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Respondent

< [53] [Anonymous   ⌄]   **131:22**   >

                                                        Time to complete

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1. Country name *

[Czech Republic   ]

Contact information

2. Your name *

[Renata Brozkova   ]

3. Title *

[Head of the international eGovernment Unit   ]

4. Organization *

[Ministry of the Interior   ]

5. Email *

renata.brozkova@mvcr.cz

6. Please select whichever applies *

- ⦿ I am authorized and fully knowledgeable to respond to this questionnaire.

- ◯ A group of government agencies responded to the questionnaire collectively.

- ◯ I am authorized but I did not have the full information to respond to this questionnaire

- ◯ I mostly provided my own opinion/assessment rather than official information.

- ◯ | Other |

A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. *

   Note: E-government and digital government are used interchangeably in this Questionnaire.

   There is one central e-government portal as a single gateway to digital government: https://portal.gov.cz/ It is also possible to access directly other portals: - the eTax portal: https://www.mojedane21.cz/ - social security services : https://eportal.cssz.cz/

8. Please provide link(s) for portal(s) providing following services/features:
   - E-services or similar *

   The transactional part of the central e-government portal provides access to personalized digital services. To do so, citizens have to identify themselves online by using any of the state-guaranteed eID means: https://obcan.portal.gov.cz/prihlaseni - login page to transactional part of the central portal. https://www.eidentita.cz/Home - the eID page https://www.financnisprava.cz/en/ - eTax portal in English https://eportal.cssz.cz/ - social security digital services https://www.epreskripce.cz/ - ePrescription services https://edalnice.cz/jednoduchy-nakup/index.html#/eshop/order - eVignettes https://smlouvy.gov.cz/ - register of contracts (public procurement) https://www.businessinfo.cz/ - Point of single contact for businesses Portals of regions and municipalities provide local services. The portal of Prague city: https://www.portalprazana.cz/ COVID-19 pandemic-related information and e-services: https://covid.gov.cz/en/ A private

solution with number of online forms that can be used for digital interaction with the government via Data Mailbox service.

9. Please provide link(s) for portal(s) providing following services/features:
   - E-participation or similar *

   1. Citizens can follow-up the legislative process for particular legislation online: https://public.psp.cz/en/sqw/hp.sqw?k=331 2. Citizens can start a e-petition using private solution in compliance with national legislation: https://e-petice.cz/info/o-nas/ https://www.petice.com/ 3. Regional and local administrations organise public consultations and collect public opinions on various issues using their websites, online questionnaires, blogs, online video streaming, online voting. It is mandatory for administrations to publish contact details of responsible persons together with their roles. Citizens can address important issues directly with responsible civil servant. Public administrations are obliged to react within a certain time frame by the national Code of Administrative Procedure . Citizens can send their initiatives, complaints, recommendations using secure the Data Mailbox eDelivery service guaranteed by the government. 4. Citizens can participate in decision-making through the modern software platform Decision 21: https://www.participace21.cz/ or they can use the System for managing suggestions from citizens within the Mobile Radio application: https://samosprava.mobilnirozhlas.cz/ekosystem/sprava-podnetu

10. Please provide link(s) for portal(s) providing following services/features:
    - Open government data

    Open Data Portal: https://data.gov.cz/english/

11. Please provide link(s) for portal(s) providing following services/features:
    - Public procurement

    NEN Portal: https://nen.nipez.cz/ The National Electronic Tool (NEN) is a complex electronic tool for administration, public procurement and concessions in all categories of public procurement and in all categories of contracting authorities, including sectoral.

12. Please provide link(s) for portal(s) providing following services/features:
    - Others (if any)

    eJustice Portal: https://justice.cz/web/msp/rozhodnuti-soudu-judikatura-

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Ministry of Interior - https://www.mvcr.cz Ministry of Industry and Trade - https://www.mpo.cz/en/ National Agency for Communication and Information Technologies - https://nakit.cz/en/ Each ministry is responsible for digital services in their domain (i.e. eHealth, eJustice, eProcurement) More information available here. https://joinup.ec.europa.eu/collection/nifo-national-interoperability-framework-observatory/digital-public-administration-factsheets-2020

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

◉ Yes

◯ No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Vladimír Dzurilla

16. Title *

Chief digital officer

17. Organization *

Government Council for Information Society

18. Email *

> rvis@mvcr.cz

Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

◉ Yes

◯ No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

> The Government Council for Information Society is the central coordination platform for sectoral CIOs https://www.mvcr.cz/clanek/rada-vlady-pro-informacni-spolecnost.aspx Sectoral CIOs nominated in compliance with the Government Resolution no. 255 from 15th April 2019, On the implementation plans of the "Digital Czechia" program. The role and responsibilities of sectoral CIOs are defined and they collaborate: https://www.digitalnicesko.cz/digitalni-cesko-startuje-v-jednotlivych-resortech/. The "Digital Czechia" the central programme for digital government development for the period 2021+ https://www.digitalnicesko.cz/ Chief architect of eGovernment office at the Ministry of Interior is responsible for the interoperability, government ICT projects approval, eGovernment architecture and national government ICT strategy implementation. National Architecture Plan and other strategic documents: https://archi.gov.cz/

Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development *

> Ministry of Regional Development https://mmr.cz/en/homepage

22. Education *

> Ministry of Education, Youth and Sports https://www.msmt.cz/

23. Health *

> Ministry of Health https://www.mzcr.cz/ State Institute for Drug Control
> https://www.sukl.eu/index.php?lang=2

24. Social Welfare (social inclusion, social protection, etc.) *

> Ministry of Labour and Social Affairs Czech Social Security Administration
> https://www.cssz.cz/web/en

25. Employment and Labour *

> Ministry of Labour and Social Affairs https://www.mpsv.cz/web/en Employment Office -
> https://www.uradprace.cz/web/en

26. Environment *

> Ministry of the Environment of the Czech Republic https://www.mzp.cz/en

27. Justice *

> Ministry of Justice https://justice.cz/ministerstvo-spravedlnosti1

28. Economy/finance *

> Ministry of Finance https://www.mfcr.cz/en/ Czech Financial Administration
> https://www.financnisprava.cz/

29. Industry/trade *

> Ministry of Industry and Trade https://www.mpo.cz/en/

B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? *

- ◉ Yes

- ○ No

- ○ | Other |

COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? *

> COVID Portal: https://covid.gov.cz/en/ This portal is a part of the communication strategy of the government during the COVID-19 pandemic. It is administered by the Ministry of Interior. The portal provides most accurate and regularly updated information and guidelines related to various life situations available to the government, using the whole-of-government approach. Citizens and foreign residents use the portal to register for vaccination, apply for government support and financial compensation programmes and benefits related to pandemic, to consult on current restriction and virus prevention

measures, to find travel-related information. Life events are listed alphabetically. The search function is available. The portal provides links to other relevant sources of information and services, such as the information portal of the Ministry of Health, the Institute of Health Information and Statistics, COVID-19 related data provided by the National Agency for Information Technologies and the contact tracing mobile application "eRouska". Information is provided in Czech and English. The main objective of the portal is to provide all relevant information at one place and to increase the resilience of the society by providing reliable, guaranteed and regularly updated support.

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? *

    ◉ Yes

    ○ No

33. Please provide link and detail.

Yes. In line with the Recovery and Resilience Facility (RRF) of the European Union , Czech Republic prepared its National Recovery Plan. E-government initiatives play a significant role with the following budget: 1. Digital services for citizens and businesses: approximately EUR 116 million 2. Digital public administration systems: approximately EUR 280 million 3. High speed networks: EUR 227 million 4. Digital economy and society, start-ups and emerging technologies: EUR 224 million Other relevant measures: Digital transformation of businesses: EUR 196 million The National Recovery Plan (in Czech): https://www.planobnovycr.cz/ The COVID-19 pandemic raised general awareness of the importance of digital access to government services, the digital skills and the uptake of e-government services by citizens – which already were a government priority.

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? *

    ◉ Yes

    ○ No

35. Please provide link and detail.

Yes, please see the previous answer. The National Recovery Plan has a specific chapter dedicated to digital transformation. The COVID-19 pandemic accelerated several digital projects/initiatives that are part of a digital strategy described in the Digital Czechia Program. Several digital services, such as ePrescription and eSick Leave were already available to citizens and employers before the pandemic. The eGovernment services promotion campaign and education of public administration employees on available digital tools have been initiated before the pandemic. Important part of the national digital strategy is related to sharing of data and government teams focus on further interconnection of base registries and public databases in order to provide even more digital services based on "only once" principle. The Digital Czech Republic is the main strategy of digital transformation: https://www.digitalnicesko.cz/ The National Recovery Plan contains post COVID-19 pandemic digital transformation measures: https://www.planobnovycr.cz/

C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

  ⦿ Yes

  ◯ No

37. If yes, please provide link and detail.

https://www.zakonyprolidi.cz/cs/1999-106 The Act on Free Access to Information transposes Directive (EU) 2003/98/EC on the re-use of public sector information (the PSI Directive) introducing, inter alia, the obligation for public administrations to provide online access to information in open data formats. The Act also establishes the legal basis for the Nation Open Data Catalogue.

38. Is there any legislation, law or regulation on data privacy and/or protection? *

  ⦿ Yes

  ◯ No

39. If yes, please provide link and detail.

> https://www.zakonyprolidi.cz/cs/2019-110 Personal Data Procession Act incorporates the General Data protection Regulation 2016/679 of European Union into the Czech legal system, provides for the Office of Personal Data Protection and defines administrative offences in the area of personal data protection.

