

ELECTRONIC PLATFORM OF PUBLIC ADMINISTRATION SERVICES IN THE DEVELOPMENT OF THE INFORMATION SOCIETY

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The article analyses the changes resulting from the UINF amendment related to co-financing of information projects, availability of ePUAP services, confirmation of trusted ePUAP profiles and responsibilities of entities performing public tasks in relation to the ePUAP. This article also discusses the historical and existing legal regulations essential for the creation of the Electronic Platform of Public Administration Services (ePUAP).

Keywords: ePUAP Platform, Information Society, informatization of the public administration, IT projects, e-government, government e-services

1. Introduction

ePUAP was meant to be an integrated information system which enables electronic availability of public services for respective offices in one place. The platform was to consolidate, standardize, and first of all integrate the other information systems within the country.

Since January 2011 the ePUAP with a new graphic interface has been available. However, the change of the platform's colour from gray into navy blue, reconstruction of the website template (added were: header, search bar, margin on the right side) and construction of a catalogue of life matters available through the portal are not sufficient for the ePUAP to become a uniform, secure and wholly law-abiding electronic channel of contacts between offices, citizens and entrepre-

neurs. The portal was used non-intuitively, and the slow development of e-services resulted, among other, from the lack of the commonly available electronic signature, e.g. in identity cards. That gap was to be filled with a gratuitous trusted ePUAP profile, however during three years from making this tool available merely 277 thousand people used it, even though in the meantime such services arose as CEIDG and PUE-ZUS which enable authorization with the use of a trusted profile. The report *State 2.0 – a new start for e-administration* [1] clearly indicated that if the ePUAP had a better interface and rendered more services available, it would be more popular.

The processes of the construction of information society (SPI) and its tools, i.e. e-government and public administration informatization, are based on appropriate legal acts of both European and Polish laws as well as many strategic documents.

Another amendment (of 10 January 2014.; Official Journal of Laws item 183) of the act of 17 February 2005 about informatization of entities which perform public tasks [2] (consolidated text of the Journal of Laws of 2013, item 235 with amendments; UINF) changed the duties of entities which perform public tasks related to ePUAP. On the other hand, the Decree issued by the Minister of Administration and Digitalization on 6 May 2014, related to the scope and conditions of the use of electronic platform of public administration services (Off. Journal of Laws, item 584) [3] determines the way of creating an account on ePUAP and conditions of information exchange between ePUAP and other teleinformation systems.

For the end of November 2014 the productive launching of modernized (with new functions) version of ePUAP is planned.

2. Historical and mandatory legal regulations before launching the ePUAP platform

The first Polish document which indicated the need for interactive contacts of citizens with offices was: *ePoland – Plan of activities for the development of information society in Poland for the years 2001-2006* [4], prepared by the Scientific Research Committee (KBN) – governmental administration body which was the first in Poland to undertake activities for the State's informatization. It was developed according to the programme document *Objectives and trends of the development of information society in Poland for the years 2001-2006* [5] drawn up jointly by the KBN and Ministry of Communication.

Due to amendment of the *Act on governmental administration divisions* [6] (UoDAP), a new division could be introduced, i.e. Informatization, and on 1 July 2002 the Ministry of Science and Informatization (hereinafter referred to as MNiI) was formed, headed by minister M. Kleiber – at that time the minister of Science

(in the Ministry of Science and Higher Education) and simultaneously the president of KBN. Also in July that year the *Act on electronical provision of services* was introduced [7].

In the same year two new departments were formed in MNiI: Department of Public Administration Information Systems (DIA) and the Department of Information Promotion Society (DPI). The DPI activities schedule comprised, among other, design works of the e-government system.

In December 2002 the document *The Gate – preliminary concept of the project* was prepared [8]. It was developed by KBN to present a concept of the construction of e-government system. The term „The Gate of Poland” (in strict meaning) was proposed as the name for this system. Assumptively, it was to be an integrated information system comprising the whole public administration, allowing for a free contact and exchange of information or documents electronically, especially through the Internet. The originators of the *Gate of Poland* programme intended to coordinate the construction of the e-government system at the central level and implement it in a continuous way, according to a specific strategy, all over the country. The initial concept of the *Gate of Poland*, apart from the definition of the public service, contains a classification of priority groups of services for natural persons and for companies.

