AUDITING E-GOVERNMENT PROJECTS

Experience in auditing e-Gov Projects in CZ

Helena Brotánková

Czechia in digital competition

[Link to see Indicator Digital Public Services for Citizens in 2020](#) (DESI 2021)

Framework of the National Digital Strategy 2018+

Based on launch of the EU eGovernment Action Plan for 2016-2020, Accelerating the digital transformation of government, COM/2016/0179 final
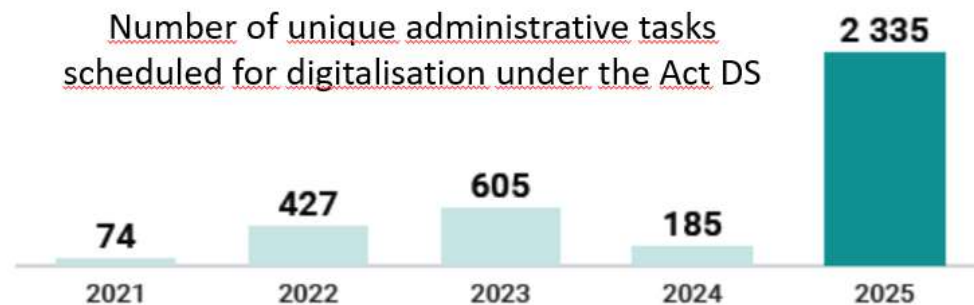
Digital Transformation Principles defined by EU and Czechia

- Digital by Default

- Once only Principle

- Inclusiveness and Accessibility

- Openness & Transparency

- Cross-border by Default

- Interoperability by Default

- Trustworthiness & Security

- Shared Services

- Flexibility

- Inside only Digital

- Open Data by Default

- Technological Neutrality

- User-friendliness

- IT Consolidation & Reducing Monolithic Systems

Enforcing digital change (1/2)

✓ The Act on Right to Digital Services (12/2020 Coll.) adopted with effect from February 2021

✓ Most agendas planned by individual ministries for digitization are concentrated until the last possible year of 2025, when according to this law the digitization must be completed

Number of unique administrative tasks scheduled for digitalisation under the Act DS

74	427	605	185	2 335
2021	2022	2023	2024	2025

388 Agendas

6 210 Administrative services

24 353 Unique administrative task

Enforcing digital change (2/2)

- ✓ Change to the Banking Act came into force => over 5.37 million digital bank identities (BankID) activated during the year 2021

