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Research on Polish Policies and Practices

WP 3: Research on National Policies
and Practices

Publication date (final version):
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LEONARDO DA VINCI - MULTILATERAL PROJECT
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Research on Polish Policies and Practices

WP 3: Research on National Policies and Practices

Version 1.0 (Final Deliverable 3.5)

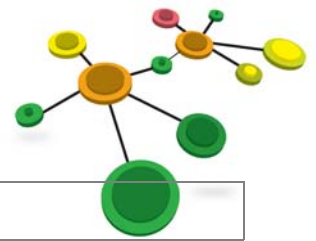
State of the Art National Report

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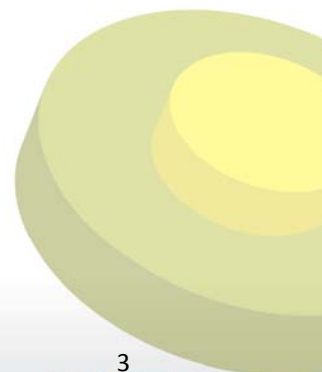
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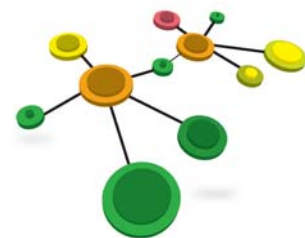
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ABBREVIATIONS

BIP - Public Information Bulletin

CEIDG - Central Register and Information on Business Activity (Centralna Ewidencja i Informacja o Działalności Gospodarczej)

CPI - IT Projects Centre (Centrum Projektów Informatycznych)

DVC - Data Validation and Certification

ePUAP - Electronic Platform of Public Administration Services

ICC - Circuit Cards

KDPW - Krajowy Depozyt Papierów Wartościowych

KIIP - National Spatial Data Infrastructure

KIR Krajowa Izba Rozliczeniowa

KSIP - National Police Information System (Krajowy System Informacyjny Policji)

NBP - Polish National Bank (Narodowy Bank Polski)

NIF - NATIONAL INTEROPERABILITY FRAMEWORK

PEPPOL - Pan-European Public Procurement Online

PESEL - General Electronic System of Population Records

PIT - Personal Tax Declaration

PZ - Trusted Profile (Profil Zaufany)

REGON - Company Registration Certificate

RTGS - Real Time Gross Settlement

SOA - Service Oriented Architecture

TP - Polish Telecommunication

ZUS - Social Security Service/ Social Insurance Institution (Zakład Ubezpieczeń Socjalnych),

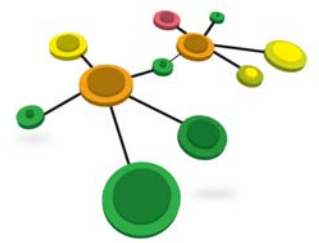
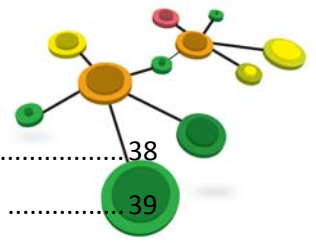


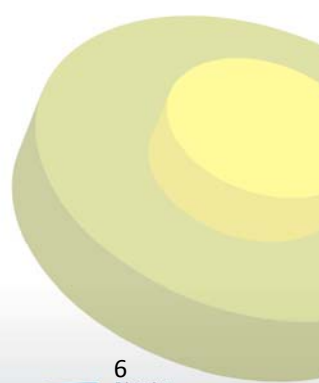
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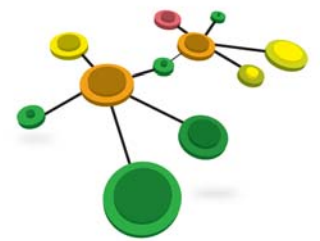
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INTRODUCTION

The aim of this document is to identify and summarize the national aspects and peculiarity in the field of interoperability for the partners' Countries (strategic frameworks, laws, regulations, implementation, specific requirements, organizational aspects, technical aspects, case studies, best practices, etc.).



The template is composed of five sections. Each of them is designed to receive and analyse all data considered preparatory to the final filling of the national dossier provided by the project and to prepare the learning materials for the course aimed to create a consistent common level of competence in the area of interoperability of online services.

Some sections require the filling out of open fields to answer, which, depending on the complexity of the latter are specifically limited to particular indications.

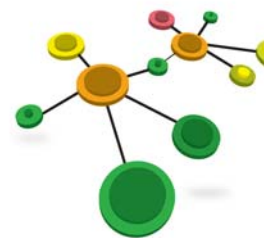
The first part of the template, related to more general information on the partner's Country in question, tends to make a rough estimate of the situation of citizens, companies and public administrations in order to identify the features of each Country involved in the project to understand dimensions and background of the state of the automation in PA.

The second section focuses in particular on the regulatory and legal aspects that already exist or will help to create a list of legal changes on online services interoperability of each Country involved.

The third section focuses on the organizational aspects and the effects they have on PA structures and on the performance of the services provided. In addition, the goal is also to analyse the changes that have produced some valuable innovations.

The fourth section deals with the technological aspects, not only with the identification and exploitation of the best solutions in the field of innovation processes within the PA, but at the same time serves to detect unsuccessful attempts, analysing the strengths and weaknesses of a given action taken in each case.

The final section includes a detailed description of a success example of a best practice and an in progress experiment of interoperability in each Country.



1. STATISTICS ABOUT POLAND

1.1 COUNTRY

Name of the Country

Republic of Poland

Comments

The country administratively is divided into 16 provinces.

Others information

According to the official document "Poland in 2030":

"Poland needs to develop its infrastructure, intellectual capital (...) and needs to develop its administrative functionality of economy (...) which will lead to the state efficiency. (...) Poland must be up to the challenge to design and implement modern infrastructure of electronic services in the area of administration and digital data. In 2007 only 25% of such services were available in electronic way. The government declares that "e-administration will have to take the challenge of introducing the e-services, at the right and acceptable level of quality. At least nine of the amount of 20 public services can be directly moved to be automatic and proactive" [1]

This leads to the conclusion that the Polish government supports the development of eGovernment IT systems, the systems will be designed and implemented so more and more specialists will have to be educated.

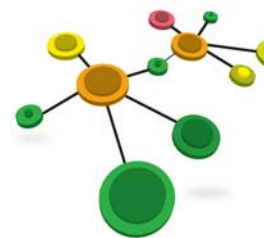
1.2 POPULATION

Population [8]

Total	Men	Women
38'200'037	18'444'373	9'755'664

Comments

Others information



Households equipped with computers and Internet access:

- Computers – 70%;
- Internet access 60 %.

1.3 PUBLIC ADMINISTRATIONS

Estimate of public organizations on the national territory EMPLOYED PERSONS: Public administration and defense; compulsory social security (thousands) 414495

PAID EMPLOYMENT IN THE PUBLIC ADMINISTRATION [8]

TOTAL 414495

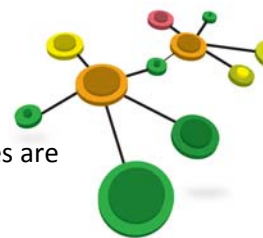
State administration: 183751

of which:

- 133295 principle and central organs of administration;
- 11445 voivodship offices;
- 229752 Local self-government administration;
- 151380 gminas and cities with powiat status.

Comments

There are 18 Ministries in Poland (Ministry of National Education {Ministerstwo Edukacji Narodowej}, Ministry of Finance {Ministerstwo Finansów}, Ministry of Transport, Construction and Maritime Economy {Ministerstwo Gospodarki, Ministerstwo Infrastruktury}, The Ministry of Culture and National Heritage {Ministerstwo Kultury i Dziedzictwa Narodowego}, Ministry of Science and Higher Education {Ministerstwo Nauki i Szkolnictwa Wyższego}, Ministry of National Defence {Ministerstwo Obrony Narodowej}, Ministry of Labour and Social Policy {Ministerstwo Pracy i Polityki Społecznej}, Ministry of Agriculture and Rural Development {Ministerstwo Rolnictwa i Rozwoju Wsi}, Ministry of Regional Development {Ministerstwo Rozwoju Regionalnego}, Ministry of Treasury {Ministerstwo Skarbu Państwa}, Ministry of Sport and Tourism {Ministerstwo Sportu i Turystyki}, Ministry of Interior {Ministerstwo Spraw Wewnętrznych i Administracji}, Ministry of Foreign Affairs {Ministerstwo Spraw Zagranicznych}, Ministry of Justice {Ministerstwo Sprawiedliwości}, Ministry of Environment {Ministerstwo Środowiska}, Ministry of Health {Ministerstwo Zdrowia} Ministry of Administration and Digitalization {Ministerstwo Administracji i Cyfryzacji} with its Department of Informatization). There are also 16 Voivodship Offices [9]



There are Marshall offices (regional/provincial/municipal) administration Government activities are spread among State and Regional offices.

