GOVERNANCE AT THE LOCAL LEVEL: A STUDY OF BEST PRACTICES IN PRAGUE, CZECH REPUBLIC

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"There is an opportunity to leverage E-governance as a tool to foster greater efficiency and effectiveness for municipal and regional governance overall."

--Václav Kraus,

Prague CIO

DESIGN AND METHODOLOGY

- Our survey assessed the practice of digital governance in the 22 districts and ranked them on a regional scale.

- The survey analyzed privacy/security, usability, and content; the type of online services currently offered; and citizen response and participation through websites established by the districts.

Správní členění města na správní obvody (SO)
a městské části (MČ)

Celkem 22 SO, 57 MČ

Březiněves

Dolní
Chabry

Ďáblice

Čakovice

Suchdol

Přední
Kopanina

Lysolaje

Správní obvod
Praha 8

Správní obvod
Praha 18

Vinoř

Nebušice

Troja

Praha 8

Praha 18

Správní obvod
Praha 19

Praha 19

Satalice

Správní obvod
Praha 6

Správní obvod
Praha 7

Správní obvod
Praha 9

Správní obvod
Praha 20

Praha 6

Praha 7

Praha 9

Správní obvod
Praha 14

Správní obvod
Praha 1

Praha 1

Správní obvod
Praha 3

Praha 14

Praha 20

Správní obvod
Praha 17

Praha 17

Zličín

Správní obvod
Praha 2

Praha 3

Dolní
Počernice

Klánovice

Praha 2

Správní obvod
Praha 10

Štěrboholy

Běchovice

Správní obvod
Praha 21

Praha 13

Správní obvod
Praha 5

Praha 5

Správní obvod
Praha 13

Praha 10

Správní obvod
Praha 15

Dubeč

Praha 21

Řeporyje

Správní obvod
Praha 4

Dolní
Měcholupy

Koloděje

Slivenec

Praha 4

Praha 11

Praha 15

Praha 22

Velká
Chuchle

Správní obvod
Praha 11

Petrovice

Správní obvod
Praha 22

Lochkov

Kunratice

Šeberov

Újezd

Křeslice

Královice

Praha 16

Správní obvod
Praha 12

Libuš

Benice

Nedvězí

Správní obvod
Praha 16

Praha 12

Kolovraty

Zbraslav

Lipence

30 000   5 000   0 Meters

PRAGUE DISTRICT RANKINGS

Rank	Districts	Score
1	District 1	41.80
2	District 16	41.63
3	District 6	39.26
4	District 5	36.96
5	District 14	35.20
6-10	**Districts**	**Avg Score**
	2,4,10, 11, 17	31.04
11-22	3, 7, 8, 9, 10, 13, 15, 18, 19, 20, 21, 22	24.69

BEST PRACTICE – CONTENT: DISTRICT 1

- The current system for web development and content management allows for over forty departmentally based content editors. The content editors are held accountable for maintaining current content. Content updates can take place any time of day and go through a series of checks before they are officially published.

BEST PRACTICE – SERVICE: DISTRICT 1

- Examples of innovative services offered by District 1 include an online complaint tracking system that is integrated with the district call center, CIS applications, and a system for listing city owned properties that are available for sale or rent. In addition, the site allows residents to reserve city sites for events such as weddings, and features tourist oriented "microsites" about cultural historic areas within District 1.

- Finally, the district is planning to pilot a WebTV channel that would provide live online content relevant to District 1 residents and visitors.

KEY FINDINGS:
DISTRICT 1

- *Project management and service agreements among all departments in the district helped foster development and implementation, with attention to quality control of web page changes.*

- *Routine citizen feedback helps to continually improve the design and types of service provided by the website.*

BEST PRACTICE - USABILITY: DISTRICT 16

- The design of the website evolved over time to allow for substantial day-to-day management by the districts' administrative office. The content is managed by each department through a log-in system and an updating database that allows for such change. The website, therefore, has a general template that key personnel within each department have access to when related to their offices.

KEY FINDINGS: DISTRICT 16

- *Need to have a dedicated group of people working towards e-governance across all departments within the district; not just the IT department.*

- *Citizen influence in design and usability is critical for overall functionality.*

BEST PRACTICE – CITIZEN PARTICIPATION: DISTRICT 5

- Online marketplaces, MMS push technology and increasing the efficiency of service provision to citizens are just a few innovations that were developed in recent years and that mark the current period of a new design and look for the website, with everything from Web TV to classic online public services.

- With the website they have been able to reduce the response time to three days. Support from district leadership was critical in establishing their e-governance initiatives, as was getting buy-in from all employees.

KEY FINDINGS: DISTRICT 5

- *Succession planning among changing leadership*

- *High expectations for privacy and security*

BEST PRACTICE – PRIVACY AND SECURITY: DISTRICT 6

- In the area of privacy and security, the district has found it critical to ensure the optimal adherence to best practices. Moreover, the district provides many innovative and functional services online that require an integral and well developed security and privacy plan. The district leaders, therefore, have discussed privacy and security needs, and have made those expectations clear to their service provider. The company is quite familiar with privacy-security standards and has high expectations in this area.

KEY FINDINGS: DISTRICT 6

- *The need for governmental leadership and support of initiatives is critical for the successful implementation of e-governance.*

- *Discussion with district employees before the introduction of new programs helps in development and overall implementation.*

BEST PRACTICE – SERVICE: DISTRICT 14

- The district's ICT department and budget are relatively small and growth is constrained by the availability of freeware and open source programs. Infrastructure, such as computers and servers, are updated periodically, but the budget and resources have remained relatively constant over time. This has created a culture of developing systems that are both functional and reliable in terms of functionality.

KEY FINDINGS: DISTRICT 14

- *The personal relationship of the e-governance champion in the development and implementation of initiatives with technological requirements is important.*

- *Working with limited resources from the inception creates a culture of being able to accomplish any idea with the resolve that it can get done through research and hard work.*

CONCLUSION

- Thank you