- ✓ Data Boxes (digital postal system for communication with public administration) will be set up automatically from January 2023 for all citizens who use a digital identity.
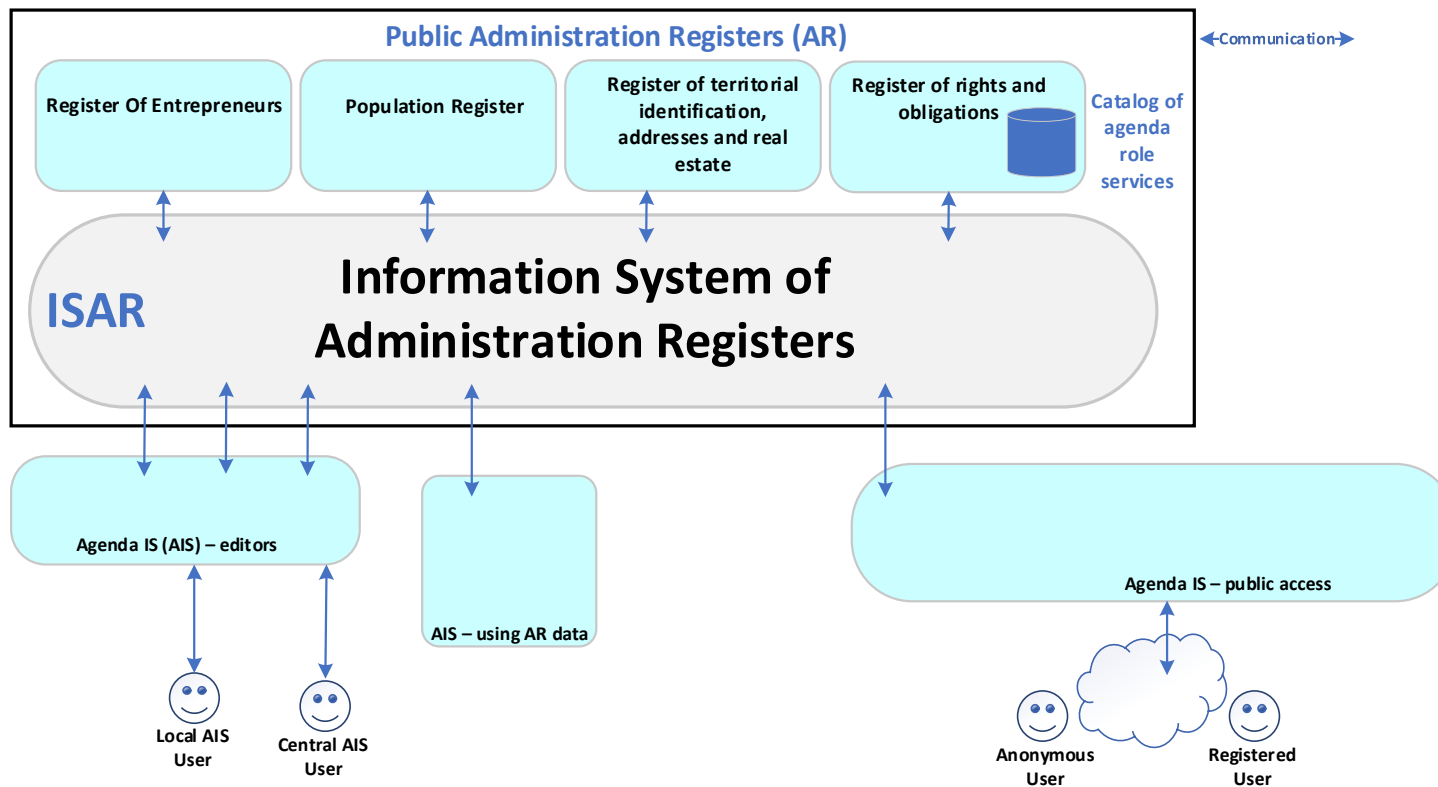
