

Successful projects

Úspěšné
projekty

Projects implemented
as a part of the Integrated
Operational Programme and
of the Human Resources and
Employment Operational
Programme in the competence
of the Ministry of the Interior
of the Czech Republic

Dear Ladies and Gentlemen,

Each of the twenty projects supported from the funds of the Integrated Operational Programme (IOP) and the Human Resources and Employment Operational Programme (HRE OP), introduced in our brochure, illustrates the improvement in the quality of life in the Czech Republic. The change is primarily experienced by citizens, entrepreneurs and companies, but generally also by the public administration sector and its employees. It affects everyday operations and company agendas, as well as non-standard situations such as natural disasters. The changes consist in a more comfortable and efficient function of the public administration system, judicial system or the Integrated Rescue System. Each change saves a significant amount of time for the clients as well as public servants – and thus also private and public funds.

Although the range of the presented projects is rather wide, they share some common aspects. These projects respond to the progress in modern information and communication technologies, they put the clients (citizens) first, introduce new work systems and management similar to work management methods applied in the private sector, and focus on the improvement of qualifications of employees of the authorities... Especially, they have a positive impact on each citizen of the Czech Republic, which best describes their benefits and scope.

All of the projects have been implemented in the current programming period 2007 – 2013. However, their focus and agenda perfectly correspond with the programme priorities of the cohesion policy approved for the programming period 2014 – 2020 that also include Public

Administration Quality and Efficiency Improvement.

There will certainly be a lot to build on: be it the improvement of the legislative and regulative framework, or process optimization support, establishment and development of standards, improvement in the qualifications of public administration officials, further digitizing of agendas, support of quality public administration institutions as the fundamental pillar of a competitive economy or further methods of reducing the administrative load.

We hope that you find our brochure inspirational and that you wish to participate in new projects and embrace the new challenges we are facing.

*Department of Structural Funds of
the Ministry of the Interior
of the Czech Republic*

Successful projects



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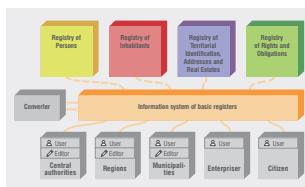
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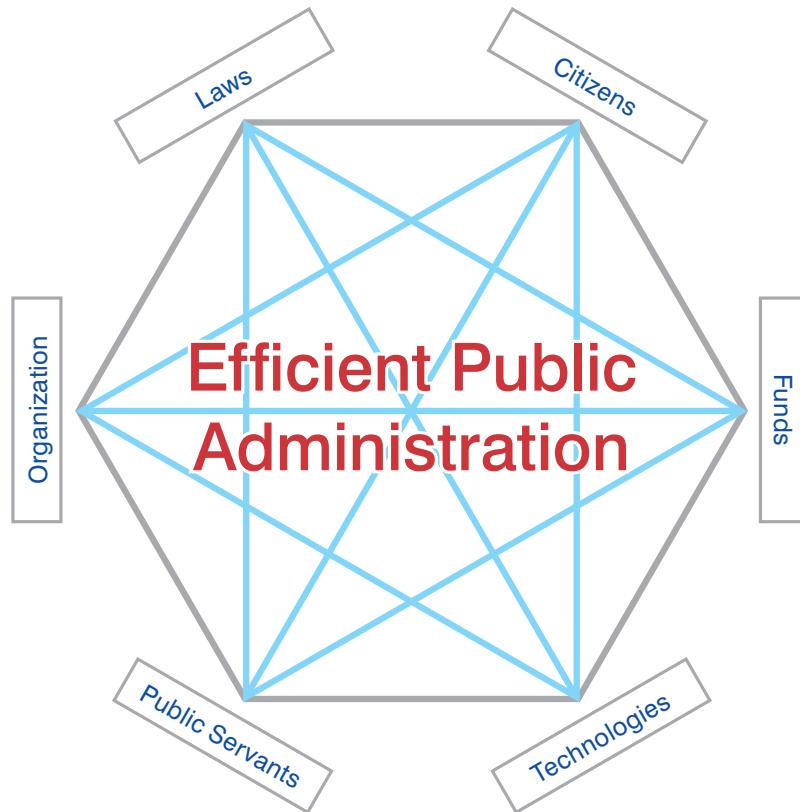


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Strategy of Efficient Public Administration and Friendly Public services – SA Strategy



Hundreds of thousands of law articles, up to seventy amendments to acts, various overlapping competences of authorities and the multiplication of their work load and high costs – all of this causes dissatisfaction on the part of citizens and entrepreneurs. This unsustainable situation, impeding civil activities as well as economic development, will soon change.

Measures and mechanisms have been put into practice which newly define the public administration in the Czech Republic as a service for citizens which meets the principles of good governance, and functions purposefully, economically and efficiently. Dozens and hundreds of individual steps are summarized in the Strategy of Efficient Public Administration and Friendly Public Services – SA Strategy adopted by the Government of the Czech Republic in 2007 (Government Resolution No. 757 of 11 July 2007).

The strategy, being gradually fulfilled till 2015, relies on several key strategic and specific goals that

define individual measures in further detail. Even the SA Strategy is proof of the modern and efficient management, analysing administration processes and setting up a much more efficient system. This system is based on strategic planning and management, including continuous control. An important aspect is the connection to everyday practice including, for example, links to budgets.

This will guarantee that domestic as well as foreign investors and entrepreneurs receive high-quality and quick services rendered by public authorities which will have well-organized structure and competences. The elimination of redundant regulations that come in the form of an excessive number of acts and decrees will also be useful. This group of clients, as well as the majority of citizens, will appreciate the introduction of a modern communication and information technology as it helps to reduce the administration load and save time.

The SA Strategy identifies exactly the weaknesses in the operations of many public administration and

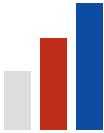
local authorities and offers specific solutions. It draws on human resources in public administration which have immense potential.

The strategy thus creates suitable conditions for its use and for continuous work with public servants: starting with the system of motivation and life-long learning and ending with unchangeable and transparent definitions of competences and communication between individual authorities. This includes flexible information sharing and exchange which will greatly facilitate the work tasks of individual employees.

All of the above-specified measures will make public service not only more efficient and consequently cheaper but also more transparent and less prone to corruption. Thanks to its links to eGovernment and Smart Administration, the service becomes easier to use and, moreover, more accessible from any point (for example, the dense network of public administration contact points Czech POINT) without redundant time load.

