

MINISTERSTVO VNITRA
ČESKÉ REPUBLIKY

NEW E-SERVICES – DIGITAL CZECHIA AND SHARED SERVICES



Jan Kalina

eGovernment Department
Ministry of the Interior
Czech Republic



DIGITAL CZECHIA

Function of the state towards its citizens,
companies and government authorities

01 CDE

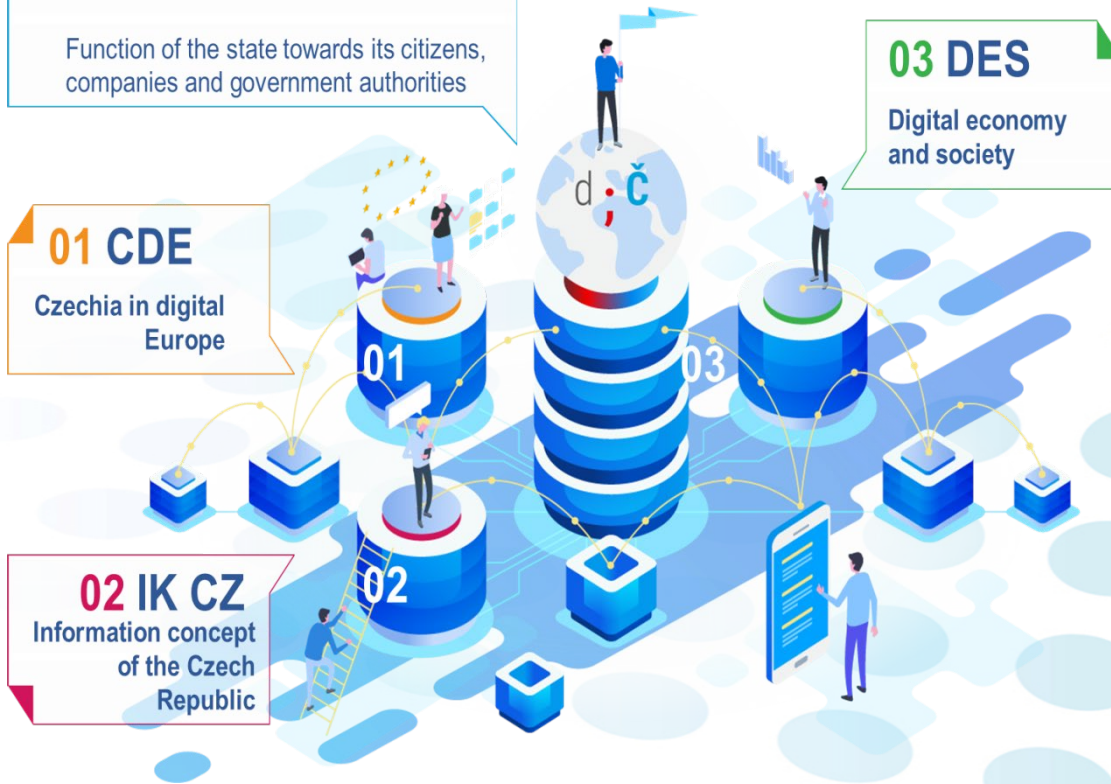
Czechia in digital
Europe

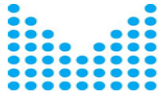
02 IK CZ

Information concept
of the Czech
Republic

03 DES

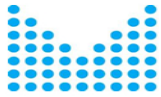
