

eGovernment na stavebních úřadech v ČR

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VITA software s.r.o.



eGovernment v EU a ČR



i2010 - Informační společnost



The screenshot shows the 'Europe's Information Society Thematic Portal' website. The header includes the European Union flag and the text 'Europe's Information Society Thematic Portal'. A navigation bar at the top right contains links for 'Home', 'News', 'Calendar', 'Library', 'RSS', 'XML', 'Search', 'Contact', and 'Help'. Below this is a secondary navigation bar with links for 'Policies', 'Activities', 'Culture & Society', 'Economy & Work', 'Education & Training', 'Quality of Life', 'IS Industry', 'Regions / World', and 'Research & Innovation'. The main content area is titled 'ACTIVITIES :: eGovernment' and features a large graphic with the text 'eGovernment' and 'Harnessing ICT to improve public services'. To the left of the main content is a sidebar with a list of links: 'eGovernment', 'Highlights', 'Policy', 'Good practice', 'Research', 'Implementation', 'Studies', 'Funding', 'Conferences', 'Library', 'Links', 'Sitemap', and 'Contact us'. The main text describes eGovernment as using ICTs to provide better public services, mentioning that it involves rethinking organizations and processes. A sidebar on the right contains a list of links: 'Home', 'News', 'Calendar', 'Library', 'RSS', 'XML', 'Search', 'Contact', and 'Help'. At the bottom right, there is a graphic with the text 'Better public services for everyone' and 'eGovernment', along with the URL 'http://ec.europa.eu/egovernment' and a small European Union flag.

Europe's Information Society Thematic Portal

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ACTIVITIES :: eGovernment

eGovernment

Harnessing ICT to improve public services

eGovernment is about using the tools and systems made possible by Information and Communication Technologies (ICTs) to provide better public services to citizens and businesses. ICTs are already widely used by government bodies, just as in enterprises, but eGovernment involves much more than just the tools. Effective eGovernment also involves rethinking organisations and processes, and changing behaviour so that public services are delivered more efficiently to the people who need to use them. Implemented well, eGovernment enables all citizens, enterprises and organisations to carry out their business with government more easily, more quickly and at lower cost.

In the European Union's internal market, people are able to move freely – either for work or for private reasons – and consequently they have to be able to deal with public services outside their home country more and more. If eGovernment services are to provide significant added value to citizens and business, then it is crucial that different government bodies, both within a country and in different EU Member States, are able to share information easily and co-operate in serving citizens.

Better public services for everyone

eGovernment

<http://ec.europa.eu/egovernment>

Public Services 2006



Benchmarking in a Policy Perspective

Report No. 4

Public Services

Final

October 2006



Public Services 2006

3 Topic Area Definition, Review of Concepts and Policy Issues

Chapter 3 will provide a brief definition of the topic area followed by an overview of relevant policy issues.

3.1 Definition of topic area and basic concepts

In European Commission policies, online public services regularly include those services provided to businesses and individuals for:

- interacting with public authorities (e-government)
- training and education (e-learning)
- health related activities (e-health)

E-government

The European Commission defines e-government as "the use of information and communication technologies in public administrations - combined with organisational change and new skills - to improve public services and democratic processes and to strengthen support to public policies".

e-government is a way for public administrations to become:

- more open and transparent, and to reinforce democratic participation;
- more service-oriented, providing personalised and inclusive services to each citizen;
- productive, delivering maximum value for taxpayers' money.

Most of the existing approaches to defining e-government only show minor deviation to the one above. All have an objective for improvement of public services and democratic processes in common. In view of the recent years a remarkable remodelling regarding the concepts of government has taken place or has been initiated with strongly contributing and having an essential impact.

E-government is therefore a eEurope 2006 policy priority. E-government targets have been part of the eEurope 2006 Action Plan, including a summary of the Commission's Communication on the role of e-Government for Europe's future and the 2005 eGovernment Benchmarking Report. On 25 April 2006 the European Commission launched the '2010 eGovernment Action Plan: Accelerating eGovernment in Europe for the Benefit of All' (http://ec.europa.eu/information_society/activities/e-government_research/highlights/2010_e-gov_action_plan_2010.pdf) and on 27 July 2006 the eParticipation Work programme was adopted by the Commission (http://ec.europa.eu/information_society/activities/e-government_research/participation/index_en.htm) and the Call for Proposals launched.

E-government covers a wide area. The area can best be structured in "Public Services for Citizens" and "Public Services for Businesses". Typically a public service for citizens would be e.g. declaration, notification of assessment of income taxes, or job search services offered by labour offices. A public service for businesses would be e.g. social contribution for employees or declaration and notification of corporate tax. As part of the eEurope initiative a list of 20 basic public services was established which has been and still is used as a guide in this area. The list is provided in the figure below.

Figure 3-1 eEurope commission list of 20 basic public services

Public Services for Citizens	
1.	Income taxes declaration, notification of assessment
2.	Job search services by labour offices
3.	Social security contributions:
	a) Unemployment benefits
	b) Family allowances
	c) Medical cost reimbursement or direct settlement
4.	Personal documents:
	a) passport
5.	Correspondence, send and reported card
	b) Application for building permission
7.	Declaration to the police (e.g. in case of theft)
8.	Public libraries (availability of catalogues, search tools)
9.	Certificates, request and delivery:
	a) birth
10.	Insurance in higher education (university)
	b) insurance
11.	Announcement of change of address
12.	Health related services (e.g. interactive advice on the availability of doctors in different hospitals; appointments for hospital)
Public Services for Businesses	
13.	Social contribution for employees
14.	Corporation tax declaration, notification
15.	VAT declaration, notification
16.	Registration of a new company
17.	Submission of data to local offices
18.	Corporate declarations
19.	Business-related permits and reporting
20.	Public procurement

(Source: European Commission, 2006a and 2006b)

Typically online public services for businesses for interacting with public authorities are either used for:

- obtaining information
- obtaining forms
- returning filled in forms full electronic case handling
- submitting a proposal in an electronic tender system (e-procurement).

