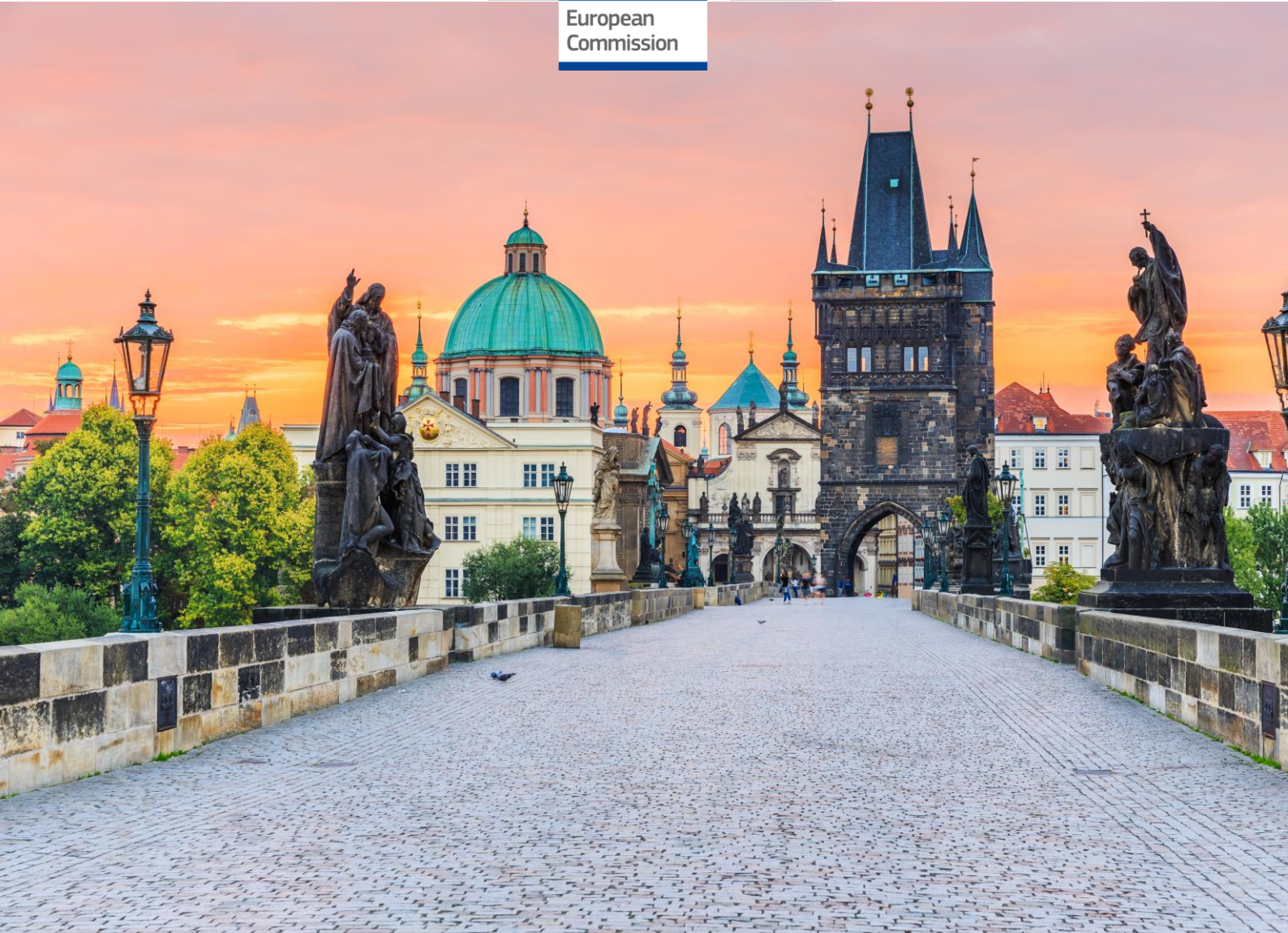




European  
Commission



# Digital Public Administration factsheet 2020

Czech Republic

## Table of Contents

1	Country Profile.....	4
2	Digital Public Administration Highlights .....	9
3	Digital Public Administration Political Communications .....	12
4	Digital Public Administration Legislation .....	19
5	Digital Public Administration Governance .....	25
6	Digital Public Administration Infrastructure.....	32
7	Cross-border Digital Public Administration Services for Citizens and Businesses ..	40



1

Country  
Profile

# 1 Country Profile

## 1.1 Basic data

**Population:** 10 649 800 (2019)

**GDP at market prices:** 220 200.7 (2019)

**GDP per inhabitant in PPS (Purchasing Power Standard EU 27=100):** 92 (2019)

**GDP growth rate:** 2.6 (2019)

**Inflation rate:** 2.6 (2019)

**Unemployment rate:** 2 (2019)

**General government gross debt (Percentage of GDP):** 30.8 (2019)

**General government deficit/surplus (Percentage of GDP):** 0.3 (2019)

**Area:** 78 900 km<sup>2</sup>

**Capital city:** Prague

**Official EU language:** Czech

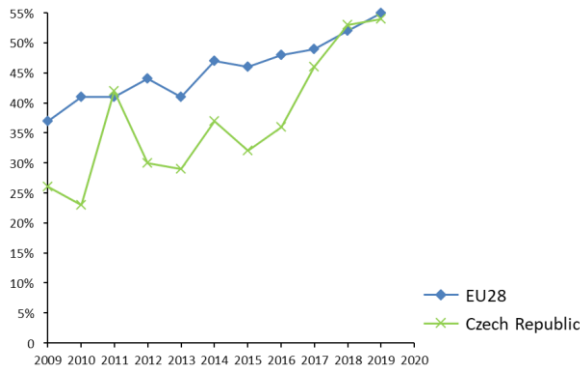
**Currency:** Czech koruna (CZK)

Source: Eurostat (last update: 03/02/2020)

## 1.2 Digital Public Administration Indicators

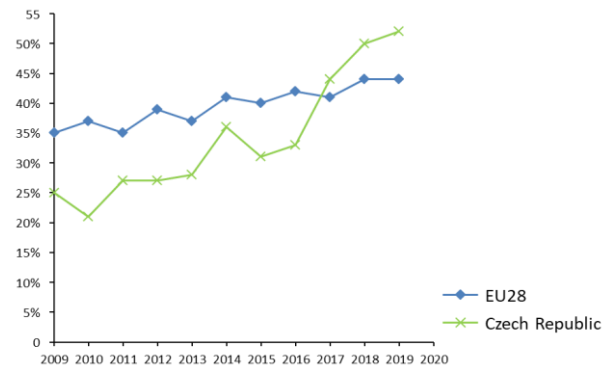
The following graphs present data for the latest Digital Public Administration Indicators for Czech Republic compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



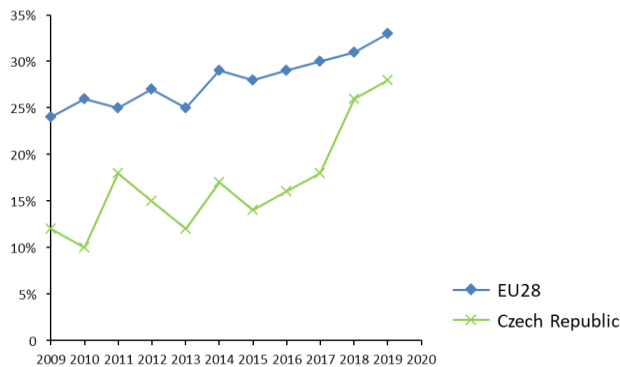
Source: Eurostat Information Society Indicators

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



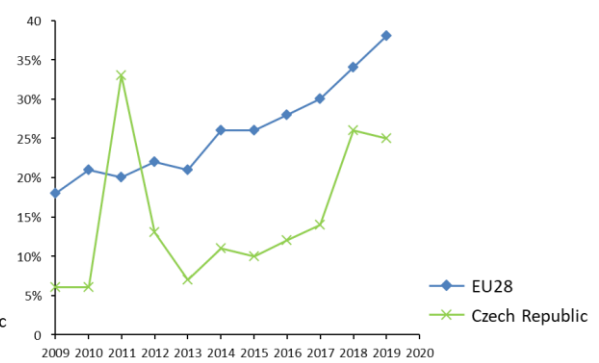
Source: Eurostat Information Society Indicators

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



Source: Eurostat Information Society Indicators

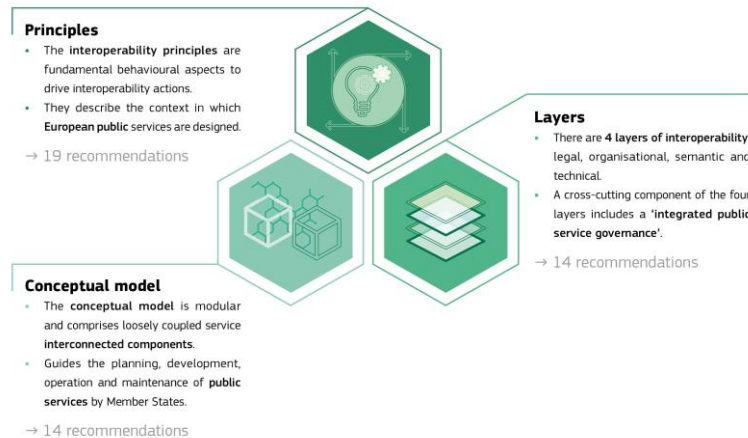
Percentage of individuals using the internet for sending filled forms to public authorities in Czech Republic



