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| **Regional Preparatory Meeting  for WTDC-17 for Europe (RPM-EUR)** | P:\SUP\Logos\Post-150th Anniv\ITU-logo-UNblue.jpg | |
| **Vilnius, Lithuania, 27-28 April 2017** | | |
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|  | **Document** **RPM-EUR17/****23-E** | |
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| **Original:** **English** | |
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| **Poland (Republic of)** | | |
| A citizen-centric approach to building services  for national administration | | |
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| **Priority area:**  Priority setting for Regional Initiatives, related projects and financing mechanisms  **Summary:**  The initiative in this area will facilitate the development of such citizen-centric services. These ought to be accessible and available to all members of the society. The aim is to transform and replace the traditional, paper-based methods of handling administrative issues, into the digital mode, allowing citizens to handle their administrative necessities and responsibilities.  **Expected results:**  RPM-EUR is requested to examine this document.  **References:**  WTDC Resolution 17 (Rev. Dubai, 2014) – Implementation of regionally approved initiatives at the national, regional, interregional and global levels | | |

**Proposal**

The basic aim of this contribution is to identify the key actions/sectors which can play a crucial role in the upcoming 4-year period especially in the development and achieving the goals defined during WTDC-17. In Poland’s view there are still remaining issues to be dealt with and developed by European administrations and BDT, especially in the area of national administration services for the citizen. This initiative provides also a platform for exchange of views, best practices and knowledge among the administrations concerned, as there are major differences and discrepancies in progress of various activities. The proposed line of action is an important factor of ICT development in upcoming years and with ITU-D’s assistance the regional policies would become more coherent and effective.

Another challenge is to facilitate development of common interoperability services, service platforms and ecosystems which are based on the reuse of the ones provided by the citizen. These solutions will prevent the end-user providing the same data twice, which means that certain cases will be handled in a package and not separately one by one (i.e. registering the birth of a child requires few registry entries, applying for welfare benefits etc). Citizens need services to be bundled and expect seamless user experience so that their cases are not handled by different administrations or sectors separately but solved at one time. Keeping this in mind, it is also important to promote the benefits of electronic payments to enhance digital interaction between national administration and its citizens.

In order to provide a full scope of computer-aided or automated services several issues have to be ensured: from providing open data in standard formats, through mature eGov services to flexible and robust integrated workflow systems in back office. Crucial factors of success include: easily accessible and secure means of digital identification; access to and analysis of performance data of e-services which is vital for constant refinement of existing and introduction of new services.

Above all, the aim of this initiative is to create more networked societies, which will get the administrative issues done in a simple and consumer-friendly manner.

**Summary:**

The initiative in this area will facilitate the development of such citizen-centric services. These ought to be accessible and available to all members of the society. The aim is to transform and replace the traditional, paper-based methods of handling administrative issues, into the digital mode, allowing citizens to handle their administrative necessities and responsibilities.

**Expected results:**

Assistance to the countries in the following:

1) Creation of experience and knowledge exchange platform between countries;

2) The development of technical and service infrastructure (data centers, networks, secure gateways, authentication or interoperability) as well as capacity building within the national administrations;

3) Fostering the development and increase of types of online transactional services, including applications for A2A and A2C services (related to i.e. daily administrative processes, registering vehicles, application for documents, certificates or social benefits, registering businesses or submitting taxes);

4) Raising public trust through security enhancements in e-Gov services and awareness-raising campaigns; including promotion of such application-based solutions for e-Government by national administrations;

5) Identification of key horizontal factors for successful implementation of e-Gov services, such as secure and accessible digital identification, tools for data analysis, integrating workflow solutions, approach to reuse of data, and fostering their development.

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