From a citizen's perspective online interaction with public authorities typically takes the form of:

¹ E-participation services are not considered in the present report since these have only started to be considered in the public area and are so far not covered by the Eurostat Community surveys.



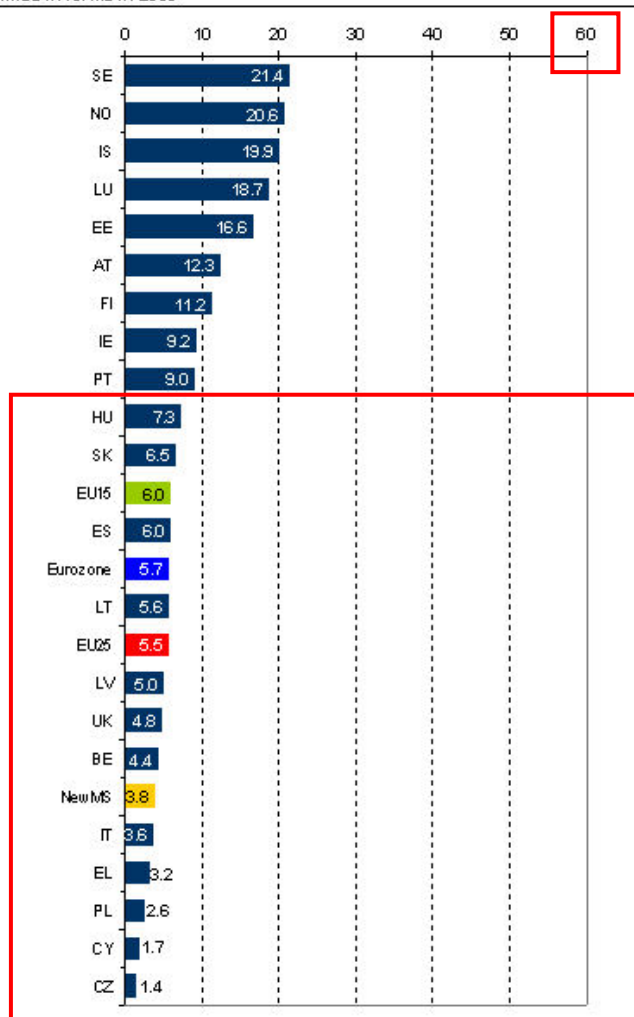
Public Services 2006 - pro občany

Public Services for Citizens	
1.	Income taxes: declaration, notification of assessment
2.	Job search services by labour offices
3.	Social security contributions:
	a) Unemployment benefits
	b) Family allowances
	c) Medical costs (reimbursement or direct settlement)
	d) Student grants
4.	Personal documents:
	a) passport
	b) driver's licence
5.	Car registration (new, used and imported cars)
6.	Application for building permission
7.	Declaration to the police (e.g. in case of theft)
8.	Public libraries (availability of catalogues, search tools)
9.	Certificates, request and delivery:
	a) birth
	b) marriage
10.	Enrolment in higher education / university
11.	Announcement of moving (change of address)
12.	Health related services (e.g. interactive advice on the availability of services in different hospitals; appointments for hospitals.)



Public Services 2006 - pro občany

Figure 4-4 Percentage of population who have used the Internet in the last 3 months for sending filled in forms in 2005



