchmarking-type activities.

Romanian Association of Municipalities

Identification and contact

Name of the association (union)	Romanian Association of Municipalities – AMR
State	Romania (RO)
Website	www.amr.ro
Contact person <i>for e-Strategy and IT benchmarking</i>	Emilia CRISTACHE – President IT Experts Body (professional body created within AMR); cemilia@ps3.rdsnet.ro Calin CHIRA - Programs Coordinator calin.chira@amr.ro ; 0040 21 3113491;
Date of drawing up	24.02. 2004

Basic profile of the association and country

Population of the country	21,680 million inhabitants
Structure of regional administration division	Territorial units: Villages, Communes (2700), Towns (175), Cities (103), Counties (41); Development regions - Eight development agencies: North-East; South-East; South; South-West; West; North-West; Center; Bucuresti-Ilfov.

Membership base of the association	102 Members (96 municipalities and the 6 sectors of the Capital Bucharest) out of 103 Cities declared by Romanian Law 351 as Municipalities. Rate of membership form the total number of municipalities is 93%.
Origination, fundamental goals	<p>The Romanian Federation of Municipalities (FMR), set up in 1991, worked from the beginning as an association dedicated to local authorities, including 82 municipalities and the six sectors of Bucharest municipality. According to the provisions of Ordinance no.26/2000 regarding associations and foundations, FMR became the Romanian Association of Municipalities (AMR), the name being adopted at the General Assembly held on May 11, 2001. According to the Statute, the aim of AMR consists in promoting and protecting the mutual interests of local public authorities, in order to solve and manage the public needs to the benefit of their local communities.</p> <p>Mission, vision The Association of Municipalities in Romania contributes to the achievement of real local self-governement, according to the principles stipulated in the Constitution of Romania and in the European Charter of Local Self Government in view of solving the public needs for the citizens' benefit and also for ensuring their participation in the decision process regarding the local communities., as well as the legal environment process improvement.</p> <p>Values, goals & objectives</p> <ul style="list-style-type: none"> - To represent the interests of our members, both locally and internationally; - To stimulate and support the initiatives and activities of our member municipalities; - To provide professional services to the association's members; - To sustain the efforts of our members in view of Romania's accession to European Union <p>Values & Believes</p> <ul style="list-style-type: none"> - Quality and professionalism - Communication - Team spirit - Creativity - Realism
Bodies and structure of the association	<p>The General Assembly It gathers twice a year, in ordinary sessions, as called by the Steering Committee.</p> <p>The Steering Committee gathers at least once every three months and whenever necessary, as convened by the President or Vice President nominated by the former. The Auditors Commission audits the means of administration and management of Association's patrimony.</p> <p>The Technical Secretariat responsible with the implementation of AMR policy and the management of the association's current activities.</p> <p>Commissions - organized by activity fields: Standing Commission, Institutional Commission, The Culture and Education Commission, The Sustainable Development Commission, the Social Cohesions Commission, the Public Services Commission.</p> <p>Professional Bodies - Secretaries' Body, Financial Managers' Body, Technical Managers' Body, Chief Architects' Body, IT Experts' Body, Communicators Specialists Body and European Integration Experts Body. The professional bodies functioning within the Romanian Association of Municipalities have their leading and/or executive bodies: The General Assembly and the Steering Committee or Management Council. The seven professional structures dispose of their proper programs of activity. The mission of these professional bodies is to elaborate specific activities in order to achieve the economical, financial, legislative development to provide information</p>

	and communication policies for the local public administrations, complying with the local autonomy principles and according to the European values.
Resources for securing activity	Membership fees (45 %), grants (33 %), sponsorships (15%), other sources (7%) (according to the balance sheet form 2002)
Cooperation with other groupings, primarily international (IULA, CEMR etc) and membership of them	Membership: Romanian Federation of Local Authorities; ELANET Eco Maires Citizens' Pact
The association's body responsible for ICT and e-Government issues	IT experts professional body in AMR
Governmental body responsible for ICT and e-Government, cooperation with the association	Ministry of Communication and Information Technology created in December 2000, lead by Mr. Dan Nica. The mission of the Ministry of Communications and Information Technology is to create solid premises that will ensure the transition to the Information Society in Romania. This is a strategic objective for the Romanian Government for 2001 - 2004 and one of the conditions for the Romania's accession to the European Union. Contacts: www.mcti.ro
Other national organisations and associations with relation to information society and self-government (LORIS) issues	The Public Administration Information Systems Professionals Association lead by Mrs. Sevil Sumanariu – President; Contact: www.aniap.ro ;
Existence of a national e-strategy or action plan (name, when it was drawn up, by whom), its relation to LORIS topics	In December 2002 the Romanian Government approved the National Strategy for the promotion of the new economy and the Development of the Information Society
Creation of e-strategies of regions, towns and municipalities	Some municipalities have their own strategies published on their web sites.
Number of regions, towns and municipalities having their own websites, the type of information they make public (e.g. according to the requirements of law, standards, methodologies)	There are 73 municipalities having their own web sites. The requirements for making information public arise from law No. 544/2001. Information needed to be published on municipal web sites: 1. Information about the city: population, density of inhabitant/sq.m., geographic coordinates 2. Information about city hall: desk program, audience program, area map, how to get there, various locations of services, financial resources, budget, balance sheet, own programs and strategies, leadership, list of public interest documents, public information application and complaint forms : 3. Information about transport: access roads in the city, main roads, public means of transport, stations; 4. Tourist information: museums and their visiting programs, other tourist objectives, transport means to reach them; 5. Local Council Decisions, Mayor's Decisions and others; 6. Local Taxes – information and payment (O.G.24/2002)
Degree of provision of on-line information services (according to e-Government categories: information, one-way interaction, two-way interaction, transaction) and building up multi-platform on-line services (web, call centres, one stop)	By the Law no.161/2003 the National Electronic System was set up as an information system of public utility aiming to provide access to public information and supply of public services towards physical and legal persons within e-government strategy. Types of services offered : Unidirectional – information Bidirectional – download of 172 electronic forms and 5 on-line services (collecting of statistical data e-statistics, budget payment declarations, customs declarations, VAT settlement , balance sheet submitting)
Conference activities,	AMR signed in 2003 a protocol with ANIAP (The Public

benchmarking and best practices	Administration Information Systems Professionals Association) in order to promote activities of a mutual interests. The provisions of this protocol encourage representatives of the IT department of our members to participate to conferences and training activities organized by ANIAP and the development of comparative studies on subjects like e-government.
Existence of national government support for e-Government development activities at the local and regional level (programmes, grants, projects)	HG 1007/2001 –“e-Administratie “ Strategy for IT application in public administration
Experience and involvement in joint projects, including international, and projects drawing support from EU funds	Romania participates or will participate in the following communitarian programs: eContent dealing with digital documents processing, libraries, theatres, museums internet connecting Information Society Technologies (IST) – development of technologies from information society, development of communication infrastructure by ensuring networks and transactions security, introduction of crypting and security technologies in public administration
Further experience with solutions pertaining to: Re-engineering, e-Health, e-Learning, e-Security, e-Democracy, CRM etc	The second step of the National Electronic System will provide portals for health services, culture, tourism, and on-line libraries. Another important priority of the e-government strategy is to secure the Internet usage.
Experience and lessons learned, plans	Creation of a platform for collaboration between cities.

Standing Conference of Towns and Municipalities (SCTM)

Identification and contact

Name of the association (union)	Standing Conference of Towns and Municipalities (SCTM)
State	Serbia and Montenegro
Website	www.skgoj.org
Contact person <i>for e-Strategy and IT benchmarking</i>	Marko Moracic, Coordinator for Project development, Marko.moracic@skgoj.org, + 381 11 3223 446
Date of drawing up	15.03.2004

Basic profile of the association and country

Population of the country	10,500,000
Structure of regional administration division	Basic unit – municipality: 163 municipalities in Serbia Structure according to population: 8 municipalities with over 1 thousand, 102 over 10 thousand, 40 over 50 thousand, 13 over 100 thousand inhabitants Higher territorial self-governing units – regions: 29 regions <i>Note: The Capital City of Belgrade is both a region and a municipality</i>
Membership base of the association	163 Towns and municipalities – 100% of Serbia. Note: the towns and municipalities from Montenegro are not members of the Standing conference. They are represented by a separate association of Montenegrin municipalities
Origination, fundamental goals	Standing Conference of Towns and Municipalities (SCTM), the national association of local authorities in Serbia was founded in 1953, following the traditions of international associations of local authorities throughout the world. The SCTM is an organization dedicated to the promotion and development of local self-government, standing for their interests and of the co-operation among local authorities.

	<p>The substantial changes that have happened in the year 2000 at the overall political scene of Serbia and the Federal Republic of Serbia have brought democratically oriented people to all relevant posts in the republic and federal level of government, as well as to the local level. Consequently, important changes have occurred concerning the Standing Conference of Towns and Municipalities: the Association for Development of Local Self-Government, which previously functioned as the Association of Free Towns of Serbia, has become the part of the SCTM.</p> <p>The duty of the SCTM, as the national association of local authorities, in new, favorable political climate is to support local governments in their efforts to rebuild their legal and financial capacity, as well as to cope with the severe problems they are currently facing.</p> <p>SCTM is dedicated to fostering co-operation and dialogue among local authorities, supporting their initiatives before central government and is a key spot of information flow on important issues for towns and municipalities.</p> <p>Aims and principles: Based upon the principle of the free will of membership, the Standing Conference of Towns and Municipalities is open to all Serbian local communities, the interests of its members defining the main guidelines of its work.</p> <p>The ways of fulfilling the role of the SCTM in Serbian society comprise:</p> <ul style="list-style-type: none"> - supporting development of local government as an essential part of democratic processes in Serbia - promoting close co-operation among Serbian towns and municipalities and helping them to establish links with local authorities from other countries - representing the interests of its members at the national and the international level - encouraging the use of theoretical and practical know-how in managing municipal functions and promoting specialized education for local employees. In this the Conference is relying on its co-operation with a large number of its foreign and local partners, governmental and nongovernmental organizations and institutions, associations of local authorities from other countries and other international organizations - various technical services to its members, as well as providing help and support of international donor institutions for the realization of projects
<p>Bodies and structure of the association</p>	<p>Assembly – the supreme body of the Association (Has sittings at least once in two years).</p> <p>Presidency – Is an executive organ of the Conference. It manages the association between Assemblies. The members of the Presidency are elected by the Assembly and they have equal rights, duties and responsibilities, it has 21 members.</p> <p>Supervisory Board – as a special body of the Assembly, is formed in order to execute control and supervision over the work of bodies and organs of the SCTM. It executes the financial control function over the Secretariat of the SCTM. The Board has five members, mandate of two years and meets at least twice every year.</p> <p>Policy Committees – Local self-governments and local finance, international cooperation, communal and housing affairs, environment, urban issues, energy efficiency, social policy, economic development, culture youth and sports, services to the members.</p> <p>Secretariat – at present 24 employees, five departments: Administrative and legal, international cooperation, projects, services to the members and advocacy and representation.</p>
<p>Resources for securing activity</p>	<p>Membership fees (40 %), Project based funding (55 %), own resources – services to municipalities (5%)</p>

Cooperation with other groupings, primarily international (IULA, CEMR etc) and membership of them	We are members of the following international organizations or institutions: CEMR – Associate member (Though CEMR also IULA) NALAS and, ICLEI (International Council for Local Environmental Initiatives)
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Data on information society development (LORIS topics)

The association's body responsible for ICT and e-Government issues	We have just recently formed a committee for Information technology. It is a sub committee of the policy committee for local self-government and local finances, with a tendency to be transformed into a separate policy committee in the near future. The main task of the committee in the following period is the formulation of the local government ICT strategy and development of the description of the centralized ICT system for all municipalities. It will promote the use of ICT in providing services to citizens as well as strengthening local administration. Moreover it comments and proposes changes in the laws on regarding ICT in Serbia The committee has 15 members, the committee chairman is the mayor of Zrenjanin, mr. Čížek
Governmental body responsible for ICT and e-Government, cooperation with the association	Ministry of science and technology as well as the governmental agency for information and information society. The Agency was constituted during the year 2000, and it took some of the responsibilities specifically related to ICT from the jurisdiction of the Ministry. Unfortunately, the Agency is not working at the moment, since it is in the process of restructuring and reorganization. These two bodies are the only governing authority regarding ICT issues in Serbia. Self-government issues are also in the competence of the Ministry for Local self-government and public administration, but ICT related activities in this Ministry are rather scarce.
Other national organisations and associations with relation to information society and self-government (LORIS) issues	A number of professionally oriented associations and societies, e.g.. The association of Information officers and programmers of Serbia The association for Information of Serbia (DIS, http://www.dis.org.yu) Union of ICT Associates (JISA, www.jisa.org.yu)
Existence of a national e-strategy or action plan (name, when it was drawn up, by whom), its relation to LORIS topics	So far there is no e-strategy or an action plan developed on the level of Serbia. There were various initiatives; however, none of them reached the necessary legislative level to become national initiatives.
Creation of e-strategies of regions, towns and municipalities	Some of the towns have their own e-strategies; however, these are sporadic and not inter-coordinated. An example of a fine working e-strategy is in the municipality of Indjia, which has a complete set of e-services to the citizens, as well as some of the Belgrade city-municipalities. First centralized action towards this is to be made by the SCTM policy committee for ICT, during summer of this year.
Number of regions, towns and municipalities having their own websites, the type of information they make public (e.g. according to the requirements of law, standards, methodologies)	Although no official or legislative requirements are imposed on municipalities on this topic, almost all of the municipalities have their web sites. Unfortunately, many of those are not updated frequently or maintained by skilled staff.
Degree of provision of on-line information services (according to e-Government categories: information, one-way interaction, two-way interaction, transaction) and building up multi-platform on-line services (web, call centres, one stop)	Mostly services of the information provision category, possibly, supply of forms. Development of two-way interaction services has been launched, mainly in bigger towns. Multi-platform solutions are just starting to be developed, sporadic. The municipality of Indjija is one of the rare municipalities which has already implemented most of the multi-platform online services (they have a web portal, call centre, one stop room etc).

Conference activities, benchmarking and best practices	So far the conferences and other similar activities have been quite scarce. The Standing Conference will organize 5 policy committee meetings this year in order to initiate such actions. No official benchmarking is performed so far best practices database is being developed within the SCTM and will be operational and on-line on our web site in two months.
Existence of national government support for e-Government development activities at the local and regional level (programmes, grants, projects)	Besides some sporadic investment component based projects (providing software and sometimes hardware to municipalities), there is not national government support for e-government yet.
Experience and involvement in joint projects, including international, and projects drawing support from EU funds	There are no specific experiences so far. In the current year the SCTM is going to initiate the Exchange program with the support of the European Commission, which will have an investment component providing equipment and expertise needed for the development of information centres, one stops etc.
Further experience with solutions pertaining to: Re-engineering, e-Health, e-Learning, e-Security, e-Democracy, CRM etc	So far, sporadic and under preparation. A certain percentage of the municipalities host their web sites and sporadic e-solutions for citizen's services, however this percentage is very low at the moment.
Experience and lessons learned, plans	Our policy committee for the ICT issues plans to intensify the activities of the Standing conference in the area of e-government and e-services to citizens. We also plan the creation of a platform for collaboration between cities, development of benchmarking-type activities, and further support in ICT related projects. Detailed activities will be planned during the five meetings we are organizing this year.

