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Introductory word

Dear ladies, dear gentlemen

When a politician accepts a personal patronage over some public event, many a time they are induced by a mere civility or sense of their social obligations to represent honourably their position. However, when I decided to take patronage over this year the IXth year of an international conference „Internet in public administration and self-government” that also this year is extended by Visegrád conference *Visegrad Four for Developing Information Society*, I did so out of sincere interest in this issue.

It is not by far the matter that this event is at present rightly considered the most important event of its kind in the new member countries of European Union. I am more concerned with the fact that it deals with themes closely connected with what we got used to calling eGovernment or eState. I am interested in all new possibilities of communication of the state as well as the local governments with citizens by means of electronic services. This conference has thus its own significance in the fact that exchange of experience in this area takes place here at the level of countries, which have common historical experience, similar economic potential and also the same length of period of membership in EU and thus in principle related problems in some spheres of their activity. Therefore I believe that also here at this conference there will take place successful discovering of common procedures and exchange of experience in designing new applications of information and communication technologies in public administration.

Already last year in November when a national conference “Effective state—a partner of self-government” took place in the Czech Senate, I said that theme of state and its effective administration went beyond common political range of one electoral term and therefore it was in this direction necessary to look for a professional consensus across the political parties regardless of differences of their political and social concepts. In modern democratic culture of the 21st century, a demand on “less bureaucracy and more transparency” in administration of the state should be a real matter of course, on which to agree should not be, at least I hope, any problem. Ever faster development of information technologies together with a great deal of positive international experience should thus relatively easily call into action these principles for example among the countries of Visegrád Four.

I am convinced that this meeting will also have its share in contribution to this vision.



Přemysl Sobotka

President of the Senate of Parliament of the Czech Republic

Welcome to the 2006 ISSS/LORIS/V4DIS Conference

Ladies and gentlemen, dear foreign guests and dear colleagues,

Almost in the same time as in previous year this year's Internet in Public Administration and Self-Government/Local and Regional Information Society/Visegrad Group for Developing Information Society–ISSS/LORIS/V4DIS conference starts in Hradec Králové. For all of you–representatives of public administrations and local governments from many countries, representatives of European bodies and networks, experts in information technologies, as well as representatives of exhibiting companies–the conference primarily means action-packed days crammed full of lectures, presentations and meetings, largely working. None the less, we have been looking forward to every new conference with increased fervor, curious about the new things it has in store, where public administration informisation will advance, what new trends, projects and plans will be presented at the conference, or how those already launched and implemented will be evaluated. Bearing witness to the truth of this statement is the steady year-on-year growth in the number of participants, conference partners and lecturers. In last two years it has reached two thousands and all the signs are that it is going to be at least the same this year.

It is slowly becoming a tradition that, concurrently with the LORIS international conference, which extended the conference program to take on board European views and experience, the Visegrad Group for Developing Information Society conference, supported by International Visegrad Fund, takes place under the auspices of President of Senate of the Czech Republic Mr. Premysl Sobotka.

It is possible to hold the third year of this Euro-regional conference of Visegrad Four countries and pursue its objective–to create the necessary framework for mutual communication, experience exchange and prospective cooperation at the level of expert teams, associations of municipalities and regions, self-governments of towns and regions, as well as governments and parliaments of Poland, Hungary, Slovakia and the Czech Republic.

Thus it comes as no surprise that our conference is considered one of the largest and most significant events pertaining to information society in Central, Eastern and South-Eastern Europe, and that is duly acknowledged by the European Commission. It can be presumed that its importance for the future will only grow even further and that acceding and candidate countries in particular will regard it as the closest platform they have for exchange of experience from e-Government development with the member countries of the European union, both new and old ones.

As is customary at the conference, you have received this collection of documents and conference papers. Naturally, it could not possibly cover all the issues that will be discussed at the conference. It does, however, provide a brief overview of particular topics the ISSS 2006 conference will deal with.

The program will, as always, encompass all the major themes: e-Government at the European and Euro-regional level, comparison of national broadband strategies, the optimal form of implementing ICT in public administration, as well as development of electronic services and web applications for citizens, portal solutions, electronic registries, methods and ways of improving cooperation among countries, particularly V4 ones, e-Culture and e-Library issues etc. This year's specific topic is the use of ICT in e-tourism and theme of gender equality in e-governance–the Internet as means of supporting equal opportunities. A number of papers will deal with other key areas too; among them, European networks, portals, communication infrastructure of public administration information systems, geographic information systems, data sharing within various systems, and security issues. Attention will undoubtedly also be drawn to financing of support for and development of information society from European and Visegrad resources and funds, and the possibilities of using information systems in environmental protection.

I believe that the ISSS/LORIS/V4DIS 2006 conference and its discussion forums, workshops and other events will be a fruitful source of inspiration and new knowledge for you.



Tomáš Renčín
Conference Executive Director

V4DIS Conference Agenda

Program will be interpreted EN ⇔ CZ.

Monday, April 3

Main hall	10:40	12:00	Conference opening, opening speeches Modernization of Public Administration in the programmes of political parties, discussion <i>Premysl Sobotka, President of the Senate of the CR</i> <i>Frantisek Dohnal, President of Supreme Audit Office CR</i> <i>Mirek Topolánek, Chairman of ODS</i> <i>Miroslav Kalousek, Chairman of KDU-CSL</i> <i>Jiri Dolejs, Vicechairman of KSCM</i> <i>Dana Berova, Minister of Informatics</i> <i>Frantisek Bublan Minister of the Interior</i> <i>Libor Ambrozek, Minister of the Environment</i> <i>Radko Martinek, Minister of Regional Development</i> <i>Evzen Tosenovsky, President of the Moravia-Silesia Region</i> <i>Milos Vystřil, President of the Vysočina Region</i> <i>Otakar Divisek, Lord Mayor of Hradec Kralove</i> <i>Pavel Bem, Lord Mayor of the Capital City Prague</i> <i>Marta Nagy-Rothengass, DG INFSO–Unit G5</i> <i>Chris Newby, Liverpool City Council, Telecities</i> <i>Beata Brestenska, Member of National Council of the Slovak Republic</i> <i>Tomas Rencin, Executive Director of ISSS/LORIS/V4DIS conference</i>
Elisabeth hall	9:00	10:30	V4DIS–ICT and equal opportunities for women and men 0:05 Opening word <i>Dana Berova, Ministry of Informatics of the CR</i> 0:10 Equal opportunities of women and men in the CR and possibilities of information and communication technologies <i>Anna Curdova, Parliament of the Czech Republic, Chamber of Deputies</i> 0:10 Equal opportunities of women and men in the Slovak Republic and possibilities of information and communication technologies <i>Beata Brestenska, NRSR, Slovakia</i> 0:10 Czech mayoresses and ICT–results of public inquires <i>Liana Janackova, Senate of the CR, Katerina Fialova, APC Women</i> 0:15 How can e-governance reduce gender inequality in Visegrad countries <i>Yuri Misnikov, UNDP, Slovakia</i> 0:10 E-governance and women–access to public information <i>Orsolay Liptay, Association of Hungarian NetWomen</i> 0:10 Romany women and possibilities of e-government and ICT generally <i>Gabriela Hrabonova, Athinganoi</i> 0:20 Discussion
	13:00	15:00	V4DIS–e-government 0:05 Introduction <i>Chris Newby, Liverpool City Council, Telecities</i> 0:15 Role of information technologies for development of the CR <i>Radko Martinek, Ministry of Local Development of the CR</i> 0:15 I2010–Innovation and improvement of public services <i>Achim Klabunde, European Commission</i> 0:15 Intel Cities–building of intelligent and maintainable cities of the future <i>Dave Carter, MDDA, UK</i> 0:15 EU collaboration in network and information security <i>Ronald de Bruin, ENISA</i> 0:15 ICT and environment <i>Dr. Marta Nagy-Rothengass, DG INFSO–Unit G5</i> 0:10 Internet–a tool for cooperation of V4 countries in the area of environment <i>Jiri Hrebicek, Jaroslav Racek, Masaryk university Brno</i> 0:10 Progress in the area of informatisation of society in the SR <i>Miroslav Kukucka, Ministry of Transport, Post and Telecommunications of the SR, Slovakia</i> 0:15 The ForumSITR mechanism as crucial part of V4 Virtual Region concept <i>Andrzej Janicki, Monika Walczak, Polsko</i> 0:10 Comparison of using IT in public administration in V4 countries <i>Jaroslav Svoboda, Ministry of the Interior of the CR, Peter Druga, ITAPA, Pavel Simonik, STEM/MARK</i>

15:15	16:45	V4DIS–e-tourism
	0:15	Improvement of quality of IS in tourism <i>Josef Zelenka, University Hradec Kralove</i>
	0:15	Contribution of EU portal visiteurope.com to V4 region <i>Oliver Fodor, Econsulting, Ivan Smolak, Siemens PSE, Slovakia</i>
	0:20	Solutions for tourism portal <i>Jan Hobza, Siemens Business Services, spol. s r. o.</i>
	0:10	Regional tourism portal <i>Jitka Matyasovska, Vysocina Region</i>
	0:10	Matusovo kralovstvo (Mathias's kingdom)–a tool for common effective presentation in tourism product <i>Dr. Juraj Hlatky, Matusovo kralovstvo, Podolie, Slovakia</i>
	0:20	Offer of services in tourism by means of internet–Spanish experience <i>Pedro Cabrera Hermida, Federation of hotel trade and tourism representatives, Spain</i>

Tuesday, April 4*Translation on request.*

Elisabeth hall	10:00	10:30	Tourism and ICT Round table of winners of the EuroCrest and the Golden Crest competitions
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ISSS/LORIS/V4DIS Conference Agenda

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Main hall	10:40	12:00	Conference opening, opening speeches Modernization of Public Administration in the programmes of political parties, discussion <i>Premysl Sobotka, President of the Senate of the CR</i> <i>Frantisek Dohnal, President of Supreme Audit Office CR</i> <i>Mirek Topolaneck, Chairman of ODS</i> <i>Miroslav Kalousek, Chairman of KDU-CSL</i> <i>Jiri Dolejs, Vicechairman of KSCM</i> <i>Dana Berova, Minister of Informatics</i> <i>Frantisek Bublan, Minister of the Interior</i> <i>Libor Ambrozek, Minister of the Environment</i> <i>Radko Martinek, Minister of Regional Development</i> <i>Evzen Tosenovsky, President of the Moravia-Silesia Region</i> <i>Milos Vystrcil, President of the Vysocina Region</i> <i>Otakar Divisek, Lord Mayor of Hradec Kralove</i> <i>Pavel Bem, Lord Mayor of the Capital City Pratur</i> <i>Marta Nagy-Rothengass, DG INFSO–Unit G5</i> <i>Chris Newby, Liverpool City Council, Telecities</i> <i>Beata Brestenska, Member of National Council of the Slovak Republic</i> <i>Tomas Rencin, Executive Director of ISSS/LORIS/V4DIS conference</i>
	13:30	15:05	Projects supporting development of IS I. 0:30 Potential of services and solutions of GTS Novera company for public administration <i>Dusan Lehotsky, GTS Novera, a. s.</i> 0:30 Captaris–solutions for documents and processes <i>Jaroslav Techl, Abakus distribution, a. s.</i> 0:35 Convergence of computer security and permanent availability <i>Radek Smolik, Symantec GmbH</i>
	15:15	16:45	Projects supporting development of IS II. 0:15 IBM Content Management <i>Daniel Benes, IBM CR, spol. s r. o.</i> 0:15 Portal for decision-making support (Business Intelligence Portal) <i>Erik Eckhart, Oracle Czech, spol. s r. o.</i> 0:30 OKbase–information system for human resource management in public administration <i>Ivo Rosol, OKsystem, spol. s r. o.</i> 0:30 What is new on the way of informatisation of the regions <i>Josef Benes, Soluzioni, s. r. o.</i>
Small hall	9:00	10:30	Main block of lectures I. 0:15 iMunis SMiS service <i>Tomas Lechner, Triada, spol. s r. o.</i> 0:15 Intelligent PDF documents in communication of public administration <i>Vladimir Stralka, Adobe Systems CEEA</i> 0:15 Data services of CESKY TELECOM, a.s. <i>Tomas Stojan, CESKY TELECOM, a.s.</i> 0:15 Central support of ISPA users <i>Pavel Adam, CESKY TELECOM, a.s.</i> 0:30 Qualified certificate authority <i>Antonin Ambroz, Ceska posta, s. p.</i>
	13:00	13:30	Lecture of the general partner 0:30 News in direct banking of Ceska sporitelna, a. s. <i>Lubos Louda, Ceska sporitelna, a. s.</i>
	13:30	15:00	Main block of lectures II. 0:30 Strategy of MS in public administration and self-government <i>Marketa Bauerova MBA, Jan Toman, Rostislav Babarik, Microsoft, s. r. o.</i> 0:15 e-CR and EU <i>Pavel Hrdlicka, IBM CR, spol. s r. o.</i> 0:15 Architecture oriented on services (SOA) in the e-Government environment <i>Dusan Smolej, IBM CR, spol. s r. o.</i> 0:30 Communication of a citizen with an authority–project IS eSMO <i>Ales Opletal, Siemens Business Services, spol. s r. o.</i>
	15:15	17:00	Main block of lectures III. 0:30 Centre for communication with citizens and applications for management of municipality (Liverpool–Best practices) <i>Martin Grof, Oracle Czech, spol. s r. o.</i>

