

REPUBLIC OF POLAND



10-YEAR COUNTRY REPORT:

THE OVERALL REVIEW OF THE IMPLEMENTATION
OF THE WSIS OUTCOMES (THE WSIS+10 REVIEW)

WARSAW 2013/2014



*(...) Poland has been one of the world's
great development success stories
of the past two decades.
"The Economist" (18.12.2012)*

***"From the analogue past to the digital future. From homo societatis
to homo smartphonus"***

**The foreword to the 10-year country report on the implementation of the
WSIS Outcomes in Poland**

by Magdalena Gaj, the President of UKE

*The ICT sector has widely contributed to the development of modern information society.
Let us use it for our future.*

*The digital world, the smart world is happening now, before our very own eyes. We cannot imagine
our life without a smartphone, a tablet or an ultrabook. New technologies help*

us to communicate with each other. The usage of intelligent, smart solutions and conditions (like the Internet of things) changes also our behavior, as well as habits, and thus bring new quality to our activities. Frankly speaking, homo societatis has been becoming homo smartphonus.

The ICTs have become the flywheel and one of the fastest growing parts of the global digital economy. It is undoubtedly a success, but also a challenge. Despite significant growth in the last decade, there are still major differences between countries and regions in access to networks and advanced technologies.

Big challenges also mean great opportunities. And that brings us to the 10-year country report on the implementation of the WSIS Outcomes. This report summarizes and presents some of the numerous actions and initiatives in the respective WSIS Action Lines within the last 10 years in Poland. The Polish experience and best practices are noticed and appreciated by the international community. In July 2013, we hosted in Warsaw the Global Symposium for Regulators (GSR), which provided an excellent forum for the exchange of views and experiences between more than 700 participants, including regulators and key ICT companies from around the world.

This shows that Poland is a country that is eager to take new and innovative actions. You can find many examples in the 10-year report, for instance: “the Digital School” project, “the Digital Light Keepers” initiative, and my personal favourite – “the Women and Girls in ICT”.

But we cannot rest on the laurels. All stakeholders, including governments and regulators, have to take the courage and responsibility to make changes that will help us in bridging the digital divide. All of us, together, have to recognize the social impact of this new digital reality. It is crucial for further development of the inclusive information society. This report delivers some interesting examples of those actions in the near future.

The ICT sector has widely contributed to the development of modern information society. Let us use it for our future.

And please remember – the future is ours!

Magdalena Gaj

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EXECUTIVE SUMMARY

In the framework of the WSIS review process, with response to the request from the ITU Secretary General, this country report has been prepared. The starting point is a reference to the path for sustainable development of the modern information society, on which Poland has entered since the fall of communism and through its accession to the European Union.

The report summarizes and presents some of the numerous actions and initiatives in the respective WSIS Action Lines within the last 10 years in Poland.

It begins with some of the indicators on the ICT development of Poland, including households and enterprises, as well as on the socio-economic situation of our country.

Then, the report describes the examples of activities in various Action Lines, including national e-strategies and programs implemented by the country's institutions in the area of digitization, as well as the selected case studies.

Moreover, it contains information on the Polish projects, which are present in the WSIS Stocktaking Database and submitted for the WSIS Project Prizes. Also, it presents Poland's engagement in the WSIS Fund in Trust.

Finally, the report provides feedback on a few projects and policies, that are being implemented in the near future.

This 10-year country report on the implementation of the WSIS outcomes in Poland comprises the arguments for the positive influence of the WSIS process, as well as the role of ICT on the sustainable development of information society and bridging the digital divide.

INTRODUCTION

Information society is created by different groups of actors, who are taking actions for the development and implementation of technologies in the ICT sector for the common good and to improve living standards.

Since the beginning of the democratic transformations in the year 1980s connected with the social movement named “Solidarność” (“The Solidarity”), Poland has consequently followed the path to developing modern and inclusive information society, based heavily on the ICT sector. Keeping in mind the outcomes of this transformation process, we are setting the goals and targets in order to further “digitize” the Polish society.

Let us consider just one indicator, and that is the dynamic development of the usage of the Internet. In the year 2006, only 36% of Poles had access to the Internet, whereas in the year 2010 – already 63%. In the year 2013 this indicator has reached 72%¹.

