

**Deloitte.**

# **eGovernment developments.**

eCitizenship initiatives in the Czech Republic

A presentation by  
Michiel van den Berg  
October 2005

**Audit. Tax. Consulting. Financial Advisory.**

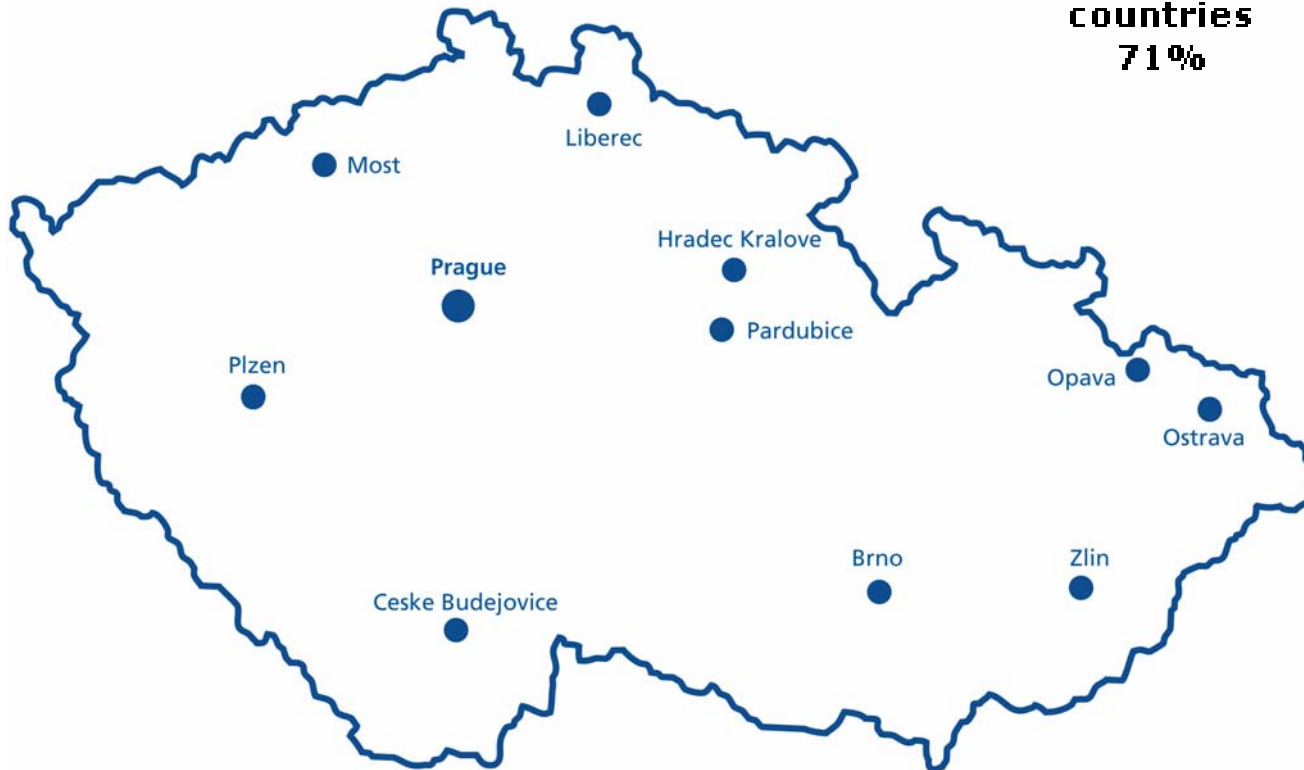
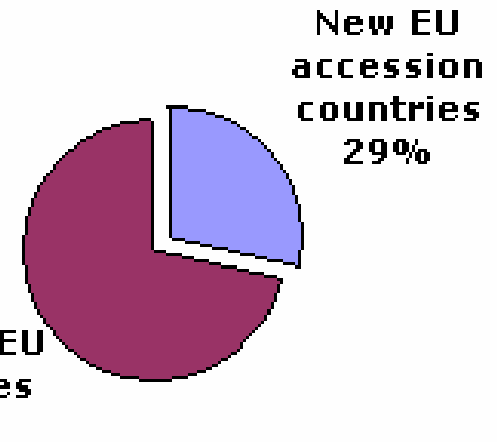
# Contents

- ❑ Participation
- ❑ Results General Questionnaire
- ❑ Results Re-engineering: in-depth questionnaire
  - ❑ eServices to Citizens
  - ❑ eServices to Local Businesses
  - ❑ eServices – miscellaneous
  - ❑ eServices – special notes
- ❑ Results eLearning and social inclusion
- ❑ Results eDemocracy and community building
- ❑ Results eSecurity

# Participation

# Participation – eCitizenship for All 2004

- Participation:
  - 102 cities of 23 countries.
  - 11 cities from the Czech Republic.