Overview of Projects Co-financed from the Integrated Operational Programme

Priority Axis / Area of Support	Allocation
1a and 1b Modernization of Public Administration	334,494,605 €
1.1 Development of Information Society in Public Administration	334,494,605 €
2 Introduction of ICT in Territorial Public Administration	170,831,173 €
2.1 Implementation of ICT in Territorial Public Administration	170,831,173 €
3 Improved Quality and Availability of Public Services	545,106,743 €
3.1 Social Integration Services	79,203,544 €
3.2 Public Health Services	248,481,706 €
3.3 Employment Services	46,590,320 €
3.4 Safety, Prevention and Risk Management Services	170,831,173 €
4a and 4b National Support of Tourism	65,226,448 €
4.1 National Support of Tourism	65,226,448 €
5 National Support of Regional Development	420,865,890 €
5.1 National Support of the Use of the Potential of Cultural Heritage	212,762,461 €
5.2 Improving the Environment in Problematic Housing Estates	192,573,322 €
5.3 Modernization and Development of the System for Creating Territorial Policies	15,530,107 €
6a and 6b Technical Support	45,865,303 €
6.1 Activities Associated with the Management of IOP	27,677,299 €
6.2 Other Costs of Technical Support of IOP	18,188,004 €
Total allocation from IOP	1,582,390,162 €



INTEGRATED OPERATIONAL PROGRAMME

A verified official document obtained quickly in the comfort of your own home, communication with authorities without the need to send a single letter, comfortable retrieval of electronic documents from any archive, and also a friendlier environment for police offices or security services centralized to a single point equipped with state-of-the-art technology... Measures and changes, defined by the Strategy of Efficient Public Administration and Friendly Public services – SA Strategy at the system level helps to implement specific projects supported by funds from the Integrated Operational Programme (IOP).

The aim of this project is, among other things, the modernization of the public administration system and enhancement of the quality of public services that have a practical effect on the whole society. The series of projects that have already been implemented belong to the most visible and effective projects with the greatest impact on the public. In addition to the network

of Czech POINT contact centres, it also includes, for example, the Basic Registers – the backbone of the entire eGovernment system in the Czech Republic as well as of all the related projects concerning electronic-based public administration. These hierarchically and topically arranged “giant databases” will reduce the complexity of all administration processes carried out by state administration and local authorities, eliminating duplicate activities and mainly the need for citizens and companies to repeat the same actions, including the completion of forms.

The Basic Projects form a foundation for other projects that substantially enhance the quality of life for the citizens of the Czech Republic. This, for example, concerns safety – support from the IOP, allowed for by the modernization and expansion of the Integrated Rescue System, including the police, fire brigade and medical services. Other projects, such as the National Digital Archive, Data Boxes or the National Infra-

structure Electronic Public Procurement, are a prerequisite for transparent and advanced environment, attractive also to foreign investors.

Projects supported by the IOP pave the way for a massive spread in information technologies as well as a transformation of life styles which are increasingly hectic. It makes for a public service which is more operational and, moreover, easier. Thanks to the implemented projects, public services in the Czech Republic will become more modern and client-friendly. In other words, public services will fully meet the challenges and expectations of the 21st century.

The Ministry of the Interior of the Czech Republic has competence over the following areas of support: 1.1 Development of Information Society in Public Administration, 2.1 Introduction of ICT in Territorial Public Administration and 3.4 Safety, Prevention and Risk Management Services. Funds allocated to these three areas amount to EUR 676,156,951.

Overview of Projects Co-financed from the Human Resources and Employment Operational Programme

Priority Axis / Area of Support	Allocation
1 Adaptability	525,435,274 €
1.1 Increasing Employee Adaptability and Enterprise Competitiveness	447,719,979 €
1.2 Increasing in Adaptability of Employees of Restructured Enterprises	77,715,295 €
2a and 2b Active Labour Market Policies	605,776,330 €
2.1 Reinforcement of Active Employment Policies	513,992,038 €
2.2 Modernization of Institutions and Implementation and of a System of the Quality of employment Services and their Development	91,784,292 €
3 Social Integration and Equal Opportunities	398,606,070 €
3.1 Support of Social Integration and Social Services	250,716,224 €
3.2 Support of Social Integration of Romany Localities	33,806,261 €
3.3 Integration of Socially Excluded Groups on the Labour Market	63,414,602 €
3.4 Equal Opportunities for Women and Men in the Labour Market and Reconciliation of Family and Working Life	50,668,983 €
4a and 4b Public Administration and Public Services	195,121,852 €
4.1 Reinforcement of Institutional Capacity and Effectiveness of Public Administration	195,121,852 €
5a and 5b Transnational Cooperation	39,024,370 €
5.1 Transnational Cooperation	39,024,370 €
6a and 6b Technical Support	73,457,509 €
6.1 Support of the Management, Implementation and Control of Operations of HRE OP	73,457,509 €
Total Allocation for HRE OP	1,837,421,405 €



HUMAN RESOURCES AND EMPLOYMENT OPERATIONAL PROGRAMME

Education of public servants, more efficient management of human resources, digitization of procedures, project and strategic management or process optimization... These are only a few of the areas in which our projects have been implemented thanks to the support of the Human Resources and Employment Operational Programme (HRE OP). The areas of support already indicate a common objective: to enhance the capacity and effectiveness of public administration and public services.

The selected and supported projects are implemented by state administration and self-government authorities, or organizations cooperating with the public sector. The common denominator for these projects is the resulting increased efficiency, transparency, accessibility and openness of authorities and other providers of public services. In many cases, HRE OP has enabled a substantial modernization of the state administration

and self-government authorities, an implementation of modern management tools or the establishment of a system for the continuous improvement in the qualifications of public servants or representatives of the municipalities.

The above-described (and achieved) objectives lead not only to the increased participation of Czech citizens in public life but they also improve the competitiveness of the Czech Republic. The projects also come within the scope of the Smart Administration strategy and follow the basic principles of eGovernment.

Due to great pressure to reduce public budgets, support from a large number of projects from the HRE OP will bring substantial savings of funds. Not only do they make many of the public administration processes more efficient, but they also introduce modern methods of human resources management, increasing performance at the same or at even reduced

costs. These improvements are associated with the implementation of management and quality assurance principles that are also applied in the private sector.

Thanks to the abundant use of modern technology, the Czech Republic has also initiated a process which will ensure that communication with state administration and self-government authorities, including judicial institutions, will no longer be unpleasant and time-consuming for either citizens or companies. Public servants become educated, helpful and motivated managers – regardless of their administration level, including ministries, courts or offices in municipalities of up to 1000 citizens.

The Ministry of the Interior of the Czech Republic is competent in the area of support – 4.1 Reinforcement of Institutional Capacity and Effectiveness of Public Administration. Funds allocated to this area amount to EUR 195,121,852.

Easy Contact with Authorities

The Czech POINT contact centres have opened the doors for eGovernment.



The eGovernment projects, which seek to minimize administration and often eliminate the need for a personal visit to the authorities, are an excellent complement to “smart” contact centres. Citizens can see the results of the gradual development of the eGovernment when visiting one of the several thousand Czech POINTs that have been opened across the Czech Republic.

Czech POINT logos are visibly situated for example outside of municipal offices, banks, post offices or even embassies or consulates abroad – basically at all points equipped with modern technology and authorized to search and provide information regarding the Commercial Register, for example, criminal records or driver licence points. Moreover, the range of services is continuously expanding. Applicants therefore do not need to visit the court or other institutions: all documents can be obtained at a single point, including a verification stamp. **“And what is more, no forms have to be completed – citizens just**

Project in a nutshell

Project name

Czech POINT

Operational programme

IOP

Implemented by

Ministry of the Interior of the Czech Republic

Implementation period

1 January 2008 – 31 December 2012

Total budget

CZK 295,440,000

Support from SF

CZK 210,373,303.40

Additional information

www.czechpoint.cz

present their ID cards, or bring a pre-filled form downloaded from the Internet,” says Jarmila Šmardová, the manager of the project.