Poland is however still a country, in which the digitization process needs to be continued. That is why the Polish government, along with other entities and stakeholders, like for instance the President of the Office of Electronic Communications (UKE), has taken numerous actions and initiatives aiming at bridging the digital divide between different groups of our society and building inclusive Information Society.

Even before the accession to the European Union in the year 2004, Poland has been working very actively on the implementation of the rules and laws set up in the *acquis communautaire*, as well as in the strategies and programs, connected with the telecommunications sector, like the EU Digital Agenda.

In our actions, we also paid careful attention to the issues that are set to meet the United Nations Millennium Development Goals (MDG's). These activities are in line with the Action Lines set up by the World Summit on the Information Society (WSIS) in the Geneva Plan of Action in the year 2003, and further developed in the Tunis Agenda in the year 2005.

The purpose of this 10-year country report is to present our achievements in the areas of the respective Action Lines, but also to give some hints and good practices on how to implement new ideas and possibilities. Another important goal of this report is to show our future plans and activities in the framework of bringing

¹ Source: the surveys of the of the National Statistical Office. Statistical Office in Szczecin: *Information Society in Poland. Results from the surveys of the years 2006-2010 and Information Society in Poland in 2013.*

together various groups of people to the benefit of our common goal, which is to bring us closer to the global information and knowledge societies.

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SPOTLIGHT ON POLAND

Poland is situated at the heart of Europe and is considered a gateway to European Union (EU). Its territory has 312 700 km², which is the 6th place in the EU. The population of our country is about 38,1 million, which gives us also the 6th place in the EU. Poland's GDP in the year 2013 reached 814 billion USD (PPP)². According to EUROSTAT, the unemployment rate of Poland in September 2013 was 10,4%.

According to the latest reports and surveys, Poland has reached the highest rank in its history, when it comes to the overall economic development and business environment. Just to present a few of them:

- **1st place** in the CEE region – the most competitive country in the region and in terms of the number of investment projects in the CEE, as well as **3rd place** in Europe in terms of created jobs due to Foreign Direct Investment (FDI) and created jobs per 1 project (ERNST & YOUNG, *Attractiveness Survey*, June 2013);
- **2nd place** in Europe in manufacturing competitiveness (DELOITTE, *2013 Global Manufacturing Competitiveness Index*);
- **14th place globally** in most attractive FDI destinations ranking (UNCTAD, *World Investment Report 2013*);
- **45th place globally** and **4th place** in terms of getting credit; Poland is also among **15 countries** the most quickly reducing the distance to the top of the rank (DOING BUSINESS 2014);
- **Poland and Spain as the only two countries** with growth of greenfields investments' number in the year 2012 (FINANCIAL TIMES, *the FDI Report 2013*).

But not only the economic aspects put Poland as one of the leaders in Europe. When it comes to human resources, we also have a lot to tell, and that is:

- **20 million of talented young people**, who speak foreign languages;
- nearly **2 million students**, over 400 000 graduates every year;
- 87% of students who speak **foreign languages**;
- 50% of population is **younger than 35** (1/3 of the population aged between 20 and 29 is studying);
- there are **460 higher education institutions** in Poland.³

² Source: World Economic Monetary Fund: *World Economic Outlook Database*, October 2013.

³ Source: EIU, EUROSTAT

Poland is also the **8th country in Europe** with high proficiency in English (10th place in 2012).⁴

This brings us to the overall situation concerning the usage of ICT in Poland, which is closely connected with the current situation and trends of the growing Polish economy. It is presented in the three main chapters:⁵

- I. The ICT sector and products,
- II. ICT usage in enterprises,
- III. ICT usage in households.

I. The ICT sector and products:

In the year 2012 the number of enterprises hiring 10 or more persons in the ICT sector amounted to 1649 (7.1% increase in comparison to the previous year) among which 87.3% offered ICT services. Almost three quarters of ICT service enterprises provided IT services. Since 2009 the number of ICT enterprises increased by 25.6% (of which service enterprises by 31.3%).

The number of persons employed in the ICT sector amounted to 177.4 thousand (an increase by 1.8% compared to the previous year and 11.6% compared to 2009) – of which over three quarters were persons hired in ICT services constituting, including 60,9% in IT services.

