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WHAT'S INSIDE

eGovernment in the Czech Republic

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The main services are:

- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.

The logo for Joinup, featuring the word "joinup" in a lowercase, blue, sans-serif font. A horizontal line extends from the left of the "j" and another from the right of the "p", both ending in small circles.

This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 10,553,843 inhabitants (2016)

GDP at market prices: 174,452.2 million Euros (2016)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 87 (2015)

GDP growth rate: 2.4% (2016)

Inflation rate: 0.6% (2016)

Unemployment rate: 4.0% (2016)

General government gross debt (Percentage of GDP): 40.3% (2015)

General government deficit/surplus (Percentage of GDP): - 0.6% (2015)

Area: 78,865 km² (2012)

Capital city: Prague

Official EU language: Czech

Currency: CZK

Source: [Eurostat](#) (last update: 13 March 2017)

Political Structure

The Czech Republic is a **parliamentary republic** instituted on 1 January 1993 following the dissolution of Czechoslovakia.

The bicameral Parliament is endowed with legislative powers. It is made up of a Lower House ([Chamber of Deputies](#)) which consists of 200 elected members (elected by universal suffrage every four years and a proportional voting system), and an Upper House ([Senate](#)) which consists of 81 members whose term of office is a period of six years (every two years there is an election to renew one third of the Senate).

Executive power is held by the [President](#), who serves as the Head of State, and by the [Government](#) headed by the Prime Minister. The President was previously elected for a term of five years by a joint session of both the chambers of Parliament, this process has now been replaced with a direct election by universal suffrage since the January 2013 presidential election. The President may serve a maximum of two successive terms in office. The President is the Supreme Commander of the Armed Forces. Presidential power is limited; however, the President is given the right to veto any bill that has already been passed by Parliament, with the exception of constitutional bills. This power is void in times of constitutional or other political crises. The Government is the supreme body of executive power and is comprised of the Prime Minister, the Deputy Prime Minister and the various ministers. It coordinates the activities of the ministries and the central bodies of the State Administration and furthermore manages the State Administration throughout the national territory. The Government has exclusive legislative initiative in terms of the State budget.

Since 1 January 2000, the Czech Republic consists of thirteen regions and the capital city of Prague, which has also been given the status of a region. The creation of these regions aimed to bring Government Administration closer to the people and to decentralise decision-making processes. The first elections for the regional assemblies took place in November 2000 and the regions came into de facto existence on 1 January 2001.

The [Constitution](#) of the Czech Republic was adopted on 16 December 1992 and amended in 1997, 2000, 2001, 2002 and 2009.

The Czech Republic became a member of the European Union on 1 May 2004.

Head of State: President [Miloš Zeman](#) (since 8 March 2013).

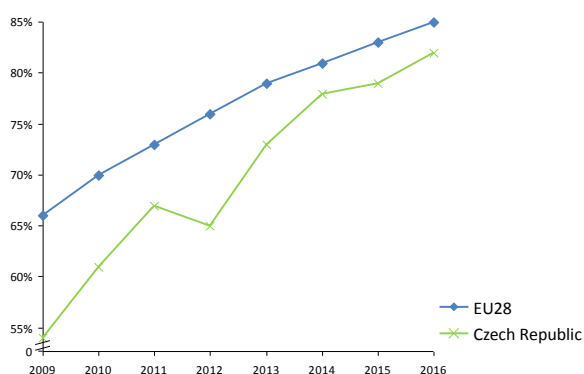
Head of Government: Prime Minister [Bohuslav Sobotka](#) (since 17 January 2014).

Information Society Indicators

Generic Indicators

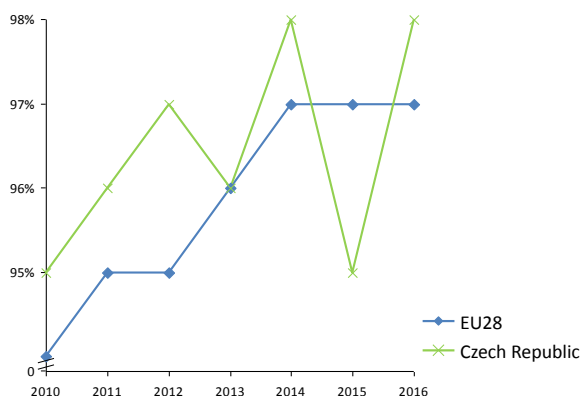
The following graphs present data for the latest Generic Information Society Indicators for Czech Republic compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Czech Republic



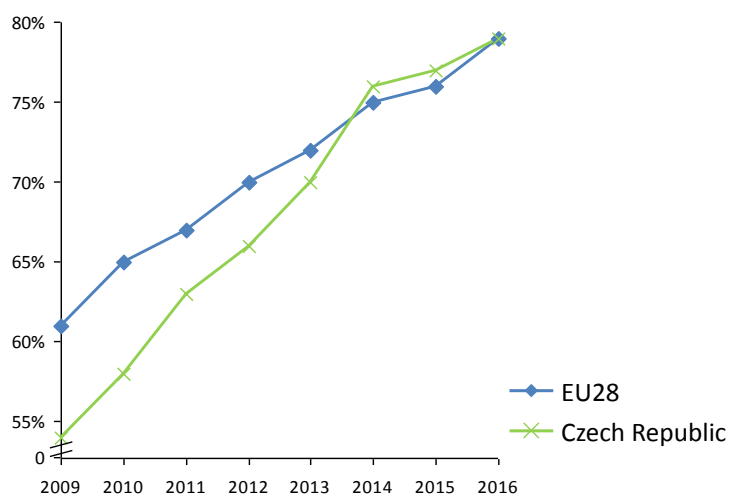
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with Internet access in Czech Republic

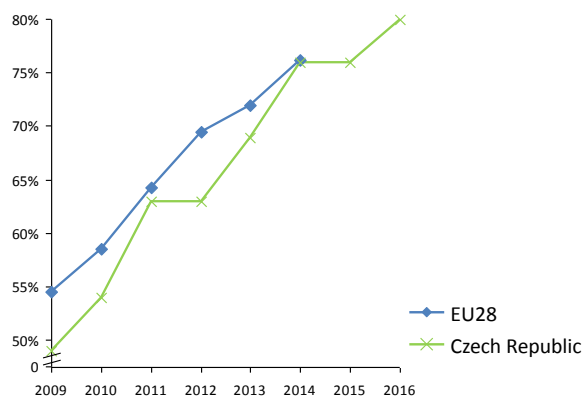
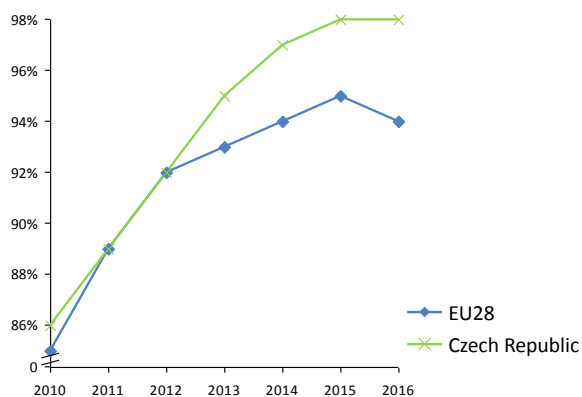
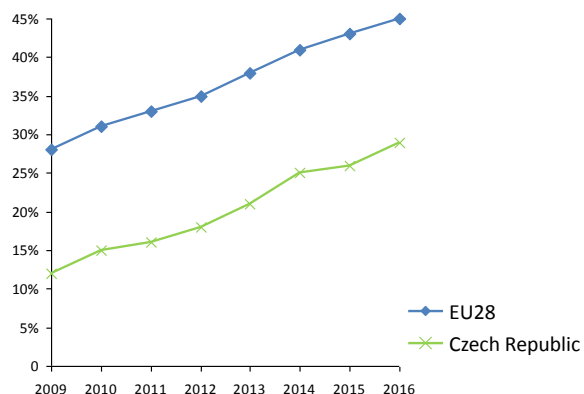
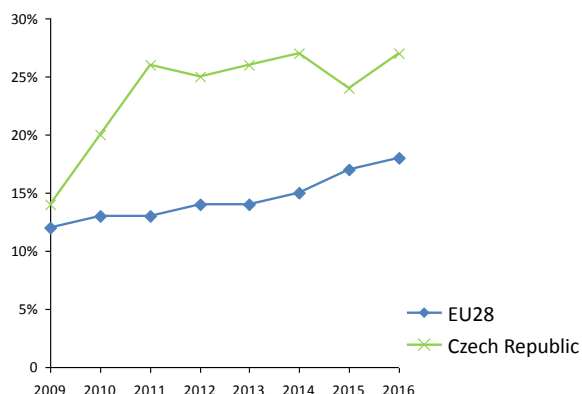


Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet at least once a week in Czech Republic



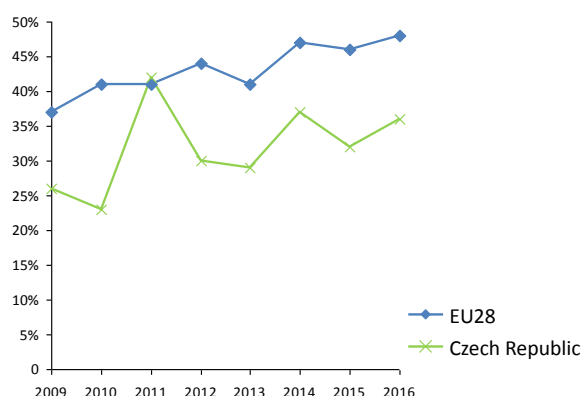
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in Czech RepublicSource: [Eurostat Information Society Indicators](#)**Percentage of enterprises with a broadband connection in Czech Republic**Source: [Eurostat Information Society Indicators](#)**Percentage of individuals having purchased/ordered online in the last three months in Czech Republic**Source: [Eurostat Information Society Indicators](#)**Percentage of enterprises having received orders online within the previous year in Czech Republic**Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