The definition of the public service presented in [8] reads as follows: „a service provided by public administration bodies for citizens and organizations, as well as other forms of communication between public administration bodies and citizens and organizations used for accomplishment of public administration tasks or fulfilling - by citizens and organizations - their tasks for the State.”

„The initiative of the Gate of Poland, to put it more comprehensively, was defined as a steady programme firstly to emphasize that it is not a closed program and will be subject to significant modifications according to changes in law, technology and social expectations and advancement and experiences from informatization processes, secondly – it was to symbolize Poland’s receptiveness to new techniques and citizens’ needs as well as cooperation with other countries” [8].

Furthermore, the *Gates of Poland* presented also in detail the adjustment of legal background and specified which priorities should be mandatory in informatization of our State.

A long-standing mission was to increase by 10% the actual, and by 40% potential effectiveness of public administration, connected with the provision of public services and performance of other public tasks, with maintained adaptability principle, i.e. the capability of fast adjustment of one’s functioning to changes in law and citizens’ needs. A short-term objective, only for 2003, was preparation of a detailed schedule of works, including methods of reaching the mission realization through ministerial activities and the fastest possible implementation of these ser-

vices which were in pilot phase at the time or were available to a limited extent according to information systems of State administration bodies.

The document *The Gate of Poland* is the first plan in Poland which uses concrete terms and does not contain as many general statements as the earlier documents dating back to 2000-2002. It states that it is necessary to integrate, and not standardize, many independent information systems of particular institutions and in the meantime solve problems of the standards of data formats and communicated contents (metadata, communication protocols). It could seem that these are purely technical matters, but they appeared indispensable for coordinated implementation of *ePoland* plan... [4] .

In the opinion of the Polish Chamber of Informatics and Teleinformatics (PIIiT) the *ePoland* plan was appreciated, as it was considered to be an important document in the process of organizing activities which determine the development of information society and within it - e-government. Despite the *Gate of Poland* as a good basis for implementation of the *ePoland* plan..., PIIiT submitted also several objections to it. The main charges were [9]:

- lack of correlation of the presented programme mostly with the territorial self-government and professional and research organizations,
- determining the development of infrastructure as "objective 0", even though it should not constitute an objective by itself,
- lack of clearly specified activities related to unification of the State's information systems with EU systems,
- a failure to include in it a strategy of the development of information systems about the terrain, which refer to natural resources management, functioning of courts, transport, building structures, tourist information, surveyors' services etc.

Presently, the studies on the Gate of Łódź Region are pending. It is important that the objectives accomplished through implementation and conducting of regional gates are mostly focused on transferring of as many public services as possible onto electronic platform and processing and circulation of documents in electronic version as well as providing the offices with tools for management and conducting of the portal, and not only on publishing the information which promotes respective administrative units.

In the ups and downs of the Gate of Poland there were both difficult moments (for example invalidation – due to too few valid bids – of the procedure for public procurement for supporting the project management and development of a vision of information architecture of public services electronic platform) and exceptional situations (consortium of companies Infovide S.A. and McKinsey & Company won the competition organized by MNI for consulting services within the programme of the Gate of Poland, and selection of companies in a competition was the first such solution in IT sector, which was enabled by the amended public procurement law). The victorious consortium presented the project of ePUAP – electronic Plat-

form of Public Administration Services, and finally the document *Programme of implementation of the project „The Gate of Poland”* arose, which on 21 December 2004 was accepted by MNiI [10, p. 538].

Apart from the mentioned roles, the programme the *Gate of Poland* played two more important roles: it was our country's pass to EU structures and served to develop the UINF project, while the processes of the construction of SPI and its tools, i.e. e-government and public administration informatization, take place on the ground of appropriate legal acts of both European and Polish law.

