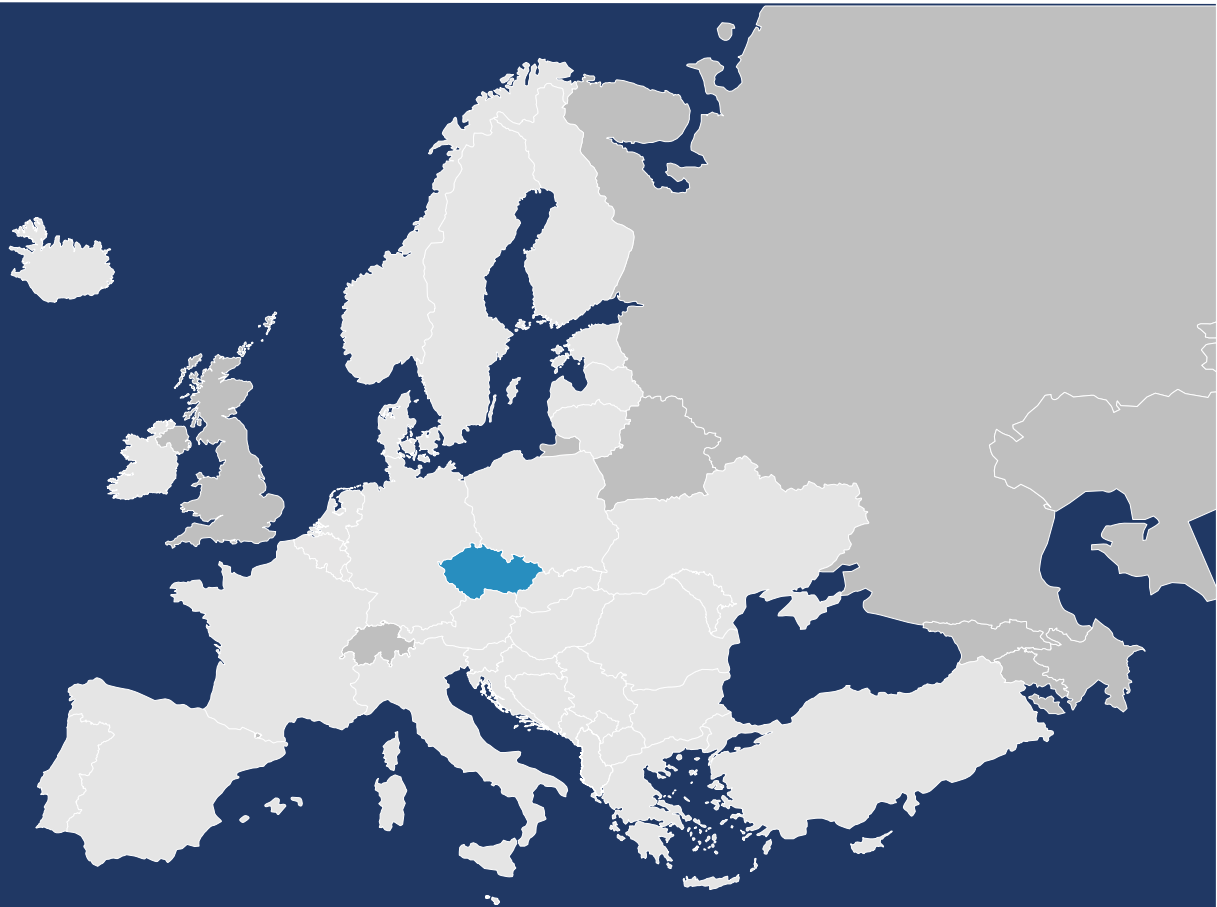# Czechia

2024 Digital Public Administration Factsheet

Supporting document

Main developments in digital public administrations and interoperability

JULY 2024

Table of Contents

Icons Glossary		
Political Communication	*Legislation*	*Infrastructure*

2030 DIGITAL DECADE

The **Digital Decade policy programme 2030** sets out digital ambitions for the next decade in the form of clear, concrete targets. The main goals can be summarised in 4 points:

1) a digitally skilled population and highly skilled digital professionals;
2) secure and sustainable digital infrastructures;
3) digital transformation of businesses;
4) digitalisation of public services.

Skills
20 million employed **ICT specialists**, more
graduates + gender balance
80% of adults can **use tech** for everyday tasks

Government
Key Public Services – 100% online
Everyone can **access health records online**
Everyone can use **eID**

Infrastructure
Gigabit connectivity for everyone, **high-speed mobile coverage** (at least 5G) everywhere
EU produces 20% of world's **semiconductors**
10 000 **cloud edge nodes** = fast data access
EU **quantum computing** by 2025

Business
75% of companies using **Cloud, AI or Big Data**
Double the number of **unicorn startups**
90% of **SMEs taking up tech**

The production of the **Digital Public Administration factsheets and their supportive documents** support the objectives and targets of the Digital Decade programme. By referencing national initiatives on the digital transformation of public administrations and public services, as well as interoperability, they complement existing data and indicators included in the Digital Decade reports and related resources. They also highlight and promote key initiatives put in place or planned by EU countries to reach the Digital Decade's targets.

1. 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 divided in three pillars. The EIF Monitoring Mechanism (MM) was built on these pillars to evaluate the level of implementation of the framework within the Member States. The mechanism is based on a set of 91 Key Performance Indicators (KPIs) clustered within the three scoreboards (Principles, Layers, Conceptual model, and Cross-border interoperability), outlined below.

Starting from the 2022 edition, an additional scoreboard, Scoreboard 4, focusing on cross-border interoperability, has been incorporated. This scoreboard assesses the adherence to 35 Recommendations outlined in the EIF framework. Specifically, it encompasses Interoperability Principles 2, and 4 through 11 from Scoreboard 1, all recommendations pertaining to Interoperability Layers from Scoreboard 2, as well as Conceptual Model recommendations 36 to 43 and 46 to 47 from Scoreboard 3.

Scoreboard 1 Interoperability Principles	Recommendation(s) n°
Principle 1 - Subsidiarity and Proportionality	1
Principle 2 - Openness	2-4
Principle 3 - Transparency	5
Principle 4 - Reusability	6-7
Principle 5 - Technological neutrality and data portability	8-9
Principle 6 - User-centricity	10-13
Principle 7 - Inclusion and accessibility	14
Principle 8 - Security and privacy	15
Principle 9 - Multilingualism	16
Principle 10 - Administrative simplification	17
Principle 11 - Preservation of information	18
Principle 12 - Assessment of Effectiveness and Efficiency	19

Scoreboard 2 Interoperability Layers	Recommendation(s) n°
Interoperability Governance	20-24
Integrated Public Service Governance	25-26
Legal Interoperability	27
Organisational Interoperability	28-29
Semantic Interoperability	30-32
Technical Interoperability	33

Scoreboard 3 Conceptual Model	Recommendation(s) n°
Conceptual Model	34-35
Internal information sources and services	36
Basic Registries	37-40
Open Data	41-43
Catalogues	44
External information sources and services	45
Security and Privacy	46-47