Source: Eurostat 2005 Community Survey on ICT Usage and e-Commerce in Households

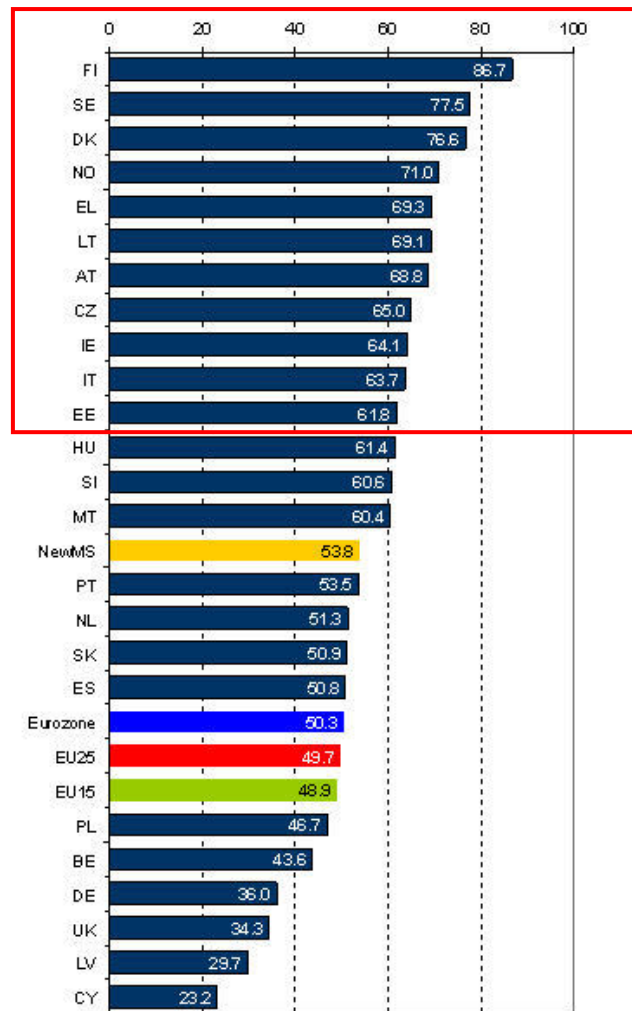


Public Services 2006 - pro firmy

Public Services for Businesses	
13.	Social contribution for employees
14.	Corporation tax: declaration, notification
15.	VAT: declaration, notification
16.	Registration of a new company
17.	Submission of data to statistical offices
18.	Customs declarations
19.	Environment-related permits (incl. reporting)
20.	Public procurement

Public Services 2006 - pro firmy

Figure 4-26 Percentage of enterprises obtaining forms online from public authorities in 2005

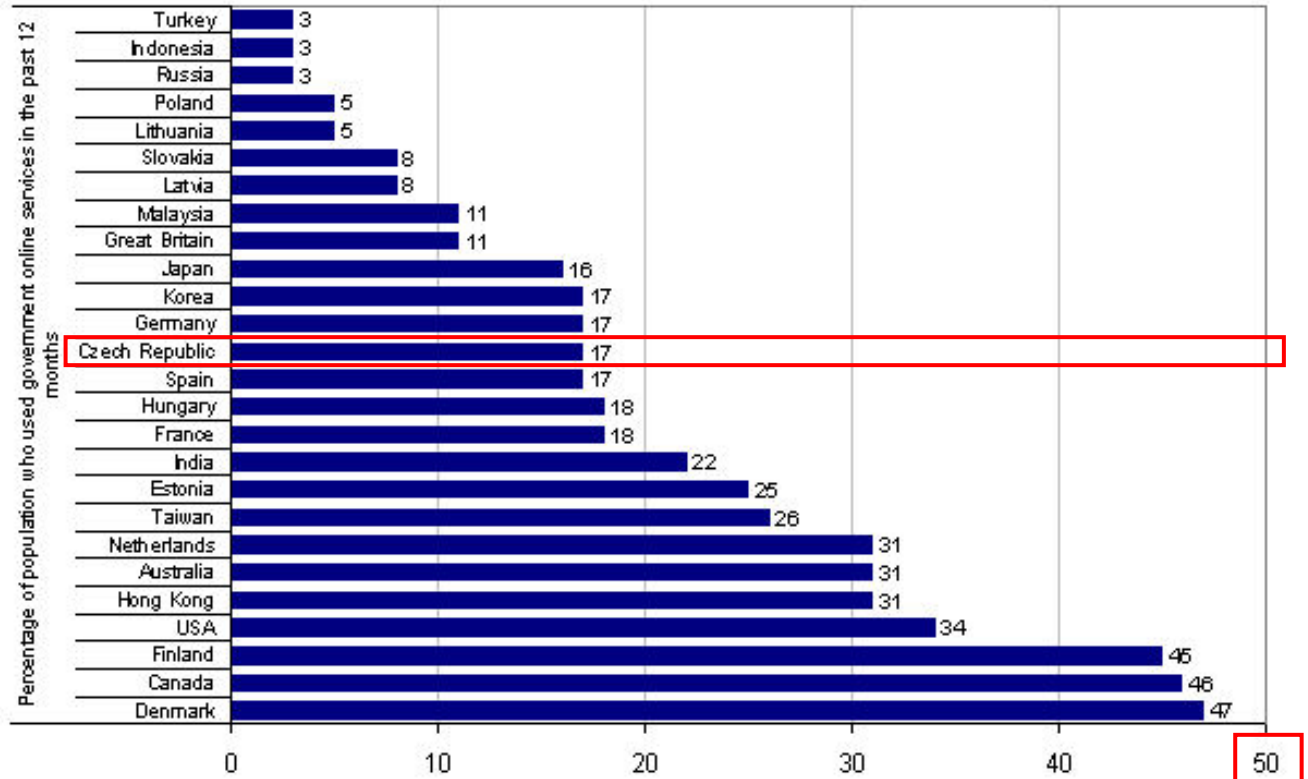


Source: Eurostat 2005 Community Survey on ICT Usage and e-Commerce in Enterprises