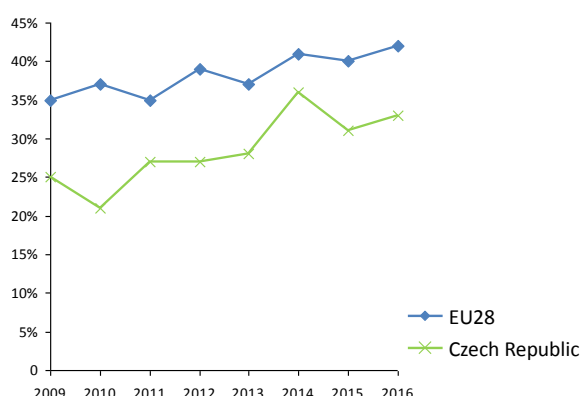
The following graphs present data for the latest eGovernment Indicators for Czech Republic compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Czech Republic



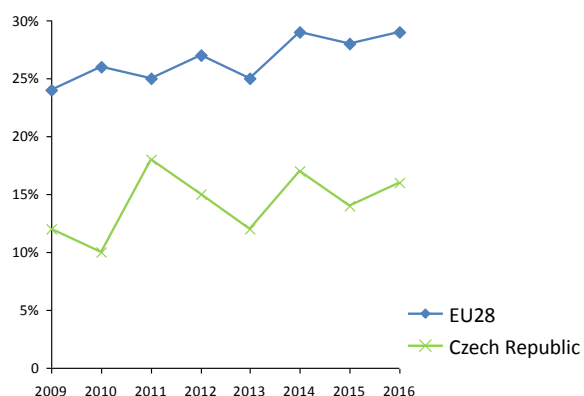
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for obtaining information from public authorities in Czech Republic



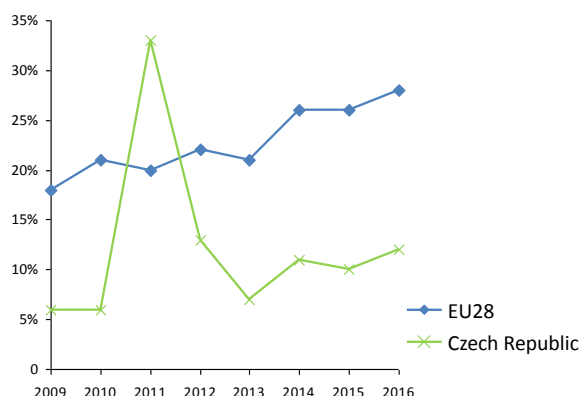
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for downloading official forms from public authorities in Czech Republic



Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for sending filled forms to public authorities in Czech Republic



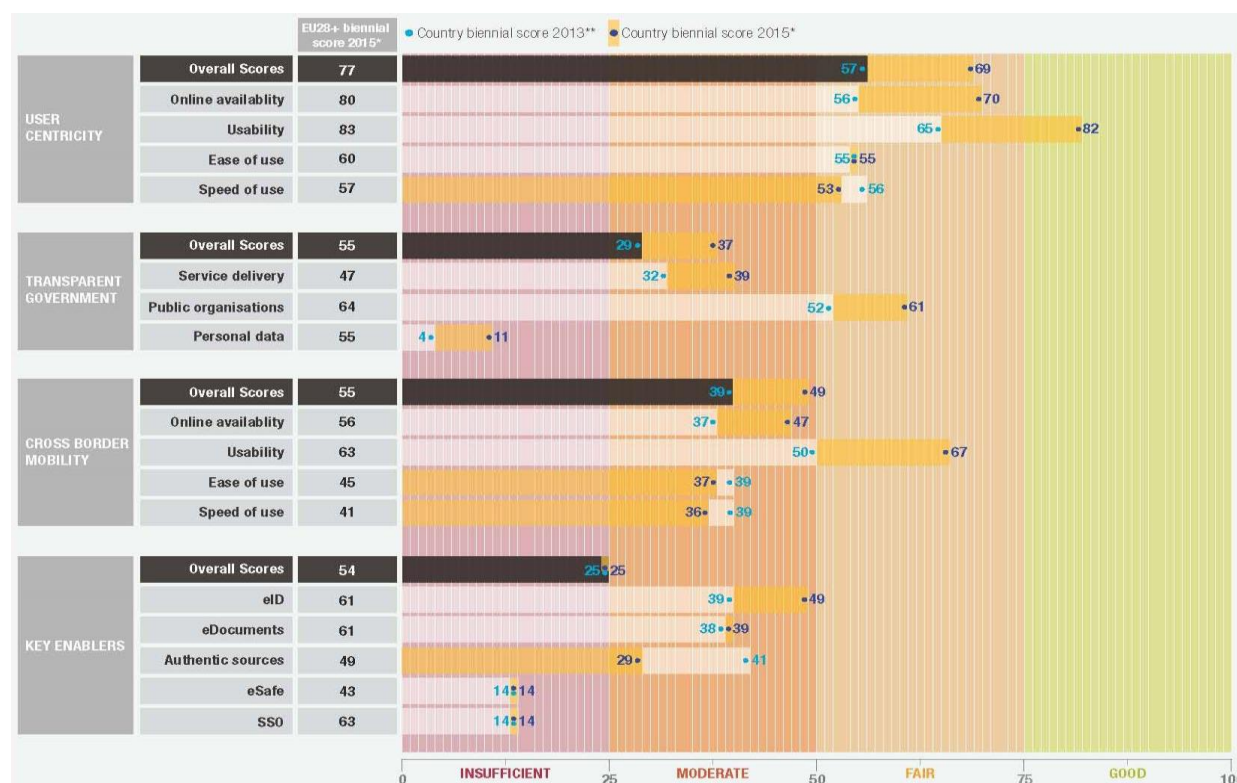
Source: [Eurostat Information Society Indicators](#)

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#)¹ study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments is transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic Documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign on (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business Start-Up and Early Trading Operations, Losing and Finding a Job, Studying, Regular Business Operations, Moving, Owning and Driving a Car, and Starting a Small Claims Procedure. The figure below presents the development of eGovernment in Czech Republic compared to the EU average score.



Source: [eGovernment Benchmark Report 2016](#)² Country Factsheet Czech Republic

¹ [eGovernment Benchmark Insight Report](#)

² The latest version of country's benchmark report was published in October 2016, however it shall be noted that it summarizes the country's biennial score of the preceding year (2015).

eGovernment Recent Developments

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

Recent News

November 2016

In 2016, the common concept of operation and information centres of the national Integrated Rescue System was finalised. Also, the modernisation of the regional integrated telecommunication networks (NGN) used by the [Integrated Rescue System](#) took place in all regions. All these developments will ensure higher quality, reliability and security of provided public services.

October 2016

The Czech government approved an updated Action Plan on the Development of Digital Market³. This Action Plan includes five priorities (eSkills, eCommerce, eGovernment, eSecurity and General Data Protection Regulation, sharing economy and open data) and the horizontal priority the Society 4.0. The main novelty of the Plan is the establishment of a coordination mechanism for the digital agenda under the responsibility of the Office of the Government. While responsibilities remain with the competent Ministries, the Coordinator's role⁴ is to manage government activities and communication among the Ministries and other central governmental institutions.

September 2016

The Czech government and the ICT Union have launched the Initiative 2020⁵, focusing on better promotion of existing eGovernment services and facilitation of new services development, in close dialogue with potential service users.

July 2016

A Contract Register was introduced, which now promotes transparency in public funds management by providing a platform for the publication of contracts in which the state and other public subjects are a party in compliance with the Contract Register Act, which came into effect on 1 July 2016.

After 1 July 2016, contracts concluded with certain subjects, such as the state, the Czech Republic, state fund, etc., will need to be published in the register of contracts (the

³ <http://digiczech.eu/wp-content/uploads/2016/10/AP-na-web.pdf>

⁴ <http://digiczech.eu/>

⁵ <http://202020.cz>

"Register"). If a contract is not published in the Register within three months of its conclusion, it is considered invalid from the outset. The Contract Register is administered by the Ministry of Interior at - <https://smlouvy.gov.cz/>.

November 2015

On 2 November 2015, the national government of the Czech Republic approved the Strategy for ICT Services Development in Public Administration ('The measures for higher efficiency of public administration digital services and supporting ICT services'). This document provides an updated overview of eGovernment status in Czech Republic. Furthermore, the document also includes a list of improvement opportunities that should lead to an improved nation-wide governance of ICT services in public administrations, further reducing the administrative burden and leading to a higher efficiency in digital services for citizens, companies as well as civil servants.

The National Architecture Plan of eGovernment (NAP), through which the common description of public services will be ensured, is being further extended by the Chief Architect Department at the Ministry of Interior. This work is being done in close cooperation between the central and regional administrations. Up-to-date information is regularly published [online](#).

To pursue the development of a stronger role for the **Department of Chief Architect of the eGovernment**, the Czech government introduced the strategy for ICT Service development in public administration, the Department of Chief Architect of the e-Government at the Ministry of the Interior has been delegated the role of "watchdog" to oversee the efficiency of public spending in public administration ICT area. The new mandate has been provided by the Government Resolution no. 889/2015 <https://apps.odok.cz/zvlady/usneseni/-/usn/2015/889>;

October 2015

The IPACSO (Innovation framework for ICT security) announced the [2015 Winners of the EU Cyber Security & Privacy Innovation Awards](#). One of them was the [CZ.NIC association](#). This national interest association of leading internet services providers received the European Cyber Security and Privacy Innovations Award in the category of innovative Cyber Security and Privacy Research for its security project [Turris](#).

An IPACSO jury praised the uniqueness of the home router Turris and consistent support for open standards, as well as its embedment in a broader system, including close cooperation with the National Security team CSIRT.CZ. From the data provided by the Turris project, involved participants could uncover network vulnerabilities and detect infection in networks of the Turris router users. The aim of the competition is to encourage innovative companies and innovators in the field of Internet technologies to focus primarily on security.

The Ministry of Interior started a digital services buy-in campaign introducing benefits of dealing with public administration practically from "where you are", on-line, using the new features of data box system and [CzechPOINT@home](#) application. Easy-to-understand TV spots explain the "why" and "how to" of eGovernment services.

September 2015

Users of mojeID electronic identity service provided by CZ.NIC association can use this eID for logging into European Commission Authentication Service (ECAS). This cross-border

authentication is possible as a result of STORK 2.0 pilot project. MojeID users have an opportunity to start benefiting from opportunities facilitated by the eIDAS regulation and single digital market.