Scoreboard 4 Cross-border Interoperability

Source: European Interoperability Framework Monitoring Mechanism 2023

Each scoreboard breaks down the results into thematic areas (i.e. principles). The thematic areas are evaluated on a scale from one to four, where one means a lower level of implementation and four means a higher level of implementation. The graphs below show the result of the EIF MM data collection exercise for Czechia in 2023, comparing it with the EU average as well as the performance of the country in 2022.
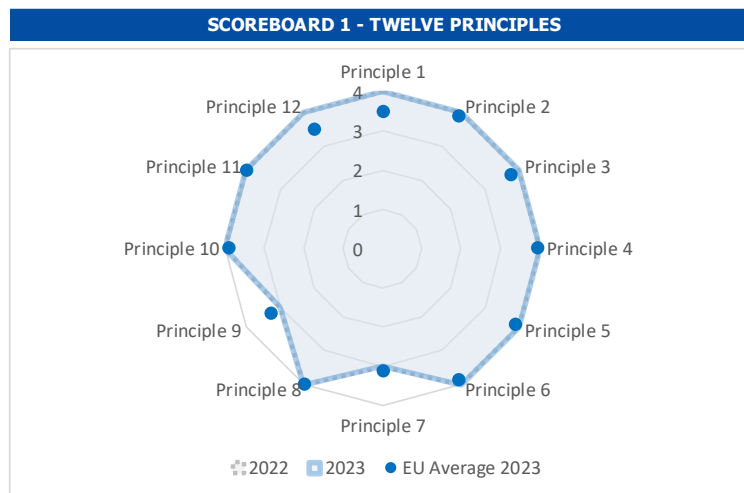
Source: European Interoperability Framework Monitoring Mechanism 2023

Czechia's high scores on Scoreboard 1 indicate a robust implementation of most EIF Principles. Notably, Czechia excels with the highest score (4) and surpasses the EU average for 10 out of 12 Principles, with the exceptions being Principles 7 (Inclusion and Accessibility) and 9 (Multilingualism), where its score of 3 suggests potential for improvement to align with the European average. In practise, Czechia could further use information systems and technical architecture to cater for multilingualism when establishing a European public service (Principle 9

– Recommendation 16) in order to increase its score. In addition, Czechia should further ensure that all European public services are accessible to all citizens, including persons with disabilities, the elderly and other disadvantaged groups (Principle 7 – Recommendation 7) in order to reach the highest score.
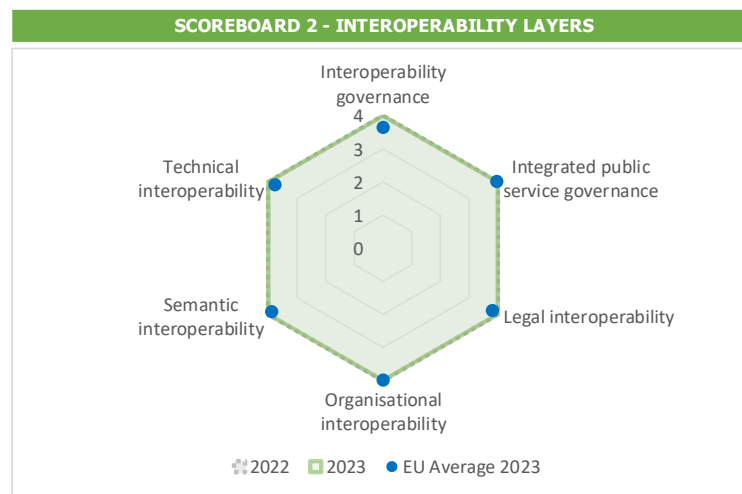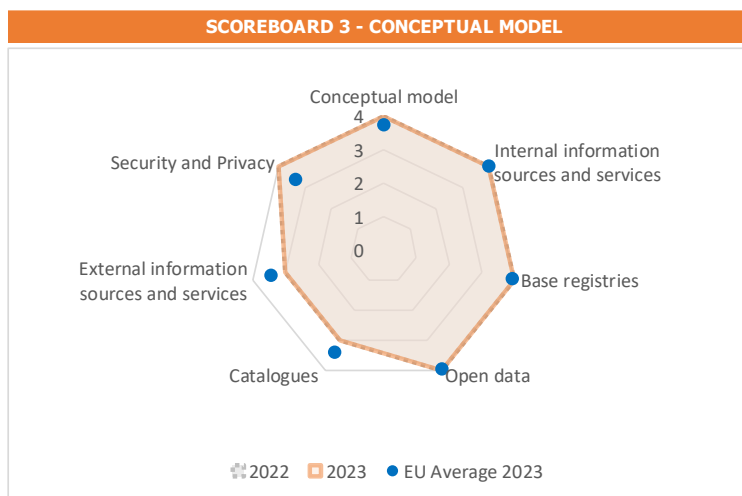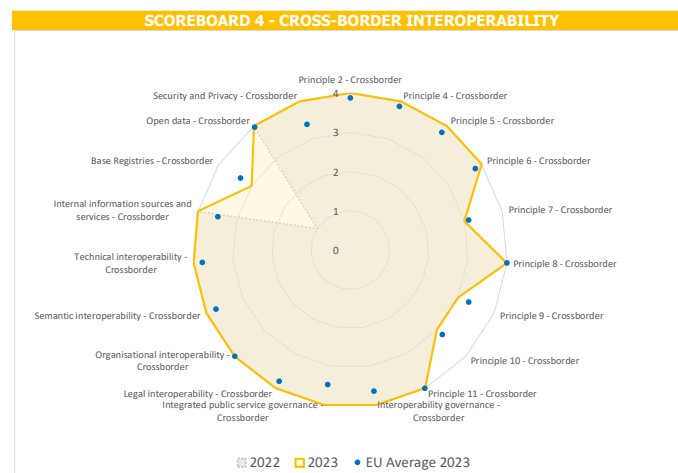

Source: European Interoperability Framework Monitoring Mechanism 2023

Czechia's performance in Scoreboard 2 demonstrates an excellent overall performance, with scores of 4 across all interoperability layers, surpassing the EU average. The sole potential improvement area for Czechia lies in further clarify and formalise its organisational relationships for establishing and operating European public services (Organisational interoperability – Recommendation 29) in order to reach the maximum score of 4.

Source: European Interoperability Framework Monitoring Mechanism 2023

Czechia's performance in Scoreboard 3 regarding the Conceptual Model reflects an overall strong performance, with scores of 3 and 4 across all conceptual model areas. However, the country falls below the EU average in two specific areas: Catalogues and External Information Sources and Services. To address this, Czechia should continue efforts to establish catalogues for public services, public data, and interoperability solutions and use common models for describing them (Catalogues – Recommendation 44). Additionally, emphasis should be placed on leveraging external information sources and services during the development of European public services (External Information Sources and Services – Recommendation 45) to attain the maximum score in both areas.

Source: European Interoperability Framework Monitoring Mechanism 2023

Czechia's performance in Cross-Border Interoperability, assessed through Scoreboard 4, exhibits strong results. Notably, the country achieved the highest score of 4 for six Principles across all interoperability layers and three areas of the Conceptual model. Furthermore, Czechia surpasses the European average in most cross-border indicators.

Although considerable efforts and accomplishments have been made, potential areas for improvement remain in the Base Registries section of the Conceptual model. Czechia should focus on making authoritative sources of information available to others while implementing access and control mechanisms to ensure security and privacy (Base Registries – Recommendation 37). Additionally, efforts should be directed towards enhancing interfaces with base registries and authoritative sources of information, publish the semantic and technical means and documentation needed for other to connect and reuse available information (Base Registries – Recommendation 38).

Additional information on Czechia's results on the EIF Monitoring Mechanism is available online through interactive dashboards.

Curious about the state-of-play on digital public administrations in this country?