1.4 COMPANIES

Estimation of the firms in the Country: 73084; [7]

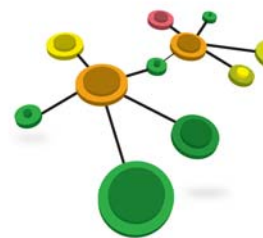
Percentage of companies listed on the web: 79 %. [8]

Comments

IT usage in the companies:

- computers 98,5 %; [8]
- internet access 97,7%;

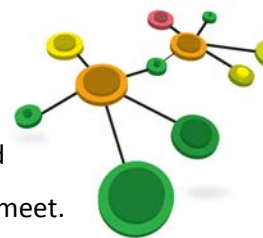




2. REGULATORY AND LEGAL FRAMEWORK

2.1 LEGISLATION - ESSENTIAL ELEMENTS

- Dz.U.2005.64.565 Act 2/17/2005 Computerisation of the activities of entities implementing public tasks. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20050640565>)
- Dz.U.2011.206.1216 Ordinance 9/14/2011 Drafting letters in the form of electronic documents, electronic letter delivery and providing access to forms, templates and copies of electronic documents. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20112061216>)
- Dz.U.2011.93.545 Ordinance 4/21/2011 Detailed organisational and technical conditions to be met by teleinformation system used for user identification. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20110930545>)
- Dz.U.2005.214.1781 Ordinance 10/11/2005 Minimum requirements for public registers and exchange of electronic information. (<http://www.lex.pl/du-akt/-/akt/dz-u-2005-214-1781>)
- Dz.U.2011.93.546 Ordinance 4/27/2011 The scope and conditions of using electronic platform of public administration services. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20110930546>)
- Dz.U.2005.205.1692 Ordinance 9/27/2005 The method, scope and mode of providing access to data collected in the public register. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20052051692>)
- Dz.U.2006.53.388 Ordinance 3/14/2006 Criteria and mode of designating and accounting funds for computerisation. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20060530388>)
- Dz.U.2005.217.1836 Ordinance 10/19/2005 Acceptance tests and interface software survey, and verification of this survey. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20052171836>)
- Dz.U.2010.217.1427 Act 9/24/2010 chapter 6, General registry. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20102171427>)
- Dz.U.2007.246.1817 Ordinance 12/19/2007 Identification of the types of declarations that may be submitted with an aid of electronic communication media. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20072461817>)
- Dz.U.2006.206.1517 Ordinance 10/30/2006 Necessary elements of the electronic documents structure. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20062061517>)
- Dz.U.2006.206.1518 Ordinance 10/30/2006 The detailed way of proceeding with electronic documents. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20062061518>)



- Dz.U.2004.100.1024 rozp. 4/29/2004 Dokumentacja od przetwarzania danych osobowych i kryteria techniczne i organizacyjne, których wyposażenie i systemy IT powinny spełniać.

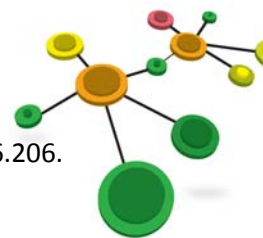
(<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20041001024>)

- M.P.2007.80.849 – International Agreement 4/11/2005 Ukraine-Poland. Agreement on Cooperation in the field of Computerisation. Warsaw.2005.04.11.

(<http://www.abc.com.pl/mp-akt/-/akt/m-p-2007-80-849>)

(polish version below)

- Dz.U.2005.64.565 ustawa 2/17/2005 Informatyzacja działalności podmiotów realizujących zadania publiczne. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20050640565>)
- Dz.U.2011.206.1216 rozp. 9/14/2011 Sporządzanie pism w formie dokumentów elektronicznych, doręczanie dokumentów elektronicznych oraz udostępnianie formularzy, wzorów i kopii dokumentów elektronicznych. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20112061216>)
- Dz.U.2011.93.545 rozp. 4/21/2011 Szczegółowe warunki organizacyjne i techniczne, które powinien spełniać system teleinformatyczny służący do identyfikacji użytkowników. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20110930545>)
- Dz.U.2005.214.1781 rozp. 10/11/2005 Minimalne wymagania dla rejestrów publicznych i wymiany informacji w formie elektronicznej. (<http://www.lex.pl/du-akt/-/akt/dz-u-2005-214-1781>)
- Dz.U.2011.93.546 rozp. 4/27/2011 Zakres i warunki korzystania z elektronicznej platformy usług administracji publicznej. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20110930546>)
- Dz.U.2005.205.1692 rozp. 9/27/2005 Sposób, zakres i tryb udostępniania danych zgromadzonych w rejestrze publicznym. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20052051692>)
- Dz.U.2006.53.388 rozp. 3/14/2006 Kryteria i tryb przeznaczania oraz rozliczania środków finansowych na informatyzację. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20060530388>)
- Dz.U.2005.217.1836 rozp. 10/19/2005 Testy akceptacyjne oraz badanie oprogramowania interfejsowego i weryfikacja tego badania. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20052171836>)
- Dz.U.2010.217.1427 ustawa 9/24/2010 rozdz. 6, Ewidencja ludności. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20102171427>)
- Dz.U.2007.246.1817 rozp. 12/19/2007 Określenie rodzajów deklaracji, które mogą być składane za pomocą środków komunikacji



elektronicznej. (<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20072461817>) Dz.U.2006.206.

1517 rozp. 10/30/2006 Niezbędne elementy struktury dokumentów elektronicznych.

(<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20062061517>)

- Dz.U.2006.206.1518 rozp. 10/30/2006 Szczegółowy sposób postępowania z dokumentami elektronicznymi.

(<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20062061518>)

- Dz.U.2004.100.1024 rozp. 4/29/2004 Dokumentacja przetwarzania danych osobowych oraz warunki techniczne i organizacyjne, jakim powinny odpowiadać urządzenia i systemy informatyczne służące do przetwarzania danych osobowych

(<http://isap.sejm.gov.pl/DetailsServlet?id=WDU20041001024>)

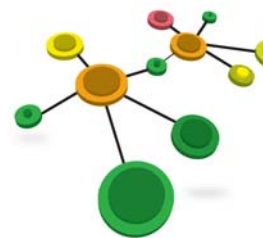
M.P.2007.80.849 um.m. 4/11/2005 Ukraina-Polska. Umowa o współpracy w dziedzinie informatyzacji. Warszawa.2005.04.11.

(<http://www.abc.com.pl/mp-akt/-/akt/m-p-2007-80-849>)

2.2 LEGISLATION - A BRIEF DESCRIPTION

Poland has four levels of government: national (central), regional (voivodship), provincial (powiat) and municipal (gmina). There are 16 regions - voivodships, further divided into local governments, which include 314 provinces plus 65 urban provinces and 2478 municipalities - gmina. The municipality (gmina) is the smallest legal entity and at the same time the smallest unit of the administrative system in Poland that carries out public tasks on its own behalf and responsibility. Responsibilities of the municipalities include all issues with local significance. They provide the majority of public services, either as the municipality's own task, or delegated from a higher level of government. Powiat is a local self-governing community. Cities of more than 100,000 inhabitants have the powiat status, as well as those no longer being the seat of voivodships. Voivodship is the regional self-government community and the largest unit of the administrative system. Based on the Act of July 1998 there are 16 voivodships in Poland.^[1]

A key component of the eGovernment Strategy in Poland is the National Computerisation (Informatization) Plan for the period 2007-2010. This plan covers the realisation of public eServices, and recommends the use of open, publicly available IT standards while calling for technological neutrality in all Government-led IT projects. It also introduces the ePUAP (Electronic Platform of Public Administration Services) project, which is a key driver for interoperability



efforts.[\[2\]](#)

Law 1: (innovations introduced)

Act on the Computerisation of the Operations of the Entities Performing Public Tasks (2005) The Act was adopted by the Sejm on 17 February 2005 and came into force on 21 July 2005.

Act grants both citizens and businesses the right to contact public authorities electronically. This Act furthermore sets up horizontal/infrastructure programmes for all sectors of Public Administration and establishes a common interoperability framework for IT systems in the Polish public sector. This law is essential for: the standardisation and interoperability of Public Administration systems; the front and back office integration of Public Administration systems; the supervision and support of IT projects in Public Administration, at both central and local levels; the multi-annual Strategic Plan of IT implementation (horizontal & sectoral projects) in Poland in the context of the 2007-2013 National Development Plan.

Law 2: (innovations introduced)

The ordinance sets organizational and technical conditions for delivering electronic documents, a form of office receipt confirmation, a way to create and deliver electronic documents,.

Law 3: (innovations introduced)

The law sets detailed technical and organizational conditions of IT systems, which are used to create certifications.

Law 4: (innovations introduced)

The ordinance sets minimal features, types, full names, short names and based acts which much contain a public register, e.g. PESEL, REGON.

Law 5: (innovations introduced)

This document sets scope and conditions for using Electronic Platform of Public Administration Services (e-PUAP), in particular to create a user account, manner of service directory management, a condition for information exchange between e-PUAP and other IT systems.