		0:20	Workstations in public administration <i>Alés Kucera, Novel-Praha, s. r. o.</i>	
		0:30	Possibilities of using HP financial services in public administration <i>Vitezslav Barcak, Hewlett-Packard, spol. s r. o.</i>	
		0:15	Eurotel in regions and villages of the CR <i>Ladislav Grabowski, Eurotel Praha, spol. s r. o.</i>	
		0:10	Document management system and Administrative Procedure Code <i>Tomas Lechner, Triada, spol. s r. o.</i>	
Lecture hall	9:20	10:30	Open source in public administration	
		0:20	Open source in public administration <i>Jan Ladin, Ministry of Informatics of the CR, OSS Alliance</i>	
		0:15	Corporate identity—valuable asset <i>Ludek Safar, Novell-Praha, s. r. o.</i>	
		0:20	xAPOST—system for an office at every post office <i>Josef Svoboda, Ceska posta, s. p.</i>	
		0:15	PDF forms and their integration into present systems used in public administration <i>Vladimir Stralka, Adobe Systems CEEA</i>	
		12:30	13:00	Press conference with the Minister of Informatics of the CR Dana Berova
		13:30	15:00	Specialized solutions for public administration
		0:20	My Fenix—conceptual solution to support of state administration and self-government development <i>Jan Dienstbier, PVT, a. s.</i>	
		0:10	Solon—electronic publication for public administration employees and library visitors <i>Barbora Mertova, Triada, spol. s r. o.</i>	
		0:30	Conception of showrooms and meeting rooms and their technical equipment for state administration and self-government <i>David Lesch, AV Media, a. s., Epson GmbH</i>	
	0:30	Data under control—solution to data warehouse in the environment of the Customs administration of the CR <i>Ondrej Vit, Adastra, s. r. o.</i>		
	15:15	16:30	Coordination of ISPA in the CR	
		0:40	Discussion <i>Vladimir Horejsi, Ministry of Informatics of the CR, Edvard Kozusnik, estat.cz, Karel Brezina, Ondrej Felix, SPIS</i>	
		0:20	Commentary on the Bill on electronization of some procedural acts of public authorities “eGovernment Act” <i>Edvard Kozusnik, estat.cz</i>	
		0:15	Integrated operation of public administration <i>Ondrej Felix, SPIS</i>	
	16:45	18:15	Information literacy	
		0:15	e-learning <i>Lukas Zima, Microsoft, s. r. o.</i>	
		0:30	Modern educational system of higher schools of non-university type <i>Daniel Choc, CCA Group, a. s.</i>	
		0:15	Multimedia information and its usage for education in public sector <i>Vladimir Stralka, Adobe Systems CEEA</i>	
		0:15	Internet for elderly people <i>Monika Kavanova, Oracle Czech, spol. s r. o.</i>	
		0:15	NPPG and e-learning <i>Petr Heinzl, Ministry of Informatics of the CR</i>	
Elisabeth hall	9:00	10:30	V4DIS—ICT and equal opportunities for women and men	
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		0:10	Equal opportunities of women and men in the CR and possibilities of information and communication technologies <i>Anna Curdova, Parliament of the Czech Republic, Chamber of Deputies</i>	
		0:10	Equal opportunities of women and men in the Slovak Republic and possibilities of information and communication technologies <i>Beata Brestenska, NRSR, Slovakia</i>	
		0:10	Czech mayoresses and ICT—results of public inquires <i>Arch. Liana Janackova, Senate of the CR, Katerina Fialova, APC Women</i>	
		0:15	How can e-governance reduce gender inequality in Visegrad countries <i>Yuri Misnikov, UNDP, Slovakia</i>	
		0:10	Gender in IT company <i>Representative of IBM CR, spol. s r. o.</i>	
		0:10	E-governance and women—access to public information <i>Orsolay Liptay, Association of Hungarian NetWomen</i>	
		0:10	Romany women and possibilities of e-government and ICT generally <i>Gabriela Hrabonova, Athinganoi</i>	
		0:10	Discussion	

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	0:15	Intel Cities–building of intelligent and maintainable cities of the future <i>Dave Carter, MDDA, UK</i>
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	0:15	The ForumSITR mechanism as crucial part of V4 Virtual Region concept <i>Andrzej Janicki, Monika Walczak, Polsko</i>
	0:10	Comparison of using IT in public administration in V4 countries <i>Jaroslav Svoboda, Ministry of the Interior of the CR, Peter Druga, ITAPA, Pavel Simonik, STEM/MARK</i>
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	0:15	Improvement of quality of IS in tourism <i>Josef Zelenka, University Hradec Kralove</i>
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	0:20	Solutions for tourism portal <i>Jan Hobza, Siemens Business Services, spol. s r. o.</i>
	0:10	Regional tourism portal <i>Jitka Mattyasovska, Vysocina Region</i>
	0:10	Matusovo kralovstvo (Mathias’s kingdom)–a tool for common effective presentation in tourism product <i>Dr. Juraj Hlatky, Matusovo kralovstvo, Podolie, Slovakia</i>
	0:20	Offer of services in tourism by means of internet–Spanish experience <i>Pedro Cabrera Hermida, Federation of hotel trade and tourism representatives, Spain</i>
17:00	18:10	Financial supports of ICT to the projects
	0:15	Presentation of projects financed from BBF <i>Jana Vohralikova, Ministry of Informatics of the CR</i>
	0:15	Chosen projects of BBF <i>Jana Vohralikova, Ministry of Informatics of the CR</i>
	0:40	Public support and protection of economic competition <i>Kamil Rudolecky, Office for the Protection of Competition CR; Ondrej Felix, SPIS; Jana Vohralikova, Ministry of Informatics of the CR; Frantisek Dohnal, Supreme Audit Office CR</i>
19:00	19:50	The Golden Crest, meeting of the finalists of traditional competition <i>Jan Savicky</i>
Meeting hall	9:00	Electronic registry administrative code and pen service
	0:15	Electronic registry <i>Jitka Novotna, Ministry of Informatics of the CR</i>
	0:15	Introduction to the problems of administrative code <i>Jiri Kaucky, Ministry of the Interior of the CR</i>
	0:20	A trustworthy authority–electronic public boards <i>Tomas Lechner, Triada, spol. s r. o.</i>
	0:20	Archiving of electronic documents <i>Miroslav Skokan, PVT, a. s.</i>
	0:20	Outsourcing of pen service operating for authorities of town districts of Prague, schools and educational facilities managed by MHMP <i>Josef Sedlacek, ICZ, a. s., Exprit, spol. s r. o.</i>
13:00	14:40	Security of information systems I.
	0:15	Implementation of national strategy of information security <i>Marie Svobodova, Ministry of Informatics of the CR</i>
	0:15	Administration of users’ identities <i>Petr Paukner, Oracle Czech, spol. s r. o.</i>
	0:15	Identity Management–management of users’ identities <i>Stanislav Biza, IBM CR, spol. s r. o.</i>
	0:25	Identity and Access Management in heterogeneous networks <i>Marta Vohnoutova, Siemens Business Services, spol. s r. o.</i>
	0:30	Revolutionary method of archiving <i>Pavel Jires, Hewlett-Packard, spol. s r. o.</i>

	15:00	16:35	Security of information systems II.
		0:15	Security strategy of Microsoft–presentation of information securing on an internet portal for state administration <i>Dalibor Lukes MBA, Microsoft, s. r. o., Michal Pechan, Unicorn, a. s.</i>
		0:30	Proactive protection of critical systems, security and archiving of post. <i>Radek Smolik, Symantec GmbH</i>
		0:20	Why and how to manage information risks in public administration <i>Ludek Novak, Anect, a. s.</i>
		0:15	Data security–simply and totally safely! <i>Pavel Hejl, T-Soft, s. r. o.</i>
		0:15	Data security in public administration <i>Martina Hyndrakova, Pavel Vobornik, Iniciativa Pravo na strane myslenky</i>
	16:45	18:00	e-justice
		0:15	Electronic justice–police files <i>Jaroslav Vanek, Town Authority of Police of the CR in Brno</i>
		0:15	Electronic justice–on-line access <i>Milan Borek, Regional court Hradec Kralove</i>
		0:15	Electronic justice–experience from Israel and the Czech Republic <i>Pavel Parma, Ness Czech, s. r. o.</i>
		0:15	The Companies Register–yesterday, today and tomorrow <i>Jaroslav Martaus, Ministry of Justice of the CR</i>
		0:15	Arbitral procedure <i>Ondrej Novak, Economic Chamber of the CR</i>
Labe hall	9:00	10:30	Informatisation of local government I.
		0:30	Joint projects of Association of Regions of the CR and the Ministry of the Interior of the CR <i>Tomas Holenda, Ministry of the Interior of the CR, Pavel Novotny, Zlinsky region, Kevis and SDZA, Petr Pavlinec, Vysocina region, ePUSA, Vaclav Koudele, Plzensky region</i>
		0:30	Development of informatisation of regional authority <i>Tereza Hackenschmiedová, Petr Mayer, Siemens Business Services, spol. s r. o.</i>
		0:15	Problems of effective collection of data–forms, portals, data warehouse <i>Tomas Kuba, LogicaCMG, s. r. o.</i>
		0:15	Economic system Microsoft Dynamics in public administration <i>Marek Lang, CDL System, a. s.</i>
	12:40	13:25	Controlled information and communication infrastructure <i>Igor Tomes, T-Systems PragoNet, a. s., 45'</i>
	13:30	15:00	Informatisation of local government II.
		0:45	Discussion: Informatisation of self-government <i>Evzen Tosenovsky, AKCR, Josef Postranecky, MVCR, Vladimir Horejsi, MICR</i>
		0:15	Integrated emergency system and services of mobile telephony–and what next <i>Ladislav Grabowski, Eurotel Praha, spol. s r. o.</i>
		0:15	Processing of documentation and support of managing of “Integrated security centre in Ostrava” <i>Boris Sraut, IBM CR, spol. s r. o.</i>
		0:15	“City card”–usage of multi-application chip card in PA <i>Ales Klic, PMDP, a. s.</i>
	15:15	16:45	Informatisation of local government III.
		0:30	Possibilities of using mobile communication in public administration and self-government <i>Jan Krecan, T-Mobile Czech Republic, a. s.</i>
		0:30	Contribution of analytic tools in public administration–a case study of Vysocina Region <i>Vaclav Bahnik, PVT, a. s.</i>
		0:30	Practical findings in implementing “Communication of a citizen with an authority” system <i>Jindrich Savel, aplis.cz, a. s.</i>
	17:00	17:55	Informatisation of local government IV.
		0:15	Central electronic registry for subjects of public administration <i>Jakub Rainisch, Economic Chamber of the CR</i>
		0:15	Electronic registry IS MUNIS <i>Tomas Lechner, Triada, spol. s r. o.</i>
		0:15	Interconnection of on-line registers to the record of inhabitants <i>Jiri Malatek, Ministry of the Interior of the CR</i>
		0:10	Implementation of HMP information strategy and inquiry into the state of city informatics <i>Jaroslav Solc, Municipal Authority of the Capital Prague</i>
		0:10	ICT and using of public administration services <i>Andrej Kyselica, Czech Statistical Office</i>