Digital economy
and society





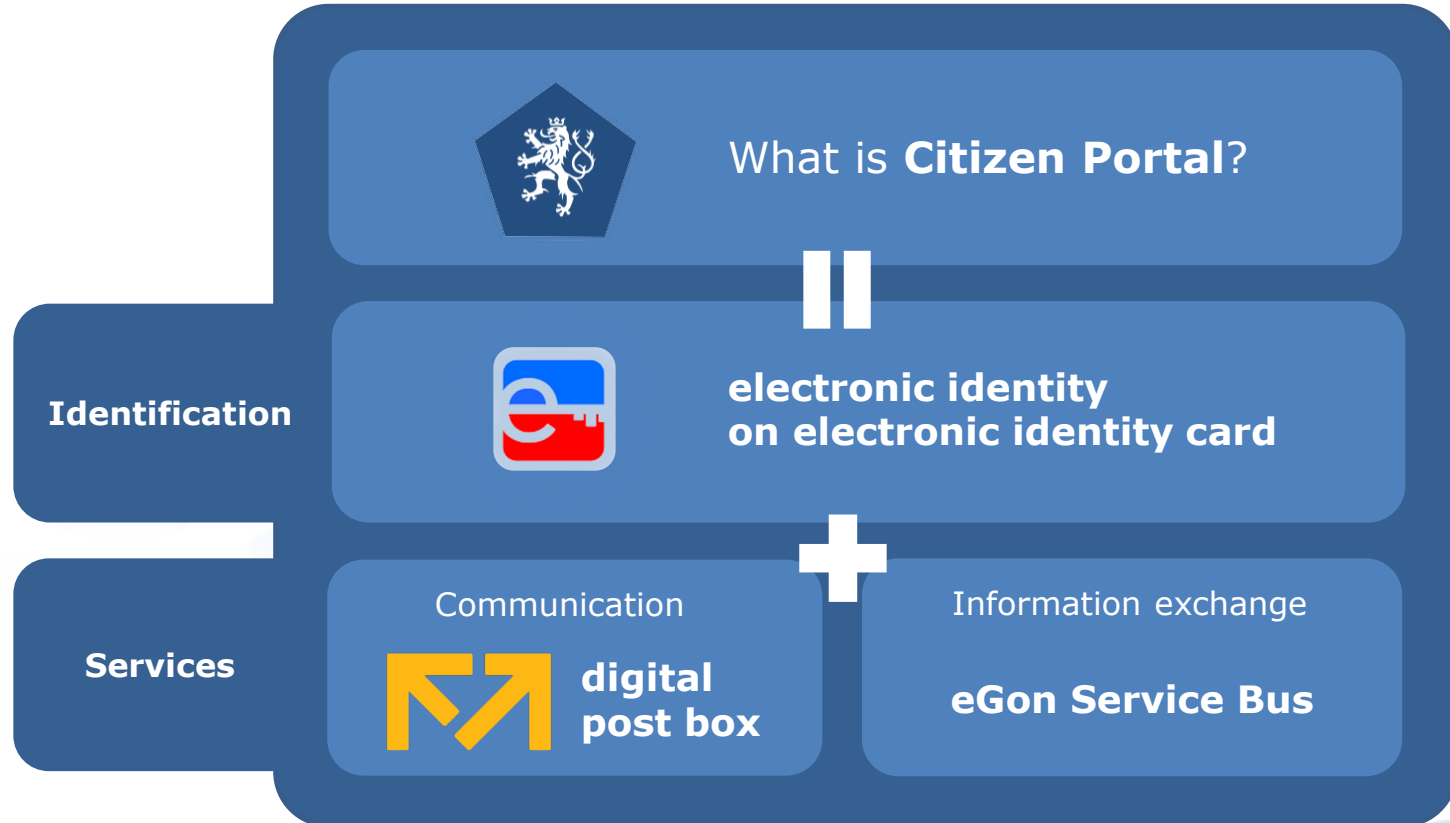
Digital Czechia

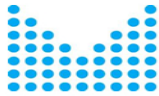
- Information Concept of the Czech Republic:
 - Act No 365/2000, on information systems of public administration
 - Digitalization of public administration at national level; eGovernment
- Local and regional administrations:
 - Portals and user-friendly solutions, support for the implementation of shared information systems
 - Use of central shared services