Law 6: (innovations introduced)



Regulation on the Manner, Scope and Mode of Access to Data Stored in a Public Register (2005) This short regulation sets out the scope and mode of access to data stored in a public register, a public body or entity, performing public duties under other regulations or by delegation. Furthermore, it clarifies the terms under which someone can resort to a second request for access to data stored in a register.

Law 7: (innovations introduced)

The ordinance sets a way of evaluation of requests pertaining to subsidy of IT projects, manner of evaluation of completion of a project, a way of settlement of this project, manner of managing financial resources, template for requests related to subsidy, templates for settlement of projects and financial resources management reports.

Law 8: (innovations introduced)

This law sets methods, conditions and mode to prepare an accept tests, a kind of interface software which is subject to verification.

Law 9: (innovations introduced)

This act sets principles of population recording in Poland, scope and principles of data registration in General Electronic System of Population Records (PESEL), principles of obligation of people registration, principles of PESEL system data processing.

Law 10: (innovations introduced)

This ordinance sets different kinds of declarations which may be submitted with an aid of electronic communication media. These declarations can be submitted to the tax office. For example, these are PIT, VAT declarations. This is a very important law for polish taxpayers.

Law 11: (innovations introduced)

This ordinance sets necessary elements of electronic documents structure, which are created and stored in public administration organizations. These documents must be created in XML format.

Law 12: (innovations introduced)

This law sets the way of proceeding with electronic documents, which are created or submitted to public administration organizations. It also sets a manner of record, storage, classification and security of such document.

Law 13: (innovations introduced)

This document sets a way of management and a scope of documentation which describe personal data processing, e.g. security policy, instruction of personal data proceeding system management. It also sets technical and organizational criteria such knit of password, IT system security management.

Law 14: (innovations introduced)

This Ukraine-Poland. Agreement on Cooperation in the field of Computerization ensures cooperation among other things on design and implement IT technology, realization of IT projects, standardization and certification, experience exchange.

2.3 SUBJECTS INDICATED OR INVOLVED

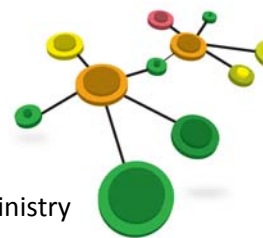
Organization 1: IT Project Center (description of activities)

IT Project Center realizes activities in the scope of computerization and teleinformation. These activities are ordered by Minister of Administration and Digitalization or by public administration organization. The Center also realizes projects co-financed by the Country and the European Union. The purpose of this organization is effective and prompt preparation, coordination and implementation of information systems. The examples of projects realized by IT Project Center are: electronically identity card pl.ID, Electronic Platform of Public Administration Services (e-PUAP).

Organization 2: IT Department (description of activities)

The organization realizes activities among other things in the scope of:

- act computerization of the activities of entities implementing public tasks;
- recommend strategic state tasks, recommendations and standards on the scope of automation PA activities;
- finance of infostations? on the scope of automation PA activities;
- international cooperation in this scope;
- project of legislation.



Organization 3: Committee of Ministers Cabinet For IT(description of activities)

The activities of this Committee are to initiate, provide opinion and coordinate between ministry works in the scope of country informatization.

2.4 MAIN INSTRUMENTS ACTIVATED AND/OR USED

Tool 1: (purpose) E-PUAP - Electronic Platform of Public Administration Services (ePUAP-<http://epuap.gov.pl>) is a coherent and systematic action program designed and developed to allow public institutions make their electronic services available to the public. The website www.epuap.gov.pl enables defining citizen and businesses service processes, creates channels of access to different systems of public administration and extends the package of public services provided electronically. [12]

This platform introduces the following principal elements (tools):

- Labor and employment affairs (Looking for work, activities related to the job and professional elicitation);
- Enterprise affairs (Central Records and Information on Economic Activity, economic activity, permits and licenses, measuring instruments);
- Education affairs (The education system, awards and scholarships, professional promotions, (granting trips, camps, school workshops, educational costs), recognition of qualifications, certificates and diplomas);
- Taxes and Customs (Taxes, charges, declarations and customs declarations);
- Citizen affairs (Family, foreigners, acts of civil status, elections, general affairs official);
- Health (Prevention and health care, medical specification, medical records, financing of benefits, disabled, operation of health institutions);
- Agriculture (Keeping farm and livestock production, Natural Disasters);
- Law and judiciary (mediation);
- Automotive industry and transport (Driving license, vehicle registration, authorizations, permits and licenses, records and international transport, issue of a duplicate, verification of documents online);
- Constructions(e.g. housing, industrial constructions) (architecture, spatial planning, real estate);
- Social security (social benefits, social activity, Grants from the State Fund for Rehabilitation);

- Geodesy and Cartography (Keeping records of land and buildings, conducting surveying and mapping, keeping the geodetic and cartographic resources, sharing of information on the resources of geodetic and cartographic);
- Culture, sport and tourism (Organize activities, permissions), (Prizes, awards, sponsorship), non-governmental organizations, monuments, organization of events)
- Environmental protection (Protecting the environment, geology, permits and licenses, fees and penalties);
- National security (Issuing decisions on matters of defense and civil defense of the country);
- Infrastructure, (road network infrastructure);
- Statistics (Provision of statistical information to the Ministry of Health, Provision of statistical information to the Central Statistical Office, Provision of statistical information to the Center for Health Information Systems).

Tool 2: (purpose)

The eDeclarations system (www.e-deklaracje.gov.pl), will make it possible for every Polish taxpayer to submit their tax declaration electronically.

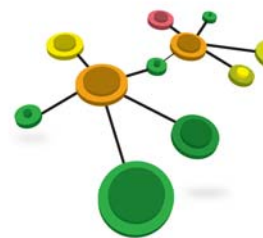
Until now, only major taxpayers were able to submit their declarations online. With the new system, anyone with an electronic signature, and who has registered as an online client with the tax office, will be able to do so. The registration form can be downloaded from the e-Declaration site, but must be submitted in paper form. Once the registration request has been approved, the tax office will issue an eCertificate allowing the taxpayer to access the online services.

The e-Declarations site provides access to interactive online forms which, once completed, may be submitted electronically using an electronic signature. The site also provides regular news, a frequently asked questions (FAQ) section, and contact details for further assistance. Alternatively, certain software programs for financial management and accounting already provide options for the electronic submission of tax declarations directly from the taxpayer's system.

2.5 NATIONAL INTEROPERABILITY FRAMEWORK

The Ministry of Administration and Digitalization is the authority for implementation of NIF.
(<http://mac.gov.pl/>)

The scope of its activities includes:

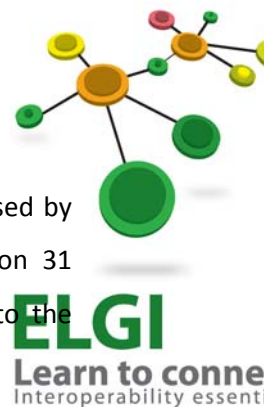


- handling cases under the Acts on computerization of entities implementing public tasks related to the computerization of public administration, in particular:
 - implementation of tasks related to the funding of IT projects that are being prepared or implemented by public entities on the basis of Art. 12 of the proper Act regulation,
 - to perform the tasks of the Minister for the verification and publication patterns of electronic documents in a central repository of standards of electronic documents,
 - coordinating the activities related to the implementation, operation and system modifications of e-PUAP;
- strategic recommendation of the State's standards and guidelines for the computerization of public administration;
- preparing recommendations for interoperability, technology neutrality and transparency of information standards for systems used to carry out public tasks;
- finance investments in the field of public administration;
- international cooperation in the field of public administration;
- preparing recommendations for minimum requirements for electronic public records and information system exchange;
- design and preparation of proposals for changes to the Plan of Informatization of Poland;
- monitoring of legislation process affecting the computerization of public administration and development of electronic government;
- design of legal, organizational and technological basis for the development of public administration;
- administrative, office and technical support to the subsidiary bodies related to the computerization in the field of e-administration;
- programming mechanisms to support the tasks of the National Computerization in the current and next financial perspectives of the European Union;[10]

2.6 EGOVERNMENT ROADMAP, COUPLED WITH GOALS, VISION AND STRATEGY

Strategy for the Development of the Information Society in Poland until 2013.

[\(http://www.msw.gov.pl/portals/SZS/495/6271/\)](http://www.msw.gov.pl/portals/SZS/495/6271/)



The 'Strategy for the Development of the Information Society in Poland until 2013' was passed by the Council of Ministers on 23 December 2008 and was signed by the Prime Minister on 31 December 2008. A series of extensive consultations with competent experts contributed to the creation of this strategy.

This strategy is the response to the need of reducing digital exclusion by identifying and removing existing educational, economic and geographical barriers. It is sectoral and takes into account the priorities of the European information society policy that result from the assumptions of the Lisbon Strategy and the initiatives: 'eEurope – Information Society for all' and its continuation 'i2010 – A European Information Society for growth and employment'.

The mission of this strategy is to contribute to creating a better society, in which citizens and businesses would be able to use the potential of information technology in the economic, social and cultural aspects of their lives with the effective support of a modern and friendly public administration.