Visegrad lounge	10:00	10:30	Meeting of secretaries (closed session)
	14:00	14:30	Management of information security and Act 365/2000 Coll.–practical contribution <i>David Setina, NextiraOne</i>
	14:40	15:10	602XML forms belong to a modern authority <i>Pavel Nemrava, Software602, a. s.</i>
	15:15	16:15	Telecommunication services and solution for public administration <i>Milos Mastnik, MBA, Milan Berka, GTS Novera, a. s.</i>
	16:15	16:30	Future of multimedia transmission and digital broadcasting in state administration and self-government <i>Milan Berka, GTS Novera, a. s.</i>
	17:00	18:00	Meeting of self-government representatives with members of Parliament of the Czech Republic, Chamber of Deputies (closed session) <i>guest: Dana Berova</i>
	18:00	19:00	“What will our legacy be...”–a long-term storing of documents Participation of Ministry of the Interior of the CR at the 4 th multidisciplinary conference of DLM forum <i>Michal Wanner, Ministry of the Interior of the CR</i> MoReq–Model requirements for the management of electronic records <i>Blanka Szunyogova, Ministry of the Interior of the CR</i> Projects for a long-term storing of electronic documents abroad–selection <i>Karel Koucky, Roman Mik, State Central Archives in Prague</i> Electronic office in archive legislative document management norms of central authorities <i>Miroslav Kunt, Jiri Bernas, State Central Archives in Prague</i> Digitalization of archiving documents concerning state poor-relief <i>Roman Kucera, Ministry of Labour and Social Security of the CR</i> Electronic document of an authority <i>Jan Houzvicka, Relsie</i>
	19:15	20:00	Meeting of secretaries (closed session)
Lounge	13:30	14:00	Press conference with the Minister of the Interior of the CR Frantisek Bublan
	14:10	14:40	“e-personnel clerk”–a new generation of planning and realization of educational activities of employees in public administration <i>Petr Spindler, Rentel, a. s.</i>
	14:50	15:20	A case study of MPO <i>Jaroslav Cesenek, Macron Software, spol. s r. o.</i>
	15:30	16:30	Workshop: Information system of emergency management of the Czech Republic <i>Ness Czech, s. r. o.</i>
	18:00	19:00	Exchange of current information in the area of informatisation in public administration in V4 countries (closed session)
Aldis Congress Centre	20:00	02:00	Evening social programme Announcement of the results of the competitions: Golden Crest, EuroCrest, Prize of the Minister of Informatics, Geoapplication of the Year, Biblioweb

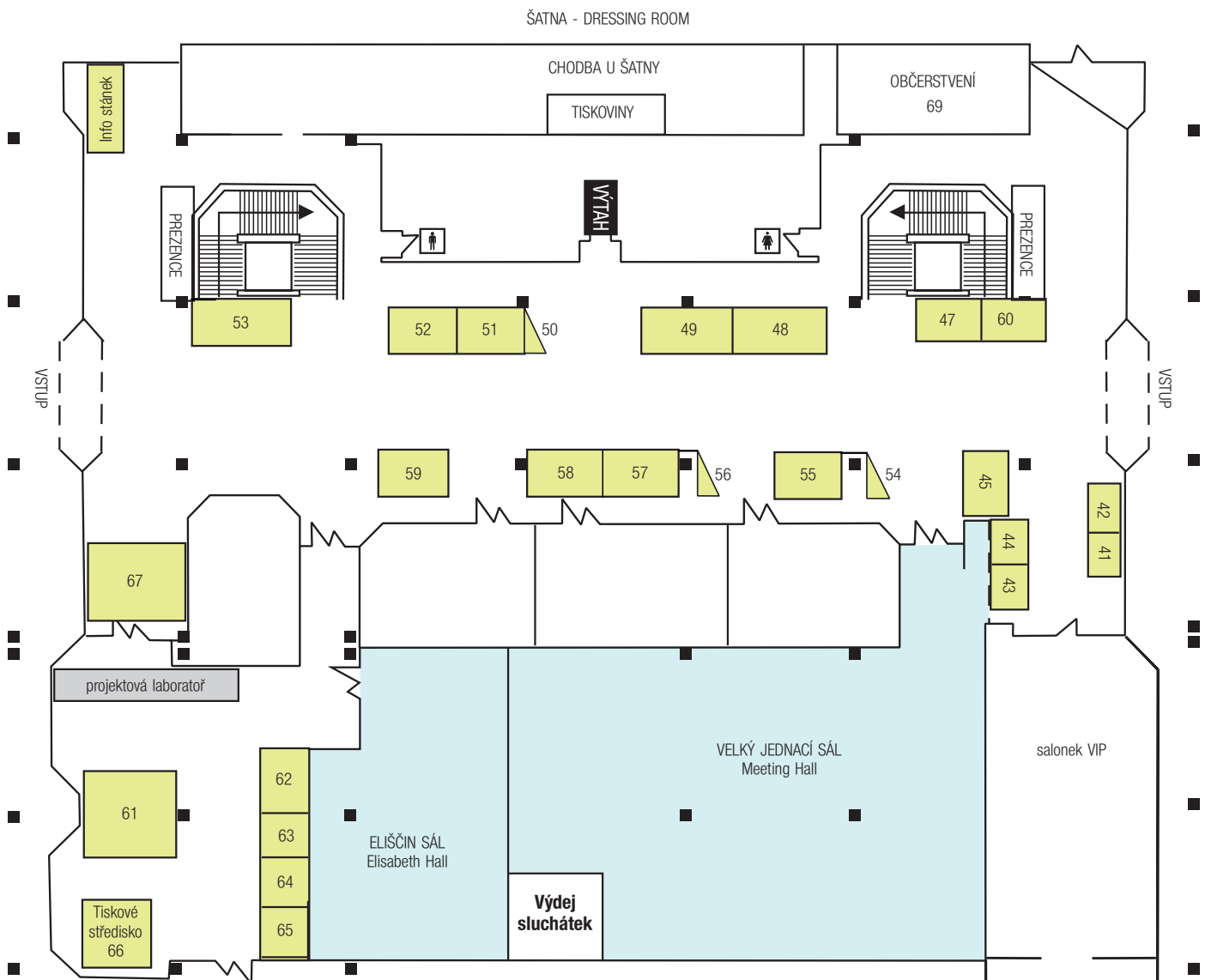
Tuesday, April 4

Small hall	9:00	10:30	Public administration portal	
		0:15	New applications for the Public Administration Portal <i>Vladimir Horejsi, Jitka Novotna, Ministry of Informatics of the CR</i>	
		0:20	Public Administration Portal–state and development of the project <i>Robert Hernady, Microsoft, s. r. o.</i>	
		0:15	Public Administration Portal <i>Petr Stengl, CESKY TELECOM, a. s.</i>	
		0:10	Public Administration Portal–transaction part <i>Vladimir Fanta, CSSZ</i>	
		0:15	Unified system of transport information <i>Jaroslav Zvara, Head Office of Roads and Motorways Petr Mahdal, Head Office of Roads and Motorways</i>	
		0:15	Cooperation of the Public Administration Portal projects, Business info, Geoportal and others <i>Jitka Novotna, Ministry of Informatics of the CR; Miloslav Marcan, Ministry of Trade and Industry of the CR</i>	
	10:45	12:15	Data sharing, delivery, registers (block MI CR)	
		0:15	Data sharing and registers <i>Vladimir Horejsi, Ministry of Informatics of the CR</i>	
		0:15	Economic register <i>Jiri Pavlicek, Ministry of Informatics of the CR</i>	
		0:15	Rap sheet <i>Marek Soucek, Ministry of Informatics of the CR, Jaroslav Martaus, Ministry of Justice of the CR</i>	
		0:30	Register of debtors <i>David Kotris, Ministry of Informatics of the CR</i>	
		0:15	Certified print-outs from the real estate cadastre <i>Vladimir Weis, Ministry of Informatics of the CR</i>	
	GIS Arena Main hall	9:00	10:30	GIS in public administration I.
			0:15	SDI–geoinformation infrastructures, Recapitulation of NGII programme <i>Eva Pauknerova, JRC</i>
		0:15	Geoapplication of the year 2005 and tourism <i>Josef Hnojil, CAGI</i>	
		0:15	3D GIS on the Internet, or else creation of threedimensional realistic scenes and their administration to other users <i>Inka Vyoralikova, Petr Urban, Arcdata Praha, s. r. o.</i>	
		0:15	World of map services <i>Vladimir Spacek, Intergraph, spol. s r. o.</i>	
		0:15	Present and future of ISKN CUZK services for the area of public administration <i>Roman Kamaryt, Ness Czech, s. r. o.</i>	
		0:15	Contribution of GIS solutions of GEPRO company for public administration of the CR <i>Vojtech Zverina, GEPRO, spol. s r. o.</i>	
10:45		12:15	GIS in public administration II.	
		0:35	INSPIRE <i>Jiri Hradec, CENIA</i>	
		0:15	Map services on the Public Administration Portal <i>Jiri Vodicka, Ministry of Informatics of the CR</i>	
		0:10	Technical solutions of map services of the Public Administration Portal <i>Jiri Kvapil, CENIA</i>	
		0:15	System for data collection and analysis in the JANITOR terrain <i>Roman Bukacek, CENIA</i>	
		0:15	Digital register of the Central directory of nature protection (USOP) <i>Veronika Vlckova, AOPK CR</i>	
12:30		14:00	GIS in public administration III.	
		0:20	Projects of Working group GIS of regions <i>Petr Pavlinec, Association of Regions of the CR</i>	
	0:10	Geoportal of the Geodesy Office <i>Petr Dvoracek, Czech office for surveying, mapping and cadastre</i>		
	0:10	Project EULIS plus and participation of Czech office for surveying, mapping and cadastre <i>Vit Suchanek, Czech office for surveying, mapping and cadastre</i>		
	0:15	Preparation of data content of address part of land identification register <i>Karel Lux, Ministry of Labour and Social Security in the CR</i>		
	0:10	ISKN (Information system of real estate cadastre) <i>Milan Vanecek, Czech office for surveying, mapping and cadastre</i>		
	0:25	Electronically certified print-outs from the real estate cadastre–discussion <i>Oldrich Pasek, Czech office for surveying, mapping and cadastre Vladimir Horejsi, Ministry of Informatics of the CR Petr Pavlinec, Association of Regions of the CR</i>		