The dense network of Czech POINTs is also one of the most active users of public registers. In addition to the above-stated documents, applicants can also almost immediately obtain an extract from the Land Register, a verified copy of an extract from the Qualified Vendors List or an extract from the Insolvency Register. CzechPOINTs also provide access to data boxes.

For example: before the establishment of the network of Czech POINTs, applicants were forced to spend many hours, often even whole days waiting at court. At present, the procedure takes approximately two hours including a 30-minute processing of a criminal record. The verified extract can also be collected at any contact point or sent by post to a permanent address.

“The Czech POINT project is considered the best eGovernment project, both by experts and by the general public. It significantly facilitates the public administration process for citizens and provides an easily operable and highly user friendly application for employees of public authorities.”

Jarmila Šmardová,

Project Manager, Ministry of the Interior of the Czech Republic

Regional Education Centres

The introduction of eGovernment goes hand in hand with improvements in the qualifications of employees of the state administration and local authorities.



The further education of employees of the state administration and local authorities is one of the basic services provided by almost nine dozen eGON Centres. The Centres also provide training for representatives or employees of subsidised organizations and help to expand and implement eGovernment projects in regions and municipalities with extended competence. Under the supervision of experienced lecturers, the course attendants learn the principles and possibilities of the implementation of data boxes, the electronic document management service or digitizing official documents. In line with the development of these progressive technologies, eGON Centres also offer e-learning options.

The eGON Centre in Náchod serves as a prime example of the implementation of the education project. The project was launched in the middle of 2009 and by the beginning of December 2011, over 20,188 hours of e-learning

Project in a nutshell

Project name

Education of Employees of Náchod Municipality with Extended Competence in eGON Centres

Operational programme

HRE OP

Implemented by

Náchod Municipality

Implementation period

1 April 2009 – 31 March 2012

Total budget

CZK 2,768,600

Support from SF

CZK 2,353,310

Additional information

www.mestonachod.cz

courses and over 4,618 hours of in-class group courses have already been completed. The trainings have been attended by over 340 persons so far.

“An educated official is a key in the success of the entire eGovernment,” says Alena Marešová from the Náchod Municipal Office. **“The main objective which is being met is a higher efficiency, quality and improved performance of public administration authorities.”** The entire project also focuses on the availability of services to citizens, their transparency as well as the introduction of a sophisticated management of the work of the authorities.

“By educating our employees we improve their qualifications and expertise which is a necessity in a dynamic society.”

Alena Marešová,
eGON Centre Manager, Náchod Municipal Office

Data Boxes

Official Correspondence from the Comfort of Your Own Home

The introduction of data boxes and the associated change in the rules of delivery of court summons, at the end of 2009, was a major breakthrough in everyday judicial practice.



Electronic systems for the storage of documents, summons and decisions relieved the judicial system of a substantial portion of its agenda and costs. And more importantly – the institute of the delivery of documents in their material form can no longer be misused. At present, a mail item is considered delivered after the addressee logs into the system or on the tenth day after it is sent, whether the owner has not logged into his or her data box or not. However, the overall project does not only relate to courts, but also to state administration and local governments, as well as the general public. It is an ideal substitute for letter correspondences and it is intended for the communication between legal entities (and increasingly more often also individuals) and public authorities allowing them to send and receive electronic documents.

Approximately 450 thousand data boxes are currently in use. Around 60 million communications have been sent with an estimated delivery success rate

Project in a nutshell

Project name

Data Box Information System

Operational programme

IOP

Implemented by

Ministry of the Interior of the Czech Republic

Implementation period

1 January 2009 – 29 May 2010

Total budget

CZK 174,298,358

Support from SF

CZK 57,203,604

Additional information

www.datoveschranky.info

of 97 %. “Data boxes can, of course, be used in various other ways. Once this system has been officially launched, legal entities and public authorities are obliged to use these boxes by law. Individuals can decide whether to use them or not,” adds Ondřej Menoušek, the Manager of the Data Box Project employed by the Ministry of the Interior of the Czech Republic.

Data boxes are an ideal means of communication with authorities – they are available anywhere, as long as there is Internet access, instantly, and moreover – they are free of charge. They are a perfect counterbalance to long queues at post offices, eliminating the need to be present personally to collect registered mail. Each entity, which had its data box set up as required by law, can access the delivered messages after a very simple registration process. It is also easy to send outbound messages.

“In addition to direct financial savings of postal fees, the newly introduced data boxes promote the introduction of electronic-based internal processes of authorities. Another side effect of the data box system is a quicker and a more efficient document processing.”

Ondřej Menoušek,

Project Manager, Ministry of the Interior of the Czech Republic

Accelerated Judicial Proceedings

One of the technological prerequisites for the acceleration of Czech judicial proceedings is the transition from a traditional method of filing and the manual copying of records to an electronic processing and sharing.



The project, implementing modern technologies in court practice and prosecution offices, will be a prime example of the Efficient Public Administration and Friendly Public Service strategy. The former processes, which were too complex in terms of administration, relying on piles of filed papers and their preparation, exchange and sharing, have long been identified as one of the causes for the slow pace in courts and prosecution offices at all levels and in all areas of the Czech Republic. The result was a time-consuming process management and persistent dissatisfaction on the part of citizens, companies, and last but not least the authorities themselves.

A substantial portion of this administration load will soon be eliminated. Thanks to support from the Human Resources and Employment Operational Programme, a breakthrough implementation of voice recording equipment will take place by 2013 which will enable accurate copying of recordings (for exam-

Project in a nutshell

Project name

Rationalization of the Function and Efficiency of Courts and Prosecution Offices through the Digitization of Administration Processes

Operational programme

HRE OP

Implemented by

Ministry of Justice of the Czech Republic

Implementation period

1 December 2010 – 30 November 2013

Total budget

CZK 25,131,500

Support from SF

CZK 21,361,775

Additional information

www.justice.cz

ple, court hearings, preparation of proceedings etc.) on digital voice recorders. In addition to a comfortable transfer and substantial time and financial savings, this is a significant step in the implementation of the Czech electronic judicial system.

As part of the project, 20 servers, 200 laptops, 100 voice recorders, 200 headphones with microphones, 150 foot pedals and a voice-to-text service for 600 users will be supplied to courts and prosecution offices. Along with the purchase of new technologies and their subsequent implementation in the everyday practice of courts and prosecution offices, relevant courses for their employees will be organized. **“Moreover, employees of court institutions will themselves be able to participate in the development of the software and to add entries into a dictionary that will contain terminology from the area of justice,”** adds Jan Lukeš, a specialist clerk from the Ministry of Justice of the Czech Republic.

“The project is aimed at increasing the efficiency of courts and prosecution offices by introducing modern technologies.”

