



Verejná správa

# PPP a e-government na Slovensku

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Country Operations Manager

# Agenda

- PPP – Public Privat Partnership
- IBM pre Verejnú správu

*“E-Government je kontinuálna optimalizácia zvyšovania kvality dodávaných služieb občanom a inštitúciám, využitím transformácie interných a externých vzťahov pomocou zavádzania internetovských technológií a nových medií”*

**European Union**

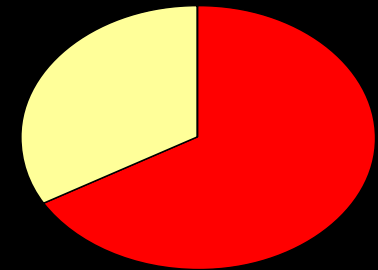
*“E-Government je fúzia obchodných a technologických riešení v prostredí, ktoré riadi verejnú správu smerom k **citizen-centric (občan v centre záujmu) stratégiám.**”*

**IBM Institute of Business Value**



# EŠF = zdroj financií rozvoja

- Práve to začalo, Slovensko je členom EU
- Slovensko je dobre pripravené
- Prostriedky z ESF budú tvoriť zhruba 2/3 celkovej pomoci pre nové vstupujúce krajiny
- Hrubý odhad čerpania prostriedkov z ESF cca 2 mld. €
- Súčasné predvstupové programy pobežia paralelne až do roku 2006.



# PPP Public Privat Partnership

- PPP je jednoducho povedané dohoda medzi orgánom verejnej správy a privátnym subjektom o zdieľaní rizík a profitov ich obchodnej spolupráce v oblasti verejných služieb

# PPP Public Privat Partnership

- Spoločná reklama a sponzorstvo  
(Advertising and Sponsorship)
- Financovanie na báze poplatkov  
(Fee based Funding)
- Zdieľané znižovanie nákladov  
(Shared Cost Savings)
- Zdieľaný finančný obrat  
(Shared Revenue)
- Dodávka „Full Service“  
(Full Service Delivery)

# Spoločná reklama a sponzorstvo

- Poplatky za poskytovanie reklamy  
privátnych firiem na vládnych prostriedkoch
- Rýchly ale malý príjem, niekedy nestačí  
pokryť náklady
- legislatíva



## Financovanie na báze poplatkov

- Zdieľanie poplatkov za transakciu medzi verejnou správou a privátnym sektorom, ktorý investoval do projektu
- Poplatkový systém motivuje k vytvoreniu klientsky orientovaných št. systémov
- Dlhodobé príjmy



## Zdieľané znižovanie nákladov

- Počiatočná investícia privátneho sektora je splácaná porciou vygenerovaných úspor št. a verejnej správy
- Netreba zvyšovať rozpočty št. sektora
- Zníženie nákladov sa ťažko meria

## Zdieľaný finančný obrat

- Napr. komercializácia infraštruktúry št. a verejnej správy
- Nový finančný obrat nezasahuje do procesov inštitúcie
- legislatíva

## Dodávka „Full Service“

- Privátny sektor preberá celú prevádzku procesov štátnej inštitúcie
- Menšia kontrolovateľnosť zo strany št. Inštitúcií
- Moderná a najpokrokovejšia metóda

# PPP projekt

- Vízia
- Definícia projektu
- Definovanie projektových rolí a zodpovedností
- „Feasibility“ štúdia
- RFQ – Request for Qualifications
- RFP
- Výber dodávateľskej spoločnosti
- Kontrakt
- Vykonávanie a monitorovanie projektu

## IBM pre Verejnú správu ...

*“E-Government je kontinuálna optimalizácia zvyšovania kvality dodávaných služieb občanom a inštitúciám, využitím transformácie interných a externých vzťahov pomocou zavádzania internetovských technológií a nových medií”*

