

The Citizen's Portal

A WEB APPLICATION FOR CITIZENS' COMMUNICATION WITH AN AUTHORITY

The **Citizen's Portal (CP)** provides **electronic communication between a citizen and a municipality office**. This is a modern web application which allows the public to remotely access the office and deal with life situations in selected areas of civic and business activities (carried out by means of the municipality office).

The subject of the **Citizen's Portal** is the delivery of **SW solutions for the transmission of data and information in the territorial self-government of the city**. The project content is the solution for electronic communication between a citizen and the municipal authority allowing the remote access to the municipal office services (e.g. from home, work, Internet cafés, etc.).

The Citizen's Portal is an information portal, the purpose of which is to create **a simple and intuitive platform for the citizen's communication with public administration** and to help move the eGovernment from filing rooms of authorities to the citizens' domestic environment. It is a very similar process to that the banks went through when they built up electronic banking as an alternative channel for communication with clients. In this case, however, the subject of communication is the use of the services provided by the authority/organization of public administration.

If it is to be a citizen information portal providing a real benefit and help, it must contain a combination of features, functions, and information that enable the authority to receive and process the citizen submissions and help citizens build and properly address the submission.

THE CITIZEN'S PORTAL =

„Internet banking
in public administration.“

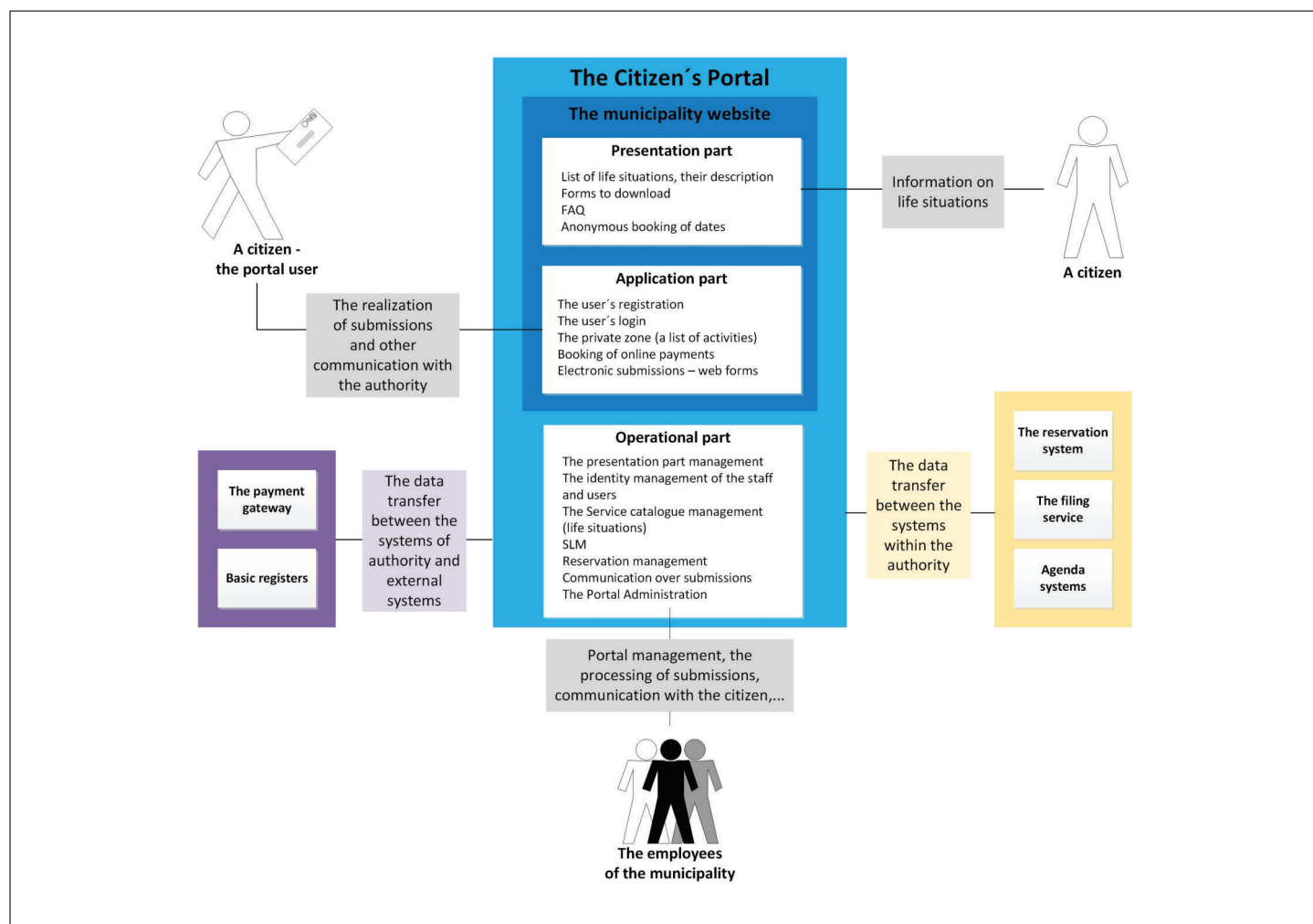
The screenshot shows the Zlín Citizen's Portal interface. The header includes the logo 'zlin. PORTÁL OBČANA MĚSTA ZLÍNA', a user profile icon, and a login button 'ODHLÁSIT SE'. The main navigation bar contains 'DOMŮ > Moje zóna', 'MOJE ZÓNA', 'ŽIVOTNÍ SITUACE', 'F.A.Q.', and 'VYHLEDÁVÁNÍ'. The main content area is titled 'MOJE ZÓNA' and features three sections: 'MOJE ŽÁDOSTI', 'MOJE PLATBY', and 'MOJE REZERVACE'. Each section has a 'ZOBRAZIT VŠECHNY MOJE...' link. The 'MOJE ŽÁDOSTI' table lists requests with columns for Datum, Číslo jednací, Stav, and Detail. The 'MOJE PLATBY' table lists payments with columns for Datum, Název, Částka, Stav, and Detail. The 'MOJE REZERVACE' table lists reservations with columns for Název, Rezervace, Stav, and Detail. The footer contains contact information: 'KONTAKTNÍ SPOJENÍ' (Statutární město Zlín, náměstí Míru 12, IČO: 00283924), 'ÚŘEDNÍ HODINY' (Po / St 8.00 - 17.00), 'TELEFON' (Tel. +420 577 630 111, DATOVÁ SCHránKA ID: 5ttb7bs), and 'E-PODATELNA' (posta@zlin.eu, Příjem dokumentů: eud@zlin.eu). A vertical link 'Více na www.zlin.eu' is on the right.

