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Mazowieckie Voivodeship
GATE OF MAZOVIA

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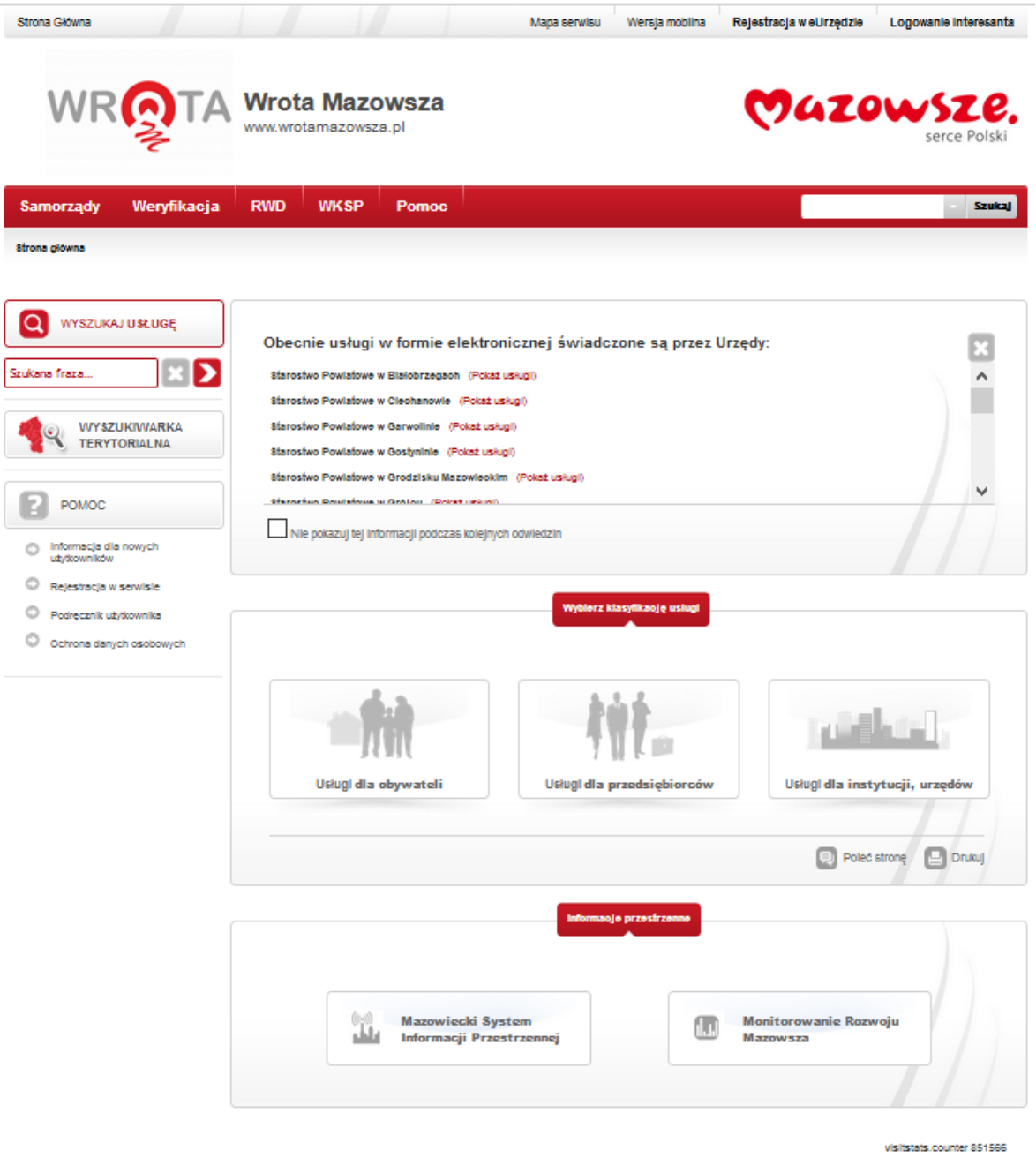
Mazowieckie Voivodeship:

- THE LARGEST REGION OF POLAND (11% OF THE COUNTRY AREA);
- 5 472 579 INHABITANTS (14 % OF POLAND'S POPULATION);
- OVER 22 % OF POLAND'S GROSS DOMESTIC PRODUCT (GDP);
- 804 233 COMPANIES REGISTERED IN MAZOVIA (INCLUDING 40 % WITH FOREIGN INVESTMENT).