The aim of the strategy is therefore to ensure the universal and effective use of information and knowledge for a harmonious social, economic and personal development. This strategy addresses three areas: people, business entities and public administration. Within each of these three areas, it maps out strategic directions and determines the objectives that should be accomplished to achieve the desired development status for the information society in Poland in 2013.

More precisely, the development of information society in Poland is based upon the following points of primary importance:

- availability, Security and Trust - the ability to access reliable information;
- openness and Diversity - non-discrimination in accessing public information;
- universality and Acceptability - widely shared information society products and services;
- interoperability - ensured accessibility to the desired information in a safe, quick and simple manner.[\[4\]](#)

3. ORGANIZATIONAL ASPECTS

3.1 ORGANIZATIONAL ADVANTAGES OF ONLINE SERVICES INTEROPERABILITY – FOCUS ON PA VS CITIZENS-BUSINESS RELATIONSHIP

Transparency

On 20 September 2011, it was announced that a new version of the service to make changes to the register of voters has been made available through the electronic Platform of Public Administration Services (**e-PUAP** - <http://epuap.gov.pl>), the one-stop shop that facilitates eGovernment services in Poland. The Ministry of the Interior and Administration in collaboration with the National Electoral Office has created the service 'Append to the register of voters', which provides a free, simple and convenient method of communication for citizens with the relevant municipal office, and between different municipal offices. It enables citizens to electronically list themselves as a voter in an electoral district different from their place of domicile or permanent residence.

On 19 August 2011, it is announced that Aleksandrów Kujawski, a municipality in the Kuyavian-Pomeranian province of central Poland, is the leader in terms of providing services to citizens over the Internet through the electronic Platform of Public Administration Services (e-PUAP). The municipality employs e-PUAP - the one-stop shop that facilitates eGovernment services - to provide 157 services. The services provided by Aleksandrów Kujawski include additions to the electoral register, renting premises, and records for nursery school, kindergarten and schools.

Since 9 June 2011, it has been possible for users of the electronic Platform of Public Administration Services (ePUAP) - the one-stop shop that facilitates eGovernment services in Poland - to make use of a new **electronic identity function**, the Trusted Profile (*Profil Zaufany* - PZ, in Polish). Regulations specifying the scope and terms of use of the Trusted Profile were published on 9 May 2011, and cover its validation, renewal and cancellation. These regulations thus constitute amendments to the Act on the Computerization of the Operations of the Entities Performing Public Tasks, which introduced the operational framework for the e-PUAP Trusted Profile.^[5]

Monitoring of responsibilities

In *March 2008*, the Ministry of the Interior and Administration (MSWIA) published an update on the implementation of the **ePoland Strategy 2004-2006** (<http://www.msw.gov.pl/portal/SZS/495/6271/>), which was initially adopted by the Council of Ministers in January 2004.

In *February 2008*, a new Internet site aimed at cutting red tape allows Poles to **voice** their **views** on Government services and draw attention to ineffective legal provisions or procedures. Citizens' concerns will then be collected and analyzed by a dedicated Parliamentary Committee to help the Government to deliver on its commitment to become more citizen-friendly. [6]

Validation and better data management

In *July 2009*, the Polish municipality of Jaworzno migrated all schools to open source. Money saved in this way will be used to increase the number of computers for use by the students. The 27 schools in Jaworzno currently have 553 computers available. Moving to open source should help double this number. Without open source, the Jaworzno municipality estimates that it would have had to spend about three million Polish zlotys (approx. € 680 000) on proprietary software licences and new computer equipment. Moving to open source will reduce the costs by three quarters. (<http://www.jaworzno.pl/biuro-prasowe/download/materialy-prasowe/jaworzno-wprowadza-w-szkolach-linuxa/?searchterm=linux>)

In *April 2008*, the **CERTUM** General Certification Authority in Poland, the official centre for the certification of eSignatures and the verification of electronic documents, recommended the **eNotarius validation service**. The eNotarius service, developed in Norway, is currently available, through CERTUM, on a non-commercial basis, to all users in possession of a qualified CERTUM certificate. The eNotarius service is based on the DVC (Data Validation and Certification) server, in accordance with the certification policy set out in the Polish Act on Digital Signature. (<http://www.certum.pl/certum/162772.xml>)

Commercial CAs Certificates

Qualified and unqualified certification authorities (CAs) issue electronic identifiers to individual persons. These identifiers are usually Integrated Circuit Cards (ICC) with crypto-controller, private

cryptographic keys and public key certificates installed inside or software-based tokens. In case of eGovernment systems and applications, most frequently used identifiers are the ones with qualified public key certificates. Electronic signatures with unqualified certificates are used rarely, and their usage is mainly limited to message authentication, authentication of servers, workstations and other IT equipment.

Uniqueness of data processed

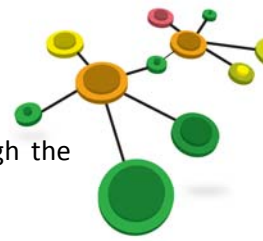
A Polish producer and integrator of IT solutions won in February 2011 a tender on electronic signature published by the Norwegian Agency for Public Management and eGovernment (*Direktoratet for forvaltning og IKT - Difi*, in Norwegian); the agreement was signed electronically. The aim of the agreement is for the Norwegian public entities to be able to check and validate eSignatures - in terms of correctness and quality - based on electronic identities (eIDs) from more than 300 providers in Europe. The service will firstly be piloted in the Pan-European Public Procurement Online (PEPPOL) project for electronic tendering across borders in Europe.

(http://www.certum.pl/certum/cert,onas_weryfikacja_podpisow_elektronicznych_w_Unizeto.xml, www.peppol.eu)

Administrative load reduction (Time savings)

On 20 September 2011, it was announced that a new version of the service to make changes to the register of voters has been made available through the [electronic Platform of Public Administration Services \(e-PUAP\)](#), the one-stop shop that facilitates eGovernment services in Poland. The [Ministry of the Interior and Administration](#) in collaboration with the National Electoral Office has created the service 'Append to the register of voters', which provides a free, simple and convenient method of communication for citizens with the relevant municipal office, and between different municipal offices. It enables citizens to electronically list themselves as a voter in an electoral district different from their place of domicile or permanent residence.

Since 1 July 2011, it has been possible to register **business activities** in Poland through the Internet, provided that the entrepreneur has a trusted profile or electronic signature. The Central Register and Information on Business Activity (*Centralna Ewidencja i Informacja o Działalności Gospodarczej - CEIDG*, in Polish), which is run by the [Ministry of Economy](#) (*Ministerstwo Gospodarki*, in Polish), has



introduced the CEIDG-1 form to replace the EDG-1 form. The new form is available through the ceidg.gov.pl and firma.gov.pl websites.

As of 20 April 2011, applicants hoping to study at the **Jagiellonian University** in Poland are able to **conduct** their admission application electronically. The application process is facilitated by the **electronic Platform of Public Administration Services** (ePUAP). The Jagiellonian University is the country's oldest university. Using the electronic system, the applicant is able to receive any letters, including decisions and rulings, in electronic form. The University's Online Application System (OAS) has published a short guide on how to apply using ePUAP. The candidate must possess an account with ePUAP plus either a secure electronic signature, or an ePUAP 'trusted profile'.



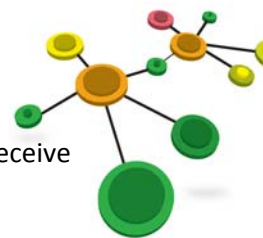
In December 2010, the administration of the Polish city of Poznań, started using many open source tools, providing a variety of eGovernment services to citizens, civil workers and politicians. The city also offers websites that combine city maps with city planning and provides public Internet access points. In addition, using open source allows Poznan's citizens to submit information to the Municipal police.

In *January 2008*, the new eDeclaration system was introduced. As a result, anyone with an electronic signature, who has registered as an online client with the Taxation Office, is able to submit their tax declaration electronically. The registration form can be downloaded from the eDeclaration website, but it must be submitted in paper form. Once the registration request has been approved, the Taxation Office issues an eCertificate allowing the taxpayer to access the online services.

Within the same month, the Polish Government put in place the infrastructure to enable citizens to **submit documents electronically**. The beginning of May 2008 was the deadline set out in a 2001 law for the Polish Government to accept documents in electronic format accompanied by an electronic signature. This has prompted the Ministry of the Interior and Administration to announce that an incoming correspondence box will be available for free at the eGovernment website (ePUAP).

In *September 2007*, the Polish customs authorities launched a new Export Control System (ECS) which will allow the **electronic handling** of export customs declarations.

As of *May 2007*, most Polish national insurance transactions can be completed online. Users equipped with an eSignature can find the most common applications on the website of the **Social**



Security Service (ZUS), formulate requests whose status can be followed up online and receive documents by email.

On another note, residents of the city of Rybnik in southern Poland can access a new range of eServices with their **electronic card (eKarta)**. For instance, they can pay parking fees and use information kiosks and computer 'telecentres'.