MINISTERSTVO VNITRA
ČESKÉ REPUBLIKY


Citizen Portal and shared services





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ČESKÉ REPUBLIKY

Citizen Portal illustration

**Citizen Portal**

PUBLIC ADMINISTRATION PORTAL

JAN KALINA

PROFILE DATA DATA BOX CALENDAR DOCUMENTS SUBMISSIONS

DATA

BASIC DATA

DATA FROM REGISTER OF RESIDENTS

DATA FROM REGISTER OF PERSONS

DATA FOR COMMUNICATION

DOCUMENTS

FURTHER INFORMATION

WHERE THE STATE KEEPS MY DATA


DATA FROM REAL ESTATE CADASTRE

DATA FROM REGISTER OF DRIVERS

DATA FROM TRADE REGISTER

HEALTH DOCUMENTATION

DATA FROM REGISTER OF RESIDENTS



Your current state-registered photo will be here

NAME AND SURNAME:
JAN KALINA

ADDRESS OF RESIDENCE:
[REDACTED]

DATE OF BIRTH:
[REDACTED]

CITIZENSHIP:
203 Česká republika

PLACE OF BIRTH:
[REDACTED]

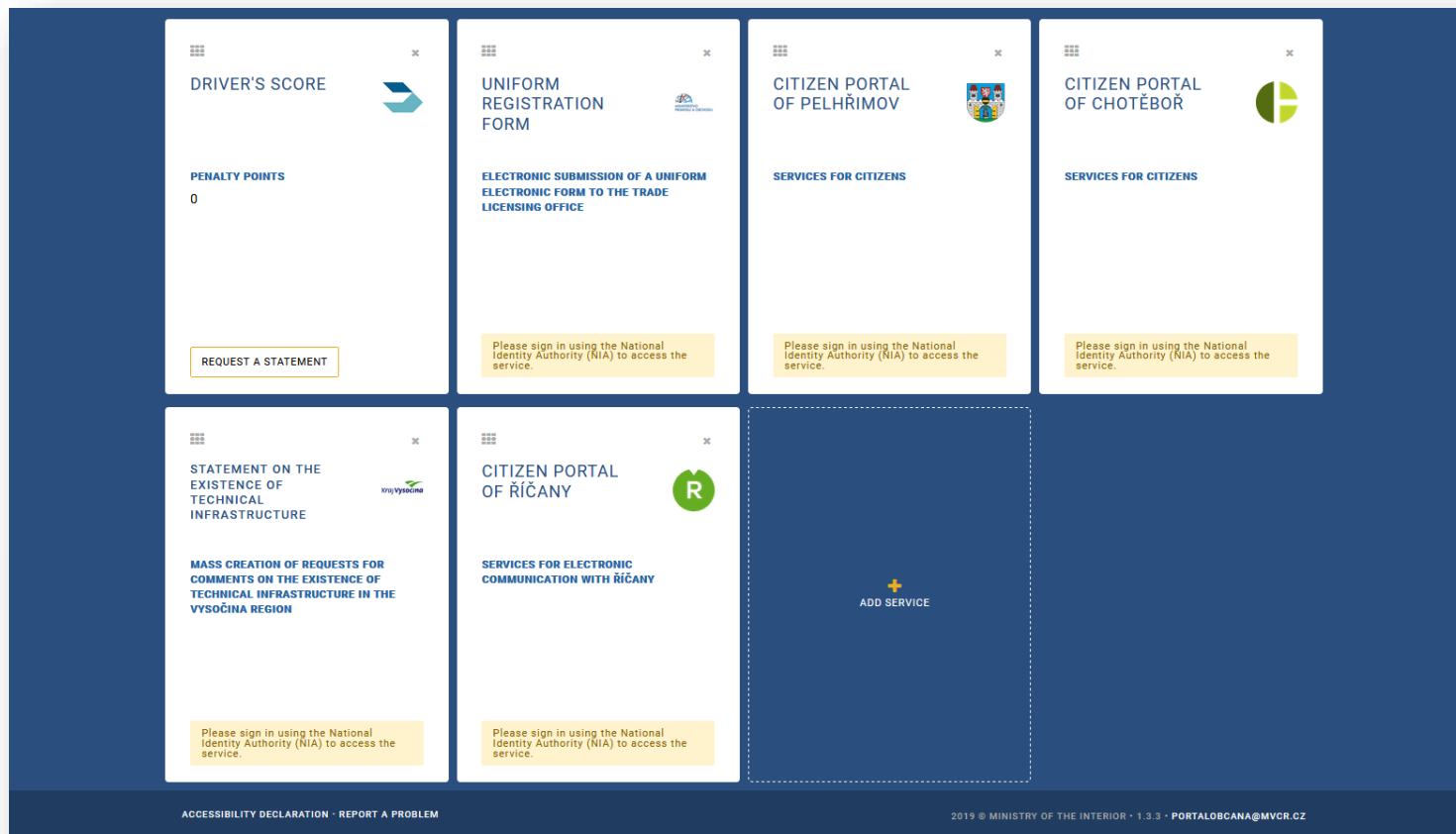
DATA BOX ID:
[REDACTED]