For the Gate of Poland initiative, in external, official formulations the project term was not used intentionally for two reasons: firstly, because the term „project” was not defined yet in any of the then mandatory legal acts; secondly – the „*Gate of Poland*” was worked out according to the competition arranged in connection with preparation of a key document for the development of Polish e-government, i.e.: „*The draft act on informatization of the activities of entities which perform public tasks*” [12]. It was a draft act which in its final form was published in the following year [2] and presently bears the greatest importance for the informatization process in Poland.

Presentation of many concepts related to the use of modern ICT in one legal act surely standardized information terminology connected with the State's informatization process. Yet, it did not finish introduction of uniform information terminology to legal order. The next step towards this direction was adopting – on 4 September 2008 – of the *Act on amendment of acts with the aim to standardize information technology* [13]. In the light of law, only this act introduces the terms mentioned in art. 3, item 1-4 UINF to 33 other legal acts (including those to: *The act on population records and identity cards, the Act on social insurance system, the Act on secret data protection, Banking Law, Civil Procedures Code, Penal Code*).

Low positions of Poland (in both 2004 and 2005) in the world rankings within the development of SPI initiated the concept of a plan as a tool of coordination of activities undertaken in the informatization area.

The *Gate of Poland* programme was also important for preparing the *State's Informatization Plan for the year 2006* (PIP2006) [14].

The proper PIP2006 is the enclosure to the Decree of the Ministry Cabinet (RM) of August 2006 and its aim was to form, in Poland, a system – coherent with the European one – of the on-line services based on cooperation of teleinformation systems satisfying the needs of inhabitants and entrepreneurs.

PIP2006 contains a summary of the status of studies on the country's informatization and also (in item four) a list of 3 sectoral and 3 supra-sectoral information projects.

The first supra-sectoral project on the list was the E-PUAP project – Electronic Platform of Public Administration Services.

According to PIP2006, another document was prepared, i.e. *The State's Informatization Plan for the years 2007-2010* (hereinafter – PIP2007-2010) [15].

3. e-PUAP project and ePUAP platform

The project without which no e-service could be available is the e-PUAP. Functional and architectonic solutions of ePUAP platform are based on the requirements and guidelines contained in the *Gate of Poland* concept. The first stage of the construction of ePUAP was co-financed with the funds of the *Sectoral Operational Programme „Increasing of Economic Competitiveness”* (measure 1.5), therefore the first stage of the project is referred to as e-PUAP-WKP. „The primary objective of this project was to create a uniform, secure and fully law-abiding electronic channel enabling availability of public services for citizens, entrepreneurs, and administration” [16].

The premiere of ePUAP platform took place on 14 April 2008, several weeks earlier than stipulated in the schedule and so the Ministry of the Interior and Administration met its obligation towards public entities, related to availability of electronic INBOX which all offices should have from 1 May 2008 (according to UINF). Many administrative entities could meet their statutory obligation only through gratuitous INBOXES in the central teleinformation system.

Owing to the ePUAP platform, also the non-cooperating solutions, constructed by individual departments, were to be integrated. Thus, that platform was to be the effect of the idea of electronic administration in Poland, whereas the bridge visible on the main web page (Fig. 1) was to symbolize Poland's receptiveness to citizens' needs due to new ICT technologies and cooperation with other countries.

At the beginning of 2011 a significant metamorphosis of the platform within the user's graphic interface occurred (Fig. 2), but the platform's functionality was not changed. ePUAP does not function on a mass scale and presently offers administrative units only a possibility to set up gratuitous Electronic Inboxes (ESP), publishing of specimen documents in the Central Repository of Electronic Documents Patterns, contains a catalogue of services and their extended classification according to various categories and events in life. There's no doubt that the catalogue of services as a site which collates and classifies the description of public e-services is particularly important, especially for self-governmental administration entities in Poland where the same services are called differently [17]. However, the catalogue rather informs about various e-services than actually enables complete settling of many official matters.