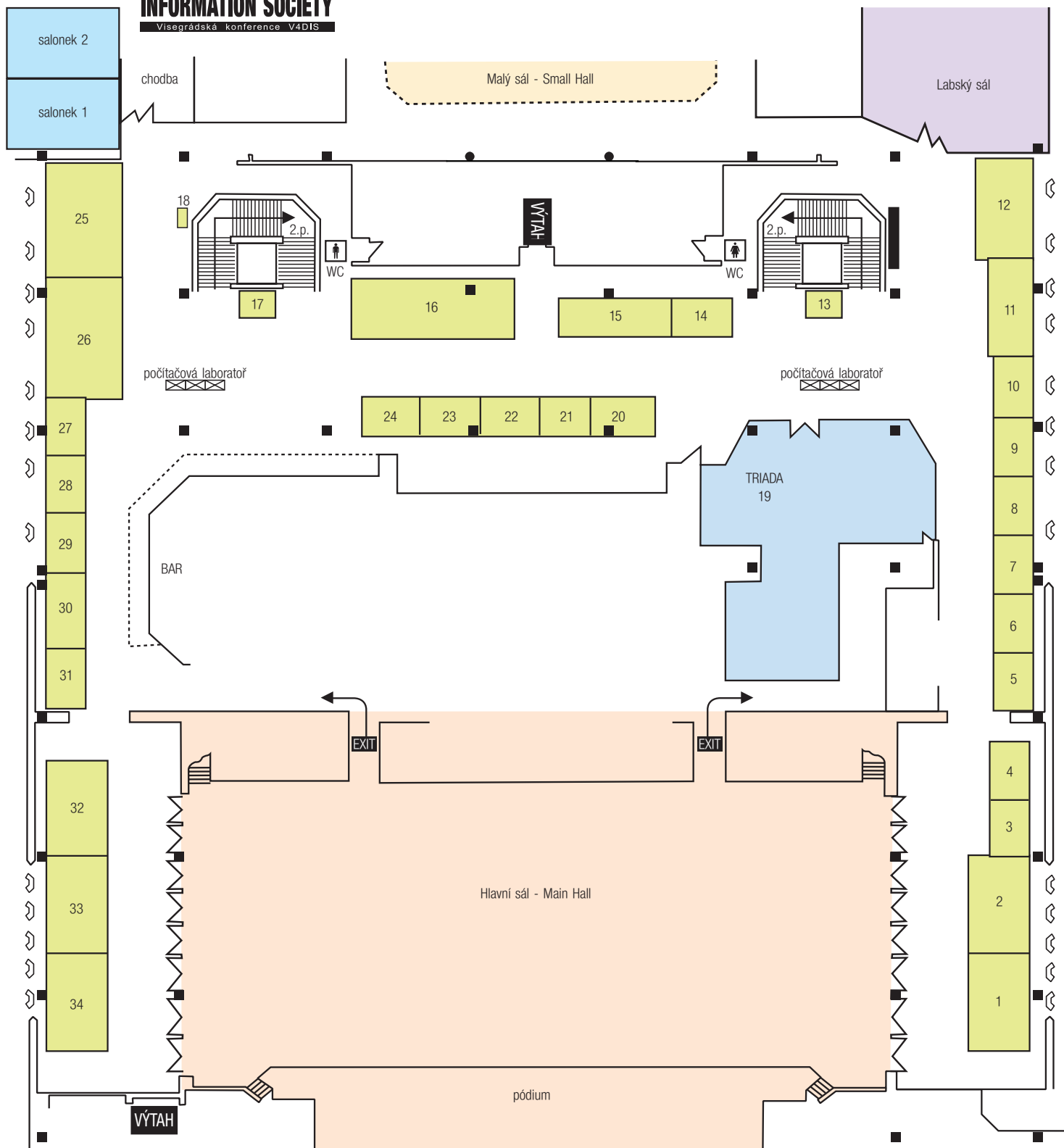
Lecture hall	9:00	12:15	Environment	
		0:10	JISZP and role of Ministry of Environment as a central body of state administration in this system <i>Miloslav Hlavacek, Ministry of Environment of the CR</i>	
		0:10	Unified information system on environment–state and outlooks 2006 <i>Jiri Hradec, CENIA</i>	
		0:15	Facts and data–Environment Portal of the Czech Republic <i>Jarmila Cikankova, CENIA</i>	
		0:15	Integrated register of pollution and Central registration office <i>Jan Prasek, CENIA</i>	
		0:15	Edition Conservation areas of the CR–web presentation <i>Peter Mackovcin, AOPK CR</i>	
		0:15	Database “System of contaminated places record” <i>Jan Gruntorad, Ministry of Environment; Marta Martinkova, VUV T. G. M.</i>	
		0:10	IS prevention of serious industrial accidents (SEVESO II) in the Slovak Republic <i>Erich Pacola, SAZP, Slovensko</i>	
	Elisabeth hall	9:00	10:30	Tourism and ICT
			0:20	Prospects of tourism in the years 2007–2013 and role of ICT <i>Marek Jahudka, Ministry of Local Development of the CR</i>
		0:20	Web environment for presentation of programmes and projects co-financed by EU–aimed at tourism <i>Blanka Fischerova, Centre for Regional Development</i>	
		0:20	Health care programme and information service for foreign visitors <i>Pavel Zubina, Masaryk Hospital Usti nad Labem</i>	
		0:20	Computerized system of managing processes of regional development <i>Petr Pontikelsky, Ministry of Local Development of the CR</i>	
		0:10	Discussion	
10:45		13:05	V4DIS–e-government	
		0:15	Portal of Prague–history and culture of the town <i>Ivan Seycek, Municipal Authority of Capital Prague</i>	
		0:10	Village Bernolakovo on the break of century <i>Martin Bercik, Bernolakovo, Slovensko</i>	
		0:10	iMunis–portal services IS of the village <i>Tomas Lechner, Triada, spol. s r. o.</i>	
	0:15	ICT in tourism <i>Petr Koubsky, Softwarove noviny</i>		
		Best practices of towns and villages		
	0:30	Round table of winners of the EuroCrest and the Golden Crest competitions		
Meeting hall	9:00	10:30	Digital content	
		0:15	Conception of permanent storing and accessing of digital documents in libraries of the CR till the year 2010 <i>Bohdana Stoklasova, National Library</i>	
		0:30	GovSearch.cz = integrated searching in internet content of public administration sources <i>Dusan Lehotsky, GTS Novera, a. s., Jan Peroutka, DELTAX Systems, a. s.</i>	
		0:20	Distribution of press news to the media–Protex <i>Premysl Cenkl MBA, CTK</i>	
		0:15	Electronic library of Government Office <i>Jan Duben, Government Office of the CR</i>	
		0:10	Act No.106 <i>David Kotris, Ministry of Informatics of the CR</i>	
	10:45	12:35	Projects supporting development of IS	
		0:15	Complex measuring and information systems for safety of operation in towns and villages–Safe towns <i>Jiri Nemecek, Karel Petera, ICZ, a. s.</i>	
		0:10	Foreign information system CIS <i>Jana Kratinova, Alan Havlik, ICZ, a. s.</i>	
		0:15	Procedural audit <i>Martin Ohlidal, LogicaCMG, s. r. o.</i>	
	0:20	Electronic placing of public commissions <i>Veronika Ticha, Ministry of Local Development of the CR</i>		
	0:10	Crime prevention–SW piracy <i>Vit Randa, Police Headquarters of the CR</i>		
	0:15	Procedural management of ICT in public administration <i>Peter Gschwendt, Ministry of Finance of the SR</i>		
	0:15	Application and document registration–implementation of Act No. 499/2004 Coll. <i>Radim Jäger, Miloslav Hlavacek, Ministry of Environment of the CR</i>		
	0:10	Integrated information portal of Ministry of Labour and Social Security–way to the electronic labour market <i>Petr Hortlik, Ministry of Labour and Social Security of the CR</i>		

Labe hall	9:00	10:30	Communication infrastructure
		0:30	Development of KI ISPA <i>Dusan Bruncko, Ministry of Informatics of the CR</i>
		0:15	Data standards for public administration <i>Arpad Takas, Research Institution of Transport, Slovakia</i>
		0:30	Infrastructure of e-Government in supranational conditions <i>Pavel Sekanina, Anect, a. s.</i>
		0:15	Projects of network infrastructures of regions–project ROWANet <i>Petr Pavlinec, Martin Halamka, the Association of Regions of the CR</i>
	10:45	12:25	Telecommunications
		0:15	CESKY TELECOM and e-Government <i>Jan Hridel, CESKY TELECOM, a.s.</i>
		0:15	Wi-Fi to the towns <i>Pavel Ciz, ICZ, a. s.</i>
		0:30	Possibilities of solution of communication infrastructure and other services for towns and villages <i>Miroslav Sidlo, CD-Telematika, a. s.</i>
		0:30	Electronic communication with the public <i>Lubomir Bokstefl, TTC Marconi, s. r. o.</i>
	0:10	IP telephony <i>Cyril Capka, Ministry of Informatics of the CR, Jan Forbelsky, Jihomoravsky region</i>	
	12:30	14:00	Digitalisation
		0:45	Conception of development of digitalisation in the CR <i>Dana Berova, Pavel Kolar, Zdenek Duspiva, Ministry of Informatics of the CR</i>
		0:15	What can villages expect from digital broadcasting and how can they assist to it <i>Pavel Dvorak, CTU</i>
Visegrad lounge	10:10	11:40	Meeting of central authorities' webmasters <i>Frantisek Spacek, Ministry of the Interior of the CR, Petr Polansky, Centre of transport research</i>

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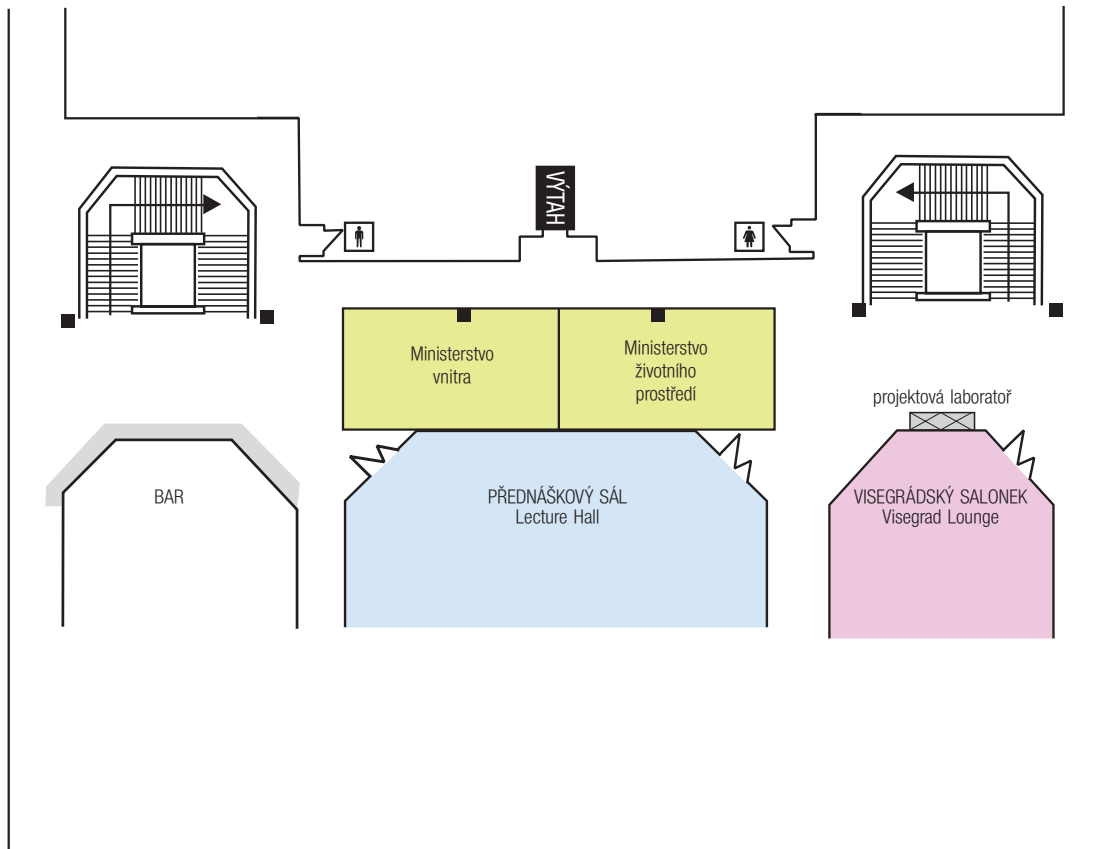


číslo	FIRMA	číslo	FIRMA
Hlavní partner		60	GiTy, a.s.
61	Česká pošta, s.p.	45	Hospodářská komora ČR
Ostatní		64	info.com s.r.o.
67	AV Media, s.r.o.	62	Institut regionálních informací s.r.o.
51	B2B Centrum, a.s.	53	K-net Technical International Group,
57	CCA Group, a.s.	58	LogicaCMG s.r.o.
41	Česká vydavatelská pro internet, s.r.o.	52	Macron, s.r.o.
65	DCD Publishing, s. r. o.	54	OKI Systems (Czech and Slovak), s.r.o.
42	DISK obchod a technika, k.s.	59	Olympus C&S, spol. s r.o.
48	EUROPEUM Praha a. s.	44	Qbizm Technologies, a.s.
55	GEOMETRA OPAVA, spol.s r.o.	50	Relsie spol. s r.o.
49	GEOVAP, spol. s r.o.	56	SEAL spol. s r.o.
		47	T-SOFT s.r.o.
		63	Vogel Burda Communications s.r.o.



číslo stánku	FIRMA	číslo stánku	FIRMA	číslo stánku	FIRMA
Generální partner		22	Corpus Solutions, a.s.	30	NOVELL – Praha, s.r.o.
26	Česká spořitelna, a.s.	23	DIGIS, spol. s r. o.	28	OKsystem, spol. s r.o.
Hlavní partneři		24	Eurotel Praha, spol. s r. o.	13	ORACLE Czech, s.r.o.
16	Microsoft, s.r.o.	11	Geodis Brno, spol. s r. o.	17	ORACLE Czech, s.r.o.
34	IBM Česká Republika spol. s r. o.	4	GEPRO spol. s r. o.	9	ORTEX, spol. s r.o.
Ostatní		14	GOPAS a.s.	1	Software602, a.s.
18	Adobe Systems CEEA	10	Hradec Králové	29	Soluzionaria, s.r.o.
27	Anect, a.s.	8	Hydrosoft Veleslavín, s.r.o.	3	Symantec (ČR & SR)
7	aplís.cz, a. s.	32	ICZ a.s.	15	T- MAPY spol. s r.o.
21	ARCDATA PRAHA, s.r.o.	5	Intergraph ČR, spol. s r.o.	19	Triada, spol. s r.o.
20	ASPI, a.s.	2	Kraj Vysočina	12	T-Systems Pragonet a.s.
		25	Ministerstvo informatiky ČR	31	Vema, a. s.
		33	Ministerstvo pro místní rozvoj ČR	6	VERA, spol. s r.o.