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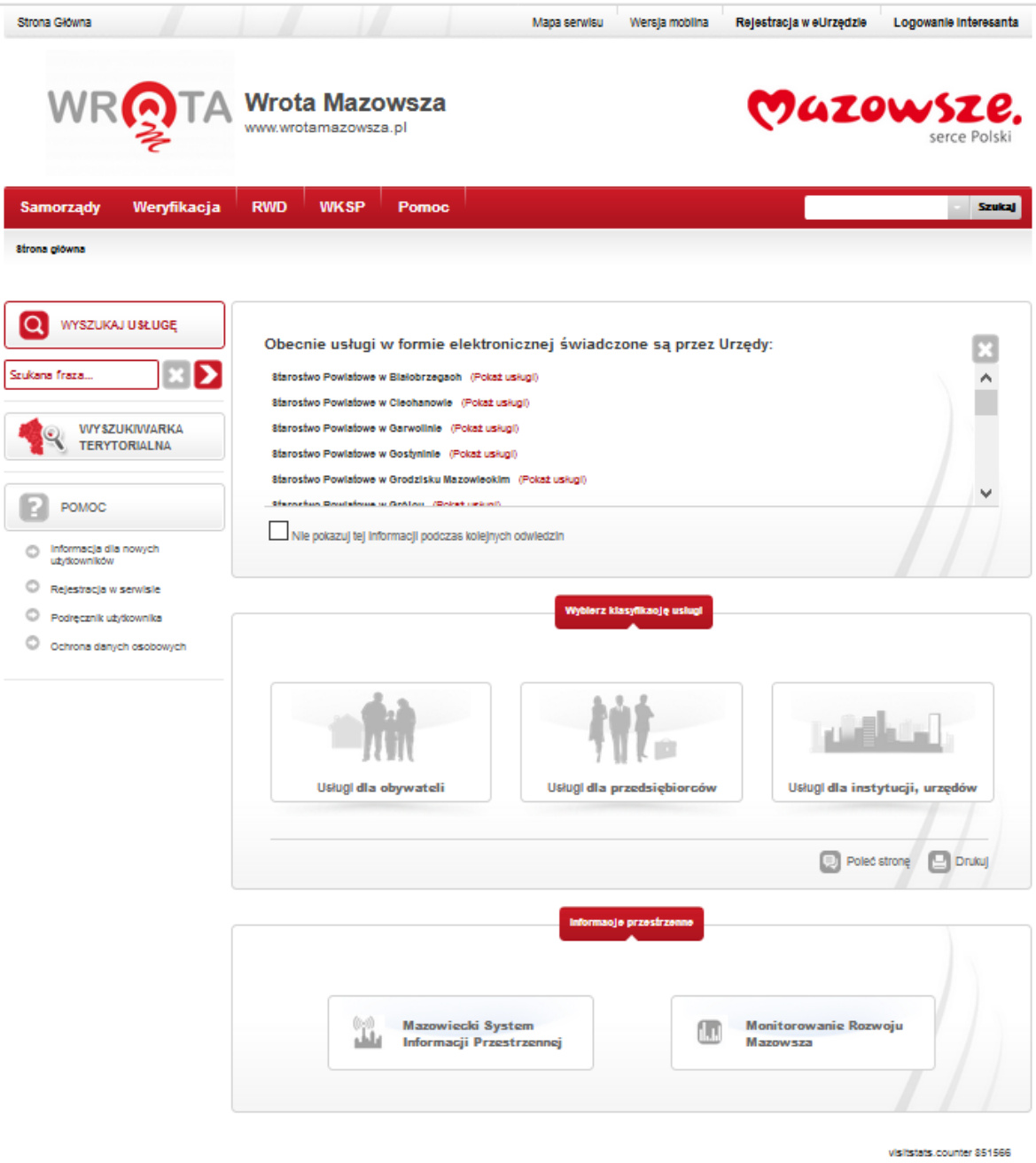
We present you a site, where you can use an e-Office system to take advantage of public services at any time, from anywhere.

https://www.wrotamazowsza.pl

- without queue,
- without crowd and traffic jam,
- without visit to the local office,
- without payment in the cash desk,
- without weeks of waiting for request.



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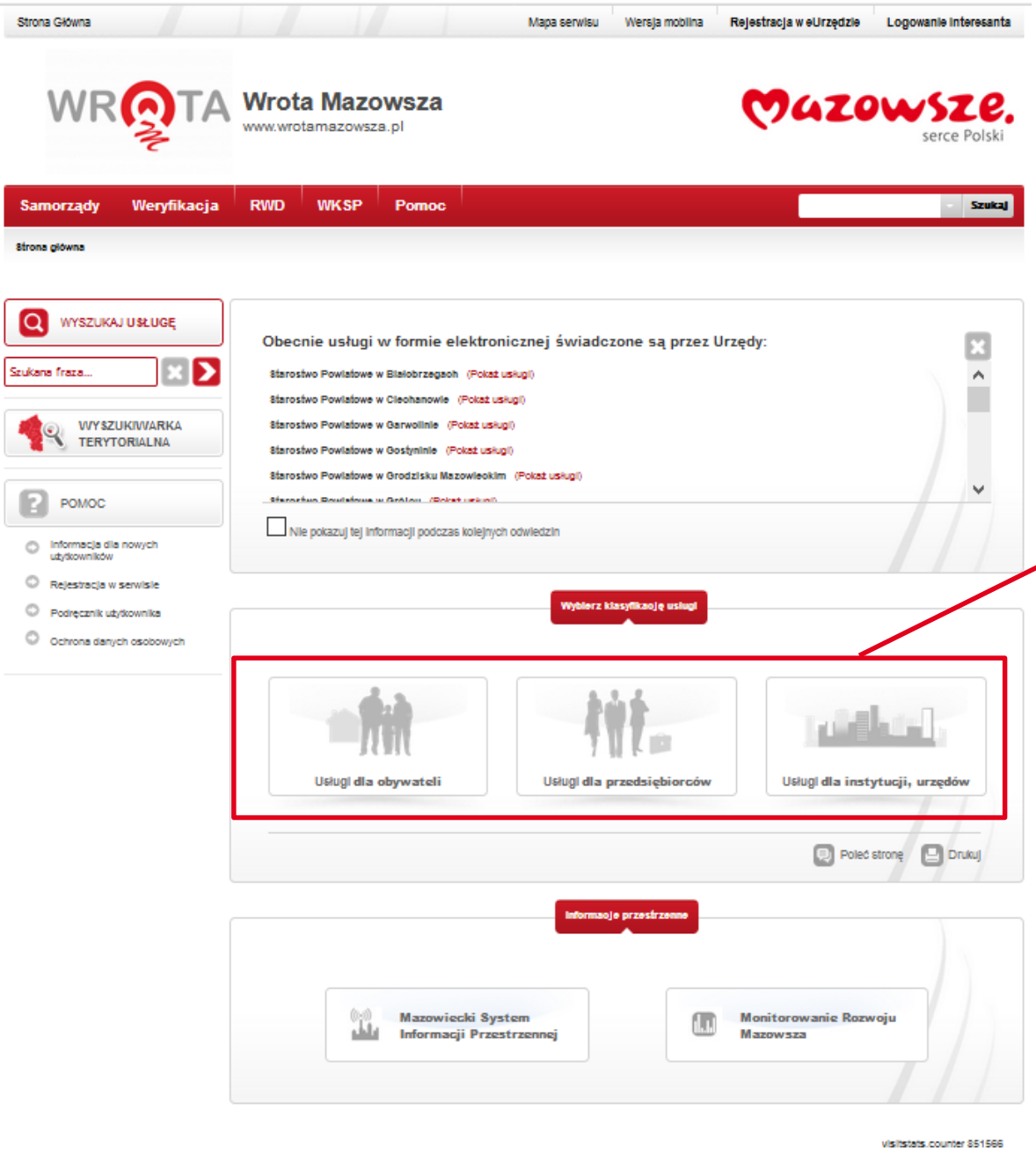
The regional part of the system, managed by the Mazowieckie Voivodeship:

- place of citizen contact with the office,
- a set of shared services dedicated to other public administration units (currently 314),
- unified applications throughout the region
  - nearly 1500 services,
  - over 1200 unique electronic forms.