In *November 2006*, the city of Katowice installed a range of new facilities (twelve info kiosks, nine telecentres and one hot spot) aimed at facilitating the **remote access** to the city's administrative services. Visitors can thus find information on the public services provided locally and where to access them - either online, or in person.

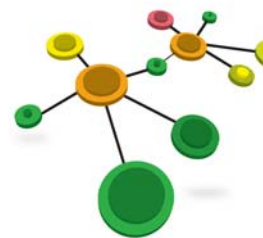
In *July 2005*, the Act on the Computerisation of the Operations of the Entities Performing Public Tasks came into force. It grants both citizens and businesses the right to **contact authorities electronically**. Furthermore, it sets up horizontal/infrastructure programmes for the Administration and establishes a common interoperability framework for IT systems in the public sector.

Costs savings (employee reduction, carta, procedure, oneri, errori) Administrative load reduction (Costs savings) (civil servants reduction, less paper, short procedures, costs, errors, etc.)

Since 1 July 2011, it has been possible to register **business activities** in Poland through the Internet, provided that the entrepreneur has a trusted profile or electronic signature. The Central Register and Information on Business Activity (*Centralna Ewidencja i Informacja o Działalności Gospodarczej* - CEIDG, in Polish), which is run by the Ministry of Economy (*Ministerstwo Gospodarki*, in Polish), has introduced the CEIDG-1 form to replace the EDG-1 form. The new form is available through the ceidg.gov.pl and firma.gov.pl websites.

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In *January 2004*, the adoption of a new **Law on Public Procurement** enabled the development of eProcurement systems for Polish Public Administrations and allowed the use of electronic auctions for contracts up to **€**.



Better accessibility to online services (multilingual systems, ease of access and querying),

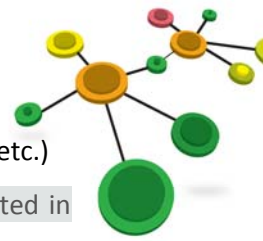
Many PA web sites have implemented multilingual systems, for example Ministry of Interior (<http://www.msw.gov.pl/>), Ministry of Foreign Affairs (www.msz.gov.pl), municipal offices (eg. www.poznan.pl, www.wroclaw.pl). Many online services include ease of access e.g. font size change or contrast change.

Better accessibility to documents

On 6 August 2009, an agreement was signed providing Internet connections in **municipal libraries** across Poland. Following the Agreement, the TP Group (Polish Telecommunication) will install free of charge fixed broadband connections in the public libraries where the necessary conditions are met. The Ministry of the Interior and Administration sees the computerization of public libraries as an example of the best actions that the government authorities, the non-governmental organizations (NGOs) and the private sector can undertake for the development of the Information Society in Poland.

The Ministry of the Interior and Administration and the Social Insurance Institution (ZUS) signed an agreement in April 2009 concerning the provision of social security services through the Electronic Platform for the Public Administration Services (e-PUAP). The agreement is the next step in order to make more public services available for citizens. The forms available on e-PUAP facilitate the filling of applications. Filling in and mailing an electronic document is considerably easier, faster and more efficient than using a paper document. Citizens have a choice on a digital or paper version document delivery.

In May 2009, the Government adopted a bill amending the 'Act on the Informatization of Activities Undertaken by Entities Fulfilling Public Tasks' of 2005, thus taking the next step towards the implementation of the 'Digital Poland' programme. The amendments aim to make it easier for citizens and businesses to sign an electronic contract with the Public Administration. Emphasis is placed on the establishment of the correct basis for eGovernment services: the ePUAP eGovernment platform, the central repository of electronic document models and the implementation of tasks deriving from the Strategy for the Development of the Information Society in Poland until 2013.



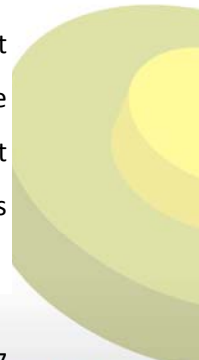
Reusing of existing IT infrastructures, services and their monitoring (report, statistical analysis, etc.)

In 1979 the system PESEL (General Electronic System of Population Records) was implemented in Poland. This system allows to record data about citizens of Poland.



On 2 August 2006, the Steering Committee of the PESEL 2 Project was established, and from this moment on, the actual implementation of the project began. The PESEL 2 Project is implemented in compliance with the diagnosis and assumptions of the programme of the Law and Justice political party in the area of public administration computerization.

The basis of the new methodology prepared by a team of experts from the Law and Justice Working Group for public administration computerization was to divide the project into several subprojects and to organize several calls for tender so as to prevent monopolization of such an important part of public administration by one IT company. Implementation of each large IT project in the 3rd Republic of Poland came down to one call for tender covering a huge amount of money and, consequently, a private company (Prokom, Computerland) brought a given part of public administration (e.g. the Social Insurance Institution) under control. This mechanism consisting in total dependence of the state's functioning on the interests of private companies was diagnosed during the previous term of the Sejm by the Law and Justice parliamentary group and Working Group experts cooperating with this group. Immediately after the first meeting of the Steering Committee, the Ministry of Interior and Administration took measures which led to the establishment of the PESEL 2 Project Office composed of such members as to make the content-related conducting of the project possible. The solution of the problem (locating it in an auxiliary unit of the Ministry of Interior and Administration) proved to be a great success. Nevertheless, it was necessary to undertake a range of activities, from the change of status of the auxiliary unit (handling establishment) of the Ministry of Interior and Administration, extending its activity with the tasks of the PESEL 2 Project Office, to the Regulation of the Minister of Labour and Social Policy allowing for employment of IT specialists on decent work and pay conditions (not in the positions of auxiliary staff). None of the central offices have decided to take such a step and applied just temporary measures with a view to "efficient expenditure of funds" without long-term collection of knowledge capital in the organization implementing the project. Free of charge IT courses delivered by the PESEL 2 Project Office for students in last years of IT studies was an integral part of the above mentioned process of building intellectual capital. At these courses, students were acquainted with the practical aspects of the functioning of large state IT systems (in particular PESEL). Some participants of the courses started work in the PESEL 2 Project Office afterwards, and created the application of the Nationwide Registry of Issued and Lost ID Cards (OEWiUDO) – prototype of the future central database of the PESEL 2 system.





The PESEL 2 Project is the largest of all recent implementations of teleIT system in public administration in terms of the territory covered. Therefore, a working group was established, and it is composed inter alia of representatives of Offices of Voivodes and Voivodship IT Centres, which determine (together with experts from the Ministry of Interior and Administration) the so-called structure of "leading gminas", in whose territory preliminary pilot projects will be carried out. i

(http://www.msw.gov.pl/palm/en/1/331/Implementation_of_the_PESEL_2_Project__statement_of_Piotr_Pietak_Deputy_Minister.html)

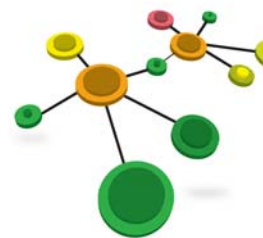
Homogeneity / compliance of online services' front-end provided by public organizations

The Polish Government has decided to make the main e-administration systems available from one page (<http://epuap.gov.pl/>). The Government named the project GATE OF Poland. The philosophy of this solution is to provide the platform to citizens, companies (portal) and administration (communication bus) to interact.[13]. Project Gate of Poland of online services e.g. tax paying, job placement, social insurance service, process of driving license and ID card service, process of document obtain from registry office, to arrange medical visit, service family and social allowance, economic activity registration.

Capability to provide and manage online payment services by online outlays

In *September 2008*, a new PaybyNet service set up by the National Chamber of Settlements, allowed Polish citizens to pay for public services via the Internet handling many official matters without leaving the comfort of their home. The Ministry of the Interior and Administration's Public Administration eServices Platform (e-PUAP) will allow users to pay online for public administration services.

PayByNet is a secure credit payment instrument based on the credit transfer mechanism, specifically modified for the purpose of supporting electronic trade. Information about the actual payment having been made transmitted online by KIR S.A. to the Internet store gives the store a guarantee of payment and constitutes grounds for delivering goods/performing a service. Introducing the PayByNet service means setting a new standard of online sale/purchase of products such as rail and airline tickets, software licences or access codes. The high standard and security of PayByNet has been recognized by the National Bank of Poland which has included it in the group of authorization and clearing systems.



Customer satisfaction, feedback analysis to identify or define better services

From September 2011 to March 2012 The Chancellery of The Prime Minister realized a project named "Customer at the Center of Public Administration". One hundred government administration offices participated in the project. The main purpose of this project was to make office work effective on the basis of customer satisfaction. Within project conferences, training and analysis of customer satisfaction was organized. The final report consists of, among other, conclusions, that IT systems functionality on the client satisfaction aspect is very limited. It is necessary to implement new hardware and software in all offices, because it facilitates effective customer service and as a consequence customer satisfaction is increasing.

