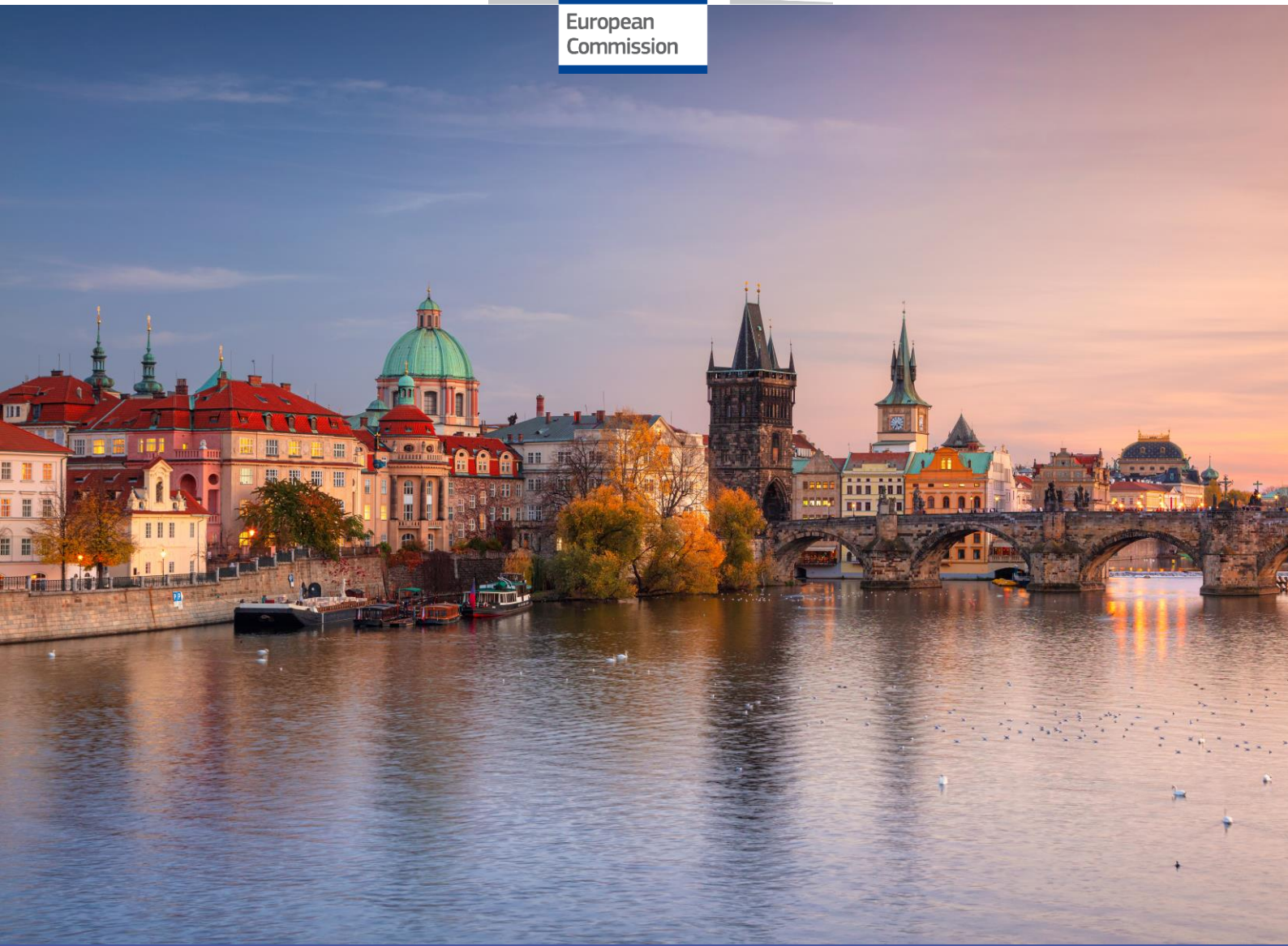




European  
Commission



# Digital Public Administration factsheet 2021

Czech Republic



## Table of Contents

1	Country Profile.....	4
2	Digital Public Administration Highlights .....	11
3	Digital Public Administration Political Communications .....	13
4	Digital Public Administration Legislation .....	21
5	Digital Public Administration Governance .....	27
6	Digital Public Administration Infrastructure.....	36
7	Cross-border Digital Public Administration Services .....	43

*Please note that the data collection exercise for the update of the 2021 edition of the Digital Public Administration factsheets took place between March and June 2021. Therefore, the information contained in this document reflects this specific timeframe.*



1

# Country Profile

# 1 Country Profile

## 1.1 Basic data

**Population:** 10 697 858 inhabitants (2020)

**GDP at market prices:** 215 257.0 (2020)

**GDP per inhabitant in PPS (Purchasing Power Standard EU 27=100):** 94 (2020)

**GDP growth rate:** -5.8 (2020)

**Inflation rate:** 3.3 (2020)

**Unemployment rate:** 2.6 % (2020)

**General government gross debt (Percentage of GDP):** 38.1 % (2020)

**General government deficit/surplus (Percentage of GDP):** -6.2 (2020)

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

**Capital city:** Prague

**Official EU language:** Czech

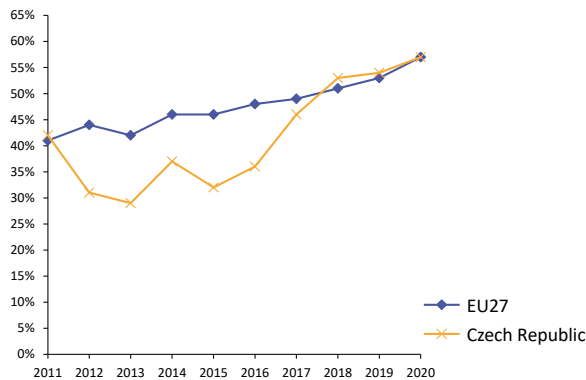
**Currency:** Czech koruna (CZK)