Source: Eurostat Information Society Indicators

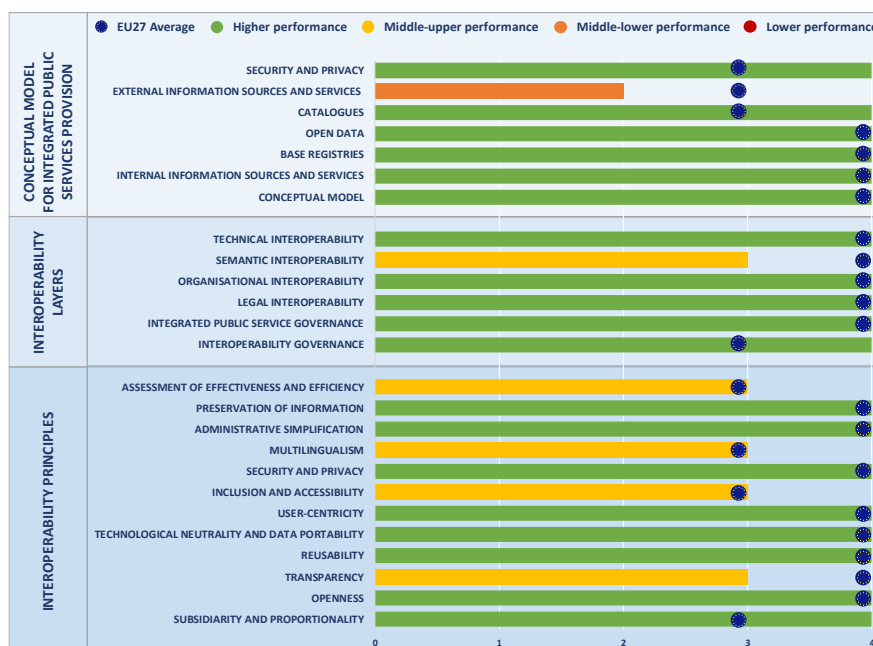
### 1.3 Interoperability State of Play

In 2017, the European Commission published the European Interoperability Framework (EIF) to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations. The picture below represents the three pillars of the EIF around which the EIF Monitoring Mechanism was built to evaluate the level of implementation of the EIF within the Member States. It is based on a set of 68 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.



Source: European Interoperability Framework Monitoring Mechanism 2019

For each of the three pillars, a different scoreboard was created to breakdown the results into their main components (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The components are evaluated on a scale from one to four, where one means a lower level of implementation, while 4 means a higher level of implementation. The graph below shows the result of the first EIF Monitoring Mechanism data collection for Czech Republic in 2019. It is possible to notice an overall good performance of the country, with particularly positive results within the second scoreboard (Interoperability layers). The areas of improvements are distributed in the three scoreboard, particularly related to the principle of external information sources and services.



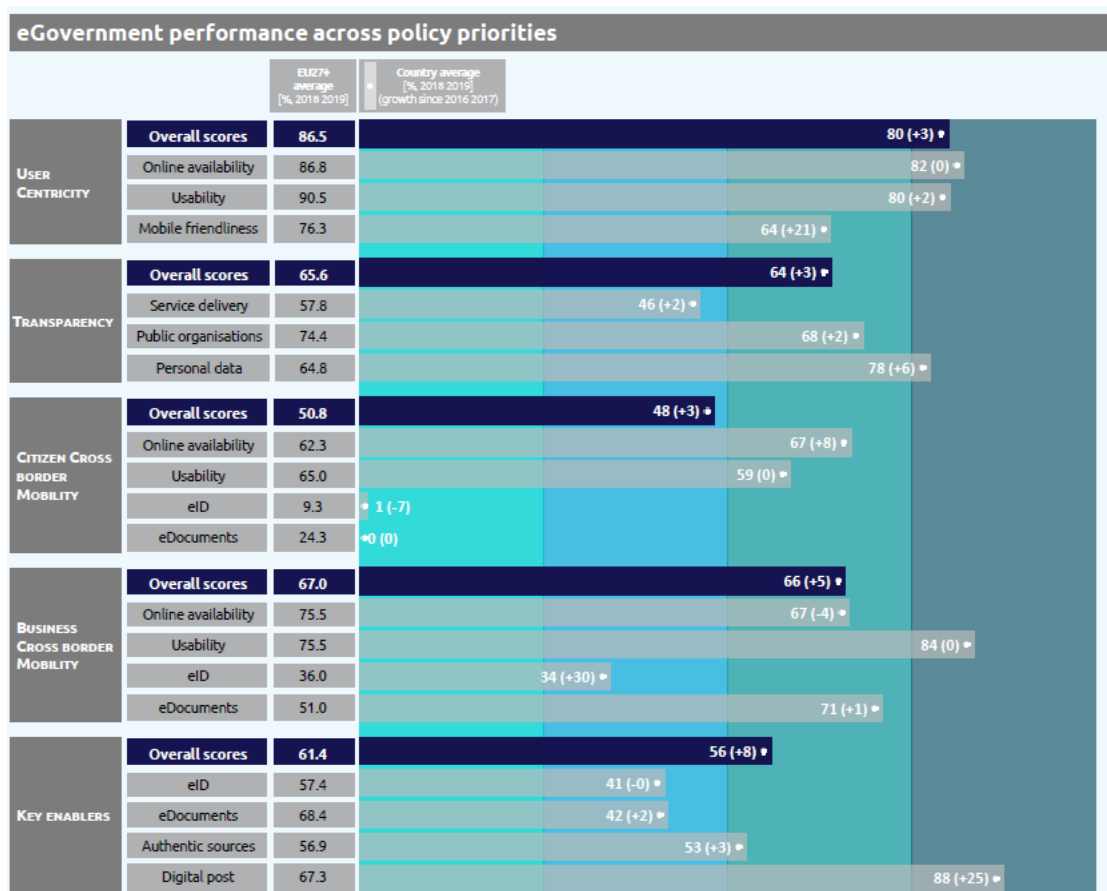
Source: European Interoperability Framework Monitoring Mechanism 2019

## 1.4 eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark report](#), which evaluates the priority areas of the eGovernment Action Plan 2016-2020, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates the extent to which a service is provided online, its mobile friendliness and usability of the service (in terms of available online support and feedback mechanisms).
- **Transparency** – indicates the extent to which governments are transparent about (i) the process of service delivery, (ii) the responsibilities and performance of public organisations and (iii) the personal data processed in public services.
- **Cross-Border Mobility** – indicates the extent to which users of public services from another European country can use the online services.
- **Key Enablers** – indicates the extent to which technical and organisational pre-conditions for eGovernment service provision are in place, such as electronic identification and authentic sources.

The 2020 report presents the biennial results, achieved over the past two years of measurement of all eight life events used to measure the above-mentioned top-level benchmarks. More specifically, these life events are divided between six 'Citizen life events' (*Losing and finding a job, Studying, Family life*, all measured in 2012, 2014, 2016 and 2018, and *Starting a small claim procedure, Moving, Owning a car*, all measured in 2013, 2015, 2017 and 2019) and two 'Business life events' (*Business start-up*, measured in 2012, 2014, 2016 and 2018, and *Regular business operations*, measured in 2013, 2015, 2017 and 2019).



Source: eGovernment Benchmark Report 2020 Country Factsheet

A blurred background of people in a meeting and a silver laptop in the foreground. The background shows several people sitting around a table, looking at documents or devices. The foreground shows a silver laptop open on a light-colored surface.

2

## Digital Public Administration Highlights



## 2 Digital Public Administration Highlights

### Digital Public Administration Political Communications

The Government of the Czech Republic recently adopted the [Innovation Strategy of the Czech Republic 2019–2030](#). Prepared by the RD&I Council, the strategy focused on digital government and services, funding and evaluation of R&D, polytechnic education, national start-up and spin-off environment, innovation and research centres, smart investment, intellectual property protection, mobility and construction environment and smart marketing.

In addition, the government also adopted the [National Artificial Intelligence Strategy of the Czech Republic](#), which focuses on achieving the full potential of digital transformation. The strategy sets out priority objectives to support AI development and its use in academic, public and private sectors. As a result, the [AI Observatory and Forum of the Czech Republic](#) was established as an expert platform to contribute to the European discussion on future regulation of AI in the EU.

Lastly, the Czech government approved the [Plan on systemic reduction of administrative burden of entrepreneurs for the period of 2019-2022](#). This plan is a joint initiative of the Ministry of Industry and Trade, Ministry of Finance, Czech Statistical Office and other administrations. The projects comprised under the plan, as well as other proposed measures, were defined by central administrations in close cooperation with entrepreneurs and SMEs, to reduce unnecessary administrative tasks and make life easier. Ten initiatives are branded as an “entrepreneurship promoting package” and their implementation can be tracked at the dedicated [dashboard](#).

### Digital Public Administration Legislation

The [Act on the Right to Digital Services](#) took effect in February 2020. Within five years of its adoption, this law will guarantee to citizens and businesses the option of dealing with state authorities fully electronically. Several [digital laws](#) are amended by this law, referred to as a digital constitution.