Citizens collaboration and e-participation

One particular purpose of the project "Customer at the Center of Public Administration" is to increase customer satisfaction by co-projecting, co-deciding, co-producing public services. One of the final report conclusions is: "more contact with customers". The offices have to often communicate with customers and encourage them to use modern IT tools.

Multi-channel PA services

Since 1 July 2011, it has been possible to register **business activities** in Poland through the Internet, provided that the entrepreneur has a trusted profile or electronic signature. The Central Register and Information on Business Activity (*Centralna Ewidencja i Informacja o Działalności Gospodarczej* - CEIDG, in Polish), which is run by the Ministry of Economy (*Ministerstwo Gospodarki*, in Polish), has introduced the CEIDG-1 form to replace the EDG-1 form. The new form is available through ceidg.gov.pl and firma.gov.pl websites.

Other organizational advantages - E-administration allows to improve work efficiency thanks to time and cost savings. In consequence official matters are settled better for customers. Offices information and services are more available by using web-sites.

3.2 ORGANIZATIONAL ADVANTAGES OF INTEROPERABILITY OF ONLINE SERVICES – FOCUS ON PA VS PA RELATIONSHIP

Improved circulation / exchange / delivery of data and information between PA organizations

On 12 October 2010, the IT Projects Centre (*Centrum Projektów Informatycznych* - CPI, in Polish) of the Ministry of the Interior and Administration reached an agreement with a private company to build and implemented a **nationwide universal platform** constituting the Police's eServices communication vehicle to ensure the efficient exchange of information within the Police. This eServices Platform will provide the following services, which will be available on e-PUAP: eProcurement; eAuctions for properties; electronic applications for weapon permits; electronic applications for licenses; eRegistration of complaints and ePolice office.

On 1 October 2009, two websites (poszukiwani.policja.pl and zaginieni.policja.pl) were officially launched providing **free access** to databases containing information on wanted and missing persons. These sites were introduced to the public at a briefing by Adam Rapacki, Undersecretary of State in the Ministry of the Interior and Administration and Inspector General Andrzej Matejuk, Chief of the Polish National Police. It was stressed that both portals will help **improve** the **quality** of investigations and assist in the identification of people escaping justice. The data, provided on the two websites, are taken from the National Police Information System (*Krajowy System Informacyjny Policji*: KSIP).

Responsibility

On the basis of Computerization of the activities of entities implementing public tasks Act the offices in Poland are obliged to accept a document sent by another office by electronic media, for example e-mail, electronic incoming box.

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Validation / data processing

In June 2009, the pilot project called 'Simple Procedures Online for Cross-border Services' (**SPOCS**) was conducted by Poland, Austria, France, Germany, Greece, Italy and the Netherlands. It aims to develop new technical solutions for enhancing the quality of the electronic cross-border services provided by the Public Administrations. Under the EU Services Directive, by the end of 2009, each EU Member State has to establish "points of single contact", through which service providers can easily obtain all relevant information and complete all necessary procedures electronically, without having to contact several administrative or professional bodies.

Uniqueness of data processed (if yes, please write a brief comment about this aspect related to some public administrations experience)



Geoportal

Poland's Geoportal is set to digitise and centralise all land-related data and information in Poland. Partly operational since the beginning of 2008, it became fully operational in 2009. The system is based on three different levels: local, provincial and central. It aims to enable users to access the systemised data that have been available only on different portals and in different institutions. The basic options of the system would include searching, exploring, downloading and converting. 'Searching' will employ geospatial solutions based on metadata. 'Exploring' means navigating, zooming and reading map legends. 'Downloading' will allow users to obtain full sets of maps, geospatial data or parts of these sets. 'Converting' will allow visitors to change spatial data sets.

The nodes of National Spatial Data Infrastructure (KIIP) operate on the three levels: central, provincial (voivodeship) and district. The data bases of the register of lands and building (EGiB) are placed in the districts, while the warehouses of the topographical data are stored on the provincial level.

GEOPORTAL.GOV.PL enables access to geospatial information in the form of redirecting or indication to the outer data (any spatial data services registered in the system) and also be able to act as the data access point that indicates the source of the data (so called "one stop").

Administrative load reduction in terms of time savings

STAP

STAP, a Secure Network for Public Administration is a nationwide network linking Central Government departments, offices, agencies and Local Government.

One of the projected advantages of implementing STAP is improvement of information exchange between offices and different organization register integration. It has influence on procedures' shortening and office workers' time savings.

Administrative load reduction in terms of Administrative load reduction in terms of costs savings

STAP

STAP, a Secure Network for Public Administration is a nationwide network linking Central Government departments, offices, agencies and Local Government. Its primary goals are: to integrate existing public networks in order to minimize maintenance and service costs (phone, Internet access and data transmission); to increase security; to enable the interoperability of applications and to provide a communication infrastructure for the Electronic Platform of Public Administration Services (e-PUAP).

Documents' accessibility.

Many documents related to the topic are available in Polish Internet. Most of them are freely published on Public Administration web services. The E-PUAP platform enables documents exchange between officers, in consequence these documents are accessible within short time. Often commercial organizations create web-systems and portals for offices, where there are necessary documents, e.g. legal documents, decision format.

Reusing of existing infrastructure and systems

Geoportal (first version) has been used as the starting point to creation of the next version of the service. As we can read on the official pages of the project:

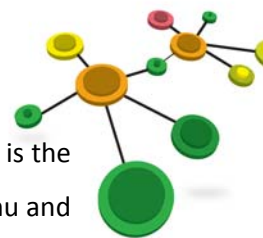
Currently completed GEOPORTAL.GOV.PL project will be continued and further developed in the following phase called GEOPORTAL 2 focusing on extension of National Spatial Data Infrastructure. This infrastructure will be part of the wider European Spatial Data Infrastructure by meeting requirements of EC Directive INSPIRE and relying on fully digitalised documents, materials and data contained in the Polish National Geodetic and Cartographic Resource.

It is anticipated that the GEOPORTAL 2 (www.geoportal2.pl) project will extend the current functionality to include among other issues:

- sharing of data selling capabilities in the electronic or paper form in the transactional mode with the use of the Electronic Charging System;
- support for spatial queries (e.g. query for the closest hospital);
- possibility to include in the systems spatial data files and services provided by third parties;
- geospatial address localization service;
- access to the geodetic network database.

The project provides for the future development of the network with interconnected diverse spatial data infrastructure nodes that support a business process typical for the geodetic authority which will be the owner of the node. [14]

Homogeneity / compliance of online services' front-end delivered between public organizations



An example of compliance of online services' front-end delivered between public organization is the Public Information Bulletin (BIP). Obligatory each office has implemented BIP. Structure of menu and kind of information in BIP are defined by law.

Definition and adoption of precise expertise

There are many projects on public administration, where definition and adoption of precise expertise have been realized. For example powiat Żnin project named "Professional personnel" (http://www.administracja.znin.pl/index.php?option=com_content&view=article&id=51:informacje-o-projekcie&catid=25:the-project&Itemid=57) . One project purpose is the adoption of precise expertise between Żnin powiat offices. Another example is the project "Understanding and experience exchange platform" (<http://pokl.rops-opole.pl/index.php?id=16>) realized by Regional Centre of Social Policy. Its assume exchange precise expertise between social assistance centres in Opole voivodeship.

Others organizational advantages

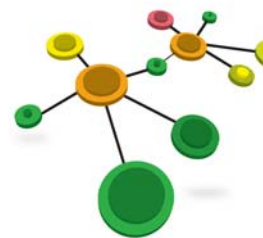
Online services operability allows to make offices work more efficient, because fast information exchange between offices allows to make fast and actual decisions.

3.3 CHANGES IN ORGANIZATIONAL STRUCTURE AND LOGISTICS AS CONSEQUENCE OF AUTOMATIC PROCESSES

The strategy of Poland for 2013 introduces many changes which will influence organizational and logistic behaviors.

The use of information and communication technologies accelerates the implementation of administrative procedures, which results in reduced maintenance costs and reduces administration time that businesses and citizens must devote to formal legal action. Officials have at their disposal easy to use tools that streamline their work. This leads to the ease of access to data by using a consistent architecture solutions and adequately secured integrating ICT solutions to individual offices.

The use of ICT in administration allowed for the introduction of solutions enabling the efficient exchange of data between offices, reducing the time needed to process the documents.



3.4 RE-ENGINEERING OF ADMINISTRATIVE INFORMATION SYSTEMS: PROCESSES AND ORGANIZATIONAL ASPECTS

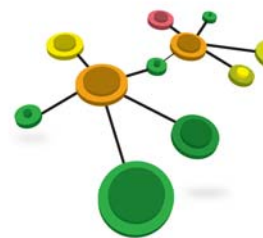
Strategy for Poland 2013 defines the tasks for re-engineering of existing systems. This includes:

- implementation of the full range, defined by the European Union, 20 interactive public eGovernment services for citizens and business will simplify the administration-administration, administration-citizen and administration-business communication;
- introduction of public documents in electronic form and Services provided electronically, if the essence of the matter allows;
- development of new tools and channels for providing public services electronically using an electronic signature;
- develop a common vocabulary of terms used in the interpretation of computerization, standardization of data exchange and design of electronic documents;
- promote the use of advanced electronic signature;
- developing and Construction of new domain e-Services platforms for enterprises and citizens;
- simplify billing system based on VAT invoices and electronical sending.