**Source:** Eurostat (last update: 26 June 2020)

## 1.2 Digital Public Administration Indicators

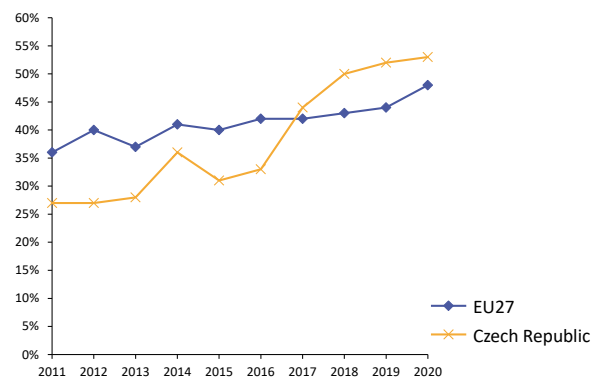
The following graphs present data for the latest Generic Information Society Indicators for Iceland compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



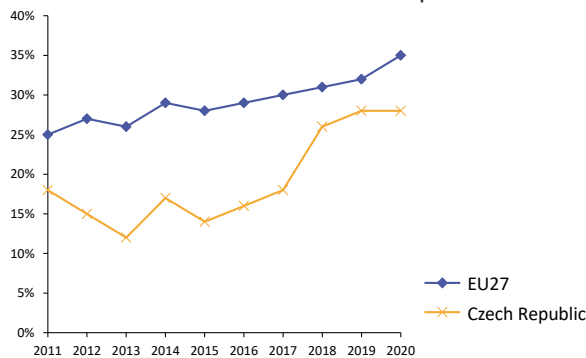
Source: Eurostat Information Society Indicators

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



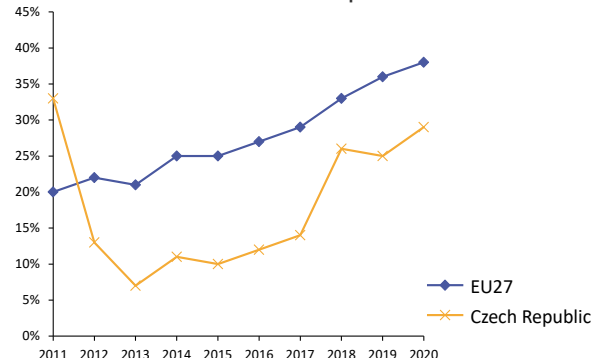
Source: Eurostat Information Society Indicators

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



Source: Eurostat Information Society Indicators

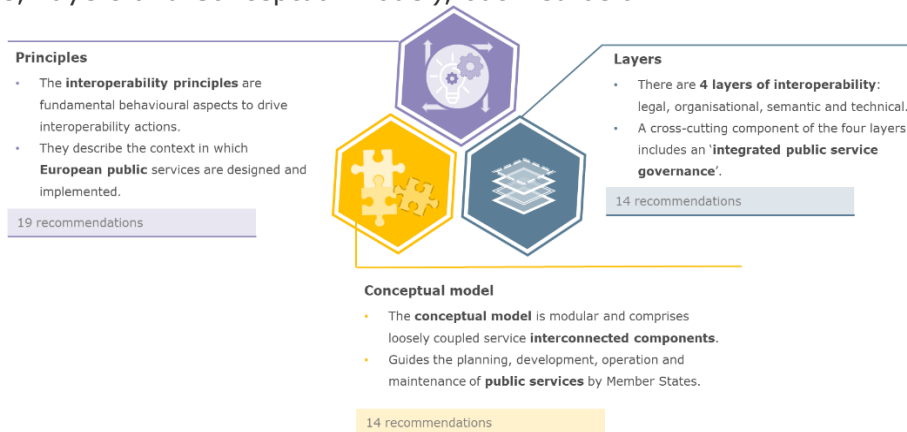
Percentage of individuals using the internet for sending filled forms to public authorities in Czech Republic



Source: Eurostat Information Society Indicators

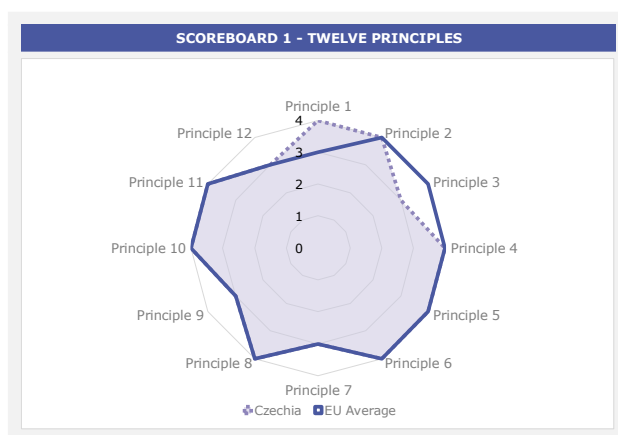
### 1.3 Interoperability State of Play

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 71 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 2020

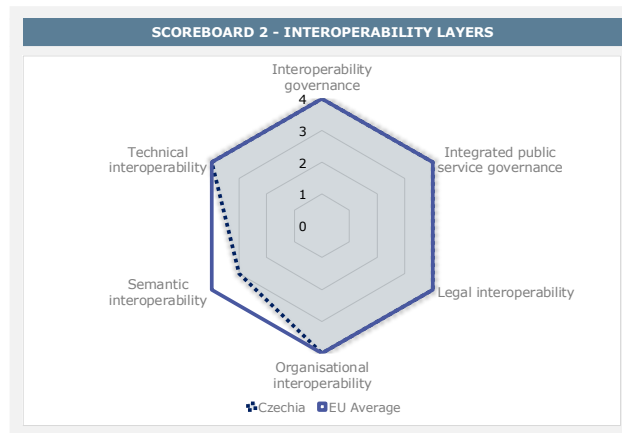
For each of the three pillars, a different scoreboard was created to breakdown the results into their main thematic areas (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The thematic areas are evaluated on a scale from one to four, where one means a lower level of implementation and 4 means a higher level of implementation. The graphs below show the result of the second EIF Monitoring Mechanism data collection exercise for Czech Republic in 2020.