The ICT sector experienced the growth of net revenues from sales which amounted to nearly 126 billion PLN⁶ (i.e. 30.8% increase) in 2012 in comparison to 2009. Services, in particular telecommunications, had the biggest contribution in generating revenues of the ICT sector.

The value of net revenues from export was increasing on a systematic basis in the covered period. In 2012 these revenues increased in ICT manufacturing enterprises by 24.0% and in ICT service enterprises over twofold when compared to 2009. The most significant increase, almost fourfold – by 2.9 billion PLN⁷, was noted by ICT wholesale enterprises, however, the highest revenues were produced by exports of IT services.

⁴ Source: *Education First. English Proficiency Index.*

⁵ The presented data come from the surveys of the National Statistical Office. Statistical Office in Szczecin: *Information Society in Poland. Results from the surveys of the years 2008-2012* and *Information Society in Poland. Results from the surveys of the years 2009-2013.*

⁶ Around 42 billion USD.

⁷ About 1 billion USD.

A dynamic increase of expenditures on R&D in the ICT sector was noted in the years 2009-2012 (over threefold – by 807 million PLN⁸). Enterprises offering ICT services incurred over 85% of expenditures on R&D in the ICT sector in each surveyed year.

In 2012 the value of sold production of ICT maintained a similar level as in 2009. Over this period the value of ICT exports and imports also increased, by 4.2% to 37.3 billion PLN⁹ and by 13.6% to 44.4 billion PLN¹⁰, respectively.

II. ICT usage in enterprises:

In 2013 95% of enterprises used computers including almost all large enterprises. The value of this indicator in 2012 placed Poland slightly below the EU average. Since 2009 the percentage of enterprises with access to the Internet has exceeded 90% while for large enterprises it amounted to almost 100%.

The number of enterprises using broadband connections as well as wireless 3G connections increased in 2013 in comparison to the previous year. The biggest rise in the Internet access via broadband connections occurred among small enterprises.

The systematic growth of the share of employees using computers, including the ones with access to the Internet, was noticed in the analysed period. In 2013 almost a half of enterprises equipped their employees with devices enabling wireless access to the Internet (this indicator has reached 44%)¹¹. As for large enterprises, 9 out of 10 offered their employees the possibility to use mobile devices. In 2012 8.6% of enterprises in Poland recruited or tried to recruit ICT professionals with the biggest activity in this regard among large enterprises.

In the years 2009-2012 an increase in the percentage of enterprises receiving orders via computer networks up to 10.7% was recorded. For small enterprises the growth amounted to 8.9% and for the large ones – 33.3%.

Enterprises engaged in repair of computers and communication equipment (33.9%) and information and communication (17.7%) used this form of sales the most frequently. The percentage of enterprises sending and receiving e-invoices, with standardised structure suitable for automatic processing increased in 2013 and amounted to 5.6% and 25.3%.

⁸ About 270 million USD.

⁹ Around 12 billion USD.

¹⁰ About 14 billion USD.

¹¹ Source: Survey of the National Statistical Office. Statistical Office in Szczecin: *Information Society in Poland in 2013*.

The percentage of enterprises using the Internet for interaction with public authorities also increased and reached 90.4% in 2012. In the same year more than one third of enterprises incurred expenditures on purchasing ICT equipment, mostly IT equipment. Large enterprises prevailed in this group. Entities classified in the sections financial and insurance activities as well as information and communication made purchases the most frequently.

III. ICT usage in households:

In 2012, more than 7 out of 10 households were equipped with at least one computer (in the year 2013 this indicator reached 75%). The percentage was increasing on a systematic basis in the recent years and was significantly higher in households with children. The number of regular computer users was also increasing over the period 2008-2013.

In 2013 almost three fourths of households were equipped with at least one computer. The percentage of such households was increasing on a systematic basis in the recent years and was significantly higher in households with children. The number of regular computer users was also increasing over the period 2009-2013.

In 2013 71.9% of households had access to the Internet. This percentage was by 1.4% higher than in the previous year and was also on the rise during the analysed years. As owning a computer, households with children had access to the Internet more frequently than the ones without children. Reported reasons for lack of the Internet access in households varied over the surveyed period, however, no need for the Internet access at home was indicated the most frequently.