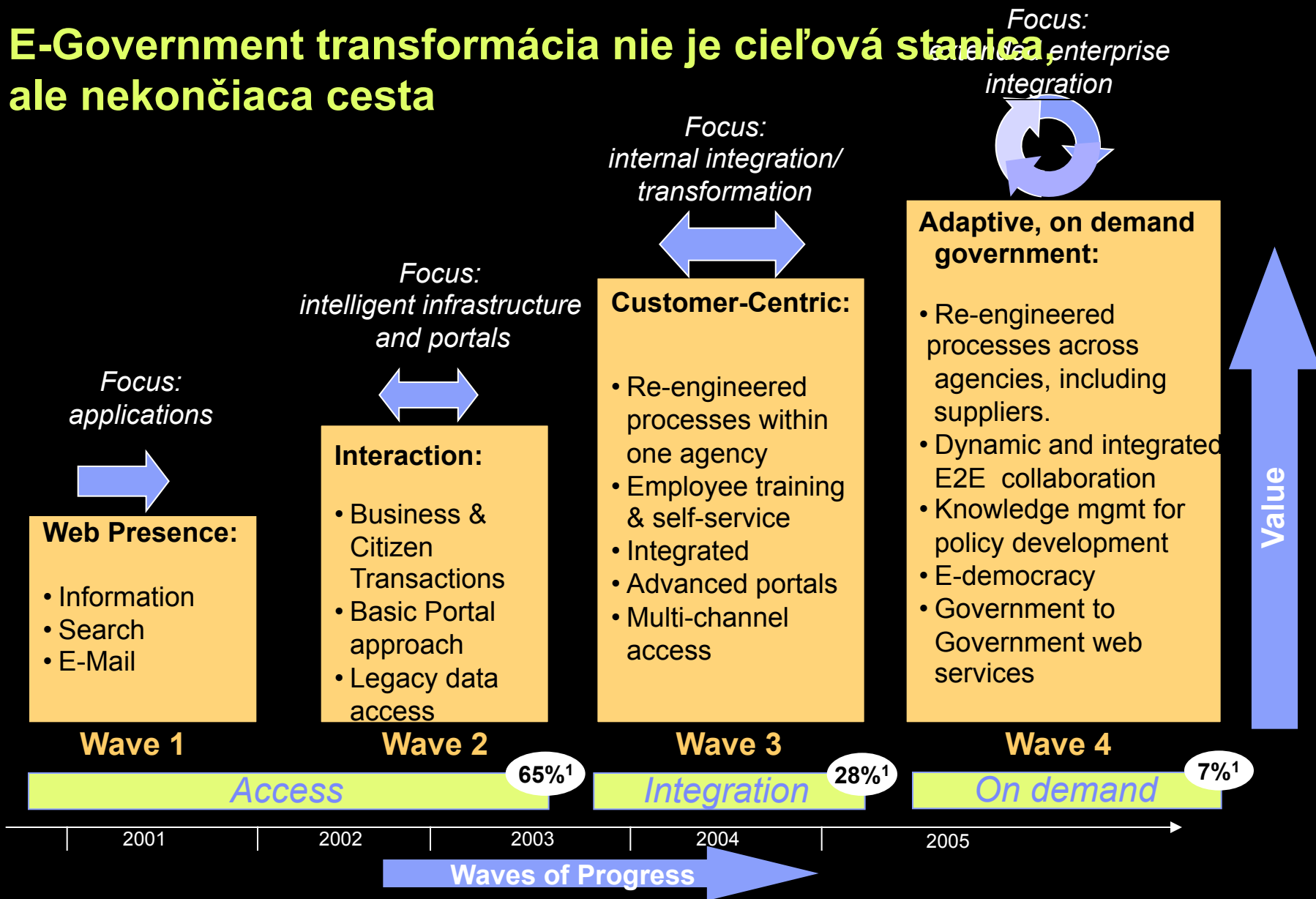
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**IBM Institute of Business Value**



# E-Government transformácia nie je cieľová stanica, ale nekončiacia cesta



<sup>1</sup>Source: Based on 33.000 companies surveyed in IBM's e-business Adoption Study