Jan Lukeš,

Specialist Clerk, Ministry of Justice of the Czech Republic

Efficient Assistance in Emergency Situations

To manage rescue works during natural disasters and accidents, which pose a risk to the health and property of large numbers of citizens, a high-quality technical background is required.



Approximately eight dozen characteristic motor vehicles have already been used in a number of emergency situations throughout the Czech Republic. The so-called Mobile Contact and Coordination Centres are sent to areas afflicted by natural disasters, environmental hazards or other types of accidents and emergency situations. Their crews do not only act as the representatives of the Police of the Czech Republic but primarily as fully competent and informed coordinators in the present emergency situation.

“This state-of-the-art information and communication technology is ideal help for all mobile centres to maximise their efficiency in eliminating the consequences of emergencies, their operative organization management as well as any emergency prevention. Thousands of citizens have already taken advantage of this service,” says Hana Fidranská from the Police Presidium of the Czech Republic.

Project in a nutshell

Project name

Mobile Contact and Coordination Centres

Operational programme

IOP

Implemented by

Ministry of the Interior of the Czech Republic

Implementation period

1 June 2008 – 30 September 2009

Total budget

CZK 122,367,000

Support from SF

CZK 102,714,000

Additional information

www.policie.cz

The responsiveness of patrols of the Police of the Czech Republic, which are irreplaceable in non-standard situations, is supported by the establishment of the Mobile Contact and Coordination Centres. Each vehicle is equipped, for example, with first aid and rescue kits, an electric generator, a radio set and mobile phones, durable information technologies and lighting equipment. For the purposes of informing crowds, when, for example, evacuating villages and municipal areas during flood emergencies or during serious traffic collapses, LED sign boards or megaphones are used.

“At present, a powerful and functional special vehicle is in place in each of the former districts of the Czech Republic to help handle emergency situations. These vehicles are used by the Police of the Czech Republic, as well as citizens affected by the emergency.”

Hana Fidranská,

Project Manager, Police Presidium of the Czech Republic

Project Management and Strategic Planning Development at the Regional Office of the Zlín Region

Efficient Regional Administration

A large number of management methods applied in the private sector can also be successfully utilized in the management of public authorities. An increase in the efficiency of authorities will bring savings and satisfaction on the part of citizens.



The improved coordination of the public transport system, better availability of health services, higher occupancy of industrial zones by companies and the associated reduction in unemployment in the Zlín Region – these are a few of the project's objectives focused on the improvement in efficiency of the public administration. This project will bring valuable experience in the management and administration of grant programmes, investments or regional development strategic planning to 65 employees of the Regional Office of the Zlín Region.

“Thanks to this project, the officials and managers in the municipal sector learn how to think and act in a way which is common in the private sector,” explains Petr Zahálka, the manager of the project. The objective is not only to ensure maximum efficiency of spending of dozens or hundreds of millions of Czech crowns; the project is also aimed at promoting teamwork, the division

Project in a nutshell

Project name

**Project Management and Strategic Planning
Development at the Regional Office of the Zlín
Region**

Operational programme

HRE OP

Implemented by

Zlín Region

Implementation period

1 April 2010 – 31 March 2013

Total budget

CZK 14,431,760

Support from SF

CZK 12,266,966

Additional information

www.kr-zlinsky.cz

of competences, effective executive power, communication, control and the like. And, in addition to other things, it also focuses on innovative methods of employee management according to the latest educational modules.

Along with development in project management, strategic planning or education according to the international IPMA certification, a unification of the software providing technical support to project management has occurred. This results in increased efficiency and transparency of project management. This project will also give rise to seven conceptual documents based on which priority areas will be developed (transport, health care, business sector and innovations). They may also be used as reference material for the preparation of other significant conceptual documents of the Zlín Region.

“This project will enhance the effectiveness of the management and administration of projects implemented by the Regional Office. The processed documents can determine development in the priority areas of health care, transport and business.”

Petr Zahálka,
Project Manager, Regional Office of the Zlín Region

Safe Storage of Electronic Documents

An integral part of the system of electronic document processing is data storage in the National Digital Archive.



Several dozen, or even several hundred million, digital documents, collected in the National Digital Archive, will be sustainable, safe and quickly retrievable from any point. This infrastructure will provide significant help to public administration entities as well as citizens; moreover, it represents one of the key pillars of government strategy in the Smart Administration.

In addition to time savings and an increased security of the documents and coordination with other projects (Czech POINT, Data Boxes etc.), the costs of printing and paper will decrease, also eliminating the need to store hundreds of tons of paper documents. The estimates specify savings of over 90 million CZK per year.

The main backup worksite for storing the digital archives is gradually built. Technologies for its management need to be purchased, an archive access portal established and the corresponding methodology defined. The entire

Project in a nutshell

Project name

National Digital Archive

Operational programme

IOP

Implemented by

National Archive

Implementation period

1 July 2008 – 12 December 2013

Total budget

CZK 466,433,100

Support from SF

CZK 396,468,135

Additional information

www.nacr.cz

project is implemented using state-of-the-art and innovative technologies and it will contribute to improving the qualification and competitiveness of service providers as well as the employees of the project partners. **“Preparation for the project took seven years. The invested time and funds will indeed reap rich rewards, not to mention improved efficiency of the state administration system,”** adds Jiří Bernas from the National Archive.

“The project deals with the last phase of the cycle of digital document processing and long-term archiving of documents with permanent value. Without digital archives, all of the digital documents would have to be printed prior to archiving.”

Jiří Bernas,
Project Manager, National Archive

More Roads for Less Money

The construction of road structures is not only limited by necessary savings in the state budget but also by the method of allocating the available funds.



One of the aims of the Human Resources and Employment Operational Programme is to enhance the efficiency of the authorities within a broader context. This Programme will ensure better performance and transparency of the system of funding for the transport infrastructure. A new funding model will be created based on an examination of the existing system of development and maintenance of the transport infrastructure. In many parts of the Czech Republic, the system is rather limited – not only due to lower public funds but also as a result of a highly complex method of funding for traffic structures.

This project will help eliminate redundant legislation (an examination of the existing legislation and the preparation of a substance of the law) and the administrative load, associated with the operation of the existing funding system, will be reduced. A methodology of organisational procedures for the process

Project in a nutshell

Project name

Preparation for a Long-Term Transport Infrastructure Funding Model

Operational programme

HRE OP

Implemented by

Ministry of Transport of the Czech Republic

Implementation period

1 May 2010 – 31 October 2012

Total budget

CZK 9,670,540

Support from SF

CZK 8,219,959

Additional information

www.mdcrcz.cz

of planning, preparation and the implementation of investments from public budgets, including control mechanisms, will be prepared.

“This activity will help the transport infrastructure system in the Czech Republic to move closer to the systems operated in the European Union. An analysis of the methods of funding within the transport infrastructure in neighbouring countries (e.g. in Austria, Slovakia, Poland, Italy or Croatia) has been made, providing a comprehensive summary of the possibilities of transport infrastructure funding abroad. The methods for funding the transport infrastructure have so far been proposed in three possible basic models, one of which will be further developed,” explained Luděk Sosna from the Ministry of Transport of the Czech Republic.