Within two years, the DIGITAL communication channel will become the preferred channel.

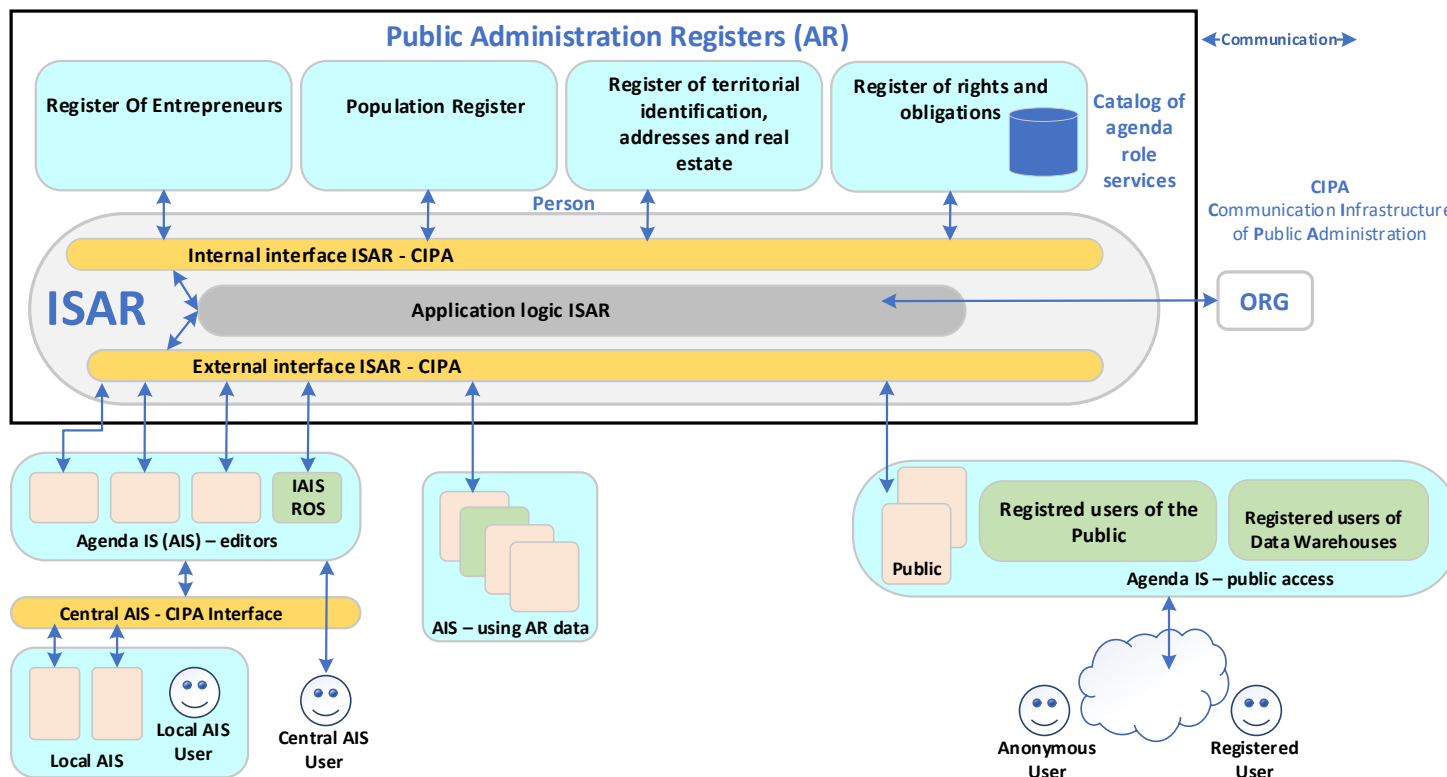# Expected areas of challenge in eGovernment audits