Please find here some relevant indicators and resources on this topic:
- Eurostat Information Society Indicators
- Digital Economy and Society Index (DESI)
- eGovernment Benchmark
- Repository of good practices on the EIF implementation

---

2. Digital Transformation of Public Administrations

Main Digital Strategies, Action Plans and Legislations

Digital Transformation and Digital Government Services in the Government's Updated Policy Statement

In its updated policy statement, the Czech government reaffirmed their vision for the digital transformation of public services, which will result in a more friendly, effective and less costly public administration. Among key deliverables, to name a few, are:
1. The implementation of the Act on the right to digital services;
2. The establishment of the central coordination and transformation teams to support the digital transformation of central public administrations; and
3. Making data accessible to the private and non-government sector in order to facilitate collaboration on digital services.

Digital Czechia Programme

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: (i) Czechia in the Digital Europe; (ii) the Digital Economy and Society, (iii) the Information Strategy dealing with the State's information and communication technology (ICT) infrastructure and digital government, and (iv) the digital skills. The implementation plans of the programme are updated on an annual basis. The Digital Czechia Strategy aligns completely with the Innovation Strategy of Czechia 2019-2030, which has a broader scope.
In the course of 2023, Czechia continues to implement digital government initiatives under its Digital Czechia government programme and the national Recovery and Resilience plan, in line with the commitments of the Berlin Declaration on Digital Society and Value-Based Digital Government. Digital transformation efforts focus on digital government services, transparency, cybersecurity, connectivity and network development. The Digital and Information Agency launched a number of initiatives that shall ensure better coordination and focus, as well as support a whole-of-government approach to the digital transformation of public administration.

Act on the Right to Digital Services

The Act on the Right to Digital Services provides for the gradual digitalisation of all public services which can be – and therefore shall be - carried out online. The Catalogue of Services of public administration and the Digitalisation Plan shall be fully implemented by 2025. The Chief Architect of the eGovernment's Office at the Digital and Information Agency created the 'Guidelines for the digitisation of public administration services planning'. These guidelines offer a method for central administrations to determine the best approach for providing digital government services through multiple channels. The Government Council for Information Society and its working groups facilitate the close collaboration and coordination among public authorities.

The Path to Europe's Digital Decade: Strategic Plan for the Digitalization of Czechia by 2030

In line with the Europe's Digital Decade Policy Programme and following Decision (EU) 2022/2481, of 14 of December 2022 the Office of the Government of the Czech Republic published a strategic plan. This plan outlines how the country is aligning with the goals established in the decision across various areas such as digital skills, digital infrastructures, businesses' digital transformation, and digitalisation of public services. The aim is to demonstrate how Czechia will effectively sustain its digitalisation efforts to meet the specific targets outlined in the Digital Decade Policy Programme 2030 set out in the decision.

Mandatory Data mailbox for Freelancers, Foundations and Associations

In January 2023, the amendment to the Act on Electronic Procedures and Authorised Conversion of Documents came into force. The Data mailbox, a secure communication tool used by public authorities to interact with citizens, companies, and other government bodies, is now compulsory for all freelancers and legal entities, including associations and foundations. New Data mailboxes are now automatically created for them as well. Previously, only companies and organisations listed in the Commercial Register, along with public administrations, were required to use Data mailboxes..

Digitalisation of Internal Processes

Guidelines on the Digitalisation of Public Administration Services and the Supporting App

To support public administrations in their effort to digitalise their services as well as their internal processes, the Chief architect of eGovernment at the Digital and Information Agency (DIA) provided the guidelines for public service owners and administrators connected to the digitalisation plan 2021–2025. These guidelines are based on their legal responsibilities and the provisions of the Act on the Right to Digital Services. By 1 February 2025, public administrations must provide relevant services via Data mailbox, digitally signed documents sent by email, and through the self-service web portal. To support this initiative, the DIA has introduced a web application that offers sector-specific action plans and recommendations to facilitate the digitalisation of services and processes.

Robotic Process Automation at Regional Public Administration Offices

Since 2019, as part of the Smart Region strategy, several regional administrations introduced robotic process automation technology to save time and resources. Time-consuming and repetitive tasks such as accepting grants applications, validating them in internal systems, checking for duplicates, processing them, and keeping applicants informed of their application status are now successfully automated. The Moravian-Silesian regional administration is sharing its experience and insight with other public administrations, and some central government administrations are also beginning to adopt robotic process automation.

Digitalisation Supporting the EU Green Deal

Online Environment-Related Grants Applications to the State Environmental Fund

The State Environmental Fund manages national programs and financial instruments that support sustainability and environmental protection initiatives. To streamline the application process, the Fund introduced a fully digitalised system for interacting with applicants through a secure and user-friendly interface of their specialised digital government platform. Once registered on the website, applicants can easily track the progress of their applications online. This digital has simplified the process for eligible applicants to receive grants for projects under the Environment National Programme and the 2021 'Environment, Ecosystems and Climate change' programme funded by the Norway grants.

3. Interoperability and Data

Interoperability Framework

The National Architecture Plan and Guidelines for Interoperability

The national interoperability framework currently supports legislative, organisational, technical and semantic interoperability in compliance with the European Interoperability Framework. It comprises legislative and non-legislative instruments to ensure reliable sharing and reuse of public administration data within sectors, across different public administration areas and across national borders. The Chief Architect of eGovernment collaborated with the IMAPS project team of the European Commission to create the Czech version of the tool. It enhances the mandatory approval process for digital government projects. The guidelines for interoperability are published, maintained, and promoted by the Chief Architect of eGovernment at the Digital and Information Agency. The Committee for Architecture of the Government Council for Information Society addresses crucial cross-sectoral interoperability issues.

Implementation of the Single Digital Gateway

The European Single Digital Gateway Regulation entered into force in December 2018. The Digital and Information Agency and the Ministry of Industry and Trade are the Czech national coordinators responsible for connecting national information systems to the 'Once-Only Technical System' and coordinating across different sectors. Czechia has completed the technical aspect of the OOTS and is currently focusing on generating and sharing the necessary evidence for digital services. By implementing the SDG and operating the OOTS, they aim to lower barriers and administrative costs, while also promoting free movement.

Acts on Public Administration Interoperability

The legal framework ensuring interoperability of government information systems and digital government services includes: (i) the Act on the right to digital services; (ii) the Act on Public Administration Information Systems; (iii) the Act on Base Registries; (iv) the Act on Free Access to Information, and (v) the Act on Archiving and Records Management. The full list of relevant digital legislation is regularly updated to support the digital transformation of the government and society. Public administration bodies should also comply with sector-specific legislation to guarantee that sectoral information systems are interoperable and align with the central digital infrastructure and the national digital strategy.

Data Access, Management and Reuse

The Interconnected Data Pool

The Chief Architect for eGovernment has released a framework outlining principles, tasks, responsibilities, operational rules, global architecture, and technical and process background. This framework aims to facilitate the sharing of public administration data from base registries, sectoral information systems, and databases. The data sharing infrastructure of public administration includes sectoral agenda information systems, the system of base registries, the shared service information system, and the reference interface. The ongoing development of an interconnected data pool is a key project of the Digital Czechia programme.

Open Data

Open Data Coordination

Starting from January 2024, Czech public administrations must provide various public-sector information in a machine-readable, open data format, in compliance with the Open Data Directive. This information includes geographical, land registry, statistical or legal data. The national Open Data Coordinator team supports compliance with the 'Open Data by Default' principle, which is one of the key principles of the Czech eGovernment strategy. The national Open Data portal includes a dashboard for assessing data source availability and quality, along

with showcasing practical open data applications. The city of Prague created its local open data catalogue as an open source solution, which has now been re-used by other municipalities. Local open data catalogues are connected to the national Open Data catalogue.