2. patro – 3rd floor



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History of EuroCrest Contest

First winners—towns Jihlava (Czechia), Bernolakovo (Slovakia) and Lodz (Poland)—were awarded during Conference Internet in Public Administration ISSS/LORIS 2001 held in Hradec Kralove 26th–27th March 2001.

Official declaration of results of the EuroCrest 2002 Competition for the best web presentation of European towns and communities was a part of the Conference ISSS/LORIS 2002 (25th–26th March 2002). European Commission representatives Gerald Santucci and Giangaleazzo Cairoli gave the prizes at a ceremony to 6 winners: towns Stara Zagora (Bulgaria), Most (Czechia), Tapa (Estonia), Vilnius (Lithuania), Szczecin (Poland) and Nove Zamky (Slovakia). A special prize was given to the city of Vienna (Austria), whose web pages can be used as a reference as far as quality is concerned.

Winners of the EuroCrest Contest 2003: Praha (Czech Republic), Vranov nad Toplou (Slovakia), Tartu (Estonia), Jurbarkas (Lithuania), Ventspils (Latvia), Sopoty (Poland), Rousse (Bulgaria).

Winners of the EuroCrest Contest 2004: Riga (Latvia), Panevezys (Lithuania), Zielona Gora (Poland), Lucenec (Slovakia), Nyiregyhaza (Hungary), Gabrovo (Bulgaria), Timisoara (Romania). Placed among the main prize-winning projects was also the official website of the Vysocina Region (Czech Republic).

Winners of the EuroCrest Contest 2005: Aizkraukle (Latvia), Siauliai (Lithuania), Gdansk (Poland), Nitra (Slovakia), Constanta (Romania), Dobrich (Bulgaria) and Dacice (Czech Republic).

How to organize the competition—some practical notes

Best of the web annual competition of towns, municipalities and regions **The Golden Crest** has been established in the Czech Republic in 1999. Since that time we can observe **steady annual growth** of the number of competitors (242 in year 2002) and also the attention of the public is growing (more than 3000 votes received). The competition has the **real motivating power** for the municipality representatives as well as their webmasters to compare the own online services with the best practices and to improve it.

The aim of this paper is to point out some experience and practical advices gained during the four years of running the Golden Crest.

Prestigious Partners and Sponsors

The most respected the best of the web competition need to and can attract prestigious partners. Competition can be announced from your Ministry of informatics or Association of towns. Do not hesitate to offer the cooperation to the most reputable personalities as ministers, famous politicians, well-known journalist and top persons of relevant associations. You need to appoint the following authorities:

- director of the competition
- members of the board of honor
- chairman of the jury
- judges

Special care should be focused on the jury. We usually appoint:

- representatives of towns and municipalities, personalities responsible for the content and the design, representatives of the winners of the past years competitions, they can not participate in the competition (approx. 1/3 of the staff)
- prominent publicists in the field of the public administration and internet (approx. 1/3)
- experts in related fields of the public administration (approx. 1/3)

Keep up regular contact with competition bodies per e-mail newsletter during the competition time.

Try to find **sponsors** for valuable prizes. Digital cameras or software are examples of suitable prizes.

Open Competition

The key factor of being long-term successful and to gain broad attention of even small villages is the transparency of evaluation. The competition should be open as much as possible. All evaluations both relating to the nomination and the election of the finalists should be published on the net including all details up to the level of individual points granted by individual evaluators. We have also made good experience with participation of competitors in the evaluation (see Rules, par. 5). Despite lots of competitor's work involved, this usage is seen positively and the competition as such is perceived as objective.

Clear Rules

You can use as an example the Rules applied in the Czech Republic. The competition is announced for the local government bodies and departments. The Golden Crest, the main prize of the competition, will be awarded to the winners of the following three categories:

- towns, including municipal, district and area councils;
- municipalities
- associations and unions of municipalities, districts and regions, including but not limited to, micro-regions and servers of regional local government bodies.

In the first year of your own Golden Crest it is recommended to start with just two categories: towns and municipalities or even only one common category.

Modify your procedure of evaluation according to the expected number of competitors. If you expect up to 30–50 municipalities engaged, the nomination tier is not necessary. Nominations prevent the jury being overloaded. The evaluation in the Czech competition with 242 competitors (year 2002, 105 towns, 107 villages and 30 associations) has relative complex procedure in the form of the nomination and subsequent selection of the finalists and winners in each category.

The nominees are identified by three groups of evaluators:

- three representatives of a specialist jury (they determine 5 nominations)
- the competitors themselves (they evaluate all other competitors and they can not nominate themselves, 5 nominations)
- 3-members of public (they send one nomination and the number of such nominations is divided by the number of the inhabitants of the individual municipality, 1 nominations)

Thus 11 competitors are to be nominated in each category (i.e. $3 \times 11 = 33$ competitors in total). The specialist jury shall elect three finalists and one winner in each category out of all the nominated competitors.

Detailed rules, members of competition bodies and news should be published on the contest web site.

Evaluation Criteria

The evaluation takes into consideration three criteria:

Contents

What is to be evaluated is the contribution of the web site in terms of the scope of the information provided, the level of the detail and practical usefulness with regard to the needs of the users. Information of the execution of the public administration will be the key factor. A natural pre-condition of a success are the statutory obligations (the Act No. 106/1999 Coll. on free access to information in the Czech Republic) and the quality of the preparation. Emphasis will be placed on the provision of information exceeding the scope required by the said act. However, the evaluators may take into consideration the care after the attractiveness of the pages by including other subjects such as information on the life of the municipality and good ideas.

Topical relevance

The key emphasis will be placed on the contribution of the point of view the scope and topical relevance of the information published. Another criterion of the evaluation will be the planning and consistent and timely publication. What can be a success are in particular those pages showing a commitment and adequate, day-to-day work with the page and its incorporation to the communication infrastructure of the authority.

Availability of the information and its graphic design

Emphasis will be placed on a synoptic and logical layout of the information and the outfit of the pages with searching tools. At the same time, another evaluation criterion is the adequacy of the graphic design and the contents and the possibility to optimize graphic elements from the point of view of the rate of the loading of the information providing for the professional presentation function of the pages. Another criterion taken into account will be a barrier free access for those handicapped users. The main prize will be awarded to the competitor whose web site got the highest number of points for the three criteria. Individual criteria will have the same weight for the final evaluation. The specialist jury may award an additional Special Award of the Specialist Jury or the award called the Most Popular Pages.

The subject matter of the competition will be the competitors' home page, whereas all the web pages related to an Internet presentation will be voted on as a whole web site.

Scheduling

Each step of evaluation takes up its specific time. Take into your consideration the Czech scheduling scheme of the Golden Crest 2002.

Step	No of Days to Ceremony	No of days since the previous step	Comment
The competition will be announced	70	0	
Applications will be accepted	53	17	
The list of competitors will be published on the Internet and nomination process will be started	49	4	Reserve 4 days for solving lost applications at least
Nominations will be accepted	38	11	Next year we give more time for nominations, 3 weeks preferably
List of nominated competitors will be published on the Internet and evaluation by jury will be started	25	13	
Finalists for each category will be published on the Internet	5	20	
The winners of the competition will be announced at an award ceremony	0	5	

Prize Giving Ceremony

Cooperate with some popular e-Government Conference in your country. The Golden Crest gives an attractive dimension to the conference. Consider following checklist:

- Discuss the run of the Ceremony with the conference leaders and staff.
- Prepare the diplomas and prizes in advance.
- Pay careful attention to official inviting the partners and finalist to the Ceremony. Do not forget free tickets also for the journalists!
- Check in advance the presence of winners and celebrities on the conference.

- Instruct them and the speaker what to do during the Ceremony.
- Check the prices and diplomas in the Ceremony Hall.
- Coordinate who will hand over to whom and what. Mistakes are fatal at this point.
- If you call out only the winners (first places) at the Ceremony, do not forget to sensitively communicate with all the finalists. We organize a Finalists meeting just before the ceremony, for example. We call out the 2nd and the 3rd place there.

Good Luck with your own Golden Crest!

The aim of this competition is to encourage the use of the Internet for provision of information by the local government bodies and departments and online presentation of towns and municipalities in support of their further development. Establishing the Golden Crest competition in your country would be a visible step toward the e-Government principles.

Keep us in touch! Winners of your competition could be honored in **EuroCrest Award** announced by the **Golden Crest Association** in the cooperation with the **European Commission** and with **European IT networks**.

Good Luck with your own Golden Crest!

Please, contact

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Czech Republic

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Tomas Rencin (rencin@issc.cz)

Jan Savicky (jan.savicky@webhouse.cz)

V4DIS–Visegrád Conference 2006

This year there will for a third time as a part of ISSS conference also take place a conference Visegrád Four for Developing Information Society – V4DIS 2006. It first took place in support of International Visegrád Fund in 2004.

The “DIS-V4” project met with a considerable interest on the side of employees of state administration, self-government as well as on the side of representatives of associations of municipalities and regions already the first year. Not only at us, but also in Slovakia, Hungary and Poland has this project been further developed and successfully expanded in its main themes. The partners of the DIS-V4 2006 project, managed by Association Czech At, are Union of towns of Slovakia, Association of towns and villages of Slovakia, Hungarian national association of local governments (TÖOSZ) and Polish Alfa Omega Foundation.

Participants of previous two years of this, in the Visegrád countries the biggest event in the area of eGovernment, have fully realized and appreciated the significance, which **an international exchange of experience from the area of informatisation of public administration** can have, especially if the countries in concern have common historical experience and similar economic potential. **In the year 2004 all the Visegrád countries became new members of European Union and must solve similar problems.** Search for common procedures and coordination in preparation of new projects in the area of application of information and communication technologies in public administration can be much more effective.

The crux of the programme – eGovernment

The third year of V4DIS 2006 conference will take place under the auspices of **President of the Senate of Parliament of the Czech Republic Přemysl Sobotka, Prime Minister Jiří Paroubek and Minister of Informatics Dana Běrová.** Participation at the opening has been also promised by the Eurocommissioner Vladimír Špidla. Delegations of participants from the Visegrád Four will consist of members of parliaments, deputies of state bodies and representatives of regions, towns and villages. As every year there will not miss either firm experts from these countries among the participants.

The crux of the programme lies in the issues of eGovernment and electronic services for citizens. There will be dealt with **portal solutions, electronic registries, questions of internet** as an instrument for cooperation of V4 countries at the national, regional as well as local levels and of course there will be dealt with protection of information systems.

A specific topic will be represented by issue of **using ICT in tourism (eTourism)**, which evoked a major interest already last year. Within this block there will be presented questions of Portal V4 in promotion of destinations, national and regional tourism portals, significance of internet promotion of a state as a tourist destination, quality of information systems in tourism and others.

Equal opportunities

A totally new theme this year will be represented by Gender issues in eGovernance, which means **use of internet for supporting equal opportunities.** Within this conference block, which will be introduced by Dana Běrová, there will among others take place an international meeting of mayoresses of the Czech Republic, Slovakia, Hungary and Poland.

Number of participants of V4DIS conference will meet already on Sunday in Prague and the same day in the evening there will then in Hradec Králové meet representatives of associations of municipalities of Visegrád and other countries with representatives of European Commission and European networks. This meeting serves mainly as platform for exchange of experience and also this year it will have quite a working nature.

A significant **part in comparing the “best practices” is also played by an international competition EuroCrest for the best Web** of the town, village or region or the best electronic service. The finals, evaluation and awarding the winners regularly take place right within the Hradec conference. One of the significant evaluation criteria this year is namely aspect of quality of tourist presentation of village, town or region on their Web pages.

IntelCities—building intelligent and sustainable cities for the future

Dave Carter, BA Econ. Hons., University of Manchester

Introduction

This paper focuses on the ways that new and innovative IST applications can be used to support e-government, digital inclusion and sustainable urban development, including e-tourism. It builds on the experience of the City of Manchester and its partners in the IntelCities—Intelligent Cities—project (co-financed by the EU as a FP6 IST Integrated project—IP) in terms of the following objectives:

- Pooling current experience and good practice in eGovernance systems in cities and their ICT and research partners across Europe;
- Developing a benchmarking system for city-wide eGovernance systems in order to assess and compare technical and socio-economic advances;
- Undertaking software development based on current standards, such as the UK's eGIF (eGovernment Interoperability Framework), data exchange and interoperability formats;
- Constructing prototype tests and full demonstrations in cities to explore innovative applications, including service areas such as e-administration, planning and land-use, development control, transport and mobility, urban regeneration, as well as participative eGovernance processes.
- Exploring new business models such as the use of public/private partnerships (PPPs) and social economy enterprises and their potential role in supporting the organisational transformation of cities.

