



CITY OF SENICA
Information system city of Senica

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Target of the case study: Information system of the city of Senica (from now on ISM) was to create middle and long term concept material of gradual city informatization coming from actual conditions, while identifying possibilities of solving city informatization through financial sources from structural funds of operational program Informatization of society (from now on OPIS) in terms of required legislature, national directions and concepts. Processing the case study the city gained material, that characterized the needs of city council and city's organizations through realization and development of the ISM project, created the basis for defining technological, organizational, process, data and project needs for realization ISM project and reflected the targets of the OPIS 1.2 solutions for self governing region.



The customer

City of Senica

Regional city of Senica lies in the west Slovakia on the edge of the foreland of Zahorska lowland and on the foothill of White Carpathian. In the city resides the county that is part of the Trnava self-governing region. Senica is situated 77 km northwest from the main city of Bratislava, in the vicinity of borders with Czech Republic (30 km) and Austria. According to number of citizens it belongs into medium large Slovak cities. The city is one of the modern, trade-industrial and cultural centers of the Zahorie region. In the year 2006 it had 20782 permanent residents.

Starting position / Goals

The city planned to build ISM also with the help from OPIS sources, and because of this situation it needed to process a relevant material, that would serve as a technical documentation basis for elaborate request of financial contribution on ISM project for city of Senica's electronic services. The city wanted through the electronic services ISM help to raise the level of quality and accessibility of the offered services for citizens, entrepreneurs and city's visitors with pursuing today's lowering of financial expenses that the city spend on its services. At the same time enhancing and upgrading internal processing of office agenda, which would result programming and planning of the city's resources. ISM would safeguard all needed types of communication for servicing electronic services using its own components.

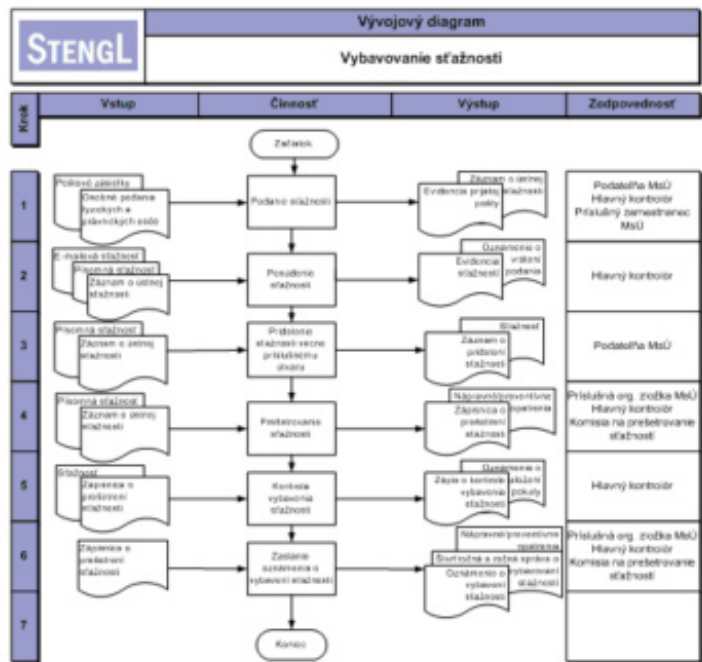


The city has approved several strategic documents that either fully or partially characterized the intention to develop the informatization of the city. Only unified, selectively customized material was missing, that would in detail characterize the current state of informatization and would suggest an ISM solution in line with valid legislative and methodical settings in stated propositions.

Starting client's requirements

Starting client's requirements on creation of ISM case study were the following:

- Establishing and retaining the development of integrated ISM architecture;
- ISM project has to secure non-problem and effective electronic service of the city;
- ISM project must create a quality back office of the city with its connection on back office of state administration;
- Long term survivability of the ISM project;
- Case study ISM integrated into strategic development of the city as a part of strategic development of the region;
- Proposition of a catalogue of electronic services ISM of the city of Senica in terms of defining the structure of the customer;
- Unison of the case study with the ISVS and eGovernment principles;
- Unison of the case study with the operational program informatization of society;
- Unison of the case study with the results of self governing region field realization;
- Unison of the case study with the concept of informatization of the city, development of informatization of city's system and other programs and strategies of SR (National Lisbon strategy, policy of informatization of society, SIVS, NKIVS);
- Upholding the principles of ISM's eGovernment project: service to citizens, effectivity, security, transparency, accessibility, privacy security, interoperability, usage of opened standards, technological and software neutrality



Solution / Result / Contribution

The document was processed in six individual chapters. In the first chapter it has been evaluated outcomes from the ISM creation from the view of eGovernment for self government, the intention of informatization from the view of concepts of development of city information's systems, the current status of the city was evaluated, its organizational structure and organizational order, and the individual responsibilities in organizational components and sub-components of the city in the field of city's administrative divisions were defined. In the second chapter has been described the analysis of the providing status of the city's electronic services coming from the relevant legislature and evaluation questionnaires, where the services from the view of eGovernment has been rated, the current on-line services and available forms on the website of the city has been described. In the third chapter has the effectivity of chosen agendas on the basis of detail analysis of processes been evaluated and thereafter the optimization arrangements through the current legislature organization of the city were proposed. From the results of the aforementioned basis of the chapters, from solution of analytical basis and after evaluation of questionnaires of the city's employees was created the proposed catalogue of electronic services of the city. The final chapter described the expected development of ISM from the view of ISM development intention, the proposal of ISM development and the architecture solution from the view of administration's divisions, financial expectations of the ISM development and designating the chronological steps of ISM procurement.

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