In addition, the [Act on the Accessibility of Websites and Mobile Applications of Public Sector Bodies](#) took effect in April 2019. It is a transposition of the European Union (EU) Directive on the Accessibility of the Websites and Mobile Applications.

### Digital Public Administration Governance

In order to facilitate the implementation of the Digital Czechia Program, a network of [sectoral Chief Digital Officers](#) has been established by the Government resolution No 255/2019. These high-level officials coordinate initiatives related to the digital transformation of their sector, while ensuring a whole-of-government approach to digitalisation.

The Chief Architect of eGovernment Office of the Ministry of Interior published several key documents and guidelines to promote interoperability of public administration systems. These include the [ICT Governance of public administration](#), [National Architecture Framework](#), [National Architecture Plan](#). All these documents complement existing legislative frameworks and aim at ensuring a more efficient and more centralised governance of public ICT. The compliance with these guidelines should ensure a better government spending on ICT, implementation of common approach and standards across all levels of public administration as well as improve sharing and reuse of data, infrastructure and services.

## Digital Public Administration Infrastructure

The Czech Republic notified its [eID scheme under eIDAS](#) on 13 September 2019. Its holders will now be able to use their eID credentials to access public services in other EU member states, making cross-border interactions easier and more secure.



3

Digital Public  
Administration  
Political  
Communications

## 3 Digital Public Administration Political Communications

### 3.1 Specific political communications on digital public administration

#### Innovation Strategy of the Czech Republic 2019–2030

The Innovation Strategy of the Czech Republic 2019–2030 was adopted by the government of the Czech Republic and prepared by the RD&I Council, headed by Prime Minister Andrej Babiš, in close cooperation with a team of entrepreneurs, scientists, academics and representatives of the public administration. The Strategy sets out new priorities and aims to make the Czech Republic one of the most innovative countries in Europe by 2030. In addition to the initiatives focusing on digital government and services, the Strategy includes eight other strategic pillars, namely: Funding and Evaluation of R&D, Polytechnic Education, National Start-up and Spin-off Environment, Innovation and Research Centres, Smart Investment, Intellectual Property Protection, Mobility and Construction Environment, and Smart Marketing.

#### National Artificial Intelligence Strategy and Expert Platform for Law and AI

The National Artificial Intelligence (AI) Strategy of the Czech Republic aims to achieve the full potential of the digital transformation. The Strategy sets out a series of objectives and priorities to support AI development, and its use in the academic, public and private sectors. The National AI Strategy follows up on and attains the objectives of the Government Innovation Strategy 2019–2030 and is linked to the Digital Czech Republic Programme. The AI Observatory and Forum of the Czech Republic was appointed as an expert platform to contribute to the European discussion on future regulation of AI in the EU.

#### Action Plan on Administrative Burden Reduction 2019–2022

The Plan on the Systemic Reduction of Administrative Burdens for Entrepreneurs for the period 2019–2022 was approved by the government and is a joint initiative of the Ministry of Industry and Trade, the Ministry of Finance, the Czech Statistical Office and other administrations. The Plan defines 90 improvement measures aiming to simplify 33 legislative acts and impact 133 obligations to be met by entrepreneurs. Within the Plan, 21 digital projects focusing on eGovernment were defined, as well as other proposed measures, by central administrations in close cooperation with entrepreneurs and SMEs to reduce administrative tasks. Among the projects, ten initiatives form the “entrepreneurship promoting package”, and their implementation can be monitored at the dedicated dashboard.

#### Strategic Framework for the Development of the Public Administration in the Czech Republic

The Strategic Framework for the Development of the Public Administration 2014–2020, approved by Government resolution No 680/2014, covers four targets: implementing a process management approach to public administration; optimising the performance of public administration at the regional and local levels; improving the availability of services via eGovernment tools; and continuing the training of civil servants.

## Client-oriented Public Administration 2030

Since 2020 is the last year covered by the Strategic Framework for the Development of the Public Administration 2014–2020, a new concept for the development of the public administration has been prepared, called **Client-oriented Public Administration 2030**. As its development is planned for under the Digital Czech Republic Programme, this strategy does not explicitly include eGovernment as an important factor for client satisfaction and efficient processes. However, the two documents are complementary. The Client-oriented Public Administration seeks to increase citizens' satisfaction with the public administration and its services, and to make the functioning of the public administration more efficient. To achieve this goal, the strategy uses a wide array of tools, e.g. reorganisation of state administration in the territory, better communication with citizens, improved horizontal coordination of state administration, greater emphasis on evidence-informed policymaking, and support for innovation. The Client-oriented Public Administration 2030 will be approved by the government in 2020.

## 3.2 Interoperability

### Interoperability initiatives

The government of the Czech Republic, considering the digitalisation of public services as a national priority, supports initiatives aiming at interoperability in the public administration. The recently adopted **National Act on the Right to Digital Services** and the Single Digital Gateway EU Regulation set ambitious goals in this respect. In addition, the **implementation plans** of the Strategic Framework for the Development of the Public Administration in the Czech Republic for 2014–2020 and the **implementation plans** of the Digital Czech Republic Programme approved by the government define specific projects that will aim to bridge existing gaps in this field. Moreover, the Chief Architect of eGovernment has launched the National Architecture Framework and the National Architecture Plan, defining interfaces between public administration information systems, shared services, as well as rules to be followed when acquiring new systems or planning new digital services. Finally, the central government provides technological and methodological support to all public administration bodies in relation to open data publication and catalogues.

## 3.3 Key enablers

### 3.3.1 Access to public information

#### Guidelines for Interoperability

Following the **Government resolution No 629/2018**, the Chief Architect of eGovernment Office published several important guidelines to ensure the interoperability of public administration systems. These guidelines are: **the Information Concept of the Czech Republic** (i.e. the public ICT strategy – *Informační koncepce České republiky*), the Public ICT Governance, the Dictionary of eGovernment Terminology, the National Architecture Plan, the National Architecture Framework and the Outline Structure of the Sample ICT Strategy of a Public Administration.

#### Czech Republic 2030

Improving the access to public information is one of the nation's priorities. The **Czech Republic 2030** initiative sets a strategic framework for the long-term development of the country, including open data among its **key objectives**.

## Digital Czech Republic

Several initiatives of the Digital Czech Republic Programme focus on the further development of the [National Open Data Catalogue](#), as well as the interconnection of public databases. In the context of this Programme, in 2019 the Chief Architect of eGovernment published the description of the [national approach to interconnected data pools of the public administration](#).

In light of the adoption of [Regulation \(EU\) 2018/1724](#) establishing a single digital gateway, the information access strategies now consider the cross-border interoperability of national systems.

### 3.3.2 eID and Trust Services

#### Digital Czech Republic

The [Digital Czech Republic Programme](#) includes a strategy to fully digitalize the submission and request of documents to public administrations using eIdentification, in compliance with the eIDAS Regulation and the “digital by default” principle. The recently adopted Act on the Right to Digital Services provides that citizens and businesses will have an option to deal with the government digitally, if they wish so.

Currently, the [national eID scheme](#) allows Czech citizens to digitally prove their identity online and access eGovernment services – such as medical prescriptions and insurance, post, taxation, pensions and many other services, including from the private sector – in two ways. As of July 2018, citizens can use eID cards, or alternatively a combination of username, password, and one-time codes received on their mobile phone via SMS. The [eID scheme](#) was notified under eIDAS.

The [Public Administration ICT Strategy \(Informační koncepce České Republiky\)](#) is one of the strategic documents of the Digital Czech Republic Programme and covers the functioning of the National Identity Authority, the involvement of private eID providers, the further development of the existing common authentication system for public clerks involved in public service provision, and the providing of trust services for public administrations as a shared service. The Strategy also mentions the introduction of digital authentication means for professional representatives.

### 3.3.3 Security aspects

#### National Cybersecurity Strategy of the Czech Republic

The National Security Authority is working on the new National Cybersecurity Strategy for the 2021–2025 period, which has to be submitted to the government by November 2020.

The [Action Plan](#) of the current Strategy defines the steps to be taken, the deadlines, the responsibilities, and the supervision of the implementation of the strategy. The main goals were divided into seven priority areas:

- ensuring the efficiency and strengthening of all structures, processes, and cooperation in the field of cybersecurity;
- active international cooperation;
- protection of national critical information infrastructure and important information systems;
- cooperation with the private sector;
- R&D/consumer’s trust;
- support to the education, awareness and development of the information society;
- support to the development of police capabilities to investigate and prosecute information crime.

Starting first quarter 2020, the government will fully ensure **cyberdefence** in the Czech Republic by means of cooperation among the NCFC, the NCSC, and the national CERT and other CERT/CSIRT teams.

One of the recent **cybersecurity projects** is co-financed by the EU under CEF. This initiative reacts on the necessity to protect against cyberattacks both at the national and European level. The wide range of measures provided for contributes to strengthening online trust and security as one of the key pillars of the Digital Agenda for Europe Strategy. This objective will be achieved by pooling the competencies of both project partners – the CZ.NIC Association, operating the national security team **CSIRT.CZ**, and the NIX.CZ Association, operating independent Internet Exchange Points (IXPs) in the Czech Republic and Slovakia. During the project, both organisations prepare for the tasks and responsibilities arising from the NIS Directive.