40. Is there any legislation, law or regulation on cybersecurity or similar? *

◉ Yes

◯ No

41. If yes, please provide link and detail.

> https://www.zakonyprolidi.cz/cs/2014-181 The Act on Cybersecurity establishes a set of powers and duties to enhance nation cybersecurity, defining the mechanisms for a cooperation between private sector and the government in order to deal effectively with cybersecurity incidents. The act focuses on the protection of critical infrastructure. The Czech cyber security strategy can be found at the website of the National Cyber and Information Security Agency: https://www.nukib.cz/en/

42. Is there any legislation, law or regulation on digital identity? *

◉ Yes

◯ No

43. If yes, please provide link and detail.

> https://www.zakonyprolidi.cz/cs/2017-250 The Act on Electronic Identification codifies the rules for the use of chip-based ID cards, in compliance with the relevant directives of European Union. The Act no. 49/2020, Coll., introduces BankID as another secure digital identity option for the access e-government services: https://www.zakonyprolidi.cz/cs/2020-49

44. Is there any legislation, law or regulation on digital signature? *

  ◉ Yes

  ◯ No

45. If yes, please provide link and detail.

> https://www.zakonyprolidi.cz/cs/2016-297 The Act on Trust Services for Electronic
> Transactions adapts the legal system of the Czech Republic on Regulation (EU) No 910/2014
> for trust service domain. The act specifies general rules for digital signature, electronic
> sealing and the use of qualified electronic time stamps. It also specifies procedures of
> qualified trust service providers.

46. Is there any legislation, law or regulation on e-procurement? *

  ◉ Yes

  ◯ No

47. If yes, please provide link and detail.

> https://www.zakonyprolidi.cz/cs/2016-134 The Act on Public Procurement transposes
> relevant EU legislation and, inter alia provides for a Public Procurement Information System,
> the system of qualified suppliers and the system of certified suppliers. It also provides rules
> for the public procurement, obligations of suppliers in the context of the public contract
> award, the rules for the public procurement information, the conditions for invoicing of
> public contracts as well as specifications of grounds for termination public service contracts.
> The new national eProcurement Strategy for the period of 2021-2030 puts emphasis on the
> better re-use of eProcurement data.

48. Is there any legislation, law or regulation on digitally publishing government
    expenditure? *

    Note: This is related to SDG Indicator 16.6.1

  ◉ Yes

○ No

49. If yes, please provide link and detail.

> https://www.zakonyprolidi.cz/cs/1991-563#cast3 The Act on Accounting provides for the mandatory publication of government expenditure in Article 21. https://monitor.statnipokladna.cz/ The MONITOR is a specialised web portal of the Ministry of Finance, which provides free access to budgetary and accounting information from all levels of central and local government. This information comes from the Treasury's system (IISSP - Integrated Information System of the Treasury) and is updated quarterly. The MONITOR also ensures digital publication of the financial statements of the organisational units of the State in compliance with Article 21 (5) of the Act No 563/1991 Coll., on Accounting, as amended. https://www.zakonyprolidi.cz/cs/2015-340 The Act on the Register of Contracts defines conditions for the mandatory disclosure of contracts between public entities and private individuals in which the value of performance exceeds CZK 50,000, and imposes a tough penalty of invalidity in cases where these contracts are not published. The Act also addresses exemptions from the obligation to disclose these contracts and the contracting authority's duty of disclosure pursuant to Act No. 137/2006 Coll., on Public Procurement. The access to the Register of Contracts: https://smlouvy.gov.cz/

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

● Yes

○ No

51. If yes, please provide link and detail.

> The Act on the Public Administration Information Systems https://www.zakonyprolidi.cz/cs/2000-365 The Act on Base Registries https://www.zakonyprolidi.cz/cs/2009-111 The Act on the Access to Information https://www.zakonyprolidi.cz/cs/1999-106 The Act on Archiving and Records Management https://www.zakonyprolidi.cz/cs/2004-499 The Act on the Right to Digital Services https://www.zakonyprolidi.cz/cs/2020-12

52. Is there any legislation, law or regulation on open government data? *

● Yes

　　　　○　No

53. If yes, please provide link and detail.

> The Act on the Access to Information https://www.zakonyprolidi.cz/cs/1999-106

54. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

　　　　○　Yes

　　　　◉　No

55. If yes, please provide link(s) and detail(s).

> Not yet. The AI regulation has been preparing on the European Level - Proposal for a regulation of the European Parliament and of the Council laying down harmonised rules on artificial intelligence (AI Act): https://op.europa.eu/en/publication-detail/-/publication/e4c43528-ccfc-11ea-adf7-01aa75ed71a1/language-en One of the preparing activities for 5G network : Commission Implementing Regulation (EU) 2020/1070 of 20 July 2020 on specifying the characteristics of small-area wireless access points pursuant to Article 57 paragraph 2 of Directive (EU) 2018/1972 of the European Parliament and the Council establishing the European Electronic Communications Code (Text with EEA relevance) https://eur-lex.europa.eu/legal-content/CS/TXT/?uri=CELEX:32020R1070

