Business Process Management and eGovernment - Czech Case

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Overview

- Bigger Picture
  - Role of Business process modelling
  - Steps already taken
  - Connections to IT infrastructure

- New Approach
  - Lessons learned
  - Our Vision
  - New priorities
  - Basic Goals
  - New management

- Implementation
  - Small projects
  - Projects financed from the structural funds
  - Models of law
  - Wish us luck
eGovernment as a reform of public administration

- eGovernment as a path to effectivity
- Process management as a tool to achieve it
- There is no effective computerization without knowledge of processes
What have we done so far?

- Project Process Modelling of Public Administration (in Czech called PMA I.)
  - Methodology to model processes in public administration
  - First models
- Project PMA II
  - Decompositions of laws to processes
- Project A121
  - Application of PMA Methods on processes linked to entrepreneurship
  - Multiple lessons learned
- Project Life Events
  - Methodology to find and use links between business process models and life events
IT Infrastructure

- Base Registry of Rights and Responsibilities as a tool for:
  - Management of human resources
  - Management of unified processes
  - Standardization

- Infrastructure is ready but modelling itself is not as fast as expected.

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Lessons learned

- More communication with administrators of agendas is needed
- More cooperation with bodies ensuring quality of public administration is needed
- More connections to eGovernment
- More client-oriented services
- Much more usability of models throughout public administration
Our Vision

2) New Approach

Standard

Guaranteed level of service

Required process

Required quality

Required resources

Legislation

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New Priorities

- Connections among agendas
- Life Events
- Services
- Added value for creation of new law
- Citizen as customer
Basic Goals

- Enrich methodology of business process modelling for public administration with new priorities
- Create products useful for all levels of public administration
  - Cooperate with municipalities on the one hand and the highest ranking of public administration on the other hand
- Find a way to sustainability of continual process modelling
New Management

- Managing PMA as a programme within bigger programmes of eGovernment
  - Using methodology of MSP – Managing Successful Programmes
- Cooperation with IT architecture bodies as the Department of the Chief Architect of eGovernment at the Ministry of the Interior of the Czech Republic
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Small Projects

- Activities to ensure methodological unity of upcoming larger projects – all of them to end in Q1 2017
  - PMA
    - Plan for next 2 years
    - Which agendas are going to be modelled first.
    - Pilot projects to ensure that new approach is viable
  - Fully Electronic Filling (FEF)
    - Feasibility study for new Portal of Citizen
    - Analysis of legislation
  - Life Events
    - Methodology to connect PMA and FEF and get services to citizens easily
Projects from the Structural Funds

- „Using of process management components and implementation of performance standards of preferred public administration agendas“ (PMA 3)
  - New Approach
  - Goal: Create process models of preferred agendas and standards of selected agendas
  - Budget: cca 5M €
  - Expected start: Q1 2017

- „Methodology for Fully Electronic Filling“ (ÚEP)
  - Methodology of implementation of fully electronic filling
  - Support for other public administration bodies when they start to implement fully electronic filling
  - Budget: cca 1,5 M €
  - Expected start: Q1 2017
Models of Law
Identification Law

3) Implementation
Models of Law
Register of Contracts

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“I'm a great believer in luck, and I find the harder I work the more I have of it”

Thomas Jefferson
Thank you!

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