This includes a case study of an on-line community network being developed in the UK's largest urban regeneration area, East Manchester in the North West of England, with the aim of re-engaging citizens in civic life and transforming the delivery of public services in the context of urban regeneration.

Thesis of the paper

The paper suggests that lessons need to be learnt from the recognition that sustainable regeneration requires a much more holistic approach to urban development than has been the case in previous strategies and policies. In order to gain wider acceptance and a critical mass in terms of the take-up of eGovernment more emphasis needs to be placed on citizen engagement, empowerment and capacity building. The case study of East Manchester aims to provide one example of how a multi-agency partnership approach is working to tackle these challenges.

The challenges of creating an intelligent city

Urban regeneration is an essential prerequisite for tackling social exclusion and economic restructuring. Cities across the world face similar challenges in terms of finding coherent and effective policies and strategies that will support and sustain economic growth and connect the opportunities created by economic growth with the needs of their citizens. The emergence of the information society has added new complexities to this process, on the one hand adding to the speed and scale of change while on the other hand providing new tools and processes which can help to mitigate the impact of that change.

Manchester (in the North West of England) has experienced new economic growth developing side by side with persistently high levels of unemployment, poverty and social exclusion. This threatens to undermine the longer term sustainability of economic development and growth. Manchester City Council has responded to this challenge by identifying information society technologies (ISTs) as an important cross-cutting theme within its Economic Development Strategy. The aim is that these should be used to increase citizens' access to skills, jobs and services and support greater participation in civic life, including in the regeneration process itself. In addition Manchester is using ISTs to support its work in re-inventing its image as a good location for investment for businesses and for tourism.

The major focus of this approach is in East Manchester where the City Council has formed an Urban Regeneration Company (URC), New East Manchester (NEM) Ltd, a public-private-community partnership operating on a not-for-profit basis. This work led to the establishment of an online community network, run in partnership with local citizens organisations and representatives, known as “Eastserve”.

This links into a new city-wide initiative, the Manchester Digital Development Agency (MDDA) with the mission:

“To make Manchester a leading world class digital city, having one of the most competitive broadband infrastructures in Europe, attracting and sustaining investment in ICT and e-commerce across all sectors of the economy, generating new businesses, developing new learning cultures, promoting social inclusion and providing all residents with the skills and aspirations to play a full role in the information society.” [1]

This work builds upon national [2] and local [3] policy frameworks focussing on digital inclusion as well as good practice examples identified through national initiatives such as the UK Communities Online network [4] and EU initiatives such as the IntelCities project [5].

Creating new images of the intelligent and sustainable city – the role of ‘e-tourism’

Manchester has always had a strong reputation for cultural excellence and innovation, having the first professional orchestra (the Halle) and theatre company in the UK and in 1857 hosting the first and largest public art exhibition ever held in Britain. 1.5 million people (of a national population of the time of 17m) visited the exhibition. William Cavendish 7th Duke of Devonshire said “What do you want with Art in Manchester? Why can’t you stick to cotton spinning?”

More recently in music and sport the “Manchester Brand” has become internationally recognised and acclaimed. ISTs have played an important role in supporting this new image of the city, generating new interest in the city’s assets and in attracting tourists to visit. Having a strong virtual presence in the world has been crucial to changing people’s perceptions of the city and through these “e-tourism” applications real visits are generated, through increasing numbers of high profile business, cultural and sporting events being held in the city which, in turn, generate high numbers of new business and leisure visitors and tourists generally. In this sense the growth of e-tourism through the virtual services provided by on-line cultural, creative and community networks can be seen to be an important factor in supporting the economic regeneration of the city.

Citizen engagement and capacity building

At the same time it is important to balance this new growth with ongoing support for citizen engagement and capacity building. As part of the East Manchester regeneration programme, a number of innovative projects have been developed which are seeking to maximise the opportunities presented by new technologies and which support the wider regeneration of the area. The first phase of the programme involved the development of the Eastserve project that provided over 300 households with access devices (mainly PCs as set-top boxes were found not to be that popular at this time) and Internet access. This has subsequently been extended to 3,500 households, with 1,800 of these using a new not-for-profit wireless broadband network set up by Eastserve. By 2007 this will be extended to more than 5,000 households.

Integral to the project is the portal web site www.eastserve.com, designed specifically for the local community and providing access to local services and news about the area. The EastServe site delivers information and interactive services from the City Council, national government departments, the Police and local community networks. One example is the Manchester Community Information Network – one of the largest online community networks in the UK, available over the Internet and through interactive information points in libraries, health and advice centres, and community buildings across Manchester. EastServe.com offers email, online chat groups, and news and information tailored to East Manchester. A Residents’ Panel of “e-journalists”, that also make decisions about the site’s future direction, provides much of this content.

In an attempt to address the challenges presented by Manchester's industrial legacy and to ensure that economic growth can be sustained "Eastserve" is now being developed as a multi-agency partnership to develop innovative eGovernment solutions which will support:

- service improvement through enhanced quality and delivery of services;
- citizen engagement through the development of new models for service delivery and to engage citizens more effectively in strategic planning and consultation arrangements;
- the development of new business models which will aid organisational transformation, including public-private partnerships (PPPs) and social economy enterprises.

The partnership is involved in a number of research and technological development initiatives aimed at testing and validating new e-services and applications, including through its participation in the IntelCities project. These include developing innovative eGovernment services such as interactive 3D visualisations of regeneration areas linked into community e-forums which aim to generate active citizen participation in civic life, especially around environmental and community safety/security issues.

Eastserve is backing up these approaches with a major programme of community engagement and capacity building work with local citizens who are increasingly developing content and services for themselves through a new framework of social economy enterprises. This approach focuses on developing applications and services which aim to be "organised to reflect the life events and needs of the residents of East Manchester rather than to reflect the structure of the government agencies." The project also has implications for the way that public and community services are organised and delivered, particularly eGovernment solutions, and all of the partner agencies, including the city council itself, are now engaging with this. In terms of defining new challenges for society the most important one is about how we engage with citizens to ensure that they can become active producers of online content and new e-services rather than passive consumers of what is there already.

Summary and Conclusions

The experience gained through the Eastserve project has been used by all of the partners involved in it to re-evaluate and re-focus their work around the eGovernment and citizen engagement agendas. For Manchester City Council this has meant a greater understanding of the need to be more proactive in stimulating demand for eGovernment service delivery. Side by side with organisational transformation internally the City Council is now working hard to promote take up of e-services through awareness campaigns, improved access to training and the direct involvement of citizens in producing content for on-line services. Its newly established city-wide agency, the Manchester Digital Development Agency (MDDA), has been charged with developing this agenda and transferring the experiences from East Manchester to other regeneration areas within the city and across the wider metropolitan area.

All of this experience, and the initial results from the ongoing current research coming from participation in the IntelCities project and through the Eurocities/Telecities network [6], suggest that key players in eGovernment, such as local and regional government bodies, need to take a more holistic approach to promoting and delivering greater access to, and take up of, information society technologies. It is felt that the transformation of urban living through the imaginative use of ICTs can make a significant contribution to the EU's Lisbon objectives [7], especially as revised by the recent Report of the High Level Group [8], in terms of jobs and growth. Cities act as motors of innovation and creativity for the economy and society as a whole and it is anticipated that this will increasingly be the source of future jobs and growth in the knowledge economy. At the same time these technologies also provide opportunities to transform the lives of citizens, as highlighted in the EU's Communication on the challenges to be addressed by a European Information Society Strategy up to 2010 [9]. This is why the focus on tackling the digital divide and promoting digital inclusion is continuing to be seen as a priority, highlighting the need to ensure that citizens have the capacity, skills and motivation to take advantage of these technologies.

Literature

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European Portal as a Tool for Promoting Regional Tourism Destinations and Creating Cross Border Collaborations in Europe

Oliver Fodor, Econsulting, Ivan Smolak, Siemens PSE, Slovakia

Abstract

In this article we will present the new European Tourism Destination Portal (ETDP) focusing at its benefits for cross border cooperations in the destination marketing for European regions. Reflecting the current situation in the online tourism market, and the globalisation effects in particular, we will sketch an alternative solution for improving the visibility of smaller and less well known tourism regions based on joint strategies. The aim is to encourage regions to make use of this new interoperability platform for creation and promotion of new pan-European destinations.

eTourism Market Today

Nowadays, it is a common practice to use online presentations as the primary tool for the promotion of tourism destinations. The acceptance of internet technologies for tourism marketing purposes is high and tourism industry is one of the driving domains in the e-Commerce sector. This is mainly given by the character of the product—it can not be “touched” and tried before its consumption and the selection process is strongly dependent on information propagated to the potential consumer in advance. Furthermore, the final tourism product is usually a complex composition of multiple services with distinct characteristics bundled together. This includes transportation services, accommodation, dining, attractions, activities and many other related aspects necessary to fully satisfy tourists’ needs.

In the previous decade online tourism information systems have been flourishing on a “green field”. Before internet had become widely accepted by the society, Global Distribution Systems (GDS) and Computerized Reservation Systems (CRS) were the predecessors of the online systems. However, these were mainly used by large service providers like e.g. airline reservation systems, hotel chains or multinational travel agencies. Destinations (cities, regions, countries) and small service providers were lagging behind mainly due to the high entrance costs and missing operational structures. The emergence of Internet has offered new possibilities to these actors enabling them production of own presentations and promotion of their services directly. Two different paradigms can be observed in the way destinations are entering the online travel market. On one hand National Tourism Information Systems in well established tourism countries play the driving role also for the online presence of the smaller units (like e.g. tourism regions, cities). Different evolution is taking place mainly in the new EU member states where cities and regions are becoming the leader having own well developed online information systems whereas the national presentations are not fully or not present at all. The natural consequence of this situation is the growing heterogeneity in the online travel market where many tourism information systems coexist on different levels of service and information quality. From visitors’ perspective it has become harder to get inspired or to discover new destinations he/she might be willing to visit.

Concentration in the Domain

It can be observed that marketing effectiveness of scattered local websites and systems promoting small tourism brands is rather low in contrast with the dominating domain players reaching the majority of the customers (the winners take it all effect). This concentration is especially visible in the US market where top 0.1% sites like Expedia, Travelocity and Orbitz have more than 32% of users and top 1% has more than half. An alternative solution to this industrial concentration effect in European context can be seen in the creation of cross-regional platforms enabling for joint marketing of smaller local brands. Competitive approach in destination marketing where competing destinations interoperate to create positive networking effect is already being introduced by several initiatives. Further in this article we will focus at the case of European Tourism Destination Portal representing a recent initiative of the European Commission to promote destination Europe as a strong brand mainly in the oversee markets. Besides direct promotion of destination Europe this platform offers also means for

establishment of new pan-European tourism brands where regions are encouraged to promote their offerings together.

The European Tourism Destinations Portal

The aim of the EU Commission funded European Tourism Destinations Portal project¹ was to develop a unique access point under European Travel Commission (ETC) owned URL VisitEurope.com to promote European destinations and contribute to maintain, as much as possible, the current international tourism market share of Europe. For this to happen, the portal will address needs of both tourists originating from outside and within Europe. For the tourists, it shall contribute to make European destinations more attractive and desirable.

The basic content and most of the information about destinations are today produced by national, regional and local tourist offices. The main objective of the portal is to provide a unique access point to all national tourist office websites complementing the services offered by them avoiding any form of competition and will respect their local partnerships. Further the portal offers pan-European content and services enabling promotion of border crossing pan-European regions. This is mainly enabled by a flexible Content Management System allowing for creation of dedicated sub-portals where these new destinations can be promoted and a linking mechanism which navigates the visitor to the local information sources after he/she performs the selection process.

It is foreseen to offer user interfaces initially in six languages (English, French, German, Spanish, Italian, Portuguese) extending to languages with non-Latin characters (Japanese, Chinese, Russian) to facilitate the user dialogue and quicker search for information. To promote destination Europe in a way tailored to specific target markets, the portal enables different presentation styles by multiple target market mutations (US, Canada, Latin America, Brazil, etc.).

The coordinating body ETC² is a non-profit making organisation with its headquarters in Brussels. Its members are the 34 National Tourism Organisations (NTOs) of Europe, whose role is to market and promote tourism to Europe in general, and to their individual countries in particular. The European Commission entrusted the exploitation and maintenance of the portal to ETC which is currently preparing its online publication³.