# V rámci programu eEurope 2005 Action Plan, Európske vlády prechádzajú do fázy 3.

- **Government transformation requires to have a balanced approach by working on all 4 axis.**

## Government to Employee

- Employee training
- Self-services

G2E

G2C

## Government to Citizen

- Advanced Portals
- Multi-channel access

## Government to Government

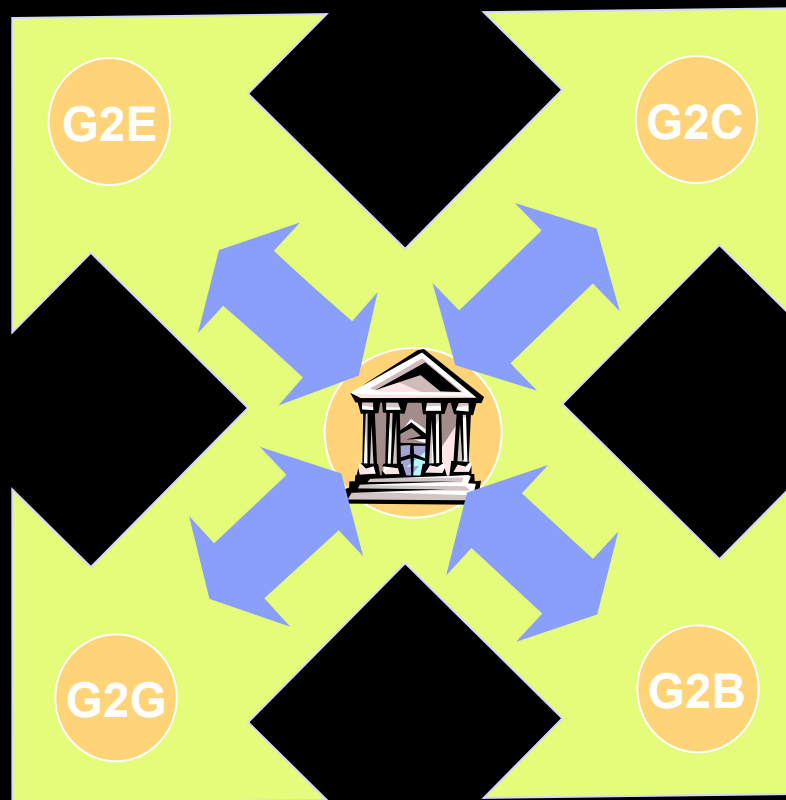
- Integrated
- Re-engineered cross agency processes

G2G

G2B

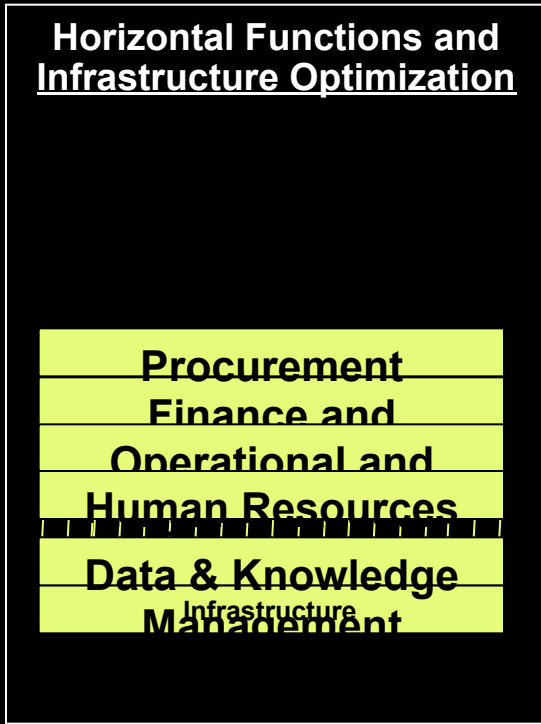
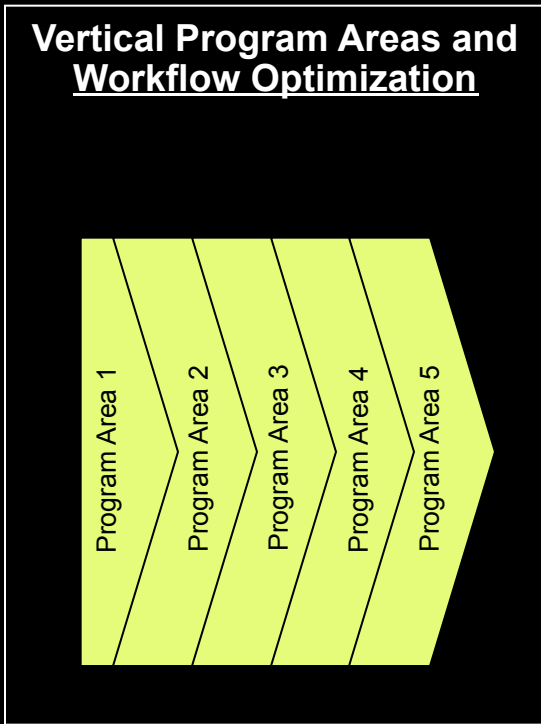
## Government to Business