D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? *

　　　　◉　Yes

　　　　○　No

Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? *

○ Two-year

○ Three-year

○ Five-year

○ Ten-year

◉ | In general, the strategy has five-year cycle, whic |

58. Is the national e-government strategy guided by or aligned with the national development strategy? *

◉ Yes

○ No

59. Please provide link and detail.

The "Digital Czechia" is a whole-of-government digital transformation programme which covers e-government strategy as well. The programme focuses on three main areas: "Digital Czechia" in the digital Europe", the "Digital economy and society" and the "Government ICT strategy" that addresses eGovernment infrastructure and services. Implementation plans are updated annually, with the 2020 year taking into account lessons learned from the COVID-19 pandemic. https://www.digitalnicesko.cz/ Information on government ICT strategy and implementation presented at the website of the Chief architect of eGovernment: https://archi.gov.cz/ (in Czech, soon available in English) 1. Public administration ICT governance of the Czech Republic; 2. eGovernment glossary; 3. National architecture framework; 4. National architecture plan; 5. Knowledge base. The Chief architect of eGovernment department at the Ministry of Interior ensures interoperability of public services. Relevant legislation, guidelines, procedures and other information is available here. https://www.mvcr.cz/clanek/agenda-odboru-hlavniho-architekta-egovernmentu-agenda-odboru-hlavniho-architekta-egovernmentu.aspx The national government ICT strategy is aligned with the National Reforms Programme https://www.vlada.cz/cz/evropske-zalezitosti/aktualne/vlada-schvalila-narodni-program-reforem-cr-2021-188487/ , which has been formulated in the context of the "European Semester" https://ec.europa.eu/info/publications/2020-european-semester-country-reports_en. It is

also aligned with the Innovation Strategy of the Czech Republic 2019-2030
https://ec.europa.eu/growth/tools-databases/regional-innovation-monitor/policy-
document/%C4%8Desko/innovation-strategy-czech-republic-2019-%E2%80%93-2030 In the
past, the national e-government strategy was aligned with the Digital Single Market strategy
of EU (until 2019) https://ec.europa.eu/digital-single-market/en/shaping-digital-single-
market

60. Is the national e-government strategy guided by or aligned with the
Sustainable Development Goals (SDGs)? *

○ Yes

○ No

61. Please provide link and detail.

The Strategic Framework Czech Republic 2030 describes the Sustainable Development
Priorities and Goals. Five priority axes were defined: - Priority Axis 1: Society, people and
health - Priority Axis 2: Economy and Innovation - Priority Axis 3: Territorial Development -
Priority axis 4: Landscape, ecosystems and biodiversity - Priority Axis 5: A stable and secure
society https://www.vlada.cz/assets/ppov/udrzitelny-
rozvoj/Strategicky_ramec_Ceska_republika_2030-compressed-_1_.pdf The e-government
strategy of the "Digital Czech Republic" programme is aligned with the SDGs. It focuses on
the provision of digital government services in all sectors of public administration,
development of digital skills and better resilience of the society. There are more detailed
sector-specific digital strategies, such as the eJustice strategy, eHealth strategy, the strategy
for the use of modern ICT technologies to support education and development of all. The
"Digital Czech Republic" program also addresses digital transformation of business as well
as cybersecurity. By signing the Berlin Declaration on digital society and value-based digital
government, the Czech Republic committed itself to an inclusive and human-centred digital
transformation.

62. Does the national e-government strategy make specific reference to or is
aligned with sub-national/local e-government development strategy? *

○ Yes

○ No

63. Please provide link and detail.

https://archi.gov.cz/uvod_dokumenty According to the Act on information systems of public administration (Section 5a), it is mandatory for obliged subject to ensure the compliance of their ICT and e-government strategies with the central ICT strategy of the government. The "Government ICT strategy" of the Czech Republic is a strategy for the development of public administration information systems and eGovernment. The Government ICT strategy of the Czech Republic, prepared by the Ministry of the Interior and approved by the Government, addresses these topics: - Architectural principles of eGovernment; - The governance principles for the ICT in public administration; - Basic rules and obligation for the design, development and operation of public ICT and their interoperability, including interconnection and re-use of shared eGovernment services; - The overall objectives and specific goals of the successful digital transformation of the government. The Chief architect of eGovernment has a legal mandate to approve ICT projects across public administrations. The alignment of the solution with the national government ICT strategy, the re-use of central digital services and the interoperability are among key assessment criteria. https://www.mvcr.cz/clanek/agenda-odboru-hlavniho-architekta-egovernmentu-agenda-odboru-hlavniho-architekta-egovernmentu.aspx?q=Y2hudW09NA%3d%3d