Czechia received the designation of "fast tracker" in the 2023 Open Data Maturity assessment, achieving top scores in policy implementation and impact.

Base Registries

The Czech Digital and Information Agency is in charge of coordinating data across different public administrations' base registries. The Chief Architect of eGovernment oversees the global architecture of the interconnected data pool within the Czech public administration. Czechia has four central base registries, to which all other databases, registries and records of central Ministries and public administration authorities are linked. The following table lists Czechia's four central base registries:

National	
Business and Tax	The Register of Legal Entities, Natural Persons Engaged in Business and Public Authorities, established on 1 July 2012, is managed by the Czech Statistical Office. The register is a fundamental component of public administration registers, gathering data on legal and natural persons, trusts, and public authorities, as stated in Act No. 111/2009 Coll. I.
Transportation / vehicles	
Land	The Base Registry of Territorial Identification, Addresses and Real Estate is managed by the State Administration of Land Surveying and Cadastre.
Population	The Registry of Inhabitants falls under the jurisdiction of the Ministry of Interior and includes data on Czech citizens, foreign residents with permits, EU and EEA citizens, family members, asylum seekers, and individuals mandated by law to register.
Other	The Czech Digital and Information Agency is in charge of the Base Registry of Rights and Responsibilities. Here, authorities Here, authorities register their legally defined scope of activities, which determines their access to data in the base registries.
Sub-national	
Base Registries	As per the Act on base registries, the registries at the subnational level are known as 'Agenda information systems'. These systems are provide and update data for the central base registries. Therefore, cross-border access to data will only be possible through central registries, not through subnational systems. • Agenda Information System of Population Registration (AISEO) This type of Registry of Natural Persons (ROB) is managed by the Ministry of the Interior and contains the following information on Czech citizens: surname, name(s), address (including delivery address after legal amendment), date, place, and district of birth (including details for those born abroad), date, place, and district of death (including details for those deceased abroad or declared dead by court decision), and citizenship details. • Agenda Information System for Foreigners (AISC) This ROB for foreign citizens was established by Act No. 111/2009 Coll. and is jointly managed by the Police of Czechia and the Ministry of the Interior. It includes information on different groups, such as individuals with permanent or long-term residence, EU citizens, asylum seekers, and others. The data stored into the AISC include personal information such as surname, first

	name(s), address, date, place, and district of birth and death, citizenship, and electronically-readable identification document numbers.
	• Agenda Information System for the Registration of Identity Cards (AISEOP)
	This ROB is managed by the Ministry of the Interior and contains information on the number and type of electronically-readable identity documents. The data stored into the AISEOP include numbers of electronically-readable identity documents (issued by municipalities with extended powers) and personal security codes associated with these identity cards.
	• Agenda Information System for the Registration of Travel Documents (AISECD)
	This ROB is managed by the Ministry of the Interior and it contains information on the number and type of electronically readable passports.
	• Agenda Information System of Data Boxes
	This ROB is managed by the Ministry of the Interior and it contains information on the type and identifier of accessible data boxes.
	• Territorial Identification Information System (ISÚI)
	This registry is managed by the State Administration of Land Surveying and Cadastre (ČÚZK) in line with Act No. 111/2009 Coll., on Base Registries, as amended. ISÚI is an agenda information system for public administration that helps in editing data stored in RÚIAN. Notably, most data in RÚIAN are edited using ISÚI, while information on cadastral areas and parcels is comes from ISKN.

Act on Base Registries

The Act on Base Registries (Act No 111/2009 Coll.) governs the legal, organisational, informational and partially technical aspects of interoperability concerning national base registries. Detailed technical interoperability issues are addressed through supporting documents and guidelines offered by the Digital and Information Agency.
The Act focuses on four base registries: (i) the Registry of Natural Persons (ROB); (ii) the Registry of Legal Persons (ROS); (iii) the Registry of Territorial Identification, Addresses and Real Estates (RUIAN), and (iv) the Registry of Rights and Responsibilities (RPP). The current provisions of the Act allow private sector access to data from these base registries, subject to certain conditions. The upcoming amendment to this law will also incorporate legal provisions concerning the new registry of electronic powers of attorneys that will be implemented soon.

Data Platforms and Portals

The following table lists Czechia's data platforms and portals infrastructures:

National Contact Point for eHealth Portal – NIX-ZD	The NIX-ZD Portal, co-financed by the CEF programme, is operated by the Vysočina Region, which was appointed by the Ministry of Health to act as a National Contact Point for eHealth (NCPeH). The portal provides information, guidelines, technical interface and support for the deployment of cross-border eHealth services in Czechia.
Open Data Portal	This is the portal of the National Open Data Coordinator at the Digital and Information Agency. In the portal, data providers register their new open data sets, local open data catalogues and applications created using open data. Users can also recommend new data sets to be released as open data in the future. The portal offers information on open data quality, dashboards, statistics, guidelines, good practices and events such as conferences.

Cross-Border Infrastructures

The following table lists the European cross-border infrastructures of which Czechia is part of:

Czech POINT Network	The national Czech POINT Information System is a network of offices across the country and abroad that provide an assisted access to a number of eGovernment registries and services. Through Czech POINTs, citizens can access all public records and obtain legally valid transcripts/extracts, as well as information statements from national registers. Czech POINTs are primarily located at post offices, municipal authorities and registry offices, and Czech embassies around the world.
EESSI	Czechia is connected to the Electronic Exchange of Social Security Information system (EESSI), which is a decentralised IT system allowing social security institutions across the EU to exchange information on various aspects of social security. This includes sickness, maternity, family benefits, old-age pensions, pre-retirement, unemployment and other social security benefits as outlined in EU legislation on social security coordination. The system facilitates the exchange of accurate and timely documents and decisions between institutions, benefiting both institutions and citizens.
EDIC	The European Digital Infrastructure Consortium (EDIC) is the legal structure and tool provided to Member States under the Digital Decade 2030 policy programme. It aims to accelerate and streamline the creation and implementation of Multi-Country Projects, making it easier for Member States to create and carry out such projects.
eHDSI	The eHealth Digital Service Infrastructure (eHDSI) guarantees seamless healthcare for Czech citizens when traveling within the EU. This allows EU countries to securely exchange health data in an interoperable and efficient way. Citizens can easily identify the services under the brand name "MyHealth @ EU".
EUCARIS	The European car and driving license information system (EUCARIS) allows for the exchange of vehicle data, such as vehicle registration, driving licences, and the accompanying personal data, between participating countries. EUCARIS does not rely on a central European database. Czechia and other participating EU member states are in charge of their own registry of vehicle and driving licence information, along with their own registration procedures. Through the Ministry of Transport, that acts as the Czech national registration authority, other government institutions can request information on vehicles from another country, among other things. The national registration authority acts as a central hub in EUCARIS. The Ministry of Transport of Czechia is the National contact point of EUCARIS, and the PRÜM and CBE modules.
European Business Registry	Czechia is a member of the European Business Registry Association (EBRA), formed in January 2019, through the coalition of the European Business Register (EBR) and the European Commerce Registers' Forum (ECRF).
European Criminal Record Check (ECRIS)	Within the framework of judicial cooperation, authorities and organisations in Czechia use the ECRIS service to request a criminal records checks from different EU countries to screen potential employees, vendors, and tenants.
Once-Only Technical System (OOTS)	Authorities in Czechia are connected to the Once-Only Technical System (OOTS), which facilitates the exchange of information among public administrations across EU borders. This system is cross-sectoral and has the potential to extend beyond the current scope of life events set out in the Single Digital Gateway Regulation. It puts into practice the Once-Only

	principle, which states that citizens should not have to duplicate information for authorities if it is already available in electronic form elsewhere.
TESTA	The Trans European Services for Telematics between Administrations (TESTA) network is a secure network to exchange cross-border information among EU Member States, EU bodies, and EFTA countries. It enables confidential communications up to the 'RESTREINT UE' level, safeguarded from internet threats. Czechia uses this EC solution by connecting to its national public administration network.