In the years 2009-2013 the share of households with broadband access to the Internet was increasing faster than the share of households with access to the Internet in total, reaching 68.8% in 2013. 59.9% of persons aged 16-74 used the Internet on a regular basis in 2013. The highest number of regular users was found among pupils and students (98.6%), the self-employed (83.8%) as well as residents of big cities and persons with tertiary education. Almost 22% of persons used mobile devices to access the Internet out of home or workplace in 2012.

As for the purposes of using the Internet in Poland, it can be noticed that persons using e-mail constituted the biggest share. In 2013 the share of e-mail users in the total population aged 16-74 amounted to 51.1% while in Internet users 81.9%.

In the year 2013, 45% of persons using the Internet were searching information on goods and services and 32% of them declared their interest in ordering these products online. In the years 2008-2012, the share increased by 22.0 percentage points.

In 2013 the share of persons using the internet for interaction with public authorities in the last 12 months amounted to 22.6%. Searching for information on websites of public authorities was the most common form of using e-government services. In the year 2013 and in comparison to the year 2012, there was observed an increase of people downloading the official forms from the web pages and sending them filled in online.

In 2012, the share of persons using the Internet to search for information concerning health amounted to 31.4%. Respondents used the Internet less frequently to make an appointment with a doctor or order health products (4.3% and 3.8%, respectively).

In 2013 ICT usage by children was also surveyed. The share of households in which children could use a computer amounted to 88.7%. Almost one third of guardians controlled children while using a computer. Parents most frequently allowed children to watch videos on the Internet (39.6% of households).

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THE IMPLEMENTATION OF THE WSIS OUTCOMES IN POLAND THROUGH THE RESPECTIVE ACTION LINES

Poland has been actively involved in the WSIS process for the last 10 years, since the Geneva Summit in the year 2003 and the Tunis Summit in the year 2005.

We believe that the actions taken under the various WSIS Action Lines are a tool for leveling the differences between different regions and countries in the world.

That is why within the last 10 years, Poland has undertaken numerous initiatives and activities that are connected with the WSIS process.

These actions have contributed greatly to boosting the development of the Polish information society. From the initiatives on national level to the specific projects of various entities and organizations, all of them gathered people and resources for the benefit of individuals, social groups and the country's institutions.

Because of their high number it would be difficult to list them all in one place, this report presents the chosen key examples of projects in the framework of the respective WSIS Action Lines. It also describes case studies and successful stories, to give the Reader a closer look on the variety of activities introduced in Poland in this respect.

The above mentioned projects have been presented for each of the respective Action Line.

WSIS ACTION LINE C1: The role of public governance authorities and all stakeholders in the promotion of ICTs for Development in Poland:

I. National e-strategies for the development of information society:

1. The Strategy for the Development of Information Society in Poland until 2013:

In December 2008, the Council of Ministers adopted *Strategy for the Development of Information Society in Poland until 2013*, which set priority orientations and basic rules for the development of information society.

The adoption of the *Strategy* was preceded by a series of extensive consultations. In order to obtain the necessary expert knowledge, concerning various aspects of the development of information society, the Ministry of the Interior and Administration has conducted a series of thematic discussions with various groups of stakeholders.

Moreover, a survey among Internet-users was also conducted, which was intended to include the opinions and beliefs of the society. Significant substantive input of experts from various backgrounds contributed to the creation of a groundbreaking document, which became very important in stimulating the activity of the stakeholders.

As a result, a series of activities realized by the administration and the NGO sector, in particular based on the financing from the EU funds in the 2007-2013 perspective, referred to the objectives and the vision indicated in the *Strategy*.

According to the *Strategy*, the adopted vision and mission of the development of information society in Poland involve strategic activities targeted at:

- ▶ people (area: HUMAN) – strategic direction: *Accelerate the growth of the intellectual and social capital of Polish citizens with the use of ICT solutions;*
- ▶ business entities (area: ECONOMY) – strategic direction: *Increase the productivity, innovation potential and competitiveness of Polish companies, and thus Poland, in the global market, and facilitate B2B communications and cooperation with the use of ICT solutions;*
- ▶ public administration (area: STATE) – strategic direction: *Increase the accessibility and effectiveness of public administration services with the use of ICT solutions to reconstruct internal processes in the administration and the delivery of services.*

Based on that, 13 major objectives were introduced in each area, which included a set of activities, as well as key tasks and initiatives.