Centre of Community Networking and Information Policy Studies (CCNS)

Identification and contact

Name of the association (union)	Centre of Community Networking and Information Policy Studies (CCNS)
State	Russia
Website	www.communities.org.ru
Contact person <i>for e-Strategy and IT benchmarking</i>	Sergei Stafeev, Director 27, Mayakovskogo str., St. Petersburg, Russia Tel/Fax +7 /812/ 2698270 E-mail gard@gard.spb.org
Date of drawing up	11. 3. 2004

Basic profile of the association and country

Population of the country	175,6 million
Structure of regional administration division	Higher territorial self-governing units – regions: 87 regions Basic unit – municipality (MSU – municipal self-government unit)
Membership base of the association	Not applicable
Origination, fundamental goals	CCNS is an NGO based in St. Petersburg, Russia with a mission to help people in the CIS countries use information and communication technology (ICT) to improve their lives. Its main focus is to enable informed policy decisions, which affect people's access to and use of ICT. CCNS also gets involved in on-the-ground projects to study the effects of policy decisions and relay lessons learned to the international development community. In 2000-2004 CCNS focuses on: analysis of ICT use in the Russian and CIS non-profit sector

	analysis of ICT influence on local community development independent research and expertise on local and regional information policy in the Russian Federation development of the CIS community networkers society. More information at: www.communities.org.ru
Bodies and structure of the association	Board of Directors is a highest decision-making organ of the CCNS (8 members, Chairperson – Sue Webb, director of the UK Communities Online. (for more information see www.communities.org.ru/contacts.htm) Staff of the Centre – 6 full-paid employees
Resources for securing activity	Grants - ~65%, work on contracts - ~30%, other profit - %%
Cooperation with other groupings, primarily international	CCNS is a regional focal point for some global projects and movements: among them: Community Informatics Research Network (CIRN); Global Community Networking Partnership (GCNP) Communication Rights in the Inf. Society (CRIS) Also CCN is a corporative member of many international networks, e.g. ISTR, GlobalLibrary etc

Data on information society development (LORIS topics)

The association's body responsible for ICT and e-Government issues	Not applicable
Governmental body responsible for ICT and e-Government, cooperation with the association	Ministry of Communication of Russian Federation (MinSvyaz)
Other national organisations and associations with relation to information society and self-government (LORIS) issues	Presidential Council on Informatization State Institute of Informatization Institute of System Analyse of Russian Academy of Sciences etc etc
Existence of a national e-strategy or action plan (name, when it was drawn up, by whom), its relation to LORIS topics	Federal Program e-Russia (2002-2010) www.e-rus.ru
Creation of e-strategies of regions, towns and municipalities	During the years 2001-2003 several Russian "regions" (regions, big cities, autonomous republics) have accepted the regional programs of informatization. Among these the following are worth mentioning: The city target program "Electronic Moscow" http://www.el-mos.ru/ The regional target program "Electronic Saint Petersburg" http://www.e-spb.org/ Program of high technologies of telecommunications development of Republic Sakha (Yakutia) for the period of 2000 to 2005 http://www.rikasakha.ru/inform_other_pr_hitechYak2000-05.htm Formation of the informational society in the city of Ekaterinburg http://strategy.burg.ru/res8_p2.htm
Number of regions, towns and municipalities having their own websites, the type of information they make public (e.g. according to the requirements of law, standards, methodologies)	Some statistics (2003) can be taken from www.e-1.ru ("IT map of Russia")
Degree of provision of on-line information services (according to e-Government categories: information, one-way interaction, two-way interaction, transaction) and building up multi-platform on-	Development of two-way interaction services has been launched, mainly in bigger towns. Multi-platform solutions are just starting to be developed, sporadic. According to UN e-Readiness table (that was presented at the recent WSIS) Russia has 89 position by e-government readiness (from 102 countries).

line services (web, call centres, one stop)	
Conference activities, benchmarking and best practices	<p>Building the Information Commonwealth Int. Conference (www.communities.org.ru/conference)</p> <p>Internet and Society int. Conference iol.spb.osi.ru</p> <p>WISTCIS int. Conference www.ednes.org/wistcis etc</p> <p>Best practices at www.osn.ru</p>
Existence of national government support for e-Government development activities at the local and regional level (programmes, grants, projects)	<p>Basicly through the Federal Program e-Russia (2002-2010) www.e-rus.ru</p>
Experience and involvement in joint projects, including international, and projects drawing support from EU funds	<p>Sporadic activities. Participation in various TACIS projects, WISTCIS, GDG of Worldbank etc</p>
Further experience with solutions pertaining to: Re-engineering, e-Health, e-Learning, e-Security, e-Democracy, CRM etc	<p>A lo of sporadic, uncoordinated activities. Mainly at the level of regions and bigger towns. For some numbers and examples see www.isn.ru</p>
Experience and lessons learned, plans	<p>Development of international cooperation with relevant institutions– exchange of experience, projects. Development of benchmarking-type activities.</p>

e-Strategy and Profile of a City in View of Information Society Development

Drawn up for the presentation of big cities of the CR/V4/EU at ISSS/LORIS/V4DIS 2004

Model example–working version.

Prague (Czech Republic)

Identification and contact

City	Prague
State	Czech Republic (CR)
Website	www.praha-mesto.cz
Contact person (workplace, position, address, contact)	Jaroslav Šolc Informatics Department, Prague City Council (INF MHMP) Head of the Policy Department Mariánské nám. 2, 110 01 Prague Tel.: +420 236002682, fax:+420 236007105 e-mail: jaroslav.solc@cityofprague.cz
Date of drawing up	2. 2. 2004

Basic profile of the city

Position in public administration	1) Municipality – Capital of the Czech Republic, 1 of 20 statutory towns in the CR 2) Region – a higher municipal self-governing unit, 1 of 14 regions of the CR
Population	1.18 million
Area	496 km ²
Budget	31 billion CZK (1 billion EUR) – 2003 expenditure
Organisation of city administration (city districts, elected bodies, authority, organisations)	1) Capital City of Prague (HMP) Elected bodies: Board of Representatives (70 members), Council (11 members) headed by the Lord Mayor Authority: Prague City Council (headed by the Director). Also organisations constituted by the city. 2) City districts (MČ), a total of 57, of which 22 have a specific position for state administration execution in delegated operation (so-called administrative districts) All of them have elected bodies (Board of Representatives, Council headed by the Mayor), city district authorities (headed by the MČ Secretary) and constitute organisations <i>Note: Pursuant to the Act on the Capital City of Prague. Relations between the Capital City of Prague and city district authorities are regulated by the Statute of the Capital City of Prague. Representatives are elected for 4 years (2002 – 2006).</i>
Number of city employees (of which the authority)	A total of approximately 40 thousand (administration, including city district authorities, education system, health-care and social services, transport, city police etc) Prague City Council – approximately 2 thousand.
Existence of basic documents for city development and administration (strategic plan, statement of policy, as of) <i>Note: Informatics hereinafter, Section C-2.</i>	City of Prague Strategic Plan – drawn up by ÚRM, adopted by the Board of Representatives of HMP in 2000, contains a plan for the period up to 2020 and programmes up to 2006. Informatics in the chapter “City Management and Administration”. Monitoring report submitted annually. The present council adopted the statement of policy “Together for Prague“, also comprising goals pertaining to informatics (Chapter XII).
Membership of national and international organisations	Czech Republic: Union of Towns and Communities of the Czech Republic (ISMO Committee), Association of Regions of the CR (since 2003,

(with wider focus, specific to IT, see Section C6)	Informatics Committee International: ICT: TeleCities (since 2001), Global Cities Dialogue (since 2000). Others: OWHC, CLARE, Metrex, Eurocities, Polis
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Data on information society development (LORIS topics)

1) Organisation of IT	
Municipal management and executive bodies as regards IT and e-Government issues	Prague City Council – Informatics Department. Informatics departments at city district authorities (mainly Prague 1 - 22). Informatics workplaces in HMP organisations (IMIP, ÚRM, DP, TSK, PIS etc). The informatics policy is set out by the Informatics Department of Prague City Council (according to the Statute of the Capital City of Prague). Platforms for information exchange: Board of District Information Scientists (2x a month, Prague 1), approximately 2- 4 x a year – meeting of the Capital City of Prague information scientists at Prague City Council. Cooperation with the PR Department of Prague City Council (information services for the public).
Central IT workplace and its position in the authority (department), number of employees, structure, main activities. IT workplaces in other departments (e.g., transport, land-use planning, environment, education etc)	The Informatics Department of Prague City Council (INF MHMP), included in the internal services section, has 64 employees. Structure: conceptual and analytical department (strategies, international and nationwide activities etc), application department (management and development of applications), data services department (basic registers, GIS), network department (administration of MePNet (city) and MagNet (Prague City Council) networks, final user support department (service of HW and basic SW), www department (technical administration and development of www), electronic signature department (preparation of implementation). ICT services in Prague City Council are centralised, apart from exceptions (crisis management, SURM) there are no autonomous IT workplaces in other departments.
Who is responsible for e-Government development, general website management etc (IT+PR+?)	The e-Government policy is being developed. INF MHMP ensures web services (Internet, Extranet, Intranet) in technical terms (the www department), the PR and other departments in content terms. The PR department operates the information centre of Prague City Council. The call centre project “Green Line” is under preparation.
Other municipal authorities and organisations with significant influence on IT (IT departments at city district authorities, “technical” organisation set up by the city)	Informatics departments at city district authorities, mainly Prague 1–22. Digital maps: City Informatics Institute of the Capital City of Prague (IMIP, www.imip.cz) Transport: ROPID (www.ropid.cz), City of Prague Transport Utility (www.dp-praha.cz), Institute of Transport Engineering of the Capital City of Prague (www.udi-praha.cz), Communications Technical Administration (TSK, www.tsk-praha.cz) Information: Prague Information Service (www.pis.cz, culture, accommodation, tourism etc) and other (energy sector, water management etc)
Major services purchased, possibly IT outsourcing	Telecommunication and network services (Pragonet) Application development (economic SW- Gordic, documents – Obis, Exprit etc, GIS – T-maps, Hydrosoft Veleslavín, administrative agendas – MP Orga etc)
Operating rule or other “rules” for use of IT by employees, system of employee training, knowledge testing (ECDL)	Operating rules of the Prague City Council network (decree of the MHMP Director). Basic information on ICT use is part of the introductory employee training (a week-long adaptation course). The employee education offer includes fundamental courses (e.g., MS Office). Specialist training for users of specific applications (documentary service, TED – documents, accounting, editing system for www etc) is provided – in cooperation with the staff department.
2) Strategy, security:	
Information strategy/policy (yes/no/drawn up, who drew it up, when etc)	City of Prague Information Strategy. Drawn up in 2001 by the Informatics Department of Prague City Council. RHMP took cognisance in VI/2001. It contains the analysis, goals, plan for a 4-6-year period. At the present time, it is being updated (linkage to eEurope

	<p>2005 and the ISVS attestation requirements in compliance with Czech legislation). Three major goals (+ partial goals) have been set: C1: Digital administration of the city; C2: Electronic communication with the public; C3: Prague at the head of the information community. Also being drawn up: e-Government Development Policy (see hereinafter C-5)</p>
Security policy (yes/no/drawn up, who drew it up, when etc)	<p>IS Security Policy of Prague City Council. Drawn up on the basis of the principles adopted by RHMP in 2002 (in compliance with the ISO 17799 standard and ISVS attestation requirements). It is drawn up by INF MHMP in cooperation with the company ITSC, T: draft VI/2004. At Prague City Council the training structure and system and documentation (one of the policy's goals) pertaining to IS security is yet to be created.</p>
Audits, testing	<p>Economic audits of the Capital City of Prague in recent years (Delloite&Touche, 2002, 2003, before PWC) also included a partial IS and security audit. In 2003 an ISVS inspection record (Secunet) was carried out.</p>
3) Infrastructure:	
Existence of a metropolitan network (who is connected, technical characteristics, organisation of operation, connection to other networks, plans)	<p>A metropolitan computer network built up by the company Pragonet (part of T-Systems, originally set up by the city). It also includes a non-public data network of the Capital City of Prague, MePNet, administered by INF MHMP. It interconnects almost 50 subjects of the city (Prague City Council, City District Authorities Prague 1-22, selected organisations and external subjects). Modern parameters for broadband multimedia transmission (optical cables + radio transmission, 155 Mbps, TCP/IP Protocol). Another approximately 350 subjects of the city (schools, small city district authorities) are interconnected by means of telephone lines. Services – internal data transmission, e-mail, internet. Connection to GovNet (Ministry of Finance of the CR, Ministry of Labour and Social Affairs of the CR). Plan for development of both the metropolitan network and MePNet, modernisation and extension of the network (city district authorities, schools, libraries).</p>
Equipment of authorities – LAN, connection to a metropolitan network or internet, share of employees equipped with PC + connected to network, with access to e-mail, Internet services etc)	<p>Most city district authorities have their own internal LAN network (administered by informatics departments). Prague City Council has MagNet – interface of 33 buildings (mainly optical cables). Standard access from user PCs, remote mobile access for selected users (members of the Board of Representatives, executives of MHMP). Connected to MePNet. All MHMP administrative staff are equipped with PCs connected to the network and have access to e-mail (their own boxes) and the internet (unlimited, monitored).</p>
4) SW agendas and data:	
Solution to main agendas: internal (economy, property management, personnel administration, document administration, specialist self-governing agendas), external (web, state administration agendas), special systems (e.g., GIS), level of integration and use of web technologies	<p>Systems of individual subjects (MHMP, ÚMČ) are created with a large degree of autonomy. MHMP lacks an integrated system. Various client-server applications (Oracle, Informix, SQL databases). Basic economic agendas are dealt with in the GINIS (from the company Gordic) system. SW Gordic is applied for all city district authorities. The documentary service is at MHMP (Gordic) and some ÚMČ, the citywide project, including electronic document administration (SO01 Exprit), is being implemented. Creation and registration of documents into RHMP and ZHMP (TED/Obis). Property management – at present, re-engineering is under preparation. State administration agendas – trades licensing offices, social benefits etc (ÚMČ Prague 1 – 22). Web (Internet/Extranet/Intranet) administered by the Publix editorial system, linkages to selected applications (documents etc) are solved. Map services: WebGIS Praha (T-Soft), the environment: WebMap (Hydrosoft Veleslavin). Gradual integration and creation of applications in three-layer architecture, conversion to a portal solution.</p>
Creation, administration and use of basic registers and	<p>At the citywide level, basic data entities – digital maps, address register (ZUZI) etc – are administered.</p>

dials, level of integration, technologies	Data from central registers (register of inhabitants – Ministry of the Interior of the CR, land register – Czech Geodesy and Land Register Office, register of economic subjects – Czech Statistical Office, nationwide address register – Ministry of Labour and Social Affairs of the CR.
Major linkages to surrounding public administration information systems (upwards – state, region; downwards –city districts, organisations)	Prague City Council fulfils the role of a regional authority, ensures some data linkages to central government bodies and (downwards) to city district authorities. For instance, state administration agendas: trades licensing offices, state social benefits, (newly) the wage information system etc. As regards self-governing agendas, primarily cohesion of financial agendas within the Capital City of Prague authorities is dealt with.
Use of open source SW (status, plan)	No considerable introduction at MHMP is used or being planned for the near future.
5) e-Government, web, CRM and specific e-Services	
e-Government development policy (yes/no/drawn up, by whom, when etc)	Application of e-Government principles is declared in the RHMP statement of policy. Information services for the public are inherent in Goal 2 of the Capital City of Prague Information Strategy. The e-Government policy for the Capital City of Prague is being drawn up – terms, analysis, goals etc. (INF MHMP, T: IV/2004)
Communication channels used for provision of services (web, call centres, information and contact centres, public access places, mobile communication etc)	The city website, Internet (MHMP and ÚMČ, and organisations – interconnected to a minimum extent). Prague City Council’s information centre is part of the PR department (there are also centres at other city district authorities) – possible visits, information materials, telephones, web instructions, including provision of contact information. Public access terminals (info-kiosks) are implemented on a minimal scale (PCs within information centres). Other services in the project plan (call centre).
Organisation of e-Government and web (management structure, who, what)	A central management structure is not defined. Management of information for the public on websites (Internet) is carried out in cooperation with the PR department (appearance, main content, news) and INF (technical management, editorial system and its training). Intranet is managed in cooperation with the personnel department. Other departments participate in fulfilment. Fixing of rules and the management structure is one of the policy’s goals, including assurance of linkages to other information channels.
Address of the city’s website, interesting information services, participation in competitions and awards etc.	The city’s main website: www.praha-mesto.cz (English: www.praha-city.cz) Thematic servers, e.g., news: http://www.praha-noviny.cz/ , web cameras: http://kamery.praha-mesto.cz , the environment: http://envis.praha-mesto.cz etc. City district authorities and organisations have their own websites. The website www.praha-mesto.cz has been awarded prizes in the nationwide competitions Golden Crest 2002 and Eurocrest 2003. The atlas of the environment in Prague www.praha-mesto.cz/atlaszp has won prizes in the competition Geoapplication 1999 (competitions within the ISSS conference). Envis has been awarded a prize in an international competition (GRID/CEROI 2003).
Characteristics of the degree of existing e-Government services according to 4 categories (1 –information, 2 – one-way interaction, 3 – two-way interaction, 4 – transaction)	Mainly categories 1 (provision of information) and 2 (making out forms). Services for communication and discussion with the city’s representatives are being developed.
Target groups addressed and differentiated	Partial solution – columns for the public, entrepreneurs, tourists. A portal solution is being planned.
Accessibility of e-services for citizens, equipment (proportion of citizens with internet access, possessing	DEMA survey 2004, Prague: 52 % of Prague citizens uses Internet CSO survey 2002, Czech Republic, equipment of households (4.1 mil. total): phone 69.9 %, GSM 64,6 %, PC 24.6%, cable TV 25%, satellite 11.8%, notebook 3.1%. Connected to Internet 16,4 %. Numbers in Prague are