National Government Network

The National Network of Public Administration interconnects public administration bodies, such as Ministries, central administrations, regional authorities, municipal offices, labour offices, tax authorities, and public libraries. It enables secure and cost-efficient data and voice communications, as well as access to central information resources and shared services. Through the central service point of the national network, Czech government bodies are connected to the TESTA network infrastructure of the European Union. This enables the cross-border exchange of information and support regarding EU policies. These infrastructure services are provided by the National Agency for Information and Communication Technology (NAKIT).

4. Digital Transformation of Public Services

Digital Public Services for Citizens

Introduction of the Single Government Domain Gov.cz

On 11 January 2023, the Czech government adopted its decision on the migration of central state administrations to a single domain, namely @gov.cz. This will replace the current system where citizens had to navigate through various different administrative portals on different websites, possibly questioning their authenticity. The single domain for government websites will ensure more trustworthy and safe online interaction with citizens, as well as more efficient governance. The timetable for the migration is currently ongoing. The requirement that "public administration bodies shall use a third-level or lower-level domain name in the gov.cz domain for information made available on its Internet address" is part of the broader 'Decree on the long term management of public administrations information systems' that will enter into force in July 2024. The decree enhances the national Act on information systems of public administration by introducing strategic and process ICT management to public administrations. A single domain for government websites also enhances credibility and user-friendliness for non-Czech users. The public dashboard of migration is available in this portal.

Design System 4.0

The Digital and Information Agency has established and maintains the 'Design system 4.0', which is a collection of reusable components guided by clear standards. The purpose of this system is to assist digital government teams in designing their digital products in an accessible manner, faster, and consistently with the Gov.cz portal. The implementation of the design system is mandatory for information systems that require approval from the Chief Architect of eGovernment, as per the Act on the information systems of public administration.

Citizen Portal as Part of the Public Administration Portal

The Public administration portal is a national gateway to all government services that are organised by people's life events. By 2025, all relevant government services shall be available online. The Citizen's Portal is a self-service desk where citizens can interact with public authorities online after verifying their identity through any of the trusted and secure electronic identity methods provided. Currently, the mobile version of the Citizen´s portal is available for both Android and iOS, with the integrated Data Mailbox service.

eInvoicing

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.

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) at the Czech Chamber of Commerce supports and encourages the implementation and use of the European standard, in compliance with Directive 2014/55/EU.

eHealth and Social Security

Act on Health Services

The Act on Health Services (Act No. 372/2011 Coll.) defines the rules for the treatment, identification, content and structure of medical documentation. 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 eHealth Act

In September 2021, the government adopted Act No. 325/2021 Coll., on the digitalisation of health care 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 is responsible for the interoperability of eHealth solutions, publishing standards for the data sets formats, and ensuring cybersecurity of medical information.

ePrescription Portal of the State Institute for Drug Control

Since 2018, the ePrescription portal has been used for mandatory electronic prescriptions. There are separate web applications designed for patients, medical professionals, and pharmacists. Health insurance companies download batches of ePrescriptions for the insured individuals to have an overview of expenses. The costs of prescriptions, medical equipment, and supplies are covered by public health insurance companies. Through the patient application, patients can view a list of all ePrescriptions issued to them. The ePrescription service covers both medication and medical aids and equipment. Thanks to the eHealth digital infrastructure 'My health@EU' and a collaboration with other EU member states, Czech ePrescriptions can be also dispensed in Poland and Croatia.

Czech Social Security Administration Portal

The Czech Social Security Administration Portal provides access to social security services for individuals, freelancers and employers (businesses). Services can be also accessed from the Citizen Portal thanks to the single sign-on feature that is implemented across all government services portals.

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 different groups of users. 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 completed insurance periods.

'JENDA Client Zone'of the Ministry of Labor and Social Affairs

Throughout 2023 the Client Zone of the Ministry of Labour and Social Affairs underwent expansion in two stages to cater to citizens in need of personalised services for job search or temporary financial assistance from the State. Built on the principles of a self-service web application, JENDA allows clients of employment offices to access personalized government services related to social benefits, including parental allowance, child benefit and housing allowance. After signing-in with a secure National Identity certificate, clients receive official, up-to-date information on their eligibility for social support and services. They can submit applications, provide documents, report changes in their situation, and manage their information online through this client zone. Services are accessible anywhere, 24/7, from laptops or mobile phones. The helpline of the Employment Office is available during working hours.

Other Key Initiatives

Register of Power of Attorneys

The Digital and Information Agency is currently developing the Register of Power of Attorneys, known as 'REZA'.

REZA will enable electronic authorization for power of attorney documents and create a centralized eProxies system accessible to authorities until proxies expire or are revoked. The aim is to streamline and update the procedures for representing citizens and businesses when interacting with authorities. People will use REZA whenever they need to represent someone, or when they need someone to represent them in their contact with authorities, like when hiring an accountant to file taxes. This will result in a more efficient representation of family members, company executives, and individuals with power of attorney, without the need to submit any documents in person.

eJustice Strategy

The Ministry of Justice continues to implement its eJustice strategy in line with the Act on the Right to Digital Services and the Digital Czechia 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, when the need for secure digital services and online access to court files became apparent.

Geospatial Data Strategy

The current Strategy for the development of the spatial data infrastructure for the period 2021 onwards has been approved by Government Resolution No. 1313 of 12 November 2021. The strategy reflects principles of public administration spatial information management agreed at EU level, in the Public Sector Information (PSI) Directive and in the INSPIRE Directive, honouring international commitments in this domain. In the framework of transposing Regulation (EU) 2022/868 ("Data Governance Act") into national law, it has been recognised that the upcoming Act on the national special data infrastructure and the draft proposal of the Act on the governance of public sector data address inter-related issues of public sector data management. For this reason, the government expert team recommended to merge draft proposals into one regulation to be submitted to the government in the course of 2023.

eTax Portal (MOJE DANĚ) - My Taxes Portal of the Czech Financial Administration

The eTax Portal provides access to all tax-related services online. Taxpayers can use several eID options to identify themselves online. By using the DIS+, which is the tax information mailbox, taxpayers benefit from pre-filled forms based on their previous income tax history, as well as deadlines notification service based on a personal tax calendar.

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 registered bank accounts of VAT payers using their tax identification number. The e-Support section of the portal provides detailed guidelines on how to use the available applications.

Transport Portal

This portal is the gateway to online services related to life events of citizens in connection with cars, small boats, railways and aviation. The system pre-fills user data and sends notifications about the status of the application. When submitting applications electronically, citizens receive a 20% discount on administrative fees. Services on the portal include an online application for a Czech driving license, transfer of the vehicle to a new owner, issuance of an additional plate with a current license plate (for a bicycle rack, for example), car registration, listing of previously owned or operated vehicles, an extract of technical data of the vehicle and the link to the e-vignette website. When the registry of eProxies will be implemented, the portal will provide access to online services for legal persons as well.