Figure 1. The main web page of the previous version of ePUAP platform.
 Source: [www.epuap.gov.pl, access: 04.10.2010]

[Zaloguj się](#) | [Zarejestruj się](#) | [Pomoc](#) EN
 Dostępność | Czcionki

Szukaj w portalu ePUAP [Alfabetyczna lista spraw](#)
[Więcej opcji wyszukiwania](#)

[Lista spraw](#) | [O ePUAP](#) | [Profil zaufany](#) | [Podmioty Publiczne](#) | [Pomoc](#) | [Kontakt](#)

[Korzyści](#) | [Możliwości ePUAP](#) | [Start z ePUAP](#) | [Zainstaluj usługę](#) | [Licencja na formularze PDF](#) | [Modelowanie procesów](#)

[Repozytorium](#) | [PI](#)
[Lista wzorów](#) | [Znajdź wzór](#) | [Lista schematów](#)

Jesteś w: [Strona główna](#) > [Podmioty Publiczne](#) > [Repozytorium](#) > [Lista wzorów](#)

2008		Szczegółowe informacje					Filtruj
2009		Nr wzoru	Data publikacji	Nazwa instytucji	Dotyczy	Czy aktualny	
2010		2013/05/16/1161	2013-05-16	STAROSTWO POWIATOWE W RAWIE MAZOWIECKIEJ	Wzór wniosku o udostępnienie danych z zasobu geodezyjnego i kartograficznego	T	
2011		2013/05/16/1160	2013-05-16	STAROSTWO POWIATOWE W RAWIE MAZOWIECKIEJ	Wzór wniosku o wyrys z operatu ewidencji gruntów i budynków	T	
2012		2013/05/16/1159	2013-05-16	STAROSTWO POWIATOWE W RAWIE MAZOWIECKIEJ	Wzór wniosku o wypis z operatu ewidencji gruntów i budynków	T	
2013		2013/05/16/1158	2013-05-16	STAROSTWO POWIATOWE W RAWIE MAZOWIECKIEJ	Wzór wniosku o wydanie, wymianę karty wędzarskiej	T	

Figure 2. Improved version of the central web page of ePUAP platform.
 Source: [www.epuap.gov.pl, access: 16.05.2013]

In 2009 the successor of the ePUAP-WKP project was the ePUAP2 project financed from the European Fund of Regional Development within the 7th priority axis of the Innovative Economy Operational Programme 2007-2013. Within evaluation of the status of its implementation, the following problems were diagnosed [22, p. 164-165]:

- users' insignificant interest in using the services available on ePUAP platform (low usefulness and trust in ePUAP services on the part of users, ministries, offices and self-governments; insufficient benefits of having the Trusted ePUAP Profile; at the end of May 2013 the number of the Trusted ePUAP Profile users exceeded 130,000); not quite effective propagation of this form of contacts with offices; insufficiently intuitive and friendly use e.g. of service searching; inability to obtain information about the stage of settling the matter reported by the user; only in 17% of all subjects [17] the offices web pages enable tracking of the stage of settling the matter; legal obstacles within the use of some e-services; lack of complex and integrated services; lack of verification of provided services in view of their correctness and entity responsible for ePUAP image);
- improperly oriented vision of service provision and development of ePUAP platform (the use of most of the tools and e-services depends on having an account on ePUAP (for example, as per 30 December 2011 only 4% of the users in the region of Łódź had an account on ePUAP platform [18]);
 - construction of e-government solutions locally and not on ePUAP because of insufficient business and image benefits for public entities from independently formed services available on ePUAP (only 25% of self-governmental administration offices and 36% of those of governmental administration give access to e-services other than those based on the so called general specimen document on ePUAP platform [19, p. 99]);
 - taking a fee by the National Accounting Chamber both for signing of an agreement with a public entity which wants to provide payable services on ePUAP and a variable commission from the user for a „pay-by-net” payment;
 - insufficient knowledge of public entities about functionalities offered by ePUAP and consequently the local copying of existing functionalities (only a bit over 1/3 of offices web pages have information about the possibility to perform specific services through ePUAP platform [20, p.13]);
 - difficulties in reconciliation of inter-ministerial cooperation;
 - offices' low motivation to settle matters through ESP, which results from the lack of integration of ESP with the documents circulation system (documents are sent in this way mostly in governmental administration (regional and central offices [21]; only every fourth office using the Electronic System of Documents Circulation has a module of integration with the ePUAP platform [20, p. 11]).