### 3.3.4 Interconnection of base registries

No political communication adopted in this field to date.

### 3.3.5 eProcurement

#### Strategy for the Electronisation of Public Procurement in the Czech Republic

The **Strategy for the Electronisation of Public Procurement for the period 2016–2020** is a conceptual document of the government of the Czech Republic for the introduction of information and communication technologies into public procurement. It covers the public procurement systems managed by the MRD, i.e. electronic public marketplaces, the National Electronic Instrument (NEN) and the Public Procurement Information System.

In particular, the Strategy includes an evaluation of the functioning of the electronic marketplaces of the public administration and a proposal for further use, and an evaluation of the National Electronic Instrument (NEN) and a proposal for its mandatory use by 2020 for selected contracting authorities.

## 3.4 Domain-specific political communications

### 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)** focuses on eGovernment and ICT modernisation in the public sector and sets out initiatives in the field. The Strategy assesses the competitiveness of the country by taking action in nine pillars/sectors, including one focusing on revamping the institutions, with the government envisioning to establish institutions that efficiently provide services to citizens and businesses, and are free of corruption.

The relevant part of the Strategy (i.e. pillar two) on the modernisation of institutions and public administration sets out the following objectives:

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

The Strategy provides that these objectives are to be attained by:

- promoting effective governance;
- streamlining the management of public assets and resources;

- facilitating access to services by the public administration;
- improving quality and availability control.

### National Architecture Plan for eGovernment

The [National Architecture Plan \(NAP\)](#) and [National Architecture Framework \(NAF\)](#) were launched as a part of the [National Architecture of eGovernment](#) initiative at the end of 2019, streamlining the work of public authorities with information technology. NAP includes not only central architectural models of shared services, but also individual models of central, regional and local public authorities involved in public service provision. Moreover, NAP also details and updates the eGovernment infrastructure. NAP and NAF were developed to provide public administrations at all levels with a common vision, ensure better interoperability across sectors and potentially cross-border, and offer standardised guidelines on key architecture issues expected by the central authority. The new [platform](#) was introduced for the community of eGovernment architects and suppliers of public services.

### National eHealth Strategy

The Ministry of Health of the Czech Republic continues to lead the implementation of the [National eHealth Strategy](#) and to create an interoperable and trustworthy environment for all eHealth service providers.

The deliverables of the eHealth projects that are visible to the general public include the [ePrescription](#) service and the fact that, starting from 2020, paper sick notes will be replaced by electronic sick notes (eSick), allowing employers to access all information directly from the [electronic portal of the Czech Social Security Administration](#). As a result, employees will no longer need to provide any physical document, but will in any case be required to inform their office about the sick day.

The National eHealth Strategy also provides for the introduction of cross-border eHealth services for citizens and medical professionals. The project on the [Deployment of Cross-Border eHealth Services in the Czech Republic – NIX.ZD](#) is co-financed by the European Union under the Connecting Europe Facility instrument. The [Portal for Cross-Border Medical Documentation Exchange](#) is already available for testing and provides a secure environment for future services. The related projects will continue until 2022.

### eJustice Strategy

The national [eJustice Strategy](#) aims to make legal action more effective and decision-making processes more transparent and fair, as well as improve citizens' access to justice through modern technologies, better interoperability and better cooperation among different departments.

Following a decision approved by [Resolution No 170/2018](#), the Strategy will be implemented by the Ministry of Finance, counting on a team of experienced project managers, and process and data analysts. The [Treasury Service Centre](#) and its National Data Centre will implement eJustice solutions on behalf of the Ministry of Finance. An overview of the Czech eJustice architecture is available [here](#).

### GeoInfoStrategy

The [Strategy for Spatial Information Infrastructure Development to 2020](#) provides a basic concept to approach the challenges in the area of spatial information in the Czech Republic, in line with the principles of public administration spatial information management agreed at the EU level and in the [PSI Directive](#) and [INSPIRE Directive](#), honouring international commitments in this domain.

The updated Strategy will be presented to the government in 2021 and will be the result of joint efforts by the Ministry of Interior, the Czech Office for Surveying, Mapping and Cadastre, and the Ministries of Defence, Transport, Environment, Agriculture, Finance and Regional Development.



## 3.5 Emerging technologies

### Innovation Strategy of the Czech Republic 2019–2030 and Digital Czech Republic Programme

The Ministry of Industry and Trade has a leading role in promoting innovations based on research and development in the context of the National Innovation Strategy and the Digital Economy and Society pillar of the [Digital Czech Republic Programme](#). Broad cooperation platforms are being created, involving stakeholders from the public, academic and private sectors. Since 2019, the Czech Republic has been positioning itself as [Country for the future](#). The government is planning many initiatives to support its strategic priorities. Although high-level discussions on emerging technologies and their adoption are not primarily focused on the public administration, their potential for better digital services, and transparent, more effective governments is carefully evaluated.

### National Artificial Intelligence Strategy

In 2019 the government of the Czech Republic adopted the [National Artificial Intelligence Strategy](#) as an important step towards implementing its Innovation Strategy. The document creates the conditions for coordinated activities by taking stock of the current situation, setting key objectives, as well as defining the Ministries and Agencies responsible for the implementation of the Strategy.

Key actions include the introduction of the legislative and governance framework for AI development and use, annual reporting of the Strategy implementation progress, and the definition of rules and conditions for AI use in the public sector, for example in the health and transport sectors, while complying with personal data protection laws and ethical principles. A list of national academic institutions active in AI research is also provided, specifying the AI technology. The legal framework for AI development and use will be introduced as the result of the joint efforts by the Office of the government, the Ministry of Industry and Trade, and the [Institute of State and Law of the Czech Academy of Sciences](#).

On 10 April 2018, the Czech Republic signed a [Declaration of Cooperation on Artificial Intelligence](#) at EU level.

In February 2020, the [National AI Observatory and Forum](#) was established to identify existing legislative barriers, provide recommendations on how to overcome them, and develop ethical and legal guidelines on AI research, development and use. The AI Observatory and Forum also provides a platform for relevant public consultations and contributes to the country's involvement in EU-wide debates.

### Memorandum of Cooperation

In 2019 the national Chief Digital Officer, the Office of the Government, the Ministry of Industry and Trade, on the one side, and the AI Platform, on the other, signed the [Memorandum of Cooperation](#). One year earlier, the government joined the Memorandum of Cooperation with the [Blockchain Republic](#).

A person in a blue suit is standing at a desk. On the desk, there is a laptop, a stack of books, and a scale of justice. The person is holding an open book. The background is a blurred office setting.

# 4

## Digital Public Administration Legislation

## 4 Digital Public Administration Legislation

### 4.1 Specific legislation on digital public administration

#### Act on the Right to Digital Services

The [Act on the Right to Digital Services](#) was approved in 2019 and took effect in February 2020, establishing the right for Czech citizens to be provided with digital services by public authorities, the obligation for public authorities to provide digital services, and other rights and obligations related to the provision of digital services. Public administrations are now working towards a gradual digitalisation of their processes and procedures. In compliance with this legislation, government bodies also have to publish an online catalogue of public services within a timeframe of one year. The catalogue is expected to promote further digitalisation by ensuring a better cooperation between the state and the private sector.

Following the adoption of this act, other digital government laws [will be amended](#).

### 4.2 Interoperability

#### Acts on Public Administration Interoperability

In the Czech Republic, the interoperability among public administration systems is ensured by different laws and regulations such as the [Act on Public Administration Information Systems](#), the [Act on Base Registries](#), the [Act on Free Access to Information](#) and the [Act on Archiving and Records Management](#). Furthermore, different strategic documents set principles and goals in the field of eGovernment. In addition, central government administrations follow their sectoral legislation providing guidelines and support to ensure interoperability of their sectoral information systems. Finally, the Ministry of Interior and the National Registers Authority ensure support and guidance on the use of shared systems and services. The legal interoperability framework will be gradually amended in light of the Single Digital Gateway Regulation, the cross-border provision of digital services, and the newly adopted national Act on the Right to Digital Services.

### 4.3 Key enablers

#### 4.3.1 Access to public information

##### Act on Public Administration Information Systems

The [Act on Public Administration Information Systems](#) was amended in 2020 to reflect the current situation and better support the development of eGovernment. This Act forms part of the interoperability framework for the public information systems of the country, providing rules for the long-term governance, effectiveness and cybersecurity of public administration systems. The Act defines the role of the Ministry of Interior as coordinator of the public systems' governance, as well as the means to perform this role. The Government Portal, the National Network of the Czech Republic and the rules for performing the function of assisted public administration office (Czech POINT) are also covered by the Act, in addition to some of the internal operations of the IT systems of the public administration.

## Act on the Accessibility of Websites and Mobile Applications of Public Sector Bodies

The Act on the Accessibility of Websites and Mobile Applications of Public Sector Bodies took effect in April 2019, transposing the European Union (EU) Directive on the Accessibility of the Websites and Mobile Applications of public sector bodies. In addition, the Ministry of Interior published the Guidelines on Web Accessibility, primarily aimed at websites developers. Finally, web accessibility is now included in the National Architecture Plan, as well as in the check-lists and documentation used by the Chief Architect of eGovernment during the ICT projects approval procedure.