Digital Public Services for Businesses

Digitalisation of SMEs

Czechia continues to implement its 2021-2027 Strategy to support national SMEs, prepared by the Ministry of Industry and Trade. The proposed course of action should contribute to increased productivity and improved competitiveness, as well as to a better positioning in the

global research, innovation and advanced technologies market. Along with easing SMEs' access to finance and the market and a comprehensive digitalisation effort, the strategy includes various measures meant to promote the further development of SMEs. One of the strategy implementation plans will focus on raising public awareness on the benefits of digital transformation, increasing the use of digital tools and new technologies in daily business activities, ensuring the support of the Digital Innovation Hubs in the context of Digital Europe programme, and ensuring a good quality digital infrastructure and high-speed internet connection.

Public procurement

Strategy for the Digitisation of Public Procurement in Czechia

The national Strategy for the Digitisation of Public Procurement for the period 2021-2030 describes the vision, processes and benefits of introducing digital technologies into public procurement.

The Ministry for Regional Development, which is the central government authority responsible for the implementation of eProcurement tools, launched a single platform, called "ROZZA", to integrate digital tools used by administrations for public tenders. The ROZZA platform provides a single environment for suppliers. It integrates different tools and meets the specific needs of different users. The portal simplifies access to public procurement data by providing a unified structure and increasing transparency of public procurement in Czechia. The data are published in a machine-readable format.

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; and
- A supervision system to monitor compliance with the Act.

eProcurement Portal

Czechia 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

Digital Inclusion and Digital Skills

Educational Platform for the Digital Skills of Social Workers

The community of Česko.Digital, along with Google.org and other partners, launched a project focusing on equipping social workers with digital tools, skills and knowledge to better assist their clients who lack digital access. These clients include children, elderly people, and minority groups members. This Digital Inclusion project builds on a comprehensive survey on digital exclusion, which identified eight distinct digital user profiles among clients receiving social services from the government or non-profit organisations. By using these eight profiles, design teams, social services providers, and government agencies can gain a deeper understanding of the needs of these target groups. The project defines the main obstacles that prevent people from effectively using digital tools and government services, even if they may have access to a mobile phone or smartphone. They may in fact lack some other important skills. This platform aims to offer the necessary support to address these challenges.

Czech Digital Week

In November 2023, the Office of the Government Office of the Czech Republic, together with more than 100 partners from the government, non-profit and private sectors, organised the second week-long awareness-raising and educational event called 'Czech Digital Week' . During this week, participants focused on digital skills, AI basics and safe internet and digital technologies use. A rich programme of in-person and online courses, presentations, quizzes, and other activities attracted more than 5 000 people from different backgrounds. The online resources and the introduction to digital inclusion initiatives are available on dedicated website.

5. Trust and Cybersecurity

eID and Trust Services

Citizen's Identity: One Login Access to Multiple Portals

Czechia notified its national eID scheme under the eIDAS regulation in 2019. At the national level, residents use 'Citizen's Identity' methods such as the Mobile eGovernment key, NIA ID, BankID, and other forms of identification to access digital government services securely. The National Identity Authority (NIA) has established a federated ecosystem to provide public authorities with reliable identification and authentication services endorsed by the State. This ecosystem includes the National point for identification and authentication, qualified eID providers, qualified online service providers, base registries and the national eIDAS eID-Gateway Node. Citizens can manage their digital identity methods through the Citizen Identity Portal. The MojeID provided by CZ.NIC allows access to a range of public administration services, including the EU login.

Act on Electronic Identification

The Act on Electronic Identification (Act No. 250/2017 Coll.) establishes rules for electronic identification use, outlines the Digital and Information Agency's duties concerning electronic identification, and specifies offences linked to electronic identification. It covers aspects such as the qualified electronic identification system, the accreditation process for qualified administrators, the roles and responsibilities of different actors in the electronic identification ecosystem.

Act on Trust Services for Electronic Transactions

Following the directly applicable Regulation (EU) 910/2014 on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation), tThe Czech Act on Trust Services for Electronic Transactions (Act No. 297/2016 Coll.) aligns with the EU Regulation (EU) 910/2014 on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation). This act outlines the procedures carried out by trust services providers, the requirements for trust services, the roles and duties of the Digital and Information Agency concerning trust services, as well as penalties and sanctions for fraudulent activities related to trust services.

Act on Bank ID

The Act on Bank ID 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 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.

eDoklady Mobile App

The integration of public administration systems enabled the government to introduce a new mobile app, called eDoklady. This app allows citizens to access their ID card on their smartphones. Linked to the Citizen portal, it contains the essential encrypted information required for personal identification and authentication. When the identity is verified, both online and offline, the app generates a QR code that contains the personal data from the citizen's ID card needed in that particular situation. According to Digital and Information Agency, this app serves as a transitional phase leading up to the EU Digital Identity Wallet. Starting from 20 January 2024, Czech citizens can use eDoklady when interacting with central administration authorities. Starting from 1 January 2025 all public administrations and individuals will have to accept the app as a valid form of ID. Traditional plastic ID card will still remain a valid document.

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.

Cybersecurity

National Cybersecurity Strategy of Czechia

Czechia's approach to cybersecurity is based on collaboration between stakeholders at national and cross-border level. The national cybersecurity ecosystem is described in the National Cybersecurity Strategy for the 2021–2025 period.

In its Cybersecurity Strategy, the National Cyber and Information Security Agency (NÚKIB) focuses on securing digital society and public administration by regularly performing coordinated risk analyses followed by the implementation of necessary measures. Since 2022, NÚKIB has been designated as the National cybersecurity certification authority by the Act no. 226/2022, Coll.

To promote awareness and understanding of the European NIS2 Directive, the National Cyber and Information Security Agency launched a dedicated website.

The digital government infrastructure in Czechia is built to ensure compatibility of technologies used in different public administration domains. Czechia 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. International collaboration was discussed during the high-level Prague Cybersecurity Conference in November 2022 in the framework of the Czech Presidency of the Council of the European Union.

Cybersecurity Strategy for the Health Sector 2021–2025

The national cybersecurity strategy for the health sector builds on relevant strategic documents in the cybersecurity field, such as the national government ICT strategy under the Digital Czechia programme, the national eHealth strategy and the EU Cybersecurity strategy for the Digital Decade.

The NÚKIB and central government continue to support healthcare providers in the area of cybersecurity by offering Minimum Security Standards for those organisations whose operations are not regulated by the Cybersecurity Act, by publishing the recommendation for healthcare providers on minimizing two specific cyber threats and by organizing cyber security exercises for the representatives of the health sector.

Open Source Security Recommendations by the NÚKIB and Ministry of Interior

In April 2022, the National Cyber and Information Security Agency and the Ministry of Interior published security guidelines for open source software developers that are working within or with public administration. Recommendations are not legally binding. They were developed in collaboration with representatives of public administration, the open-source community and the private sector. These guidelines shall help public administrations and private companies develop open-source software as well as publish it on the code.gov.cz platform in the future.

Act on Cybersecurity and NIS 2 Directive

The Act on Cybersecurity (Act No. 181/2014 Coll.) outlines powers and responsibilities to strengthen national cybersecurity. It sets out guidelines for improved collaboration between private companies and public administration agencies to address cybersecurity incidents effectively. This legislation prioritises safeguarding critical infrastructure vital for the functioning of the State. Unlike the NIS Directive, which covers only essential and digital services, the Cybersecurity Act extends its reach to a broader range of entities, as specified in Section 3 of the act.