- Advanced Portals
- Multi-channel access





# E-Government vyžaduje fókus na 3 hlavné oblasti zmien



**BACK-OFFICE**

**FRONT-OFFICE**

# Spain - Agencia State de Administracion Tributaria

## Need:

- Make exchange of tax agency information with the public more accessible, simpler and easier to understand

## Approach:

- Web-enabling its tax service – e-tax solution
- Empowering business transformation

## Impact:

- improving quality and customer service
- "..enabled the AEAT to post all of its services and information on the Internet, improving our service to the public while cutting down on a lot of manual work, time and extra costs."

The screenshot displays the homepage of the Agencia Tributaria (Spanish Tax Agency). At the top, the logo and name 'Agencia Tributaria' are visible, along with the subtitle 'Agencia Estatal de Administración Tributaria'. Below this, there is a grid of service categories represented by icons and text:

- REGULATIVA Y LEGISLACIÓN
- CONTACTAR CON LA AGENCIA TRIBUTARIA
- CALENDARIO DEL CONTRIBUYENTE
- DECLARACIONES Y TRANSACCIONES PERSONALIZADAS
- INFORMACIÓN TRIBUTARIA
- MODELOS TRIBUTARIOS
- INFORMACIÓN DE LA AGENCIA
- TRIBUTACIÓN DE NO RESIDENTES
- PROGRAMAS DE AYUDA
- RESOLUCIONES D.G.O. TRIBUTOS
- RESOLUCIONES D.G.O. HACIENDAS TERRITORIALES
- DEPARTAMENTO DE AJUSTES E I.R.R.

In the center, there is a prominent yellow button labeled 'Presentación telemática de Declaraciones' (Online submission of declarations). To the left of this button is the WITSA logo with the text 'Premio a la Excelencia en las Tecnologías de la Información' (Award for Excellence in Information Technologies). To the right is the 'Estrategia de Internet' logo. At the bottom of the page, there is a navigation menu with links: 'NOVEDADES | MAPA DEL WEB | SUGERENCIAS | INFORMACIÓN | ESTABLECIMIENTOS | OTROS ORGANISMOS | AYUDA | EMISIÓN DE BARRIDOS'.

<http://www.aeat.es/>

# Manitoba, Canada – Web enabled child care services

## Need:

- As demand for child care services grew, Manitoba's Child Day Care information system was no longer able to provide the level of service

## Approach:

- Manitoba and IBM are working together to implement a full integrated web enabled technology solution for child care that will dramatically improve service to all stakeholders.

## Impact:

- The solution now allows parents, service providers and others to immediately estimate child care subsidy eligibility online and to apply for a subsidy online.