## Act on Free Access to Information

The Act on Free Access to Information transposes Directive (EU) 2003/98/EC on the re-use of public sector information (PSI Directive), introducing the obligation for public administrations to provide online access to information in open data formats (e.g. XML).

This Act also establishes the legal basis for the national open data catalogue as “public administration information system”, and for the central national platform for public administration open data. The former is operated by the Ministry of Interior, with more than 135,104 data sets already published. In addition, the Ministry of Interior provides guidelines for open data publication and cataloguing standards to be followed by other public administrations at central, regional and local level. Since 2019, the national open data catalogue is fully compatible with the EU Open Data Portal. The catalogue also provides registration forms to register new data sets and local open data catalogues. The national open data catalogue is also accessible from the Public Administration Portal.

Government resolution No 184/2018 entered into force in January 2019, defining the list of mandatory public administration data sets that have to be published in open data format. In 2019 the National Open Data Coordinator invited professionals, the private sector and the general public to participate in an open consultation regarding high-value data sets. The open consultation was carried out in the context of the work on the transposition of the Directive on open data and the re-use of public sector information (Directive (EU) 2019/1024), which entered into force on 16 July 2019 replacing the PSI Directive.

### 4.3.2 eID and Trust Services

#### Act on Electronic Identification

The Act on Electronic Identification (Act No 250/2017 Coll.) codifies the rules applying to the use of ID cards with a chip, in line with EU Directives. The system started to function on 1 July 2018 and is being supervised by the Ministry of Interior, which issued accreditations for service providers.

The amendment to the Act on Banks introduces the BankID as legally acceptable means for electronic identification and authentication for government digital services.

#### Act on Citizen Identity Cards

The Act on Citizen Identity Cards (Act No 195/2017 Coll.) defines the role of the National Registers Authority and National Identity Authority.

#### Act on Trust Services for Electronic Transactions

The Act on Trust Services for Electronic Transactions (Act No 297/2016 Coll.) brought the Czech Republic closer to implementing the eIDAS Regulation. According to this Act, the Ministry of Interior must fulfil the tasks of a supervisory body with regard to qualified trust service providers.

## Act on BankID

The Act on BankID is now in the legislative process. This law will introduce BankID as yet another secure means of eID to access public services.

### 4.3.3 Security aspects

#### The Personal Data Processing Act

The Personal Data Processing Act (Act No 110/2019, Coll.) incorporates the GDPR into the Czech legal system (Title I, II), provides for the Office for Personal Data Protection as an institution supervising compliance with the rules of the GDPR, and defines administrative offences in the area of personal data protection (Title VI), i.e. introduces a comprehensive basis for sanctions in connection with breaches of the General Regulation.

The Act also reflects other related European legislations (e.g. Directive (EU) 2016/680 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data by competent authorities for the purpose of prevention, investigation, detection or prosecution of criminal offenses or the execution of criminal penalties, and on the free movement of such data, and repealing Council Framework Decision 2008/977/ JHA).

#### Act on Cybersecurity

The Act on Cybersecurity (Act No 181/2014 Coll.) establishes a set of powers and duties to enhance national cybersecurity, defining the mechanisms for an active cooperation between the private sector and the public administration to deal with cybersecurity incidents more efficiently. This Act focuses on the protection of critical infrastructure, which is important for the functioning of the state and disruption of which would lead to damage or threats to the interests of the Czech Republic. More information on the Act on cybersecurity is available on the website of the National Cyber and Information Security Agency.

### 4.3.4 Interconnection of base registries

#### Act on Base Registries

The Act on Base Registries (Act No 111/2009 Coll.) regulates the legal, organisational, informational and partially technical interoperability aspects with regard to national base registries. Detailed technical interoperability issues are dealt with via supporting documentation and guidelines provided by the National Registers Authority.

The Act focuses on four base registries, i.e. the Registry of Natural Persons (ROB), the Registry of Legal Persons (ROS), the Registry of Territorial Identification, Addresses and Real Estates (RUIAN), and the Registry of Rights and Duties (RPP). It also provides for the legal basis for the National Registers Authority, setting out its principal activities. The current provisions of the Act allow private sector access to base registries' data, under specific conditions.

### 4.3.5 eProcurement

#### Act on Public Procurement

The Act on Public Procurement (Act No 134/2016 Coll.) transposes the relevant European Union legislation and provides for:

- public procurement rules, including specific procedures prior to their award;
- the obligations of suppliers in the context of the award of public contracts, including the specific procedures prior to their award;

- rules concerning public procurement information;
- special conditions for invoicing for the performance of public contracts;
- specific grounds for terminating public service contracts;
- a public procurement information system;
- a system of qualified suppliers;
- a system of certified suppliers;
- a supervision system to monitor compliance with the Act.

### eInvoicing legislation

The [Act on Public Procurement](#) (Act No 134/2016 Coll.) transposes EU legislation related to public procurement, including [Directive 2014/55/EU](#) on electronic invoicing in public procurement.

Section 221 of the Act stipulates that contracting authorities shall not reject any electronic invoice issued in a format compatible with the European standard on electronic invoicing.

## 4.4 Domain-specific legislation

### [Act on Electronic Actions and Authorised Document Conversion](#)

The [Act on Electronic Actions and Authorised Document Conversion](#) (Act No 300/2008 Coll.) regulates the digital interaction of government bodies, regional public administrations, legal or natural persons acting on behalf of public administration, notaries, and court bailiffs with citizens and legal persons, as well as B2G, C2G and G2G digital interaction. In particular, the Act sets the rules and principles for the valid use of the Data Box system and provides guidance on the authorised conversion of paper and digital documents to ensure their legal validity.

### [Act on Certain Information Society Services](#)

The [Act on Certain Information Society Services](#) (Act No. 480/2004 Coll.) transposed the EU Directive on electronic commerce (2000/31/EC) into national law. The Act establishes the liabilities, rights and obligations of persons providing information society services and disseminating commercial communications.

### [Act on Health Services](#)

The [Act on Health Services](#) (Act No 372/2011 Coll.) defines, among other provisions, the rules for the treatment, identification, content and structure of medical documentation. In addition, the Act provides that the form of such documentation can be paper-based, digital or a combination of both. More in detail, the legal provisions cover the following issues: conditions for keeping medical documentation purely digital, ICT features for records keeping, and rules for the update, archiving and authorised conversion of paper-based and digital versions of the documentation. The Act also defines rules for the cross-border patient summary exchange through the National Contact Point for eHealth services.

The Ministry of Health prepared a draft on the future eHealth Act to ensure the interoperability of different eHealth solutions at national level, as well as to safeguard the quality of eHealth services provided by the state. According to this draft, the Ministry of Health will be responsible for the interoperability of eHealth solutions, publishing the standards for the data sets formats, and ensuring cybersecurity of medical information. The Institute of Health Information and Statistics could operate as data interface. The [provisions](#) of this future legislation are still being discussed among stakeholders.

## 4.5 Emerging technologies

No legislation was adopted in this field to date.



5

Digital Public  
Administration  
Governance



## 5 Digital Public Administration Governance

### 5.1 National

#### 5.1.1 Policy

##### Ministry of Interior

The Ministry of Interior is responsible for the policies related to the governance and use of central information systems of public administrations, as well as for the policies aiming to enable digital shared services across all public administrations. Under the Digital Czech Republic Programme, the Ministry of Interior updated the national **Public ICT Strategy** (i.e. the *Informační koncepce České republiky*), which is a 'strategy for eGovernment development for the period beyond 2018, and for its IT support in compliance with Act No 365/2000 Coll., on Public Administration Information Systems'.

The long-term objective of eGovernment in the Czech Republic is to provide simple and user-friendly digital services to the 'clients' of the public administration, as well as to public administration clerks. Political responsibility lies with the Minister and the Deputy Minister of Interior for ICT. The **eGovernment Department**, the **Chief Architect of eGovernment Office** and the National Open Data Coordinator are also involved. Other central Ministries are responsible for their sectoral digital government policies and the implementation of their digital services (while using central eGovernment shared systems and services).



**Jan Hamáček**  
Minister of Interior

**Contact details:**  
Ministry of Interior  
Postbox 21  
Prague 7 - Letná  
170 34  
**E-mail:** [ministr@mvcz.cz](mailto:ministr@mvcz.cz)  
**Tel.:** +420 974 833 151  
**Source:** <http://www.mvcz.cz/>



**Jaroslav Strouhal**  
Deputy Minister of Interior for ICT

**Contact details:**  
Ministry of Interior  
Nám. Hrdinů 1634/3  
Prague 4  
140 21  
**E-mail:** [jaroslav.strouhal@mvcz.cz](mailto:jaroslav.strouhal@mvcz.cz)  
**Tel.:** +420 974 817 702  
**Source:** <http://www.mvcz.cz/>

## Ministry of Industry and Trade

The Ministry of Industry and Trade is responsible for the **Digital Economy and Society** policy under the Digital Czech Republic Programme. The Ministry also implements the **International Competitiveness Strategy of the Czech Republic for the period 2012–2020**, covering a number of priority areas and in particular the modernisation of institutions and public administration using ICT. Finally, the Ministry of Industry and Trade leads the implementation in the Czech Republic of the Single Digital Gateway Regulation, in co-ordination with the Ministry of Interior.