mobile telephones, equipping of schools, public access places), accessibility for the disabled etc.	expected higher. New numbers from 2003 survey are to be published in May 2004. Development of “blind-friendly” parameters of the Capital City of Prague’s website is being planned (at the present, to the minimum extent).
Assurance of feedback (use of e-services in total and individually)	Merely a partial solution for the web (number of accesses, email to the webmaster). Systematic approach of the current eGov conception. Implementation of the regional round of the competition of websites and e-services of towns and municipalities Golden Crest 2004 (for the first time).
Activities for civic society development and participation in the city’s administration (e-Democracy)	Making public development plans, decisions, budgets etc public on the website. Video broadcasts from sessions of the Board of Representatives of the City of Prague. Possible debate on selected topics. E-mail communication with political representatives. Public inquiries (for example, spectators’ inquiry on the Prague round of the Golden Crest competition).
Promotion of e-Learning	Only limited so far – for example, publication of educational programmes for Prague City Council employees and on-line registration.
Analysis of labour organisation and management processes and changes (Re-engineering).	Not taking place at MHMP, it is one of the goals of the e-Government policy. Activities at the Prague 1 city district authority (the Management of Management project).
Introduction of electronic signatures, chip cards and other e-Security elements	Has not been implemented to date (with the exception of single authorised certificates – testing).
6) Cooperation, financing etc	
Permanent IT cooperation with other networks and professional organisations or other cities (at the national and international level)	CR: The ISMO National Committee (Union of Towns and Communities of the CR), including cooperation between statutory towns in the CR, the Informatics Committee of AK CR, cooperation with CAGI. International cooperation: Activity in the TeleCities organisation (member of the management committee). Contacts with GCD, Major Cities of Europe. Cooperation at international conferences in the CR (ISSS/LORIS, MIS/UDMS).
Experience and involvement in joint projects (national and international), projects drawing support from EU funds (Structural Funds etc)	Projects in the CR: MVČR/AKČR etc (ePUSA, KEVIS etc) European projects: FP5/IST informatics projects pertaining to the environment (Interact, Heaven, preparation of other projects for FP6). Monitoring of possible use of Structural Funds for informatics development in the City of Prague (JPD2, JPD3, cooperation with the EU funds department of the Prague City Council, city district authorities etc).
Priorities and plans for other activities	Modernisation of the city’s administration using ICT on the basis of a defined strategy. Infrastructure development. Integration deepening. Re-engineering of applications. Use of modern technologies (3-layer architecture). Security management. Implementation of the e-Government policy. Reinforcement of project management methods and resource management, documentation and information sharing. Strengthening of cooperation between the city’s subjects. Enhancement of cooperation with other cities in the CR and abroad, benchmarking etc.
Experience and lessons learned	Necessity of a conceptual approach and cooperation. Necessity of determining priorities by the city’s management and authorities. Principles of resource management and project management. Securing several financial resources. The importance of enlightenment and education. The importance of promoting new services for citizens.
7) Specific projects	
Any other interesting projects and activities that can serve as a model (best practises) for others	Creation of policies and cooperation with other cities. Creation of a metropolitan network. Introduction of electronic document management on a citywide scale. Creation and management of the city’s digital maps. Environment information system, including the environmental atlas on the website. Specific internet services – web cameras, video broadcasting. Mobile access to the authority’s network etc.

e-Strategy and Profile of a City in View of Information Society Development

Drawn up for the presentation of big cities of the CR/V4/EU at ISSS/LORIS/V4DIS 2004

Bratislava (Slovak Republic)

Identification and contact

City	Bratislava
State	Slovak Republic (SR)
Website	www.bratislava.sk
Contact person (workplace, position, address, contact)	Živko Peev Informatics Department, Bratislava City Council (OIM) Head of Department Primaciálne nám. 1, 814 01 Bratislava Tel.: +421-2-5936224, fax:+421-2-59356110 e-mail: peev@bratislava.sk
Date of drawing up	27. 2. 2004

Basic profile of the city

Position in public administration	1) Municipality–Capital City of the Slovak Republic 2) Region–a higher territorial unit, 1 of 8 regions of the SR
Population	446,819
Area	367.6 km ²
Budget	Capital City of Bratislava–SKK 6,400 million (for 2004)
Organisation of city administration (city districts elected bodies, authority, organisations)	1) Capital City of Bratislava Elected bodies: Board of Representatives (80 members), Council (28 members) headed by the Lord Mayor. Authority: Bratislava City Council (headed by the Director). Organisations constituted by the city. 2) City districts (MČ), a total of 17. All of them have elected bodies (Mayor, Board of Representatives), city district authorities (headed by the Secretary). <i>Note: Pursuant to the Act on the Capital City of Bratislava, relations between the Capital City and city district authorities are regulated by the Statute of the Capital City of Bratislava. Representatives are elected for 4 years (2002-2006).</i>
Number of city employees (of which the authority)	A total of approximately 15 thousand (administration, education system, health and social services, transport, city police etc). Bratislava City Council–approximately 360.
Existence of basic documents for city development and administration (strategic plan, statement of policy) <i>Note: Informatics hereinafter, Section C-2.</i>	Capital City of Bratislava Development Strategy was drawn up by the Land-Use Planning Department, in 1999 adopted by the Board of Representatives of the Capital City of Bratislava by Decree No. 43/1999, it contains plans until 2015 and 2030. The time schedule for preparing strategic development objectives of the Capital City of Bratislava has been produced and adopted by Decree No. 787/14.3.2002. of the City Board of Representatives. In 2003 the Programme and Priorities of the Capital City for 2004–2006 was drawn up. Monitoring reports are submitted annually.
Membership of national and international organisations (with wider focus, specific to IT, see Section C6)	SR: Union of Towns and Communities of the SR (ÚMOS), Association of Towns and Communities of the SR. International: EUROCITIES, ISG (Internationale Städteforum Graz), CLRAE (Congress of Local and Regional Authorities of Europe), GCO

Data on information society development (LORIS topics)

1) Organisation of IT	
Municipal management and executive bodies as regards IT and e-Government issues	Bratislava City Council–Informatics Department. Informatics Departments at MČ authorities. IT workplaces in the Capital City of Bratislava organisations (City Police, Bratislava Culture and Information Centre). The informatics development policy is drawn up by the Informatics Department of Bratislava City Council and adopted by the Board of Representatives. Transport and Informatics Committee.
Central IT workplace and its position in the authority (department), number of employees, structure, main activities. IT workplaces in other departments (e.g. transport, land-use planning, environment etc)	The Informatics Department of Bratislava City Council (OIM), included in the Section of the Bratislava City Council Director, has a total of 15 employees. Structure: section of networks and maintenance (network administration, computer technology management, HW and basic SW service), IS section (administration and development of applications, end user support, www management), section of the city's digital technical maps (GIS administration).
Who is responsible for e-Government development general website management etc (IT + PR)	The e-Government policy is under preparation. OIM provides web services (Internet, Intranet) in technical terms, individual departments contribute in content terms, according to responsibility for individual categories, the Communication and Marketing Department operates as the editorial board.
Other municipal authorities and organisations with significant influence on IT (IT departments at city district authorities, "technical" organisations set up by the city)	Informatics Departments at MČ authorities . Transport: Transport Utility of the Capital City of Bratislava: www.dpmba.sk , Police and security: City Police www.msp.bratislava.sk , Panel of central population protection www.pult.bratislava.sk Information: Bratislava Culture and Information Centre www.bkis.bratislava.sk
Major services purchased, possibly, IT outsourcing	Interconnection of workplaces and connection to the Internet (Quadia). Development of applications: economic software - NORIS, GIS–CORA, administrative system and publishing–WeM-Vismo
Operating rules or other "rules" for IT use by employees, system of employee training, knowledge testing (ECDL)	Documents on computer technology and network use. Directives arising from a security project concerning protection of personal data processed not only in information systems. OIM organises training according to employees' interest pertaining to use of basic program applications, e.g. MS Office, Aspi, as well as basic control of application programs. In cooperation with solution-providers, it provides specialist training for users of specialist GIS applications, the economic and administrative system. OIM participates in drawing up manuals assisting in mastering application programs.
2) Strategy, security:	
Information strategy/policy (yes/no/drawn up, who drew it up, when etc)	Policy of Informatics Development of Bratislava City Council. Drawn up by the Informatics Department in 1999 for 5 years, the City Board of Representatives took cognisance in 2001. It contains analysis and goals of building up IS at Bratislava City Council.
Security policy (yes/no/drawn up, who drew it up, when etc)	Security project for personal data protection in accordance with Act 428/2002 Coll. Elaborated in 2003, in 2004 directives are being implemented.
Audits, testing	

3) Infrastructure:	
Existence of a metropolitan network (who is connected, technical characteristics, organisation of operation, connection of other networks, plans)	A metropolitan network should have been built between 1992 and 1995 by the company SKT, or Siemens, on the basis of non-implemented contracts on cable TV operation. At present, we use the services of the company Quadia, operating optical distributions in Bratislava. Interconnected through this network are the city police facilities and the camera system, the Road Management Department and the company Waste Collection and Disposal. Services provided: internal data transmission within the framework of applications used, electronic mail, intranet/internet.
Equipment of authorities–LAN, connection to a metropolitan network or internet, share of employees equipped with PC + connected to network, with access to email, Internet services etc	Most city districts have their own computer network (managed by informatics departments). Bratislava City Council has connected to the network 5 buildings in close proximity to its headquarters by means of optical cables and Cabletron/Enterasys technology. Standard access from user PCs. At Bratislava City Council, approximately 300 computers are in use, all of them are connected to the network and have access to the internet (unlimited unmonitored) and email (own boxes).
4) SW agendas and data:	
Solution to main agendas: internal (economy, property management, personnel administration, document administration, specialist self-governing agendas), external (web, state administration agendas, special systems–e.g. GIS), level of integration and use of web technologies	Systems of individual subjects (City Council, MČ) are created independently. In the case that data need to be exchanged, a data interface is made public or the corresponding application provided (property inventory, transfer of flats to personal ownership). At present, there is no integrated system at the City Council. Various three-layer applications, client-server (MS SQL) and file-server. Basic economic agendas and property management dealt with in IBEU systems (of the company IVES Košice) use municipal contributory and non-profit organisations as a uniform environment for the purpose of interconnection with the main NORIS system (of the company LCS), conversion to NET within updating. The administrative system and publishing on the internet is designed as a WeM-Vismo web application (of the company SWECK and První česká vydavatelská). Wages and personnel administration (of the firm VEMA) used as a uniform environment by the City Council and municipal contributory and non-profit organisations. GIS map services (of the company CORA)–use of web technologies from the company Micrograf. During 2004–2005–gradual interconnection of existing main systems with the possibility of smooth application-to-application changeover and data sharing.
Creation, administration and use of basic registers and dials, level of integration, technologies	Data received from central registers: the real estate register (as a paid service), integrated into the economic system and GIS. Other registers and dials are processed by Bratislava City Council (register of payers for recreations, register of payers for municipal waste etc).
Major linkages to surrounding public administration information systems (upwards–state, region; downwards–city districts, organisation)	Bratislava City Council only fulfils its obligations within the framework of economic and financial reporting to the Ministry of Finance and the Statistical Office through supplied ASUV applications, into which data is imported from the economic system.
Use of open source SW (status, plan)	Not used at Bratislava City Council, no large-scale introduction is planned soon. However, we are monitoring the development in open source SW, mainly concerning office applications.
5) e-Government, web, CRM and specific e-Services	
e-Government development policy (yes/no/drawn up, by whom, when etc)	e-Government policy is in the phase of primary preparation, analysis and inquiries.
Communication channels used for provision of services (web, call centres, information and contact centres, public access places, mobile	The city's websites, internet (City Council, MČ–interlinked to a minimum scope, only at the level of references, intended and striving for a united information warehouse- the city portal). In autumn 2003, set up as a contact centre was the FrontOffice workplace, ensuring the public's contact with the authority through selected specialists

communication)	from various areas.
Organisation of e-Government and web (management structure, who, what)	A central management structure is yet to be defined. Individual categories of the information made public are managed by specialist guarantees from responsible sections. The Communication and Marketing Department works as the editorial board. Technical administration and user training is provided by OIM.
Addresses of city's websites, interesting information services, competition awards etc	The city's main website: www.bratislava.sk (in English www.bkis.bratislava.sk/e_index.asp). Web servers of City Police www.msp.bratislava.sk , the central protection desk www.pult.bratislava.sk , the server of the Bratislava Culture and Information Centre www.bkis.bratislava.sk . City district authorities and some organisations have their own websites. In 2003 Front Office / Services for Citizens were awarded the prize "Friend of Information 2003".
Characteristics of the degree of existing e-Government services according to 4 categories (1-information, 2-one-way interaction, 3-two-way interaction, 4-transactions)	Mainly category 1–provision of information, and recently also category 2 – individual forms for citizens' needs, public inquiries. Falling within category 3 could be discussions with citizens on selected, optional topics. Prepared and tested services include discussions with city representatives and subscription distribution of new documents made public on the website.
Target groups addressed and differentiated	At present, the website is intended for city inhabitants. A section for tourists in five language version is prepared to be implemented by 1.5.2004. By the end of 2004 it should also contain a section for entrepreneurs.
Accessibility of e-services for citizens, equipment (proportion of citizens with internet access, possessing mobile telephones, equipping of schools, public access places, accessibility for the disabled)	On average, about 28 % of Bratislava inhabitants are connected to the internet. Approximately 65 % of inhabitants possess mobile phones. Within the Infovek project, implemented by Slovak Telecom, all schools will be gradually connected. Bratislava City Council provides at its Front Office workplace free access of citizens to the internet. The workplace is also accessible for the disabled.
Assurance of feedback (use of e-services in total and individually)	At present, only a partial solution, namely, the number of server accesses, the number of accesses to individual documents, email to the webmaster.
Activities for civic society development and participation in the city's public administration (e-Democracy)	Making public all materials that will be discussed by the City Board of Representatives in advance so that citizens or civic associations and companies can participate in the discussion. Furthermore, publishing resolutions of the Municipal Council and Board of Representatives, generally binding ordinances, the budget of the Capital City. Discussion with website visitors on selected topics. Email communication with city representatives. Various inquiries on topical issues.
Promotion of e-Learning	Only planned at the moment.
Analysis of labour organisation and management processes and changes (Reengineering)	Several attempts were made by foreign firms financed from PHARE, so far without success. Prior to elections, every political representation prepares its own labour and management organisation models it presents to citizens and strives to implement them after elections. Analysis and creation of a functional model of processes have so far not been comprehensively drawn up.
Introduction of e-signatures, chip cards and other e-Security elements)	Not implemented yet, research into and preparation for electronic signatures within the administrative system.
6) Cooperation, financing etc	
Permanent IT cooperation with other networks and professional organisations or other cities (at the national and international level)	We cooperate with the City of Košice. Currently, there is a promising start to the development of cooperation within the framework of the Union of Towns and Communities of Slovakia, where a working group for informatics originated.

