DIGITÁLNÍ A INFORMAČNÍ AGENTURA_

Export z Národní architektury eGovernmentu ČR

Obsah

Full electronic submission

Full electronic submission description

Full electronic filing (also referred to as "FEP") can be described as the possibility for a client/citizen, as well as a representative of a legal entity, to handle all his/her necessary life situation agenda, through electronic interaction, self-service at any time and from anywhere or assisted from any universal contact point of VS, without the need for a personal visit to the relevant offices, and subsequently the possibility to have an overview of the status and progress of all his/her life events being handled.

At the same time, the concept of UEP represents an advanced variant of electronic submission (electronic form of action of a client, citizen and/or organisation towards the public administration of the Czech Republic), which meets a set of required characteristics, primarily determined by the so-called architectural principles of eGovernment and furthermore the characteristics envisaged for submissions to the public administration by legislation, in particular the Administrative Code and agency laws.

A client's electronic submission to a public administration is considered complete if it meets all architectural principles of eGovernment and other requirements, in particular:

- It supports the principle of Digital by Default by being designed to be internally fully digital (never needing to be printed or dealt with in person), but with the caveat that it also supports the so-called electronically disabled in assisted forms.
- Supports the Whole-of-Government principle by being available in an equivalent way in all eGovernment channels (self-service and assisted), with priority given to universal contact points (CzechPOINT and POs in PVS).
- Supports the principle of Once only by using all the data about the client that the public administration has and is legally allowed to use in a given situation for pre-filling the form and for navigation and service selection.
- Supports the principles of Interoperability by Default and Cross-border by Default by allowing all clients, residents of the Czech Republic and the EU, for whom the action is relevant, to be served electronically, even remotely from abroad.
- After submission, it is automatically processed by machine, transferred to the transaction record of the agency information system.
- Supports the principle of Inclusion and Accessibility by supporting the so-called electronically (or otherwise) disabled with assisted forms.
- Uses Unified identity space of public administration and Electronic identification for clients of public administration .
- Allows clients to make submissions through different electronic interfaces (web page, form or assisted service) and to track the progress of their submission through the same interface through which the submission was made or another interface specified by the client.

All public administration service channels must be integrated with each other in a targeted way so that they can be freely switched between them during the processing of the submission and all information is preserved, transferred to them (between them).

Full e-filing rules

The authority must respect all downstream functional units such as the interconnected data pool, public administration portals or the public administration communication infrastructure and ensure procedurally that the processing of the submission is electronic throughout its life cycle.

To meet the requirements for a complete electronic filing, the Authority must meet the requirements through its

service channels (e.g., portal):

- The use of Unified identity space of public administration for officials and Electronic identification for clients of public administration.
- Pre-populating the submission with all data known to the state to the client after proving the electronic identity. Ensuring this requirement is met by drawing data from the Linked Data Pool.
- Has the services of its agencies within the IEP and their IT applications designed in such a way that services can be combined in service channels for efficient handling of life events.
- Allows clients to make submissions through various electronic interfaces (website, form or assisted service) and track the progress of their submission through the same interface through which the submission was made or another interface designated by the client.
- Gradually, all existing rights and obligations in relation to the SS will be accompanied by a transactional service (not only a description of the instructions) in the Citizen Portal, in all cases where the electronic transactional service is feasible and corresponds to the legitimate interests of the clients and the authorities at the same time.
- Electronic filing in the form of the OEP can also be done on paper (off-line), i.e. it is possible to download a pre-filled form, fill it in manually, send it by data box or deliver it electronically signed in any other way (including by e-mail, by inserting it into the portal) or insert it into the electronic application of the office.
- In the case of less frequent submissions, one of the two channels (on-line or off-line) is sufficient, but it must allow good (personalised) navigation to the service and pre-filling.
- The same service can be obtained with the assistance of a clerk at any physical contact point in an assisted manner. For typical and simple submissions for dealing with typical life situations, this will be possible at Universal Assisted Contact Points.
- The traditional channels for receiving paper submissions in person, by dictation into a report or by post will be maintained - office counters and mailrooms. However, they will be tasked with the immediate full digitisation of the entries received so that all further subsequent processing is uniformly fully electronic.
- An integral part of many submissions is the fulfilment of a financial obligation (fee, tax). The payment gateway must therefore be part of the service interface. For agendas with autonomous competence, the payment gateway is fully the responsibility of the end office, for agendas with delegated competence the agenda manager must decide on the method.
- Electronic self-service for clients/citizens and legal entities must be complemented by an interactive support and advice channel (service-desk, call-me-back, etc.).
- The submission does not always have to be made by the person who is logged in with electronic identity, but may be a person representing another person. The authority must therefore ensure management of mandates.
- For individual customisation of the user interface, the authority shall use so-called client profiles. Each unique and uniquely identified client has only one profile. In this profile, personal and agency data are stored in accordance with the data management rules Legal aspects for pseudonymisation.
- Submissions entered or processed in the framework of the OTP solution must always be received at the mailroom and recorded in the eSSL or a separate document filing system in accordance with the Act on Archives and Records Management. Their receipt must be acknowledged by an appropriate reply message.

ÚEP, Full electronic submission, subject area