# Salford City Council - Back-office transformation – Financials / Human Resources / Procurement.

- Salford City Council provides just under a quarter of a million residents with their council services, employs 11,500 staff and has a gross annual budget of £500 million. Faced with the dual demands of 'Best Value' and raised expectations about the performance of financial reporting and systems, the City of Salford planned to implement a 10 year strategic plan, involving a new financial management and information system with a view to:
  - Enable greater business efficiency
  - Support key financial processes
  - Improve cost management and strategic planning
  - Make best use of limited resources
  - Provide accurate, timely, accessible financial management information
- Alongside replacement of legacy financial systems, Salford was looking for assistance in re-assessing and re-organising their finance function. With the implementation of SAP came standard financial processes that supported the centralisation of financial processing functions in a new Financial Services Group. This allowed the integration of the procurement function, which has enabled the Council to ensure that best value is obtained at all times.
- Benefits delivered included; Delivery of integrated financials, procurement, HR and payroll solution in accordance with all contract requirements, delivering savings of £1million per annum. Creation of a central financial services group to improve the efficiency of the delivery of financial, procurement and payroll processes. Replacement of numerous stand-

**Salford City Council**

Roe Green Cricket Ground

goods and services.

# Consip – Government e-Procurement Project - Italy

## The Customer Background:

A private procurement agency providing consultancy, support and IT solutions.

Its role:

Providing a framework agreement for the procurement of goods and services

## The business challenge:

- Reduce expenses:
  - Aggregate demand & Standardise offering
- Streamline processes:
  - Accelerate time to market and On-line ordering
- Increase transparency:
  - E-procurement models & Data accessibility



## The solution: 'one of the most ambitious and complex infrastructural digital projects ever launched by the Italian government'

- Procurement strategies defined with related governance and planning models
- Design and coordination of testing activities from an organizational perspective
- Relationships with providers/suppliers and ordering sites
- Definition and management of bid scenarios.



# UK Whitehall Knowledge Network – Knowledge Management

## The Business Challenge:

- Enable a government Knowledge Management system to provide up-to-date information to elected representatives, to the media and to the general public.
- Bring senior levels of government into close and swift communication on policy and issues and the departments to talk to each other

## The Solution:

- Creation of a Government-wide knowledge network, 24-hour electronic 'one stop shop' for policy briefing, facts & figures.
- Notes Domino collaboration tools

## The Client Benefits:

- Instant internal communication of Departments with each other
- Joined-up policy making
- Increasing Government policy information to the public
- Helping staff access information and respond efficiently: 250,000 users per week
- Improved coordination of different communications channels
- Enhanced ability to respond to "quickfire" changes and questions in a united fashion



*"It has entailed every single government department working in a coordinated fashion to a shared goal ... We are the first government in the world to have delivered this capacity"*

*Andrew Pinder, e-envoy*

# Principado de Asturias - Spain

## The business challenge:

Increase responsibility, accessibility & efficiency in the Public Administration - citizens relationship

Quality services through a multi-channel Citizen's Service Bureau

## The solution:

Definition of the services to be offered by the CSB

Design and implementation of a multi-channel CRM application based on Siebel technology

Integration of all the channels of communication through a front office technology platform

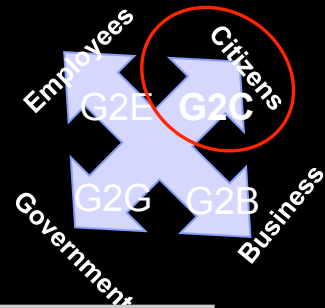
## The client benefits:

Allows the regional government to become a modern organization that can meet its citizens' needs

Provision of better quality of service to the public

Improved information management processes for the provision of services

The new service offers application and status information online via its web interface



*"To be effective in the eGovernment sphere...you must provide the multichannel functionality that the private sector offers"*