- Identification of specific catch points that reduce the efficiency of activities performed within public administration agendas with a link to optimal process setup (Once only principle, Interoperability by default)

- The digitalisation of front-end will put pressure on the digitalisation of internal processes (back-end) and this raises the need to develop existing information systems or acquire new ones (Digital by default, Inside only digital)

- Assessing the transaction costs of these changes will be a complex task and our audits should consider possible solutions based on the eGovernment Cloud. (Technological neutrality, IT Consolidation & Reducing monolithic systems, Shared services)

Basic Administrative Registers
# of the Czech eGovernment since 2012   (1/3)

Public Administration Registers (AR)

←Communication→

Register Of Entrepreneurs

Population Register

Register of territorial identification, addresses and real estate

Register of rights and obligations

Catalog of agenda role services

ISAR

Information System of Administration Registers

Agenda IS (AIS) – editors

AIS – using AR data

Agenda IS – public access

Local AIS User

Central AIS User

Anonymous User

Registered User

Basic Administrative Registers
of the Czech eGovernment since 2012   (2/3)

Basic Administrative Registers
of the Czech eGovernment since 2012 (3/3)
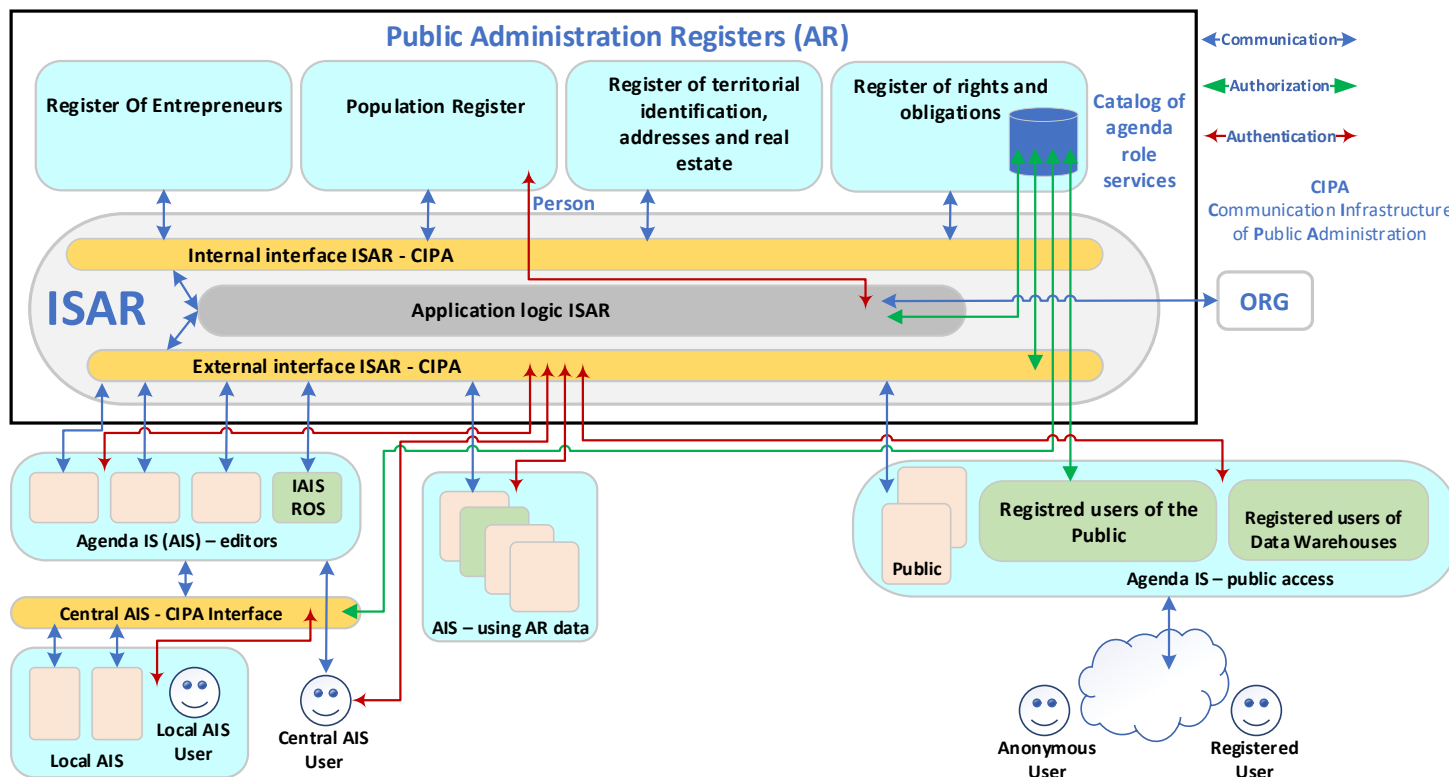
Ongoing and completed audits

**ICT SUPPORT OF ANTI-EPIDEMIC PROCESSES (1/2)**

Findings:

− Non-existent IT conception of the Ministry of Health
− Absence of conceptual management by the Ministry of Health
− Ineffective communication strategy of the Ministry of Health

\+ Inner resources mobilisation – SW suppliers, service suppliers, developers
\+ Operative solution implementation – scaling, tracing, use of inpatient COVID capacities
\+ Open data improvement

! Insufficient legislation (cross-border information sharing), GDPR
! Overuse of ad-hoc decision making
! Service vendor lock-in risk