Public Services 2006 - perspektiva

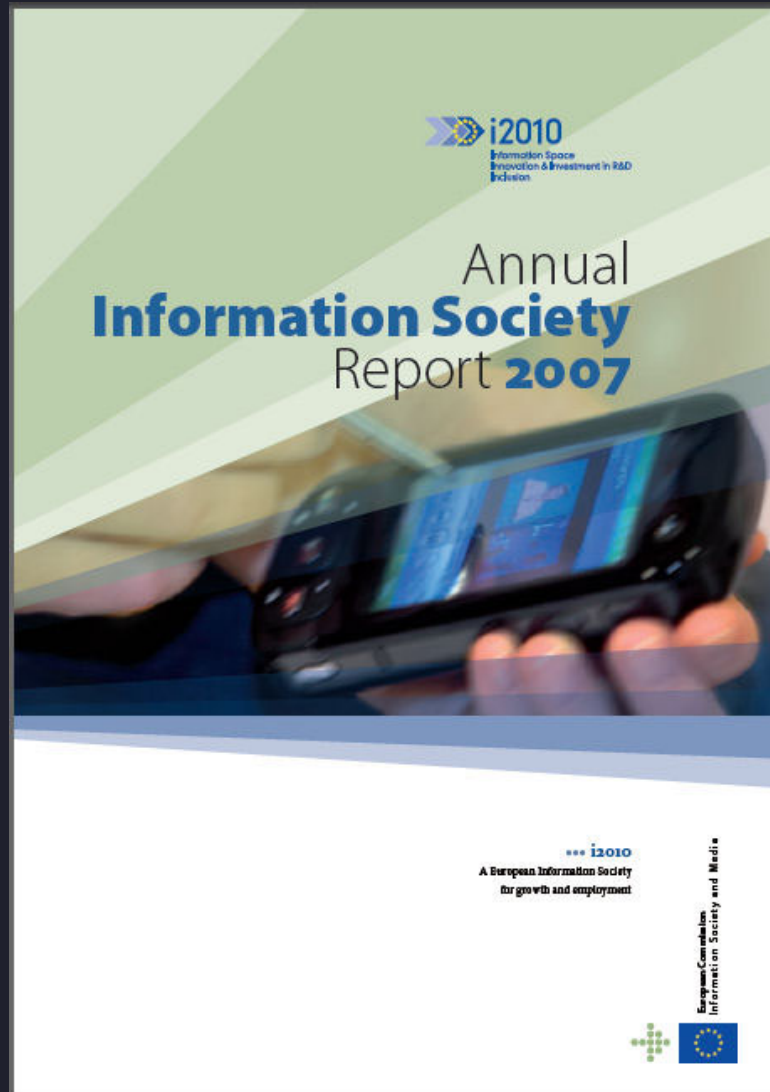
Figure 4.6 Results regarding the “International perspective of governments on-line” survey



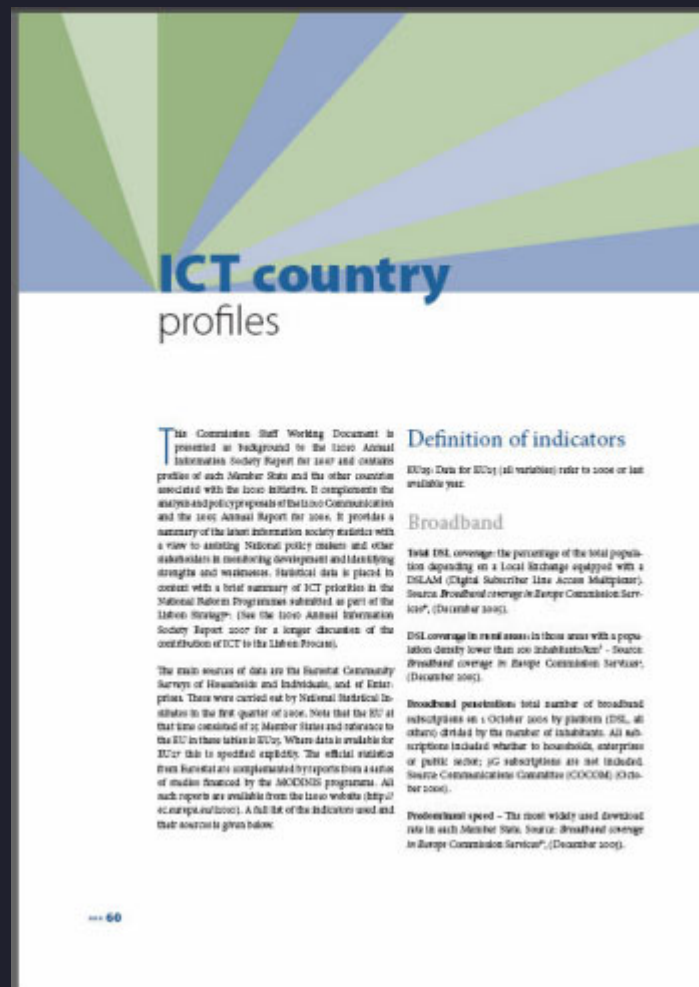
Source: Taylor, Nelson, Sofres, 2001, International perspective of governments on-line



Informační společnost 2007



Informační společnost 2007



eGovernment indicators

% of basic services fully available online (for households and enterprises) – ‘Basic’ covers the 20 public services most frequently used by households/citizens (12) and enterprises (8). A service is considered fully online when the publicly accessible website offers the possibility to completely treat the service via the website, including decision and delivery. No other formal procedure is necessary for the applicant via ‘paperwork’. Source: *Online Availability of Public Services: How is Europe Progressing?* Commission Services (2006).⁵²

% of population using eGovernment services (in the last three months) – Source: Eurostat, Community Survey of ICT use in households and by individuals, 2006.⁵³

% of population using eGovernment services for sending filled forms (in the last three months) – Source: Eurostat, Community Survey of ICT use in households and by individuals, 2006.⁵³

% of enterprises using eGovernment services (in the last year) – Source: Eurostat, Community Survey on the ICT use in enterprises, 2006.⁵³

% of enterprises using eGovernment services for sending filled forms (in the last year) – Source: Eurostat, Community Survey on the ICT use in enterprises, 2006.⁵³



Informační společnost 2007 - CZ

5. The Czech Republic

- **eGovernment:** The Public Administration Portal was upgraded, an eHealth project in the Prague region has been launched, and the pilot project 'Tax Portal', enabling online contacts with tax authorities became operational. Work on the electronic single economic register started. A new Act allowing electronic public procurement came into force. The legislative process on the act on data sharing between governmental entities stalled, delaying the development of a fully enabling legal environment for eGovernment.

