

ICT usage by public administration units in 2022

25.05.2023

95.5%

of public administration units had a website adapted to mobile devices

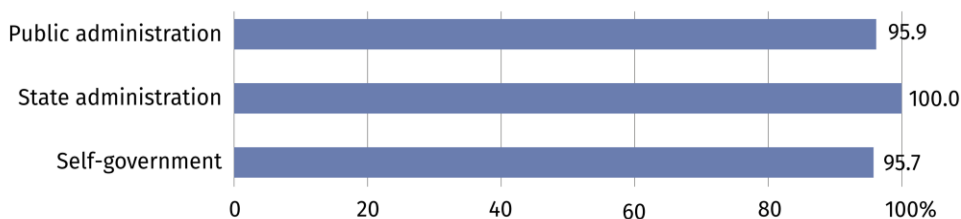
In 2022, all marshal offices had a website adapted to mobile devices. Almost 40% of public administration units prepared a website for foreigners.

Remote access

In 2022, remote access to the resources of the unit, dedicated to public administration employees, was provided by 95.9% of public administration units, including all government administration units. Among local self-government administration units, this type of access was declared by all marshal offices.

In 2022, more than two-thirds of public administration units conducted an information system security audit

Chart 1. Public administration units with remote access to the unit's resources in 2022



Training for employees in the field of information and communication technologies

The dynamic development of information and communication technologies makes it necessary to improve ICT skills of persons employed in public administration units. In 2022, 60.2% of offices provided appropriate training for employees for this purpose.

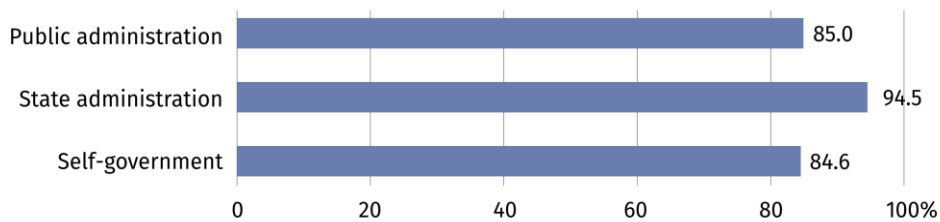
Supporting citizens' digital skills

The need to improve the quality of functioning of public administration in the field of e-government services requires the implementation of new solutions dedicated to both employees and citizens. In 2022, 43.2% of offices declared support for digital skills among citizens, of which 95.6% was related to providing advice/instructions on the use of e-government services.

Use of the Electronic Document Management System (EDMS)

The large selection of functionalities, the ability to store, process and share documents in a digital version – these are the main advantages of the Electronic Document Management System. In 2022, 85.0% of public administration units declared using EDMS, with 36.0% indicating this system as the primary way of documentation of handling and settling official matters.

Chart 2. Public administration units using the Electronic Document Management System (EDMS) in 2022



Cloud solutions

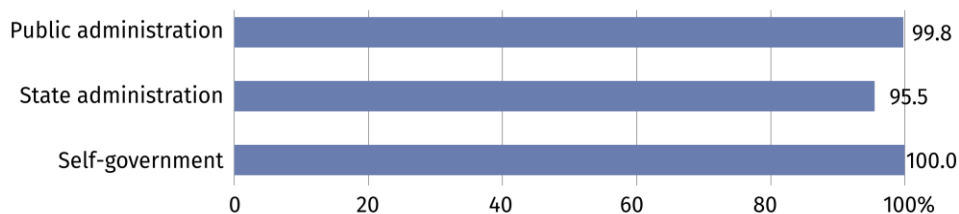
In 2022, almost a half of public administration units declared purchasing cloud computing services. Website hosting and e-mail services (87.3% and 80.2%, respectively) were the most frequently mentioned.

E-services

In the era of the uptake of digital technologies public administration units make efforts to ensure that as many official matters as possible can be handled via the Internet. In 2022, electronic services were offered to citizens by 99.8% of public administration units, with 84.1% of them providing access to spatial data, most often concerning land and building register and orthophotomaps (74.9% and 63.1% of units providing spatial data, respectively). 27.1% of offices enabled participation in online voting or social consultations. All local self-government administration units provided services via the Internet.

In 2022, 86.7% of public administration units used numerical maps

Chart 3. Public administration units providing electronic services to citizens in 2022

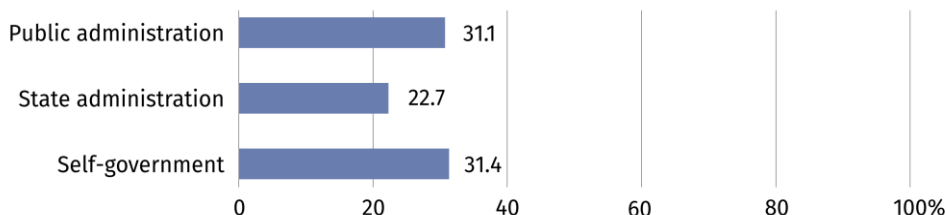


Providing access to mobile applications offering e-services

Downloadable applications for mobile devices serve the society by enabling handling official matters from anywhere at any time. In 2022, 31.1% of public administration units provided access to applications offering e-services.

Almost every third public administration unit provided a downloadable application offering e-services

Chart 4. Public administration units providing access to applications for mobile devices in 2022



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