August 2015

From the government public administration portal, data box users can now receive their excerpt from the Central Driver Registry maintained by the Ministry of Transport regarding their count of the driver's penalty points electronically, by this secured delivery service. Until now the citizens had to apply for it personally at one of the 7,000 Czech POINT public administration one-stop-shops. This is a paid service to citizens.

On 26 August 2015, the Czech government approved the Action plan for the development of digital market. This initiative is considered to be an important step to unify the government's activities in the field of the digital agenda that it considers a national priority.

As announced on 6th August 2015, Czech TV broadcaster Ceska televize (CT) switched to the open source content management system Drupal for its CT 24 news website, following the government-owned radio Cesky rozhlas that switched to Drupal in July 2015.

The open source specification of Drupal is an important future for CT as expressed by the Head of Design and Development at Czech TV, Zdenek Lanc. He explains that it enables them to benefit from others as well as contribute to the community that is important.

July 2015

Following government resolution, starting 1 July 2015, all government institutions have to secure their domains using the DNSSEC (Domain Name System Security Extensions) technology. Czech Republic is among first countries that decided to safeguard the compliance with this obligation by relevant legislation. Currently, all ministries and central government bodies use DNSSEC to secure their presentations.

On 8 July 2015, Czech government approved the Action plan for implementation of the national spatial data infrastructure strategy (called Geoinfostrategy) until the year 2020. Among important measures stated in the Action plan is the creation of catalogue of projects in the field of spatial data infrastructure and use.

The Civil Service Information System (CSIS) has been put into operation on 1 July 2015 at <https://portal.isoss.cz/>. This portal is intended for the general public as well as civil service authorities. The website provides information on completed civil service examinations and publicly available list of civil servants who completed such an examination for specific fields. CSIS also publishes a list of civil service job vacancies and the portal with all necessary information, where citizens can apply for civil service examination. The Civil Service Information System supports implementation of the Act no. 234/2014 Col., on Civil Service.

April 2015

On 1 April 2015, a project Cyber Security in the Danube Region (CS Danube) was launched to strengthen the trust and cooperation between national security team and share the know-hows and tools. The implementation of the project was enabled by the START programme of EU Strategy for the Danube region that aims at implementation of international projects in the Danube region. The project is led by the CZ.NIC Association that operates the National Security Team CSIRT.CZ with other projects collaborates that includes organisation in the neighbouring countries of Austria and Slovakia, as well as organisations in Serbia and Moldova.

In the middle of April 2015, the Ministry of Interior launched the National open data catalogue where Czech state institutions and local administrations can publish their data in open format. This open data catalogue is accessible from the [government portal](#). Government institutions will not need to use their own local open data catalogues, they only need to send metadata regarding the source, structure and description of their datasets to be published in the National open data catalogue. The most important outcome of this initiative will be samples of publication plans to be used by four different types of state institutions. Public administration bodies will be centrally supported when selecting datasets to be published as open data, selecting formats and structure of datasets, choosing licences and legal conditions in respect to published datasets, and, also, in cataloguing datasets and keeping them up to date.

February 2015

On 26 February 2015, at a workshop in Sofia, the best practices of the Visegrad countries (Czech Republic, Hungary, Poland and Slovakia) were compared with those implemented by Bulgarian eGovernment services. During the six year existence of the data box system, the national secured e-delivery solution operated by the Ministry of Interior, its users have sent more than 250 million messages. In average, more than 300,000 electronic messages are being sent daily, while the average success rate of message delivery is 99% (measured by the access of the user into her data box). That means, that only 1% of sent messages is not red by the recipient within 10 days from the date of message being sent. There are more than 630,000 users of the system, among them public administration bodies, legal persons, natural persons and entrepreneurs. The data box system itself and the related legal framework is being constantly updated. Starting 1 January 2016, the data box capacity will be increased to 20MB.

January 2015

On 14 January 2015, the government approved implementation plans for the '[Strategic framework of the public administration development for the period of 2014-2020](#)' document. These implementation plans define a time line for key implementation activities that are related to strategic goals of the Framework. ICT related legislative changes are also being considered. The eGovernment development is covered by the "Strategic objective No. 3: Raising the availability and transparency of public administration through the eGovernment tools."

2001-2014

For previous news items, please consult the factsheets for past years, accessible through this [link](#).

eGovernment Strategy

Main strategic objectives and principles

Strategy for ICT Services Development in Public Administration⁶



On 2 November 2015, the Czech government approved the [Strategy for ICT Services Development in Public Administration](#). This strategic document summarises actual situation in the ICT governance in the public administration domain, including the gaps and inefficiencies of status quo. Specific measures are set up including a stronger role of the Government Council for Information Society. The document also introduces the idea to legally delegate the role of “watchdog”

to the Chief Architect of eGovernment, to oversee the efficiency of public spending in public administration ICT area.

Other measures include the design of the National Architecture Plan and the role of Ministry of Interior in the open data governance for the public administration bodies. In the context of the Strategic Framework for the Development of Public Administration in the Czech Republic for 2014-2020, these are the main achievements of 2016:

- ▶ The Department of the Chief Architect of eGovernment at the Ministry of Interior has been established with the competencies approved by the Government Resolution no. 889/2015. These competencies should guarantee better ICT project coordination in public administration from an interoperability and national architecture compliance point of view;
- ▶ The creation of a website dedicated to eGovernment architecture has been launched, providing needed guidance and support to central and regional public administrations - <http://www.mvcr.cz/clanek/agenda-odboru-hlavniho-architekta-egovernmentu.aspx>;
- ▶ Introduction of mandatory rules for the ICT investment evaluation were established and agreed, with the authority delegated to the Department of the Chief Architect of eGovernment;
- ▶ Several laws were approved and/or amended, to support the interoperability and standardisation of national eGovernment infrastructure (please see the box on Legislation)

⁶ The measures for higher efficiency of public administration digital services and supporting ICT services.

National Cyber Security Strategy of the Czech Republic for 2015 - 2020

On 16 February 2015, the Director of the National Security Authority submitted to the government the [new strategy](#) with large focus on the national cyber security of the Czech Republic for the period of the upcoming five years and marks an important milestone for the Czech Republic in terms of cybersecurity. It differentiates itself from the preceding strategy as it provides a qualitative shift from building up of the basic capabilities that are necessary to ensure the basic level of cyber security towards more advanced ones.

[The Action Plan](#) to the Strategy defines its concrete steps, deadlines, responsibilities and the supervision of their implementation. The main goals that shall be achieved are divided into following seven priority areas:

1. Ensuring efficiency and strengthening of all structures, processes and cooperation in the field of cyber security;
2. Active international co-operation;
3. Protection of the national Critical Information Infrastructure and Important Information Systems;
4. Co-operation with private sector;
5. R&D/Consumer's trust;
6. Support to the education, awareness and the development of the information society;
7. Support to the development of Police's capabilities to investigate and prosecute information crime.

Strategic Framework of the Development of Public Administration in the Czech Republic for 2014 - 2020

On 27 August 2014, the [Strategic Framework of the Development of Public Administration in the Czech Republic for 2014 - 2020](#) has been approved⁷ by the government. This strategy of public administration development formulates four targets to be further elaborated by the Government Council, and achieved within the coming six-year period. Specified priorities cover public administration modernisation, which includes the evaluation of its current functioning, proposing and implementing performance improvement measures, improvement of services availability via eGovernment tools and continuous human resources professionalisation and development.

The implementation of individual measures and activities leading to the implementation of both specific and strategic objectives is, to a certain extent, interconnected.

In respect of the strategic objective No. 1: the Modernisation of the public administration, a key task is to optimise and streamline the performance of individual (selected) agendas, primarily via their initial mapping and subsequent standardisation. These activities will, at the same time, contribute to the reduction of the regulatory burden. The established quality management systems and the system of public administration evaluation will subsequently identify the potential for further optimisation of the public administration system.

⁷ Government resolution no.680 of 2014 at: <https://apps.odok.cz/djv-agenda?date=2014-08-27>

In respect to strategic objective No. 2: the review and optimisation of the public administration on the territorial level, the individual specific objectives perform in a concerted manner and should lead to an increased transparency of public administration on the territorial level, both from the public point of view as well as in respect of transparency of financing. Both strategic objectives, i.e. the strategic objective No. 3 with its focus on the completion of a functioning eGovernment framework, and the strategic objective No. 4 focus on human resources development, which are necessary prerequisites and tools for the development and streamlining of public administration and its functioning.

International Competitiveness Strategy of the Czech Republic for the period 2012 - 2020 (SMK)

The [International Competitiveness Strategy of the Czech Republic for the period 2012-2020 \(SMK\)](#) contains and sets out the initiatives and targets that relate to eGovernment and ICT modernisation of the public sector. The subtitle of the strategy, "Back to top", characterises the government's intention to become by 2020 one of the twenty most competitive countries in the world. The strategy assesses the competitiveness of the Country by taking action in nine pillars/sectors of the country. One of the main pillars focuses on the revamping of institutions, with the government envisioning to establish institutions that provide effectively services to citizens and businesses and are free of corruption.

The relevant part of the strategy (pillar 2) on modernisation of institutions and public administration in general sets out the following objectives:

- ▶ The systematisation and improvement of public administration by promoting professionalism and efficiency;
- ▶ The efficient management of public assets and resources with a focus on tight control of public finances;
- ▶ The Simplification of public access to government services and information provided by public administrations;
- ▶ The Systematic improvement of the process of regulation and of the ability of the public to access legislation online.

The strategy outlines that these objectives will be tackled by:

- ▶ Promoting effective governance;
- ▶ Streamlining the management of public assets and resources;
- ▶ Facilitating access to services of public administration;
- ▶ Improving quality and availability control.

GeoInfoStrategy 2014 - 2020

[The Strategy](#)⁸ of the Spatial Information Infrastructure Development to the 2020 indicates the direction of the development of spatial information management and use in the public administration in the long-term horizon. It provides a basic concept of how to approach the challenges in the area of spatial information in the Czech Republic. It has been formulated in line with principles of public administration spatial information management agreed on the EU level and lie down in the [PSI Directive](#) and [INSPIRE Directive](#). The implementation of

⁸ The information on the website is only provided in Czech language.

the GeoInfoStrategy ensures that Czech Republic keeps its international commitment in this area.