... 72

ICT experts within existing enterprises are closer to top European levels but basic ICT skills are somewhat lower than average. Enterprises are significantly more advanced with over half now having broadband connections. Enterprises

Broadband	2002	2004	2005	2006	EU25	Rank
Total DSL coverage (as % of total population)			75		87.4	22
DSL coverage in rural areas (as % of total population)					85.9	
Broadband penetration (as % of population)	1.7	5.5	9.6		15.7	18
DSL penetration (as % of population)	0.6	2.8	4.3		12.8	21
Fastest download speed						
Households having broadband (as % of those having access to the internet at home)	10.0	23.0	26.6	56.7	62.1	20
% of enterprises with broadband access	20.1	38.0	52.1	83.5	74.5	17
Number of 3G subscribers per 100 inhabitants			0.0		5.0	21
Digital Television in households			5.2		30.6	21
Music: number of single downloads per 100 inhabitants			0.0			
Internet Usage						
% population who are regular internet users	19.9	24.5	25.7	55.8	46.7	22
Take up of internet services (as % of population)						
ing emails	22.7	27.0	27.0	57.3	40.8	17
ing for information about goods and services	15.9	17.5	19.7	51.7	40.9	20
net telephoning or videoconferencing	2.4	5.4	5.5	8.8	7.1	11
ing/downloading games and music	4.6	9.1	8.0	12.5	16.2	25
ing to the web radio/watching web tv	2.5	3.0	3.8	6.5	11.8	20
ing online newspapers/magazines	4.9	10.1	11.6	18.0	19.0	17
net banking	3.4	4.9	5.2	9.7	22.0	22
use of access						
homes	17.0	19.9	19.7	50.9	40.6	19
work	12.5	14.2	14.0	19.8	23.1	18
educational place	7.1	7.6	6.9	8.6	8.0	15
MAP	4.9	2.8	2.2	5.5	6.8	22
Government Indicators						
ic public services for citizens fully available online			16.7	8.3	26.8	25
ic public services for enterprises fully available online			30.0	62.5	67.8	17
population using e-Government services			6.7	4.6	17.4	16
which for returning RfID in forms	0.4	1.4	1.4	3.0	8.1	22
enterprises using e-Government services			74.7	78.9	75.8	12
which for returning RfID in forms	21.8	23.7	31.6	52.4	44.8	22
in schools						
ber of computers connected per 100 pupils				8.2	9.9	16
schools with broadband access				63.0	67.0	21.5
teachers having used the computer in class during the 2 months				78.5	74.5	10
commerce						
turnover as % of total turnover of enterprises	5.7	5.9	8.4	7.1	11.7	14
separate receiving internet orders	17.4	13.2	15.4	9.0	13.9	17
separate purchasing on the internet			31.2	37.4	26.9	13
business % of enterprises						
integrated internal business processes			18.4	27.5	27.3	18
integrated external business processes			4.2	10.3	13.5	14
http % of enterprises using secure servers					41.0	
ing digital signatures for authentication			1.1	9.8	14.5	18
employment and skills						
employees using internet at work	19.2	23.0	26.4	28.6	26.1	18
persons employed with ICT user skills	15.6	16.5	16.9	17.5	16.5	18
persons employed with ICT specialist skills	3.8	3.9	3.9	4.1	3.1	5
share on growth of ICT sector and R&D						
sector share of total GDP			9.8		5.5	3
ICT sector share of total employment			4.2		4.0	10
ICT sector growth (constant prices)			-0.2		3.6	17
R&D expenditure in ICT by the business sector, as % of GDP			0.1		0.3	12
as % of total R&D expenditure			14.2		25.7	14



Informační společnost 2007 - CZ

5. The Czech Republic

ICT on the ground

The Czech Republic presents a somewhat divided image of development with above average enterprise connectivity, but below average citizen use. E-commerce is

use is higher than citizen use, and the proportion of enterprises carrying out e-commerce is only marginally less than the EU average. Use of other e-business tools and integration is however low.

Broadband	2002	2004	2005	2006	EU25	Rank
Total DSL coverage (as % of total population)			75		87,4	22
DSL coverage in rural areas (as % of total population)					85,9	
Broadband penetration (as % of population)	1,7	5,5	9,6		15,7	18
DSL penetration (as % of population)	0,6	2,8	4,3		12,8	21
Prevalent download speed						
Households having broadband (as % of those having access to the internet at home)	10,0	23,0	26,6	56,7	62,1	20
% of enterprises with broadband access	20,1	38,0	52,1	83,5	74,5	17
Number of 3G subscribers per 100 inhabitants			0,0		5,0	21
Digital Television in households			5,2		30,6	21
Multimedia: number of single downloads per 100 inhabitants			0,0			
Internet Usage						
% population who are regular internet users	19,9	24,5	25,7	35,8	46,7	22
Take up of internet services (as % of population)						
searching emails	22,7	27,0	27,0	37,2	40,8	17
looking for information about goods and services	15,9	17,5	19,7	31,7	40,9	20
internet telephoning or videoconferencing	2,4	5,4	5,5	8,8	7,1	11
playing/downloading games and music	8,6	9,1	8,0	12,5	16,2	23
listening to the web radio/watching web tv	2,5	3,0	3,4	6,5	11,8	25
reading online newspapers/magazines	6,8	10,1	11,6	18,0	19,0	17

eGovernment Indicators	2003	2004	2005	2006	EU25	Rank
% basic public services for citizens fully available online		16,7		8,3	36,8	25
% basic public services for enterprises fully available online		50,0		62,5	67,8	17
% of population using e-Government services		6,7	4,6	17,4	23,8	16
of which for returning filled in forms	0,4	1,4	1,4	3,0	8,1	22
% of enterprises using e-Government services		74,7	78,9	75,6	63,7	12
of which for returning filled in forms	21,8	23,7	31,6	32,4	44,8	22