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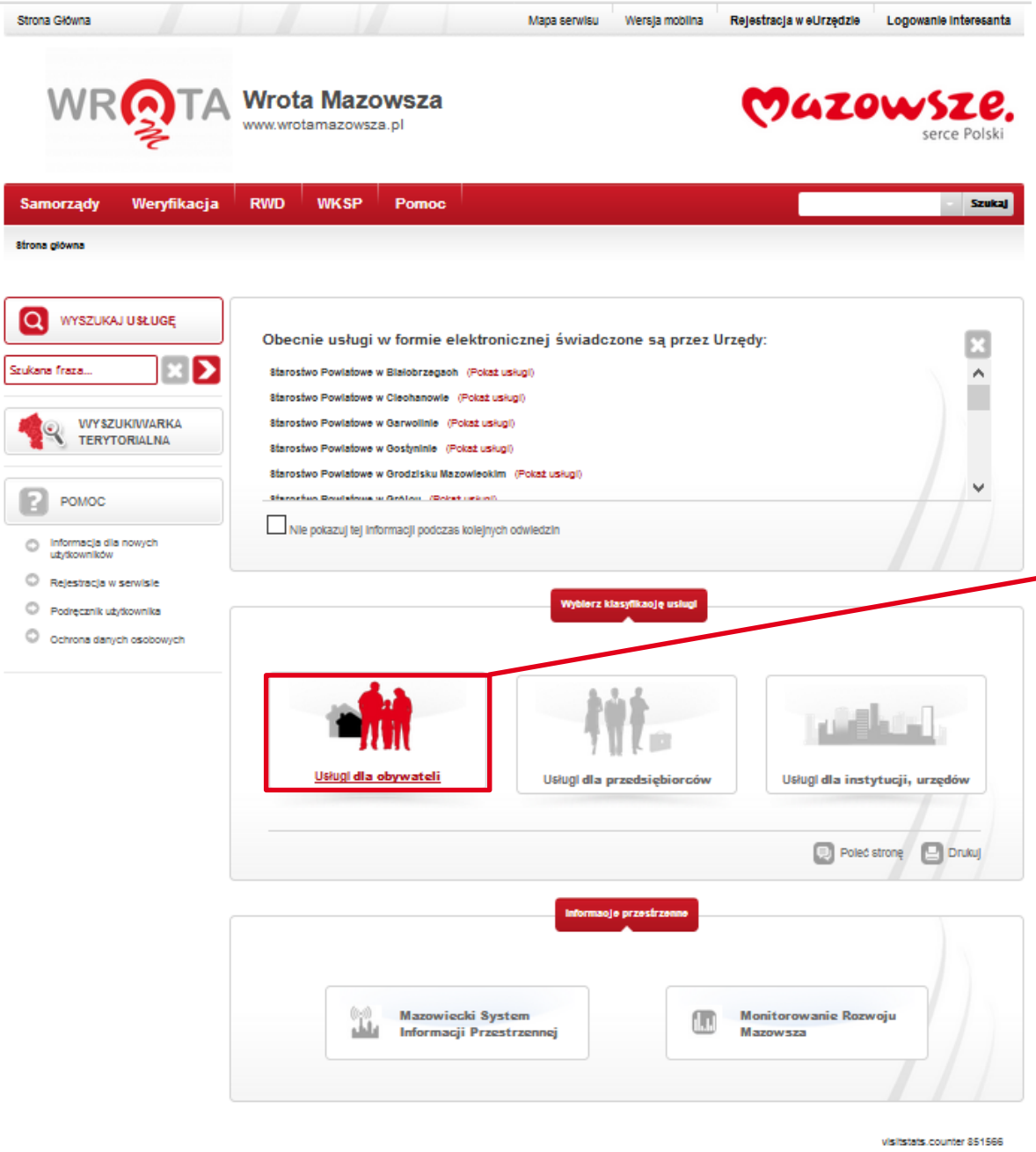
Choose e-services category provided by Mazovian local government units



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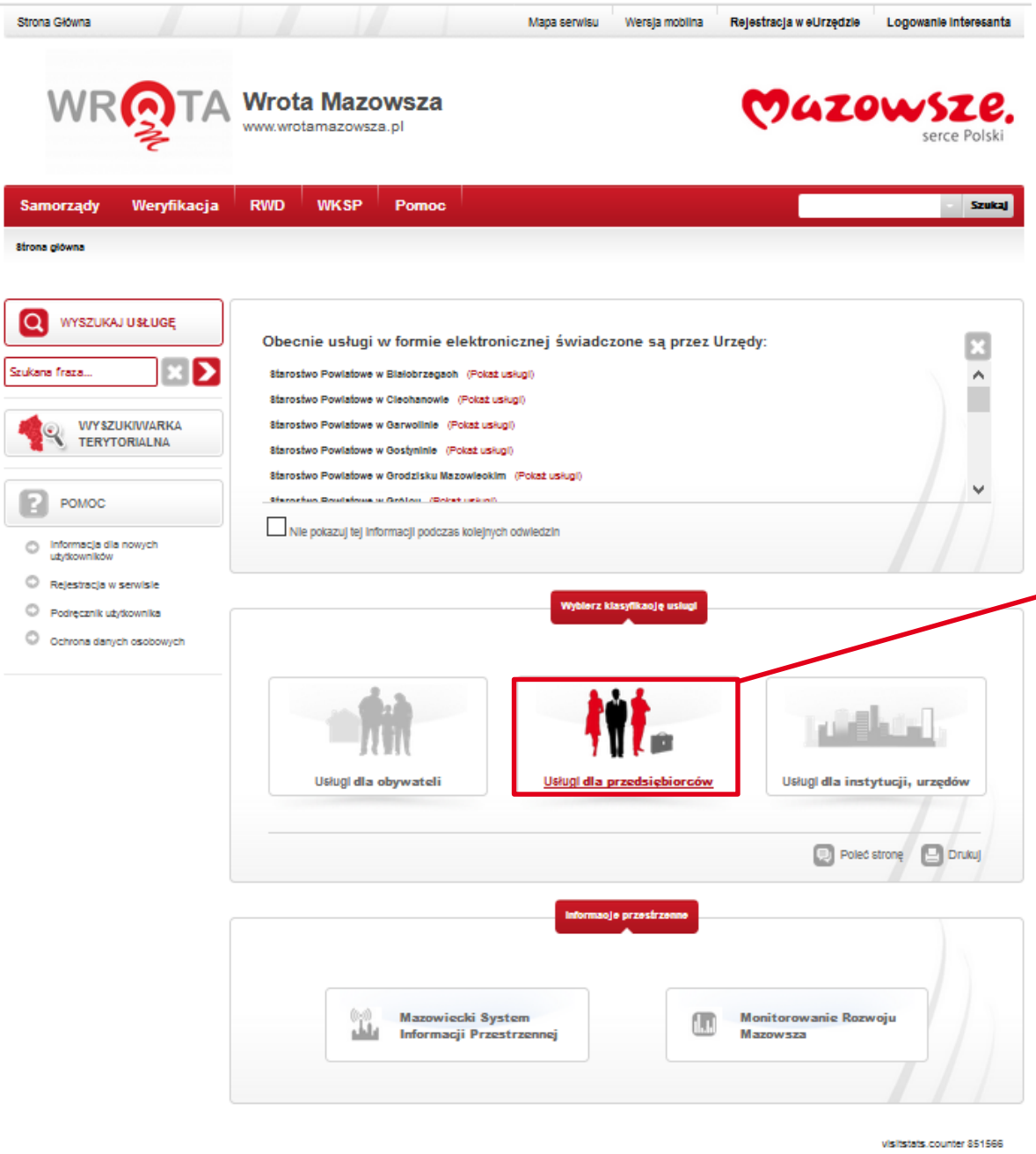
for residents



