



## Digital Government Strategies: Good Practices

### Czech Republic: Data Boxes

The OECD Council adopted on 15 July 2014 the Recommendation on Digital Government Strategies. The Recommendation provides a set of 12 principles structured around 3 pillars. The OECD Secretariat developed a Digital Government Policy Toolkit to support OECD member countries and non-member adhering countries with the implementation of the Recommendation. This practice was submitted by the government of United Kingdom to be considered as a good practice in the implementation of one or more of the principles contained in the Recommendation.

#### Description of the practice:

**Organisation:**

Ministry of the Interior

**Name of the practice:**

Data Boxes

**Principles implemented:**

Principle 2 – Engagement and participation in policymaking and policy making and service delivery

Principle 4 - Protecting privacy and ensuring security

**Description:**

*Easy, economic, and environmentally-friendly delivery of official documents*

The Datové Schránky (data boxes) are an electronic delivery and archival system that facilitates communications between citizens, businesses, and public administration bodies in the Czech Republic. Companies, entrepreneurs and citizens preferring electronic communication with public administration to personal visits, can get their extracts from the public administration registers in electronic form. They need to activate their “data box” (e-delivery tool) and then the extract from the particular register will be delivered directly into their data box.

The system’s web interface replaces the traditional exchange of printed documents, such as submitting tax returns, and allows for immediate access from any internet-connected computer. Technical specifications of the system are publicly available, and applications for mobile devices are offered by third parties.

The use of the system is mandatory for the state administration and legal entities, and citizens may choose to set up a data box of their own. In that case, the state administration is obliged to use the data box for communicating with them.



<https://www.datoveschranky.info/>

## Results

Data boxes system is operational since 2009. It represents a universal and state-guaranteed communication tool, featuring identification, authentication and authorisation capability to facilitate communication between public administration on one hand and its clients the other. Currently used on a voluntary basis by natural persons and as obligatory for legal entities and public bodies.

There is an increasing interest in the use of data boxes by private entities (natural and legal persons). The number of established data boxes will shortly reach 921,000. The Czech Statistical Office has been gathering data showing increasing tendency of using data boxes.

### **Development:**

#### Design:

The creation of the ISDS was based on a regular legislative initiative, a process involving RIA processing, feasibility studies, settlement of commenting, etc. In the implementation phase, other commercial entities such as the Chamber of Commerce and also the representatives of the records service providers were involved in the preparation.

#### Testing:

After the system went live, it was followed by a period of four months, during which it was not mandatory to have the data box activated. There was also a public testing environment where application vendors could test to connect their systems.

### **Implementation:**

#### Tool:

The project was managed according to the usual Prince2 project management procedures. The IT system is managed in accordance to ITIL methodology.

#### Resources:

Several dozen civil servants plus the team of the operators as well as the suppliers were involved in the implementation. Implementation and operation of the system were financed from the state budget. Promotional activities were covered by the Structural Funds.

### **Diffusion and scaling:**

The following resources were used for promotion:

- Seminars



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- Mailing
- TV spots
- Radio spots
- Outdoor advertising (billboard)
- Printed advertising

A dedicated web portal was set up to support users and a call center was set up.

### Extension:

The law on contract registers has a broad personal scope and, from the point of view of regulation at the level of national legislation, contracts have to be published by almost all public bodies.

### **Partnerships:**

Private sector, civil society, academic and research bodies and other public sector organisations. Special governmental body, National Registries Authority

### Lessons learned

Communication with all stakeholders is essential.

The building of the ISDS was preceded by the creation of basic registers by 2 years. This made it difficult to obtain valid reference data for data box creation.

### Conditions required:

The introduction of a revolutionary change in the functioning of public administration requires a certain degree of directional approach (mandatory use), as it would never be possible to achieve such a penetration of use on a voluntary basis.

### Formal Evaluation:

Both the number of set up data boxes and their use for sending data messages are regularly monitored. After 5 years of operation a report and a public consultation were organised.

Of note, the data boxes are popular with the citizens, who are setting up the data boxes optionally.

### Additional information:

<https://smlouvy.gov.cz/>

<https://www.hlidacstatu.cz/Smlouvy>

<http://www.mvcr.cz/clanek/registr-smluv.aspx>



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