Experience and involvement in joint projects (national and international), projects drawing support from EU funds (Structural Funds etc.)	The project of a digital ortho-photomap of Bratislava, the project of the Bratislava City Council administrative and publication system, the Infokiosk project. Our experience is mainly good, the terms of approving projects are too long, which usually results in their re-working after having been approved due to introduction of new information technologies.
Priorities and plans for other activities	Modernisation of city administration using implemented applications. Integration of individual systems. Implementation of directives related to computer technology operation. Analysis and gradual implementation of e-Government. Establishing and strengthening cooperation between individual city subjects, as well as with other towns in Slovakia and abroad.
Experience and lessons learned	
7) Specific projects	
Any other interesting projects and activities that can serve as a model (best practices) for others	The “3D Transboundary Bratislava –Vienna Guide” project implemented in cooperation with the Faculty of Mathematics, Physics and Informatics of Komenský University in Bratislava. The project aims to create an internet page and a CD with a three-dimensional model of Bratislava Old Town, including signatures and contacts to the respective institutions for both tourists and Bratislava citizens.

e-Strategy and Profile of a City in View of Information Society Development

Drawn up for the presentation of big cities of the CR/V4/EU at ISSS/LORIS/V4DIS 2004

České Budějovice (Czech Republic)

Identification and contact

City	České Budějovice (Budweis)
State	Czech Republic (CR)
Website	www.c-budejovice.cz
Contact person (workplace, position, address, contact)	Ing. Patrik Starčevský Information and Communications Technologies Department Head of the Department nám. Přemysla Otakara II., No. 1, 2 Tel.: +420 386 802 601, fax:+420 386 801 850 email: starcevsky@c-budejovice.cz
Date of drawing up	9. 3. 2004

Basic profile of the city

Position in public administration	1) Municipality–statutory town, 1 of 20 statutory towns in the CR
Population	95, 986 (as of 31.12.2002)
Area	5,555 ha
Budget	Budget of the Statutory Town of České Budějovice for the fiscal year 2004: Total revenues CZK 1,421,429 thousand Financing CZK 21,734 thousand Total resources CZK 1,399,695 thousand Current expenditure CZK 1,060,255 thousand Capital expenditure CZK 339,440 thousand Total expenditure of the municipal budget CZK 1,399,695 thousand
Organisation of city administration	Board of Representatives (ZM) - 45 members Council of the City (RM) - 11 members, headed by the Lord Mayor Authority: České Budějovice City Council–headed by the Secretary
Number of city employees (of which the authority)	The authority has 522 employees, of which 435 administrative.
Existence of basic documents for city development and administration (strategic plan, statement of policy, as of) <i>Note: Informatics hereinafter, Section C-2.</i>	Strategic Plan–ORM, adopted by ZM in 2000. Divided into 4 key areas: Transport Economic development Human resources External relations Fulfilment of the plan is periodically checked, at present, revision is under preparation. Statement of Policy of RM from 2002 (quotation related to informatics): Quotation from the Statement of the Council of the City (2002 - 2006): Development of information systems towards citizens, simplification of the agenda, correct approach of officials: To create, primarily as regards execution of delegated state administration, good conditions for communication with administered municipalities, to pay attention to providing information to citizens, using the media and the České Budějovice City Council News. To lead all departments, mainly those coming into contact with the public, to the awareness that officials serve citizens, with the aim to reduce the number of rightful complaints against City Council's activity. To create uniform and transparent rules for attending to the agenda and to simplify contacts with citizens in this regard.

	To gradually develop a system of electronic communication and meeting citizens' requirements.
Membership of national and international organisations (with wider focus, specific to IT, see Section C6)	CR: Union of Towns and Communities of the CR, Association of Regions of the CR (since 2003, the Informatics Committee)

Data on information society development (LORIS topics)

1) Organisation of IT	
Municipal management and executive bodies as regards IT and e-Government issues	The ICT Department falls within the competence of the Deputy Lord Mayor for economics, property and informatics.
Central IT workplace and its position in the authority (department), number of employees, structure, main activities. IT workplaces in other departments (e.g. transport, land-use planning, environment, education etc.)	České Budějovice City Council—the independent Information and Communications Technologies Department. Major activities can be divided into two basic groups—information system development (a department with 3 employees) and IT administration (a department with 6 employees—from 1.4.2004 only 5 employees). The department's structure is shown in the diagram attached at the questionnaire's end. The Information and Communications Technologies Department (OICT) has its office in the main town hall building and workplaces in all buildings with offices of city council departments—everywhere it is necessary to administer support servers, active elements and other network parts. OICT employees are concentrated in one department, no other department has its IT specialist. The Information and Communications Technologies Department originated step by step and was set up as an independent department in 1990 as the Computer Technology Department. In autumn 1999 the department was cancelled and its two sections were enrolled in other departments. The Information Systems Administration Department (SIS) was included in the Internal Affairs Department (OVV) and the Information Systems Development Department (RIS) was included in the City Development Department (ORM). In May 2000 the Strategic Planning and Economic Development Department (OSPER) originated, into which the Information Systems Development Department was also transferred. In November 2002 the Informatics Department, today Information and Communications Technologies Department (OICT), was set up. It ensures all activities connected with building up, development and operation of the information system of České Budějovice City Council.
Who is responsible for e-Government development, general website management etc. (IT+PR+?).	The conceptions of e-Government development are partially defined in several existing documents, a comprehensive, policy-forming material has not been compiled. Web services will form the basis. At the present time, the project of innovation of the city's internet pages is being worked on, including complete change of the manner of editorial processing. In parallel, the intranet is also being built up, as well as the connection between these parts. Setting up a "reception" is considered—a primary contact place for citizens where they can receive answers to the most frequently raised questions, including the possibility of direct presentment at this "reception". It is presumed that the "reception" should filter 60-70% of all presentments and queries provided that the knowledge database used by the "reception" staff would be continuously supplemented, thus resulting in gradual decrease in the number of necessary visits to individual departments.
Other municipal authorities and organisations with significant influence on IT (IT departments at city district authorities, "technical" organisations set up by the city)	The essential data source—the Land-Register Office in České Budějovice. Another, less essential authority—the Czech Statistical Office.

Major services purchased, possibly IT outsourcing	<p>Telecommunications services (Czech Telecom), Internet (Aliatel)</p> <p>Development of applications (economic SW–Gordic, document circulation and workflow–PVT, GIS–Unicom Consult, administrative agendas–Vera, Vita, Yamaco, Kvasar etc).</p> <p>Technical support for individual systems (City Council–Vera, Building Authority–Vita, GIS, Oracle, GINIS, Yamaco, PVT and other systems for individual agendas).</p> <p>Outsourcing of part of IS (server farm + 150 NC stations, servers in separated workplaces, backup facilities, some active elements and printers, services related to the system’s administration and maintenance).</p>
Operating rules or other “rules” for use of IT by employees, system of employee training, knowledge testing (ECDL)	<p>The Secretary’s directive on use of computer technology–the information system and protection of České Budějovice City Council data.</p> <p>Employee training–complete training in 1999. Since that time, only selected employee groups have had additional training. We are considering the introduction of an</p> <p>e-Learning system on the České Budějovice City Council intranet–see Section 5–<i>Promotion of e-Learning</i>.</p>
2) Strategy, security:	
Information strategy/policy (yes/no/drawn up, who drew it up, when etc.)	<p>Information strategy exists as a part of source data submitted to the attestation centre and was drawn up in 2003. It has not yet been comprehensively consulted with the ČB City Council executives, only with the Deputy Secretary, to whom OICT is subordinate. It will be presented in materials for the Council, in which the executive staff will be familiarised with the proposed content of the document.</p>
Security policy (yes/no/drawn up, who drew it up, when etc.)	<p>It exists as a part of source data submitted to the attestation centre and was drawn up in 2003. It concerns the document “IS security and data protection”, a working paper from which security policy will be further developed. The document has 13 pages, its structure is divided into 4 main chapters (Introduction, Validity, Terms and Definitions, Security and Data Protection). Some security theses are included in the Secretary’s directive on use of computer technology–the information system and protection of České Budějovice City Council data.</p>
Audits, testing	<p>Testing pursuant to Act 365/2000 Coll.–at present, we have practically concluded the chapter concerning IS attestations of České Budějovice City Council data in compliance with the mentioned Act, only some minor items should be supplemented in the documentation required by the testing centre. We intend to carry out penetration tests to verify the security of the České Budějovice City Council IS.</p>
3) Infrastructure:	
Existence of a metropolitan network (who is connected, technical characteristics, organisation of operation, connection to other networks, plans).	<p>There is no metropolitan network in České Budějovice.</p>
Equipment of authorities–LAN, connection to a metropolitan network or internet, share of employees equipped with PC + connected to network, with access to e-mail, Internet services etc.)	<p>České Budějovice City Council has offices in four localities. All of them have their own network and are interconnected through a central place at the Town Hall. Lines rented from Czech Telecom with the capacity of 2 Mbytes are used for interconnection. The reason for this solution was temporary stay in some localities.</p> <p>Connected to the City Council network are all users, besides the state social security staff and employees attending to agendas linked to central registers of the Ministry of the Interior of the CR (the population register and the motor vehicles register), who have to work on a separate network. However, most of these employees also have the possibility of connecting to the City Council network from other facilities available for them.</p> <p>The current status: 23 servers, of which 8 terminal, 350 PCs, 190 terminals (IBM NC or Compaq EVO T30).</p>

	<p>Standard access from user stations, remote mobile access for selected users (Deputies, the Secretary and part of the Informatics Department staff). All administrative staff are equipped with stations connected to the network and with access to email (own boxes) and the internet (Symantec WEB access for filtering pages with unsuitable topics).</p>
<p>4) SW agendas and data:</p>	
<p>Solution to main agendas: internal (economy, property management, personnel administration, document administration, specialist self-governing agendas), external (web, state administration agendas, special systems (e.g. GIS), level of integration and use of web technologies</p>	<p>Systems of individual departments are created with a large degree of autonomy. At České Budějovice City Council, there is not an integrated system. Various client-server applications, some three-layer architecture applications. Oracle, SQL, Interbase databases.</p> <p>a) Internal and self-governing agendas; PaM (DTG)–local; Document and archive service (PVT)–comprehensive, in the phase of trial operation, interconnection in other agendas is under preparation–registers, economy, social agendas, the building authority etc; Economic and financial system GINIS (Gordic)–comprehensive for the entire authority; Property registration (KODYS)–local; GIS (City 2000)–a comprehensive system with linkages to registers and, later on, also the building authority and document service; VSD Gold (Efcon)–currently a local system for payment of social benefits, linkages to other systems (population register) are under preparation; Town Hall (VERA)–is to a certain extent integrated with some other systems.</p> <p>b) State administration agendas Register of entrepreneurs (PC Help)–local, without linkage to other systems, primarily due to the data storing technology used (dB Pervazive, OS Novell); OK benefits (OK System)–local from our viewpoint, without linkages to any of our internal systems. This agenda should fall within the competence of the employment office from 1.4.2004; Building Authority (VITA)–partial integration; Hunting Register (Yamaco)–local; Hunting and fishing licences (Yamaco)–local; Air pollution control 2003 (Kvasar)–local; KoPla (ÚHUL)–local. The web (Internet) is administered by the editorial system created by CAD Studio, now a project of innovating the city’s internet pages is under preparation, including complete change in the manner of editorial processing. Gradual integration and creation of applications in 3-layer architecture, transition to a portal solution.</p>
<p>Creation, administration and use of basic registers and dials, level of integration, technologies</p>	<p>A number of data relevant for city administration are inherent in the GIS system–land-register data, municipal immovable assets register, demographic data, passports of buildings, roads and transport, greenery and the environment, the city’s technical map, register of buildings and facilities etc. Everything is displayed above the city’s cadastral map and data are regularly updated every month to include the land-register office data (by a contractor), some agendas are continuously updated directly by City Council employees, others are updated after certain periods.</p> <p>Some city’s applications will be linked to registers inherent in the GIS system. Data from the central population register –the Ministry of the Interior of the CR–are taken over.</p> <p>It appears that connection to nationwide registers is still an unsolvable problem–due to the fact that it is not possible to interconnect the City Council network with the network of the Ministry of the Interior, on which the registry office staff work (OP, CD, ŘP). Transmission of data from the national population register takes place only by means of the so-called output of data that must subsequently be imported into our system of population registration–registers in the Radnice system from the company VERA. With regard to the fact that (according to long-term experience) after this data had been imported we sometimes had to go several steps back, these imports have been refrained.</p>

	The problem is that the data our population registration department hands out to be filed in the national population register return in the “output” and in the subsequent import into our internal system are displayed with errors that later on cause problems, e.g. with enlisting in the list of electors people who have moved outside the respective district, moved within the city, possibly, died etc. Unfortunately, these mistakes have appeared repeatedly.
Major linkages to surrounding public administration information systems (upwards - state, region; downwards–city districts, organisations)	
Use of open source SW (status, plan)	No extensive introduction is planned at České Budějovice City Council in the near future.
5) e-Government, web, CRM and specific e-Services	
e-Government development policy (yes/no/drawn up, by whom, when etc.)	Conceptions are partially defined in several documents, however, a comprehensive policy has not been drawn up. .
Communication channels used for provision of services (web, call centres, information and contact centres, public access places, mobile communication etc.)	City websites, Internet. Information, telephones, instructions on the web—including provision of contact information. Setting up a “reception” is considered—a primary contact place for citizens where they can receive answers to the most frequently raised questions, including the possibility of direct presentment at this “reception”. It is presumed that the “reception” should filter 60-70% of all presentments and queries provided that the knowledge database used by the “reception” staff would be continuously supplemented, thus resulting in gradual decrease in the number of necessary visits to individual departments.
Organisation of e-Government and web (management structure, who, what)	The central management structure has not been defined. Administration of information for the public on websites (Internet). Editorial system, departments (assigned staff) contribute to city websites, having access only to certain web parts.
Address of the city’s websites, interesting information services, competition awards etc	The main city website: www.c-budejovice.cz
Characteristics of the degree of existing e-Government services according to 4 categories (1-information, 2-one-way interaction, 3-two-way interaction, 4-transaction)	Mainly categories 1 (provision of information) and 2 (making out forms). Possible set-up of sending news via email.
Target groups addressed and differentiated	Partially dealt with, but it is not taken into consideration in the mail structure. A portal solution is planned.
Accessibility of e-services for citizens, equipment (proportion of citizens with internet access, possessing mobile telephones, equipping of schools, public access places), accessibility for the disabled etc	Has not been explored yet.
Assurance of feedback (use of e-services in total and individually)	Only a partial solution for the web (number of accesses, email to the webmaster).

Activities for civic society development and participation in the city's administration (e-Democracy)	Making development plans, resolutions, the budget etc public on the web. České Budějovice City Council News is in electronic form on the web.
Promotion of e-Learning	We consider introducing a similar system on the City Council intranet so that users have the possibility of continuous education, not only in the area of information technologies.
Analyses of labour organisation and management processes and changes (Re-engineering).	At present, a personnel audit is being carried out at MmČB. The City council cooperates with the system integrator—the company S&T Česká republika.
Introduction of electronic signatures, chip cards and other e-Security elements	Electronic signatures have been introduced in line with legal requirements for the registry staff (we were the first authority in the South Bohemia Region prepared to accept electronically signed documents—within a short time after the accreditation of the first certification authority). With regard to the fact that throughout the period we, as an authority, have been able to accept electronically signed documents but have not received any electronically signed email, we do not consider large-scale extension. Also possessing an electronic signature is the deputy for economy, property and informatics within the competence of whom the ICT Department falls. In connection with introducing the document service, the SW system of electronic registry will also be implemented and, probably, it will also be possible to directly fill in, sign and hand over some forms via the internet. Then electronic signatures could start to be more widely used in practice. Considering the terms of acquiring and maintaining electronic signatures, we presume that this service has practical significance primarily for business subjects and for communication between state administration organisations and self-governing authorities.
6) Cooperation, financing etc	
Permanent IT cooperation with other networks and professional organisations or other cities (national and international)	Union of Towns and Communities of the South Bohemia Region, Union of Towns and Communities of the Czech Republic, South Bohemian Silva Nortica, Council for Human Resources Development in the South Bohemia Region, South Bohemian Tourism Head Office, Association of Town Roads Administrators, South Bohemia Regional Development Agency—RERA a.s., South Bohemian Economic Chamber, European Information Centre
Experience and involvement in joint projects (national and international), projects drawing support from EU funds (Structural Funds etc.)	Monitoring the possibilities of SF use for informatics development at the City Council in relation to citizens and in the city in general, cooperation with the Development and Tourism Department, which has EU funds within its competence.
Priorities and plans for other activities	Continuing integration of the information system in use of up-to-date technologies (3-layer architecture). A new level of creation, administration and sharing of information and documents.
Experience and lessons learned	Necessity of a conceptual approach and cooperation. In order to successfully implement large systems and solutions (relating to the entire and almost the entire City Council), strong and clear support on the part of the Secretary and the city's political management is necessary. Also necessary is a high level of knowledge of the objectives, course, problems etc of the implementation on the part of department heads, i.e. explanation and gaining this management level when introducing a new information system “for its side“. Necessity of user education and hiring new staff with a certain computer-skill level.
7) Specific projects	
Any other interesting projects and activities that can serve as a model (best practices) for others	Introduction of electronic document management within the entire ČB City Council. Creation and administration of city digital maps.