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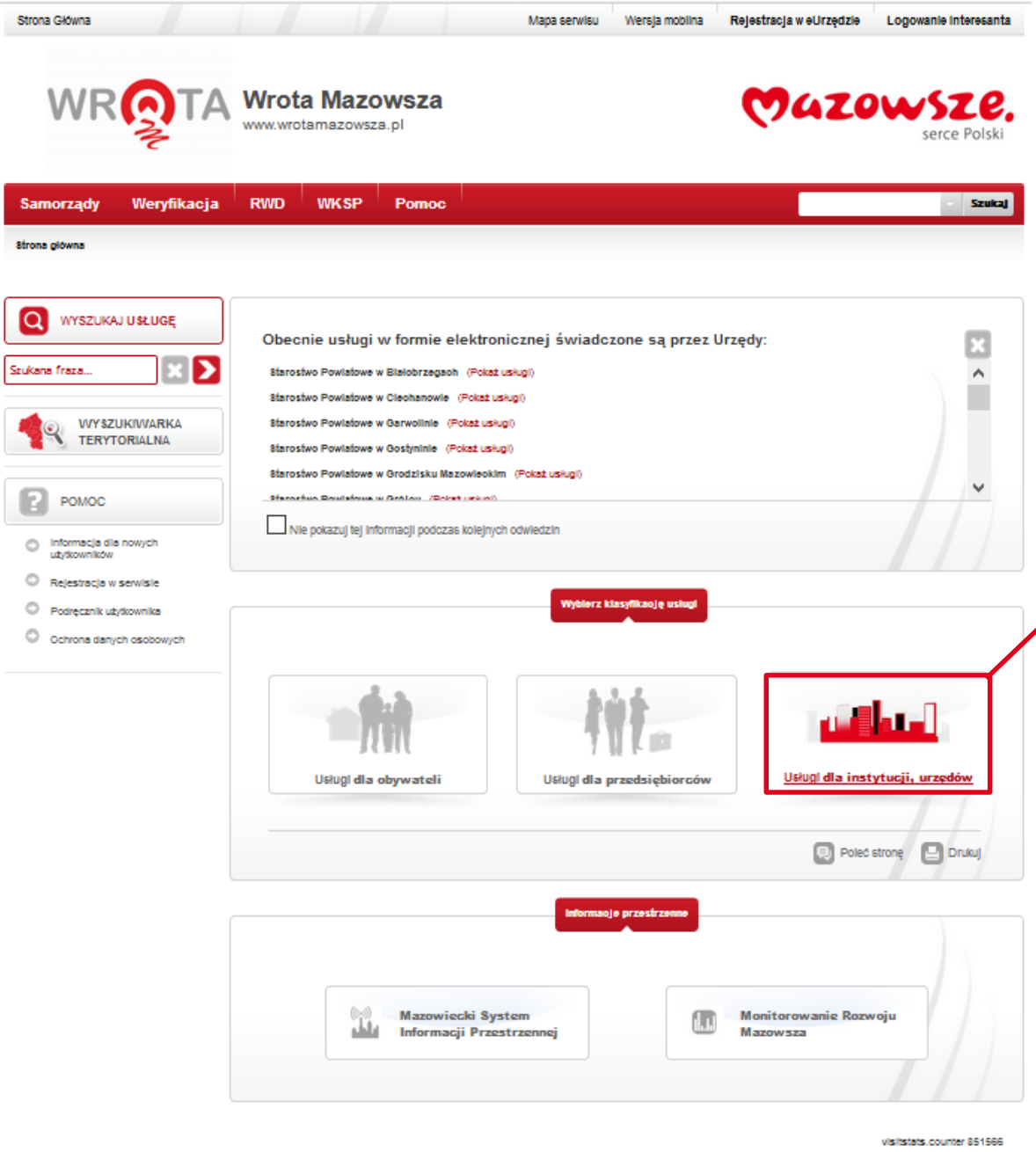
for entrepreneurs