**Karel Havlíček**  
Minister of Industry and Trade

**Contact details:**  
Ministry of Industry and Trade  
Na Františku 32  
Prague 1  
110 15  
**E-mail:** [karel.havlicek@mpo.cz](mailto:karel.havlicek@mpo.cz)  
**Tel.:** +420 224 851 111  
**Source:** <https://www.mpo.cz>

## Government Council for Information Society and Government Council for Public Administration

The **Government Council for Information Society** and the **Government Council for Public Administration** are two expert advisory bodies providing a platform for the coordination of national digitisation efforts. Both Councils perform the role of permanent advisory, initiation and coordination body to the government. The government Chief Digital Officer chairs the Council for Information Society.



**Vladimír Dzurilla**  
Chief Digital Officer

**Contact details:**  
SPCSS, s.p.  
Na Vápence 14, Prague 3  
130 00  
**E-mail:** N/A  
**Tel.:** +420 225 515 737  
**Source:** <https://www.spcss.cz/kontakty/spcss>

### 5.1.2 Coordination

#### Ministry of Interior

The **Ministry of Interior** coordinates the development and implementation of eGovernment, with an emphasis on central public administration information systems, digital shared services and the public administration portal. It also contributes to the promotion of the information society as a whole.

## Government Council for Information Society

The **Government Council for Information Society** is responsible for coordinating the implementation of the digitisation in line with current strategies and programmes. In 2019 Government resolution No 255/2019 established the Chief Digital Officers (CDO), high-level officials coordinating the initiatives of the Digital Czech Republic Programme related to the digital transformation of their sector while ensuring a whole-of-government approach to digitisation.

The Council also contributes to higher transparency in ICT procurement in the public authorities and helps to reach political consensus on government ICT policies and strategies. In addition, its working groups provide an effective platform for solving key digitisation issues.

The coordination of activities with the Government Council for Information Society is being facilitated through the **Joint Steering Committee for eGovernment and Information Society Services in Public Administration**.

## Department of eGovernment

The **Department of eGovernment** is situated within the Ministry of Interior and is responsible for drafting and implementing the national eGovernment Strategy together with other public administrations. The Department is responsible for the implementation of key eGovernment projects, and the administration of several central information systems. In addition, it provides support and guidelines to Czech POINTs (the national network of public administration contact points), and actively participates in the process of drafting national eGovernment legislation. This Department also performs control functions in relation to several key eGovernment laws, including the **Act on Web Accessibility** since January 2020.



### **Roman Vrba**

Director of eGovernment Department

#### **Contact details:**

Ministry of the Interior

Nám. Hrdinů 1634/3

Prague 4

140 21

**E-mail:** [roman.vrba@mvcv.cz](mailto:roman.vrba@mvcv.cz)

**Tel.:** +420 974 817 544

**Source:** <http://www.mvcv.cz/>

## 5.1.3 Implementation

### Ministry of Interior

The **Ministry of Interior** is responsible for implementing national eGovernment infrastructure projects and projects related to digital services.

### Department of eGovernment

The **Department of eGovernment** is currently working on the process modelling of public administration agendas with the aim to prioritise services that will become fully digitised and standardised across the country. The Department is also responsible for the implementation of the new Citizen's Portal as a transactional part of the Government (Public Administration) Portal. Finally, the Department administers the Contract Registry, also providing user support, and performs the role of technical

administrator of the national identity scheme in compliance with the eIDAS Regulation.

#### 5.1.4 Support

##### Ministry of Interior

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

##### Government Council for Information Society

The **Government Council for 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. In particular, the Council 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 proposals submitted to the government with regard to ICT implementation and computerisation of the public administration.

In order for the Council to work effectively, the following working groups were set up:

- Executive Committee for the Czech Republic in Digital Europe;
- Executive Committee for the Information Concept of the Czech Republic;
- Executive Committee for the Digital Economy and Society;
- Executive Committee on Horizontal Cooperation.

#### 5.1.5 Interoperability coordination

##### Ministry of Interior

The **Ministry of the Interior** is the main body responsible for interoperability activities in the country.

#### 5.1.6 Base registry coordination

##### National Registers Authority

The **National Registers Authority** provides the necessary organisational and technical support to public administrations, and their system administrators and developers. In particular, the National Registers Authority ensures proper interoperability between their registered systems and the four base registries through the Information System of Base Registries. Furthermore, the Authority defines instructions and guidelines to be followed to achieve interoperability.



##### **Michal Pešek**

Director of the National Registers Authority

##### **Contact details:**

Správa základních registrů/National Registers Authority  
Na Vápence 14  
Prague 3  
130 00

**E-mail:** [szr@szrcr.cz](mailto:szr@szrcr.cz)

**Tel.:** +420 236 031 751; +420 236 031 759

**Source:** <http://www.szrcr.cz/kontakty>

## Czech Office for Surveying, Mapping and Cadastre (CUZK)

The **Czech Office for Surveying, Mapping and Cadastre (CUZK)** is the administrator of the base Registry of Territorial Identification, Addresses and Real Estates (RUIAN). CUZK's rights and duties are defined in Act No 111/2009 Coll. and Decree No 359/2011 on RUIAN. The CUZK coordinates and manages all processes concerning information collection and distribution for RUIAN, and coordinates the large network of cadastre offices, municipal offices, local and specialised building authorities, and local councils to edit RUIAN. Local cadastre offices are the primary editors of information, using for that function the Cadastral Information System (ISKN). The other local or specialised editors contribute with specific data in their territorial and subject competence, using the Information System of Territorial Identification (ISUI).

## Czech Statistical Office (CSO)

The **Czech Statistical Office (CSO)**, in cooperation with relevant local administrations, is the administrator of the Registry of Legal Persons (ROS). CSO's rights and duties are defined by Act No 111/2009 Coll. The CSO defines and manages all processes around information collection and distribution for ROS. A network of various local, regional and central public offices, coordinated by the CSO, work as primary editors of ROS. Editing agencies are supported by more than 40 information systems connected to the Information System of Base Registries.

## Ministry of Interior

The **Ministry of Interior**, in cooperation with relevant local administrations, is the administrator of the Registry of Natural Persons (ROB). The Ministry's rights and duties are defined by Act No 111/2009 Coll. The Ministry defines and manages all processes around information collection and distribution for ROB. Local councils are the primary editors of citizens' information, using the Agenda Information System (AIS).

The Ministry of Interior, in cooperation with other central government administrations, is also the administrator of the Registry of Rights and Duties (RPP). The Ministry defines all processes for defining and registering agenda. The actual registration is carried out by the responsible Ministry or other central offices. The agenda definition partly consists in establishing the access rights to the information stored in base registries and other agendas. A short description of the registered agendas and public offices working on those agendas is published as output from the RPP. Additionally, a list of editing agendas for the different registries is also published from the RPP.

## Office of Personal Data Protection (OPDP)

The Office of Personal Data Protection is the administrator of the System of Personal Identifiers (ORG).

### 5.1.7 Audit

#### Supreme Audit Office

The **Supreme Audit Office (SAO)** is an independent institution responsible for auditing the management of public finances and state property. The Office publishes reports and provides feedback on the effectiveness of public spending in relation to eGovernment projects.

### 5.1.8 Data Protection

#### Office for Personal Data Protection

The Office for Personal Data Protection supervises the implementation of the Data Protection Act and compliance with the GDPR.

## 5.2 Subnational (federal, regional and local)

### 5.2.1 Policy

#### Individual Regions and Municipalities

In the Czech Republic, the public administration and the management of public services are decentralised. 14 regions and 6,258 municipalities use central eGovernment infrastructure and services, while also providing their own digital services to citizens. As such, regional and municipal authorities are responsible for defining eGovernment policies and strategies within their respective spheres of competence, while a common approach is defined by the national eGovernment Strategy. In addition, the national [Association of Regions](#) and the [Union of Towns and Municipalities](#) develop complementing strategies and promote the exchange of best practices among their members.

### 5.2.2 Coordination

#### Ministry of Interior

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

#### Department of eGovernment

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

### 5.2.3 Implementation

#### Individual Regions and Municipalities

Regional and municipal authorities ensure the implementation of their eGovernment strategies within their respective spheres of competence, while the central coordination is ensured by the central authorities and the Ministry of Interior.

### 5.2.4 Support

#### Ministry of Interior

The Ministry of 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, and that citizens and businesses have access to modern digital services regardless of their location.

## 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 administrations in relation to central executive and legislative bodies.

## National Registers Authority

The **National Registers Authority**, as part of the Czech eGovernment, makes it possible to centralise and keep up to date the most common and widely used information. This central administration body supports national public administrations, and their system administrators and developers to ensure proper interoperability between registered systems and base registers.

### *5.2.5 Interoperability coordination*

No responsible organisation has been reported to date.

### *5.2.6 Base registry coordination*

#### Interconnection between Base Registries and Public Administration Information Systems

The metainformation system relating to the Base Registries is the Registry of Rights and Duties (RPP) (i.e. the system where information about data, rights and duties is stored).

Moreover, information on the identifiers and the links between the Base Registries is contained in the ORG register (a conversion table of the identifiers of natural persons between Base Registries and Public Administration Information Systems).