“The project will stabilize the funding of the transport infrastructure by leveraging private funds and enhancing the efficiency and transparency of funding.”

Luděk Sosna,
Strategy Department Manager, Ministry of Transport of the Czech Republic

Improved Emergency Coordination

The aim of over forty projects is to unify the operational management information systems to which the fire brigade, police and medical services are connected.



Floods, hurricanes, mass motorway or railway accidents or virus pandemics and many other emergencies will be dealt with more efficiently, i. e. in a shorter period of time, resulting in less casualties and less property damage. This will be achieved through more than forty projects that, among other things, will enhance the connection between the individual operational centres which handle emergency calls at a regional level. This will facilitate the localisation of the incident and the specification of its nature, thus enabling the adequate deployment of rescue teams, including their numbers.

“We expect that the time that elapses between the emergency call and the intervention of rescue teams will be demonstrably reduced. This, in turn, will mitigate the consequences of injuries and the numbers of fatal injuries and reduce property damage during emergency incidents. All rescue services will newly deploy their teams and resources at once regardless

Project in a nutshell

Project name

Unified Level of Operational Management Information Systems and Modernization of Emergency Call Handling Technologies of the Basic Bodies of the Intergrated Rescue System

Operational programme

IOP

Implemented by

Ministry of the Interior, Basic Regional Bodies of the IRS

Implementation period

1 January 2008 – 28 February 2014

Total budget

CZK 2,268,833,464

Support from SF

CZK 1,772,999,832.60

Additional information

www.is-izs.cz

of which emergency line receives the report of a particular incident,” says Luděk Prudil, the Head of the Operational Management Department of the Ministry of the Interior – the General Directorate of the Fire Rescue Service of the Czech Republic.

The projects will bring a more advanced rescue operational management and enhanced coordination of rescue and removal works. Qualified decisions regarding the deployment of rescue teams depends upon the employees of these operational centres who communicate with the public. They have to make their decisions within seconds and would not be able to do their job without the support of quality information systems. Citizens will still be able to use the European emergency number 112 and Czech national emergency numbers (150, 155, 156 and 158).

“The modernisation of the operational centres of the rescue system and the improvement of their cooperation will help to accelerate the intervention process and mitigate any consequences of emergencies.”

Luděk Prudil,

Head of the Operational Management Department of the Ministry of the Interior – the General Directorate of the Fire Rescue Service of the Czech Republic

More Transparent Public Procurement

Electronic marketplaces are used as a technological tool to enhance the transparency of contracting and the assessment of tenders in the public sector.



In 2010, public administration authorities and institutions carried out more than ten thousand public tenders amounting to over CZK 1.6 billion through the so-called electronic marketplaces, one of the modules of NIPEZ. Procurement, through e-marketplaces, is aimed at increasing the transparency of public tenders and procurement, as well as introducing the principle of tenders in the common practice of authorities.

E-procurement through e-marketplaces is the fastest and the least costly method of procurement, without the need of complex assessment multiple-round procedures. This implies that the public administration system will achieve not only lower purchase prices on purchased commodities, but also savings in the procurement and assessment process, without the need to use consultancy services or law firms.

Together with the amendments to relevant laws, a comprehensive national infrastructure has been created to support electronic public procurement.

Project in a nutshell

Project name

National Infrastructure for Electronic
Public Procurement

Operational programme

IOP

Implemented by

Ministry for Regional Development
of the Czech Republic

Implementation period

1 February 2010 – 30 June 2012

Total budget

CZK 300,000,000

Support from SF

CZK 255,000,000

Additional information

www.portal-vz.cz

The entire NIPEZ project should bring a significant change to the climate in the Czech Republic, as less than a fifth only of contracting public authorities use electronic support during public procurements. Most of the small and medium-sized enterprises in the Czech Republic appreciate these improvements. **“The aim of this long-term project is mainly to achieve significant savings on the part of public authorities and suppliers. Moreover, this project will enhance the competitive environment, increase transparency of public investments and accelerate the entire process,”** says Jiří Svoboda, the Head of the Public Procurement and Public Private Partnership Department of the Czech Ministry for Regional Development and the coordinator of the project.

“NIPEZ will provide a programme solution, methodological and technical support during electronic public procurement on all levels of public administration.”

Jiří Svoboda,

Project Coordinator, Ministry for Regional Development of the Czech Republic

Education of Employees of Municipal Authorities

The efficiency of each organization depends on the motivation and abilities of its employees to do their job well. This also applies to public administration bodies.



The creation of an in-house education system and an integrated strategy in the sphere of knowledge management at the Žďár nad Sázavou Municipal Office was preceded by a thorough analysis of the educational needs of employees and motivational and evaluation interviews. Comprehensive knowledge management is not a one-time application – on the contrary, it will result in a continuous and long-term cooperation with the employees of the Municipal Office, and the enhancement of their motivation. As a consequence, the level of engagement of public servants and employees in the Municipal Office, including managers, will increase.

The sustainability of the project will be ensured by a team of in-house lecturers, who, among other things, organize employee opinion surveys. Software for human resources management has also been purchased. The municipal office leads by example by sharing its experience twice a year with other municipalities.

Project in a nutshell

Project name

Human Resources Management
– Žďár nad Sázavou Municipal Office

Operational programme

HRE OP

Implemented by

Žďár nad Sázavou Municipality

Implementation period

1 October 2010 – 30 September 2012

Total budget

CZK 5,571,563.52

Support from SF

CZK 4,735,828.99

Additional information

www.zdarns.cz

“We do not only emphasize the subject of our activity, that is, the quality of the processes, specialization and qualifications, but also the method of managing, motivating and communicating with our employees and especially our clients,” says Jiří Matoušek, according to whose opinion the basis for the prerequisites for a successful application of modern and innovative methods, their implementation and review was created.

“I am glad that the educational courses are so popular. Our efficient team of in-house lecturers will provide recurrent training courses to employees on so-called soft skills.”

Jiří Matoušek,
Project Manager, Žďár nad Sázavou Municipal Office

Your Favourite Book Whenever and Wherever You Need

In the upcoming years, a large number of published books will become more easily available thanks to this unique project of the National Digital Library.



This activity will include the digitization of approximately 50 million pages in 300 of the most interesting or desirable publications, which will take place by 2019. It will concern documents published between the 19th and the 21st century in the territory of the Czech Republic, in the Czech language or those relating to the Czech lands. The project will also produce a digital storage system for electronic documents as well as an interface for the access thereof, including an on-line catalogue. The project of the National Digital Library meets all of the goals of the Smart Administration and is one of the building stones of the eCulture concept, i. e. a concept of creating more friendly and available services in the field of culture and arts.