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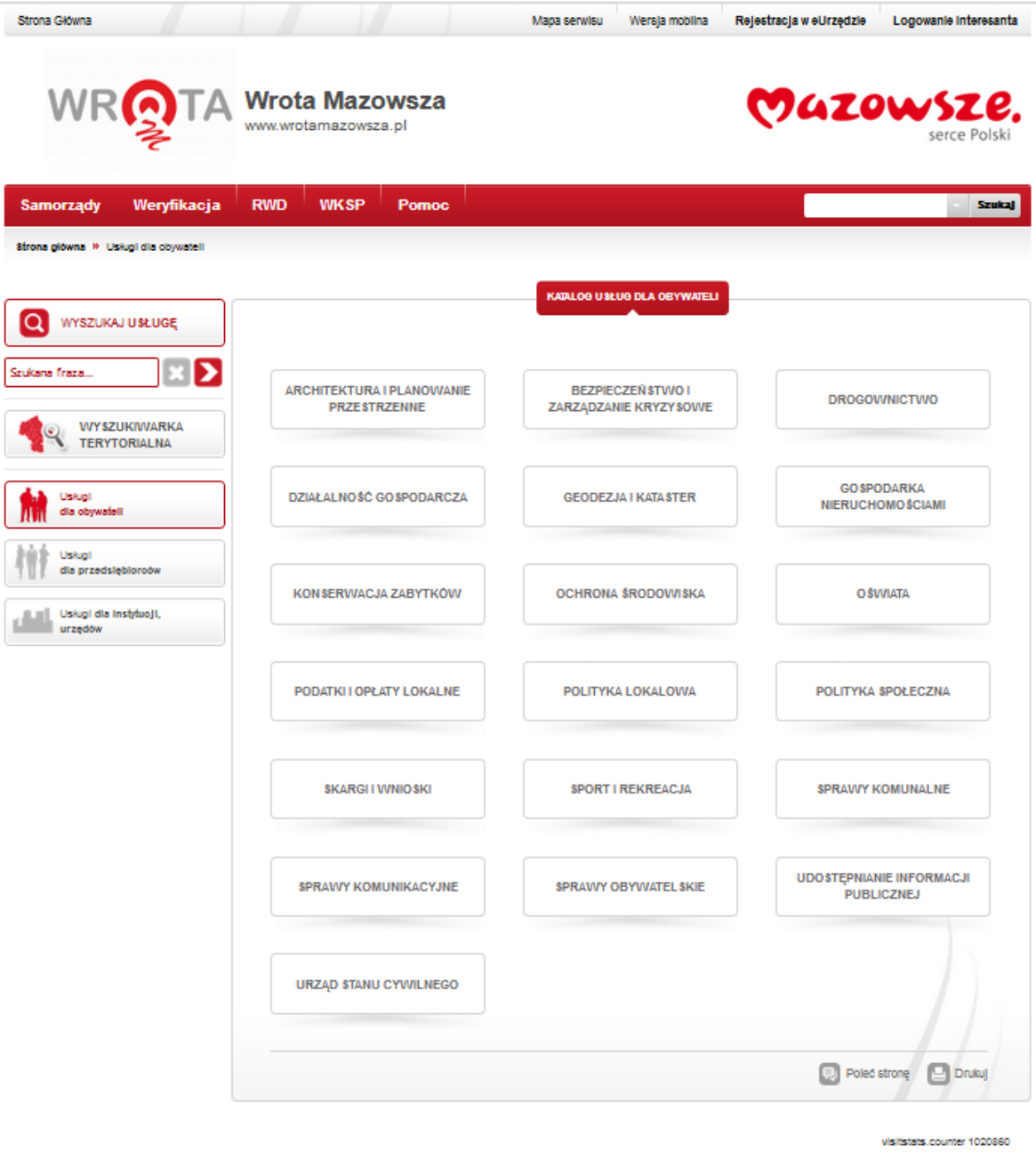
for institutions and offices



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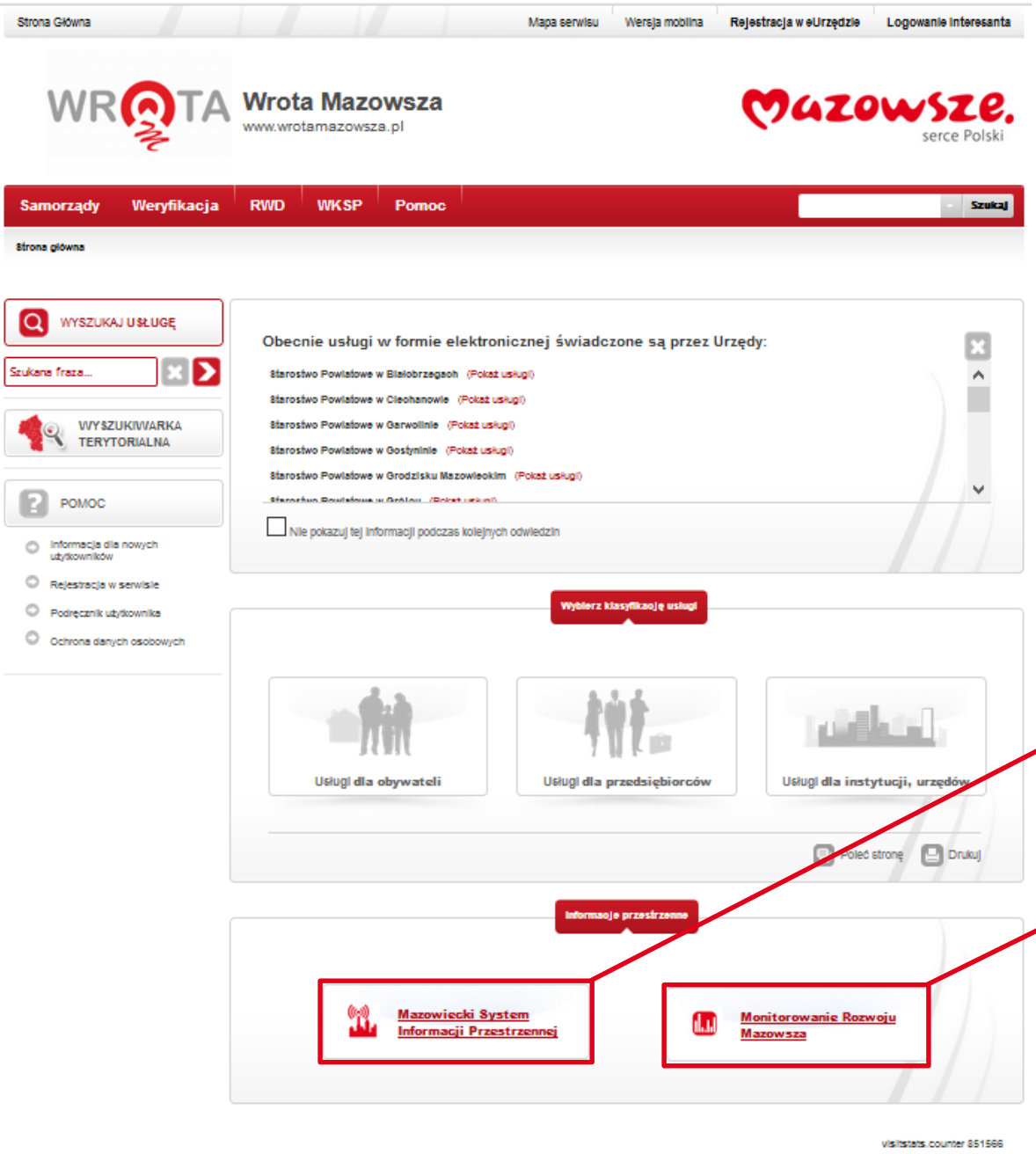
After selecting the category, there are services available, classified by topics, for example:

- architecture and spatial planning,
- property management,
- education,
- environmental protection,
- social policy,
- etc.