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

🔘 Yes

⚪ No

65. Please provide link and detail.

The Strategic Framework Czech Republic 2030 focuses on good governance as the one of the national priorities. https://www.vlada.cz/assets/ppov/udrzitelny-rozvoj/projekt-OPZ/Strategic_Framework_CZ2030.pdf - chapter 6.1. makes reference to the "democratic governance"; - the objective no. 25.2 mentions provision of public sector information in an open data format, so the citizens are sufficiently informed about relevant topics; - chapter 6.2. refers to a long-term effectiveness of the governance, which includes collection of feedback from those who use public administration services. Informed and engaged citizens are in the centre of the "Client-Oriented Public Administration 2030" strategy, which is available in English – please scroll down at this website: https://www.mvcr.cz/clanek/koncepce-klientsky-orientovana-verejna-sprava-2030.aspx The Czech national eGovernment strategy – particularly the "Government ICT Strategy" – focuses on the provision of user-friendly and effective digital services to citizens and businesses. It is understood that the digitization is a tool for achievement of the higher objectives that are in line with the SDGs. The accessibility of digital public services is among key principles of the national e-government. https://archi.gov.cz/ikcr - "EU P3 – Inclusiveness and Accessibility" The coordination of the implementation of two closely linked strategies, the "Client-Oriented Public Administration 2030" and the "Government ICT Strategy" will be done by the Joint Steering Committee for e-Government and Information Society Services". The Committee ensures alignment between the Government Council for the Information Society

and the Government Council for Public Administration https://www.mvcr.cz/clanek/zapisy-spolecneho-ridiciho-vyboru-pro-egovernment-a-sluzby-informacni-spolecnosti-ve-verejne-sprave.aspx

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

◉ Yes

◯ No

67. Please provide link and detail.

The national data governance framework (the "as-is" as well as "to-be") is described here: https://archi.gov.cz/nap:propojeny_datovy_fond Implementation plans of the Digital Czech Republic programme focus on the further interconnection of public registers and databases to complement existing system of the base registries. https://www.szrcr.cz/cs/ The national data governance framework is regulated particularly by the Act on Base Registries: https://www.zakonyprolidi.cz/cs/2009-111.

68. Does the national e-government strategy make specific reference to national digital identity? *

◉ Yes

◯ No

69. Please provide link and detail.

Yes, please see https://archi.gov.cz/ikcr ; the Chapter 4.3. - Objective 3.6. The webpage of the National Identity Authority: https://www.eidentita.cz/Home

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

◉ Yes

○ No

71. Please provide link and detail.

> Please see General principles for fulfilling the goals of the Government ICT Strategy of the Czech Republic: https://archi.gov.cz/ikcr, The Principles of eGovernment – EU P1 "Digital-by-default"

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

◉ Yes

○ No

73. Please provide link and detail.

> Please see General principles for fulfilling the goals of the Government ICT Strategy of the Czech Republic: https://archi.gov.cz/ikcr - The Principles of eGovernment – EU P2 "Only once"

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

◉ Yes

○ No

75. Artificial intelligence (AI) - please provide link and detail:

> Artificial intelligence (AI): https://www.digitalnicesko.cz/digitalni-ekonomika-a-spolecnost/ , pp 5-8; https://www.mpo.cz/assets/en/guidepost/for-the-media/press-releases/2019/5/NAIS_eng_web.pdf

76. Robotics - please provide link and detail:

Robotics: https://www.digitalnicesko.cz/digitalni-ekonomika-a-spolecnost/; pp. 2, 9

77. Blockchains - please provide link and detail:

Blockchains: https://www.digitalnicesko.cz/digitalni-ekonomika-a-spolecnost/; pp. 16 – 17;

78. 5G - please provide link and detail:

5G: https://www.digitalnicesko.cz/digitalni-ekonomika-a-spolecnost/; pp 11-14

79. Internet of Things (IoT) - please provide link and detail:

Internet of Things (IoT); https://www.digitalnicesko.cz/digitalni-ekonomika-a-spolecnost/ p. 2