The above-mentioned storage of digitized documents is sufficiently sized to also accommodate the outcomes of other similar projects. Thousands of unique Czech publications and printed documents are gradually being con-

Project in a nutshell

Project name

Creation of the National Digital Library

Operational programme

IOP

Implemented by

National Library of the Czech Republic

Implementation period

1 January 2008 – 31 December 2014

Total budget

CZK 299,937,000

Support from SF

CZK 254,178,692.60

Additional information

www.ndk.cz

verted into electronic form. **“The digitizing of documents will take place in two workshops equipped with robotic scanners that are able to turn pages automatically. Internationally recognized standard formats will be used for archiving and subsequent publication of documents,”** says Tomáš Svoboda, the coordinator of the project.

This unique project which will bring significant modernization to the library system in the Czech Republic is implemented under the management of the National Library of the Czech Republic. The Moravian Library is another participant in the project.

“For many generations, our ancestors documented their world of thought in books and stored the books on the shelves of Klementinum. Today, it is our wonderful task to collect these documents and make them accessible to everyone, using state-of-the-art technology.”

Tomáš Svoboda,

Project Coordinator, National Library of the Czech Republic

Optimization of Public Administration Processes

The aim of the project is to support the efficient function of the public administration bodies by mapping current activities and further specifications and by increasing their transparency.



The process of modelling agendas is second in the essential steps towards the optimization and streamlining of public administration processes. The first step is the creation of a Public Administration Map, which will involve documenting agendas followed by the individual public administration bodies. This Map will provide a new de legis legal framework to the competences of the individual public administration bodies. The Public Administration Map will be prepared as part of the project of the Registry of Rights and Obligations. The initial outcomes show that public administration processes a substantial amount of its agenda without having the required legal authority and, in many cases, without even a present public need or demand.

In relation to the Public Administration Map, the process of modelling agendas will begin with the aim of gradually establishing standards for the provision of all public services. With respect to state administration agendas, it will take

Project in a nutshell

Project name

Public Administration Agenda Process Modelling

Operational programme

HRE OP

Implemented by

Ministry of the Interior of the Czech Republic

Implementation period

15 September 2009 – 15 May 2013

Total budget

CZK 111,000,000

Support from SF

CZK 94,350,000

Additional information

www.mvcr.cz

the form of standards, and for self-government agendas the modelling will be presented as examples of good practice. The Registry of Rights and Obligations will also include tools for process modelling of the agendas as well as the outcomes of the project, Agenda Processing Modelling. **“This strategic project will produce an optimum software that will be used by the state administration as a binding methodology of process modelling – process model templates for thirty of the most frequent public administration agendas and experts qualified in process modelling. It will serve as a tool for the efficient optimization and streamlining of public expenditures,”** explains Robert Ledvinka, the Head of the Public Administration Department at the Ministry of the Interior.

The process models will significantly increase the transparency of the public administration processes, allowing for the elimination of duplicates in the implementation process, and revealing and identifying the competences of its individual components and institutions with regard to time and financial demands of specific activities. They provide an ideal platform for the subsequent simplification of any process, thus increasing satisfaction on the side of citizens or companies, who will obtain the required services in reduced time. As tax payers, they will spend less funds on the increasingly more efficient operation of authorities.

“The process models will, among other things, become the point of reference for the review of legal regulations, optimization of the organization of the authorities or the specification of rights and obligations of each particular public servant.”

Robert Ledvinka,

Head of the Public Administration Division, Ministry of the Interior of the Czech Republic

Pillars of Electronic Public Administration – I

Electronic public administration services cannot be rendered without a corresponding technological background. At a basic level, they consist of Technological Centres in municipalities.



The cohesion and sophisticated structure of eGovernment projects, which have been subsidised by the Integrated Operational Programme, are apparent in the implementation of Technological Centres in the municipalities with extended competence. They seek to satisfy the demand for affordable and high-quality services as well as the need for more efficient work within the public administration authorities.

Technological Centres in Municipalities with Extended Competence (TC MEC) consist of an information infrastructure for municipalities which provide relevant information connected to the Technological Centres in Regions. As part of the call, municipalities can apply for support for one part only or for all three parts of the call – the establishment of the Technological Centre, including the provision of mandatory services, the procurement of the electronic document management service and internal integration of the relevant authority.

Project in a nutshell

Project name

Development of eGovernment Services
in MEC Klatovy I – III

Operational programme

IOP

Implemented by

Klatovy Municipality

Implementation period

1 January 2011 – 31 July 2011

Total budget

CZK 6,323,130

Support from SF

CZK 5,374,660.50

Additional information

www.klatovy.cz

The first part covers purchase of the required hardware, software, application equipment and technologies for providing the mandatory services. The second part consists of the establishment or modernization of existing document management services, including its archiving, which takes place for all municipalities in a particular administrative district. In relation to further outputs of the eGovernment system, the document management service has been transformed into electronic form – these digital documents are stored in Technological Centres; at the level of municipalities, with extended competence, this applies to all pending, open, acquired or accepted documents from the entire catchment area. Technological Centres are equipped with modern technologies and they help, among other things, the process of internal integration of individual authorities – which is the third main part of the entire project. The municipalities of Klatovy or Nový Jičín are perfect examples of the implementation of new Technological Centres that provide assistance to all municipalities in the relevant administrative districts. **“In addition to the above-specified services required for a large number of Smart Administration projects, the Technological Centres significantly accelerate the exchange of documents between municipalities, regions and central information systems as well as registers. They provide an information and communication background. It would be practically impossible to launch other eGovernment projects without these Centres,”** adds Roman Kohout from the Klatovy Municipal Office.

“The municipality of Klatovy appreciated the possibility to implement all three parts of the project of the Technological Centre. Thus, a technological background on a higher technical level was created not only for the municipality itself but also for other dependent municipalities.”

Roman Kohout,

IT Department Manager, Klatovy Municipal Office

Pillars of Electronic Public Administration – II

Regional Technological Centres integrate and coordinate services of Technological Centres in Municipalities with Extended Competence.



In comparison with Technological Centres in the Municipalities with Extended Competence, Technological Centres in Regions (TC R) are more focused on the support function of crisis management and the Integrated Rescue System in the regions. In terms of hierarchy, TC in municipalities are on a higher level: their competences cover digitizing and archiving of data for the entire catchment area of the region.

Analogically to other administration agendas, the basic six components in the TC R also coordinate the functions of the lower territorial administration units. As a part of the call, regions can apply for a subsidy for a certain part, or for all six parts of the call – the Electronic Document Management Service, Public Administration Digital Map, Data Digitizing and Archiving, Internal Integration of Authorities and Integration with ISVS, Data Storage Systems, Management Information Systems and Business Intelligence tools as well as

Project in a nutshell

Project name

Development of eGovernment in Central Bohemia Region

Operational programme

IOP

Implemented by

Central Bohemia Region

Implementation period

1 June 2010 – 31 December 2013

Total budget

CZK 176,415,049

Support from SF

CZK 134,990,709.15

Additional information

www.kr-stredocesky.cz

the establishment of Technological Centres including the provision of mandatory services.

While the electronic document management system, operated by the municipalities with extended competence, store pending or open documents, Technological Centres in Regions provide the opposite: digitizing and the storage of data from the entire region as well as organisations established thereby. The tasks processed by the Technological Centres in Regions also include the management of data sources, for example, for a single-purpose cadastral map or land-use planning documentation. In general, this is one of the pillars of the electronic base of public administration services in the Czech Republic.