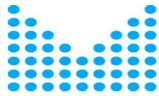
SEND DATA-RELATED COMPLAINT




MINISTERSTVO VNITRA
ČESKÉ REPUBLIKY

Uniform design inspired by Citizen Portal





Citizen services



Citizen Portal

PUBLIC ADMINISTRATION PORTAL

JAN KALINA

PROFILEDATADATA BOXCALENDARDOCUMENTSSUBMISSIONS

SETTINGS

SERVICES

LANGUAGE


DATA BOX


NOTIFICATION


ACCESSIBILITY DECLARATION


COOKIES


TECHNICAL SUPPORT


**VITAKARTA**


**CITIZEN PORTAL OF TELČ**


**CITIZEN PORTAL OF CITY ZNOJMO**

**CITIZEN PORTAL PŘÍBRAM**


**CITIZEN PORTAL - CITY OF LYSA NAD LABEM**

**MINISTRY OF LABOUR AND SOCIAL AFFAIRS**

**LABOUR OFFICE OF THE CZECH REPUBLIC**

**REQUEST FOR AN OPINION ON THE EXISTENCE OF TECHNICAL INFRASTRUCTURE**

Citizen Portal of Telč



Issuer: **The Town Telč**
WWW: **www.telc.eu**

SERVICE DESCRIPTION

The Telč Citizen Portal provides online services for life situations in selected areas of civil and business activities, including the possibility to submit applications and monitor their status. The aim of the service is to minimize the number of citizens necessary visits to the municipal office.

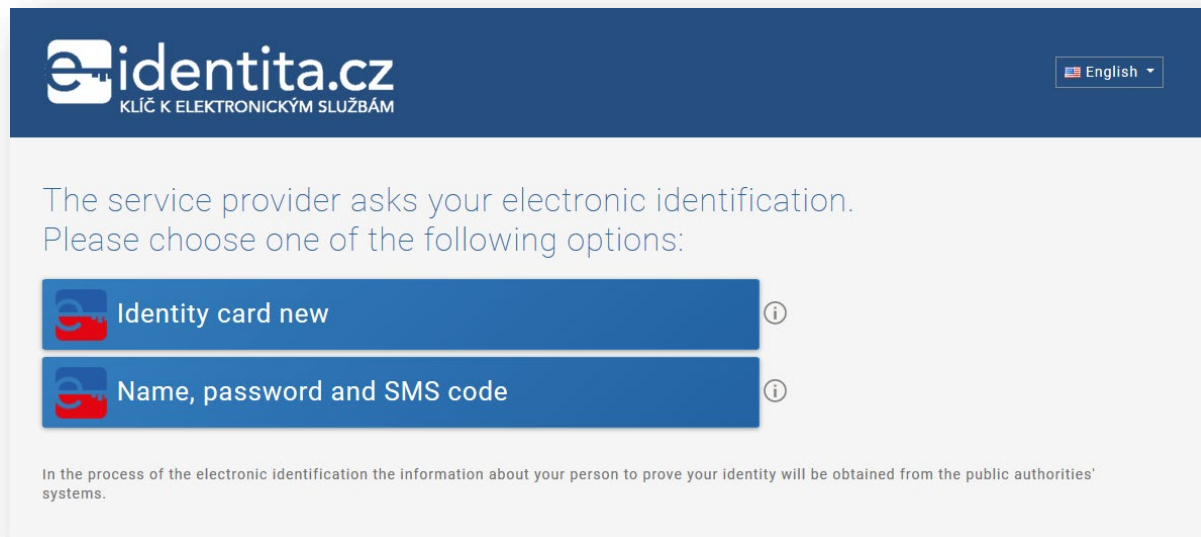
TECHNICAL SUPPORT

E-mail: **tp_portal@telc.eu**
Tel: **+420 567 112 411**

REMOVE SERVICE



Electronic identity and electronic identity card



identita.cz
KLÍČ K ELEKTRONICKÝM SLUŽBÁM

English

The service provider asks your electronic identification.
Please choose one of the following options:

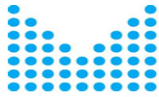
Identity card new ⓘ

Name, password and SMS code ⓘ

In the process of the electronic identification the information about your person to prove your identity will be obtained from the public authorities' systems.

to login
to Citizen Portal
(only then you can
access electronic
services)

- electronic ID card carries your electronic identity
- there will be many identity providers (all of whom must meet the conditions set by eIDAS and other regulations)



Digital post box

The screenshot displays the 'Citizen Portal' interface. The top navigation bar includes 'PUBLIC ADMINISTRATION PORTAL' and the user's name 'JAN KALINA'. Below this, a secondary bar lists 'PROFILE', 'DATA', 'DATA BOX', 'CALENDAR', 'DOCUMENTS', and 'SUBMISSIONS'. The left sidebar contains a 'DATA BOX' section with a 'WRITE A MESSAGE' button, user information for 'Jan Kalina', and a 'CONVERSATION' section with a 'SETTINGS' button. The main content area, titled 'CONVERSATION', shows a list of messages. The first message is from 'SYSTÉMOVÁ SCHRÁNKA PROVOZOVATELE ISDS, ME' dated '7.10.2019' with the subject 'Nízký stav kreditu'. Subsequent messages are from 'AUTOMAT CZP (MINISTERSTVO VNITRA)' dated '17.9.2019' and '16.9.2019', with subjects related to 'Výpis z Rejstříku trestů' and 'Žádost o výpis z Rejstříku trestů'. The bottom of the sidebar indicates 'It is used 1.26 MB (0.3%) of 500 MB'.

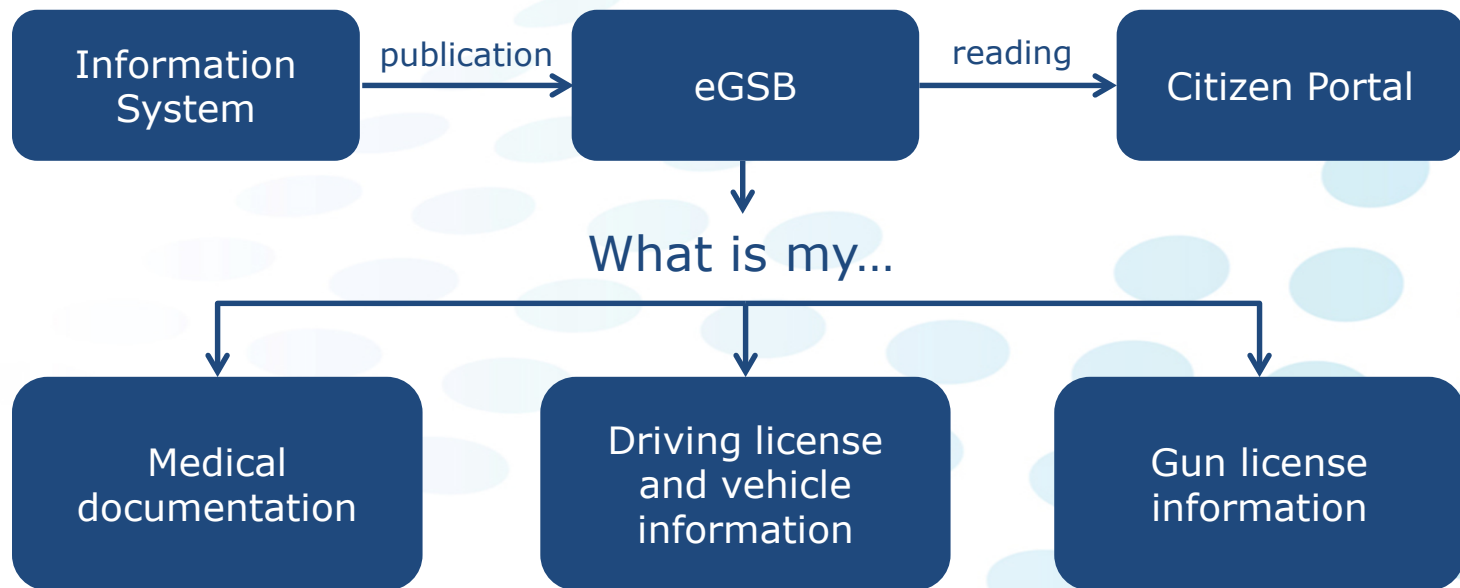
embedded
into Citizen Portal
(interface looks
familiar - like
your e-mail)

