The Conference
"Internet in Public Administration"

City of Hradec Králové, 25th—26th March 2002

Responses and Evaluations

ISSS
Internet ve státní správě a samosprávě
LOCAL AND REGIONAL
INFORMATION SOCIETY

Introduction

The fifth year of the Conference Internet in Public Administration ISSS 2002 and International Seminar Local and Global Information Society is over and that is time to look back.

"The conference has been an immense success. Not only for the quality of the presentations and the dedication and expressed satisfaction of the many participants, but also for the promises which blossomed during the more confidential discussions taking place between the local and regional networks and the Candidate Country representatives," said Gerald Santucci, head of Unit Applications relating to Administration of the Information Society Directorate-General. "I trust that this year's conference will leave a great footprint on the trail towards eGovernment and that it will be remembered as the beginning of a new sense of dialogue, commitment and leadership for narrowing the several 'divides'–geographic, social, digital, etc.–which still fragment our European territories and to which proper implementation of eGovernment may indeed bring some useful solutions".

The conference ISSS, organised by Triada Company in co-operation with Association of Towns and Communities of the Czech Republic and other institutions, has proved its position as the most significant event in the Czech Republic and very well known in Central and Eastern Europe in the area of information technologies in public administration. The number of participants in the year 2002 (representatives and employees of state and local administration, IT specialists, businessmen from the field of Information and Communication Technologies)–1687 people from 18 countries, and increasing interest from commercial partners and media is the best evidence. The audience heard a total of 153 presentations, including 34 presentations in the framework of the International Seminar and 65 companies took part in the accompanying exhibition.

The main goal of International Seminar: Local and Regional Information Society, of the fifth year ISSS 2002 Conference was to facilitate co-operation between associations from Candidate Countries and EU organisations of local and regional government. The objectives were

- Present the current situation in information society building at municipal level, their achievements, municipal projects and activities being implemented and/or prepared, in particular findings of the "Enhancing Active Participation of Sub-national Governments in the EU Enlargement Process" (EAP), working group Information Society of the Visegrad Group countries (Czech Republic, Slovakia, Hungary) and national study of Estonia
- Enable the CEE associations of municipalities to get acquainted with European information society networks for municipalities, regions and associations of municipalities (TeleCities, ELANET, ERIS@)
- Present EU Programmes:
  - eGovernment in the 6th Framework Programme–with 10-year vision
  - IDA Program–Interchange of Data between Administrations - a Community program set up in 1995 to promote the electronic exchange of information between administrations

- eContent Program–supporting the production, use and distribution of European digital content (e-content) on the global network
- Formulate possible areas of co-operation in information society building and agree on next steps to be taken, in particular with regard to co-ordination of preparation activities of CEE Candidate Countries for EU accession

At the common meeting of ELANET, ERIS@, TeleCities with representatives of candidate countries local government associations a Memorandum of Understanding was adopted. The document is attached. The Candidate Countries' Local and Regional Government Organizations' Network (LOGONet+) aims at:
- Efficient mutual co-operation of these organisations and establishment of their continuous dialogue at the national and international level
- Strengthening of the professional relationship with similar organisation in the European Union
- Identification of co-operation opportunities through the Committee of Regions, Economic and Social Committee, the Council of European Municipalities and Regions, and other institutions whenever possible
- Institutionalisation of the advocacy channel for local and regional governments to the European Union

During evening festive programme the Eurocrest prizes for the best web presentation of European towns and communities were awarded to the towns Stara Zagora (Bulgaria), Most (Czechia), Tapa (Estonia), Vilnius (Lithuania), Szczecin (Poland), Nove Zamky (Slovakia). Winners received prizes from European Commission representatives Gerald Santucci and Giangaleazzo Cairolli.

Below we present a report about this year conference so that you can get detailed view of the importance of this event.