*Adolfo Arana, BCS Partner*



# Virk.dk – Danish G2B Portal

## The business challenge:

Pursue economic development and improve public services

Relieve businesses from administrative burdens through the a portal for all relationships between SME and Danish Government

Authentication of digital signatures at no extra cost

## The solution:

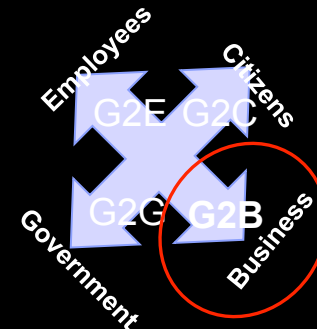
‘One-stop-shop’ for relevant Government information and services

Advanced personalized web front-end for both businesses and individuals

Public - private innovative partnership and joint initiative supported by 5 Ministries and more than 24 institutions

Secure e-form environment where reporting can be done electronically

Portal provides related information from private partners – e.g. banks, insurance companies, accountants and law firms etc.



**virk.dk**  
-din genvej til det offentlige

**Krak**  
-vi gør det lettere

virk.dk - din genvej til det offentlige

**virk.dk er den nye danske erhvervsportal.**  
virk.dk tilbyder én samlet indgang for erhvervsvirksomheder til det offentlige. Herudover vil virk.dk give on-line adgang til revisorer, banker, advokater etc.  
virk.dk vil indeholde personaliseret information og give mulighed for sikre transaktioner og indberetninger + meget mere.  
virk.dk åbner 1. maj 2003.

**Kontakt følgende for yderligere information**

Direktør Timmo Ritzau	Partnerchef Jakob Blicher-Hansen
Direkte telefon: 4595 6494	Direkte telefon: 4595 6515
Mobil: 2087 0089	Mobil: 2290 2032
Mail: tr@krak.dk	Mail: jbh@krak.dk

*"...It is of strongest importance that the portal lessens the administrative burden for companies. Companies should focus on growth and not on reporting to the public institutions..."*  
Deputy Prime Minister

# e-ArmyU.com – US Army

## The Customer Background:

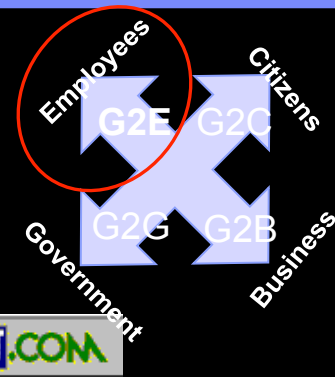
- Remove barriers to further education - finance & access
- Increase retention
- Improve critical thinking

## The business challenge:

- Increase soldier retention, meet training requirements of geographically disperse organisation
- Reduce training and recruiting costs
- Transform the force to fight in today's digital battlefield

## The solution:

- Comprehensive— technology package, 24x7 support, 20 institutions
- Unprecedented size, speed and scope – 32 countries, 4 U.S. territories and 47 U.S. states
- Easy-to-use



eARMYU.COM

# European Government Customer

## The business challenge:

Address the skills shortage quickly and effectively

e-Learning for Ministry personnel

Utilise new technology to deliver the staff development program effectively and efficiently

Monitor the effectiveness of e-learning for teachers (results and users impact etc.)

## The solution:

E-learning system designed and implemented

Design, building & management of new information system

Web site, application & network station management

Open, flexible system implemented

## The client benefits:

2,400 tutors registered; 49,000 virtual classrooms; 250,000 documents accessed; 62,000 teachers registered

74 % of teachers connected from home; 97% of users very satisfied, asking to continue through e-Learning