80. Others - please provide link and detail:

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

◉ Yes

◯ No

82. Please provide link and detail.

European Union The national e-government strategy of the Czech Republic is aligned to the Single digital market strategy of the European Commission https://joinup.ec.europa.eu/collection/nifo-national-interoperability-framework-observatory/digital-public-administration-factsheets-2020 The "Digital Czechia" programme focuses on the cross-border cooperation in digital domain: https://www.digitalnicesko.cz/cesko-v-digitalni-evrope/ European Interoperability Framework implementation: https://joinup.ec.europa.eu/collection/nifo-national-interoperability-framework-observatory/national-interoperability-initiatives United Nations: The national e-government strategy is aligned to the UN strategy focused on the SDGs www.cr2030.cz https://www.egov-nn.com/ceska-republika-patri-v-oblasti-udrzitelneho-rozvoje-ke-globalnim-lidrum/ The good practice examples from using digital tools for more resilient society during the COVID-19 pandemic: https://publicadministration.un.org/egovkb/Portals/egovkb/Documents/un/2020-Survey/UNDESA%20Compendium%20of%20Digital%20Government%20Initiatives%20in%20Response%2019%20Pandemic.pdf OECD The national Chief Digital Officer participates in the work of E-Leaders working group of the OECD. Here are the country's scoring in Digital Government Index https://www.oecd.org/gov/digital-government/digital-government-index-2019-highlights.pdf Good digital government practices of the Czech Republic: https://www.oecd.org/governance/digital-government/toolkit/goodpractices/

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

◉ Yes

◯ No

84. Please provide link and detail.

The Czech government analyses the socio-economic impact of the AI implementation https://www.vlada.cz/cz/media-centrum/aktualne/expertni-platforma-bude-resit-problematiku-vyzkumu--vyvoje-a-dopadu-vyuzivani-umele-inteligence-179588/ This work is being done in close cooperation with social partners, academic and private sector: https://www.tc.cz/cs/novinky/zname-potencial-rozvoje-umele-inteligence-v-ceske-republice

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

◯ Yes

◉ No

86. Please provide link and detail.

> Not yet. The introduction of regulatory sandboxes is planned in the National Recovery Plan under the component no 1.4. "The digital economy and society, innovative start-ups and new technologies" under the responsibility of the Ministry of Industry and Trade: https://www.vlada.cz/assets/urad-vlady/poskytovani-informaci/poskytnute-informace-na-zadost/Vychodiska-NP-obnovy-komponenty.pdf, pp 46-47 The regulatory sandboxes shall be introduced as a part of "Digital Czechia" programme, particularly its "Digital Economy and Society" implementation plan: DES 6: "legislation that will support all aspects of digital economy and society" includes the use of regulatory sandboxes. Meanwhile, the Czech Republic welcomed the Council Conclusions on Regulatory sandboxes and experimentation clauses as tools for an innovation-friendly, future-proof and resilient regulatory framework that masters disruptive challenges in the digital age. https://www.consilium.europa.eu/media/46822/st13026-en20.pdf

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

◉ Yes

◯ No

88. If yes, please provide link and detail.

> The digital inclusion is one of key principles of the Czech e-government: EU P3 – Inclusiveness and Accessibility https://archi.gov.cz/ikcr In cases, when people don't have necessary digital skills or they simply prefer face-to-face communication with the public administration representative, the Czech POINT offices are available across the country as well as at the Czech embassies abroad: https://www.czechpoint.cz/public/verejnost/sluzby-pro-verejnost/ National strategy of the digital literacy focused on vulnerable groups of citizens. https://www.mpsv.cz/strategie-digitalni-gramotnosti-cr-na-obdobi-2015-2020 The national strategy of digital education focuses on improving digital skills of children, their parents and teachers: https://www.oecd.org/education/policy-outlook/country-profile-Czech-Republic-2020.pdf https://www.msmt.cz/vzdelavani/skolstvi-v-cr/celkove-vyhodnoceni-strategie-digitalniho-vzdelavani-do-roku?lang=1

http://www.nuv.cz/projekty/podg The safe use of Internet and cybersecurity awareness are the main focus of this initiative carried out by the National Cybersecurity Agency and CZ.NIC association: https://en.blog.nic.cz/2019/10/17/digital-footprint-on-line-course-for-children-in-the-czech-republic/

89. Is there a national e-participation policy/strategy or similar? *

- ◉ Yes
- ◯ No

90. If yes, please provide link and detail.

Partly yes. Participation of citizens, including e- participation is a focus of the national "Client-oriented public administration 2030" strategy. https://www.mvcr.cz/clanek/koncepce-klientsky-orientovana-verejna-sprava-2030.aspx At the moment, there is no detailed e-participation policy or strategy as such, but the use of e-participation tools by public administrations is strongly encouraged by non-for-profit organizations and feedback provided by citizens. According Czech law, public administration has to reply digitally on feedback, requests and suggestions sent by Data Mailbox service. https://www.mojedatovaschranka.cz/as/login? uri=https%3a%2f%2fwww.mojedatovaschranka.cz%2fportal%2fISDS%2f&status=NCOO The private sector contributed by providing easy to use digital forms to facilitate digital interaction between citizens and government: www.podejto.cz The participation of citizens is addressed in the newly prepared strategy of cooperation between public administration and non-for-profit sector. https://www.vlada.cz/cz/ppov/rnno/aktuality/verejna-konzultace-k-nove-strategii-smerem-k-neziskovemu-sektoru-185673/ There are growing initiatives of e-participation, such as: - Online public consultation on the update of the implementation plan of the Strategic Framework Czech Republic 2030. Registration required: https://cesko-udrzitelne.cz/registrace.html - Ministry of the Environment used online forms during the public consultation on national environment strategy: https://www.mzp.cz/cz/news_20200710_statni_politika_zivotniho_prostredi_2030 - Public consultation on the Strategy of crime prevention 2021-2025 https://www.novinyvm.cz/17723-kraj-zajima-vas-nazor-na-kriminalitu-a-prevenci-kriminality-na-vysocine.html The workshop for regional representatives: https://jihomoravsky.pirati.cz/aktuality/jmk-zapoji-obcany-participace.html Older project in one of the regions "the eCitizen" https://www.kr-vysocina.cz/ecitizen-ii/ds-301512/p1=38699