František Dohnal
programme director of the conference

Tomáš Renčín
executive director of the conference

Table of content

Profile and goals of the event

Internet in Public Administration–ISSS 2002

Character: International conference

The number of forms: 5 Prague, March 1998
Hradec Králové, March 1999–2002

Target groups: Representatives and employees of state and local administration from the Czech Republic and from abroad, IT specialists, businessmen from the field of information and communication technologies

Topics:
- Support to IT enlargement in public administration
- Offer of electronic services for citizens
- Public administration and e-procurement
- Security of information systems
- Electronic signature
- Geoinformation, Internet and public administration
- Services of communication infrastructure of Public Information Systems
- Presentation of existing projects in the Czech Republic as well as abroad
- Presentation of products and services in IT determined for the public administration needs
- Exchange of experience

Local and Regional Information Society–ISSS 2002

Character: Involvement of CEEC associations of towns into the international cooperation focused on the development of information society

Speakers:
- Gerald Santucci, European Commission
- Ingrid Götzl, President of TeleCities
- Javier Ossandon, President of ELANET
- Walter Wenzel, CEMR and others

Target groups:
- Representatives of institutions from 18 European countries
- IT specialists

Topics:
- Facilitation of co-operation between associations from Candidate Countries and EU organisations of local and regional government
- Presentation of National Studies of Candidates Countries
- General presentation of the main objectives and initiatives of the EU networks
- Presentation of EU Programmes: 6th Framework Programme, IDA, and eContent
- The presentation of existing EU projects, Exchange of experience

Organisers and Partners

Organisers

Triada Ltd
SPIS
ExMise

Co-Organisers

Office for Public Information Systems

Union of Towns and Communities of the Czech Republic

Association of Regions of the CR

Preparation of International Seminar

Triada Ltd.
Education Centre for Public Administration
Municipality of Prague

Preparation of programme

Office for Public Information Systems
Czech Association for Geoinformation
BMI, SPIS
Ministry of Interior of the Czech Republic

General partner

Česká spořitelna

Main partners

IBM
KPNQwest Czechia
Microsoft
Novell
Oracle Czech

Media partners

BMI Association
DSM
Czech Press Agency
Internet Daily Public Administration
E-government
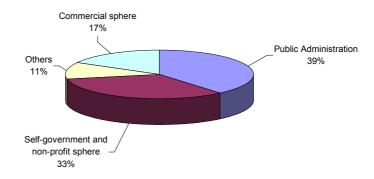CHIP
IT system
"Municipality and Finance"
Czech Radio
T&P
V.I.P. park.cz

Partners

AutoCont
ČESKÝ TELECOM
PVT

The participation

The number of participants of ISSS conference: 1687

State Administration	671
Self-government and non-profit sphere	558
Others	179
Commercial sphere	279

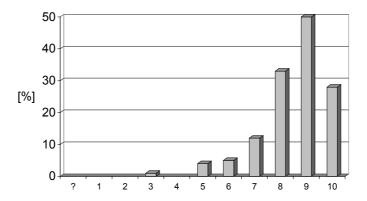## The structure of participants of the conference ISSS 2002

The participants from abroad

The total number of all of countries is 18 (including the Czech Republic)
Austria, Belgium, Bulgaria, Estonia, Finland, France, Germany, Great Britain, Greece, Hungary, Italy, Lithuania, Latvia, Luxembourg, Poland, Slovakia, Spain.
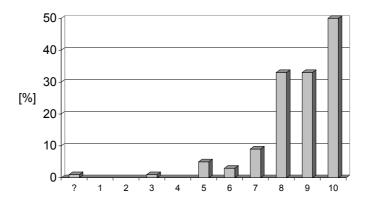
The evaluation

This evaluation was made on the base of statistics data, which are the result of reconnaissance done by organisers in the period from the end of March to 15 April 2002. About 140 participants answered to the special questionnaire that you can find on web sites of the Conference ISSS 2002 (http://www.isss.cz). Exquisite points were evaluated according the scale 1–10 (1 the worst, 10 the best).
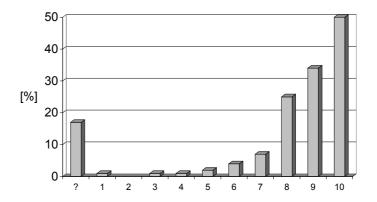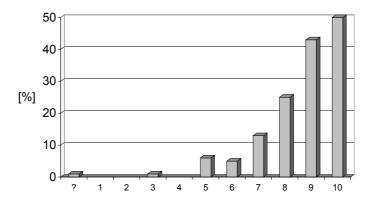
The total evaluation: 8.548