In addition, the Base Registries Information System (ISZR) deals with communication management and the technological interconnection between the Base Registries and the Public Administration Information Systems.

### *5.2.7 Audit*

#### Supreme Audit Office

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

### *5.2.8 Data Protection*

#### Office for Personal Data Protection

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



6

# Digital Public Administration Infrastructure



## 6 Digital Public Administration Infrastructure

### 6.1 Portals

#### 6.1.1 National Portals

##### Public Administration Portal and Citizen's Portal

The **Public Administration Portal** is an official digital gateway for state-guaranteed information and services for citizens, businesses and institutions, enabling these actors to communicate with public administration entities. The Portal gathers the necessary information on central and local governments, and provides a search function and information on services related to everyday life.

The transactional part of the portal, the **Citizen's Portal**, requires a digital identification to access several fully-automated digital services, such as the provision of extracts from the state base registries, the provision of information on the current status of the citizen's submissions to the public administration, as well as the access to a personal archive of public administration-related documents. The Portal also allows to access the digital services provided by the Czech Social Security Administration, the Financial Administration, the Cadastre and the Trade Licensing Register. The personal identification and authentication at the Portal is ensured by the national eID card, using the Data Box credentials or the 'name and password' option.

##### National Identity Authority Portal

The **National Identity Authority (NIA) Portal** is the portal of the national point for electronic identification and authentication, and provides citizens with information on how to establish a state-guaranteed digital identity and access personalised and secure digital services by the government. To ensure transparency and build trust in digital services, the Portal also explains all processes involved and provides the necessary forms and guidance.

##### Data Mailbox System Portal

The **Data Mailbox System** is a national secure eDelivery solution. The Data Mailbox credentials can also be used for the electronic identification and authentication of government digital services users. In 2019 new features were added to the System, including **mobile access**. The "Mobile Key ISDS" application is available for **Android** and **iOS** systems.

##### Czech Social Security Administration Portal

When dealing with the **Czech Social Security Administration**, citizens and employers can access the information registered in the Administration databases, send requests online and receive replies digitally.

Specific online services are available for the different groups of clients. For example, services for individuals include online access to information on sick paid leaves during a person's work career, online access to information on health insurance payments for self-employed, and the online calculation of the retirement pension based on the insurance periods completed.

Moreover, since January 2020 the **eSick** procedure has replaced the paper-based system.

## eTax Portal

The eTax Portal of the Czech Financial Administration provides access to the necessary information on the national tax system, and to the related electronic forms. The 'Electronic submission to the Financial Administration' application allows to file tax returns and other documents electronically. The 'VAT Payers Register' application allows to check the reliability of VAT payers and the registered bank accounts of VAT payers by tax identification number.

## Electronic Portal of Local Self-Governments (ePUSA)

The ePUSA Portal contains an up-to-date database of the self-government entities of the Czech Republic. The system's search function enables to find the required data using selected criteria. The main purpose of this Portal is to promote the communication between the public administration and citizens, while operating an up-to-date repository of regional and municipal authorities, and other administrative bodies. The ePUSA Portal is operated by the Ministry of Interior.

### 6.1.2 Subnational Portals

#### Portal of the Union of Towns and Municipalities of the Czech Republic

The Union of Towns and Municipalities is a non-governmental organisation founded as an interest group. The main activity of the Union is promoting better legislation, effective public financing, as well as positive developments at regional level in the area of education, security, transport, social benefits and culture. The Union actively contributes to the work of the Council of European Municipalities and Regions, and other related organisations. Through its Portal, the Union also provides information on the Smart City project, co-financed by the European Union.

#### City Data Platforms

The cities of Prague and Brno have set up data platforms focusing on data areas with direct links to the specific needs of these towns, their citizens and visitors. The main goal of both projects is to promote a better use of the available data, support the implementation of the Smart City concept, and facilitate continuous improvement in the quality of life and decision-making. Both initiatives are based on the idea that understanding data and effectively utilising them is essential for decision-makers.

#### Prague Data Platform

The objective of the Prague Data Platform, called Golemio, is to provide the city, and its districts, public organisations and municipalities with a data sharing and processing service. The platform works with existing data, as well as sensor and big data. The service offers data in an open format to be re-used by the public and private sector, as well as individuals. Different cooperation scenarios are described on the websites, promoting a better cooperation with data users and service developers.

#### Data Portal of the Brno City Municipality

The Platform provides data visualisations for several areas of interest, e.g. the economy and the labour market, health and environment, transport, people and housing, education, technical infrastructure, and safety. Data are also available for the metropolitan area of Brno City. The relevant analyses, applications, articles and sociological research are also published on the Platform.

## 6.2 Networks

### Public Administration Communication Infrastructure (KIVS)

The national network of public administrations interconnects all public administration bodies (e.g. ministries, central administrations, regional authorities, municipal offices, labour offices, tax authorities and public libraries), and ensures secure and cost-efficient data and voice communications, and access to central information resources and shared services. Through the central services point of the national network, Czech government bodies are connected to the infrastructure of the European Union to ensure cross-border exchange of information and support related EU policies.

### Czech POINT Network

The **Czech POINT system** is a network of offices across the country and abroad that provide an assisted, one-stop access to a number of eGovernment registers and services. Through POINTs, citizens can access all public records and obtain legally valid transcripts/extracts, as well as information statements from the national registers.

Czech POINTs are primarily located at post, municipal authority and registry offices, and Czech embassies. As of December 2019, the network consisted of 7,322 local and regional physical contact points. An interactive map on the website serves as Czech POINT finder. To date, the number of issued excerpts has reached 23,361,203.

## 6.3 Data Exchange

### Data Box Information System

Data Box is an eDelivery solution intended for the delivery of official documents and to communicate with public authorities. The use of the Data Box solution is mandatory for government-to-government and government-to-business digital communications, and optional for citizens. The number of service users, however, has been gradually growing, thanks to an improved design and a better functioning of the system. To date, accessible Data Boxes are at least 1,052,534, with 727,680,285 messages exchanged, scoring on average a 99.5% successful delivery.

## 6.4 eID and Trust Services

### eIDAS Node

The eIDAS Node of the Czech Republic is operated by the CZ.NIC Association, based on the contract signed with the National Registers Authority, with the state organisational unit legal status. The Czech Republic's eIDAS Node is part of the overall architecture of electronic identification solutions in the Czech Republic. In the near future, the national eIDAS Node will be connected to the eIDAS Node of the European Commission to support the recognition of notified eID schemes by the central online collection system, developed by the Commission for the purpose of the European Citizens' Initiative. This will allow to use notified eID cards as electronic identification means for the EU login.

### eSignatures

The identification of persons, the authentication of documents on the Internet and the access to digital public services are based on **electronic signatures**. In compliance with the eIDAS Regulation, **trust service providers** are accredited by the government.

## 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](#), featuring a chip containing two biometric identifiers. Issued in compliance with the requirements laid down in the European Union Regulation on standards for security features and biometrics in passports and travel documents, the passports included 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. The facial recognition maps various features. The addition of fingerprint details on the chip is planned to take place at a later stage.

## eID

The amendment to the [Act on Citizen Cards](#) (Act No 328/1999 Coll., and [Act No 195/2017 Coll.](#)) became effective on 1 July 2018. The new electronic ID card is equipped with a contact electronic chip, on which the identification certificate of the identity card is already recorded during production. The new electronic ID card is a basic tool serving citizens for both presence and remote (online) identification, ensuring the highest level of trust foreseen in the Czech Republic. Currently, the electronic ID card enables citizens to remotely avail themselves of more than 80 [services of the State](#). For some of them, the Data Box is also needed.

## Czech National Verification Authority

The [Czech National Verification Authority \(CVCA\)](#) is a public certification authority meeting the need to secure 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 inspection systems. The CVCA certification policy stipulates the requirements relating to the activities, obligations and commitments of all participating parties that, directly or indirectly, come into contact with certification services or are dependent on them.

## 6.5 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 ICT commodities and services purchases.

### Public Procurement and Concessions Portal

The Public Procurement and Public-Private Partnership Department of the Ministry for Regional Development has designed a [Portal](#) providing comprehensive and well-organised information relating to public procurement. That way, the user can become acquainted with national and European laws, regulations and administrative provisions concerning public contracts and concessions. The Portal also features a new functionality, providing information on [eProcurement](#) at both national and European levels.

### National Electronic Tool

The [National Electronic Tool \(NEN\)](#) forms part of the strategy adopted by the government in June 2018 with Resolution No 408, obliging selected contracting authorities to use NEN for public procurement as from 1 July 2018. NEN is a complex

electronic tool for the administration of public procurement and concessions for all categories of contracting authorities. To date, 600 contracting authorities are required to use NEN mandatorily, and 900 contracting authorities use NEN on a voluntary basis, i.e. regions and municipalities. The implementation of NEN as a central eProcurement solution contributed to the transparency of public procurement, and to significant savings.

### National eInvoicing Forum

Since 1 April 2020, all public contracting authorities have been obliged to accept eInvoices issued based on European standard EN 16931-1:2017. According to government Resolution No 347/2017, the national standard for eInvoicing ISDOC/ISDOCX is also acceptable. In this context, the [Czech National eInvoicing Forum \(NMFČR\)](#) supports and encourages the implementation and use of the European standard, in compliance with Directive 2014/55/EU.