Hradec Králové (Czech Republic)

Identification and contact

City	Hradec Králové
State	Czech Republic (CR)
Web	www.hradeckralove.org
Contact person (workplace, position, address, contact)	Josef Falt Informatics Department, Hradec Králové City Council GIS employee Československé armády 408, 502 00 Hradec Králové Tel.: +420 495 707 304, fax:+420 495 707 100 e-mail: josef.falt@mmhk.cz
Date of drawing up	10. 2. 2004

Basic profile of the city

Position in public administration	1) Statutory City of the CR 2) Regional Capital of the Králové Hradec Region
Population	95,755
Area	The city's administrative territory has the area of 105.6 km ² and is divided into 21 cadastral areas.
Budget	The adopted 2004 budget counts on total revenue of CZK 1.38 billion and total expenditure of CZK 1.67 billion. The budget deficit is CZK 286.7 million. IT budget for 2004: - capital outlays at the level of CZK 5 million (of which 3.6 million—creation of a digital technical map) and current expenses at the level of CZK 8.516 million.
Organisation of city administration (city districts, elected bodies, authority, organisations)	Hradec Králové City Council (MMHK) Elected bodies: Board of Representatives (37 members), Council (11 members) headed by the Lord Mayor. Also organisations constituted by the city. 24 administrative territorial districts—city districts and. In compliance with the law, the Council has set up so-called Local Self-Government Committees (KMS), which have in their statutes precisely determined powers and duties. The city's Board of Representatives has for its needs set up three committees, while the Municipal Council has set up 10 committees. At the level of the Lord Mayor and his deputies, other so-called working groups function for specified activities.
Number of city employees (of which authority)	In 2004 the city employs a total of 534 staff. The City Council employs 413 persons, 90 people work for Hradec Králové City Police.
Existence of basic documents for city development and administration (strategic plan, statement of policy, as of)	At present, updating of the strategic city development plan is in progress. IT issues will be dealt with within the framework of the Technical and Administrative Infrastructure. The new strategic plan will be available in June 2004. In January 2003 the Statement of Policy of Coalition Parties for 2002–2006 was approved. Projects and measures pertaining to IT development are inherent in the related document, Breakdown of the Statement of Policy into Measurable Indicators (balanced scorecard).
Membership of national and international organisations (with wider focus, specific to IT, see Section C6)	CR: Union of Towns and Communities of the CR; Committee of Information Scientists of the Union of Towns and Communities (KISMO); Czech Association for Geoinformation (CAGI) International: active participation in the Global Cities Dialogue, European Common Indicators (ECI)—the initiative for monitoring of common European sustainable development indicators (including the use of GIS).

Data on information society development (LORIS topics)

1) Organisation of IT	
Municipal management and executive bodies as regards IT and e-Government issues	<p>Since 1999 the municipal council committee for municipal informatics has been dealing with the basic concept of ICT development in the city and at the city council, also expressing its opinion on invitation of tenders etc. Significant attention to ICT is also paid in the Statement of Policy of Coalition Parties of 2002. Drawing up an information strategy is one of the tasks of this statement of policy.</p> <p>In compliance with the respective legislation, MMHK also operates an electronic registry.</p> <p>Support for on-line officiating is also ensured within the IISSDE agenda reservation system.</p>
Central IT workplace and its position in the authority (department), number of employees, structure, main activities.	<p>The IT workplace originated in 1991 as the informatics and information systems department, in 1999 the department was transformed into an independent informatics department. Initially, the workplace employed 3 people and started to build up a terminal network. Over time, with the introduction of PCs, new technologies and new applications accompanied by a growing number of officials within the public administration reform, the present structure has been completed. The informatics department has a total of 14 employees.</p>
Who is responsible for e-Government development?	<p>The e-Government policy has been drawn up, ensures web services (Internet, Extranet, Intranet) in technical terms (the informatics department), other departments in content terms.</p>
Other municipal authorities and organisations with significant influence on IT (IT departments at city districts authorities), structure, main activities	<p>The Informatics Department ensures informatics and IS development at MMHK. It uses modern information and communications technologies through computer technology, prepares and implements cooperation with other city institutions, thus coordinating the city's information policy.</p> <p>The Informatics Department is the manager of all MMHK databases, ensures their consistence and secure archiving, safeguards data access protection standards, allocates access rights to the system's users. It recommends purchase and implementation of new agendas and/or creates actual applications, centrally ensures material and technical provision of the information system's operation.</p> <p>It ensures inputs, processing and outputs of geographic information for MMHK and also coordinates these activities at all other city institutions. It technically secures operation of the voting and presentation device and making digital audio recording during the city's Board of Representatives' sessions, including making this information public on the city's website. ICT staff at other departments are at the City Police and SSP.</p>
Major services purchased, possibly IT outsourcing	<p>MMHK primarily purchases technical support services for all applications operated.</p> <p>For key technical equipment (servers, communications infrastructure), services pertaining to GIS data acquisition and updating (including the performance of the GIS integrator function), services for consumer material renovation and connection to the internet are ensured through a service contract.</p>
Operating rules or other "rules" for use of IT by employees, system of employee training, knowledge testing (ECDL)	<p>Operating rules are stipulated in the comprehensive document Instruction of the City Council Secretary on Use of Information Technology and on Securing Data Protection and Software of the City Council.</p> <p>Specialist MMHK employee IT training is provided by the Informatics Department in cooperation with the Personnel Department.</p>
2) Strategy, security:	
Information strategy/policy	<p>According to the Statement of Policy of Coalition Parties, the Informatics Department is in charge of drawing up the Information Strategy. The document will be completed in 2004.</p>

Strategic plan of the city	Within the framework of Updating of the City of Hradec Králové Strategic Plan, reference in news on the city's main website has been set up. A public opinion poll took place on three lines: <ol style="list-style-type: none"> 1. telephone–city representatives and MMHK officials called citizens selected at random and verbally filled in with them the prepared questionnaire concerning the present situation of life in the city, as well as the city's future development; 2. a printed questionnaire–through the MMHK Newsletter, it was sent to all households in the city + was freely available at collection points; 3. in electronic form –the questionnaire was placed on the city's website to be downloaded, and filled-in questionnaires could be sent to a special email address. The city's representatives made a total of 235 successful telephone interviews, more than 1,900 questionnaires have been returned, over 50 arrived by email. The poll resulted in acquiring the opinions of more than 2,200 HK inhabitants.
Security policy	Security audits aimed at ascertaining the state of IS security are carried out by external companies. A central system of domain policies is used for extension of security control. Antivirus control is applied both at the level of servers, where we use two independent products, and at the level of stations.
Audits, testing	<ol style="list-style-type: none"> 1) MMHK records attestation certificates of individual IS suppliers. In addition, it is completing the test of concord of its IS with the valid Public Administration Information System Standard for the requirements of the IS life cycle, No. 005/02.01, and the Public Administration Information System Standard defining obligatory requirements for the methodology of testing concord between IS and the ISVS Standard for the requirements of the IS life cycle, No. 017/01.02, including necessary documents (Information Strategy (Attestation Minimum)), Security Policy, Principles of Monitoring and Updating Requirements, System Requirements, Failure and Emergency Statistics, IS Operation and Security Documentation). 2) At present, the entire MMHK information system is being tested by the company ADVICE.CZ, s.r.o. The Informatics Department delivered the documents required and now analyses the initial state of the authority's information system according to a form delivered.
3) Infrastructure:	
Existence of a metropolitan network (who is connected, technical characteristics, organisation of operation, connection to other networks, plans)	<ol style="list-style-type: none"> 1) A state metropolitan network started to be implemented in the form of the Ministry of the Interior's pilot project, carried out by the former District Office. The project has not been completed due to lack of finance from the state budget. At present, central network protectors in which the city was interested are installed, but after the rejection by the Ministry of Finance the matter has been transferred as proprietarily unsettled to ÚZSVM. 2) A city metropolitan network is now in the stage of deliberations and preliminary studies.
Equipment of authorities–LAN, connection to a metropolitan network or internet, share of employees equipped with PC + connected to network, with access to email, internet services etc)	<ol style="list-style-type: none"> 1) As a result of consolidation with the former district office, MMHK has changed its physical allocation in the city, which has necessarily manifested itself in the network's physical layer. It was necessary to ensure connectivity to all city departments. At present, MMHK operates gigabyte Ethernet lines over glass fibre for connection with the original building and between the new building's wings. Satellite organisations are connected wirelessly by Miracle devices. Recently, at sessions of the elected bodies, we started to use the popular wifi wireless network. 2) On the server side of the network, we give preference to reliable IBM and HP brand machines. We operate a total of 20 servers in clean-cut operation. We have the Windows2000 server, Linux (Red Hat, Mandrake) and Sun Solaris operating systems. On its servers, MMHK administers dozens of applications and agendas necessary for the operation of departments. 3) In final stations, we have come to the number of approximately 400 PCs. All PCs run under Windows2000 and XP in one network domain. We use

	<p>global setting of all stations from an active directory. The overwhelming majority of MMHK employees have their own PC available. Email and internet access is absolutely commonplace for all users of our network.</p> <p>4) At the present time, the project of installing a new email anti-virus shield on Linux from the company Kašperský is in progress. This year, we also plan to introduce an open-source project to combat spam, which has exceeded bearable limits.</p>
<p>4) SW agendas and data:</p>	
<p>Solution to main agendas: internal (economy, property management, personnel administration, document administration, specialist self-governing agendas), external (web, state administration agendas), special systems (e.g. GIS), level of integration and use of web technologies</p>	<p>Electronic document service–application of eCON-NUNTIO (Dimano, Ixos) scanning all documents, central document administration, circulation of documents in both electronic and written form, interface with T-WIST agendas of the company T-MAPY.</p> <p>Record and service for IT–application of the Office Manager of the company MiCoS Software s.r.o., Ostrava–record of HW, SW, printing specification reports, at the present time, installation of the Helpdesk module and its interconnection with records is being dealt with.</p> <p>IS of the City Council from the company VERA–this system is operated on the UNIX, SUN SOLARIS system. The system’s database is managed by the Informix database machine. Processed in this system are the city’s basic registers, such as the population register, the register of land parcels etc. Electronic attendance records–the system was purchased from the same supplier, VERA, as a personnel and wages system with the aim of simple integration of these two systems.</p> <p>Social benefits from the company ORTEX–a new system integrating all the needs of this department. It covers not only the city agenda, but also all social agendas taken over from the former district office. Within database platforms’ integration, this system has migrated from the Informix database machine to MS SQL.</p> <p>At present, we are introducing the Building Authority, Road Authority and Transgressions system from the company VITA. It concerns a package of programs working with the help of a client on an application server and database server. The application has been introduced on the MS Windows and MS SQL platform. The system is connected to the population register and the register of land parcels. In the case of Road Authority and Transgressions, the program should replace the Record of Transport Agendas from the company YAMACO.</p> <p>Record of fishing certificates, hunting areas etc is operated at the environment department. All agendas are on the MS Windows platform and the database is operated on the FireBird database machine.</p> <p>Trades licensing agenda–managed on its own server, which is regularly backed up. The agenda is prescribed by the state, development is ensured by PC HELP Třebíč.</p> <p>IS T-WIST of the company T-MAPY–the system is operated on the LINUX system. The database of this system is managed by the MS SQL machine. The system is an integrated element of GIS and other IS. Apart from specific applications (see the list below), the T-MapServer (application superstructure of map servers) for accessibility of GIS in intranet and internet is operated in this technology. Also operating in the same technology is the Web Publication System for management of web pages (for both internet and intranet).</p> <p>List of applications: Land-use Plan, Map of Descriptive Numbers; Demography; Retail; Flood Areas, Crisis Management; Public Transport and Monuments; Development Localities; Orthophotomaps; City Management.</p> <p>On the side of the client the applications are built above a common GIS core having components implemented by means of: MapObjects (T-MapView); ArcView (i.e. applications developed in Avenue); ARC/INFO (i.e. applications developed in ODE); T-MapServer.</p>

Creation, administration and use of basic registers and dials, level of integration, technologies	1) The city maintains a population register. This register contains on the one hand data about local inhabitants and since spring 2003 the data about the inhabitants of the administrative territory. The register is updated every week for local inhabitants from the police register. 2) Another important register is the register of land parcels updated regularly 4x a year from the land register. Updating is carried out overnight owing to the size of the register. 3) A register with no less importance is the territory-identification register. It is managed within the scope of the City of Hradec Králové cadastre. For wider search, the nationwide central register accessible through the web is used. All the above-mentioned registers are managed in the IS of the City Council system, from which they are most frequently accessible.
Major linkages to surrounding public administration information systems (upwards - state, region; downwards–city districts, organisations)	Linkages to public administration information systems in the direction “upwards”: – primarily filled in is the central population register, data from the population register return back to the city register; – for the needs of MMHK, SSP regularly generates output setups on social benefits paid, which are integrated in the IS of the department’s Social Benefits; – for the needs of execution of state administration in delegated operation, regularly generated from the Land-register Office is the output setup for the IS of the City Council and GIS environment, for the purpose of verification of proprietary relations to real estates within the scope of the existing administrative territory of ORP, social affairs and health care. Linkages to public administration information systems in the direction “downwards”: – data on municipal flats is exchanged with the Hradec Králové Real Estate Management. Exchange of data on non-payers of rent is planned to be put into operation.
Use of open source SW (status, plan)	We use LINUX Mandrake, Qmail, PHP.
5) e-Government, web, CRM and specific e-Services	
e-Government development policy	In compliance with the respective legislation, MMHK operates an electronic registry. Support for on-line officiating within the IISSDE agenda reservation system is provided. According to public administration IS standards, MMHK offers the possibility of electronic presentment by means of: electronic mail at the address: posta.mmhk.cz through an electronic form at the address: https://podatelna.mmhk.cz on a technical data carrier (diskette etc). To ensure secure communication through electronic mail, the registry’s employees are supplied with personal certificates.
Communication channels used for provision of services (web, call centres, information and contact centres, public access places, mobile communication etc)	The city website, Internet Information centres are two independent centres, which are not part of departments–citizens acquire information, information materials, it is also possible to contact the centres by telephone and electronically (www.ichk.cz) - the city presents a printed publication Instructions for the City Web After the Change in Structure, which is available at the ISSS stall and in IC. There are two public access terminals (info-kiosks) implemented in MMHK buildings. Other services are planned (call centre).
Organisation of e-Government and web (management structure, who, what)	Approximately 20 people participate in updating, one employee in almost every department. For smaller departments, the webmaster publishes as needed. Organisations publish on their own websites, or with the help of the webmaster. - work is coordinated by the Web Editorial Board, which has 10 members–

	<p>updating is carried out continuously daily according to necessity—annual costs for operation and development are approximately CZK 300 thousand;</p> <ul style="list-style-type: none"> - we possess the Windows 2000 server, IIS 5, use a publication system based on PHP, Perl, MySQL. Other applications are also created beyond MSSQL by means of PHP and ASP.
<p>Address of the city's website, interesting information services, awards in competitions etc</p>	<p>City website: www.hradeckralove.org</p> <p>The website is divided according to the visitors' nature, everyone can intuitively choose what he/she is interested in. A few examples:</p> <ul style="list-style-type: none"> - For visitors: "Presentation of the City"—a professionally drawn up city guide, including films and photos. - City maps: Our map server provides many applications, e.g. the land-use plan, flood plan, demography, development localities, retail network, city management, public transport and historic monuments. - City Council: The system of decisions taken by elected bodies provides a wide range of possible searching and sorting of information, including audio recording from sessions and voting records—ordering to transport-administrative agendas and following the queue of waiting clients. - Live camera, information on air quality, strategic plan, news, press releases, new discussion forums on given topics, possibilities of accommodation, calendars of culture and sports events.
<p>Characteristics of the degree of existing e-Government services according to 4 categories (1-information, 2-one-way interaction, 3-two-way interaction, 4-transaction)</p>	<p>Mainly categories 1 (provision of information) and 2 (making out forms).</p>
<p>Target groups addressed and differentiated</p>	<p>Entrepreneur, visitor, citizen, official.</p>
<p>Accessibility of e-services for citizens, equipment (proportion of citizens with internet access, possessing mobile telephones, equipping of schools, public access places), accessibility for the disabled etc</p>	<p>Accessibility of e-services for citizens is ensured by the web and info kiosks. Schools and kindergartens have possible access to the internet. Information kiosks in the lobbies of MMHK buildings, internet cafes (public access places).</p> <p>Accessibility for the disabled—for the weak-sighted, the website has dynamic text magnification.</p>
<p>Assurance of feedback (use of e-services in total and individually)</p>	<p>Statistics of visits to individual web pages</p> <p>Public inquiries on the web.</p> <p>Discussion forums.</p>
<p>Activities for information society development and participation in the city's management (e-Democracy)</p>	<p>Making public on the website: development plans, decrees, budget etc.</p> <p>Audio recordings from sessions of the Board of Representatives.</p> <p>Possibility of debates on selected topics.</p>
<p>Promotion of e-Learning</p>	<p>e-Learning has not yet been used in the employee education system, we send our employees to training courses and seminars directly (physically).</p>
<p>Analysis of labour organisation and management processes and changes (Re-engineering).</p>	<p>Carried out by an external company—Process Compass</p>
<p>Introduction of electronic signatures, chip cards and other e-Security element</p>	<p>According to public administration IS standards, MMHK offers the possibility of electronic presentment by means of:</p> <ul style="list-style-type: none"> electronic mail at the address: posta.mmhk.cz through an electronic form at the address: https://podatelna.mmhk.cz on a technical data carrier (diskette etc). <p>To ensure secure communication through electronic mail, the registry's employees are supplied with personal certificates.</p>