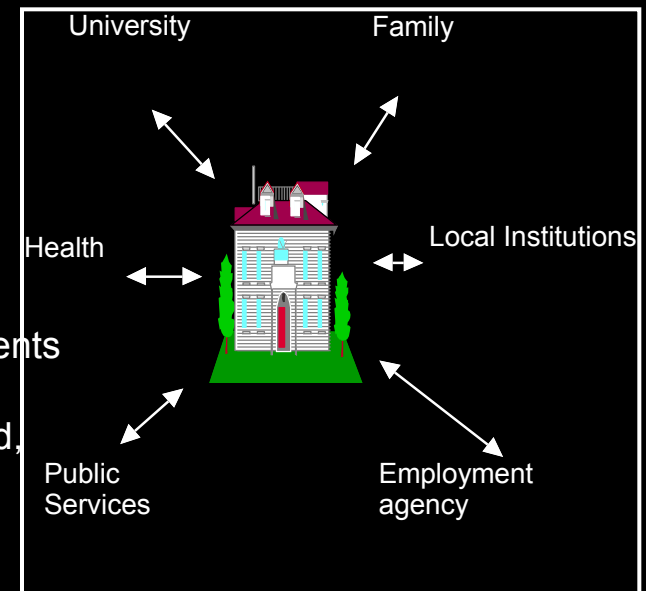
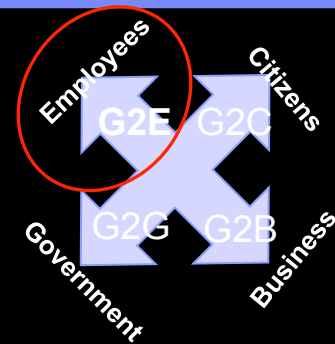
Reduction of training costs

« Open school » site providing e-services for final users connecting students, families, schools, other administrations

## 'On Demand' Preparation:

**Focused** on core capabilities - full outsourcing of Ministry IT Infrastructure

**Responsive** to the learning needs of Government employees



# CapWin Project – First Responder Interoperability

## The Business Challenge.

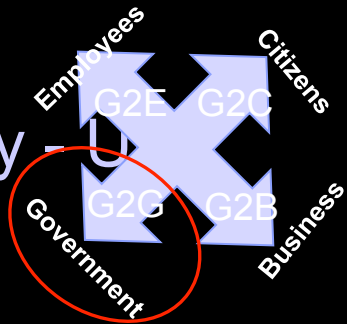
- Limited or No Emergency First Responder Interoperability
- Emergency management agencies (fire, law enforcement, emergency medical services etc.) without common mobile data or voice communications systems.

## The Solution:

- Integrated wireless network for cross-jurisdictional collaboration
- Open, standards-based, modular architecture and industry leading Internet technologies
- Core system including a Web client, instant messaging, external data query, and basic incident management functions

## The Client Benefits:

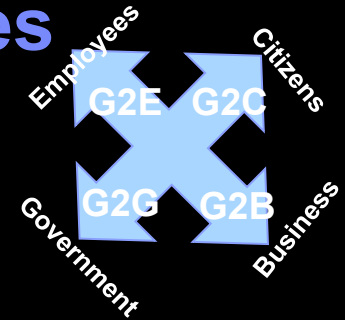
- Increased Officer/Citizen safety: ex. more time for police to be on the streets
- Better information to make critical decisions
- Cost savings due to better use of personnel
- Increased ability to respond to a domestic terrorism situation
- Multi-enterprise participation
- Cross-organization data access and shared infrastructure