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

○ Yes

○ No

92. If yes, please provide link and detail.

> The connectivity infrastructure: https://www.digitalnicesko.cz/digitalni-ekonomika-a-spolecnost/#DEShc04 The "Connectivity and Infrastructure for the Digital Economy and Society" objective of the "Digital Czechia strategy" focuses on ensuring needed connectivity and the access to services for everyone. In this strategy the Czech government reflects the EU broadband strategy and policy https://ec.europa.eu/digital-single-market/en/broadband-strategy-policy . The implementation of the new generation public networks is one of the government priorities. The Czech government guarantees equal access to all government services – digital and in-person - to all citizens, regardless their gender and social background. Citizens who cannot or wish not to access online services from government portals can visit Social security administration, Financial administration, Labour office or any other government body to obtain the service they need, or to use their call centres. The Czech POINT offices around the country provide in-person digital services as well. The Act on the right to digital services mentioned earlier makes government responsible for digitizing all suitable government services within a period of five years. The national strategy of digital literacy focuses on various groups of citizens to ensure that no one is left behind during digital transformation of the society. https://www.mpsv.cz/strategie-digitalni-gramotnosti-cr-na-obdobi-2015-2020 https://digistrategie.cz/ https://www.msmt.cz/vzdelavani/skolstvi-v-cr/strategie-2030 The specific measures include development of digital skills including cybersecurity awareness, as well as better promotion of the available digital government services The gov.cz channel on youtube and social media https://www.youtube.com/watch?v=qz9UH1ClMks https://www.youtube.com/watch?v=_gaSk5vENr4 Raising awareness among local administrations on available eGovernment tools: https://www.mvcr.cz/clanek/vzdelavani-zamestnancu-verejne-spravy-a-propagace-aktivit-v-oblasti-egovernmentu.aspx https://projekteso.cz/pluginfile.php/8524/mod_resource/content/1/Elektronizace%20ve%C5%99ejn%C3%A

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? *

○ Yes

◉ No

94. If yes, please provide link and detail.

The digital services of the government are structured by life events. The Portal of public administration (the Government portal) is a single gateway to digital services. The life events, in which women and/or vulnerable groups representatives can find themselves more often than other citizens are included all life events described at the portal. The availability of particular digital services, which are considered instrumental for the implementation of the digital strategy of the EU, is being regularly evaluated during the EU initiative "The eGovernment Benchmark". The findings per EU country are then being reflected in the DESI (The Digital Economy and Society Index).

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

○ Yes

◉ No

96. If yes, please provide link and detail.

[   ]

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

◉ Yes

○ No

98. If yes, please provide link and detail.

As a part of its national strategy for digital literacy, Czech government published guidelines on how to assess the risk of potential digital exclusion: https://metsos.portaldigi.cz/metodiky/metodika-identifikace-osob-digitalne-vyloucenych-digitalne-negramotnych The national digital literacy strategy focuses on different social groups, such as children, students, teachers, unemployed and vulnerable groups. More information provided in annual reports on the action plan implementation: https://portaldigi.cz/ The government supports digital skills of teachers: https://digifolio.rvp.cz/view/view.php?id=13123&rate=5 The Czech Republic welcomes recent conclusions of the EU Council on the protection of vulnerable adults across the EU, with regard to civil and criminal law matters. The government will develop actions related to

the protection and promotion of the rights of vulnerable adults, including on digital literacy. https://www.consilium.europa.eu/en/press/press-releases/2021/06/07/council-approves-conclusions-on-the-protection-of-vulnerable-adults/ Measures focused on ensuring equal access to quality and relevant education: https://www.msmt.cz/vzdelavani/skolstvi-v-cr/sc2-snizit-vzdelanostni-nerovnosti-a-zvysit-spravedlnost-vm There is a number of non-profit initiatives with specific measures, e.g.: - building digital skills in girls and women based on the market information on employment trends: https://www.czechitas.cz/en - Non-profit initiative during COVIS-19 pandemic focused on supporting children from vulnerable groups during on-line education: https://www.clovekvtisni.cz/rodinam-ktere-jsou-offline-se-vzdelavanim-pomuze-sit-neziskovych-organizaci-dobrovolniku-a-firem-6685gp