The information on Internet: 8.828

The communication with organiser: 8.814

The conference papers: 8.697

The most interesting speeches

- Public Administration and electronic signature
- Offer of electronic services for citizens
- Contribution of new IT for improving in public services and making them more accessible–Vladimir Spidla, Deputy Prime Minister of the Czech Republic
- Evaluation report including comparison with EU, Karel Brezina, Minister of the Czech government
- eGovernment in the 6th Framework Programme, Working towards a 10-year vision, Gerald Santucci, European Commission
- General presentation of the main objectives and initiatives of the EU networks
- TELECITIES, Ingrid Götzl
- ELANET (European Local Authorities Network), Javier Ossandon
- ERIS@ (European Regional Information Society Association)

ISSS 2002 on Internet

WWW:	http://www.isss.cz
Visit:	72.570 (on 10th April, 2002)
Language version:	Czech, English
Contents:	• Proceedings
	• Video Interview
	• Statistics
	• Photo Gallery
	• Press Releases
	• Results of Contests

Memorandum of Understanding

1. Background

Reiterates that

- With the launch of the eEurope+ Action Plan "A co-operative effort to implement the Information Society in Europe" at the occasion of the Göteborg Summit on 16 June 2001, the Heads of Government of the EU Candidate Countries have given a joint, political commitment to embrace the challenges associated with the knowledge-based economy in a joint effort to modernise our economies and provide potential benefits to our citizens,
- The Candidate Countries underlined full subscription to the ambitious goal agreed by the EU leaders at Lisbon Summit on 23–24 March 2000 for "Europe to become the most competitive and dynamic knowledge-based economy in the world" and to outline that the challenge for the EU Candidate Countries is therefore to ensure that this political objective can be met and moreover, it offers an opportunity to strengthen co-operation with the EU-15 in an area of importance to the whole of Europe,
- The development of e-government and e-governance in the CEEC countries requires interaction at all government levels and strong European co-operation. An inclusive Information Society that prevents Europe from any possible form of digital divide should stimulate good and continuous benchmarking initiatives between best practices throughout Europe. It is most important that these benchmarking actions are planned and supported at European level through tools and programmes in which the regional and local dimension is adequately present, since municipalities, provinces and regions can greatly benefit from it to reengineer their organisations and to provide better and wider services based on the new information and communication technologies to their citizens,
- In particular, eEurope+ recognises that there is a basic need to ensure that all citizens are offered the possibility of access to affordable communications services in order to avoid a digital divide,
- Heads of Government of the Candidate Countries expected to call for assistance of all partners in the implementation of the plan.

and reflecting the need for confirming the European cities and regional position as the major stakeholders for the citizens prosperity and welfare and the material role ICT has been playing in recent years in local and regional policy, the following Candidate Countries' Associations of Towns and Communities and Regions and their organisations agree to establish closer links in order to shape their ways to the Information Society at the regional and local level as a means to promote their economic and social development through the achieving goals of the Action Plan eEurope+.

2. Objectives

The overall objectives of the Candidate Countries´ Local and Regional Government Organizations´ Network (LOGONet+) will be

Efficient mutual co-operation of these organisations and establishment of their continuous dialogue at the national and international level

Strengthening of the professional relationship with similar organisation in the European Union

Identification of co-operation opportunities through the Committee of Regions, Economic and Social Committee, the Council of European Municipalities and Regions, and other institutions whenever possible

Institutionalisation of the advocacy channel for local and regional governments to the European Union

Support of the national associations:

- To be provided for actions which tackle the specific situation on the local and regional level in their countries
- To give increased priority the development of information infrastructure and projects, especially in less-favoured regions
- To support the active role and participation of disadvantaged groups and areas
- To contribute to a transformation of the organisation of the public sector for improving public services, making them faster, as well as more accessible and responsive, and more importantly by more transparent and interactive government to stimulate the participation of citizens in the democratic process
- To include proper and stable partnerships with the private sector

3. Commitment

The member associations will, so far as is possible, give a commitment to

- Follow the priority objectives and targets of eEurope+ Action Plan but provide for actions that address the specific situation of their countries
- Support member local government in the development and implementation of their information society strategies and action plans
- Raise awareness of the information society and promote universal access in the regions to ICT applications and services in order to stimulate regional development and growth, safeguard and create an employment, and promote social inclusion
- Develop strong working relationships between associations and European Institutions
- Support membership of LOGONet+ in European networks such as ELANET, eris@, TeleCities and others
- Support member associations in preparation and coordination of common approach to the new projects of EU programmes such as 6th Framework Programme, eContent Programme, IDA (when eligible) and others
- Provide European Commission with analysis of the development of information society on the local and regional level in candidate countries and

with benchmarking of the stage of implementation of the eEurope+ Action Plan on local and regional level
- Report on EU programmes, initiatives and funding opportunities to disseminate experiences through regular conferences, workshops and websites
- Share experience, results and best practises among local authorities in order to facilitate a local and global process of information society learning.