- Czech Republic**
- Brno
  - Ceske Budejovice
  - Hradec Kralove
  - Liberec
  - Most
  - Opava
  - Ostrava
  - Pardubice
  - Plzen
  - Prague
  - Zlín

# eCitizenship Initiatives

# Reasons for eGovernment

## Top 3 reasons for eGovernment in the Czech Republic:

- ❑ Customer/ Citizen demand to improve services (100%)
- ❑ Cost reduction for citizens, business, trade (91%)
- ❑ Increase productivity (72%)

# eGovernment – high level status

Former EU Countries

Czech Republic

80%	eGovernment policy	18%
78%	Life-long learning on political agenda	36%
43%	Budget on city level for Life-long learning	9%
64%	eSecurity policy	91%
64%	eTax services	55%
78%	Online education services	82%
65%	Public-safety eServices	64%
75%	Social security and healthcare eServices	64%
71%	Employability and income eServices	45%
89%	Environmental planning eServices	91%
90%	Traffic/ transport eServices	91%

# eGovernment practices

## eLearning and Social Inclusion

- ❑ 18% has set up an internal organisation support function to address eLearning. In Europe this is 50%.
- ❑ 1 city has reserved budget for eLearning; and only 2 cities are participating in regional partnerships on eLearning and life-long learning concepts.

## eSecurity

- ❑ 64% has got an eSecurity plan.
- ❑ Half of the cities have got a security manager or working group.

## eService level

- ❑ Primarily information related.
- ❑ Most services are through mail, post, over-the-counter and telephone.

# eServices – Lessons learned

**Which major challenges/barriers did you face implementing the above mentioned type of e-services?**

**Several challenges were mentioned, mostly concerning:**

- changing the culture (lack of interest, conservatism, border-struggles)
- changing the organisation (workflows, low level of knowledge, struggle on data-ownership)
- budget shortage
- connecting new and old ICT (no ICT available, front office-back office)
- very strict or unfinished security and legislation rules from the national government.

Remark: The most of the problems are not really new or eGovernment related. They are related to the normal change- and project management issues.

# eGovernment – Conclusions

- ❑ eGovernment becomes more and more an issue on the agenda of City council meetings and asks for a co-operative and joint effort of all city departments. Most of the cities have programs, projects of taskforces defined, some even have created special senior positions for eGovernment.
- ❑ Cities articulate the need for pan-city co-operation, participation in country and/ or EU projects and the availability of funds.
- ❑ The e-readiness amongst citizens and politicians is seen as a critical factor in further developments and investments.
- ❑ Outsourcing is not a topic at most cities. Cities outsourcing eServices or considering outsourcing eServices are mostly in the transaction and/ or integration level with their eServices.

# eGovernment – Some Recommendations

## Cost reduction

- ❑ Analyse the real needs from the citizens and businesses. The cities can invest their efforts optimizing the internal processes needed to deliver these services. Secondly they can lower the effort on the 'less' essential services. As a result the internal efficiency will grow combined with cost reductions.
- ❑ Internal cost reduction can be accomplished by turning very frequently used but non-complex services into eServices. For example applications for parking licences can be send and answered automatically by e-forms.
- ❑ External cost reduction can be found in symplifying red tape procedures, for example in licenses, taxes and information exchanges. This type of cost reduction would apply especially for interaction with businesses. They use a lot of services and have frequent contact with the city. However up to know they have not been targeted by the projects of the cities. A promising service would be the e-services for licenses, taxes and information exchanges on environment and town planning.
- ❑ The cities could actively share there best practises and experiences. This can save money.

# eGovernment – Some Recommendations

## Organization and culture issues

- ❑ The majority of the problems implementing eServices is not focused on ICT issues but on changing the organization and culture. Using the project- and change management principles from the beginning of the eServices project will improve the results. (see the following suggestions)
- ❑ One should set out a common goal with a clear description of the need to reach it. People change more easily when they know where they are going to and what the need for it is. In short, make it their interest to move!
- ❑ The management should be willing to take tough decisions if necessary. Re-engineering can mean fundamental changes in the work situation of colleagues.
- ❑ One should try to prevent lack of interest and border struggles within the city as a whole by starting projects within common goals and shared improvements. This can be reached best by using scaleable projects.

# eGovernment – Some Recommendations

## Obstacles in finding budgets

- ❑ A city should use the scarce budgets wisely. Not all services have to reach the maximum e-level. For some the one-way interaction is enough, like opening hours of the city hall. So be efficient and chose the right e-level for each service and save budget.
- ❑ Only request budgets for projects with a good 'business' case. The improvements should be noticeable for the city department delivering the budget and not only for the city as a whole.
- ❑ Start up with projects for implementing eServices where the improvements can be made visible on a short term. The visible results make it easier to ask for more budget.
- ❑ Since most cities mention finance as an obstacle, combining efforts between cities might be an option to consider. This is also indicted by various cities in the survey!



## Contacts:

### eCitizenship for All – Europe:

- Richard Drewes (partner) – [rdrewes@deloitte.nl](mailto:rdrewes@deloitte.nl)

### Czech Republic and Slovak Republic:

- Martin Buransky (partner) – [mburansky@deloitteCE.com](mailto:mburansky@deloitteCE.com)

- Michal Sindelář (industry leader) – [msindelar@deloitteCE.com](mailto:msindelar@deloitteCE.com)

- Michiel van den Berg – [mivandenber@deloitteCE.com](mailto:mivandenber@deloitteCE.com)