EU average with citizen service levels particularly low. Nonetheless, citizens' demand for the basic services available has increased rapidly although still in the lower half of the scale. eGovernment services for enterprises have been given higher priority and availability is higher than for citizen services but still somewhat below EU average. Use of basic public services among enterprises is now well above EU average but use of advanced services is low. Despite low broadband connectivity in schools, use by teachers is good and in the EU top ten. The ratio of computers to pupils is below EU average.

ICT expert skills among employees are close to top European levels but basic ICT skills are somewhat lower than average. Enterprises are significantly more advanced with over half now having broadband connections. Enterprises

ment of a fully enabling legal environment for eGovernment.

eTrust: A National Information Security Strategy was adopted in October 2005 and a corresponding Implementation Plan submitted to the government, but not yet adopted.

Digital Literacy: The National Computer Literacy Programme is being implemented; financial grants are offered to citizens following courses in the use of computers; schools and libraries are supplied with appropriate equipment.

% enterprises purchasing on the internet	31,2	37,4	26,9	27,9	13
e-business: % enterprises					
with integrated internal business processes	18,4	27,5	27,5	18	
with integrated external business processes	4,2	10,5	13,5	14	
Security: % enterprises using secure servers					
% using digital signatures for authentication	1,1	9,8	14,5	18	
Employment and Skills					
% employees using internet at work	19,2	23,0	26,4	26,1	18
% of persons employed with ICT user skills	15,6	16,5	16,9	17,5	18
% of persons employed with ICT specialist skills	3,8	3,9	3,9	4,1	5
Indicators on growth of ICT sector and R&D					
ICT sector share of total GDP	9,8			5,5	3
ICT sector share of total employment	4,2			4,0	10
ICT sector growth (constant prices)	-0,2			3,6	17
R&D expenditure in ICT by the business sector, as % of GDP	0,1			0,3	12
as % of total R&D expenditure	14,2			25,7	14

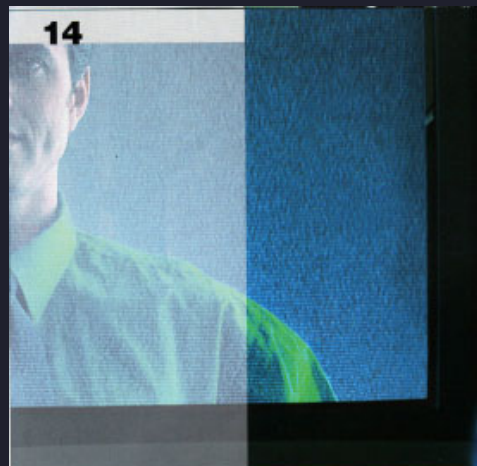


SPIS 2006/2007



SPIS 2006/2007

14



Příloha 1: Hodnocení ú e-governme

Podle výsledků zveřejněných v [1] se postice České EU shodují. **2. postice nad průměrem** přístupových stránek. Došlo k **desetkrát větší** v roce 2004 na 7. místo v roce 2006.

Od roku 2001 se pro všechny členské státy EU měření (Island, Norsko, Švédsko) používá shod měření nevyhodnocující uživatelskou kvalitu služeb at. Připravuje se nová metodika měření orientovaná [3], která bude sledovat 5 prioritních cílů, tedy cílů v blízkosti.

ČR se v roce 2006 umístila v celkovém hodnocení v základní dostupnosti online služeb (např. veřejná nast. možnost uskutečnit odeslání transakce online) v na 10. místě.

Některé nové členské státy udělaly významný Maže se posunula z 16. na 2. místo, Estonsko z 8. Slovensko z 15. na 7. místo.

ČR od roku 2004 vyjadřuje služby e-governme vyjádření i počet vyřazených služeb byl však pod je úroveň služeb pro občany horší než úroveň služb rození a průměrem EU i s průměrem nových člensk jen některé služby.

V celkovém hodnocení vede Rakousko před M se ČR vzdaluje. Je to dáno rychlejším pokrokem v státy se začali rychleji než ČR.

Dobré služby e-governmentu v ČR

Pro občany

- Daňové přiznání a platba daně z příjmu (MF)
- Vyřizování sociálních dávek (MPSV)

Pro firmy

- Daňové přiznání a platba daně z příjmu (MF)
- Daňové přiznání a platba DPH (MF)
- Vyplňování statistických výkazů (ČSÚ)
- Celní deklarace (MF)
- Zadávání veřejných zakázek (MMR)

Průměrné služby e-governmentu v ČR

Pro občany

- Hledání zaměstnání (MPSV)
- Přihlašování na střední a vysoké školy (MŠMT)

Pro firmy

- Vyřizování a platba sociálního a zdravotního zabezpečení zaměstnanců (MPSV)
- Registrace podnikatelských subjektů (MPO, MSp)