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The Gate of Mazovia contains two more components available for clients:

Masovian Spatial Information System (MSIP):

Monitoring the Development of Mazovia.

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Mazowiecki System Informacji Przestrzennej

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Masovian Spatial Information System (MSIP):

- integrator of spatial data in Mazovia,
- element of spatial information infrastructure.

MSIP Mazowiecki System Informacji Przestrzennej

The Map Portal of the Mazowieckie Voivodeship covers over 680 information layers of an interactive map grouped in 27 thematic categories.

It is integrated with 243 nodes of spatial information infrastructure in which spatial data services are provided.

The portal enables the sharing of data and information in accordance with the assumptions of the information society and is available to all local government structures, government administration units, various types of state and public services as well as citizens and entrepreneurs.

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Monitorowanie Rozwoju Mazowsza

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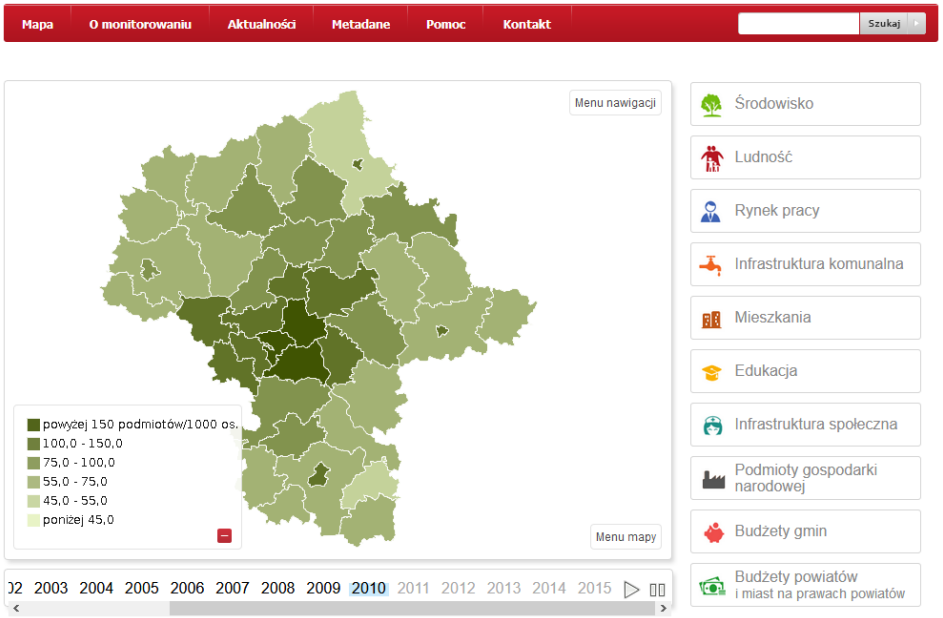
Monitoring the Development of Mazovia:

- monitoring of social, economic and spatial changes in the Mazowieckie voivodship, divided into subregions, communes and districts.

60 indicators showing the level of development of the region are presented on interactive maps.



The website can be useful for individuals using data from indicators of socio-economic development on a daily basis, especially representatives of local governments, business sector, education and science (universities, research and development units) and business environment institutions and NGOs.

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Moreover the Mazowieckie Voivodship has implemented unified applications in the public administration units throughout the region:

- real estate registration system (272 implementation);
- public procurement system (282 implementation),
- system of service for the district/commune council (281 implementation),
- historical treasures and monuments registration system (257 implementation),
- system of permissions for the sale of alcohol (242 implementation),
- system of records of permits for the location in the road lane and the occupation of a road lane (274 implementation),
- municipal waste management system (109 implementation).

Solution design and architecture

System is designed in the model of Community Cloud with regional part (node) providing front-office services as well as common services for local systems and application.

The regional platform contains a set of predefined, standardized general parts of descriptions of public services, provided by commune and county authorities.

Components (regional part of the system):

- e-Office System,
- Electronic Forms Subsystem,
- Electronic Inbox,
- Regional Catalog of Public Services,
- Electronic Payments System,
- Software Distribution System (SDS),
- Information Portal providing CMS functionality,
- E-Learning,
- Local Certification Center,
- Central LDAP server,
- Regional ESB bus,
- Regional repository of processes.

Local part (Partners possibility):

- Electronic Document Management,
- Records of Fees and Payments,
- Spatial Location of the Letters & Cases,
- Business processes module,
- Local LDAP server,
- Local data bus (ESB),
- OCR - optical text recognition module,
- SDS Agent.

Solution design and architecture

Within each node (regional or local) ESB buses are the communication and integration spine of the system, responsible for any communication/integration between system modules and/or external systems.

- communication between the e-Office and the ePUAP platform,
- communication between local systems installed at the Partners,
- integration of domain systems used by Partners
- communication between e-Office and local systems installed at the Partners,
- integration with the front-office of the e-Office system,
- integration with Certification Centers.

The partners of the project can make in a short time its public e-service available on the Internet after complement a description of the card e.g. of:

- address data,
- business hours,
- bank account number
- etc.

and attach an electronic form or print form (application).

Solution design and architecture

Regional portal is integrated with Electronic Platform of Public Administration Services (ePUAP) and uses its shared services:

- bidirectional transmission of electronic documents,
- dictionaries - the service allows access to data from reference dictionaries,
- single Sign-On - the service allows authentication and authorization of external system users using the ePUAP system security subsystem,
- payments - the services allows you to use the payment subsystem directly from external systems without the need to use the ePUAP user interface.

System integrated with Trusted Profile System:

- free method of confirming the citizen's identity in electronic administration systems,
- acts as a handwritten signature,
- confirms the resident's identity (signature confirmed by a trusted profile).

System uses services of National Official Register of the Territorial Division of the Country (TERYT) that contains identifiers and names of units of territorial division, identifiers and names of localities, statistical regions and census enumeration areas, address identification of streets, real estates, buildings and dwellings.