6) Cooperation, financing etc	
Permanent IT cooperation with other networks and professional organisations and other cities (national and international)	National: ISMO Committee (Union of Towns and Communities of the CR), including cooperation between statutory towns, the Informatics Committee of AK CR, cooperation with the Czech Association for Geoinformation (CAGI). International: Active participation in the Global Cities Dialogue, the Committee of the Regions of the EU, the Congress of Local and Regional Authorities of Europe, the Council of European Municipalities and Regions, cooperation at international conferences in the CR (ISSS/LORIS, MIS/UDMS).
Experience and involvement in joint projects (national and international), projects drawing support from EU funds (Structural Funds etc)	In 2003 the city was involved in research carried out by the Global Cities Dialogue, the global initiative that the city is a member of. The research concerned exchange of information on initiatives pertaining to mobile platforms and infrastructures for public administration.
Priorities and plans for other activities	Tasks arising from the Breakdown of the Statement of Policy of Coalition Parties Represented in the City Council for 2002–2006: - drawing up of the MMHK information system strategy (in linkage to the city development action plan and the city media and communications strategy); - interconnection of information systems of the City Council and municipal organisations (primarily in economic information and the geographic information system). Implementation of the main part of work on the city digital technical map in cooperation with managers of engineering networks in the city's territory. Feasibility studies of implementation of a metropolitan network.
Experience and lessons learned	Necessity of a conceptual approach and cooperation. Necessity of defining priorities by the city's management and authorities. Principles of resource management and project management. Securing several financial resources. Importance of enlightenment and education. Importance of promoting new services for citizens.
7) Specific projects	
Any other interesting projects and activities that can serve as a model (best practices)	<ol style="list-style-type: none"> 1) Resolutions of Elected Bodies being in one place allows for finding the given resolution, listening to the soundtrack from the respective session, reading over the particular voting record and displaying the cause report in the full wording. Managers can also monitor the fulfilment of tasks assigned, possibly, add their own comments. 2) Flood Plan—a unique system for citizens in the CR. It allows for interactive searching of flood-prone structures and crisis management elements. In respect of citizens and property protection, it is a unique data source for citizens to take their own preventive measures and a strong and useful tool for committees active in crisis management. 3) Public Transport and Historical Monuments—searching for public transport stops with linkage to time tables and adjacent monuments (and vice versa), from monuments reference to their description. It is a very useful aid for both inhabitants and visitors in orientating themselves in the city. 4) Booking visits to the CR—another unique service for clients of transport-administrative agendas. It significantly simplifies attending to the respective time-consuming, and often required, administrative operations. 5) News, press releases, debates—we strive to get closer to website users, and this is one of the steps. 6) Demography—a project of unique scope, displaying demographic data about the city. It originated in 2001 and was processed by a specialist taskforce in the Arc View GIS environment. The main source of the database is the population register. It is regularly updated twice a year. The project uses the history of the population register data from its origination, i.e. 1993. 7) Retail network - data is acquired from Hradec Králové retail network research. In this application, users can find information on the structure and localisation of the retail network. Individual retail centres can be sought

	<p>according to many criteria. The centres found can be depicted on a map. On the other hand, users can select individual centres from a map and have all information about them displayed.</p> <p>Under preparation:</p> <p>Spare-Time Sports Activities—its operation will start in March 2004. The data source is the “Study of Spare-Time Sports Activities in Hradec Králové”. Similarly as in the case of the retail network, here users can also find information on the structure and localisation of individual facilities—sports centres (both indoor and outdoor) and children’s playgrounds in Hradec Králové.</p> <p>Children Going to School—gis-processing of the first common European sustainability indicator according to the TIMUR initiative, which has been joined by Hradec Králové. This project issues from the data acquired from questionnaire research among primary school pupils within the Week of European Mobility. The research has ascertained the manner of children’s transport to school, as well as critical and dangerous places children must overcome. To date, monitoring of this indicator in the Czech Republic has been sporadic.</p> <p>Accessibility of Local Public Spaces and Services—a common European indicator processed into a simple web application. Part of the application will again be a standard inquiry according to various criteria and seeking facilities according to addresses. Launch of operation—February 2004.</p> <p>Introduction of an economic information system that should provide operative access to economic information from city subjects for the City Council (data pumps etc).</p>
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Creation and management of the city’s digital technical map.

Liberec (Czech Republic)

Identification and contact

City	Liberec
State	Czech Republic (CR)
Website	www.liberec.cz
Contact person (workplace, position, address, contact)	Jiří Hrubon Liberec IS, a.s., Executive Director Palachova 504/7, 460 59 Liberec email: Jiri.Hrubon@is.liberec.cz Tel.: +420 485 243 791 Mobile: +420 603 155 885
Date of drawing up	28. 2. 2004

Basic profile of the city

Position in public administration	1 Municipality—statutory town
Population	99 155
Area	106.1 km ²
Budget	CZK 1.3 billion—2003 expenditure
Organisation of city administration (city districts, elected bodies, authority, organisations)	Elected bodies: Board of Representatives (39 members), Council (11), headed by the Lord Mayor. Authority: Liberec City Council (MML), headed by the Secretary. Vratislavice District, elected bodies: Board of Representatives and Council, regulated in the Statute of the Statutory Town of Liberec.
Number of city employees (of which the authority)	Number of the authority’s employees: 430 (prior to transferring SSP under MPSV).

Existence of basic documents for city development and administration (strategic plan, statement of policy, as of) <i>Note: Informatics hereinafter, see Section C-2.</i>	Land-use Plan of the Town of Liberec, Strategic Plan of the Town of Liberec.
Membership of national and international organisations (with wider focus, specific to IT, see Section C6)	CR: Union of Towns and Communities of the CR.

Data on information society development (LORIS topics)

1) Organisation of IT	
Municipal management and executive bodies as regards IT and e-Government issues	The company Liberecká IS, a.s. (LIS) constituted by the city in 2002, functioning since 2003. The Board of Directors mainly consists of members of the Council. Non-political executive management.
Central IT workplace and its position in the authority (department), number of employees, structure, main activities, IT workplaces in other departments (e.g. transport, land-use planning, environment, education etc)	The company has 19 employees and 5 external collaborators working in IT. Structure: LAN and user support sections, APV, GIS and MAN sections. It provides comprehensive ICT services for the authority in the form of outsourcing, the authority does not have any specialist IT employee.
Who is responsible for e-Government development, general web management etc (IT+PR+?)	e-Government has so far not been developed, it is the subject of other projects (2004/2005), responsible for information management in content and factual terms will be the authority's respective departments (PR), Liberecká IS, .a.s will be accountable for technical management.
Other municipal authorities and organisations with significant influence on IT (IT departments at city district authorities, "technical" organisations set up by the city)	City Police. Transport Utility of the Town of Liberec (www.dpml.cz), Technical Services of the Town of Liberec (www.tsml.cz).
Major services purchased, possibly, IT outsourcing	The physical layer of LAN managed by the company NetSystem s.r.o. Liberec. System integrator LogicaCMG s.r.o. Praha.
Operating rules or other "rules" for use of IT by employees, system of employee training, knowledge testing (ECDL)	LAN operating rules of Liberec City Council (order of the MML Secretary). A system of cyclical employee education by LIS. Certification in accordance with ECDL is under preparation.
2) Strategy, security:	
Information strategy/policy (yes/no/drawn up, who drew it up, when etc)	The company's vision: "The citizen is a respected customer of public and state administration and through our solutions his/her requirements are met with the maximum comfort." Derived from this vision are all the other company activities: - Company Business Plan (2002). - Information Strategy of the Statutory Town of Liberec (SML) (semi-finished). The company's goals in two directions: Information system of SML (in the inward direction towards the authority) e-Town (in the outward direction towards citizens and other subjects)
Security policy (yes/no/drawn up, who drew it up, when etc)	Security plan (semi-finished), security policy (under preparation, 2004–2005).

Audits, testing	Input security audit (2003) (T-soft Praha). Test record of partial modules of IS SML. LIS is preparing for an audit by the National Security Office, degrees “V” and “D”.
3) Infrastructure:	
Existence of a metropolitan network (who is connected, technical characteristics, organisation of operation, connection to other networks, plans)	A backbone metropolitan network is under construction (preliminary project 2003, implementation project 2004). The network prevailing in SML ownership. Interconnection with other public administration institutions (the Regional Authority etc) and institutions in the city’s orbit (municipal joint-stock companies, contributory organisations). Connection by one portal of the local public network to the GovNet and the public Internet network is planned.
Equipment of authorities–LAN, connection to a metropolitan network or internet, share of employees equipped with PCs + connected to network, with access to email, Internet services etc)	LAN of the Liberec City Council interconnects 6 facilities in the city’s cadastre. The interconnection is ensured by means of optical lines with the throughput rate of 1Gbps, owned by SML. Structured cabling with the minimum throughput rate of 100 Mbps is installed in individual buildings. Communication takes place on the TCP/IP protocol. For IS SML operation approximately 15 servers are run with MS 2000 operating systems. All servers, as well as the workstations, are compounded in one domain on Active Directory technology. The only exception as regards inclusion in the domain is servers in the “demilitarised zone” for access to the public internet network. Of the 430 MML employees, 400 are equipped with PCs and connected to the network. They use office SW, email, including Exchange services. Network access is limited in organisational terms and is in the competence of department heads. It is unlimited (only security set-up) and monitored. Remote access to a separate network is available for members of the Board of Representatives and councillors.
4) SW agendas and data:	
Solution to main agendas: internal (economy, property management, personnel administration, document administration, specialist self-governing agendas), external (web, state administration agendas), special systems (e.g. GIS), level of integration and use of web technologies	At present, the first phase of system integration is being completed (LogicaCMG s.r.o.). The economic system: a central economic SAP R/3 system covering MML, City Police and the Liberec city district of Vratislavice nad Nisou. Currently, FI and FM (accounting and budget), CO (controlling), MM (material module), HR (personnel administration), AM (investment property), PM (maintenance), PS (project management), BC (bases) modules are used. The system works on the Oracle database. It includes integration with the claim system Contracts and Fees. It is built over the MS SQL database and uses the Comprehensive Database (KDB–see paragraph Data). Fully integrated with the SAP R/3 economic system. The wage system: FLUX, in the future it should be replaced by the HR module of the SAP R/3 system. The Birth Record, Building Office and Transgressions are covered by the VERA system. In the future they should be replaced and fully integrated into the information system of MML. Social agendas are dealt with by software from the company Data Protect. In the future these agendas should be replaced and fully integrated into the information system of MML. In the second phase of system integration, DMS is implemented, as well as a document service, with the target solution integrated into the existing IS (economy, claims, transgressions, social agendas, building permit procedure...). Productive operation is planned to start in the second half of 2004. The system is supplied by the company Exprit. Transport agendas are covered by a product of the company Yamaco. In the future it is expected to be replaced and this agenda should be fully integrated into the information system of MML. The geographic information system, GeoStore(Geovap s.r.o.), is integrated with the Comprehensive Database. In the second phase of system integration GIS SW is made uniform on a uniform Gestore platform. The website www.liberec.cz is managed by the editorial system WebToDate.

	<p>On the part of client PCs, there are exclusively OS and office SW Microsoft. In June 2004 standardisation of this SW on all PCs on MS XP, Office XP products will be completed.</p> <p>On the part of servers, there is the OS MS 2000 Server and, newly, the MS 2003 Server. From databases, MS SQL 2000 and Oracle 9i, with the preference given to DB Oracle, are supported.</p>
Creation, administration and use of basic registers and dials, level of integration, technologies	Comprehensive Database (KDB) - the information system uses for its activity a compact database of all important registers and records. ROB (population register—partially taken over from the central population register—the Ministry of the Interior of the CR, partially updated from our own sources), RB (house register— in the case of Liberec addresses updated by internal sources, with addresses outside Liberec updated from UIADR of the Ministry of Labour and Social Affairs of the CR), REN (real estate register—updated from the Land Register), RES (register of economic subjects—updated from the Czech Statistical Office), ESP (record of contractual partners —updated from other dials and/or internal sources), ENO (record of immovable assets—updated from internal sources), RBaN (register of residential and non-residential units - updated from our own sources). Registers and records work above the MS SQL. 2000 database system.
Major linkages to surrounding public administration information systems (upwards - state, region; downwards—city districts, organisations)	Close cooperation between Liberecká IS,a.s. and the Informatics Department of the Regional Authority of the Liberec Region. The result is uniform methodology of geographic data sharing, united security policy and, within a short time, shared technological background (common server facility and joint access to Internet, GovNet public networks).
Use of open source SW (status, plan)	SW on the basis of open sources is only used outside the information system of SML (minor external orders, own “products”—HelpDesk etc).
5) e-Government, web, CRM and specific e-Services	
e-Government development policy (yes/no/drawn up, by whom, when etc)	At the present time, e-Government is not developed.
Communication channels used for provision of services (web, call centres, information and contact centres, public access places, mobile communication etc)	At present, a small part of the first phase of the e-Town project—restructuring of the city’s website with the conversion to an editorial system and support for electronic communication with citizens—is being completed. A study for a call centre has been drawn up with a uniform portal for contact with citizens. A municipal information centre is part of the organisational structure of MML.
Organisation of e-Government and web (management structure, who, what)	From 1.5.2004 the city’s web will be managed by Liberecká IS, a.s., in terms of content guaranteed by an editorial board and the PR Department.
Address of the city’s website, interesting information services, awards in competitions etc	The main city website: www.liberec.cz. As of 1.4. 2004 a Booking System ensuring booking and sale of tickets at cultural and sports facilities (PerfectSystem s.r.o.) through the Internet.
Characteristics of the degree of existing e-Government services according to 4 categories (1-information, 2-one-way interaction, 3-two-way interaction, 4-transaction)	Mainly categories 1 (provision of information) and 2 (making out forms).
Target groups addressed and differentiated	Partial implementation—columns for the public, entrepreneurs, tourists. A portal solution planned.
Accessibility of e-services for citizens, equipment (proportion of citizens with	Data is not available at present.

internet access, possessing mobile telephones, equipment of schools, public access places), accessibility for the disabled etc.	
Assurance of feedback (use of e-services in total and individually)	It will be dealt with within the e-Registry project in 2004.
Activities for civic society development and participation in the city's administration (e-Democracy)	Making public of development plans, the land-use plan, projects on the website. In relation to the putting into operation of a new web, Inquiries will be available.
Promotion of e-Learning	It is under preparation within the MML employee education system (2004/2005).
Analysis of labour organisation and management processes and changes (Re-engineering).	Efforts to use the SAP PS module for project management, currently in the preparatory phase.
Introduction of electronic signatures, chip cards and other e-Security services	The e-Registry project in the second half of 2004. Part of the introduction of a uniform chip card at MML (the City Card project), will also be used for electronic signatures.
6) Cooperation, financing etc	
Permanent IT cooperation with other networks and professional organisations or other towns (national and international)	Not implemented yet.
Experience and involvement in joint projects (national and international), projects drawing support from EU funds (Structural Funds etc)	Not implemented yet.
Priorities and plans for other activities	In the first year of its activity, Liberecká IS, a.s. focused on stabilising the information system and completing the implementation of the first phase of SI (SAP and related agendas), this year it launched the second phase of SI (DMS, GIS, Security etc) with gradual assumption of the position of system integrator. The new top-priority focus is the opening up of the SML information system in the direction of the City, either at the level of cooperation with other public administration subjects or (primarily) with citizens. It divides its activities into two directions. One direction is building up of a physical infrastructure (metropolitan network) and an application superstructure for securing services. The second direction is "generating demand", i.e. permanent interaction with possible partners inside and outside the city, presentation of possibilities, lobbying and securing resources for projects, association of means etc. The two directions supplement each other and both are of identical importance.
Experience and lessons learned	"Operative measures are the punishment for neglected policy"—i.e. the necessity of setting a policy and priorities arising from it. The success of IT projects is not only determined by their quality but also the support gained from management of authorities and other involved subjects. The annual cycle determined by the municipal budget is not suitable for IT projects and these activities must be managed in a project manner.
7) Specific projects	
Any other interesting projects and activities that can serve as a model for others (best practices)	IT outsourcing for public administration of trade companies. Citywide projects (City Card). Projects exceeding the city's boundaries (Booking System). These points will be the subject of presentation at ISSS/LORIS.