Nedostatečné služby e-governmentu v ČR

Pro občany

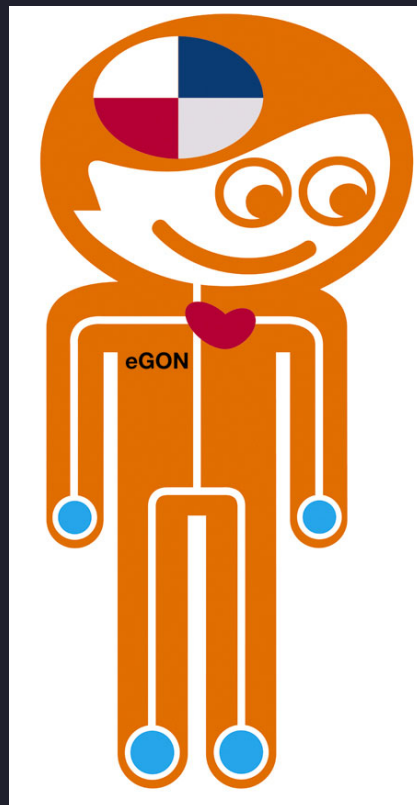
- Žádost o vystavení osobních dokladů (MV)
- Registrace auta (MD, samospráva)
- Žádost o stavební povolení (MV, samospráva)
- Hlášení na policii (MV)
- Dostupné katalogy veřejných knihoven (MK)
- Žádost o vystavení rodného listu, potvrzení o sňatku (MV, samospráva)
- Oznámení změny adresy (MV, samospráva)
- Služby související s veřejným zdravotnictvím (MZd)

Pro firmy

- Žádosti a povolení související s životním prostředím (MŽP)



EGON



Základní registry

- ROB (zatím data z MV)
- ROS
- RUIAN (zatím UIR-ADR, VFK)
- RPP

Zákon o elektronických úkonech ...

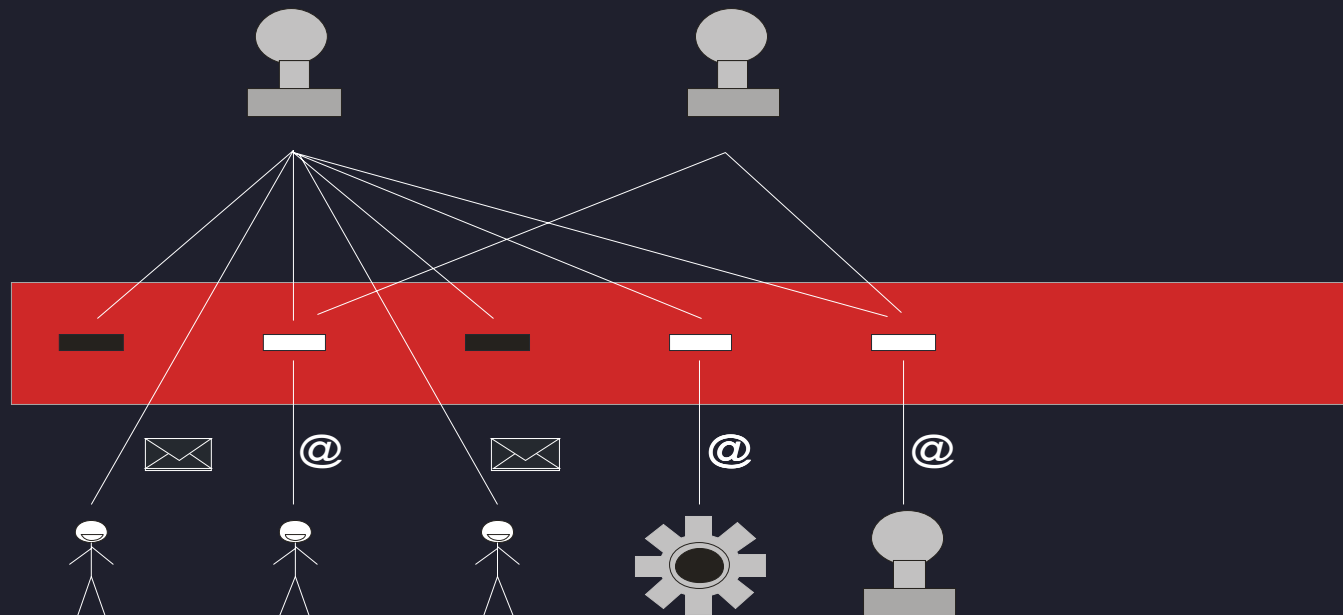
- elektronické spisy
- elektronické podání, doručování

CZECHPOINT

- elektronická podání



Elektronické doručování - EGA



Elektronické doručování - EGA

Od 1.7.2009 má být pro orgány veřejné moci a právnické osoby povinné elektronické doručování:

§ 16

Doručování dokumentů orgánů veřejné moci prostřednictvím datové schránky

(1) Umožňuje-li to povaha dokumentu, orgán veřejné moci jej doručuje jinému orgánu veřejné moci prostřednictvím datové schránky, pokud se nedoručuje na místě. Umožňuje-li to povaha dokumentu a má-li fyzická osoba, podnikající fyzická osoba nebo právnická osoba zpřístupněnu svou datovou schránku, orgán veřejné moci doručuje dokument této osobě prostřednictvím datové schránky ...