European Portal as a Tool for Joint Marketing

ETDP fosters interoperability and networking on multiple levels offering a number of services and concepts enabling creation of joint presentations for European regions. At the technology level it is represented by a solution enabling interlinking of existing sources of information and service providers featuring innovative tools for information discovery and retrieval, service integration and content creation. At the conceptual level, besides supporting presentation of established destinations, it provides also concepts for creation of new pan-European destination as a union of border crossing regions as well as concepts for joint-promoting of thematically related destinations and services across Europe. At the organisational level the portal is represented by the ETC where participating National Tourism Offices collaborate in the creation of new marketing strategies for Europe.

The key principle of the European portal is, in line with the nature of World Wide Web, to prevent replication of local content and services. Instead, it provides means for seamless networking of existing systems, integrating their services and linking content. Furthermore, the upper pan-European layer allows for creation of trans-national content providing a new playground for interoperation of European regions and groups of interest. Technologies and concepts implemented within the European portal project thus build a new framework for the future European tourism landscape enabling the nations and regions under the moderation of ETC to promote their destinations together. Such a cooperative behaviour in marketing strategies of primarily competing destinations—also called coepitition—increases the overall effectiveness of “solo” activities.

¹ <http://etd.ec3.at>

² <http://www.etc-corporate.org>

³ <http://www.visiturope.com>

It is to mention, that the technical concept of the European portal allows the bodies, responsible for marketing of the regions to focus really on the marketing activities, leaving the technical questions aside. They can concentrate on the negotiation of common promotion activities of the regions together with the partners from other regions, negotiation of the marketing contracts together with local and regional services suppliers and effective creation of the content. The concept of automatic content extraction from predefined set of partners' portals, allows the passing of the content through regional hierarchies. In this way, e.g., the information, maintained on regional level, can pass automatically, according to the predefined rules, through the national to the European level. The integration of Harmonise technologies into the European portal supports the maintenance of tourism ontologies, and allows the content extraction and content sharing in the heterogeneous network environment.

Conclusion

Today, online marketing is the most effective way for promoting tourism destinations. Well established tourism regions are already counting on their websites in the battle for tourists. New destinations are rushing to catch up creating own portals in the hope to pop up on the eTourism market map. However, in the plethora of online offerings the customers gets overwhelmed and usually catches back to well known providers and intermediaries conducting his/hers selection process. This again causes an obstacle for small regions and cities not participating in broader networks. To this problem a possible solution can be seen in new cooperations in the domain where small brands participate together in stronger unions to create more complex and satisfactory offerings for the customer. This positive networking effect can be reached in flexible environments where participating actors ally in either locally or thematically related bundles and promote these together.

In this article presented European Tourism Destination Portal [Visiteurope.com](http://visiteurope.com) provides a solution on both technological and organisational levels fostering these flexible cooperations and thus represents a new playground for European regions in the modern eTourism market. The technology implemented at the portal enables existing national and local portals to be plugged in without changing their legacy systems. Innovative tools for content and service integration as well as tools supporting selection process enable more precise discovery of the desired information source and navigation of the visitor to his/hers favourite destination. Furthermore, destinations not yet having own presentations can make use of the portal's content management system directly on the European level.

To mention similar approaches, the initiative of Visegrad countries European Quartet⁴ and tourism harmonisation network HarmoNET⁵ might server as good examples for the reader.

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⁴ <http://www.european-quartet.com/>

⁵ <http://www.harmo-ten.org/>

The Forum SITR Mechanism as part of V4 Virtual Region Concept

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Introduction

In the space of Information and Knowledge Society there is a room for some new objects. One of them, invented by professor Janicki, is the so-called *Virtual Region*⁶. The definition of the new object, as well as the aim of the project connected with it, and a related concept of implementation will be presented. Some questions and solutions connected with the problem of effectiveness of Visegrad Countries cooperation and sustainability of V4 Region development will be discussed.

What is the Virtual Region ?

From the theoretical point of view the object "Virtual Region" is a Union of specific sets of attributes defined in terms of Set Theory and Topology. It works. Some experimental models have been effectively simulated.

Practically, the Virtual Region is:

- A kind of region, which is self-organized locally and/or globally
- Relatively independent from the geographical and local government point of view but of course the local region is follows all obligatory laws and regulations.
- Set up as well is managed by a special consortium of selected partners (institutions, profit and non-profit organizations, SMEs and industry).
- The backgrounds for the consortium partnership are civil law agreements related to concreted targets of the Virtual Region.
- Synergy and added value effect are the main motivations for common activity inside the consortium and concurrently within the Virtual Region.
- e-democracy (Electronic Democracy) is the platform, based on which the citizens will provide an efficient system of democracy with transparency of administration and clear access to participation in public decision-making.
- The Educator system that is a way to accelerate and expand the e-marketplace in the arena of Public Administrations by stimulating the formation of an integrated learning environment for the benefit of relevant target users and new jobs
- E-business platform is major instruments of making virtual transactions by the interested partners

What is Forum SITR?

This is the first social portal, which is existing in this part of Europe. The full name of it is *Forum of Information Society of Technical, Regional and Country Environments*. Its mechanism is implemented in form of non-commercial portal which settle up non government and non-self government platform for citizen's initiatives

This portal is to serve cross-border, regional and a country space of information, knowledge and skills exchange. Represents a widest imagination about increasing access for citizens for widening public services and renewal of process of governance.

In its capabilities, Forum SITR aims to create the information society in technical, regional and country circles in Polish as well as other V4 and EU language zones. For this purpose it builds the internet studios (using multimedia) in social structures, cooperating with skilled voluntary instructors and advisors. Such free-for-all studios will also fulfil the role of social employment agencies, centres of training, learning and distant work, as well as a tax counselling (e.g. in case of country circles-VAT for farmers), preparation of projects and gaining the funds etc.

⁶ The term "Virtual Region" is a registered Trade Mark of the Alfa-Omega Foundation, Warsaw, Poland.

One of the operative purposes of the forum is creating of conditions for popularization of abilities of using the information infrastructure in local and regional structures in cooperation with a government side, which in consequence leads to:

- decrease of disproportions in evolution of telecommunication network with high performance computing network HSPN among Poland and countries of European Union,
- showing the legitimacy of help by state of information infrastructural investment led together with transport investments as one of priority of regional politics,
- stimulating the evolution of social and economic of technical, regional and country circles through common development of knowledge and procedures as also the instruments of using it, which means quicker development of the information society in these areas.

Technical, regional and country circles will be stimulated by:

- simplification of access to information
- simplification of access for educational and cultural places for new technology of transfer, internet,
- simplification of profession restructuring process (TV work),
- decrease of unemployment through infrastructural investments.
- boost e-Business

Stimulation of socio-economic development in cross-border technical, regional and country circles will be stimulated by:

- attraction of capital investments
- boost of economic activity in these areas through infrastructural investments,
- boost of council income from local taxes,
- effective reduction of access time for information, knowledge basis and decision support instruments

Next operative purpose of Forum is fulfilling the role of catalyst in creating centres of consolidation initiative of local community called “Telecentre”. However, under condition, that this will compatible to standards of knowledge societies.

Also, as it is well known, telecentres can be created on the ground of the above-mentioned multimedia studios, with computers, in clubs, Houses of Technician, existing city or communal centres, schools or other places concentrating local community. Everywhere, where appear the most active persons, actually interest in creation of new work-place or self-education places, concentrating local communities or improvement or modernization owned it kind place.

Telecentre, described here, can function as a local supplier of telecommunication services and information, especially internet, but its organizational form can be a common venture of public and private subject, or other convenient form of public partnership, self-governed and private organization.

Regional telecentres are to make a platform of cohesion for pieced local community and present a kind of social office in questions of regional evolution, in formula of a non-government partner for the public administration.

Concerning public administration, regional telecentres can supply administrative services and e-business side to the society, develop e-Democracy, support social charitable activities, act in favour of children, disables and social protections, as well as act in favour of environmental protection, cultures, sciences, education safety and public health.

Target, effect of interaction the Forum will be the creation of properly formed telecentre in each part of the province, in each commune of country and a city–country and in all of human areas characterizing in essential dose of invention, diligence and in bringing up quality of life in enclosing consistency.

Forum SITR lend particular rank of cooperation with regional self-governed portals, as well as with official Member States and EU portals.

A special feature of this cooperation is a care of activities synergy and social energy and morale of individual and group enterprises and using capabilities to implicating of means from different sources of sponsorship. Important trend here is involving venture capital for commonly taken regional initiatives.

Conclusion

As far as the V4 countries cooperation has to be seen as two dimensions, we are going to stress as follows:

- At the beginning of existence V4 was focus on the Mutual cooperation and paid attention to activate access to euro-atlantics structure (framework).
- After 1998 V4 was encouraging the Republic of Slovakia in its aspirations to become a member of NATO. As turning point (caesura) we can set 2004, when all goals of V4 were accomplished. It can be said that the cooperation within this group has a crucial and fundamental value for the region. It also turned out that it is the most effective measure for implementation the mutual interests as well as V4 virtual region concept.

After last enlargement the reality has changed, it had a substantial impact on the future of V4. Member State have redefined its interests and elaborated a new catalogue of aims adequate to present situations. An effective partnership depends on regional cooperation and the right example is the policy of Benelux countries. Not even one of the economies of V4 countries is not enough strong and competitive in comparing to the “old” members of European Union. This is the natural reasons to strengthen the V4 partnership.

It is clear for us that declaration from Kromeriz signed on May 12, 2004 on cooperation of Visegrad Group after their EU accession outlined perspectives of V4 cooperation in conditions of European policy.

We do hope that Visegrad countries are ready now to affect cohesion power of common strategic interests, one regional fellowship as well as historic, cultural, civic and business relations. The eV4+/LORIS initiatives plays an important role in the matter.

Forum SITR platform will be very useful for that purposes.

Comparison of Using of IT in Public Administration in the V4 countries

Peter Druga, ITAPA SR, Jaroslav Svoboda, MV ČR, Pavel Šimoník, STEM/MARK ČR

Comparing the level of using information and communication technologies by separate countries of Visegrád's Four in the public administration meets with problems of methodology at showing the results. There exist many insights and most of them do not provide comparable results. Data are very badly obtainable from national portals of statistical offices. Though there exist Web pages in English, data availability is difficult.

If we want to try to make a comparison, we can refer to the studies [2] and [3]. Eurostat [2] provides data for the year 2004, while on the pages of IDABC [3] there are unprocessed data from November 2005. To compare the results it is however necessary to transfer results from separate national chapters, to order them according to separate countries and make a supplementary evaluation. At the processing of results, it is referred to the indicators presented in [1] and in detail with evaluation and description [4]. There are described separate services for evaluation of contribution of Action Plans eEurope 2005.

An interesting base result is processing of results from [2] after their taking up and presenting in the charts:

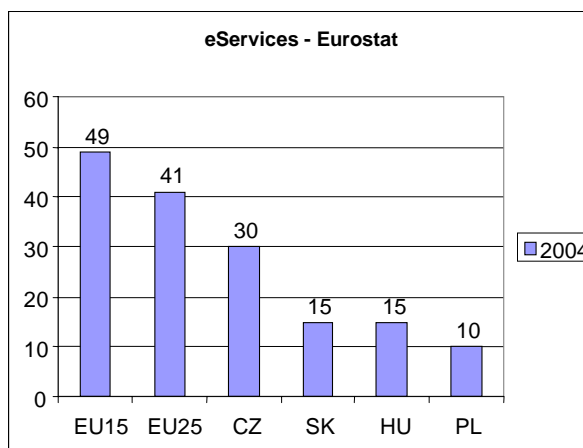


Chart No. 1: eServices of eGovernment according to Eurostat [2] - 2004

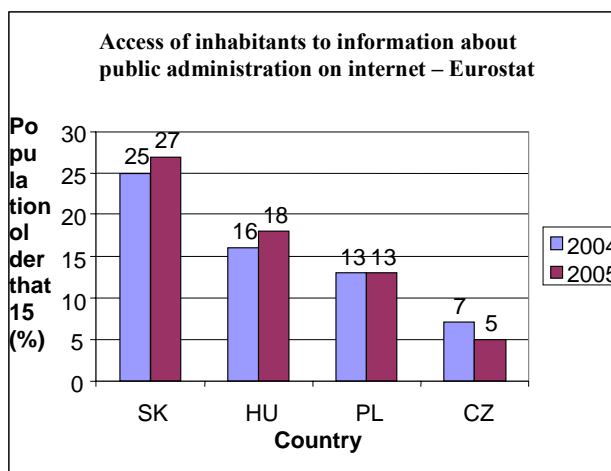


Chart No. 2: Access of inhabitants to information about public administration on internet – Eurostat

An interesting starting point is the second chart. It is not quite clear in what way the results were obtained. A long-term monitoring of the trends [5], which was made independently on the presented results [2], shows that there is in case of the Czech Republic (CZ) a contrary trend. A similar declining trend was also noticed in other results of Czech Statistical Office.