Source: European Interoperability Framework Monitoring Mechanism 2020

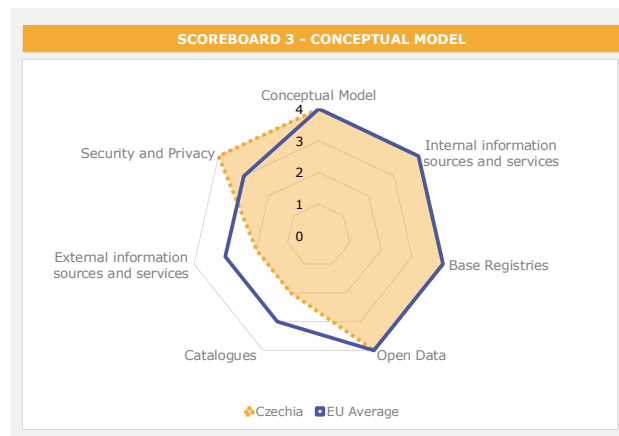
The Czech Republic’s results in Scoreboard 1 show an overall good implementation of the EIF Principles, scoring above the European average for Principle 1 (Subsidiarity and Proportionality). Areas of improvements are concentrated in the Principles 3 (Transparency), 7 (Inclusion and Accessibility), 9 (Multilingualism) and 12 (Assessment of Effectiveness and Efficiency) for which the score of 3 shows an upper-medium performance in the implementation of corresponding recommendations. Particularly, the internal visibility and the provision of external interfaces for European public services (Principle 3 – Recommendation 5), assessed through the requirements set by the Single Digital Gateway Regulation on the online availability and accessibility

of administrative procedures, are partial and could be bettered to reach the European average of 4 for Recommendation 5.



Source: European Interoperability Framework Monitoring Mechanism 2020

The Czech results for the implementation of interoperability layers assessed for Scoreboard 2 shows an overall good performance with scores of 3 and 4. Potential areas of improvement to enhance the country's implementation of the recommendations under Scoreboard 2 are concentrated in the area of semantic interoperability. More specifically, the score of 1 for Czech Republic in Recommendation 30, declaring that data and information should be perceived as a public asset that should be appropriately generated, collected, managed, shared, protected and preserved lower the overall semantic interoperability result for Czech Republic.



Source: European Interoperability Framework Monitoring Mechanism 2020

Czech Republic's scores assessing the Conceptual Model in Scoreboard 3 show a good performance in the implementation of recommendations associated with the conceptual model itself, internal information sources and services, base registries, open data and security and privacy. However, some improvements can be made in implementing recommendations related to the catalogues as well as in the area of external information sources and services both of which have a score of 2, below the European average. Precisely, the lack of catalogues of public services, public data, and interoperability solutions put in place with common models describing them (Catalogues - Recommendation 44) and the low use of external information sources and services while developing European public services (External information and services - Recommendation 45) hinder the overall Czech score on the conceptual model.

Additional information on Czech Republic's results on the EIF Monitoring Mechanism is available online through [interactive dashboards](#).



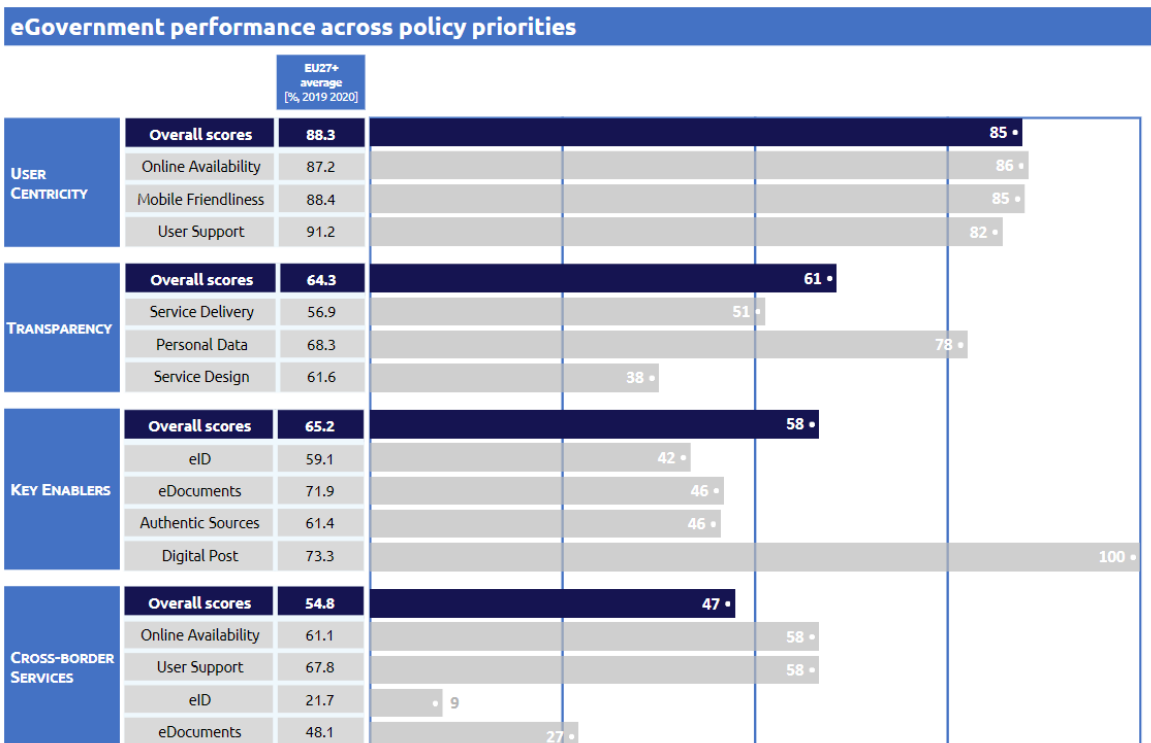
## 1.4 eGovernment State of Play

The graph below presents the main highlights of the latest eGovernment Benchmark Report, an assessment of eGovernment services in 36 countries: the 27 European Union Member States, as well as Iceland, Norway, Montenegro, the Republic of Serbia, Switzerland, Turkey, the United Kingdom, Albania and Macedonia (referred to as the EU27+).

The study evaluates online public services on four dimensions:

- User centricity: indicates the extent to which a service is provided online, its mobile friendliness and its usability (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) policy making and digital service design processes and (iii) the personal data processed in public services.
- Cross-border services: 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 organizational pre-conditions for eGovernment service provision are in place, such as electronic identification and authentic sources.