The main scope of TC R activities also includes an extensive agenda of basic registers: the collection of data regarding territorial changes for the Register of Territorial Identification, Addresses and Real Estates (RTIARE), the agenda of the registration office and town registers, including the municipalities of the administrative district for the Register of Inhabitants (ROI), and the agenda of organisation structure and management of competences for the purposes of the Register of Rights and Obligations (RRO). **“Safety and crisis management are dealt with and coordinated on a regional level. This also applies to geodata with a special link to registers,”** adds Jan Pejchal from the TC R of the Central Bohemia Region.

“We believe that the advantages of the project will very soon be appreciated by all municipalities in our catchment area. It is another significant step towards a more user-friendly and reliable service for our citizens.”

Jan Pejchal,

Project Manager, Central Bohemia Region

Bringing Municipal Authorities Closer to Citizens

The frequently used collocation “sustainable development” has been introduced into the everyday life of municipalities thanks to this project, implemented by the network of Healthy Cities of the Czech Republic.



This occurs in line with the international programme of “local Agenda 21”, the aim of which is to ensure sustainable development on a local and regional level. An integral part of the local Agenda 21 is a quality strategic management of municipalities or regions as well as their authorities and especially a long-term and systematic cooperation with the public.

Education and awareness raising in these areas and a particular methodological cooperation with the managements of municipalities, as well as their authorities or the preparation of practical IT tools – these are only some of the examples of activities carried out as part of the project of Strategic Management in Municipalities. Thanks to twenty years of experience in cooperating with this target group, the educational and methodological activities of the association can be tailored to each user. The offer includes individual consultancy for the representatives of municipalities and regions regarding the above-men-

Project in a nutshell

Project name

Quality and Efficient Strategic Management in Municipalities

Operational programme

HRE OP

Implemented by

Healthy Cities of the Czech Republic

Implementation period

1 October 2010 – 30 September 2013

Total budget

CZK 9,083,378

Support from SF

CZK 7,720,871.30

Additional information

www.nszm.cz

tioned topics. The emphasis is placed on consultations as well as specific local implementation assistance. The project also includes a number of seminars and awareness activities, and the participants can also join e-learning courses. The use of practical IT technologies in the everyday work of municipalities is often demanded – especially those that will make the development management and the application of quality methodology more organized. Technologies developed as part of the project, include, for example, a tool for the on-line linking of municipal strategies with their budgets, monitoring of data and indices of development documents and many others.

“Our project covers the whole of the Czech Republic and we try to meet the needs of small municipalities. We do not follow general recommendations and methodologies, and we prepare the educational programmes on a case-by-case basis, according to the needs, possibilities and capacities of the interested parties,” says Jitka Boušková from network of Healthy Cities of the Czech Republic, describing the practice.

“Project activities allow us to summarize and apply our long-term experience in the area of management of municipalities and regions, ensuring their sustainable development. The objective is to be active in sharing practical achievements as well as failures, and to learn from this experience.”

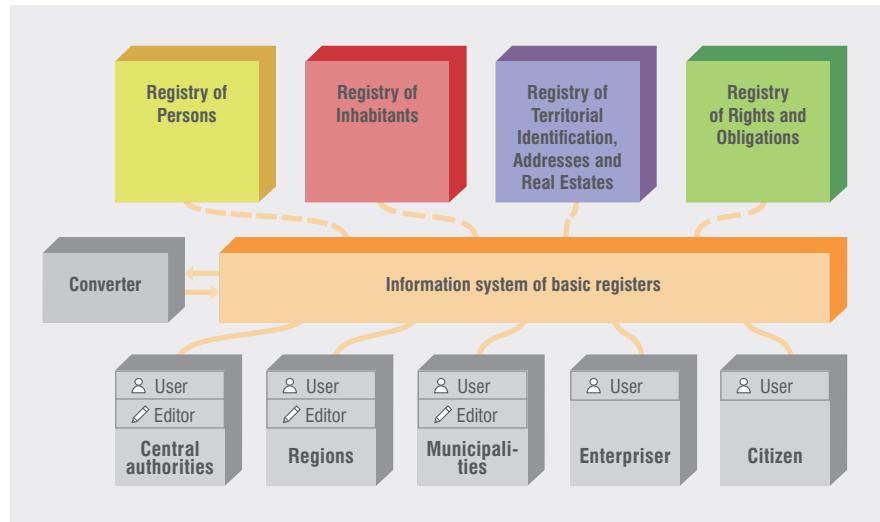
Jitka Boušková,

Project Manager, Healthy Cities of the Czech Republic

Basic Registers

Unified Data Management

The basic registers form a safe and up-to-date database comprising data regarding citizens as well as government and non-government entities and it will substantially reduce the complexity of administration processes.



Using these registers, much information will be shared and citizens-clients will not be required to repeat identical actions. They will define the competences of authorities and institutions regarding access to data with the highest degree of security. The basic registers will eliminate duplicated data and improve all associated processes.

The basic element is the so-called reference data, i.e. information or a message adopted by all authorities as verified and up-to-date. **“A change in the permanent address of a citizen will be reflected in all the registers, which does not require any actions on the part of citizens,”** says Michal Pešek from the National Registers Authority.

Four basic registers will be launched. The **Registry of Inhabitants (ROI)**, run by the Ministry of the Interior, contains e.g. name and surname, date and place of birth and citizenship. The ROI will include the same data as eGovernment

Project in a nutshell

Project name

Basic Registers

Operational programme

IOP

Implemented by

Ministry of the Interior, Czech Statistical Office, Czech Office for Surveying, Mapping and Cadastre, Office for the Protection of Personal Data

Implementation period

1 July 2008 – 31 December 2012

Total budget

CZK 3,089,691,372.20

Support from SF

CZK 2,599,197,713.70

Additional information

www.szrcr.cz

“This is the largest IT project in the Czech Republic which will enhance the quality of the public administration system.”

Petr Říha,
Head of the Chief Architect of
eGovernment, Ministry of the Interior
of the Czech Republic

systems and projects: electronic ID card numbers, and data regarding data boxes and postal addresses.

The **Registry of Persons (ROP)**, run by the Czech Statistical Office, focuses on economic entities: self-employed persons, companies, civil associations, as well as public authorities and organizational bodies of foreign legal entities. Data from the Commercial Register, the Trade Register and other agenda information systems will be used. All entities in the Registry have to be registered with an administration body or another authority prior to starting their business activities.

The **Registry of Territorial Identification, Addresses and Real Estates (RTIARE)**, run by the Czech Office for Surveying, Mapping and Cadastre, will provide data on basic territorial and administration elements. In addition to geographic data, RTIARE will offer data regarding e.g. the administration district of a municipality with extended competence and municipalities with authorized municipal authority, solidarity regions, superior territorial self-government units or urban districts and town parts in statutory towns and in the City of Prague. It will also include data on the level of regions, municipalities and parts of municipalities, streets, descriptive numbers, indicative numbers, building units or land in the form of plots.