Public administration entities may give access on uPUAP platform to more advanced services – applications which enable introducing the documents in electronic form. More comprehensive technical knowledge and usually higher labour expenditure are required for the provision of such services. By 31 December 2011 forty one services ready for installation were available, which may be provided pursuant to mandatory law by regional, county and communal offices [18, p. 116].

We may find out from survey "E-government in the eyes of Internet users" (published in 2014) that 65% of Internet users do not know the ePUAP. The current works on the interface are not only the ePUAP facelift. At present ePUAP platform will be enriched with a statistical module, through which it is possible to obtain information about the use of the system. It is a privilege reserved only for administrators of that platform, but should realize that the system will be monitored closely.

4. ePUAP platform in the light of the second amendment of the Act on informatization of activities performed by the entities which conduct public tasks

The act of 10 January 2014 about amendment of the act on informatization of activities performed by the entities which conduct public tasks and certain other acts (Official Journal of Laws item 183) introduced for the second time new regulations to UINF (consolidated text of the Off. Journal of Laws of 2013, item 235) and four other legal acts:

- 1) Act of 14 June 1960 – Administrative procedures code (consolidated text of 2013, item 267; KPA); amendments refer to 13 articles of KPA;
- 2) Act of 29 August 1997 – Tax Ordinance (consolidated text of the Off. Journal of Laws of 2012, item 749 with amendments; ORDOP); as many as 29 articles were amended;
- 3) Act of 30 August 2002 – Law on procedures before administrative courts (consolidated text of the Off. Journal of Laws of 2012, item 270; PoPSA);
- 4) Act of 28 April 2011 on the health care information system (Off. Journal of Laws No 133, item 567 with amendments; SIWOZ).

Introduced amendments are comprehensive in scope, their objective being an increased efficiency of public administration informatization in Poland, including a better use of ePUAP to facilitate the contacts with offices. The planned amendments are connected with evaluation of the efficiency of the use of the EU funds and should confirm the need for co-financing of ePUAP development with these funds.

Objective changes in UINF refer to resignation from creation of the State Informatization Plan (PIP). Instead, the need for co-financing of information projects of public use is emphasized.

Subjective changes in UINF consist in adding to art. 2 sec. 3 a stipulation giving the secret services, offices of parliament (Seym), Senate and President of the Republic of Poland, and National Bank of Poland a possibility of gratuitous, mutual enabling the use of web applications developed by employees of these entities if they are authorized to administer the property rights to these applications.

While amending UINF for the second time, five new definitions were introduced („user”, „electronic document template”; „electronic form”, „utility range of electronic document” among others) and two of the so far applicable definitions were changed. Defined differently was the „information project of public use” and „officially acknowledged receipt”.

A new definition (art. 3 sec. 6 UINF) of the „information project of public use” states that it is a „specified – in documentation – set of organizational and technical activities aimed at the construction, extension, or refurbishment of teleinformation system used for accomplishment of public tasks, assured maintenance of this system, or development of the procedures of accomplishment of public tasks electronically.” A change in the definition of „information project of public use” corresponds with the concept of focussing on co-financing of projects. Seven new articles (from 12b to 12h) added to chapter 2 UINF regulate exclusively the issue of co-financing of these ventures.

At least once a year a relevant minister for informatization (presently the Minister of Administration and Digitalization) is obliged to arrange for a competition for co-financing of information projects of public use or ventures which support the development of information society.

Table 1. The main changes introduced to UINF by its second amendment

INTRODUCED CHANGES
<ul style="list-style-type: none"> - objective scope - subjective scope - terminology used in UINF - co-financing of information projects - use of web applications developed by public entity employees - availability of ESP - availability of specimen electronic documents - tasks of the Informatization Council - availability of services on ePUAP - confirmation of trusted ePUAP profiles - interoperativeness test - control of observance of UINF regulations

Source: own preparation on the basis of [23, 24]

The most important change for the development of electronic communication with public entities is formulation of the obligation to make available and provide operation of ESP by public entities. ESP should meet the standards defined and published on ePUAP platform. The public entity within seven days of rendering the ESP available should give the minister of informatization the information about its address. This will enable the minister of informatization the monitoring of ESP availability by public entities and sharing such information with web users potentially interested in submission of documents.