Ongoing and completed audits

ICT SUPPORT OF ANTI-EPIDEMIC PROCESSES (2/2)
The role and business processes of the Information System of Infectious Diseases
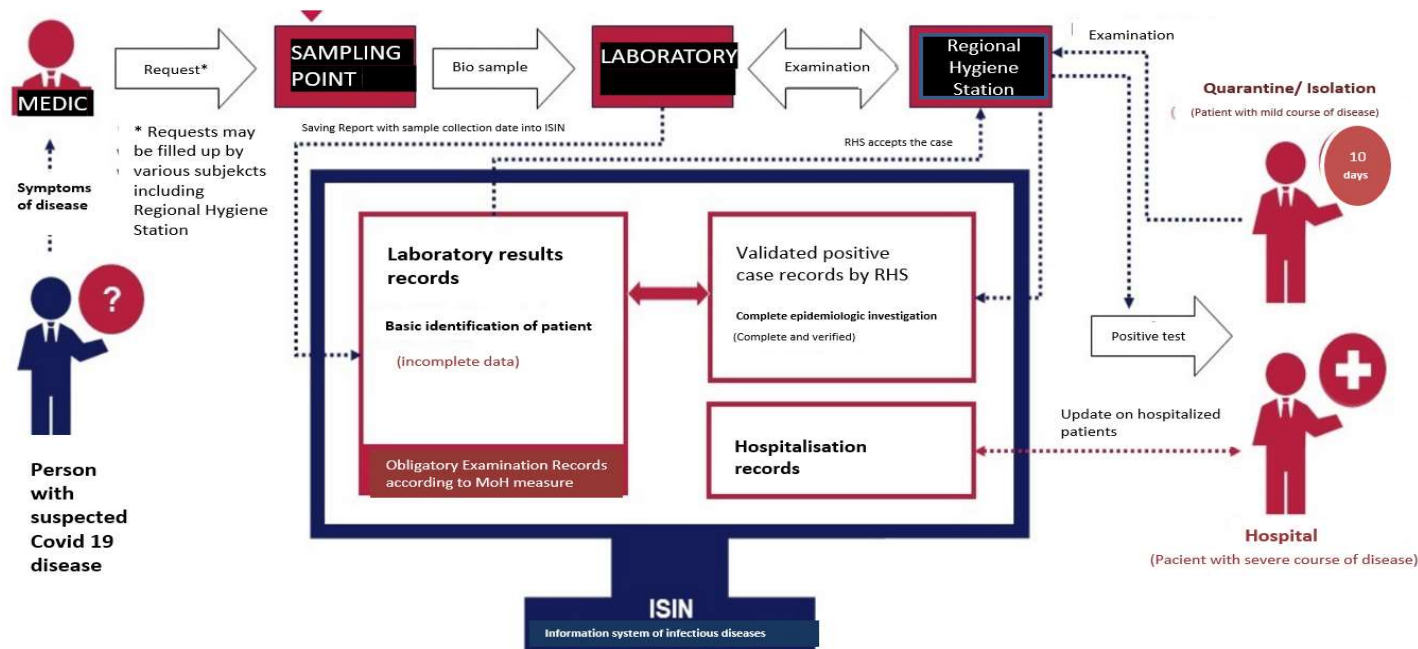
Ongoing and completed audits

HOUSE ARREST BRACELETS

- ✓ Alternative approach to serve a sentence based on a court decision
- ✓ Scope of the audit: evaluation of an electronic monitoring system functionality, extent of electronic bracelets usage

➢ Share with us your experience – contact us through BIEP, a platform for authorised participants only

Ongoing and completed audits

ETCS

✅ Electronic Time Charging System (ETCS):
- ensures accessible, reliable, continuous and trouble-free collection of time charges
- reduces the number of cases in which a toll road is used without payment of the time charge

✅ The implemented system includes:
- acquisition and operation of the information system for 4 years
- Systems for sale and distribution of electronic coupons

➢ **The SAO identified significant risks to the economy, efficiency and effectiveness of the implementation of the ETCS**

Ongoing and completed audits

GAMBLING REGULATION IN CR (1/2)

- In 2019 players lost over CZK 36 billion while betting almost CZK 400 billion in total.
- In 2019 the gambling rate in the Czech Republic increased - 40-50% of the adult population participated in gambling
- 91% of gamblers then had a negative balance from playing
- 88% of players were in debt

➢ The SAO identified significant risks partly related to the actual functioning of gambling regulation

Ongoing and completed audits

GAMBLING REGULATION IN CR (2/2)

- New administration and analytics module - **AISG** (Gambling Information System) – providing information on persons excluded from gambling (due to age or inclusion in **R**egister of **E**xcluded **P**ersons) – in action since 06/2019

- Need for centralizing data on players and their gameplay histories from all operators

Possible areas for cooperation

AUDIT ON POPULATION AND HOUSING CENSUS 2021

- ✓ Common Legal Framework Regulation (EC) No 763/2008
- ✓ The biggest IT project in the Czech Republic in 2021.
- ✓ **87 %** = share of residents who submitted their forms via internet (4.2 million electronic forms of total 5.0 million submitted forms)
- ✓ In autumn 2022, the Czech SAO will be conducting an audit on Population and Housing Census which took place in 2021.
- ✓ Audit question: How efficient the national population and housing census was and if there is room for improvement in terms of the statistical service provided with particular focus on the **use and collection of data from administrative registers?**
- ✓ We seek to map approaches to the census across different European countries - let's work together to identify best practice through a questionnaire in the BIEP portal.

- ➢ Opportunity for sharing experience from your state – contact us through BIEP
- ➢ Any relevant audit reports or other products are greatly welcomed!

Thank you for your attention

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