<http://www.capwinproject.com>

# Manitoba - Integrated end-to-end services

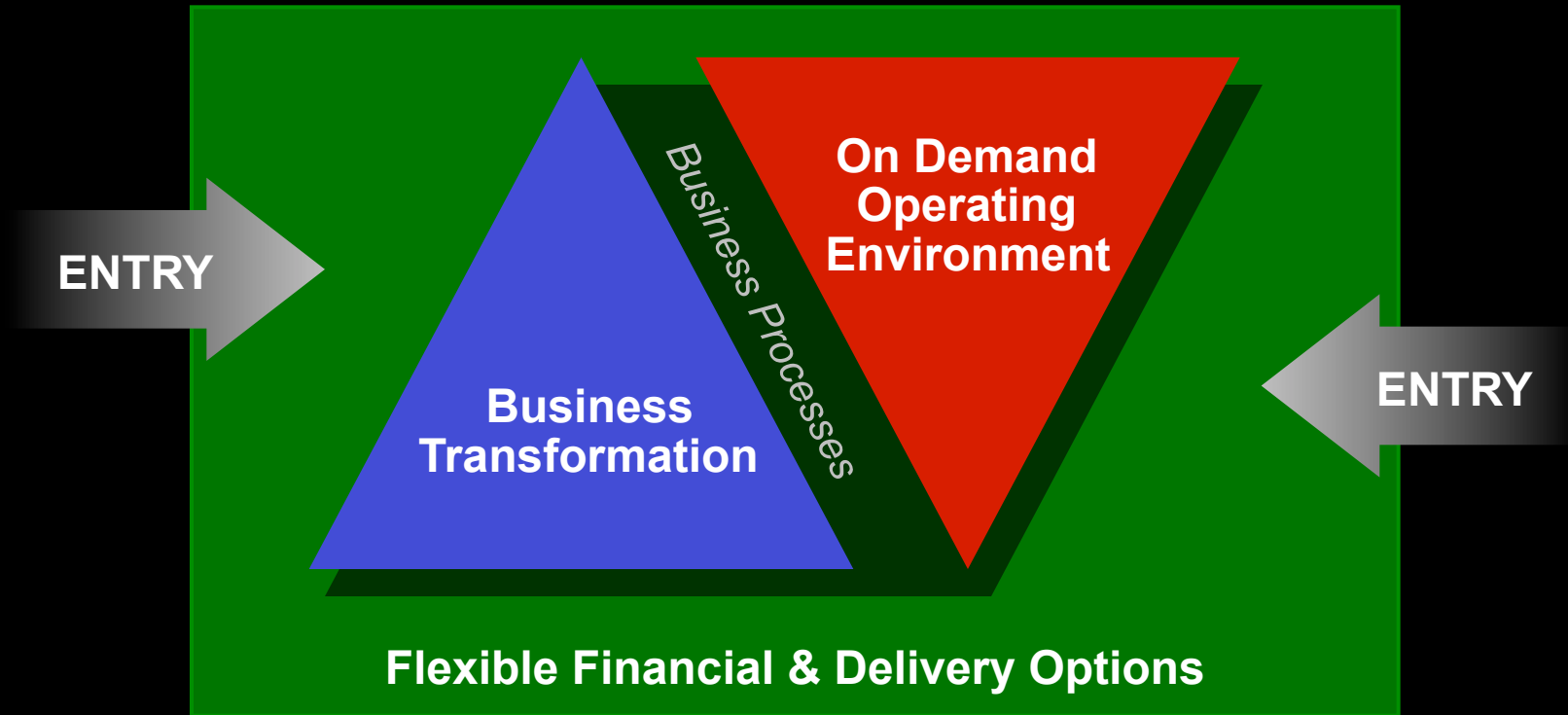
- Integrated services
- Enhanced operational effectiveness
- Improved outcomes & metrics for program effectiveness



## On Demand Characteristics:

- Reengineering simplified the processes, shortened cycle times, and saved money.
- The services are much more responsive to constituent needs

# IBM - On demand Strategy pre verejnú správu



- Deep industry expertise and methodology
- Modeling tools and experience enhance business process flexibility
- On demand operating environment based on open standards
- Ecosystem of partners committed to enabling on demand breakthrough
- Delivery and financing flexibility



# IBM, PPP, štruktúrované fondy

- IBM je popredný dodávateľ IT
- IT je neodmysliteľnou súčasťou všetkých infraštruktúrnych projektov
- IBM má know-how nielen o IT , ale aj o procesnej stránke získavania financií z EU
- IBM sa môže podieľať na dodatočnom financovaní projektov v št. správe
- IBM je silný partner ( 800+ zamestnancov na Slovensku)
- IBM má referencie v iných krajinách, ktoré pristúpili do EU v nedávnej minulosti