The 2021 report presents the biennial results, achieved over the past two years of measurement of all eight life events used to measure the above-mentioned key dimensions. More specifically, these life events are divided between six 'Citizen life events' (Career, Studying, Family life, measured in 2020, and Starting a small claim procedure, Moving, Owning a car, all measured in 2019) and two 'Business life events' (Business start-up, measured in 2020, and Regular business operations, measured in 2019).



Source: eGovernment Benchmark Report 2020 Country Factsheets



# 2

## Digital Public Administration Highlights

## 2 Digital Public Administration Highlights

### Digital Public Administration Political Communications

On 1 February 2021, the Czech government approved the updated timeframe and technical specifications for the on-going digitalisation of public administration services for the period of 2021-2025, through the [Government Resolution no. 84/2021](#). These legally supported agreements are the result of inter-ministerial negotiations and the work of the Government Council for the Information Society, facilitated by the Chief Digital Officer. This government resolution represents yet another step towards implementation of the [Act no. 12/2020 Coll.](#), on the Right to Digital Services and on Changes to Some Other Acts.

In the period of 2020–2021, several strategic documents dealing with sector- specific and/or cross-sector aspects of digitisation were approved or updated, among them the [National Cybersecurity Strategy of the Czech Republic for the period from 2021-2025](#), the [National Action Plan for Intelligent Networks 2019-2030](#) and the [Action Plan for 2021-2023 for the Client-Oriented Public Administration 2030](#).

### Digital Public Administration Legislation

On 1 January 2021, the amendment to the Banking Act ([Act no. 21/1992 Coll.](#), on Banks) came into force, establishing the option of Bank ID use for accessing online public services.

### Digital Public Administration Governance

The European Digital Agenda Unit of the Government Office coordinates policies within the European Digital Single Market and is responsible for initiatives in the field of Artificial Intelligence and European data economy. Additionally, the Unit is in charge of the implementation of the “Czechia in Digital Europe” pillar of the national strategy Digital Czech Republic and is responsible for the communication on current trends in the European digital agenda, via online activities and the organisation of round tables and conferences.

In 2020, the Competency Centre was established by the [National Agency for Information and Communication Technologies \(NAKIT\)](#), the [Chief Architect of eGovernment](#) and the eGovernment department at the Ministry of Interior to support public administrations in digital projects. The primary objective of the centre is to help with sector-specific digital strategy and the design of user-centric digital services that will become a part of the Service Catalogue.

### Digital Public Administration Infrastructure

The Czech Republic’s digital public administration infrastructure is regulated by the legislative framework which defines mandatory roles, responsibilities, principles and processes supporting main aspects of the digital government interoperability. Following [Act no. 365/2000 Coll.](#), on Information Systems of Public Administrations, public administrations have to align their sectoral digital strategies with the [Information Strategy of the Czech Republic](#), of 15 June 2020. Additionally, the regular update of the guidelines for the governance of the digital public administration infrastructure is supported by [Government Resolution no. 159/2021](#), of 15 February 2021.

In the context of COVID-19 pandemic, the Czech government launched the [COVID portal](#) to provide reliable and up-to-date information, guidelines and services for pandemic-related life events of individuals and families.



3

Digital Public  
Administration  
Political  
Communications

## 3 Digital Public Administration Political Communications

### 3.1 Specific political communications on digital public administration

#### Berlin Declaration on Digital Society and Value-Based Digital Government

In December 2020, the Czech government signed the **Berlin Declaration on Digital Society and Value-Based Digital Government**, thus re-affirming its commitment – together with other EU Member States – to foster digital transformation in order to allow citizens and businesses to harness the benefits and opportunities offered by modern digital technologies. The Declaration aims to contribute to a value-based digital transformation by addressing and strengthening digital participation and digital inclusion in European societies.

#### Implementation of the Act on the Right to Digital Services

The **Act on the Right to Digital Services**, the 'Digital Constitution', is one of the most important laws adopted in 2020. The Act was drafted in cooperation with the private sector and endorsed by the Ministry of Interior of the Czech Republic. Its enforcement is considered the key to the digital transformation of the public administration. The Act provides for the gradual digitalisation of all public services which can be carried out online. Public administrations continue their work on the 'services catalogue' and in the next four years the government, together with other public authorities and bodies, will digitalise all non-digital agendas, primarily those that could be of benefit to the wider public as well as those generating the highest added value. On 1 February 2021, the government approved the timeframe and the technical specifications for the on-going digitisation of public services through the **Government Resolution No. 84/2021**. These legally supported agreements are the result of inter-ministerial negotiations and the work of the Government Council for the Information Society, facilitated by the Chief Digital Officer.

The implementation of the Digital Constitution is also supported by several important digital initiatives that took place recently: the introduction of the eGovernment cloud and the Bank ID into Czech law.

#### Digital Czech Republic

This whole-of-government digital transformation programme continues to be an umbrella platform for the cross-sector digitisation of public administration. The programme focuses on three main areas: the digital transformation in the context of a single digital market (the Czech Republic in the Digital Europe), the Digital Economy and Society and the Information Strategy dealing with the State's information and communication technology (ICT) infrastructure and digital government. The implementation plans of the programme are updated on an annual basis, and in 2020 the lessons learned from the COVID-19 pandemic and its impact on the digitisation needs were also taken into consideration. The implementation plans for the period 2020–2021 were approved by the government on 15 June 2020, by **Government Resolution No. 644**. The Digital Czech Republic Strategy is fully compliant with the **Innovation Strategy of the Czech Republic 2019-2030**, which has a broader scope. In the context of the COVID-19 pandemic and the **National Recovery Plan preparation**, successful digital initiatives are viewed as an important factor for future resilience and competitiveness. National digital priorities include data-based digital government, digital skills, cybersecurity and human-centric innovations.

## Innovation Strategy of the Czech Republic 2019–2030

Political leaders recognise the complexity of digital transformation and the need for a well-coordinated approach to deal with challenges and opportunities that come with it. Teams of government experts, private sector representatives and other stakeholders work closely on defining proper approaches to delivering the needed results. Negotiations and intensive communication take place in order to progress towards priorities set in the [Innovation Strategy of the Czech Republic 2019–2030](#) that was adopted last year. The Strategy 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 Artificial Intelligence

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, focusing on transposing the development and use of AI into projects and applications that will help innovate public services and improve their accessibility for citizens and businesses. The National AI Strategy follows up on and pursues 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 the future regulation of AI in the EU. This Strategy, which contains short, medium, and long-term goals, requires the development of a binding plan focused on making public administration data available.