The Strategy draft has been designed in a strong connection to other national strategic documents, i.e. the Strategy of international competitiveness of the Czech Republic for 2012-2020, the Czech Republic's National reform programme, Strategic framework for the public administration development for 2014 -2020 and other key national strategic documents.

The main objective of the Strategy is to create appropriate conditions for a better use of guaranteed spatial information in the decision making processes of public administration and the society. The Strategy describes key topics that are considered to be crucial for successful development of the national spatial information infrastructure. The key topics mentioned in the Strategy are:

- ▶ The optimisation of the regulatory framework related to spatial information;
- ▶ Implementing the effective and efficient coordination in the field of spatial information management;
- ▶ The development of the National set of the spatial objects and relations with the relevance to public administration needs and interests;
- ▶ The development of the National spatial data integration platform as a technology platform for integration and publishing of the spatial information shared services;
- ▶ Developing the National geoportal, serving as a central guidepost for available services and data from the primary providers, as well as an interface for the automated access to spatial data and attributes that are acquired and updated by public administration;
- ▶ Ensuring public administration spatial data services for all kinds of entities and organisations using the shared services provided through the National spatial data integration platform and the National set of spatial objects;
- ▶ Providing third parties with the access to spatial data, thus fulfilling the necessary prerequisite for the high added-value services in the Czech Republic, and supporting the competitiveness of the ICT industry;
- ▶ Publishing open spatial data and open spatial data services;
- ▶ Ensuring systematic and continuous human resources development, as well as the development of the education, science, research and innovation in the area of spatial data;
- ▶ Publishing spatial data and spatial data services respecting international agreements and international interoperability.

Previous eGovernment Strategies

'Smart Administration Strategy' (2007 - 2015)

The concept of eGovernment development was part of the strategy for the modernisation of public administration, which was approved in July 2007: '[Efficient Public Administration and Friendly Public Services – Strategy on Realisation of Smart Administration in the Period 2007-2015](#)' (also known as the 'Smart Administration Strategy'). The overall purpose of this policy instrument is for the Public Administration (PA) to achieve effectiveness comparable to that of the EU and its Member States.

The following **key issues** have been identified as impacting negatively on the PA:

- ▶ Inadequate use of ICT;

- ▶ Lack of integrated communications infrastructure;
- ▶ Lack of interconnectedness between individual registers;
- ▶ Unsatisfactory ICT equipment;
- ▶ Low digital literacy and competence levels among public sector workers;
- ▶ Lack of digital communication in the PA which was supported by an obligation to communicate in the paper form;
- ▶ Slow pace in the modernisation of self-government;
- ▶ Insufficient harmonisation of software between territorial and public authorities.

Given the above, this strategy document outlines the following tasks for **the public administration reform** by 2015:

- ▶ Build up policy-making and implementation through higher rationalisation and transparency;
- ▶ Improve the quality and simplification of regulations;
- ▶ Enhance vertical and horizontal communication channels and ensure synergies;
- ▶ Implement and evaluate continual quality management systems;
- ▶ Strengthen the use of ICT and bring the PA closer to the citizen through ICT;
- ▶ Execute a cohesive system of human resources management in the PA.

National Policy 'Digital Czech Republic' (2011 - 2015)

The State Policy in Electronic Communications - 'Digital Czech Republic' was adopted in early 2011 and aimed to assess the current overall status of accessibility and development in selected areas of electronic communications which have the greatest growth potential.

The strategy document was developed by the Ministry of Industry and Trade following research and subsequent consultations with the private and public sectors. It acts as a framework document for practical steps to be taken in order to achieve the objectives of co-operation with concerned central state authorities. This open-ended instrument is intended to be compatible with other conceptual documents presently being prepared by the Government.

One of the major objectives of the National Policy is to reduce the 'digital divide' in high-speed Internet access between rural communities and cities. After ensuring high-speed Internet access in all populated localities of the Czech Republic with a minimum transmission speed of at least 2 Mbit/s (download) and in cities of at least 10 Mbit/s, the main objective is to ensure by 2015 high-speed Internet access in rural communities with a transmission speed of at least 50% of the average transmission speed achieved in cities. At the same time, 30 % of households and businesses in cities should have access to connections with transmission speeds of at least 30 Mbit/s.

The updated state policy is set in the document Digital Czech Republic v. 2.0 - [The Way to the Digital Economy](#). This document is more complex than the previous version, responding to the goals laid down in the Digital Agenda for Europe. The document lays down the government vision and goals for the development of digital economy until 2020.

The Digital Czech Republic v. 2.0 is based on the following general principles:

- ▶ Respecting the freedom of the Internet;
- ▶ Minimising the administrative burden while doing business in Internet environment;

- ▶ Free and non-discriminatory re-use of public service information with respect to the EU legislation;
- ▶ Expansion of digital literacy and development of electronic skills;
- ▶ Increasing the availability of ICT to everyone regardless of location or social status;
- ▶ Simple, transparent and non-discriminatory principles of Internet governance;
- ▶ Improvement of consumer protection in online environment including more effective dispute resolutions;
- ▶ Reliable and effective payment system and delivery system;
- ▶ Support of self-regulatory mechanisms and their preference instead of legal regulation.

This strategic document concentrates on three main areas: Internet infrastructure, Digital services and Education

The Main goals in the area of Internet infrastructure were:

- ▶ To support the deployment of high-speed Internet access networks allowing transmission speeds in accordance with the goals of the Digital Agenda for Europe;
- ▶ Efficient use of radio spectrum for the benefit of end users, to which is expected to lead The Strategy of Radio Spectrum Management which will be prepared by the Czech regulatory authority.

The Main objectives in the area of the Digital services were:

- ▶ To provide citizens with the access to public sector information through the Internet;
- ▶ To support legal supply of audio-visual services while ensuring the balance between the freedom of doing business, freedom of spreading and receiving information and personal data protection;
- ▶ To guarantee citizens a free reception of the public service media programmes through terrestrial broadcasting.

The Main goals in the area of Education, Digital literacy and e-skills were as follows:

- ▶ Increasing the availability of ICT to everyone regardless of location, social status or disability;
- ▶ Supporting the lifelong learning in order to strengthen digital literacy.

These objectives were achieved through 17 measures described in the document.

Strategy for the development of Information Society services for the period 2008 - 2012

The 'Strategy for the development of Information Society services for the period 2008-2012', published in March 2008 by the then Government Council for the Information Society (present-day [Government Council for the Competitiveness and the Information Society](#)), set out a vision for the Czech Republic to become one of the top five EU countries in terms of eGovernment development.

It was a strategy for the development of services in an open, democratic society, not a strategy for the development of the Information Society as such. However, the Government's task was to reform the Public Administration (PA) and the services provided by the State and the public authorities, aiming towards an effective service for the Information Society. The fundamental goal was to transform and to simplify the public services processes so as to use modern ICT in a way similar to that of the commercial sector. As far as citizens are concerned, the aim of the strategy was to provide comfortable,

secure and reliable electronic communication across all levels of Government, for as many life events as possible.

The strategy has been implemented through a series of interrelated projects which were divided into five programme areas:

- ▶ **Basic registers and identification**, including the organisational architecture and technical support to avoid the duplication of data and to maintain the required security standards.
- ▶ **Universal points of contact** for communications with the PA via the Data Box.
- ▶ **Secure communications** among public authorities, as well as between these authorities and citizens, and the independent supervision of the observance of safety and operating rules.
- ▶ **Digitisation of data archives.**
- ▶ **Personalised Information Society services**, in order of priority:
 - health care, retirement and education;
 - PA services (judicial, administrative and fiscal management as well as management of electronic files) allowing for the easy transfer of information among the various authorities;
 - Management of State assets (registration and management of property, budgeting, treasury, public procurement and subsidies).

State Information and Communications Policy (eCzech 2006)

In its effort to maximise the use of ICT, the Government decided in 2004 to reformulate its objectives related to the Information Society and Telecommunications by devising a new national strategy for the period up to 2006.

Unlike the previous approach, which consisted of developing separate policies for the two areas (Information Society and Telecommunications), the Government opted for developing one joint strategic and policy document entitled 'State Information and Communications Policy (e-Czech 2006)'. This decision resulted from the close relationship and increasing convergence between the two areas.

Modern online public services were an essential objective of the 'eCzech 2006' strategy, which identified three priority areas for action: eGovernment services, eProcurement and eHealth. It complied with the priorities of the European Union while at the same time reflected the Czech Republic state of play.

State Information Policy (1999 - 2001)

The Czech eGovernment strategy was first laid down in the 'State Information Policy (SIP)' of 1999. This policy defined eight priority areas for the development of the information society, including eGovernment and eDemocracy. It was implemented through a SIP Action Plan, whose first version was adopted in 2000 (for the period up to 2002), while an updated version was adopted in February 2002 (until 2003).

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

In the framework of the Act no. 298/2016 Coll, open data became a part of the amended Act no. 106/1999 Coll., on the free access to information. This act establishes the legal basis for the National open data catalogue as a "public administration

information system" and the [central national platform for public administration open data](#). The catalogue is operated by the Ministry of Interior and more than 45,000 data sets have been already published. The Ministry of Interior provided the guidelines for the open data publication and cataloguing standards that are used by other public administrations at central, regional and local levels. This development has repositioned the Czech Republic among "mature" Member States in the 'Open Maturity Report in Europe 2016' of the European Commission. The website of the National coordinator of the digital agenda provides an opportunity for citizens and businesses to suggest their "open data wish list" that will be evaluated and considered for the publication of data sets - <http://digiczech.eu/otevrena-data/open-data-wishlist/>

[The Draft act amending the Act no. 365/2000 Sb., on Public Administration Information Systems has passed first reading in Parliament](#) - New provisions deal with public administration systems' governance, economic effectiveness and security. The Ministry of Interior now has the long-term ICT governance coordinator governor role as part of the national concept for ICT in public administration, which has to be approved by the government. Several additional types of public administration internal operations systems were included under the category of "public administration information systems" regulated by law. These are, for example, information systems supporting public administration's HR management and remuneration, internal document management, accounting and email.