Comparison of all presented countries was made on the grounds of a source [3], from which the results were transferred to the following tables. These tables use a list of services e.g. in [1] and also in [6]:

Services for citizens

1. Tax declaration and payment of income tax
2. Search for a job
3. Execution of social benefits
 - a. Unemployment relief
 - b. Children support
 - c. Medical services
 - d. Student support
4. Application for drawing personal documents
 - a. Travel document (passport)
 - b. Driving licence
5. Car registration
6. Application for building approval
7. Report to the police
8. Available catalogues of public libraries
9. Application for issue of birth certificate, confirmation of marriage
10. Applying for secondary schools, colleges and universities
11. Announcement of change of address
12. Services connected with public health care

Services for companies

13. Execution and payment of social and health security of employees
14. Tax declaration and payment of income tax
15. Tax declaration and payment of VAT
16. Registration of entrepreneurial subjects
17. Filling of statistical reports
18. Customs declaration
19. Public bids
20. Applications and permissions connected with environment

The eigenvalues were taken from [3] and being found out in November 2005. Processing of the values uses methodics presented in [2], i.e. as a ratio of attained values to attainable (in the table marked as max). It must be remarked here that separate services are evaluated according to the stage, let us say level of elektronisation, i.e.:

- 0 public services do not have an electronic support,
- 1 Informative—there is available online information about public administration,
- 2 Interactive—possibility of loading forms,
- 3 Two-way interaction—processing of the forms, including authentication,
- 4 Transactional—complete processing, including decisions and delivery (there can be also electronic payments)

Services for citizens: (IDABC–2005)

No.		max	CZ	HU	PL	SK
1	Tax declaration and payments	4	4	3	2	4
2	Search for a job	3	3	2	2	1
3	Execution of social benefits					
	a. Unemployment relief	4	2	1	2	2
	b. Children support	4	4	2	1	2
	c. Medical services	4	3-4	2	2	1
	d. Student support	4	0	1-2	0	0
4	Drawing of personal documents					
	a. Travel document – passport	3	1	2	1	1
	b. Driving licence	3	1	2	1	1
5	Car registration	3	1	2	1	2
6	Building procedure	4	1	1	1	1
7	Report to the police	3	1	1	1	1
8	Public libraries	3	0-1	0-2	1	1
9	Registry matters (births, marriages...)	3	1	3	1	1
10	Applying to universities	4	2	2	1	1
11	Change of address	3	1	3	1	1
12	Health services	4	1	1	1	1

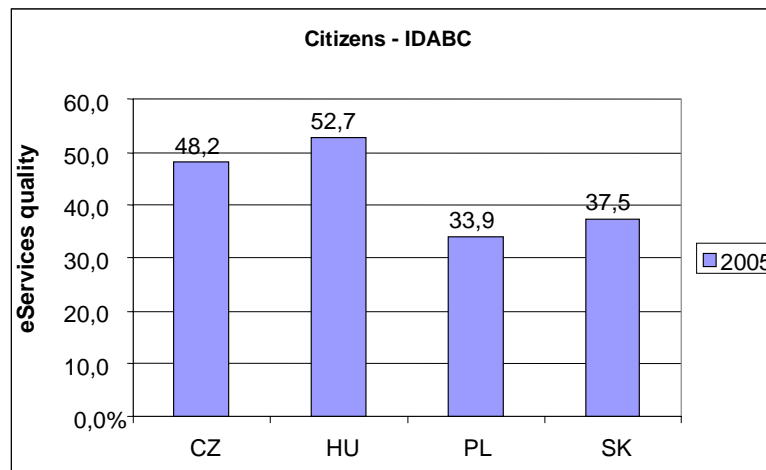


Chart No. 3 Services for citizens (1 to 12) – IDABC 2005

Services for entrepreneurs (IDABC - 2005):

No.		max	CZ	HU	PL	SK
13	Social and health insurance	4	3	2	4	4
14	Tax declaration and payments	4	4	4	2	4
15	VAT	4	4	2	2	2
16	Establishment of a company	4	2	3	1	2
17	Submitting of statistical reports	3	3	3	3	2
18	Customs declaration	4	3	2	4	1
19	Protection of the environment	4	1-2	2	1	1
20	Public bids	4	2-3	2	3	2

These results are transferred into the summary chart No. 4.

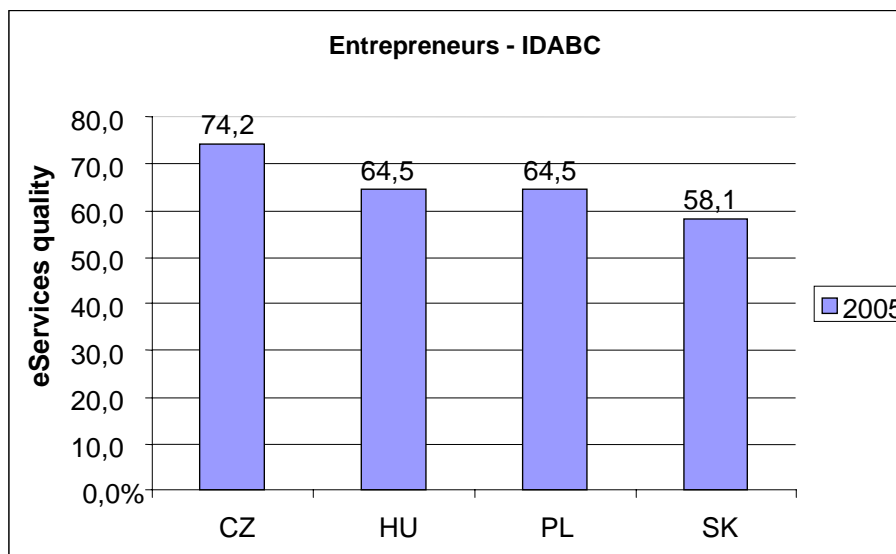


Chart No. 4: Services for entrepreneurs (13 to 20) – IDABC 2005

There are presented total results in the chart:

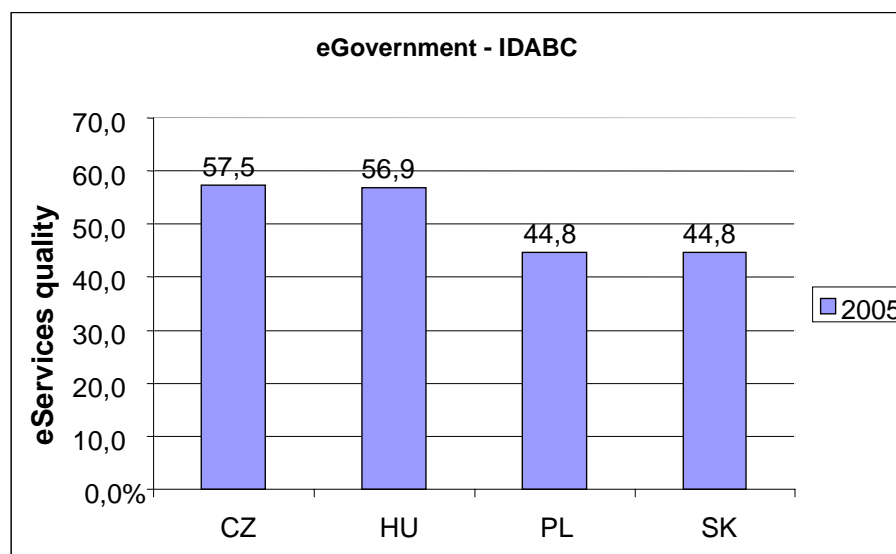
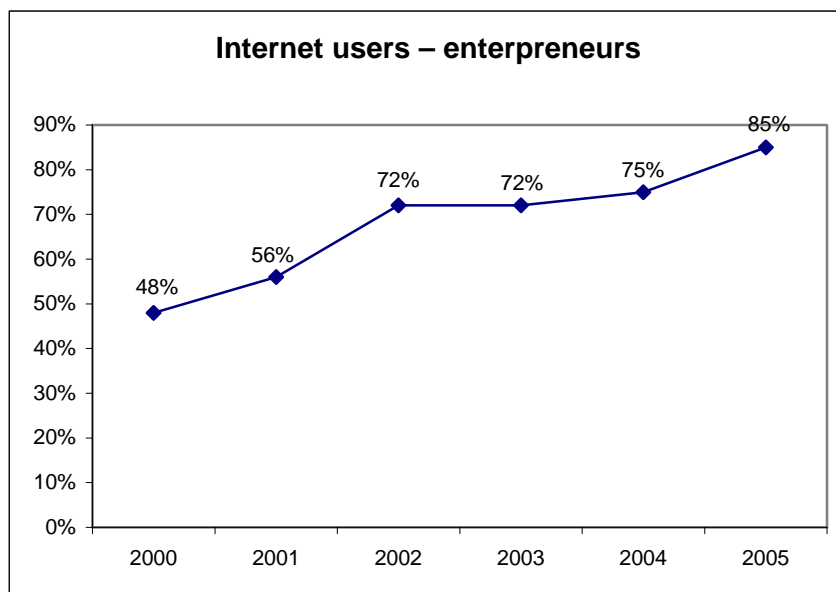
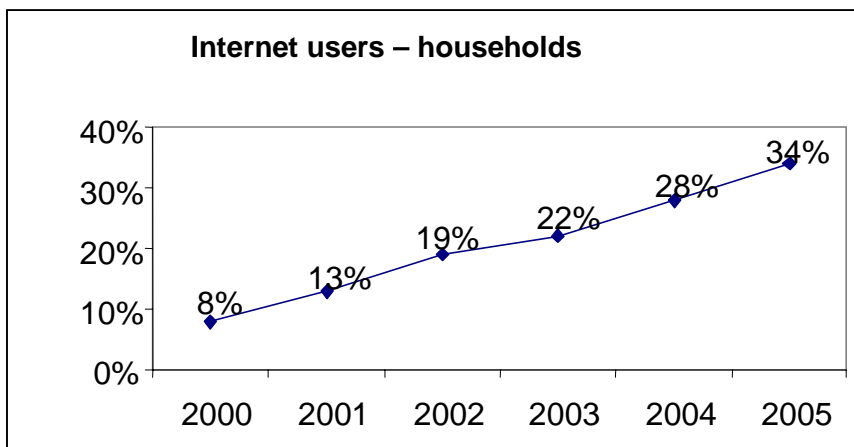
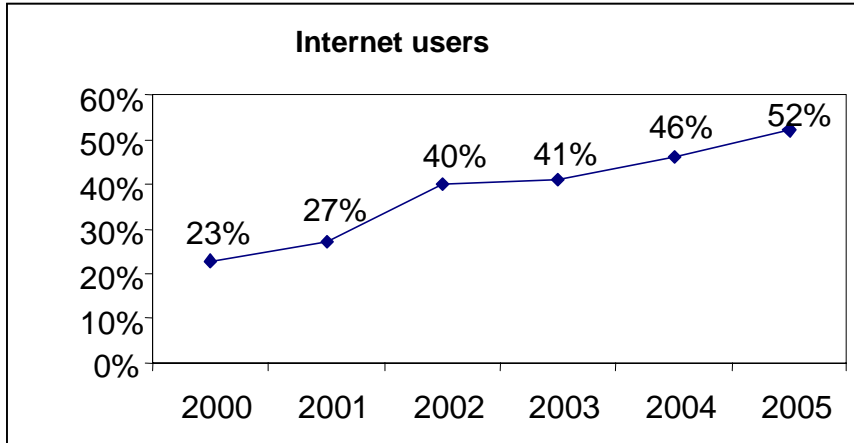


Chart No. 5: eGovernment–eServices for citizens and entrepreneurs (1 to 20)–IDABC 2005

These charts will be interesting after evaluation in a longer time period, as soon as trends of given characteristics show themselves. In the study [5] there are already recorded trends of development of using internet in the Czech Republic as a part of sociologic research on informedness of citizens about public administration. The whole study monitors results of periods 2000 to 2005 in groups

1. General population older than 15 years
2. Entrepreneurs
3. Local government–politicians and managers
4. Internet population–internet survey by means of a form on the internet.



The obtained results show clearly that the 4th group (internet users–internet population) behaves differently than general population. Further research must be thus aimed at behaviour of population on the internet. This behaviour affects very significantly acceptance of eGovernment techniques. The

reason for further research is expanding of services of public administration for each of the target groups. A differentiated view enables better usage of public services and reaches even a higher level of satisfaction.

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