The Directive on Measures for a High Common Level of Cybersecurity across the Union (Directive (EU) 2022/2555), also known as the 'NIS 2 Directive', was published in the Official Gazette of the European Union on 27 December 2022. It came into effect on 16 January 2023. According to Article 41 of the NIS 2 directive, Member States are required to transpose the directive into their

national laws by 17 October 2024, and these laws will be enforced starting from 18 October 2024. Currently, the NIS 2 directive has not been implemented at the national level.

More information about the Act on cybersecurity is available on the National Cybersecurity Agency's website.

6. Innovative Technologies

Artificial Intelligence (AI)

National Artificial Intelligence Strategy

The 2019 National Artificial Intelligence Strategy of 2019 is currently under revision to better support coordinated activities focused on human-centred innovations and the use of the AI technology. This involves establishing key objectives and idetifying the ministries and agencies in charge of implementing the strategy. The Committee for Human Rights and Modern Technologies within the Government Council for Human Rights serves as a crucial platform for addressing key issues concerning human-centred digital transformation.

Successful implementation of the National AI Strategy relies on close collaboration among government, academia, research institutions and private sector companies. The Ministry of Industry and Trade oversees the coordination of the Strategy through the national AI Committee.

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 Czech Confederation of Industry.

The Minister of Industry and Trade also signed a Memorandum of Cooperation to support the creation of the European AI Centre of Excellence. The Centre will coordinate and facilitate implementation of infrastructure, technology transfer into practice and cooperation with the private sector. The signatories from the academical sector are the Czech Technical University Prague, VSB-Technical University Ostrava, the Faculty of Mathematics and Physics of Charles University and the Czech Confederation of Industry.

Starting from January 2022, Czechia takes part in the working groups of the Global Partnership for Artificial Intelligence (GPAI) as the country joined this platform at the end of 2021.

AI Czechia and City AI

AI Czechia provides a networking platform for cooperation between research institutions, public administration and private sector entities involved in AI-related projects.

Prague AI and Brno AI represent national AI communities focusing on research, implementation and sharing information on AI-related initiatives.

Distributed Ledger Technologies

Memoranda of Cooperation on Blockchain

In 2018, Czechia signed a Memorandum of Cooperation on Blockchain. Consequently, awareness raising initiatives were conducted through various governmental and non-governmental platforms enhance understanding of the potential benefits of using distributed ledger technologies (DLT) in the public sector. A recent analysis by the Blockchain Republic Institute explores suggestions for regulatory changes in Czechia necessary to unleash the business potential of blockchain, especially in international trade. In 2020, Czechia co-chaired the Policy Group of the European Blockchain Partnership along with Italy and Sweden. Investments in DLT research and implementation are included in the national Recovery & Resilience Plan.

Big Data

Digital Czechia Programme

Opportunities related to a better use of big data in public administration are addressed in the context of the Digital Economy and Society Strategy under the Digital Czechia Programme. The strategy defines focus areas and priority sectors for research and implementation of emerging technologies, such as transport, healthcare, industry, IoT, energy distribution and smart cities.

The responsibility for implementation of relevant initiatives is shared by the Ministry of Industry and Trade (as a coordinator), the Ministry of Education, Youth and Sports, the Ministry of Finance, the Government Council for Research and Innovation and the Technology Agency of Czechia.
An important prerequisite for a better cooperation with stakeholders in the field of big data, including academic and private sectors, is an on-going communication of the European data policies at all levels of public administration. To improve the general understanding of the potential of data for a society, the Government Office presented an overview of key elements of the European data policy in an easy-to-understand way, focusing on the future developments in this field.

City Data Platforms

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

The Prague Data Platform, called Golemio, works with big data generated by smart city infrastructures (sensor data), as well as other public data. The platform offers data in an open format that can be re-used by public and private sectors, as well as by individuals. Different cooperation scenarios are outlined on the website, promoting a better cooperation with data users and service developers.

The Data Portal of the Municipality of Brno offers data visualisations on several areas of interest, such as the economy and labour market, health and the environment, transportation, people and housing, education, technical infrastructure, and safety. Additionally, data on Brno metropolitan area are available as well. The platform also features relevant analyses, applications, articles, and sociological research.

The city of Pilsen works with big data from traffic detectors for statistical purposes, to fine-tune their traffic model, and enhance the integration of mobility data into public policies. As a partner in the European PoliVis project, Pilsen contributed its experience in developing a real-time traffic model to enhance the decision-making process, making it faster and more effective.

Cloud & Edge Computing

Cloud Computing in Public Administration

The focus of the national eGovernment Cloud initiative is to improve the efficiency and scope of digital services, as well as to ensure quality and security standards, all while reducing operational costs of public administration ICT systems and applications. This will be accomplished by reusing shared ICT services at the infrastructure, platform, and standardised applications levels. Another objective is to streamline the government systems' architecture, security, public procurement, and project management processed carried out by system administrators. Since 2020, the use of cloud computing in public administration is regulated by the Act on information systems of public administration, which sets up the mechanism for the operation of the cloud computing catalogue. The national approach to using cloud computing in public administration is described at the website of the Chief Architect of eGovernment. The Digital and Information Agency offers detailed and up-to-date guidelines for public authorities on the appropriate use of cloud computing, along with information on relevant laws, rules, responsibilities and procedures on cloud computing in public administration. The national Cyber and Information Security Agency provides a summary of the regulations governing the use of cloud computing by public authorities in Czechia here.

Cloud Computing Regulations

The use of cloud computing by national public authorities in Czechia is governed by two main laws: the Act on Public Authority Information Systems and the Act on Cybersecurity. The Digital and Information Agency manages the national Cloud Computing Catalogue, where service providers display their offerings for government cloud services.
The National Information and Cybersecurity Agency has issued three Decrees regarding cloud computing. These include Decree No. 316/2021 Coll., on Certain Requirements for Registration in Cloud Computing Catalogue (referred to as 'Entry Criteria'), Decree No. 315/2021 Coll., on

Security Levels for the Use of Cloud Computing by Public Authorities. and Decree No. 190/2023 Coll., on Security Rules for Public Authorities using cloud computer services.
The Digital and Information Agency offers guidelines for cloud computing service providers and for public administrations seeking cloud services on how to use the Cloud Computing Catalogue.

eGovernment Cloud

In December 2023, the Czech Government assigned the State Treasury Shared Services Centre (SPCSS) the responsibility of providing cloud computing services at the highest security level to public administration authorities in compliance with Act No. 365/2000 Coll., on Public Administration Information Systems. The State-owned enterprise SPCSS works on capacity planning in collaboration with the Digital and Information Agency, contributes to the European Code of Conduct for Data Centres (EU DC CoC) initiative, and implements the provisions of NIS 2.

Internet-of-Things (IoT)

Smart City Strategy

IoT technologies are part of the national Smart City and Industry 4.0 strategies, both being implemented, via several initiatives, under the Digital Czechia programme. The Smart City Strategy has been adopted with Government Resolution No. 441 /2021. Starting in 2023, the Ministry for Regional Development will present a progress report to the Government on key milestones of the strategy implementation plan. The Smart City strategy should be updated by 2026, based on the progress achieved. The meeting minutes of the Smart Cities Working Group are presented in the dedicated website.