[The Act no. 111/2009 Coll., on Base Registries](#) has been amended, now allowing for private sector access to base registries' data, under specified conditions. Until now only public administrations were given this access, based on the services that they are authorised to provide. The new legal provisions of the act also support sharing and re-use of public administration systems at the national level, recommending the re-use of a single identification, authentication and authorisation solution used in central public administration systems known as JIP/KAAS.

The [Act on Electronic Actions and Authorised Document Conversion](#) was amended in 2016. The main change relates to the mandatory use of the national eDelivery tool, the data box, for the auditors. According this amendment, as from 1 July 2017, the data box service will be activated automatically for auditors, who will not need to apply for it individually. Companies, SMEs and entrepreneurs will now be able to communicate with auditors using this state -guaranteed secure e-delivery service.

An amendment of the [Act no. 106/1999 Coll., on Free Access to Information](#) was passed. This defined the national open data catalogue as a public administration information system and the central platform for open data in the Czech Republic. It defines obligations for public administration bodies to publish certain information as open data. The Government Regulation is under preparation, which will define the obligatory data sets list. This regulation is currently in the intersectoral consultation process.

The [Act no. 297/2016 Coll., on trust services for electronic transactions](#), entered into force on 19 September 2016, bringing the Czech Republic closer to implementation of the eIDAS regulation.

[The Act no. 181/2014 Coll. on the Cyber Security and on the Amendments of the Related Acts \(Cyber Security Law\)](#) has been published in the Collection of Laws on 29 August, 2014. It will be effective as of 1 January, 2015.

The Act on the Cyber Security aims to put into practice a set of powers and duties in order to enhance cyber security and to set the mechanism of active cooperation between the private sector and the public administration in order to increase the efficiency of dealing with the cyber security incidents. This Act focuses on the protection of the critical infrastructure, which is important for the functioning of the state and disruption of which would lead to the damage or threat to the interests of the Czech Republic.

[Act on Public Administration Information Systems](#) (2000, last update: 2012)

The Act (No. 365/2000 Coll.) was adopted on 14 September 2000 and is last amended in 2012. It lays down the rights and obligations of all persons and bodies involved in the development of Public Administration information systems. It further establishes the management framework concerned with the creation, use, operation and development of information systems. A first amendment to this Act was adopted in September 2007 by the Parliament with the aim to reduce excessive administrative burden for citizens through the Czech POINT network through which the general public can obtain transcripts and information statements from the national registers. Furthermore, this amendment states that all public authorities have to make their websites accessible for the disabled, thus incorporating eAccessibility into Czech legislation.

[Act on Basic Registers](#) (2009)

The Act on Basic Registers (No. 111/2009) replaced the 'Act on Public Administration Information Systems', among other laws. On 2 November 2015, the government approved the amendment to this act. Measures on administrative burden reduction as well as steps on reduction of financial costs related to the law application were incorporated into amendment. Among other provisions, the increased use of authentic data from the base registries and public administration systems is promoted. It provides for the interconnection of four basic registers that will be implemented through the information system of basic registers: the Population Register; the Register of Economic Entities; the Register of rights and obligations and; the Register of territorial identification, addresses and properties.

The Act created the Office for the Administration of Basic Registers under the Ministry of the Interior, which is tasked with operating the system of basic registers. The Act represents an important first step towards the establishment of effective online national registers which will reduce the administrative burden of businesses and citizens. The Act took effect on 1 July 2010. The full implementation of the Act should be achieved by 1 July 2012, including operation of the basic registers. A technical solution for the registers was expected to enter its pre-operational phase on 1 July 2011.

Freedom of Information Legislation

[Act on Free Access to Information](#) (2000, last amendment: 2005)

The Act on Free Access to Information (No. 106/1999) was adopted in May 1999, took effect on 1 January 2000 and was last time amended in 2012. It allows any natural or legal entities to access information held by State authorities, communal bodies and private institutions managing public funds. Requests can be made verbally or in writing. Public bodies are required to respond to requests within 15 days. Exceptions exist in the following

cases: classified information; privacy; confidential business dealings; internal processes of a Government body; information collected for a decision that has not yet been reached; intellectual property; criminal investigations; activities of the courts; and activities of the intelligence services. The Act was lastly amended in May 2005 in order to transpose the EU Directive on the re-use of public sector information ([2003/98/EC](#)).

Data Protection/Privacy Legislation

[Act on the Protection of Personal Data](#) (2000, last amendment: 2011)

The Data Protection Act (No. 101/2000) was adopted in April 2000 with the aim to protect the citizens' right to privacy. To this end, it regulates the rights and obligations regarding the processing of personal data and specifies the conditions under which personal data may be transferred to other countries. Furthermore, it allows individuals to access and correct their personal information held by public and private bodies. It is enforced by the Office for Personal Data Protection. It was last amended in 2011.

eSignatures Legislation

The [Act no. 297/2016 Coll.](#), on trust services for electronic transactions, brings the Czech Republic closer to implementation of the [eIDAS](#) regulation. According to this Act, the Ministry of Interior fulfils the tasks of a supervisory body over qualified trust service providers. Two related pieces of national legislation, namely the Act on electronic identification and the amendment of the Act on identity card, are in the process of preparation.

[Act on Electronic Signatures](#) (2000)

The Electronic Signatures Act (No. 227/2000) was adopted on 29 June 2000 and amended several times, with the latest amendment taking place in 2012. Together with several ordinances, this Act transposes the EU Directive on a Community framework for electronic signatures ([1999/93/EC](#)) and amends several provisions of the Civil Code, so as to expressly provide a legal value to electronic signatures. The Act provides a definition of an electronic signature and introduces a system of qualified electronic signatures and accredited qualification service providers issuing qualified certificates, qualified system certificates and qualified time stamp tokens. It stipulates that only certified electronic signatures and qualified certificates issued by accredited providers of certification services can be used for electronically exchanging information with public authorities.

[Act on Electronic Actions and Authorised Document Conversion](#) (2009, last amendment: 2012)

The Act on Electronic Actions and Authorised Document Conversion (300/2008 Coll.) entered into force on 1 July 2009 and was last amended in 2012. It lays down the provisions for the use of certified eSignatures. It states that each eDocument has to bear a guaranteed eSignature. The entire data box system (the Information System of Data Boxes) shall work in a secure and guaranteed method. Any messages sent from a data box shall be provided with a time stamp and electronic mark (which is analogous to a guaranteed electronic signature), with all attachments time-stamped and marked accordingly. For activities carried out with public authorities, this eSignature is equal in all respects to that of a hand-written alternative in certifying official documents.

eCommerce Legislation

[Act on Certain Information Society Services](#) (2004, last amendment: 2012)

The Act on Certain Information Society Services (No. 480/2004 Coll.) was adopted on 7 September 2004, came into force during the same month and was last amended in 2012. It builds on the efforts of the Government to eliminate obstacles hindering the development of electronic commerce. In addition, it transposes the EU Directive on electronic commerce ([2000/31/EC](#)) into national law, as proposed by the 'White Paper on electronic commerce', approved by the Government in May 2003. The Act governs the liabilities, rights and obligations of persons providing information society services and disseminating commercial communications.

eCommunications Legislation

[Act on Electronic Communications](#) (2005, last amendment: 2013)

The Act on Electronic Communications and on Amendment to Certain Related Acts (No. 127/2005 Coll.) was adopted by the Parliament on 22 February 2005, took effect on 1 May 2005 and was amended several times, with the last amendment taking place in 2013. It transposes the [EU Regulatory Framework for Electronic Communications](#) into national law, whose main aim is to strengthen electronic communications sector competition by making market entry easier and by stimulating investment in this area.

eProcurement Legislation

[Decree on Laying Down Detailed Conditions Relating to Electronic Tools and Acts Taken Electronically in Awarding Public Contracts and Particulars Concerning Certificate of Conformity](#) (2004, last amendment: 2011)

The former Public Procurement Act (No. 40/2004), which was passed on 17 December 2003 and entered into force on 1 May 2004, established the obligation for public bodies to publish tenders electronically. It also made it possible for candidate suppliers to submit tenders by electronic means. The Government has not formulated an exact timeframe for the implementation of the EU Directives on public procurement ([2004/17/EC](#) and [2004/18/EC](#)), including their provisions related to eProcurement.

The Act on Public Procurement ([No. 137/2006](#)), which entered into force on 1 July 2006 and abrogated the 2003 Act, was amended by [Decree No. 9/2011](#) of 10 January 2011. This Decree provides for detailed conditions relating to electronic tools and acts taken electronically in awarding public contracts, as well as particulars concerning conditions for the issue of the certificate of conformity, its data and validity.

Re-use of Public Sector Information (PSI)

Act on Free Access to Information (2005, last amendment: 2015)

An amendment to the Act on Free Access to Information (No. 106/1999) was adopted by the Government on 12 May 2005 with a view to transpose the EU Directive [2003/98/EC](#) on the re-use of public sector information (PSI-directive). This amendment sets out the obligation for Public Administrations to provide online access to information in open data formats (e.g. XML). The amendment came into force on 1 January 2006. The Czech Republic has therefore notified full transposition of the PSI-directive.

According to the Legislative Tasks Plan of the Government, the Ministry of the Interior has elaborated the Draft of the change of the Act no.106/1999 about free access to information in a word of latest provisions. The Draft transposed the Directive of the European Parliament and Council 2013/37/EU from the 26 June 2013 into the Czech legal order. The Draft should contribute to a more effective publishing of public sector information and its reuse due to the obligation of information publishing in open and when possible machine-readable data format or through implementation of the agreement institution about the facilitating of permanent information access.

The Government of the Czech Republic approved this Draft at the meeting on the 14 January 2015 by the decree no. 17 and obliged the Minister of the Interior to elaborate the final wording of the governmental draft of the Act. The amendment to the Act has been approved under No. 222/2015, reflecting recommendations and requirements of the European Union. Amendment to the Act went into effect on 10 September 2015.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of the Interior

Since mid-2007, all eGovernment activity (i.e. policy formulation) has been firmly positioned in the Ministry of the Interior, being today one of the six main activities of the Ministry. EGovernment focuses on public service delivery and the reform of government, and is clearly distinct from general information society policy. Political responsibility lies with the Minister and the Deputy Minister for Strategies and Programme Management under the Ministry.