## Action Plan on Administrative Burden Reduction 2019-2022

The government [Plan on the Systemic Reduction of Administrative Burdens for Entrepreneurs for the period 2019-2022](#) is a joint initiative of the Ministry of Industry and Trade, the Ministry of Finance, the Czech Statistical Office and other relevant administrations. Several initiatives were successfully finalised, such as bringing together on a single platform all forms used by businesses when interacting with the public administration (single point of contact), as well as making it easy for entrepreneurs to [find relevant information on legal obligations on one comprehensive platform](#). The implementation of the Administrative Burden Reduction Plan is monitored through a dedicated [dashboard](#). Moreover, in 2021, the Czech Statistical Office carried out the [population census online](#) for the first time, re-using data available in government registers to simplify the process for everyone involved.

## Client-oriented Public Administration 2030

The [Client-Oriented Public Administration Strategy](#) aims to create a client-oriented public administration based on five strategic goals: increase the quality and availability of services, improve the effectiveness of the public administration system and institutions, increase the competence of human resources and facilitate citizen information and participation. To achieve these goals, 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.

## 3.2 Interoperability

### Guidelines for Interoperability

The national interoperability framework currently supports legislative, organisational, technical and semantic interoperability in compliance with the [European Interoperability Framework](#). The cooperation between the Chief Architect of eGovernment and the [IMAPS](#) project team of the European Commission resulted in the Czech version of the tool, which makes it more accessible for architects when designing interoperable government digital services. The [guidelines](#) for interoperability are published and maintained by the Chief Architect of eGovernment on the dedicated webpage. The key cross-sectoral interoperability issues are approached by the Committee for Architecture of the Government Council for Information Society.

### Interoperability Initiatives

The Chief Architect of eGovernment at the Ministry of Interior, together with the sectoral Chief Information Officers, continue their work on improving all levels of interoperability of existing and soon-to-be-implemented digital services. The National Interoperability Framework was adopted by the Government Resolution No. 629/2018 in the context of the Digital Czech Republic government programme and the update of the Government Council for the Information Society Terms of Reference. The Ministry of Interior published online guidelines supporting the Information Strategy on the [website dedicated to the eGovernment architecture](#):

- The Public Administration ICT Governance Methods;
- The eGovernment Glossary;
- The National Architecture Framework;
- The National Architecture Plan;
- Expanding the Knowledge Base.

The documents are currently available in Czech. The English version will be provided soon.

To ensure the interoperability of digital government services as well as the efficient use of public finances, the [Government Resolution No. 86/2020](#) requires concerned entities to inform the government about planned spending related to their digital projects. Before doing so, the projects should have been approved by the Chief eGovernment Architect. These rules comply with and build upon the Act on Public Administration Information Systems. Interoperability policies and processes are published on the [website of Chief eGovernment Architect](#).

The need for better interoperability of government systems and sharing of data was particularly recognised due to the COVID-19 pandemic. The provision of the [ePrescription](#) service, the [eSick Leave](#) certificate and the online application for State subsidies within the [Antivirus programme](#) showed the benefits of interoperable digital solutions, such as online platforms, interactive eForms and other services during the lockdown. Another joint initiative of public administrations and researchers resulted in a [complex reporting of pandemic-related data](#) to the general population.

The work continues on the implementation of the vision of the [interconnected data pool](#) of the public administration based on the Once-Only principle that is part of the National Information Strategy. Cross-border interoperability continues to be a government priority, with current good practice examples in the domains of social security, taxation and health care. The use of the TESTA-ng network for the secure cross-border information sharing in the context of specific European Union policies is yet another example for future interoperability initiatives.

With the aim to make digital government services more accessible for citizens who prefer to use different eID means, the **National Identity Authority** provides technical support for a number of interoperable eID solutions.

## 3.3 Key enablers

### 3.3.1 Access to public information

#### 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**. In 2021, the **National Open Data Coordinator** has organised a number of events to further promote and support data-based digital government implementation.

#### Digital Czech Republic

In 2021, several initiatives of the Digital Czech Republic Programme focus on the **National Open Data Catalogue**, as well as the further interconnection of public databases in line with the vision of the **interconnected data pools of the public administration**. One of the main drivers behind these initiatives was the adoption of **Regulation (EU) 2018/1724** establishing a single digital gateway and the national Act on the Right to Digital Services.

### 3.3.2 eID and Trust Services

#### Digital Constitution

In 2021, the Czech Republic introduced new means of electronic identification to access the digital services of the government from the Citizen Portal as well as sectoral websites. Currently available eID means include those provided by the State - such as the chip-based citizen identity card (*eObčanka*), the NIA ID (name, password and SMS), the digital mailbox ID service as well as the services offered by private eID providers connected to the National Identity Authority (the National Point for Identification and Authentication – NIA), including several Bank ID providers. The introduction of the Bank ID into Czech law supports the implementation of the Digital Constitution (**Act on the Right to Digital Services**).

### 3.3.3 Security aspects

#### National Cybersecurity Strategy of the Czech Republic

The Czech Republic's approach to cybersecurity is based on an effective model of cooperation between all relevant stakeholders, at the national as well as international level. Each body has clear obligations and powers. Together with its partners abroad, the Czech Republic continues its efforts to maintain a secure digital environment. The national cybersecurity ecosystem is described in **the National Cybersecurity Strategy for the 2021-2025 period**. This Strategy was designed by the National Cybersecurity Agency (NÚKIB) and was approved by the government in November 2020.

The Cybersecurity Strategy pays particular attention to securing digital society and public administration by regularly performing coordinated risk analyses whose results determine the necessary measures to put in place. The digital infrastructure is built to assure the compatibility of technologies used in different public administration domains. The Czech Republic supports the use of unified information channels that allow for secure data exchange. The resilience of the digital infrastructure under all



conditions as well as the availability of alternative methods when the State administration is not able to provide services digitally are among the key principles of national cybersecurity.

The new Strategy establishes the main principles for the national cybersecurity and defines the strategic direction and the vision for the future. The Strategy is built on three basic visions: (i) confidence in the cyberspace; (ii) strong and reliable alliances; and (iii) Resilient Society 4.0.