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The adopted governance model

The Mazowieckie Voivodship plays the role of the leader responsible for the preparation and implementation of the solution.

The communes anddistricts/counties from the Mazovia region interested in cooperation and making eservices available on the GATE of MAZOVIA platform, sign a partnership agreement with the Mazowieckie Voivodeship, based on which the Voivodeship enables the solution.

These activities are co-financed from the EU funds (ERDF) in the field of the Regional Operational Program of the Mazowieckie Voivodeship, the budget of Voivodeship (leader) and the budget of public administration units (partners).

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- Mazowieckie Voivodeship is responsible for servicing the GATE of MAZOVIA platform, as well as providing model forms for services and description of services, preparing and implementing applications for servicing citizens (Domain Systems), which are made available directly on the websites of public administration units.

  Moreover, in the structure of Marshall Office of Mazowieckie Voivodeship there was set up Regional Centre of Competence Development, which together with the hired external company ensures continuous support for GATE of MAZOVIA users through meetings, telephone, mail and the system of applications.

- After signing a partnership agreement, public administration units have access to model forms an description of the services, which can be personalized and adapted to their own needs (e.g. can be labeled with their own logo) before being available on the GATE of MAZOVIA platform.

  In addition, the Partners have a constant contact with the Competence Center. Thanks to this, they have the opportunity to report current problems and faults and they can actively participate in improving the services offered as part of the solution.

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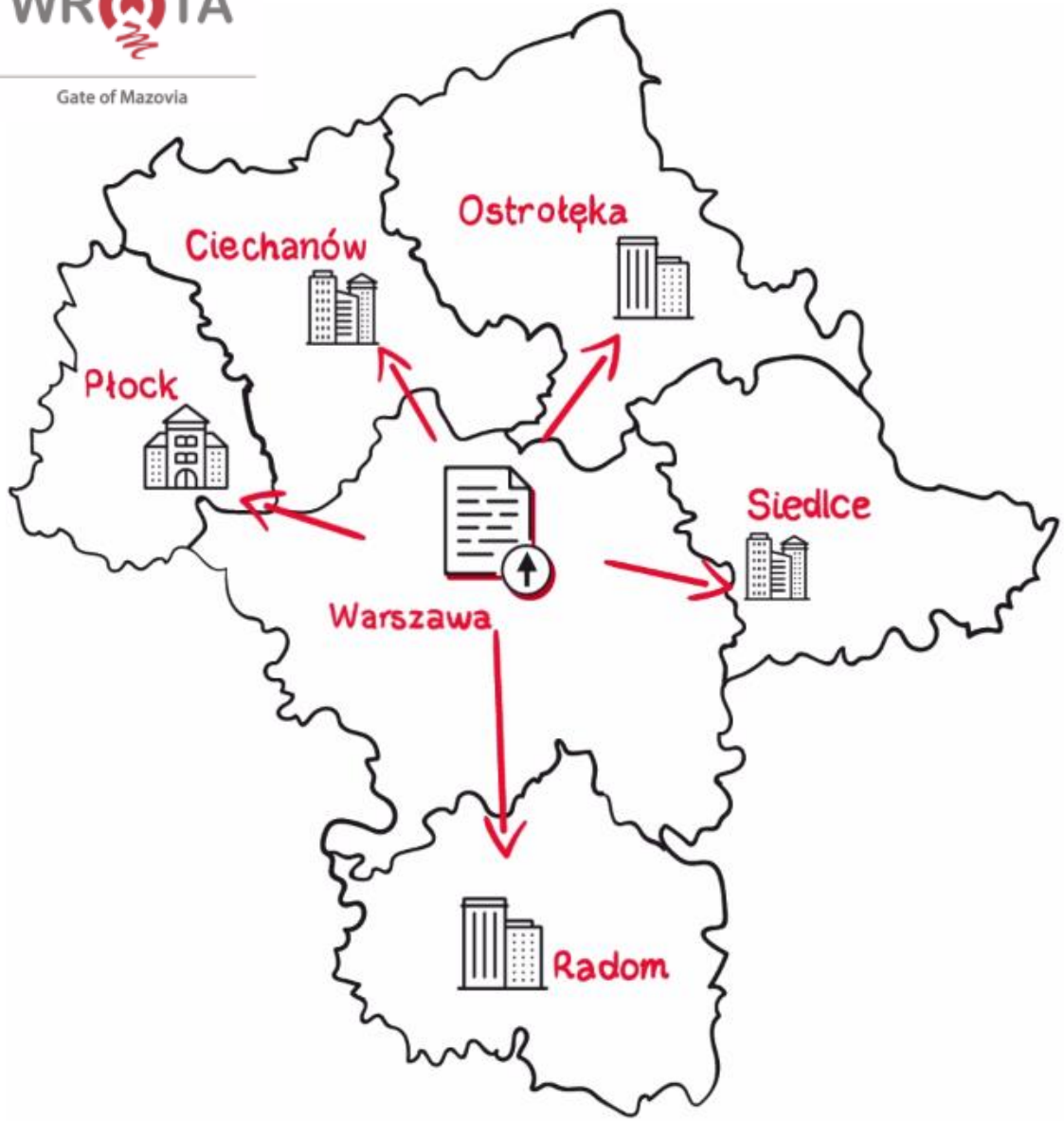
Impact and results

- providing more effective services and reducing the costs of implemented solutions,
- improvement of links between the office and residents,
- increasing the transparency of the functioning of public administration,
- increase in the use of ICT by society and increase of resident' involvement in decision-making,
- strengthening cooperation and exchange of experience between institutions,
- forms and new e-services can be created at ease and available to all local government units using the solution,
- offices may decide which e-services are offered to clients.



