



The role of the region in establishing an efficient e-administration system

Brussels, 10 October 2007



Basic rules

- subsidiarity - as much decentralization as possible, as much centralization as necessary, hence - “gravitational model”
- strategic approach
- region as a coordinator and enabler of information transfer - the role of standards
- effective use of available resources – aggregation of demand to benefit from the scale effect
- citizen-centric orientation



Cooperation with stakeholders

- central administration
- local governments
- IT industry
- academia

Małopolska Council of Information Society

- advisory body led by the President of the Region,
composed of representatives of regional
stakeholders



Region vs. central government

- active engagement in the process of building the e-Gov system on the country level, eg. adopting common standards
- testing new tools and solutions and integration of the state and regional levels, eg. integration of regional portal Małopolska Gateway with e-PUAP (electronic platform of e-administration services)



Region vs. local government

- inspiration from all stakeholders - actions, projects and measures planned on the regional level
- region as a coordinator of local initiatives (criteria – organizational and technical capability, financial and economic efficiency, scale effect)
- coordinating actions - eg. municipalities receive uniform XML files (notation of files available to all stakeholders, including software manufacturers)
- promoting standardization by all available channels, eg. forum, discussion groups, wiki



Region vs. citizens

- inclusive policy – multi-channel approach
- user-centric attitude
- skills raising programs, concentrated on groups at risk of “digital exclusion”
- “e-democracy” tools enabling participation of citizens in public debates and decision making processes



Region vs. industry

- transparency - supporting the market, not replacing it or blocking its mechanisms
- crucial role of openness and interoperability: avoidance of lock-in to any proprietary solution or supplier, which hinders development of the market
- engagement of SMEs in local content and services creation and multi-channel access to services



Example 1: Małopolska Gateway portal

- Digital Office - single window for all levels of administration in Małopolska, integrated with work flow systems in local offices
- Public Information Bulletin - full access to public data (obligatory in Poland since 2002), one tool with decentralized privileges
- information database about the region

www.malopolska.pl



Małopolska Gateway - statistics

- 280 institutions with Public Information Bulletin
- 149 electronic procedures (life events) in Digital Office
- 200 institutions included to Digital Office
- 2600 editors
- appr. 13 000 unique visitors per day
- 386 000 internet pages
- 127 GB of data



Example 2: Development of local e-Gov systems

- joint project of 95 (out of 202) self-government units and 20 central-government offices with the Region as a project leader
- workflow system for 82 administrative units
- e-procurement platform
- PKI system for internal use of the Małopolska administration - 4500 certificates in 110 offices
- the network of 150 info-kiosks in 60 counties and municipalities

Follow-up – in 2008 – another 50 offices



Supplementary measures

- IT skills raising program, targeted at groups in need of social support and at local leaders
- “Broadband for Małopolska” project – rollout of the BB infrastructure in areas at risk of neglecting under market conditions; goal: at least 90% of households covered by 2012
- supporting deployment of multi-channel access networks by SMEs
- supporting deployment of local content and IT services by SMEs

All projects will start in 2008



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