The **Registry of Rights and Obligations (RRO)** run by the Ministry of the Interior will guarantee authorization when dealing with data on individuals or legal entities. Users will obtain verified reference data regarding agendas and public authorities enforcing them. The RRO will receive data on decisions based on which the reference data has been changed, and data on other rights and obligations of persons as stipulated by other legal enactments.

The Office for Personal Data Protection is responsible for data safety and the converter of identifiers of natural persons – the so-called ORG. This will be the only instrument allowing for the conversion of agenda identifiers between registers. **“With respect to the clearly defined competences in the Registry of Rights and Obligations, it will be impossible to obtain extra information on citizens using their personal ID numbers. At present, this can be done using any public information system,”** says Michal Pešek, the Director of the National Registers Authority.

All four basic registers are integrated in the Information System of Basic Registers, the ISBR, the administration of which is the responsibility of the newly formed government agency – the National Registers Authority.

Improvement in the Performance of Local Representatives and an Increase in the Capacity of Local Self-Governments in the Czech Republic – Educated Representative

More Qualified Performance of Representatives

The number of opportunities for corruption or an uneconomical use of entrusted property decreases as the transparency of activities in local governments and the intensity of their cooperation with municipal or town councils increase.



The more information available to public representatives, the more qualified they are to make their decisions. This project is aimed at increasing the awareness of the elected representatives of municipalities and towns with respect to their municipal duties. It includes educational seminars for the representatives held directly in the municipalities, that focus on the roles played by representatives. In addition to in-class courses, the participants can also join e-learning courses. A well-arranged and practical Handbook covering all of the aspects of community policy is also available. In December 2010, this Handbook was sent to the representatives of all municipalities in the Czech Republic and it is also available for download on the project's website. A total of 2,500 representatives will be trained in seminars and 5,000 of them will join e-learning courses.

The package of services will also include legal counselling, regarding the function of the municipality and the associated issues. **“The services of the**

Project in a nutshell

Project name

Improvement in the Performance of Local Representatives and an Increase in the Capacity of Local Self-Governments in the Czech Republic – Educated Representative

Operational programme

HRE OP

Implemented by

Union of Towns and Municipalities of the Czech Republic

Implementation period

1 September 2010 – 31 August 2013

Total budget

CZK 42,493,200

Support from SF

CZK 36,119,220

Additional information

www.vzdelanyzastupitel.cz

free legal counselling centre have become very popular. Those, who have used its services and discovered its benefits, seek counselling repeatedly. **Fast and qualified responses are appreciated especially by the representatives of smaller municipalities,**” says Jaromír Jech, the Executive Vice-Chairman of the Union of Towns and Municipalities of the Czech Republic. The training of representatives held directly in the municipalities allows for discussion and common research for solutions to specific issues in the life of the municipalities (sale or other use of municipal property, preparation of strategic plans, construction of bike trails etc.) as well as discussions on current topics.

“The project is aimed at enhancing the efficiency, transparency and quality of the decision-making processes at the level of municipalities, related to local representatives.”

Jaromír Jech,

Executive Vice-Chairman of the Union of Towns and Municipalities of the Czech Republic

Faster Emergency Response

The unique National Humanitarian Aid Base in Zbiroh was founded in 2010 and since then it has been used to distribute aid in the case of natural or humanitarian disasters, anywhere in the world.



Due to the increasing number of natural disasters and emergency situations around the world, where more and more people have only a limited access to material resources, it has become necessary to centralize the organization of both humanitarian aid from abroad, addressed to Czech citizens, as well as aid donated by Czech citizens themselves and addressed to the EU or another country in the world. The base of more than 2,500 m² of storage and handling area is the property of the Fire Rescue Service of the Czech Republic. In the years 2009 – 2010, the project was co-financed by the European Regional Development Fund through an Integrated Operational Programme.

The storage facility in Zbiroh has become a collection point for materials such as tents, blankets and flood control bags, intended for immediate shipment to areas affected by emergency situations. This storage facility is also used

Project in a nutshell

Project name

Humanitarian Aid Base in Zbiroh

Operational programme

IOP

Implemented by

Ministry of the Interior of the Czech Republic

Implementation period

1 January 2009 – 31 October 2010

Total budget

CZK 67,970,802

Support from SF

CZK 38,413,057

Additional information

www.hzscr.cz

for the collection, sorting and quick shipment of other non-stocked material, if requested from abroad.

Experience shows that concentrating services, as well as the required equipment, brings about substantial time and financial savings during storage and the subsequent distribution of this aid. The base, therefore, is able to respond to emergency situations or crises anywhere in the world within several hours.

The Czech Republic has recently provided humanitarian aid – and also through the Czech Fire Rescue Service – to Georgia, Albania, Sudan, Israel or China for example. **“The Czech Republic is able to provide all forms of immediate humanitarian aid: rescue work, material aid, financial support, consultancy or combined aid,”** enumerates Luděk Prudil, the Head of the Department of Operational Management of the Ministry of the Interior – the General Directorate of the Czech Fire Rescue Service of the Czech Republic.

“All organizations dealing with humanitarian aid have very quickly become aware of the benefits of this new humanitarian base.”

Vlastimil Gothard,

Project Manager, Ministry of the Interior – the General Directorate
of the Czech Fire Rescue Service of the Czech Republic

Smart Office

The representatives of Kopřivnice are well aware of the fact that the citizens' satisfaction with their lives in the town depends on the efficiency of the Municipal Office.



For 1.5 years, Kopřivnice has successfully followed the Smart Administration strategy. The desired “smart office” has been implemented thanks to a sophisticated combination of information technology, and a collection and analysis of data on the effectiveness of the Municipal Office. Any problems detected have been solved by means of modern management solution and prevention methods. The entire integrated process model also sets the standards regarding quality, time and costs.

“We can in fact talk of a certain level of internal organization intelligence interconnecting human resources and information technologies. A system that monitors both the objectives and the actual quality of management,” explains Petra Plevová, Quality Manager of the Kopřivnice Municipal Office. The entire project is based on the correct assumption that the majority of citizens evaluate the quality of town services according to the function of municipal

Project in a nutshell

Project name

Quality Workshop in Kopřivnice

Operational programme

HRE OP

Implemented by

Kopřivnice Municipality

Implementation period

1 July 2010 – 1 February 2013

Total budget

CZK 9,752,130

Support from SF

CZK 8,289,310.50

Additional information

www.koprivnice.cz

authorities. And the main prerequisite for an enhanced quality of municipal authority operations, as well as the entire administrative district, is a more elaborated and sophisticated management system.

The entire project of the Quality Workshop in Kopřivnice is based on a unique interconnection in the areas of management, IT and economy and it is characterized by data processing as well as the emphasis on internal operational savings. The method which Kopřivnice uses to monitor and manage its internal processes serves as an example for all authorities and municipalities in the Czech Republic.

“The project is perceived as the beginning of a long-term change process in the approach of all employees to the public administration organization management, the goals of which are client, or citizen, oriented.”

Petra Plevová,
Quality Manager, Kopřivnice Municipal Office