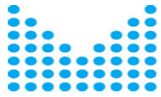
- special law regulation on digital post box
- you don't need electronic signature, just fill in the form and send it to public authority



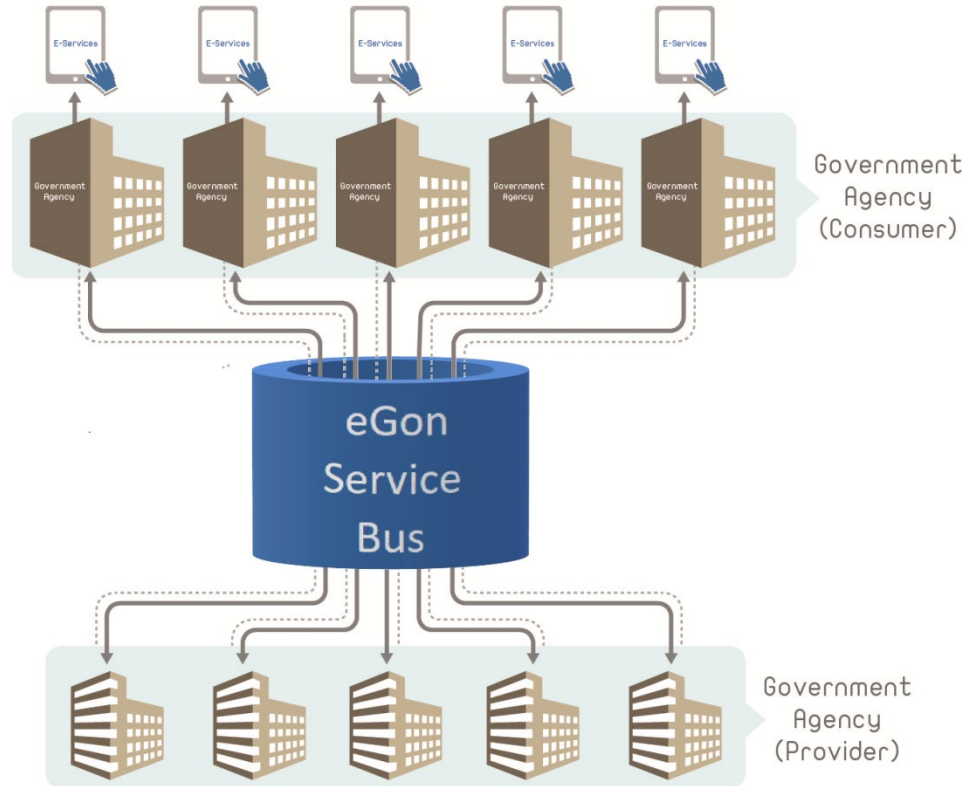
eGon Service Bus

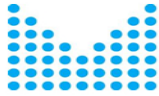
- for the data exchange (e.g. personal data) between information systems





eGon Service Bus

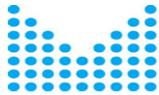




Building the Portal

Lessons learned:

- necessary support from the top management of the ministry and the government office
- make requests for budget increases well in advance
- ensure cooperation and align schedules with other ministries and other cooperating institutions
- priorities are constantly changing -> be ready to improvise



Thank you for your attention

Jan Kalina

Ministry of the Interior
Czech Republic

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