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3.5 CERTIFICATION PROCESS FOR INTEROPERABILITY

There are many legislation laws which define the necessary standards for IT systems. The laws are provided above. One of interesting certification process initiatives was put forward with the project eadministracja.pl. Certificates issued by the Institute EITCI (European IT Certification Academy: EITC/EG/FAIS, EITC/EG/IEEGP, EITC/EG/PAIS) are a formal certification of acquired competencies to enable effective use of information technology components of eGovernment (under the IDABC program and ISA) . The certificate is obtained after completion of an e-course provided to local government staff. One of the aims of the course is the promotion of good practices and development of innovative IT solutions in public administrations. The course covers some technological, organizational aspects of e-administration. It contributes to the efforts of public administrations of Member States in terms of implementation, safety, efficiency and transparency of service.



4 TECHNOLOGICAL ASPECTS

4.1 ANALYSIS OF ADMINISTRATIVE INFORMATION SYSTEMS THAT MEET INTEROPERABILITY REQUIREMENTS

E-PUAP (<http://www.epuap.gov.pl>)- The main concept of e-administration systems is to connect new systems to some central application (e.g. e-PUAP). This central application is a gateway to other services and applications. The services are provided as WEB applications (architecture). The applications that are connected do the gate are designed in different technologies of layer 2 and 3.

- Gate to Poland (Wrota Polski)

Gate to Poland is built with the concepts of Service Oriented Architecture.

- Presentation Layer. This layer allows efficient adding of new communication channels. The main channels are RSS, NewsML, WWW, e-mail, WAP, SMS, PDA, IVR, call-centers
- Layer of services. Here, not only e-services are made available, but also a directory is connected. This allows the users to get information about the services themselves and how to use them. There are also electronic forms, search engines, personalization mechanism.
- Bridge Layer (BR). BR consists of Directory services, workflow software (which for example helps completing the registration processes, which assure the business/administration Process Management), event processors, IAAA, digital signature and e-payments features

Below, there are so called adapters which connect administration departments, Certification Centre, etc.

There are four roles within the system (logical architecture):

- Directory - in its most simple role, just presenting links to services and integrating of the content;
- Gateway - IAAA, initiating of the services (e.g. sending the form that has been filled by the user);
- Notifier - event manager;
- Coordinator - inter-department business process manager.

4.2 STANDARDS AND TECHNICAL RULES FOR IMPLEMENTATION (FOCUSED ON ONLINE SERVICES)



Standard 1: SOA - 11 of 18 administration services are designed as SOA, web architecture. Service Oriented Architecture (SOA) is a business-centric IT architectural approach that supports integrating your business as linked, repeatable business tasks, or services. With the Smart SOA approach, you can find value at every stage of the SOA continuum, from departmental projects to enterprise-wide initiatives.

(<http://www-01.ibm.com/software/solutions/soa/>)

Standard 2: .NET 8 of 11 institutions use this technology and standards for their applications. .NET is an integral part of many applications running on Windows and provides common functionality for those applications to run. This download is for people who need .NET to run an application on their computer. For developers, the .NET Framework provides a comprehensive and consistent programming model for building applications that have visually stunning user experiences and seamless and secure communication. (<http://www.microsoft.com/net/>)

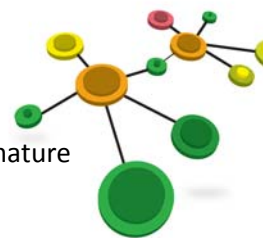
Standard 3:

J2EE - 3 of 11 institution use this technology and standards for their applications. Java Platform, Enterprise Edition (Java EE) 6 is the industry standard for enterprise Java computing. Utilize the new, lightweight Java EE 6 Web Profile to create next-generation web applications, and the full power of the Java EE 6 platform for enterprise applications. Developers will benefit from productivity improvements with more annotations, more POJOs, simplified packaging, and less XML configuration. (<http://www.oracle.com/technetwork/java/javaee/overview/index.html>)

4.3 IS THERE AN OFFICIALLY ADOPTED LIST OR REGISTRY OF STANDARDS RELATED TO INTEROPERABILITY

The main technological aspects are:

- demand for Webservices Architecture;
- built with the concepts of Simple Object Access Protocol;
- built with Universal Description, Discovery and Integration;
- built with Web Services Description Language.



It is expected that more web-oriented standards will be added as they are available and mature enough.

The systems should be built on the basis of

- .NET technology;
- Java Enterprise Edition;
- Linux/Apache/MySQL/PHP systems.

4.4 EXISTING METHODOLOGIES IN THE MANAGEMENT OF IT SERVICES

Since the e-administration systems are designed and created by different companies (private and government owned) they use different methodologies of IT management.

Often ITIL, Prince2 and PMI standards are used in PA. ITIL is mainly focused on service delivery in the IT sector, whereas Prince2 and PMI cover all sectors.

Prince2 & PMI are focused on managing projects, pieces of work that have a beginning and end. The work could be large, like building a call centre, or small, like a social event. ITIL is focused on service delivery, the stuff that happens after you have built your “thing” in the project. For example, once you have built your call centre in your project, there will now be on-going work where the people in the call centre answer the phone. This service delivery goes on and on for as long as the call centre exists.

4.5 IS THERE A NATIONAL CLEARING-HOUSE OF DATA ELEMENTS AND XML-CONSTRUCTIONS AND IF NOT, IS THERE ANY WORK IN THIS DIRECTION

As mentioned above, the Ministry of Administration and Digitalization is the authority for implementation of NIF. Some of the scopes of its Department of IT are:

- to perform the tasks of the Minister for the verification and publication patterns of electronic documents in a central repository of standards of electronic documents;
- coordinating the activities related to the implementation, operation and system modifications of ePUAP;



- preparing recommendations for interoperability, technology neutrality and transparency of information standards for systems used to carry out public tasks;
- preparing recommendations for minimum requirements for electronic public records and information system exchange;
- design of legal, organizational and technological basis for the development of public administration;

4.6 AUTHENTICATION TOOLS FOR ELECTRONIC IDENTIFICATION INTEROPERABILITY (SMART CARDS, BIOMETRIC ACCESS SYSTEMS, ETC.)

The e-administration systems are typically equipped with smart card readers (administration users). The companies and private users can use smart cards and electronic signatures. E-PUAP also provides a so called Secured Profile. This method of authentication can be achieved in two steps. The first one is issued electronically (the user fills the electronic form). Then the user has to go to the administration office and confirm his identity. From now on he is recognized by the e-administration systems. This method of authentication is free of charge, easy to deploy. There is another method described above, the so called Trusted Profile

4.7 TOOLS FOR UNATTENDED ACCESS TO SERVICES AND INFORMATION IN PUBLIC PLACES (INFORMATIVE KIOSKS, PUBLIC ACCESS POINTS, ETC.)

Since the e-administration systems are web-based they can be accessed from any place. Generally speaking, the administration offices do not provide equipment for users to access the services. Many local offices and cities provide internet access (Wireless access) which helps the users to connect to the systems using their own computers. Many offices make available multimedia kiosks for customers who can use e-services. For example Małopolskie voivodship realized a project named "E-administration systems extension in Małopolska". Under the project offices bought 150 multimedia kiosks.

4.8 ACTIVATION AND DELIVERING OF SERVICES WITH A WEB 2.0 LOGIC

The e-PUAP platform provides the single gateway to the business, citizens and administration. This gateway allows the use of the e-services nationally and regionally. The pages are mainly in Polish language and some parts are in English. It provides also several informative tools to make the usage of e-administration easier to its users (films, FAQs, online documents, search boxes, even interactive communication).

The modern polish e-administration systems are built in such a manner nowadays.

4.9 ONLINE SERVICES DIRECTORY AND/OR SEARCH ENGINE PLATFORM FOR PA ONLINE SERVICES

The created eGovernment systems contain the sophisticated search engines incorporated into the system features. This is a part of WEB-oriented platforms.

One of the direct purposes of the E-Puap2 project realized by IT Project center is services directory referred to simplification using e-services by studies systematic of these services by using directory form. The service directory has? ordering tools, it allows the use of uniform names of services by all offices.

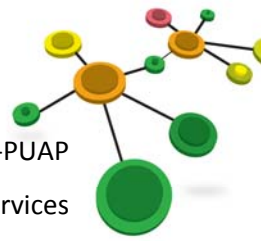
4.10 RE-ENGINEERING OF ADMINISTRATIVE INFORMATION SYSTEMS: TECHNOLOGICAL ASPECTS

According to strategy for Poland to 2013 and Strategy for Poland to 2030 Poland is going to finally introduce the 20, recommended by EU, public administration services. The services will be made available through e-PUAP gateway. The web technology should be the standard.