Ministry of Industry and Trade

According to [Government Resolution No. 723](#) of 18 September 2013, which established the next steps in the implementation of the [International Competitiveness Strategy of the Czech Republic for the period 2012-2020](#), the agenda for the implementation of the Strategy was transferred back to the Ministry of Industry and Trade. The Strategy is based upon a number of pillars/priority areas, with one of the main ones being the modernisation of institutions and public administration by using ICTs.

Government Council for Information Society and the Government Council for Public administration

According to Government resolution No. 961 of 24 November 2014, two experts advisory bodies were established, the Government Council for Information society, and the Government Council for Public administration. Both councils will perform the role of permanent advisory, initiation and coordination body to the Government.

Since 2007 and until this government decision has been made, the relevant agenda has been performed by the predecessor of both Councils, the Government Council for the Competitiveness and Information Society. By dividing this rather large and definitely very important agenda between two separate yet effectively cooperating bodies, the government expects to achieve a better focus and effective coordination. Another driver behind the decision was a need to focus on continuous eGovernment and public administration development in line with defined priorities and strategic national and EU documents.

Coordination

Ministry of the Interior

The Ministry of the Interior coordinates the development and implementation of eGovernment - with emphasis placed on Public Administration information systems and its portal - telecommunications, postal services and the promotion of the information society as a whole.

Government Council for the Information Society

The Council is mainly responsible for coordinating the implementation of the Strategic Framework of the Development of Public Administration in the Czech Republic for 2014 - 2020. It could contribute to higher transparency of ICT procurement in the public authorities. It should break down current shortcomings in the system of ICT proceeding in the public administration, it should help to reach political consensus on the ICT conception

and it should replace the central authority with standardisation competences and ICT development governance in the public administration and local governments.

The activities of the Council should bring also significant savings due to new implemented provisions. The Ministry of the Interior has the leading and strategic role in the Council. The Council contributes to implementation of unanimous rules for approving of investment intentions and rules of purchase of ICT products and services.

Department of eGovernment

The department is situated within the Ministry of the Interior and is divided in two departments: the Department of eGovernment and Optimisation of Internal Governance and the Department of eGovernment Communication. The Departments are responsible for the preparation of eGovernment projects, coordination of their implementation and performance methodology related to completed projects (in particular, data boxes, documents and authorised conversion of basic registers). Furthermore, it coordinates the activities of public administration contact points and of research activities in information and communication technologies in public administration.

Implementation

Ministry of the Interior

The Ministry of the Interior is responsible for implementing national eGovernment infrastructure projects.

Department of eGovernment

The Department is further divided in two departments, one of which is responsible for the implementation of eGovernment projects. Thus, it implements projects and regional activities related to eGovernment and the computerisation of public administration, and are furthermore responsible to oversee the implementation process of all eGovernment projects.

Support

Ministry of the Interior

The Ministry of the Interior provides support to other Government departments and bodies for the implementation of their eGovernment projects.

Government Council for the Information Society

The Government Council for the Information Society is an expert advisory body made up of senior officials and major stakeholders in key institutions of the Public Administration and local governments who are involved in ICT and the implementation of eGovernment. It aims to support the development of the information society by creating a platform for discussing strategies and projects of the respective Government departments. Furthermore, it deliberates over materials submitted to the Government for ICT implementation and for the computerisation of the Public Administration.

For effective work of the Council there were set up following working groups:

- ▶ Working Group for eGovernment;
- ▶ Working Group for a security, strategy and ICT architecture;
- ▶ Working Group for an ICT operation sustainability;
- ▶ Working Group for the Digital Agenda;
- ▶ Working Group for a governance of procedure without publication.

Audit/Assurance

Supreme Audit Office

The Supreme Audit Office (SAO) is an independent institution that is responsible for auditing the management of public finances and State property.

Data Protection

Office for Personal Data Protection

The Office for Personal Data Protection is an independent agency which supervises compliance with personal data legislation and deals with citizen grievances in this domain.

Regional & Local eGovernment

Policy/Strategy

Individual Regions and Communes

Public Administration and the management of public services are decentralised in the Czech Republic. As such, regional and municipal authorities are responsible for defining eGovernment policies and strategies within their respective spheres of competence.

Coordination

Ministry of the Interior

The Ministry of the Interior is in charge of the coordination of municipalities in the eGovernment domain.

Department of eGovernment

The department is responsible for the coordination of service development, implementation projects and regional activities in the computerisation of public administration with other state and local governments.

eGON Centrum

This is a Technical Help Desk to assist self-governing units on the new eGovernment agenda and relevant drawing resources from the Structural Funds. The eGON Centre (*eGON Centrum*) has been established to coordinate the various stages of implementation of eGovernment at regional and local levels.

Implementation

eGON Centrum

The Ministry of the Interior prepared in 2009 a comprehensive set of steps to implement eGovernment in the Czech domain. These are built in cooperation with the domestic regions and municipalities providing them with extended powers in the implementation of eGovernment in their territory, through the eGON Centre (*eGON Centrum*). The aim of the Ministry of the Interior is the rapid introduction of eGovernment into practice, including financial security.

Individual Regions and Communes

Within their respective spheres of competence, regional and municipal authorities ensure the implementation of their eGovernment strategies.

Support

Ministry of the Interior

The Ministry of the Interior provides cities and municipalities with quality eGovernment services through technical solutions and support. The aim is to ensure that the implementation of eServices does not hinder the economic stability of cities and municipalities.

Union of Towns and Municipalities of the Czech Republic

The Union of Towns and Municipalities of the Czech Republic undertakes support and advisory activities for Czech local authorities, and promotes the interests of Local Administration in relation to central executive and legislative bodies.

eGovernment Who's who

Main eGovernment decision-makers and executives

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eGovernment Infrastructure

Portals

Public Administration Portal

The Public Administration Portal, initially developed and administered by the Ministry of Informatics (replaced by the Ministry of the Interior), was created by [Act No. 365/2000 Coll. on the public administration information systems](#). It serves as an official single electronic gateway of the Czech Republic for citizens, businesses and institutions, enabling them to communicate with Public Administration (PA) entities. The portal gathers all the necessary information on central and local Government authorities in one location, ensuring remote and free access to up-to-date information and services of the PA bodies, including electronic transactions.

In line with EU programmes and objectives concerning eGovernment, the aims of the portal are to help simplify the administration, facilitate the communication of citizens or entrepreneurs with PA entities, ensure a simple and remotely accessible exchange of information and extend the transparency of the PA. The informational section of the portal comprises: a complete PA directory; links to both Czech and European legislation; a detailed database of recommended solutions for more than 468 specific life situations; the electronic Commercial Register; a facility for viewing parts of the Land Register; a public procurement overview; and news from individual Government bodies.

Since late 2011 the Public Administration Portal also provides the public innovative communication capabilities with public authorities, via the data mailbox and public administration contact point, CzechPOINT. Furthermore, the portal's data box provides secure and guaranteed environment for electronic filing. Portal data boxes, in addition to options such as logging into the mailbox, offer a list of authorised smart forms of communication with public authorities, which include the data outbox administration offices.

Recently, the GPS coordinates have been added to the addresses of public administration bodies with the links to most popular servers (such as Google maps and Mapy.cz). GPS coordinates are also available in open data format.

There is also an access to the Register of contracts from the Public Administration Portal. This Register contains contracts, orders and records of payment on public procurement contracts published by the public administration institutions. For the moment, the publication of a contract is optional, however, following the anticipated provisions of the future anti-corruption act (that is in the process of preparation), a public administration body will be obligated to make public any contract above CZK 50.000.

Local municipalities and cities run their own citizen portals with information and services organised according to life events. These portals should be later integrated into the national citizen portal, as is already the case in other countries with implemented eID, allowing for a digital self-service when using eGovernment services for those who prefer to deal with public administration on-line.

Electronic Portal of Local Self-Governments (ePUSA)

The ePUSA is an information system that contains an up-to-date database of self-government entities in the territory of the Czech Republic. The system enables the selection of required data according to different criteria. The main objective is to satisfy the need for communication between the Public Administration and citizens while creating and operating a current repository of the Regional and Municipal Authorities and other administrative

bodies (e.g., organisations established by these authorities). The Ministry of the Interior operates ePUSA.

[Towns and Communities Online Portal \(TCOP\)](#)

The TCOP is a nationwide tele-democracy website, which supports electronic information exchange between local governments and Czech citizens. It is administered in cooperation with the Union of Towns and Municipalities of the Czech Republic. The overall mission is to progressively develop user-friendly eServices in order to support digital communication between Public Administration and citizens. It engages citizens in the decision-making process via the use of various multimedia. The TCOP provides a complete list of Czech municipalities and a free database-driven homepage to each Czech Council.

[Portal for Data Boxes](#)

The portal was launched in June 2011 to provide a more comprehensive service to users of Data Boxes, which serve as a secure repository of official electronic communications with public authorities. The new portal provides, in one place, comprehensive information on, and the services for the information system of Data Boxes (ISDS). In addition, the portal provides users with several secure ways to login, and also makes available interactive electronic forms. These changes are expected to significantly streamline the communication of citizens with the state.

Networks

[New Technology Centre](#)

Through its new Technology Centre, the Vysočina region provides several ICT services to the regional administration, its municipalities and organisations financed by the region. The centre is located at two locations connected by the two separate optical fibre cables. Among the services offered by the regional technology centre are a document management service, secure storage management, spatial information system, interface to central registers, and videoconferences for the regional and local administrations, eProcurement system, eHealth services and the services for the national integrated rescue system. The technology centre also provides a security dashboard of the region for the cybersecurity administrators of the regional information systems and the public wi-fi hotspots supporting the EDUROAM project.

[Public Administration Communication Infrastructure \(KIVS\)](#)

The KIVS enables the interconnection of all Public Administration (PA) bodies (e.g. ministries, central administrations, regional authorities, municipal offices, labour offices, revenue authorities and public libraries), ensures secure and cost-efficient data and voice communications, as well as access to central information resources. Simply put, the KIVS is a combination of different data lines between public administration bodies into a single data network. The major benefit of the KIVS is that it streamlines services and leads to significant cost savings.