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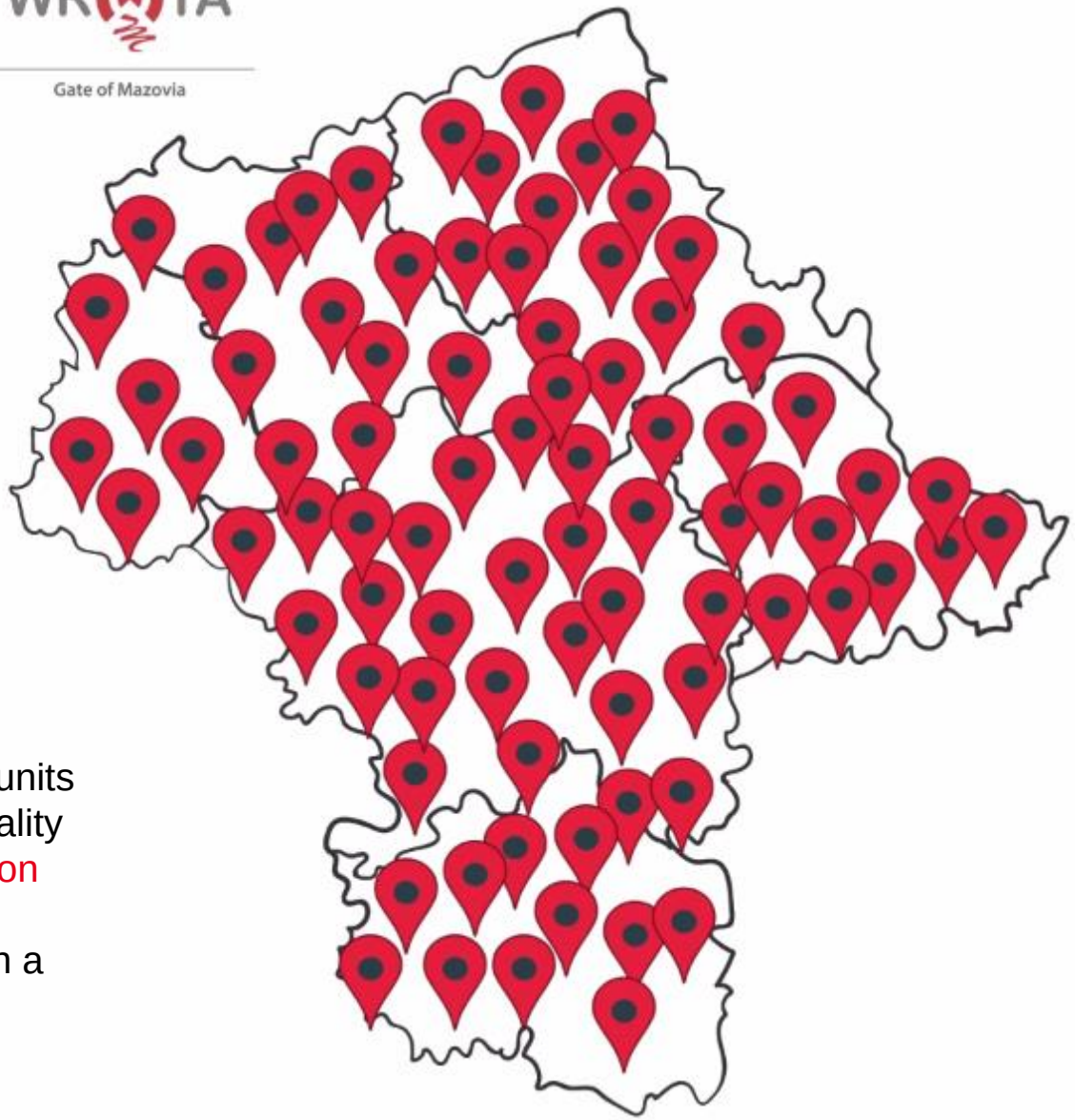
The Gate of Mazovia contains:

- **95** standardized electronic forms,
- **213** e-services descriptions.

1 486 standardized e-services

1 303 with electronic forms attach

They are used by **314** local government units from Mazovia Region. Thanks to universality of the solution, it favors the standardization of self-government public services in the region, that are available in one place, on a common utility platform.



Sustainability

- Providing sustainability of developed solutions and further development of published partner services was ensured by maintaining technical service. The concluded contract for the provision of technical service gives the opportunity to provide support in the event of the emergence of partners' needs.
- For the purpose of providing service and monitoring of the system's efficiency, the Mazowieckie Voivodeship has technical and IT facilities serving the regional layer of the portal. In the structure of Marshall Office of Mazowieckie Voivodeship there was set up Regional Centre of Competence Development. This unit based on hi-specialized employees all together with hired company provides continuous support of GATE OF MAZOVIA users by meetings, phone, mail and request system. Furthermore new features are delivered, developed as a result of users expectations, legal changes and maintenance reviews.
- The technical service and continuous network traffic analysis allow to minimize system defects, which improves the users' confidence in electronic communication channels within the services provided by public administration units.

- Implementation of the solution will contribute to the consolidation of cooperation between public administration at various levels. Activities consisting in the creation of the Regional Centre of Competence Development in Warsaw responsible for technical and substantive support of Partners and exchange of information will become the base for continuous expansion of cooperation and initiation of further activities in the area of information society development.
- The solution will help to reduce the digital divide between less and more developed territories in the Mazowieckie Voivodeship, through equable access to e-services and open data for all citizens, regardless of their place of residence and life situation. The introduction of electronic systems for communication with inhabitants, social consultations and other will encourage inhabitants to be involved in decisions taken by local authorities and will affect the development of civil society, as well as ensure greater and lasting transparency and efficiency of the institutions.

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How it got started?

- The GATE of MAZOVIA platform was created as part of the project called "The development of electronic administration in local governments of the Mazowieckie Voivodeship supporting equalization of the voivodeship's potential (EA project)", which was co-financed from the European Regional Development Fund (ERDF) in the field of the Regional Operational Program of the Mazowieckie Voivodeship 2007-2013.

How is it now?

- The platform and services made available through it, as well as applications for citizens provided by communes and districts/counties are still developed as part of the project "Regional partnership of Mazovia local governments for the activation of the information society in the scope of e-administration and geoinformation", which is implemented under the Regional Operational Program of the Mazowieckie Voivodeship 2014-2020.

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How will it be?

- Thanks to the involvement of partners and cooperation with the Regional Competence Center, our solution will continue to develop. One of our basic goals for which we have created this solution, was to equalize access to electronic services for all residents of the voivodeship and to improve links between the office and citizens. Therefore, we have developed a cooperation model that allows for a wide range of impact in the region, in which:
  - the Mazowieckie Voivodship plays the role of the leader,
  - the communes and districts/counties from the Mazovia region have the opportunity to establish cooperation through a partnership agreement.

  This enables joint activities for improvement of the already developed solution.

  Our next steps:
  - to implement new and promote existing electronic forms and public services;
  - to encourage the local government units to develop electronic communication and participate in the process of digitalization,
  - to increase the users' digital competence.

Thank you for your attention!

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