Member organisations are committed to a long-term approach to this initiative and will seek the support of the European Commission in this regard.

Hradec Králové, 26th March 2002

EuroCrest Contest

Best of the web site European competition of towns and communities

Organizers of the Conference Internet in Public Administration (ISSS), the biggest event of this kind in Central and Eastern Europe, launch annual competition EuroCrest. This competition is based on experience gained from the Czech contest Golden Crest during last four years and on consultation with European Union experts.

The aims is to reward excellence and promote the exchange of best practice, to highlight the efforts made by European local administrations in using Information Society Technologies to improve the quality and accessibility of their public services and to speed up the development of on-line administrative services in Europe.

1. Subject of the contest

The focus of the contest EuroCrest is on

- Exploitation of information and communication technologies as a tool of intensification of democratic mechanism especially in these areas:
  a) Transparency in decision making by elected authorities
  b) Degree of opening to the public
  c) Extent of public participation in preparation of decision making influencing everyday life of the municipality
- Level of the delivery of information and services to citizens and businesses (the four-stage model adopted for eEurope's benchmarking of eGovernment services to citizens and enterprises: Information–Interaction–Transaction–Integration).

2. Participants of the contest

The contest is open to all European towns and communities; it is under consideration to create two categories according to population there.

3. Organizers of the contest

Announcer of the contest is the Golden Crest Association in the cooperation with the European Commission and with European IT networks, e.g. TeleCities. The same team preparing the ISSS Conference arranges the contest. Results and winners will be published during the Conference ISSS (March, Hradec Kralove, Czech Republic).

4. Nomination

Based on the call for proposals associations of towns and communities of the candidates countries will nominate competitors - winners of national contest, if this national contest is held, or if not, than on the bases of their own evaluation.

It is in the competence of jury to nominate web sites of the towns and communities from non-candidates countries.

5. Jury

The members of the special jury are:

- Representatives of the associations of towns and communities of the candidates countries (approx. 1/3)
- Prominent publicists in the field of the public administration and internet (approx. 1/3)
- Experts in related fields in the public administration (approx. 1/3)

6. Evaluation

The evaluation takes into consideration three criteria:

a) Contents

What is to be evaluated are the contribution of the web site in terms of the scope of the information and services provided, the level of the detail and practical usefulness with regard to the needs of the users. Information of the execution of the public administration will be the key factor. The evaluators may take into consideration the care after the attractiveness of the pages by including other subjects such as information on the life of the municipality and good ideas.

b) Topical relevance

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

c) Availability of the information and its graphic design

Emphasis will be placed on a synoptic and logical layout of the information and the outfit of the pages with searching tools. At the same time, another evaluation criterion is the adequacy of the graphic design and the contents and the possibility to optimise graphic elements from the point of view of the rate of the loading of the information providing for the professional presentation function of the pages. Another criterion taken into account will be a barrier free access for those handicapped users.

The jury will select three finalists and one winner in both categories. The main prize will be awarded to the competitor whose web site got the highest number of points for the three criteria. Individual criteria will have the same weight for the final evaluation. The specialist jury may award an additional Special Award of the Specialist Jury of the award called the Most Popular Pages.

7. Deadlines

- The contest will be announced in December 2002.
- Nominations will be accepted by 31st January 2003.
- Finalists for both categories will be published on 20th March 2003.
- The results of the EuroCrest Contest will be announced at an award ceremony during the ISSS 2003 Conference.

ISSS 2003

The place:	Hradec Králové, Congress Centre Aldis
The date:	24th–25th March 2003
Character of event:	The national conference with international participation
Main goal:	Informatisation of Public Administration
Number of participants expected:	1700
Organiser:	Triada, Ltd.
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