Quantum Computing

EuroHPC

In 2018, Czechia signed the EuroHPC declaration, becoming the 14th country to participate in the joint national and European effort to build together world-class computing and data infrastructures in Europe. Starting in 2022, the IT4Innovations National Supercomputing Centre is offering the first pan-European study programme focused solely on high-performance computing. Czechia is a member of a consortium of European partners led by the University of Luxembourg, selected by the EuroHPC Joint Undertaking, following the EuroHPC-2020-03 call for project proposals.

IT4Innovations

The National Supercomputing Centre IT4Innovations operates the most powerful and state-of-the-art supercomputer systems in Czechia. It provides open access to these resources, offering companies computer leasing, contract research and longer-term joint research projects at both national and European levels.

Research Centre for Informatics (RCI)

The Research Centre for Informatics (RCI) is a centre of scientific excellence in informatics and artificial intelligence. Besides high performing computing services, it provides services in the areas of computer vision, AI, machine learning, robotics, bioinformatics, computer graphics, embedded security and a theoretical computer science.

MetaCentrum Project

The MetaCentrum project of the CESNET association operates distributed computing infrastructure consisting of computing and storage resources owned by CESNET and cooperating national academic centres. The MetaCentrum is responsible for the National Grid and its integration to related international activities, especially in the European Union.

Gigabit and Wireless High-speed Networks

5G Networks Strategy

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 Czechia. 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 Czechia Programme and the national Innovation Strategy 2019-2030.

In March 2021, the Czech government approved its National Plan for the Very High Capacity Networks Development. The plan aims to facilitate investments and define strategic procedures for the network's construction. Starting from June 2022, the Minister for Industry and Trade and the Minister of Transport annually provide an implementation progress report.

In 2022, the 5G Alliance organised "5Gthon", an award and competition focusing on smart solutions for municipalities. The development and promotion of smart solutions implemented in five Czech cities took place in the framework of the "5G for 5cities" project, co-organised by the Ministry for Regional Development. The deliverables, lessons learned, recommendations and the follow-up plans are summarised in a document published on the Ministry's website.

EU Regulation on the Construction of High-speed Networks

Czechia supported the draft regulation on the construction of high-speed networks, also known as the Gigabit Infrastructure Act (GIA). A political agreement was reached in February 2024, and the is set to be enacted shortly. This legislation is crucial to meet the 2030 Digital Decade target on connectivity, ensuring cross-EU access to fast Gigabit connectivity and fast mobile data by 2030.

Alongside regulations to use existing infrastructure more efficiently, which will make it cheaper and faster to build networks for data connections, the draft mandates that optical distribution be a standard feature in all new and renovated buildings in the future. This will ensure that homes are fully prepared for the introduction of optical networks for high-speed connections.

5G Networks

The implementation and development of 5G networks in Czechia continues in line with the national strategy approved with 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 order to raise public trust in the 5G technology and to minimize concerns related to its implementation, the Czech Telecommunication Office prepared a Q&A section in their website to better explain the potential of 5G networks in the context of smart cities. In 2022, the Ministry of Industry and Trade organized "5Gthon", an event in which teams of experts presented their ideas of Smart Life, Smart Industry and Smart Governance solutions with the use of 5G networks.

GovTech

National Platform for the Digitisation of the Economy

The Ministry of Industry and Trade established the national Platform for Digitisation of the Economy following Government Resolution No. 467 / 2021, on the approval of the National Recovery Plan. As a permanent advisory and coordinating body of the Ministry, the members of the platform and their guests focus on the implementation of targets related to the Component No. 1.5 'Digital transformation of enterprises of the National Recovery Plan'. The Platform's activity involves coordination of all relevant actors and stakeholders of the national digital ecosystem.

7. Digital Public Administration Governance

For more details on Czechia's responsible bodies for digital policy and interoperability, its main actors, as well as relevant digital initiatives, please visit the NIFO collection on Joinup.

National

Deputy Prime Minister for Digitalisation and the Government Office

Since March 2022, Ivan Bartoš serves as Deputy Prime Minister for Digitalisation. The changes made to digital government governance shall facilitate the implementation of the whole-of-government approach to digital transformation, foster an efficient use of resources across administrations, and promote public sector innovations. The European Digital Agenda Unit of the Government Office manages initiatives in the field of AI and the European Data Economy. The Department is also responsible for coordinating the European Digital Agenda within the State administration according to the priorities set by the Government of Czechia. The Department coordinates national positions on horizontal topics and initiatives linked to the Digital Single Market and their promotion at European level. The Department is tasked with conducting public consultations in this field.

The Digital and Information Agency

The Digital and Information Agency (DIA) is responsible for policies and legislation related to the interoperability, governance and use of central information systems of public administrations and shared services, as well as for the monitoring of the compliance with the accessibility regulation across all public administrations.

The DIA manages several central government information systems, such as the Data Mailbox (*Datová schránka)*, the Czech POINT, the Government Portal, the Registry of Rights and Responsibilities (of public administrations) and the Registry of Contracts. It also acts as the technical administrator of the national identity scheme in compliance with the eIDAS Regulation, the national TESTA coordinator as well as the national supervisory body for the implementation of the Web Accessibility Directive (Directive (EU) 2016/2102).

The agency also serves as a centre of expertise for user research and updating sector-specific digital strategies, providing support to central and regional public administrations.

Government Departments and Agencies

Individual government departments and agencies implement digital initiatives falling within their respective areas of competence, as well as individual action plans set at both cross-governmental and departmental levels within each domain.

National Agency for Information and Communication Technologies

The National Agency for Information and Communication Technologies (NAKIT) provides conceptual development of critical communication infrastructure and secure solutions for shared government services. Among eGovernment projects implemented by the Agency there are: (i) national government network services, including interconnection with the TESTA network of European Commission; (ii) the eGovernment Security Operations Centre, and (iii) the Citizen's Portal. NAKIT also ensures a secure communication and information environment for the national Integrated Rescue System and security forces operations.

State Treasury and Shared Services Centre

The State Treasury and Shared Services Centre (SPCSS) provides infrastructure, computing capacity, operation systems, databases, and applications in its data centres, tailored to the needs of national public administrations, with an emphasis on a high level of security and availability of services. The ICT infrastructure service ensures that all the required capacities and performance standards are met, just like they would be if the ICT infrastructure were operated on the customer's premises. This includes servers, storage, network connectivity, licenses,

administration, and supervision). SPCSS services comply with the Cyber Security Act No. 181/2014 Coll.

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 Czechia 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.

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 that help coordinate national digitisation efforts. Both councils serve as permanent advisory, initiation and coordination bodies for the government.

Subnational (Federal, Regional and Local)

Regional Public Authorities and Municipalities

In Czechia, public administration and the management of public services are decentralised. There are 14 regions and 6 258 municipalities that use central eGovernment infrastructure and services, while also providing their own digital services to citizens. Regional and municipal authorities are responsible for establishing eGovernment policies and strategies within their areas of responsibility, 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 work on developing additional strategies and encouraging the exchange of best practices among their members.

Union of Towns and Municipalities of Czechia

The Union of Towns and Municipalities of Czechia undertakes support and advisory activities for Czech local authorities and promotes the interests of local administrations in relation to central executive and legislative bodies.

8. Cross border Digital Public Administration Services for Citizens and Businesses

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

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

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).

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 Digital Services (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from the Digital and Information Agency of the Czech Republic.

The Digital Public Administration Factsheets are prepared for the European Commission by Wavestone.

An action supported by Interoperable Europe

The ISA² 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 ISA² 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*.

Follow us

@InteroperableEurope
@Joinup_eu

Interoperable Europe