Opava (Czech Republic)

Identification and contact

City	Opava
State	Czech Republic (CR)
Website	www.opava-city.cz
Contact person (workplace, position, address, contact)	Ing. Zdenka Galgonková Informatics Department, Opava City Council (OINFO MMO) Head of the Informatics Department Horní nám. 69, 746 26 Opava Tel.: +420 553 756 454, fax:+420 553 756 111 e-mail: zdenka.galgonkova@opava-city.cz
Date of drawing up	22. 2. 2004

Basic profile of the city

Position in public administration	Delegated municipality of type III, 1 of 20 statutory towns of the CR
Population	61,165 inhabitants (as of 23.2.2004)
Area	90 km ²
Budget	CZK 18.4 million–for 2004
Organisation of city administration (city districts, elected bodies, authority, organisations)	1) Statutory Town of Opava (SMO) Elected bodies: Board of Representatives (45 members), Council (11 members) headed by the Lord Mayor Authority: Opava City Council (MMO) Organisations constituted by the city. 2) City districts (MČ), a total of 8. All of them have elected bodies (Board of Representatives, Council headed by the Mayor), city district authorities <i>The relations between SMO and MČs are regulated by the Statute of the City. Representatives elected for 4 years (2002–2006).</i>
Number of city employees (of which the authority)	A total of 417, including the City Police. Opava City Council: 357.
Existence of basic documents for city development (strategic plan, statement of policy, as of) <i>Note.: Informatics hereinafter, Section C-2.</i>	Strategic Plan of the City of Opava, adopted by the Board of Representatives of SMO in 2000. Statement of Policy of the Council of SMO for 2002-2006, approved by the Council of SMO on May 27, 2003. The tasks are defined for 2003-2005.
Membership of national and international organisations (with wider focus, specific to IT, see Section C6)	ČR: Union of Towns and Communities of the Czech Republic (ISMO Committee), Regional Association of Municipalities for Czech-Polish Cooperation Opavan Silesia, Silesia Euroregion, Association for Construction of Road I/11 - I/57, Association of Municipalities of the Moravian-Silesian Region, Association for Reconstruction of North Moravia and Silesia, Association of Historic Settlements of Bohemia, Moravia and Silesia, Association of Secretaries of City and Municipal Authorities of the CR

Data on information society development (LORIS topics)

1) Organisation of IT	
Municipal management and executive bodies as regards IT and e-Government	Opava City Council - Informatics Department. Temporary Committee for Information Systems set up by the Council of the City of Opava. The Informatics Department has prepared possible solutions pertaining to IT, the material was discussed at a meeting of the Council whose members took cognisance of it.

Central IT workplace and its position in the authority (department), number of employees, structure, main activities. IT workplaces in other departments (e.g. transport, land-use planning, environment, education etc)	The Informatics Department of Opava City Council (OINFO MMO) has 10 employees. It falls within the competence of the Lord Mayor of the City of Opava, the department's representatives are members of the Committee for Informatics. Structure: network administration department (LAN of MMO, IT, service of HW and basic SW), database and applications administration department (administration of databases), GIS and data presentation department (GIS, www), IT security department. IT workplaces in the social security department, the internal affairs department (due to a distant workplace).
Who is responsible for e-Government development, general website management etc (IT+PR+?)	The e-Government policy is drawn up. OINFO MMO provides web services (Internet, Intranet) in technical terms (the GIS and data presentation department) other departments in terms of contents The presentation and foreign relations department operates the information centre of MMO.
Other municipal authorities and organisations with significant influence on IT (IT departments at city district authorities, "technical" organisation set up by the city)	-
Major services purchased, possibly IT outsourcing	Telecommunications and network services (Opavanet). Development of applications (economic SW- Ortex, VERA; GIS–Gepro Praha; administrative agendas–VERA, VITA etc.)
Operating rule or other "rules" for use of IT by employees, system of employee training, knowledge testing (ECDL)	Directive on operating the MMO information system. Basic information about ICT use is part of the employee introductory training. Employee education includes basic courses (e.g. MS Office). Specialist training for users of specific applications (economic agendas, administrative subsystems etc) is provided in cooperation with the personnel department.
2) Strategy, security:	
Information strategy/policy (yes/no/drawn up, who drew it up, when, etc.)	Information strategy of the City of Opava. Drawn up in 2003 by the Informatics Department of MMO. The Council of RSMO took cognisance on 11/2003. It contains analysis, objectives and the plan until 2005.
Security policy (yes/no/drawn up, who drew it up, when, etc.)	Security Policy of IS MMO, the Council of SMO took cognisance on 11/2003. Drawn up on the basis of security analysis (06/2002). At MMO there is the IS Security Department, training courses have been prepared, directives in linkage to the document Security Policy are under preparation.
Audits, testing	Security audit - 06/2002, Public Administration IS attestation - ADA(Brno).
3) Infrastructure:	
Existence of a metropolitan network (who is connected, technical characteristics, organisation of operation, connection to other networks, plans)	A metropolitan computer network is being built by the company OPAVANET. It interconnects SMO buildings and selected organisations and external subjects. Optical cables + radio transmission, 100 Mbps, TCP/IP protocol. Services–internal data transfers, email, internet. Connection to the GovNet (Ministry of the Interior of the CR, Ministry of Labour and Social Affairs of the CR).
Equipment of authorities–LAN, connection to a metropolitan network or internet, share of employees equipped with PC + connected to network, with access to email, Internet services etc)	City District authorities have their own PCs, connection to the MMO network (Opavanet), Opava City Council has OPAVANET–interconnection of 10 buildings (optical cables). Standard access from user PCs, for selected users also remote mobile access (executives of MMO). All administrative staff of MMO are equipped with PCs connected to the network and with access to email (own boxes) and internet (unlimited, monitored).

4) SW agendas and data:	
Solution to main agendas: internal (economy, property management, personnel administration, document administration, specialist self-governing agendas), external (web, state administration agendas), special systems–e.g. GIS), level of integration and use of web technologies	The basic information system Radnice VERA. Basic and economic agendas dealt with in the Orsoft system. The Construction Office agenda -VITA. Creation and registration of documents for the Council and Board of Representatives–now our own solution, considering EKUS. State administration agendas–Trades Licensing Office–PC Help, social benefits - IS Radnice VERA. Web (Internet) administered by the WebToDate editorial system, Intranet–by ourselves. GIS map services (Gepro). Various client-server applications (Informix database, MySQL).
Creation, administration and use of basic registers and dials, level of integration, technologies	Data taken over from central registers (register of inhabitants–Ministry of the Interior of the CR, land register–Czech Geodesy and Land-Register Office, register of economic subjects–Czech Statistical Office, nationwide address register–Ministry of Labour and Social Affairs of the CR. Basic registers in IS Radnice VERA, used–IS VITA, Orsoft.
Major linkages to surrounding public administration information systems (upwards - state, region; downwards–city districts, organisations)	Financial agendas–region. State administration agendas: Trades Licensing Offices, social benefits, IS on wages, the environment, IISSDE.
Use of open source SW (state, plan)	Opava City Council has neither used nor is planning significant implementation due to handing over of data and information to other institutions.
5) e-Government, web, CRM and specific e-Services	
e-Government development policy (yes/no/drawn up, by whom, when etc)	Application of e-Government principles partially determined in the resolution of the Council for the website.
Communication channels used for provision of services (web, call centres, information and contact centres, public access places, mobile communication etc)	The city's website, Internet (both SMO and ÚMČ and organisations–interlinked to the minimum extent, merely mutual references). The MMO Information Centre is part of the department of presentation and the city's foreign relations–possible visits, information materials, telephones–including provision of contact information. Public access terminals (info-kiosks) implemented to the minimum extent (PCs within the framework of information centres) using KIS (the Comprehensive Information System covering the Moravian-Silesian Region and South Moravia).
Organisation of e-Government and web (management structure, who, what)	The Council for the city's website has been set up, the website structure and content has been approved. Technical administration is within the competence of the Informatics Department, employees of departments are responsible for the information made public. Intranet in cooperation with departments. Setting the rules for work with information will be the subject of a new directive.
Address of the city's website, interesting information services, awards in competitions etc	The main city's website: www.opava-city.cz , the MIC website: infocentrum.opa.cz . City districts and organisations have their own websites.
Characteristics of the degree of existing eGov services according to 4 categories (1-information, 2-one-way interaction, 3-two-way interaction, 4-transaction)	Mainly categories 1 (provision of information) and 2 (making out forms).
Target groups addressed and differentiated	Dealt with partially–columns fro the public, entrepreneurs, tourists.
Accessibility of e-services for citizens, equipment	Development of "blind-friendly" parameters of the website of the City of Opava is planned (yet to be attended to).

(proportion of citizens with internet access, possessing mobile phones, equipping of schools, public access places), accessibility for the disabled etc	
Assurance of feedback (use of e-services in total and individually)	Merely partial solutions for web (number of accesses, email to the webmaster).
Activities for civic society development and participation in the city's administration (e-Democracy)	Publishing development plans, decrees, budgets etc on the web.
Promotion of e-Learning	Only being considered, not dealt with so far.
Analyses of labour organisation and management processes and changes (Re-engineering).	Not dealt with.
Introduction of electronic signatures, chip cards and other e-Security elements	Sporadic authorised certificates–ISP.
6) Cooperation, financing etc	
Permanent IT cooperation with other networks and professional organisations or other cities (national and international)	An employee of the GIS department is a specialist collaborator with the ISMO Committee having an advisory vote.
Experience and involvement in joint projects (national and international) drawing support from EU funds (structural funds etc)	
Priorities and plans for other activities	Modernisation of municipal administration using ICT on the basis of a defined strategy. Infrastructure development. Maximum use of the possibilities of existing IS. Remote administration of stations, extranet. Security control. Implementation of an e-Government policy. Introduction of project management and resource management methods, information documentation and sharing.
Experience and lessons learned	<i>”Necessity of a conceptual approach and cooperation. Necessity of defining priorities by the city's management and the authority. Principles of resource management and project management. Securing more financial resources. The importance of enlightenment and education. The importance of promoting new services for citizens.“</i> –There is no doubting this.
7) Specific projects	
Any other interesting projects and activities that can serve as a model for others (best practices)	We expect a conception pertaining to provision of information to municipalities of type III. (It is being prepared by the Regional Authority of the Moravian-Silesian Region—a pilot project.). As regards GIS, we are considering cooperation with municipalities of our delegated territory.

Ostrava (Czech Republic)

Identification and contact

City	Ostrava
State	Czech Republic (CR)
Website	www.ostrava-mesto.cz, www.ostrava-city.cz
Contact person	Jaromír Tomala

(workplace, position, address, contact)	Municipal Information System Department, Ostrava City Council Head of department Prokešovo nám. 8, 729 30 Ostrava tel.: +420 596282439, fax:+420 596282439 e-mail: jtomala@mno.cz
Date of drawing up	22. 2. 2004

Basic profile of the city

Position in public administration	1) 1 of 20 statutory towns of the CR 2) delegated municipality of type III
Population	328 thousand
Area	218 km ²
Budget	5.6 billion CZK–expenditure in 2003
Organisation of city administration (city districts, elected bodies, authority, organisations)	1) Statutory City of Ostrava (SMO) Elected bodies: Board of Representatives (55 members), Council (11) headed by the Lord Mayor. Authority: Ostrava City Council (MMO) headed by the Secretary. Also organisations constituted by the city. 2) City districts (MOB), a total of 23 All have elected bodies (Board of Representatives, Council headed by the Mayor), City District Authorities (headed by the Secretary) and set up organisations. <i>Relations between SMO and ÚMOB are regulated by the Statute. Representatives elected for 4 years (2002–2006).</i>
Number of city employees – the City Council and city district authorities	Approximately 1200
Existence of basic documents for city development and administration (strategic plan, statement of policy, as of) <i>Note: Informatics hereinafter, Section C-2.</i>	City strategic plan–semi-finished–completion scheduled for April 2004
Membership of national and international organisations (with wider focus, specific to IT, see Section C6)	CR: Union of Towns and Communities of the Czech Republic (IS Committee, ISMO) International: ICT: TeleCities (since 1996)

Data on information society development (LORIS topics)

1) Organisation of IT	
Municipal management and executive bodies as regards IT and e-Government	Ostrava City Council–Municipal Information System Department (MIS). Informatics departments only at large City District Authorities (primarily Ostrava JIH and Poruba). The informatics policy is defined by MIS. Platforms for exchange of information: meetings of information scientists approximately twice a year.
Central IT workplace and its position in the authority (department), number of employees, structure, main activities, IT workplaces in other departments (e.g. transport, land-use planning, environment, education etc)	The Municipal Information System Department, under the management of one of the Deputy Lord Mayors, it has 37 employees. Structure: process analysis department (strategy, analysis etc), IS tasks dpt. (management and development of applications), GIS dpt. (GIS), network and system support management dpt. (management of operating system networks, email and web), operation dpt. (HW service and basic SW on stations). ICT services in MMO are centralised, there are no autonomous IT workplaces in other departments.
Who is responsible for e-Government development, general web management etc	An e-Government policy is yet to be drawn up. MIS MMO provides web services (Internet, Extranet, Intranet) in technical terms, other departments in terms of content.
Other municipal authorities and organisations with	Informatics departments in City District Authorities (ÚMOB) Transport: Transport Utility (www.dpo.cz)

significant influence on IT (IT departments at city district authorities, “technical” organisations set up by the city)	Information: City Information Centre (www.ostravainfo.cz) - culture, accommodation, tourism etc.
Major services purchased, possibly, IT outsourcing	Telecommunications and network services (Ovanet a.s.) Connection to the NREN network (internet) - VŠB-TU Ostrava Contract on provision of service and technical support (Medium Soft a.s.) Development of applications (economic SW- Gordic, documents –Exprit etc, GIS–Digis, T-maps, administrative agendas–Vera a.s. etc)
Operating rules or other “rules” for use of IT by employees, system of employee training, knowledge testing (ECDL)	Directive No. 16/2002 of the Secretary of Ostrava City Council on treatment of computer technology equipment and software. Rules on treatment of computer technology equipment and software for city district authorities (methodology). Basic information on ICT use is part of the employees’ introductory training.
2) Strategy, security:	
Information strategy/policy (yes /no / who drew it up, when etc)	Ostrava City Council IS Development Policy–drawn up in 2002 by MIS. A new version is to be approved soon.
Security policy (yes /no / who drew it up, when etc)	In process: the document Ostrava City Council IS Security Policy, T:3/2004 Subsequently, implementation of IS SMO Security Policy, 2Q/2004 Ostrava City Council has not drawn up the respective document SMO Security Strategy.
Audits, testing	In 2003 the process of Public Administration IS inspection record started to be carried out (Equica), completion 3/2004.
3) Infrastructure:	
Existence of a metropolitan network (who is connected, technical characteristics, organisation of operation, connection to other networks, plans)	A metropolitan computer network of the company Ovanet a.s., originally established by the city, is being built. Part of it is a non-public data network of SMO, emergency units and other individual customers of the company. It interconnects 30 localities of the city (district authorities, separated Ostrava City Council workplaces). Modern parameters for broadband multimedia transmission (optical cables + radio transmission, 1Gbps backbone, TCP/IP protocols). Another approximately 5 MMO subjects are interlinked through ISDN, metallic or radio lines–internal data transmission, email, internet.
Equipment of authorities–LAN, connection to a metropolitan network or internet, share of employees equipped with PCs + connected to network, with access to email, Internet etc	All City District Authorities have their own LAN network (in approximately 5 ÚMObs managed by their own information scientists). MAN primarily serves for access to central SMO applications and subsequently access to the internet. Neither remote nor mobile access is applied. All SMO employees can be equipped with PCs connected to the network and with access to email (their own boxes) and the internet (limited and monitored).
4) SW agendas and data:	
Solution to main agendas: internal (economy, property management, personnel administration, document administration, specialist self-governing agendas), external (web, state administration agendas), special systems (e.g. GIS), level of integration and use of web technologies	Systems of individual subjects (Ostrava City Council, City District Authorities) created with the aim to be centralised. Various applications with a central database environment (Oracle, MySQL). Basic economic agendas carried out in the GINIS system (of the company Gordic). Creation and record-keeping of documents in RM and ZM(Exprit). Registers, registration office, fees–VERA. Social benefits - Geovap. The website (Internet/Extranet/Intranet) is created by internal employees, with the elements of an editorial system . A map server (Internet/Intranet–ARCIMS) in the competence of internal staff, the GIS department. Gradual integration and creation of applications in 3-layer architecture.
Creation, administration and use of basic registers and dials, level of integration,	Managed on a citywide level are basic data units–digital maps, address register etc. Data from central registers (the population register–the Ministry of the Interior