eGovernment na stavebních úřadech v ČR

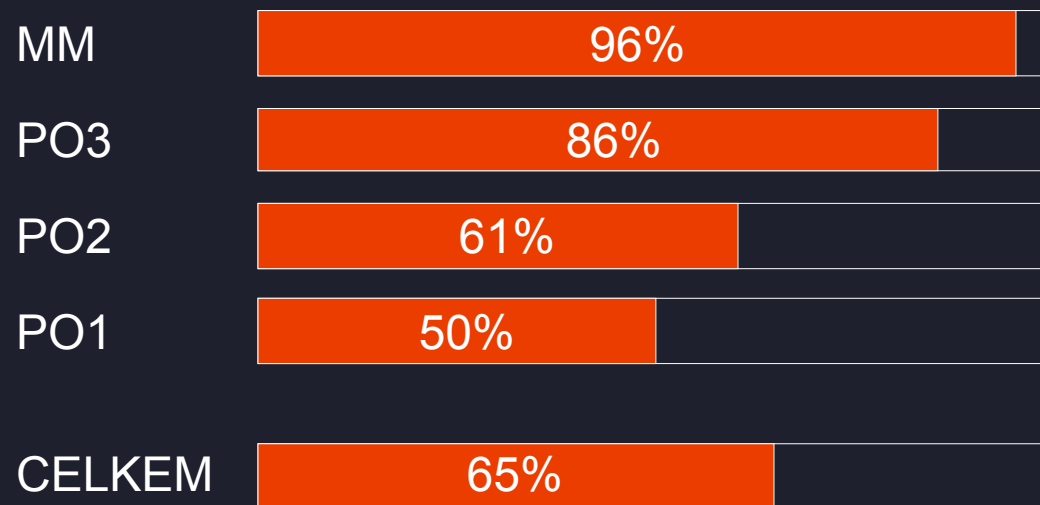


Zvládnou úřady elektronizaci?

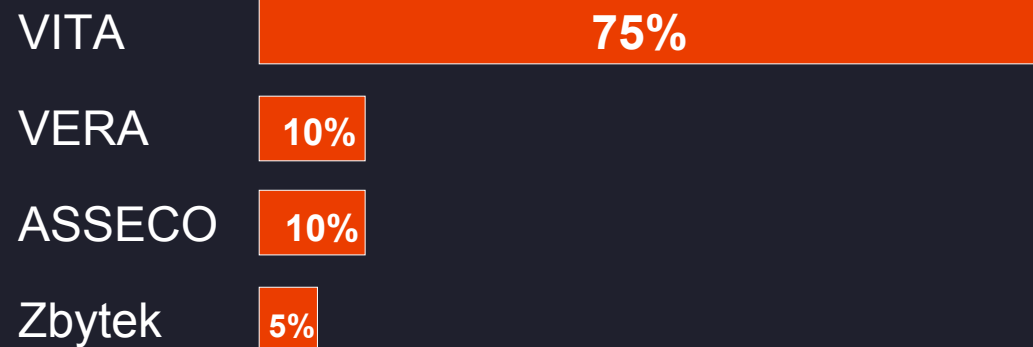
Je skoro 720 obecných stavebních úřadů

- 1 MMR !
- 14 krajských úřadů !
- 205 PO3 !
- 184 PO2 !?
- 228 PO1 ???
- 86 úřadů MČ a MO !?

Stavební úřady - využití programů



Stavební úřady - dodavatelé



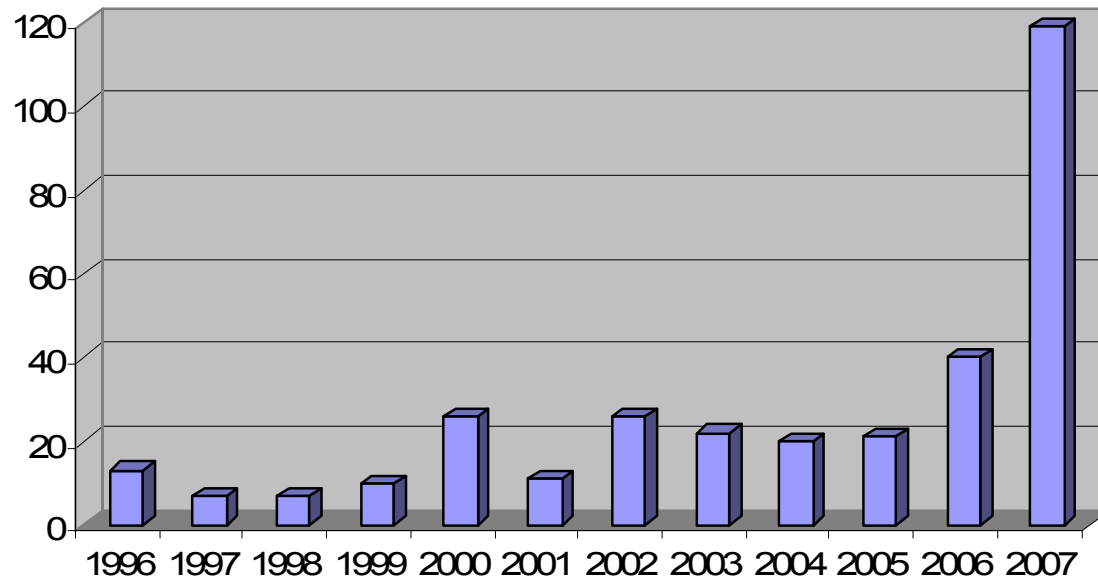
VITA - odhady počtu podání, vypravení

60% všech podání na stavebních úřadech se vyřizuje naším programem.

30 - 50% všech písemností úřadu je vypraveno ze stavebního úřadu.

Dopady legislativních změn

Nový správní řád, nový stavební zákon



A co EGA?



STAVEBNÍ ÚŘADY 2008

25. - 26. září 2008

Aldis, Hradec Králové

