

DIGITÁLNÍ A INFORMAČNÍ AGENTURA_

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System and user notifications, main principles and differences

What are client/user notifications and information system notifications, what are the principles of their implementation and use, what is the potential of central shared services for them, and how are FO contact details used?

Key concepts explained:

1. User/client notification = notification to the client.
2. Data change notification = notification by one IS to another of a data change or other event

In eGovernment parlance, the term "notification" is used for some forms of communication.

In addition to the mutual actions taken by service providers and clients in service channels, various personal notifications and notifications, often generated automatically on the basis of rules or data changes, are an important component of government communication with clients (FOs and POs). These notifications continue to be referred to as notifications, sometimes more accurately as client notifications.

However, the same concept of notification is currently used for a technique serving as one of the tools for managing the integration between two systems, where the dependent (managed) system, if it has this set up in the master (managed) system (subscribed, subscribed), is notified of some change in the data in the master system and can, for example, request the service for the changed data. In this case it is a so-called system notification. This process will henceforth be referred to as Data Change Notification within the CR Linked Data Pool.

The aim of the eGovernment architecture is to define and implement central shared services for both types of communication, notification and notification of data change. It is recommended to use the services of the ISZR for notification of changes in data of subjects (ROB, ROS) and objects (RUIAN) kept in the basic registers. A single shared service for registration and sending notification of changes in data will be built in the environment of the ISZR and the basic registers.

Shared services for notifications to clients should be available in all universal, agency and territorial service and communication channels, self-service and assisted. The architectural vision of eGovernment in the NAP envisages the creation of a set of central applications supporting all channels with shared services - we are talking about components of the CRM (Citizen Relationship Management) category. One of them should be a client notification engine and integration to one or several communication platforms for each form of message delivery (SMS gateway, mail-server, IVR, contact centre script, hybrid mail, ISDS, etc.).

Client notifications are always forwarded exclusively to the right holders on the basis of data stored in the basic registers or in agendas according to specific regulations.

Client contacts for the transmission of client notifications are therefore maintained at multiple levels of validity, as central in the basic registers and as local in the agenda systems and agenda or territorial portals. The central contact data stored in the Population Register or the Register of Persons is managed by the natural person through the National Point portal after his/her identification and authentication.

The proposal for the use of contact details by central shared services for client notifications assumes that if the message from the AIS calling the shared notification service carries as a parameter, in addition to the message, the preferred communication channel and the contact details therein, this local preference of the client (or service provider) takes precedence over the contact details from the profile. If the preferred channel and contact from the local AIS is missing and only the AIFO and the message text is transmitted, the central contact details shall be used.

[notification, user notifications, system notifications](#)

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