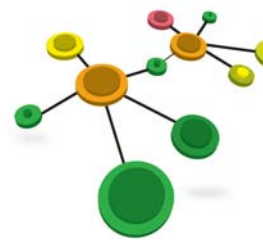
4.11 WEB-SERVICES ADOPTION

As described above, there are many examples of WEB services e.g. E-PUAP (<http://epuap.gov.pl/wps/portal/>) which groups the number of independent, web oriented services too. E-PUAP implemented technologies such as:

- Service Oriented Architecture (SOA);
- Open standards xml, SAML;
- scalability hardware;
- reliability;
- IBM applications.



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5 BEST PRACTICES AND SYSTEMS ON TRIAL

5.1 BEST PRACTICE

Public Information Bulletin (BIP) is a web system used to grant the citizens access to public administration information. Access to information is possible via:

- newsletter home page located at www.bip.gov.pl, containing basic information on administration entities (name, contact details, information on the editor page), along with links to selected offices;
- links to public administration entities' web sites, with information about their activities. Addresses of these pages can be found in the main BIP.

Public Information Bulletin is a step in the way to providing all coherent, complete and timely public information.

System BIP implemented several often open source technologies, such as Linux operating system, Apache Server, MySQL database, secure technologies (SSL, TLS, SSH). Content management systems (CMS) and frameworks are used to implement BIP, too.

In this project all public offices are involved.

Since 2009 the Ministry of Finance has introduced the system for taxpayers (www.e-deklaracje.gov.pl).

The system was developed in such a way that the taxpayer can use it virtually without any effort. It is intuitive, user-friendly, guides him through the steps required to prepare, and then send the declaration. There are many advantages of the system, it has many useful technologies, such as drop-down list of fields; mandatory fields are marked with brackets and further described. In addition input validation was programmed. Security of data transfer is ensured by requiring authentication of the declaration (qualified electronic signature, or as simple and costless: the taxpayer has to "sign" his declaration by providing information of amount shown of the previous income tax return).



E-deklaracje implements Adobe AIR technology (<http://www.adobe.com/products/air.html>). The Adobe AIR runtime enables developers to deploy standalone applications built with HTML, JavaScript, ActionScript®, Flex, Adobe Flash® Professional, and Adobe Flash Builder® across platforms and devices — including Android™, BlackBerry®, iOS devices, personal computers, and televisions.

Ministry of Finance presents data about using the e-deklaracje system. 2,1 million declarations were sent in 2011. It is a 100% increase in comparison with 2010. 53% of persons aged 21-40, 17% of persons aged 41-60 and 8% of persons aged 61 or more sent a declaration using internet.

Ministry of finance and all tax offices are involved in this project.

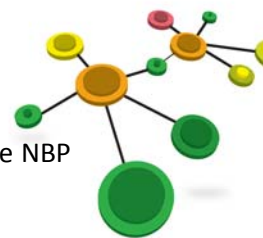
5.2 SYSTEM ON TRIAL

SORBNET - billing system for large-value settlements, run by the Polish National Bank. SORBNET supports banks' current accounts held at the NBP for interbank settlements. It belongs to the class of RTGS systems (called Real Time Gross Settlement) or allowing wholesale accounts in real time. Now new version of the system (SORBNET2 is on the tests).

The SORBNET was launched in March 1996, replacing the SORB that had been in operation since April 1993. Although SORB had fulfilled the basic requirements of an RTGS system, it had not been a fully efficient system since banks could present their payment instructions only on paper or a floppy disk. Since December 1998 all banks have been able to transfer their instructions electronically.

Operating rules for the SORBNET system are specified in the resolutions of the NBP Management Board and in the bank account agreement, concluded between the NBP and the bank, which has its settlement account maintained in the NBP Head Office in the SORBNET system. The resolutions cover access criteria, types of payments to be processed, general prerequisites concerning technical infrastructure and pricing, while the agreement provisions, which are identical for all banks, regulate time of operation and other operational details.

As of 31 December 2001, there were 62 banks participating in the SORBNET system. The requirements for banks wishing to become participants in the SORBNET are specified in the Resolution No 14/2000 of the NBP Management Board on terms for opening and maintaining accounts of banks with the National Bank of Poland of 31 March 2000, subsequently amended in



December 2000 and in December 2001. Banks that wish to open a settlement account with the NBP have to meet the following requirements:

- the bank has to have been conducting operational activity for at least 6 months;
- financial standing of the bank has to be considered by the NBP as appropriate;
- the bank has to meet specified technical requirements enabling electronic exchange of payment orders messages and other information between the bank and the NBP;
- it has to receive a positive rating of the relevant tests from the NBP.

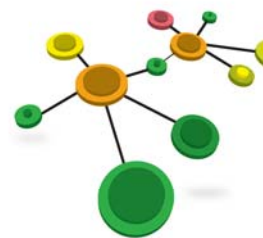
Additionally, in the SORBNET system there are banking accounts handled for two clearing agents, i.e. the KIR (<http://www.kir.com.pl/main.php?changeLang=en>) and the KDPW.

The SORBNET settles banks' payment instructions related to the interbank money market, foreign exchange and securities market transactions, transactions between banks and the NBP. The SORBNET can be used for processing payment instructions sent by banks on their own behalf or on behalf of their customers (for large value and/or urgent payments). A large value customer's payment is equivalent to the amount above PLN 1,000,000 (EUR 272,480). The system is also used for settling banks' obligations arising from clearing systems: net positions arising from the KIR related to the retail payments and net positions arising from the KDPW related to the capital market. In general, participants may access the system between 7.30 a.m. and 6 p.m., while customer payment orders may be sent till 4 p.m. However, between banks participating in the "Interbank Agreement on the Rules of Co-operation between Correspondent Banks" customer payment orders may be sent till 5 p.m. After 6 p.m. payment messages are no longer accepted.

Messages transferred between banks and the NBP are encrypted for confidentiality purposes and an electronic signature is used to ensure authenticity, integrity and non-repudiation.

The flow of information between banks and the SORBNET is V-shaped. Banks send the payment orders to the central bank, which informs the sending and receiving bank of the settlement.

Banks' instructions are transferred to the SORBNET system via electronic post. In the event of any disruption in the system, the instructions concerning banks' payments can be transferred on a floppy disk or on paper (including via fax). Instructions filed on paper have to be registered at the NBP. The customer payment instructions can be transferred on a floppy disk only.



E-administration systems are developed in the following architecture.

Citizen<=>Administration<=>Business

The cores system allows communication between the eGovernment departments. The business uses the eGovernment systems through the provided web services or can use plug-in or has to install software on local computers.

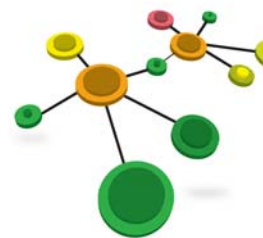


Another of the possibilities is to allow the full use of eGovernment systems (e.g. ePUAP) to integrate with external systems for both service providers and recipients. The integration enables combining different applications and thus to automate and simplify the exchange of data.

Such integration allows:

- sending, receiving, treatment of documents;
- payments;
- delivery of dictionaries - collection of data dictionaries, with the exception of their updates,
- collecting information about the subject;
- events Subscription (to be notified by the occurrence of certain events, such as modification of settings);
- document management within the storage;
- One point of authentication SSO (single sign-on) or the transmission of identity.





INFORMATION SOURCE

[1] http://ehealth-strategies.eu/database/documents/Poland_CountryBrief_eHStrategies.pdf

[2] <http://epractice.eu/files/Poland.pdf>

[3] <http://epractice.eu/files/Poland.pdf>

[4] <http://www.epractice.eu/en/print/288333>

[5] <http://www.epractice.eu/en/document/288332>

[6] <http://www.epractice.eu/en/document/288332>

[7]

http://www.stat.gov.pl/cps/rde/xbcr/gus/PUBL_podm_gosp_wg_rodz_i_miejsca_prow_dzial_2010.pdf

[8] http://www.stat.gov.pl/cps/rde/xbcr/gus/PUBL_oz_maly_rocznik_statystyczny_2011.pdf

[9] <http://www.poprzedniastrona.premier.gov.pl/s.php?id=1316>

[10] <http://mac.gov.pl/e-administracja/>

[11] <http://zds.kprm.gov.pl/node/15>

[12] http://epuap.gov.pl/wps/portal/lut/p/c1/04_SB8K8xLLM9MSSzPy8xBz9CP0os3g3Z4-gYG93QwMLRydXA89go2CXYENnA3djU_1wkA48Kswg8gY4gKOBvp9Hfm6qfkF2dpqjo6liANSkrH4/dl2/d1/L2dJQSEvUUt3QS9ZQnB3LzZfNDdKTDVJOTMwT1M3QTBJMjQzRzhPNDIwNDQ!/?lang=en

[13] <http://www.msw.gov.pl/ftp/informatyzacja/6454.pdf>

[14]

http://www.geoportal.gov.pl/en/index.php?option=com_content&view=article&id=8&Itemid=21