The Czech Republic will continue to strive to achieve the highest level of cybersecurity and ensure the necessary conditions are met for the smooth operation of the digital society. After its release later this year, the new Cybersecurity Strategy will be available [here](#).

In order to rise to the current and future cybersecurity challenges, the [National Cybersecurity Agency \(NÚKIB\)](#) updated its own institutional [Strategy for Capacity Building and Organisation Development](#). The agency plans to provide more domain-specific guidelines and support to public administration, to apply a more whole-of-government approach to proactively support digital government projects at an early stage, to build competent rapid response teams as well as to focus on digital skills and development of own training centres. The agency will also be more involved in standardisation work, both nationally and internationally.

In 2020, the Czech Republic participated in the [European Union Agency for Cybersecurity \(ENISA\) study](#) on the cooperation between the government's Computer Security Incident Response Teams (CSIRTs) and law enforcement agencies and their interactions with the judiciary.

### *3.3.4 Interconnection of base registries*

#### **National Architecture Plan**

The [National Architecture Plan](#) describes the interconnected data pool and the way in which sectoral registries will share information in compliance with current legislation. In order to support a wider range of services and handle more and more transactions in the near future, inter-ministerial negotiations now focus more intensively on the need to upgrade older legacy IT systems. The plan was reinforced with the [Act on the Right to Digital Services](#).

### *3.3.5 eProcurement*

#### **Strategy for the Digitisation of Public Procurement in the Czech Republic**

The new national [Strategy for the Digitisation of Public Procurement](#) focuses on the period 2021-2030. This government Strategy describes the vision, the processes and the benefits of introducing ICTs into public procurement. It covers the public procurement systems managed by the [Ministry of Regional Development](#), i.e. the electronic public marketplaces, the [National Electronic Instrument \(NEN\)](#) and the [Public Procurement Information System](#).

In particular, the Strategy emphasises the interconnection of the eProcurement system with other government systems and the main focus is on the better re-use of eProcurement data. The number of NEN users has significantly increased in 2021 and so has the number of public procurement procedures carried out digitally. In the same year, the Ministry for Regional Development has launched a [promotional and educational campaign](#) preparing users for the new version of the National Electronic System.

## 3.4 Domain-specific political communications

### eJustice Strategy

The Ministry of Justice updated its eJustice strategy, in order to achieve better alignment with the [Act on the Right to Digital Services](#) and the Digital Czech Republic government programme, which set the main course for the country's digital transformation. The key objectives of digital transformation in the justice domain include efficiency, transparency, fairness of the decision-making process, easier access to rights and better law enforcement. The updated strategy takes into account the lessons learned during the COVID-19 pandemic situation, when the need for secure digital services and online access to court files became apparent.

### GeoInfoStrategy

Geospatial data collection and sharing have an enormous value for planning and decision-making in various domains of the Czech Republic's public administration. The previous national Geospatial Data Strategy and its action plan covered government initiatives until 2020. The Strategy included a vision for further advancing spatial data infrastructure and the introduction of an appropriate legal framework for a more consistent approach to addressing modern challenges in this field, at national as well as EU level. The new Strategy for the period 2021 onwards will be presented to the government by the end of 2021. It will reflect the principles of public administration spatial information management agreed at the EU level and in the [Public Sector Information \(PSI\) Directive](#) and the [INSPIRE Directive](#), honouring international commitments in this domain.

The Ministry of Interior, supported by teams of experts from the Czech Office for Surveying, Mapping and Cadastre, and the Ministries of Defence, Transport, Environment, Agriculture, Finance and Regional Development work together on the draft proposal of the Act on the national spatial data infrastructure, which has to be submitted to the government by 31 December 2022.

### Joint Initiative to Advance the Cybersecurity of Online Education during the COVID-19 Pandemic

In March 2021, the Ministry of Education, Youth and Sport together with the National Cybersecurity Agency (NÚKIB) organised an [awareness-raising event to promote cybersecurity](#) and the use of digital technologies during online education. Other educational events focusing on various aspects of safe digital behaviour and the safer use of the Internet will continue during the coming years. The NÚKIB also provides an [online course](#) on the same topic.

## 3.5 Emerging Technologies

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

On 19 March 2021, during the [EU Digital Day 2021](#), the Czech Republic joined the other EU Member States in signing declarations on data, start-ups and the digital transformation of the EU. The country also continues the collaboration on previous EU initiatives, such as the European High-Performance Computing (EuroHPC) Joint Undertaking, the European Blockchain Services Infrastructure (EBSI) or the 5G cross-border corridors for connected and automated mobility.

The Ministry of Industry and Trade has a leading role in promoting innovation 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 a **country for the future**. Although high-level discussions on emerging technologies and their adoption are not primarily focused on the public administration, their potential for better digital services, transparent, and more effective governments is continuously evaluated.

### National Artificial Intelligence Strategy

The **National Artificial Intelligence Strategy** adopted in 2019 creates the conditions for coordinated activities related to human-centred innovations and the use of the AI technology 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. The implementation of the Strategy is supported by the **National AI Observatory and Forum**, established to identify 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 provides a platform for relevant public consultations and contributes to the country's involvement in EU-wide debates.

Another key factor for the successful implementation of the National AI Strategy is the cooperation between various stakeholders, including government representatives, researchers and the private sector.

### Memoranda of Cooperation

In 2019 the national Chief Digital Officer, the Office of the Government and the Ministry of Industry and Trade signed the **Memorandum of Cooperation** with the **AI Platform of the Confederation of Industry of the Czech Republic**. One year earlier, the government had joined the Memorandum of Cooperation with the **Blockchain Republic**.

### Financial Instruments introduced by the Ministry of Industry and Trade

In 2020, the Czech government launched an ambitious three-year plan to support emerging technologies, digital skills development and the resilience of SMEs through digital transformation. In 2021, the Ministry of Industry and Trade has continued to work with the European Commission on the development of the Digital Innovation Hubs. Several financial instruments have also been introduced to support digital innovations: the **Country for the Future** and the **Czech Rise Up** programmes are based on the expectation that highly innovative solutions should help to deal with social and economic challenges brought by the COVID-19 pandemic and improve the competitiveness of local businesses.