Within ePUAP the Central Repository of Specimen Electronic Documents (CRWD) is conducted. The so far applicable principle of voluntary preparation of electronic specimens by entities appropriate for dealing with matters using these specimens and the duty to create by those entities the electronic forms was replaced by a regulation according to which the specimens and electronic forms should be created by the bodies indicated in legal regulations for defining the „specimen document” [25].

Such regulation probably will not accelerate the creation of specimen documents and electronic forms, because the legislator did not define precisely the term for creating such specimens. The authority which will create a specimen for repository, while transferring it to the minister dealing with informatization should also present a description of the service which can be provided using such specimen and make available such electronic form which enables generation of the electronic document to be submitted using electronic communication means.

New art. 19c UINF states that such public entities as: commercial companies, State enterprises, security services, offices of Sejm, Senate and the President of the Republic of Poland, and the National Bank of Poland can make available the services on ePUAP by virtue of an agreement concluded with the minister dealing with informatization. The agreements will specify both the methods and the scopes of service availability.

Besides, introduced to UINF was a regulation (art. 19d), according to which the entities providing availability of services on ePUAP ensure their conformity with regulations which constitute a basis for drawing up a specimen electronic document and update these services in service catalogue.

Furthermore, amended were also the UINF regulations dealing with the Trusted ePUAP Profile. Not in the executive act but in UINF itself a list of entities authorised to confirm the Trusted ePUAP Profile was included. With the consent of the minister for informatization apart from the entities performing public tasks, non-obligatorily the Trusted ePUAP Profile may be confirmed by national banks, postal operators, and credit institutions.

Public entities may use for services in electronic form such ePUAP function as identification of users and accountability of their activities. Accountability enables explicit ascribing of activities performed by the user or entity only to that user or entity.

Table 2. The main changes introduced to other legal acts by the second amendment of UINF

NAME OF ACT	PLANNED CHANGES
KPA	<ul style="list-style-type: none"> - the legislator imposed on all public entities the obligation to make ESP available - introducing the regulations owing to which the submission – by ESP - of an application in form of an electronic document will create the office’s duty to deliver the mail to the party by electronic communication means
ORDP	<ul style="list-style-type: none"> - introducing the regulations, pursuant to which the very submission of an application in form of an electronic document by ESP will create the office’s obligation to make deliveries to the party by electronic means
PoPSA	<ul style="list-style-type: none"> - possibility to submit complaints in electronic form
SIwOZ	<ul style="list-style-type: none"> - the Centre of Health Care Information Systems as an entity reporting to the health care minister takes care of the development of information system in health care; due to resignation from creation of PIP, this task cannot be performed any longer pursuant to this document

Source: own preparation on the basis of [23, 24]

The most important changes in KPA and ORDП, following the second amendment of UINF, refer to deliveries. So far the deliveries by electronic communication means occurred if the party or participant of the proceedings applied for such delivery or gave their consent for it. The very submission of an application by ESP, by the party or participant of the proceedings, results in the authority’s obligation to deliver the letter in the same way.

It is assumed that the improved versions of ePUAP will be provided quarterly and that it will take into account new needs of ePUAP users. The Council of ePUAP Users was established, with the objective of identifying the specific needs of system modification. Wherein, the planned modifications will not always require to carry out time-consuming tender procedure. Modifications analyzed and approved by the Council will be performed by programmers working in Centre for IT Projects (CPI). Firstly, CPI workers will be implemented approved modifications on a test environment, and then in the production environment of ePUAP.

5. Conclusion

„The structures and names of the entities responsible for public administration informatization” [10, p. 528] and adjustment of office work in Poland to the requirements of the developing European information society were changing.