## 6.6 ePayment

### Payment Gateway

The Ministry of Interior is developing a dynamic procurement system allowing each public administration to carry out a simplified tender procedure for a payment gateway based on its needs and meeting a pre-defined criterion, that is that the payment gateway complies with the Gov.cz design system. The payment gateway will also have to comply with the criteria defined by the public administration. The procurement process related to payment gateways will be implemented in Q4 of 2020.

## 6.7 Knowledge Management

### Digital Map of the Public Administration

The Ministry of Interior is carrying on the implementation of a project aimed to create [Digital Maps of the Public Administration \(DMVS\)](#), pooling data from various geographic information systems in one application. The project aims to facilitate the exercise of public administration and the accessibility of spatial data by the authorities and the public, in line with the Smart Administration concept, promoting an efficient and user-friendly public administration, and the development of eGovernment in the country.

## 6.8 Cross-border platforms

### Czech Base Registry of Territorial Identification, Addresses and Real Estate (RUIAN)

The [Czech Base Registry of Territorial Identification, Addresses and Real Estate \(RUIAN\)](#) provides interoperable data and services to the [European Location Framework \(ELF\) Platform](#). The ELF is a technical infrastructure providing various online services for locating, accessing and using reference location data from across Europe through a single point of access. In this context, RUIAN's location data contribute to a new ELF cross-border product, the [Cadastral Index Map](#).

## 6.9 Base registries

### National Register for Identification and Authentication

In accordance with the Electronic Identification Act, based on the [eIDAS Regulation](#), the [National Register for Identification and Authentication \(NIA\)](#) was established by

the Base Registries Administration and launched into production mode on 1 July 2018. NIA is a public administration information system supporting the process of electronic identification and authentication at national level. In particular, NIA is a key tool for enabling electronic identity verification and forwarding the verified user information needed to use remote services.

A separate part of NIA is the so-called eIDAS Node, facilitating the interconnection of NIA with foreign notified electronic identification systems. The eIDAS Node was launched on 28 September 2018 under the name of [CZ.PEPS](#). eIDAS nodes allow sign-ups between EU Member States for services provided in one Member State through an electronic identification means issued in another Member State, subject to meeting the conditions of the eIDAS Regulation. Currently, work is underway to ensure the routine operation of NIA and the CZ.PEPS and the ongoing development of both systems in relation to the electronic identification systems of other EU Member States which are gradually notified.

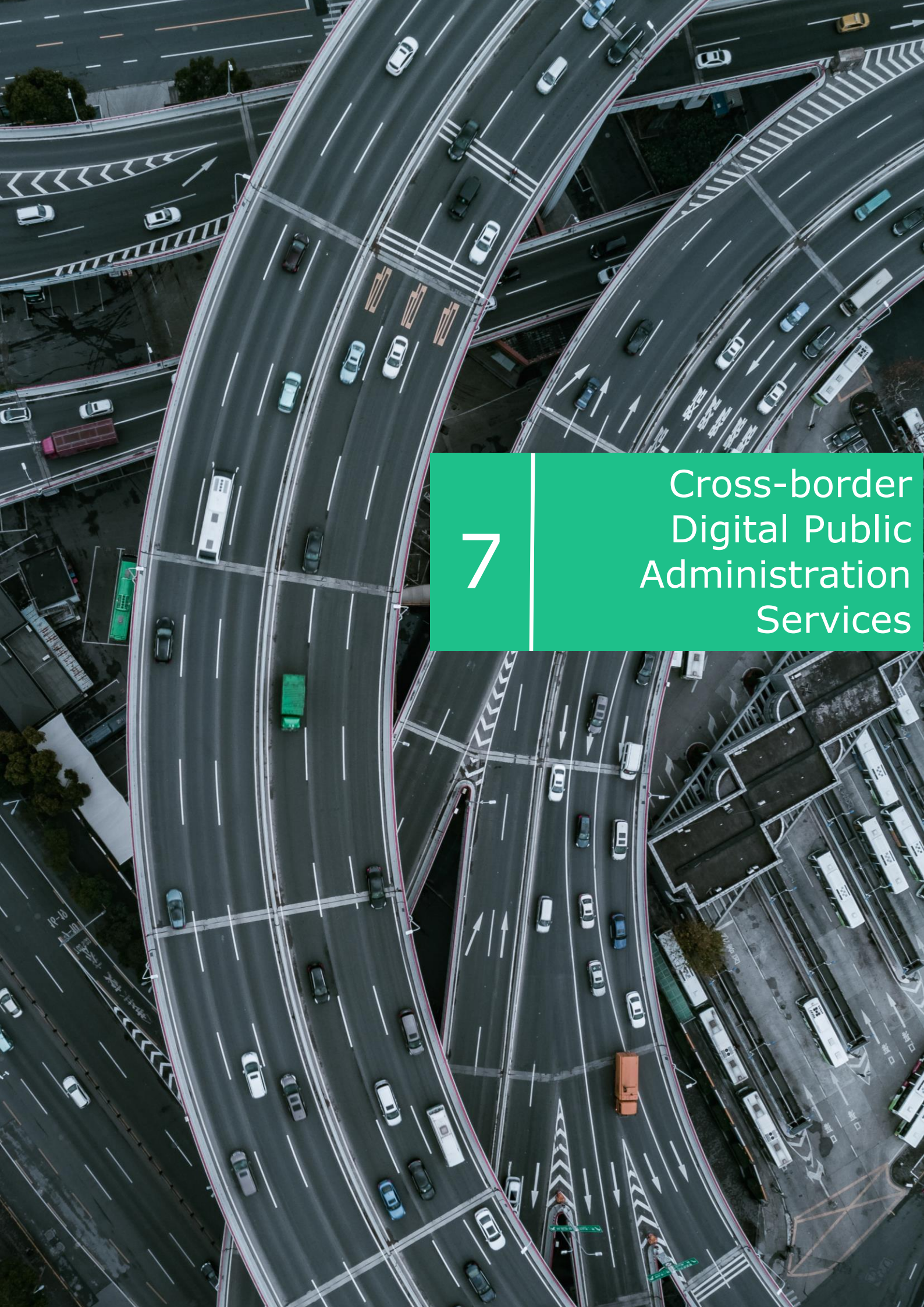
In mid-December 2018, a process of [pre-notification of the Czech electronic identification system](#) (National Identification Scheme of the Czech Republic) was launched based on NIA and the new electronic chip identity cards introduced on 1 July 2018.

### eGovernment Service Bus

Having set the basis for interoperability introducing the necessary legal frameworks, the Czech Republic took a big step forward by building a solid [national ICT infrastructure](#) for the public administration. The infrastructure consists of a front office allowing users (citizens, businesses and public administrations) to request data, and a back office processing the requests and supplying data and information back to the initiator of the request via web services and the [eGovernment Service Bus](#) (eGSB). The [national ICT Strategy](#) under the Digital Czech Republic Programme provides for the further development of shared services and the interconnection of public registries and databases.

### Information System of Base Registries

The [Information System of Base Registries](#) (ISZR) serves as control system for the base registries and links the four main base registries to the Individual Identifiers' Converter (ORG) and data editors. The Information System of Base Registries also publishes a catalogue of base registry services which is used by the Agenda Information Systems (AIS) for both editing and reading purposes. The ORG is an information system ensuring the protection of personal data in base registries by managing all reference data in the single registries in a way that makes it impossible to automatically link reference data to information contained in other registries or between different Agenda Information Systems.



# 7

## Cross-border Digital Public Administration Services

## 7 Cross-border Digital Public Administration Services for Citizens and Businesses

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. [Your Europe](#) is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

### 7.1 Life and Travel

For citizens, the following groups of services can be found on the website:

- [Travel](#) (e.g. Documents needed for travelling in Europe);
- [Work and retirement](#) (e.g. Unemployment and Benefits);
- [Vehicles](#) (e.g. Registration);
- [Residence formalities](#) (e.g. Elections abroad);
- [Education and youth](#) (e.g. Researchers);
- [Health](#) (e.g. Medical Treatment abroad);
- [Family](#) (e.g. Couples);
- [Consumers](#) (e.g. Shopping).

### 7.2 Doing Business

Regarding businesses, the groups of services on the website concern:

- [Running a business](#) (e.g. Developing a business);
- [Taxation](#) (e.g. Business tax);
- [Selling in the EU](#) (e.g. Public contracts);
- [Human Resources](#) (e.g. Employment contracts);
- [Product requirements](#) (e.g. Standards);
- [Financing and Funding](#) (e.g. Accounting);
- [Dealing with Customers](#) (e.g. Data protection).



## The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from Ms. Alena Klímová, eGovernment Department, Ministry of the Interior.



*The Digital Public Administration Factsheets are prepared for the European Commission by [Wavestone](#)*

## An action supported by ISA<sup>2</sup>

ISA<sup>2</sup> is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

ISA<sup>2</sup> supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

ISA<sup>2</sup> solutions can be used free of charge and are open source when related to IT.

## Contact ISA<sup>2</sup>

[isa2@ec.europa.eu](mailto:isa2@ec.europa.eu)

## Follow us



[@EU\\_ISA2](#)

[@Joinup\\_eu](#)



[isa<sup>2</sup> programme](#)