### Strategy on the Implementation and Development of 5G Networks in the Czech Republic

To improve the connectivity in the country, the Ministry of Industry and Trade launched the **Strategy on the Implementation and Development of 5G Networks in the Czech Republic**. This Strategy targets the construction and development of infrastructures for high-speed networks. It presents the organisational, legal, and financial aspects that can hinder the expansion of the digital economy of the country and highlights the importance of solid infrastructures for the development of eGovernment. This important initiative supports objectives of the Digital Czech Republic Programme and the national Innovation Strategy 2019-2030.

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** 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 2021, in compliance with this legislation, government bodies continue to fill in the online service catalogue.

In March 2021, in the third reading, the Chamber of Deputies approved the legislative package focused on the further digitalisation of public administration, the so-called 'DEPO'. This law follows up on the national Act on the Right to Digital Services and expands the scope of digitisation of State administration services. The law is currently in the process of approval by the Senate.

### 4.2 Interoperability

#### Acts on Public Administration Interoperability

In the Czech Republic, the interoperability among public administration systems and services is ensured by the legal framework, particularly by 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**. This legislative framework is regularly amended to support the digital transformation of the government and society. Public administration bodies should also comply with sector-specific legislation in order to ensure interoperability of sectoral information systems and their alignment with the central digital infrastructure and the national digital strategy.

### 4.3 Key enablers

#### 4.3.1 Access to public information

#### Act on Public Administration Information Systems

The **Act on Public Administration Information Systems** is a 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 transposes the European Union (EU) Directive on the accessibility of the websites and mobile applications of public sector bodies. Web accessibility is 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.

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 National Open Data Catalogue is fully compatible with the EU Open Data Portal and accessible from the Public Administration Portal.

### 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.

#### 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 the 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 Regulation (EU) 910/2014 on electronic identification and trust services for electronic transactions in the internal market (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 Bank ID

The Act on Bank ID was promulgated in February 2020 and came into force on 1 January 2021. The Act No. 49/2020 introduces Bank ID as yet another secure means of eID to access public services, putting banks in the scope of providing identification services. Bank customers can now use a familiar high-security bank authentication interface to access government portals in order to file tax returns, apply for a new driving licence or obtain statements of social security contributions. The banks can also gain the access to information in base registers during the identity verification process and when fulfilling their obligations under anti-money laundering legislation. The banks can participate in the Bank ID system on a voluntary basis.

### 4.3.3 Security aspects

#### Personal Data Processing Act

The **Personal Data Processing Act** (Act No. 110/2019 Coll.) incorporates the General Data Protection Regulation (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. More information on the Act on cybersecurity is available on the website of the **National Cybersecurity 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 a 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.

#### Act on the Right to Digital Services

The **Act on the Right to Digital Services**, approved in December 2019, regulates the right of natural and legal persons to be provided with digital services by public authorities and perform digital acts. The act is aligned with the **National Architecture Plan** on the interconnection of public administration systems.

The implementation of the Once-Only principle continues to be one of the most important tasks of the Czech government and sectoral CIOs teams, since secure sharing of public administration data is a necessary precondition for the development of seamless, secure and user-centric digital government services. The interconnection of more public registries is underway, accelerated by the expectations of citizens and businesses in connection with the **Act on the Right to Digital Services**. The need for even better sharing of data was also amplified by the pandemic situation, when the government had to introduce some new digital services involving more government institutions in a very short time.

### 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 of 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. 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. This eHealth Act is currently in the legislative process.

### Act on the Digitisation of the Healthcare

In the context of the COVID-19 pandemic and the urgent need for healthcare-related digital services, several digital initiatives were implemented in a short time. The eHealth implementation plan and relevant projects under the Digital Czech Republic government programme were updated and in February 2021, the Czech government approved the draft eHealth act prepared by the [Ministry of Health](#) and the [Institute of Health Information and Statistics](#), which is going through the legislative process. The eHealth act is currently undergoing the legislative process.

## 4.5 Emerging technologies

No legislation has been 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 and legislation related to the interoperability, governance and use of central information systems of public administrations and shared services as well as the compliance with the accessibility regulation across all public administrations. Also, the Ministry manages several central information systems of the public administration, such as the Data Mailbox (*Datová schránka*), the Czech POINT, the Government Portal and the Registry of Rights and Responsibilities (of public administrations).

The 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 part of this Ministry. 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).



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## Ministry of Industry and Trade

The Ministry of Industry and Trade is responsible for the broadband development and the Digital Economy and Society initiatives under the Digital Czech Republic Programme. Additionally, the Ministry of Industry and Trade leads the implementation of the Single Digital Gateway Regulation, in co-ordination with the Ministry of Interior.



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## 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.



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### 5.1.2 Coordination

#### Ministry of Interior

The **Ministry of Interior** coordinates the development and implementation of the National Architecture Plan of eGovernment and digitisation of public services, with an emphasis on the Information Strategy under the Digital Czech Republic Programme, the 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 digital government. In 2019, the government resolution No. 255/2019 established the role of 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 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 the 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.



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### 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 responsible, among other tasks, for the administration of the Government Portal and its transactional part: the Citizen's Portal, the administration of the Contract Registry Data Mailbox, the Czech POINT and the Registry of Rights and Responsibilities of Public Administration. The Department performs the role of technical administrator of the national identity scheme in compliance with the eIDAS Regulation, is the national TESTA coordinator, and has the role of national supervisory body for web accessibility.

### 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.



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#### Czech Office for Surveying, Mapping and Cadastre

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 thematic competence, using the Information System of Territorial Identification (ISUI).

#### Czech Statistical Office

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 the ROS. A network of various local, regional and central public offices, coordinated by the CSO, work as primary editors of the 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 the 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 the 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

The Office of Personal Data Protection (OPDP) 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 (OPDP) 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 complementary 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, as well as the implementation of 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

#### Ministry of Interior

The **Chief Architect of eGovernment** of the **Ministry of the Interior** shares the responsibility of coordinating and monitoring the interoperability activities with the regional and municipal authorities.

### 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 **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 (OPDP) is an independent agency supervising compliance with personal data legislation and dealing with citizens' grievances in this domain.



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	94/3246

BAR OPTION EXIT

103

## 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 citizens' 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 to 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 to individuals include online access to information on paid sick leaves during a person's professional 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 new improved version of the national eTax portal **MOJE DANĚ** provides a better user experience similar to internet banking. The portal offers a deadlines notification service based on one's personal tax calendar, as well as pre-filled electronic forms. The tax payers can use several eID options to identify themselves online.