99. Does the Government use any social media platform(s)? *

◉ Yes

◯ No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

The central, regional and local government bodies use social media platforms to present and explain their work, projects and decisions, increase public trust and gain support for current policies and strategies. Please see websites listed in section 5 for the social media presence. (i) e-information The Office of the Government https://www.facebook.com/pg/uradvlady/events/?ref=page_internal eGovernment promotion: https://www.facebook.com/cz.eGovernment/ Czech Finance Administration: https://cs-cz.facebook.com/pg/financnisprava/posts/?ref=page_internal Digital Czechia on Twitter: https://twitter.com/digiczech/status/1401912970297348097 (i) e-consultation The Vysocina Region organized on-line public consultation on the future development of the region: https://www.facebook.com/events/1626822374181371/ "eGovernment studio" – a platform for discussions about relevant topics of national eGovernment https://cs-cz.facebook.com/pg/EgovernmentMagazin/events/?ref=page_internal

101. Please include any guidelines for government officials/institutions on the use of social media.

The guidelines of the National Cyber and Information Security Agency https://nukib.cz/cs/infoservis/doporuceni/1518-doporuceni-pro-spravu-socialnich-siti-verze-1-0/ The particular strategies on the use of social media are internal documents developed and maintained by the public relations departments of government organizations. Private training companies cooperate with government organizations to develop relevant workshops focused on the use of social media in public sector.

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? *

○ Yes

◉ No

103. If yes, please provide link (URL) and detail.

F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? *

◉ Yes

○ No

105. If yes, please provide link and detail.

> Currently, information is available in Czech language only. The monitoring indicators are in the process of being updated. This usage statistics include statistics on devices from which users access digital services, web pages accessed most frequently , life events guidelines accessed, FAQs, user behavior on main portals. https://datastudio.google.com/u/1/reporting/8ae4fe2b-9585-45db-bd31-2e2e26687608/page/aaLCC Data Mailbox service: https://www.datoveschranky.info/statistiky Czech POINT statistics : https://www.czechpoint.cz/public/statistiky-a-informace/ ePrescription statistics: https://www.epreskripce.cz/statistika-elektronicke-preskripce eTax administration: https://www.financnisprava.cz/cs/dane-elektronicky/danovy-portal/pocty-podani-epo The Czech Statistical Office 2021 report: ICT use in interactions with public administrations: The use of eHealth services

106. Does the Government measure user satisfaction of e-government services? *

- ◉ Yes
- ○ No

107. If yes, please provide link and detail.

> The user satisfaction data are being continuously collected by the helplines of government bodies responsible for the particular service provision. Under the "Digital Czechia program", the data from the Gov.cz platform are being collected and evaluated, as well as data collected during the testing phase of the design and implementation of digital services. For the moment, these data are not publicly available, however we would be happy to provide a summary in English upon request.

108. Does the Government collect usage and/or user satisfaction data with dis-aggregation by gender? *

- ○ Yes
- ◉ No

109. If yes, please provide link (URL) and detail.

G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

These are the major global ongoing initiatives: https://www.broadway-info.eu/broadway-team/ https://digital-strategy.ec.europa.eu/en/news/czech-republic-signs-european-declaration-high-performance-computing https://www.nukib.cz/en/infoservis-en/news/1660-czech-republic-us-want-to-cooperate-on-5g-network-security/ https://www.mzv.cz/file/4126870/_2nd_CIFI_on_E_Health__Draft_Agenda_Final_.pdf Bilateral cooperation focusing on artificial intelligence and internet of things as well as other initiatives of digital transformation (e.g. piloting cybersecurity solutions in regional hospitals of the Vysočina region) https://www.roc-taiwan.org/cz_cs/post/4225.html Cooperation with the Visegrad group countries: https://www.visegradgroup.eu/download.php?docID=458 Bilateral cooperation with the EU countries. COVID -19 pandemic related digital projects (private initiatives): https://covid19cz.cz/projekty/seznam-projektu

111. Please provide any other information related to e-government development in your country. *

More information about development of the eGovernment and digital government in the Czech Republic is in the document: Digital Public Administration Factsheet 2020: https://joinup.ec.europa.eu/sites/default/files/inline-files/Digital_Public_Administration_Factsheets_CzechRep_vFINAL.pdf We have started an eGovernment promotional campaign for public (Youtube, TV, Social Media) https://www.youtube.com/watch?v=qz9UH1ClMks

Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. *

(●) Yes

(○) No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:
https://forms.office.com/r/yTrKyZCjdT (https://forms.office.com/r/yTrKyZCjdT)