During 2002 – 2013, involved in the State's informatization process were: KBN, MNiL (non-existent since October 2005), Polish Computer Science Association, PiliT, Informatization Council (RI) (formed on 20 May 2005, RI operates in two-year tenures system), Ministry of the Interior and Administration, Electronic Communication Office, Ministry Cabinet Committee for Informatization and Communication (it was functioning from 7 March 2007 till 9 January 2012 and its tasks comprised: „initiation and issuing opinions about draft governmental documents in the scope connected with public administration informatization, development of information society, communication, public registers, use of information technologies in the construction of economy based on knowledge and preparing the State administration bodies for cooperation with the Schengen Information System (SIS) and Visa Information System (VIS)” [10, p. 528-529], Polish Chamber of Electronic Communication, Ministry of Administration and Digitalization, Ministry Cabinet Committee for Digitalization (KRMC; issues opinions on teleinformation project documentation the value of which exceeds 5,000,000 PLN; KRMC was formed in January 2012, it took over the duties of the Ministry Cabinet Committee for Informatization and Communication) and National Economy Chamber for Electronic Engineering and Telecommunication. It seems that in case of some bodies a better description of their participation would be the statement that they took part not in a continuous informatization process but in a „relay with a baton handed over after having dropped it”.

The lack of the requirement to have one's own teleinformation systems for enabling the applicants a contact with the institution and settling an official affair is for public entities the basic benefit of the ePUAP platform.

On the other hand, one of the most severe problems of ePUAP is the multidiscipline of affairs. Even in case of defining a service the use of which could be common, the architecture adopted at the beginning of ePUAP implementation excludes the mass availability of services. The primary reason for such state of affairs is that on ePUAP each service provider creates service forms on his own.

A remedy may be then a change of the concept of service availability rendered on one's own for availability of central services (constructing the central services forms and making them available locally). It would be enough if the created services available centrally at the page of an appropriate ministry had a possibility to choose a target recipient (the entity physically accomplishing a given affair due to territorial jurisdiction).

The obligation to render ESP available was not imposed on an entity „to which the public entity entrusted or ordered accomplishment of a public task, if in connection with accomplishment of that task there is a duty to transfer information to or from entities which are not governmental administration bodies” (art. 2 sec. 2 UINF). This may be the reason why ESP is not made available by the entities which were entrusted with accomplishment of a public task even in case if such task would consist in issuing settlements of administrative proceedings.

Advantageous for the development of electronic communication with public entities is imposing of an obligation to inform about ESP availability on ALL public entities. Moreover, information about ESP of public entities placed on ePUAP should also refer to electronic inboxes available outside this platform.

Perceiving the amount and differentiation of institutions engaged in the State's informatization, it appears as a huge project in both organizational and financial respect. Therefore, planning and management of the State's informatization project should be considered as a condition of its effective accomplishment. However, designing and implementing the ICT cannot be conducted exclusively at the level of public institutions subjected to informatization. State institutions in their large number and high internal differentiation cooperate or should cooperate with each other in the complex system of public institutions and should also contact external entities in the system. Those clients of administration who contact the system and use its services electronically, expect the system's availability using all new, often advanced, ICT existing on the market.

Selection of information solutions during the State's informatization and public administration should each time assure that the State may change the solution's supplier, if cooperation with the supplier does not guarantee the benefits expected by administration clients [27].

The offer of e-services available on ePUAP, manifested in a higher and higher possibility to handle official affairs completely, should significantly encourage the Polish society to use connected computers. This in turn will surely contribute to the development of SPI in Poland.

Besides, works were launched on new areas of ePUAP activities, such as: Repository of Public Administration Processes (RPAP), Central System of Authentication and Authorization (CSUiA) and Repository of Good Administration Practices (RDPA) [26].

RPAP will contain descriptions of processes which are common to various public administration units. Such a solution is aimed at availability of standard models of administrative processes according to which the processes in other public units will be developed. Availability of a standard process on ePUAP will make it possible for the client of a given office to track the status of settling his affair.

CSUiA will be a significant functionality of ePUAP. It will enable the client to obtain information about the data which the administration collects about him and which are stored in appropriate registers. Such information may refer to such issues as e.g.:

- who and to what extent has the right of access to and modification of the data,
- what is the history of access and modification of the collected data about a given client.

Owing to RDPA, it will be possible to present the effect with which administration tasks are performed for the client according to selected innovative procedural, organizational, technical and legal solutions.

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