The English version of the **eTax Portal** of the Czech Financial Administration provides access to the necessary information on the national tax system, and to the relevant electronic forms. The VAT Payers Register application allows to check the reliability of VAT payers and the registered bank accounts of VAT payers using their tax identification number.

## The COVID-19 Portal

The **COVID-19 Portal** was launched by the Czech government in an effort to provide easily accessible key pandemic-related information and services and to support the resilience of the society through these difficult times. The 'life events' section includes regularly updated guidelines on testing and vaccination, as well as information on the available financial support programmes and current measures to better cope with the pandemic situation.

### 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 the decision-making process. 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 that can be re-used by the public and private sector, as well as by individuals. Different cooperation scenarios are described on the websites, promoting a better cooperation with data users and service developers.

#### Data Portal of the Municipality of Brno

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. The relevant analyses, applications, articles and sociological research are also published on the Platform.

## 6.2 Networks

### Public Administration Communication Infrastructure

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, as well as access to central information resources and shared services. Through the central services point of the national network, Czech government bodies are connected to the TESTA network infrastructure of the European Union to ensure cross-border exchange of information and support related EU policies. The digital infrastructure of the Czech public administration is described in the **National Architecture Plan**.

### Czech POINT Network

The **Czech POINT Information 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 Czech 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, as well as Czech embassies.

## 6.3 Data Exchange

### Data Mailbox Information System

The **Data Mailbox** is a national eDelivery solution intended for the delivery of official documents and for interaction 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 1 249 165, with 860 772 584 messages exchanged, scoring on average a 99.15% 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 with 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 the use of notified eID cards as electronic identification means for the EU login.

### eSignatures

The online personal identification and authentication of documents 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.

## eID

When accessing digital government services, the citizens of the Czech Republic can identify themselves using several electronic identification means. They can do so using a chip-based identity card (eOP), the electronic identity provided by the National Identity Authority (NIA) based on the person's name, password and the code sent via SMS or the **Mobile eGovernment Key application** based on the QR code. They can also use the eID means offered by private eID providers, including the Bank ID of several certified banks. In order to be able to fully take advantage of all benefits of the secure online interaction with the government, citizens can activate their own Data Mailbox service, which can be done online using any of the above-mentioned eID means. The national list of certified eID providers is available [here](#). The up-to-date list of online service providers is published [here](#).

### 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 the purchases of ICT commodities and services.

### 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 Instrument

The **NEN** forms part of the strategy adopted by the government in June 2018 with Resolution No. 408, obliging selected contracting authorities to use the NEN for public procurement as from 1 July 2018. The 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 the NEN mandatorily, and 900 contracting authorities use the NEN on a voluntary basis, i.e. regions and municipalities. The implementation of the 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 developed 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.

## 6.7 Knowledge Management

### Digital Map of the Public Administration

The **State Administration of Land Surveying and Cadastre** will operate the Digital Map of the Public Administration. The feasibility study took place in the Q1 of 2021 and the system should be operational by 2023. This digital solution will allow to pool 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 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 cross-border ELF product, the **Cadastral Index Map**.

## 6.9 Base registries

### National Authority for Identification and Authentication

In 2019, the national identification scheme of the Czech Republic was notified pursuant to Article 9(1) of Regulation (EU) No. 910/2014 on electronic identification and trust services for electronic transactions in the internal market. The **National Point for Identification and Authentication (NIA)** was established by the National Registries Authority and launched into production mode on 1 July 2018. The NIA is based on a public administration information system supporting the process of electronic identification and authentication at national level. In particular, the NIA is a key tool for enabling electronic identity verification and providing the verified user information needed to use remote services.



A separate part of the NIA is the so-called eIDAS Node, facilitating the interconnection of the NIA with foreign notified electronic identification systems. The eIDAS Node was launched on 28 September 2018 under the name of **CZ.PEPS**. The 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 the 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.

## 6.10 Emerging Technologies

### 5G Networks

The implementation and the development of 5G networks in the Czech Republic continues in line with the national **strategy**, which was approved by the **Government Resolution No. 35/2020**. Selected operators were allocated frequencies for the operation of 5G networks, which they won in the auction at the end of 2020.

In July 2020, O2 Czech Republic became the first mobile operator to launch its 5G network and now covers 15% of the population of Prague and central Kolín. In October 2020, Vodafone Czech Republic launched its 5G network in the cities of Karlovy Vary, Usti nad Labem, Jeseník, Prague and Brno, as well as 15 subway stations in Prague using the DSS standard. In November 2020, T-Mobile Czech Republic launched 5G in Prague and Brno.

An auction in the 700 MHz and 3400–3600 MHz bands started on 7 August 2020, and the **Czech Telecommunication Office** announced the winners on 13 November 2020. The total amount paid by the bidders must be higher than CZK 5 596 billion (EUR 212.6 million). O2, T-Mobile and Vodafone acquired the majority of the spectrum licences, with Nordic Telecom 5G a.s. and CentroNet a.s obtaining smaller shares of the spectrum licences. The auction was divided into two categories – Block A (700 MHz) and Block B (3400-3600 MHz).

### The Elements of AI online course

The free online course 'The Elements of AI' developed by the **University of Helsinki and Reactor Education** is now **available in Czech**. The Government Office, the Czech Technical University, the Charles University and the prg.ai joined their efforts in order to explain new opportunities related to the responsible use of AI technologies.



7

## Cross-border Digital Public Administration Services

## 7 Cross-border Digital Public Administration Services

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 Alena Klímová (Ministry of Interior).



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

## An action supported by Interoperable Europe

The ISA<sup>2</sup> Programme has evolved into Interoperable Europe - the initiative of the European Commission for a reinforced interoperability policy.

The work of the European Commission and its partners in public administrations across Europe to enhance interoperability continues at full speed despite the end of the ISA<sup>2</sup> programme. Indeed, enhanced interoperability will be necessary to unlock the potential of data use and reuse for improved public services, to enable cross-border collaboration, and to support the sector-specific policy goals set by the Commission for the future.

Interoperable Europe will lead the process of achieving these goals and creating a reinforced interoperability policy that will work for everyone. The initiative is supported by the [Digital Europe Programme](#).

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