Telefonica O2 and GTS Novera have been commissioned to provide the communications services infrastructure. Government bodies that are connected to the countrywide private network gain access to a number of services, including secure and reliable Internet access, a protected email system and the secure exchange of data. All public sector bodies connected to the network can access the same services under the same terms and conditions. Savings have exceeded CZK 250 million (approx. EUR 10.4 million). A PA digital

map is currently being prepared for integration into the KIVS. The project is managed and coordinated by the Ministry of the Interior.

CzechPOINT network

Czech POINT is a network of one-stop access points to eGovernment services intended to prevent citizens from visiting several offices, thus significantly reducing excessive administrative burden. Through these one-stop points, the general public is able to access all public records and to obtain transcripts/extracts, as well as information statements from the national registers.

The Czech Points are primarily located at post offices, municipal authority offices, registry offices and Czech embassies. As of November 2015, the network is comprised of 7,153 local and regional physical contact points and is continuously being extended. An interactive map on the website serves as a Czech Point location finder. On 10 October 2013 Czech POINT reached 100,000 registered users. In January 2014 the CzechPOINT reached another milestone, as it issued a record 205,897 listings, showing that authorised conversion of documents on request is gaining popularity. By the end of 2015, the number of issued excerpts will reach 15 million.

In the future, the accessibility of Czech POINT remotely via the Internet is expected to enable citizens to locate required documents from their home. In this light, the [Act on Electronic Actions and Authorised Document Conversion](#), which gives electronic documents the same legal status as traditional stamped hardcopy equivalents, will have significant impact on the effectiveness of the network. Since July 2009, Czech Points have been in charge of converting paper-based administrative documents into electronic form, processing applications for the establishment of personal Data Boxes and terminating/re-creating these Boxes, when needed and upon request.

In 2015 these new services have been introduced:

- ▶ Validation of the Czech citizen's identity is made possible at the CzechPOINT@office interface at the embassies of the Czech Republic abroad;
- ▶ New map service makes it possible to find Czech POINT offices on the map, including its address and office hours. This service is available and the www.czechpoint.cz;
- ▶ E-mail alert service of the crime register is for those who applied for the excerpt from the crime register. The applicant can provide his email, to which an alert message is being sent when the excerpt is ready;
- ▶ The Validation of the cadastral map image at the public administration contact point (i.e. any of the CzechPOINT offices), as well as on the CzechPOINT@office interface for clerks;
- ▶ Excerpt from the Excerpt from a Driver's Point Account as a free service for the data box holders at the CzechPOINT@home interface;

eIdentification/eAuthentication

eSignatures

The identification of persons, the authentication of documents on the Internet and access to several transactional electronic public services are based on electronic signatures. Currently, there are three certification service providers ([First Certification Authority](#), [Czech Post](#) and [eIdentity](#)) [accredited by the Government](#) to issue eSignatures (qualified certificates, qualified system certificates and qualified time stamps) valid for communicating and transacting with the Public Administration (PA). Their qualified certificates can be used

for online transactions. ESignatures based on non-qualified certificates issued by other businesses can only be used for commercial services.

As the PA's central body competent for eSignatures, the Ministry of the Interior conducts regulatory, supervisory and accreditation activities with regard to electronic signature products and providers in the Czech Republic. On 17 June 2011, The Ministry of the Interior published an [opinion](#) on the making of copies of personal documents for issuing qualified certificates. The opinion is published on the grounds that in some cases, applicants are qualified to issue the certificate object to make copies of personal documents and require taking only extract data from these documents. The qualified provider of certification services is required, before issuing a qualified certificate, to securely verify the identity of the signing or designating person.

ePassports

Following a testing period, Czech authorities launched a first version of the Czech electronic passport at full scale in September 2006. On 1 April 2009, authorities started rolling out new [electronic passports](#) which featured a chip that contained two biometric identifiers. Issued in compliance with the requirements laid down in the European Union regulation regarding passport security and biometrics, the passports include new security features such as intricate designs and complex watermarks, as well as a chip and an antenna. The chip stores the electronic facial scan of the holder, in addition to personal details. Facial recognition maps various features. The addition of fingerprint details on the chip is being planned to take place at a later stage.

[Czech National Verification Authority \(CVCA\)](#)

This is a public Certification Authority that meets the need for securing control systems accessing sensitive personal data on stored documents with biometric data. The aim of the CVCA is to provide certification services for public entities administering sets of inspection systems. The CVCA certificate policy stipulates the requirements relating to the activities, obligations and commitments of all participating parties that, directly or indirectly, come to contact with certification services or are dependent on them.

The Czech Republic continues its work on the implementation of the National Identity Authority and its eID infrastructure. A pilot project on the use of the national eID is planned for 2017 to be run at the CzechPOINT@home application on the government portal, involving the national social security and financial administrations and the Vysočina region.

eProcurement

[eProcurement portal](#)

The Czech Republic has a centralised eProcurement system based on a national platform managed by the Public Procurement and Public Private Partnership Department of the Ministry for Regional Development. Contracting authorities are required to publish tender notices above the national threshold of EUR 76,000. The national platform is also mandatory for the ICT commodities and services purchases.

The public procurement legislation requires all public tenders and awards to be published on the free-of-charge [eTenders](#) portal. This obligation concerns State bodies as well as regional and municipal authorities. Information to be published on the portal includes public tender announcements, publication, results and cancellations of public tenders and price differences between received offers. The procedures for the notification and publication of these public tenders have been automated to a large extent.

[Public Procurement and Concessions portal](#)

The Public Procurement and Public Private Partnership Department of the Ministry for Regional Development has designed a portal where comprehensive and well-organised information relating to public procurement can be found. A user is provided with an opportunity to be orientated in national and European laws, regulations and administrative provisions concerning public contracts and concessions. Supply of information on [eProcurement](#) at both national and European levels is an innovative feature.

Knowledge Management

[Digital Map of Public Administration](#)

The Ministry of the Interior began implementing a project to create digital government maps (DMVS). The digital map of Public Administration unifies data from various geographic information systems in one application. The project aims to facilitate the exercise of public administration and accessibility of spatial data for the authorities and the public in line with the Smart Administration, promoting efficient and user-friendly public administration, and development of eGovernment in the country.

Other Infrastructure

In 2016, more attention was paid to the interoperability of public administration systems and processes at both the central and regional levels, especially through the initiatives and activities of the Department of the Chief Architect of eGovernment at the Ministry of Interior, and in both sectoral digital strategies approved this year – i.e. national eHealth strategy and Electronic public procurement strategy.

Central Service Point

[eGovernment Information Service Bus Technology](#)

In 2016, the implementation of the eGovernment Information Service Bus technology was completed, as part of the Central Service Point project of the public administration communication infrastructure. From now on, national public administrations not only have access to the reference data in base registries, of which accuracy and validity is guaranteed by the state, but also to other attributes and data from other public administration information systems, in compliance with national legislation - <http://www.mvcr.cz/clanek/dokumentace-egsb.aspx>

eCommunication

['Data Box' Information System](#)

A '[Data Box](#)' is an electronic storage site intended for delivery of official documents and for communication with public authorities. It is not obligatory for citizens and private individuals who carry out business activities; however, its establishment is obligatory for legal entities and public bodies (Public Administration). A document (data message) which is sent to a Data Box is delivered at the moment the authorised individual logs in. Delivery of the document has the same legal provisions as personal delivery. A Data Box is not an email box; it cannot be used to communicate directly with individual public sector clerks, only with an entire office, nor can it be used to communicate with another private individual, a private individual carrying out business activities and/or a legal entity.

With regards to natural persons (citizens), they are able to open their Data Box on a voluntary basis and use the contained documents in their dealings with public authorities. Citizens can access their Data Box at the Czech POINT network's one-stop contact points.

As of 1 November 2009, every Czech public body and legal entity registered in the Commercial Register is required to use Data Boxes in place of the traditional paper form. The Data Boxes information system is currently operational for other types of communication, namely C2C (citizen to citizen), C2B (citizen to business) and B2B (business to business) communications. To date, there are 675,981 accessible Data Boxes, while 309,789,839 messages have been sent through them, scoring a 99.7% average delivery successful login.

[Information Systems of Public Administration \(ISVS\)](#)

The Ministry of the Interior provides development, construction and methodical management of ISVS, which are designed to serve the public administration. The project aims at reducing the risk of duplication in the operation of public administration. Furthermore, it provides real requirements for drawing funds from public budgets for ICT and prepares technical conditions for the effective exercise of public power.

eGovernment Helpdesk

[eGON Centrum](#)

This technical helpdesk was established with the view to assist communities implement the eGovernment agenda and learn to use the structural funds. EGON coordinates the various stages of implementation of eGovernment. The centre has five permanent employees who answer questions on the operational programme "eGovernment in municipalities - CzechPOINT".

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**

1. Travel

Passenger rights, documents you need

Passport

Responsibility: Central Government, Ministry of the Interior (production), Local Government (applications/distribution)

Website: <http://www.mvcr.cz/>

Description: Information purposes only. Passport applications are managed by municipalities.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Central Government, Ministry of Labour and Social Affairs, Employment Services Administration

Website: <http://portal.mpsv.cz/sz>

Description: The website of the employment services of the Ministry of Labour and Social Affairs contains the national job vacancies database, contacts to all labour offices and a list of accredited private employment agencies.

Professional qualifications

Legal information system (incl. information on the regulated professions)

Responsibility: Ministry of Public Administration

Website: <http://portal.gov.cz/app/zakony/?path=/portal/obcan/>

Description: Allows to search in the texts of Czech official legislation as published since 1945 and that is currently valid and in effect. With a use of the search function of this webpage, the texts of laws can be found either with use of key terms or specific codes of legislations.

Taxes, unemployment and benefits

Unemployment benefits

Responsibility: Central Government, Ministry of Labour and Social Affairs, State Social Benefits

Website: <http://portal.mpsv.cz/ssp>

Description: Information and forms are available for download purposes. Payment of unemployment benefits is managed by public job centres.

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance, Czech Tax Administration

Website: <http://www.financnisprava.cz/en/>

Description: The Czech Tax Administration website enables the electronic filing of income tax returns. Since July 2006, taxpayers have been able to gain access to their personal tax account information through the 'Tax portal for the public'.