The whole solution of **the Citizen's Portal** is divided into three mutually integrated components, each with an individual interface that is tailored to the needs of the user group:

- **The presentation part** – the static part of the portal that contains the description of all life situations and requirements to deal with them, for citizens there is also current information associated with handling the situations and answers to frequently asked questions. Links to download the appropriate forms are also included as well as the link for making an arrangement to visit the desk and the login section to enter the Citizen's Portal. The description also contains the portal-offered services from the perspective of the individual groups who access it (citizens, businessmen, and visitors).
- **The application part** – the dynamic part of the portal that provides access to individual services and enables to solve the selected life situations online, from creating an application, its sending, the communication with the authority to settling the situation and maintaining the history of life situations.
- **The operational part** – the interface for the management and Citizen's Portal information setting. The operational part also contains the interface for the work of the responsible staff of the authority who shall verify and then activate user accounts in the CP. The operational part can also be used for workers who handle individual life situations. A workflow for solving every life situation is available with the possibility of sending SMS or e-mail notifications both towards the citizen and within the authority.

Key tasks that are addressed within the scope of **the Citizen's Portal**:

- Identification of the citizen in connection with the ISBR.
- Catalogue of life situations with detailed descriptions of their resolutions.
- Electronic access to the services provided by the portal.
- Personal data protection.
- Integration into the filing service, the fee system, ISBR, MS Exchange and other systems necessary for full functionality of the Citizen's Portal.



The Citizen's Portal – conceptual logical view