technologies	of the CR, the land register–the Czech Geodesy and Land-Register Office, the economic subjects register–Albertina) are taken over.
Major linkages to surrounding public administration information systems (upwards - state, region; downwards–city districts, organisations)	To date, the linkage to the region has not worked properly, MMO ensures main applications centrally for ÚMOB, simultaneously also ensures methodological support.
Use of open source SW (status, plan)	90 % of servers (application, file, database, web etc), central systems and technological equipment (backup, DHCP, DNS, NTP, basic network supervision etc) are operated on OS Linux (RedHat, Suse). Testing of a new OS Linux distribution and conversion to it in connection with the ending of RedHat support by 4/2004.
5) e-Government, web, CRM and specific e-Services	
e-Government development policy (yes/no/drawn up, by whom, when etc)	Drawn up by internal staff within the framework of an updated policy under preparation.
Communication channels used for provision of services (web, call centres, information and contact centres, public access places, mobile communication etc)	Websites of the city and ÚMOB. Public access to PCs (kiosk) within the framework of information centres. A municipal information centre–3 workplaces–website.
Organisation of e-Government and web (management structure, who, what)	A central management structure has not been defined. Management of information for the public on websites (Internet) is carried out in cooperation with other sections.
Address of the city website, interesting information services, awards in competitions etc	The city's main website: www.mmo.cz (in English www.ostrava-city.cz). Under the domain mmo.cz a third-level domain is in operation and access to websites of ÚMOB is provided (with independent operation of websites, e.g. www.lhotka.mmo.cz or with redirecting to the already operated domain www.ovajih.cz etc)
Characteristics of the degree of existing e-Government services according to 4 categories (1-information, 2–one-way interaction, 3–two-way interaction, 4–transaction)	Mainly categories 1 (provision of information) and 2 (making out forms).
Target groups addressed and differentiated	Being planned.
Accessibility of e-services for citizens, equipment (proportion of citizens with internet access, possessing mobile telephones, schools, public access places), accessibility for the disabled etc	Websites bear the designation “blind-friendly”.
Assurance of feedback (use of e-services in total and individually)	Only by email.
Activities for civic society development and participation in the city's administration (e-Democracy)	-
Promotion of e-Learning	An e-learning pilot project being prepared (an Oracle portal for 100 users).
Analysis of labour	Process analysis permanently carried out by the PA department in cooperation

organisation and management processes and changes (Re-engineering).	with suppliers.
Introduction of e-signatures, chip cards and other e-Security elements	Qualified certificates for the city management being implemented. In testing operation (11/2003)–an internal certification authority (OpenCA). Planned solution to the attendance system (1Q/2005) with the support of multifunctional chip cards, as a storage facility for personal certificates.
6) Cooperation, financing etc	
Permanent IT cooperation with other networks and professional organisations or other cities (at the national and international level)	International: Activity in the TeleCities organisation (member since 1994).
Experience and involvement in joint projects (national and international), projects drawing support from EU funds (Structural Funds etc)	Not implemented.
Priorities and plans for other activities	Involvement in TeleCities projects, use of finance from EU funds for the project of communication between the authority and citizens.
Experience and lessons learned	Necessity of a conceptual approach and cooperation. Principles of resource management and project management. Securing several financial resources. The importance of enlightenment and education. The importance of promoting new services for citizens.
7) Specific projects	
Any other interesting projects and activities that can serve as a model (best practices) for others	Emergency Call Centre, Early Assistance Centre.

Třinec (Czech Republic)

Identification and contact

Town	Třinec
State	Czech Republic (CR)
Website	www.trinecko.cz
Contact person (workplace, position, address, contact)	Ing. Radim Wylegala Head of the Informatics Department of the Town of Třinec Jablunkovská 160, Třinec 739 61 +420 558 306 200
Date of drawing up	19. 2. 2004

Basic profile of the town

Position in public administration	1) Municipality with extended operation
Population	39 thousand
Area	85,11 km ²
Budget	CZK 700 for 2003
Organisation of municipal administration	Town of Třinec Elected bodies: Board of Representatives (33 members), Council (11 members), headed by the Mayor Authority: Třinec Municipality headed by the Secretary, furthermore divided into departments and sections
Number of municipal employees	A total of 200, of which 6 at the Informatics Department

Data on information society development

1. Organisation of IT

Management and executive bodies of the towns as regards IT issues—the executive body is the Informatics Department, the management structure corresponds to the town structures—the Secretary, Council and Board of Representatives. Strategy and security is drawn up by the head of the IT Department, approved by the Secretary and the Council, possibly, the Board of Representatives.

The Informatics Department has a total of 6 employees, others collaborate at the Land-Use (GIS) and Investment Departments.

The Informatics Department closely cooperates with municipalities within the town's administrative district (a total of 10 municipalities), providing to them IT services and activities whose scope is too large for them to be capable of ensuring themselves.

Name of municipality	Population	Area in km ²
Bystřice	5024	16,2
Hnojník	1437	6
Komorní Lhotka	1109	25
Košářska	381	17
Nýdek	1939	28
Řeka	465	13
Smilovice	591	7,85
Střítež	990	6,17
Vělopolí	207	2
Vendryně	3863	21

The Informatics Department manages IT in contributory organisations and independent organisational constituents of the town (old people's homes, community care services etc) and organisations set up by the town.

The main obligations are defined in the working rules, specified in detail in a directive for IT use.

2. Strategy, security

Strategic documents are prepared and implemented by the Informatics Department, approved by the Council, possibly, the Board of Representatives. It has a linkage to the town development strategy.

Other related documents are also drawn up—activity renewal plans, organisational measures, event records.

3. Infrastructure

A metropolitan LAN is being built up, into which contributory organisations and organisations set up by the town are being connected, within this network IT (internet, mail, webhosting) and other (economic software) services are provided.

The municipal authority is equipped with its own LAN to which all employees have access. All employees are supplied with PCs, internet access is not limited physically, merely by rules for work with the internet, mail and intranet, described in the working rules and the internal directive for IT use.

4. SW agendas and data

All users endorse themselves to our domain, agendas and access rights are assigned according to working activities. The main part of the information system is integrated, data is in a data-

base (ORACLE), administrative agendas are part of the intranet developed by us or independent applications.

We have an independent LAN connected to the Ministry of the Interior’s databases for transport-administrative activities.

5. e-Government, web, CRM and specific e-Services

The development of e-Government is partially inherent in the town information strategy, it is not conducted as an independent item. It includes the communications strategy, which only deals with authority–citizen communication issues. It contains such channels as regular notification in the local press and on local cable TV, sending emails with required information, internet presentation and direct contact with citizens.

6. e-Services, cooperation, financing

We closely collaborate with the regional authority, develop cooperation with towns in the environs, primarily cooperation pertaining to strategic documents, intranet development and other current working issues.

A plan for two-way on-line communication between municipalities in our administrative district is under preparation; this communication primarily being beneficial for citizens who can establish contact with the authority without having to directly pay a visit.

Banská Bystrica (Slovak Republic)

Identification and contact

City	Banská Bystrica
State	Slovak Republic (SR)
Website	www.banskabystrica.sk
Contact person (workplace, position, address, contact)	Ing. Alexander Hlavatý Head of the Informatics Department, Banská Bystrica Municipal Authority ČSA 26, Banská Bystrica +421 48 4330 117
Date of drawing up	19. 3. 2004

Basic profile of the city

Position in public administration	1) Municipality
Population	81 thousand
Area	103.37 km ²
Budget	SKK 802 million (2004)
Organisation of city administration	City of Banská Bystrica Elected bodies: Board of Representatives (31 members), Council (7 members) headed by the Lord Mayor Authority: Municipal Authority headed by the Chief, further divided into departments and sections
Number of city employees	A total of 166, of whom 4 at the Informatics Department

Data on information society development

1. Organisation of IT

Municipal management and executive bodies as regards IT issues – The executive body is the Informatics Department, the management structure corresponds to city structures – the Council and the Board of Representatives – a committee at the Municipal Board of Representa-

tives – “Committee of the Municipal Board of Representatives for the school system, culture, youth, sports, informatics and the town chronicle.”

The Informatics Department has 4 employees and collaborators at the Main Architect Section (city digital map, GIS).

The Informatics Department assists in management of IT technologies of contributory organisations and independent municipal organisational units (old people’s homes, schools, health visitors’ service etc).

The main obligations are defined in the organisational rules of the Municipal Authority and workloads of the Informatics Department individual employees.

2. Strategy, security

Strategy and security is drawn up and implemented by the Informatics Department. Security as regards IT is part of the Municipal Authority’s security project.

3. Infrastructure

The Municipal Authority has built up its own LAN to which all computers are connected. The authority’s equipping with PCs is approximately 95%. Internet access is unlimited. Each user has his/her own email box.

4. SW agendas and data

All users endorse a domain where they are allocated access rights for sharing addressees and printers. Basic components of the information system are integrated (population register, elections, economy, taxes and fees, municipal property, letters, municipal land-register, contracts, entrepreneurs and business premises). Data is in a database (ORACLE). The integrated information system is in the phase of its further extension and introduction of new modules with the outlook of completion to become a comprehensive GIS.

5. e-Government, web, CRM and specific e-Services

e-Government development is part of the city’s information strategy. It links up to the legal status and real possibilities in this area. Negotiations with creators of our IS on possible support for new technologies for e-Government are under way. At the present time, authority-citizen communication services provided via our internet pages are being extended. Available for citizens are forms for attending to individual cases at the Municipal Authority, including descriptions of procedures of their attendance. Email pages of the Municipal Authority employees responsible for attendance to citizens are made public.

6. e-Services, cooperation, financing

Close cooperation between information scientists of self-governments building up integrated information systems has been established. The cooperation consists of information exchange within the framework of an online debate group, as well as personal meetings. Close communication with the information system creators also takes place.

Declaration on Local and Regional Information Society Development (eV4+/LORIS Declaration)

We, representatives of local and regional governments and their associations of V4 countries and other Acceding countries and the current Member States of the EU,

gathered together on the eve of the European Union enlargement – one of the most important opportunities for the European Union at the beginning of the 21st century – in the cities of Prague and Hradec Kralove, on the occasion of the ISSS/LORIS 2004 (Internet in Public Administration/Local and Regional Information Society) and DIS-V4 (Developing Information Society in V4 Countries) conferences held between March 28 and 30, 2004,

AWARE that

the potentials of information and communication technologies (ICTs) should be further exploited in order to achieve the goals of the Lisbon strategy to make the European Union the most competitive and dynamic knowledge-based economy with improved employment and social cohesion by 2010.

CONVINCED that

It is at the local level that the impact of ICT on government and citizens relationships, community building and social and economic development and inclusion, can be the most effective. Local and regional governments play the irreplaceable role in the modernisation of public administration and in the provision of services for business and their citizens.

The precondition for this is an active approach, dialogue and cooperation between all levels of public administration – local and regional governments, national governments and EU institutions. We place special emphasis on collaboration between European networks and self-government associations, and mutual cooperation between towns and regions, especially in countries with geographic, historical and cultural proximity, as well as on a wider international scale.

RECOGNISING

The principles for an approach to the Information Society adopted by the international community, in particular:

- eEurope 2005 Action Plan – Information Society for All
- Declaration of the World Summit of Cities and Local Authorities on Information Society (Lyon, December 2003)
- Conclusions of the European Ministerial Conference on the Information Society “New Opportunities for Growth in an Enlarged Europe” (Budapest, February 2004)
- Helsinki Declaration – the base for Global Cities Dialogue (Helsinki, 1999)
- A Charter of European eRights – Public Administration on the Information and Knowledge Society (TeleCities/Eurocities, Porto, November 2003)
- Memorandum of Understanding adopted at the ISSS/LORIS 2002 Conference (Hradec Kralove, March 2002)

- Prague Declaration on Information Society Development (ISSS/LORIS 2003, Prague, March 2003).

COMMIT OURSELVES to

- **Support information society development** in close collaboration between local and regional authorities and cooperation with national governments and EU institutions.
- **Improve the quality and availability of services through modernising self-governments** and using the e-Government principles, enhance the effectiveness and transparency of public administration, as well as foster the development of democratic processes and active civic society. Our objective is to further develop the conditions for economic and knowledge growth.
- **Strive for more comprehensive involvement of citizens** in co-decision-making on communal policy and in municipal life. One of the ways of attaining these goals is to use new technologies and working methods that will best contribute to improving the overall quality of life in a community.
- **Monitor actively the objectives and practices of EU and national strategies** for information society development and public administration modernisation, with the use of ICTs. **To take part in the discussion during their preparation** so that the role of local and regional governments, their goals and needs are sufficiently taken into consideration.
- **State the objectives and priorities of EU and national strategies into our own policies** and plans (e-Strategy) based on the analysis of the actual situation and possibilities.
- **Ensure effective methods for the preparation, financing and management of projects**, to secure feedback and to set indicators for monitoring and evaluation of the results.
- **Provide more and better training opportunities** for the upgrading of the e-skills of the public administration' workforce.
- **Provide available on-line services** for all citizens and businesses, **address the development of people's basic skills to use and benefit from ICTs** and play an active role in the knowledge-based economy;
- **Contribute to avoiding digital divide** in the society and ensure accessibility to electronic services for handicapped citizens;
- **Ensure to increase broadband coverage** in under-served areas and ensure **a safer on-line world**.
- **Use, where appropriate, combination of financial resources**, including instruments of the EU, such as Structural Funds and other programmes;
- **Create conditions for effective cooperation** with other public administration bodies, scientific and educational institutions and the private sector. To strengthen cooperation between public administration subjects, primarily towns, municipalities, regions and national associations and international networks for exchange of experience, preparation and implementation of joint projects, evaluation and benchmarking, as well as for promotion of best practices.

CONCLUDE that

To fulfil the above mentioned goals and commitments, it is necessary within a short-term perspective **to carry out the following activities:**

- **To draw up and update information strategies and the respective implementation plans** of local and regional governments and their associations taking into account the objectives of the EU and national governments for information society development. Pursuant to specific conditions and priorities, to implement programmes and projects in practice, to monitor the fulfilling of targets and give publicity to the results.
- **To analyse the development** of the information society in towns, municipalities and regions, placing emphasis on **dissemination of best experience and best practice**, to take an active part in **benchmarking activities and sharing the results** attained with other subjects.
- **To enhance mutual communication and exchange of experience** by using different tools, e.g. conferences, seminars and websites, lists of contacts, events, projects and other mutually shared information.
- **To identify common goals and priorities**, to seek solutions in the form of joint projects and provision of the necessary resources with the use of EU funds.
- **To be actively involved in the operation of national associations and international organisations of municipalities and regions** focused on information society development issues. **To collaborate** in a similar manner **with professionally oriented associations**, primarily the IT associations of public administration employees.
- **To be actively engaged in discussion on strategies and programmes of the EU and national governments**, namely, in the preparation and implementation phases, to ensure participation in selected structures, to ensure linkage to the needs of information society development on the local and regional level.

CALL UPON

National governments and the European Commission to:

- Observe and take into account the needs of information society development on the local and regional level in the EU and national governments strategies and develop partnership with self-governments and their associations;
- Create the necessary legislative environment, methodologies, standards, support for information exchange and best practices' promotion and award;
- Support the proactive approach of local and regional governments in form of programmes and financial incentives.

Local and regional self-governments and their associations of Acceding and Candidate countries and the current Member States of the European Union to come into line and sign this declaration.

Hradec Kralove, 28.3.2004