3. Vehicles

Driving licence

Driving licence

Responsibility: Central Government, Ministry of Transportation (production), Local Government (applications/distribution)

Website: <http://www.mdcr.cz/>

Description: Information purposes only. Driving licence applications are managed by municipalities.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, Ministry of Transportation, Local Government

Website: <http://www.mdcr.cz/>

Description: Information purposes only. Car registration applications are managed by municipalities.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government and Local Government, Ministry of the Interior and Municipalities

Website: <http://www.mvcr.cz/>

Description: Information purposes only. Residents have to notify the municipalities of their change of address, which then proceed to update the central population register managed by the Ministry of the Interior. A central address change notification service accessible through the [Public Administration portal](#) has been implemented.

Criminal Record Certificate (individuals, legal entities)

Responsibility: Local Government (Municipalities) – Criminal Records Authority

Website: <https://www.ceskaposta.cz/en/sluzby/egovernment/czechpoint/sluzby-czechpoint#b>

Description: Criminal record certificates can be requested via the eService [CzechPOINT](#).

Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Ministry of Interior, Czech Police

Website: <http://www.policie.cz/>

Description: Declarations to the police can be made by email.

Housing (building and housing, environment)

Responsibility: Local Government

Website: N/A

Description: Applications for building/planning permission are managed by municipalities. Some municipalities provide related information on their websites.

Passport

Responsibility: Central Government, Ministry of the Interior (production), Local Government (applications/distribution)

Website: <http://www.mvcr.cz/>

Description: Information purposes only. Passport applications are managed by municipalities.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government and Local Government, Higher Education Institutions

Website: <http://www.msmt.cz/>

Description: There is no central enrolment system in the Czech Republic. Enrolment falls under the responsibility of individual schools and universities. The majority offer information and downloadable forms.

Public libraries (availability of catalogues, search tools)

Responsibility: Regional and Local Governments

Website: N/A

Description: Public libraries are managed by regional and local governments. Several libraries, such as the [Municipal Library of Prague](#), provide an online catalogue and a number of online services, including: electronic listings of the newly-available items in the library collection; email notifications at the end of the lending period; automatic extension of the lending period by email; facility for reserving an item from the online catalogue.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Czech Republic

Website: <http://www.euraxess.cz/>

Description: EURAXESS Czech Republic provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

Public libraries (availability of catalogues, search tools)

Responsibility: National Library of the Czech Republic

Website: <http://www.en.nkp.cz/>

Description: National Library of the Czech Republic provides access to several digitalised resources such as books, newspapers and journals, articles, manuscripts and Incunabula, music collections, early printed books, sound recordings, maps, licensed databases, etc.

6. Health

Planned and unplanned healthcare

e-Health book

Responsibility: VZP CR (Všeobecná zdravotní pojišťovna)

Website: <http://www.izip.cz/>

Description: eHealth book is a summary of a highly secure patient health information in electronic form, accessible 24 hours a day via the Internet. It is also a safe environment connecting healthcare providers, patients and health insurers. It can be used for the transmission of health information between doctor and patient and the doctors themselves, in an emergency can help save a life. The registration and use is free only for insurers of VZP CR.

Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Health insurance companies

Website: N/A

Description: Health insurance is compulsory in the Czech Republic, but administered by private health insurance companies. These companies are non-profit independent bodies; hence, any surplus is allocated to a special account called the Reserve Fund. The system is financed by the contributions of individuals, employers and the State. Opting out of the insurance system is not permitted.

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health, Regional Government

Website: <http://www.mzcr.cz/en/>

Description: Information purposes only. The national health policy is coordinated by the Ministry of Health; however, the operation of hospitals is managed by regional governments.

When living abroad

Healthcare abroad

Responsibility: VZP CR (Všeobecná zdravotní pojišťovna)

Website: <http://www.izip.cz/>

Description: eHealth book is a summary of a highly secure patient health information in electronic form, accessible 24 hours a day via the Internet and can be used abroad. It is also a safe environment connecting healthcare providers, patients and health insurers. It can be used for the transmission of health information between doctor and patient and the doctors themselves, in an emergency can help save a life. The registration and use is free only for insurers of VZP CR.

7. Family

Children, couples

Child allowances

Responsibility: Central Government, Ministry of Labour and Social Affairs, State Social Benefits

Website: <http://portal.mpsv.cz/ssp>

Description: Allowances applications are submitted and managed electronically via a web-enabled application system. A server enables users to choose a specific form, either to be filled out manually, or to be filled out and submitted online, using a digital signature.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of the Interior and Local Government

Website: <http://www.mvcr.cz/>

Description: Mainly for information purposes. Requests and issuance of certificates are managed by municipalities. Some of these provide downloadable application forms on their websites.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Finance and funding**
7. **Public contracts**
8. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Central Government

Website: <http://www.businessinfo.cz/>

Description: The Czech Business Web portal, formally the Integrated Business and Export System, was developed by the dissolved Ministry of Industry and Trade and the Czech Trade Agency along with other partners and State Administration institutions. The portal provides a one-stop shop for business information, including business registration. It is now possible to file electronic applications for the inclusion of a business into the business registry. Applications are sent to the email addresses of the relevant registry courts, which can be found via the [Public Administration portal](#).

Registration of a new company

Responsibility: Trade Register of the Czech Republic

Website: <http://www.businessinfo.cz/en/article/business-support/electronic-submission-to-trade-register/1001830/54515/>

Description: Information on a Unified Registration Form, an application enabling to create and send a submission to the Central Electronic Registry of the Trade Register of the Czech Republic from entrepreneur's computer.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, Czech Statistical Office

Website: <https://www.czso.cz/csu/czso/home>

Description: Businesses and public authorities are able to transmit statistical data electronically.

2. VAT and customs

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, Czech Tax Administration

Website: <http://www.financnisprava.cz/>

Description: The Czech Tax Administration website enables the electronic filing of corporate tax returns. Case handling, decision and delivery of a standard procedure to declare corporate tax can be treated via the Internet. No other formal procedure is necessary for the applicant via paperwork.

Reporting imports/exports

Customs declarations (eCustoms)

Responsibility: Central Government, Ministry of Finance, Czech Customs Administration

Website: <http://www.cs.mfcr.cz/>

Description: Traders can submit customs declarations electronically. Advanced eSignature based on qualified certificates is in use on this application.

3. Selling abroad

Competition rules, unfair contract terms, consumer guarantees, defective products

Czech law

Responsibility: Ministry of Public Administration

Website: <http://portal.gov.cz/app/zakony/?path=/portal/obcan/>

Description: Allows to search in the texts of Czech official legislation as published since 1945 and that is currently valid and in effect. With a use of the search function of this webpage, the texts of laws can be found either with use of key terms or specific codes of legislations.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central Government, Czech Social Security Administration

Website: <http://www.cssz.cz/>

Description: The declaration of social contribution for employees can be fully carried out through the Czech Social Security Administration website. No other formal procedure is necessary for the applicant via paperwork.

5. Product requirements

CE marking, mutual recognition, standardisation in Europe

Commercial and industrial norms in Czech Republic (Business Info portal)

Responsibility: Agency CzechTrade (subordinate to the Ministry of Industry and Trade)

Website: <http://www.businessinfo.cz/cs/legislativa-pravo/pravo-eu.html>

Description: Business Info portal provides information related to the commercial and industrial norms for the businesses' needs. The portal is operated by the CzechTrade that is a subordinate agency of the Ministry of Industry and Trade with aim to promote trade. The Agency's aim is to facilitate businesses' decision making, shorten the time of entry into the market and promote activities aimed at further development of the companies abroad.

Classification, labelling, packaging

Commercial and industrial norms in Czech Republic

Responsibility: Agency CzechTrade (subordinate to the Ministry of Industry and Trade)

Website: <http://www.businessinfo.cz/cs/legislativa-pravo/pravo-eu.html>

Description: Business Info portal provides information related to the commercial and industrial norms for the businesses' needs. The portal is operated by the CzechTrade that is a subordinate agency of the Ministry of Industry and Trade with aim to promote trade. The Agency's aim is to facilitate businesses' decision making, shorten the time of entry into the market and promote activities aimed at further development of the companies abroad.

Chemicals (REACH)

REACH-IT Submission Tool (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk

Responsibility: European Chemical Agency

Website: <http://echa.europa.eu/cs/support/dossier-submission-tools/reach-it>

Description: The European Chemicals Agency (ECHA) is the driving force among regulatory authorities in implementing the EU's ground-breaking chemicals legislation for the benefit of human health and the environment as well as for innovation and competitiveness. REACH-IT is the central IT

system that supports Industry, Member State competent authorities and the European Chemicals Agency to securely submit, process and manage data and dossiers. These three parties each have access to specific functions of REACH-IT which they can use to fulfil their requirements under the REACH and CLP regulations. REACH-IT also provides a secure communication channel between these three parties to help them coordinate the processing and evaluation of data and dossiers.

6. Finance and funding

Access to funding, EU funding programme

National Trade Promotion Agency CzechTrade

Responsibility: Agency CzechTrade (subordinate to the Ministry of Industry and Trade)

Website: <http://www.czechtradeoffices.com/>

Description: CzechTrade, the National Trade Promotion Agency, provides contacts and information on export opportunities worldwide and financial assistance towards market research, export catalogues and establishment of business contacts.

Czech Export Bank

Responsibility: Czech Export Bank / Česká exportní banka, a.s. (ČEB)

Website: <http://www.ceb.cz/content/view/153/71/>

Description: The Czech Export Bank provides Czech exporters with state-supported financing in order to create export conditions comparable to those available to their foreign competitors.

7. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Czech Post

Website: <http://www.centralni-adresa.cz/>

Description: All public tenders and awards are published on the free-of-charge eTenders and eAuctions portals. The procedures for notification and publication of these public tenders have been automated to a large extent. Beyond this eTendering portal, the Government intends to automate ordering and invoicing procedures. The objective is to build an integrated eProcurement system to be used for repeated and bulk purchases across the entire Public Administration. Presently, Public Administrations have to make use of one of the three accredited private marketplaces for procuring ICT goods and services below a certain legal threshold.

8. Environment

EMAS certification, energy labels, eco-design, EU eco-label

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment, Local Government

Website: <http://www.mzp.cz/>

Description: Users are given the option of fully treating the delivery of environment-related permits electronically. Case handling, decision and delivery of a standard procedure to obtain an environment-related permit can be treated via eServices.

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

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ISA² supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action. NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.

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