Within the framework of the partial subject areas, the vision of the information society status in Poland in 2013 was presented in detail. This paper presents the most vital activities initiated so far and selected directions for further actions that are required to accomplish the adopted objectives.

This document also played an important integrating role, focusing on the idea of the development of information society, becoming a focal point for the cooperation of various stakeholder groups in this respect. The *Strategy* also contributed to significant increase of knowledge about the topics connected with applying information-communication technologies in decision-making circles and to promoting the topic in the society.

The *Strategy* included the necessity to perform reviews, for example to adapt the action plans to the quickly changing conditions and challenges in the development of information society. In order to attain this objective, the evaluation conference events were organized, during which reviews of the most interesting initiatives – undertaken both by the administration and the NGO sector – were performed.

For example, the conference entitled “The Condition of the Polish Internet”, organized annually by the Ministry of the Interior and Administration in the course of the celebrations of the World Information Society Day, was also dedicated to identifying the most current tendencies and challenges in terms of realizing the objectives of the *Strategy*.

Moreover, those actions were supplemented by debates taking place during the major Polish conferences of the ICT industry, such as the conference entitled “Cities On-line” – dedicated to the activity of local governments and NGOs in terms of information society and the conference entitled “ICT Forum” – dedicated to electronic administration.

One of the elements to monitor the progress in the implementation of the *Strategy* goals includes an assessment made on the basis of a set of statistical indicators defined at the level of 13 major objectives.

The results of this assessment were initially published in a form of a brochure entitled *Updating the measurements of the performance of the Strategy objectives*, with the extension of the topic in the publication entitled *Information society in numbers* prepared annually (since 2009) by the Department of the Information Society at the Ministry of the Interior and Administration (MSWiA)/Ministry of Administration and Digitalization (MAiC).

The publication presents a detailed diagnosis pertaining to the status of the information society development in Poland in the context of the EU situation, performed on the basis of analyzing a wide range of indicators and results of publicly available research (e.g. CSO, EUROSTAT, research projects of the EC, OECD).

The last edition of the MAiC report, published in 2013, is available from the website of the Ministry <https://mac.gov.pl/dzialania/nowy-raport-spoleczenstwo-informacyjne-w-liczbach-2013/>. The layout of the study corresponds to the thematic areas of the *Strategy* (Human, Economy, State) and the objectives stipulated within each of them.

The *Strategy* is consistent with the key documents that delineate the strategic development directions for Poland:

- ▶ National Development Strategy 2007-2015;
- ▶ National Strategic Reference Framework 2007-2013;
- ▶ Strategic Governance Plan.

The *Strategy* takes into account the priorities of the European information society policy that result from the assumptions of the *Lisbon Strategy* and the initiatives: “*eEurope – Information Society for all*” and its continuation “*i2010 – A European Information Society for growth and employment*”.

2. The Long Term Development Strategy of the Country Poland 2030

Third wave of modernity:

In 2009, in order to achieve greater transparency in the process of strategic planning and disbursement of funds from the state budget, the Coordinating Committee for Development Policy began the reform of the development management system. Adopted by the Council of Ministers in November 2009, *the Plan for the Strategy Arrangement* envisaged the reduction of strategy papers. The new approach to strategic planning did not provide for a separate sector strategy on developing the information society. The subject area of implementation of the ICTs has been included in the horizontal issues, and different aspects of information society development were assigned to subject matters for all new integrated strategies.

The coherent programme of the development of information society was indicated in the *Long-term National Development Strategy Poland 2030. The third wave of modernity*, adopted by the Council of Ministers at the beginning of the year 2013. In its Objective 5 – Development of Digital Poland, includes the cohesive program for information society development.

The document provides for the necessity to implement the conditions to obtain pro-development digital impetus, including the common nature of accessing and using broadband Internet, using ICT in all sectors of the economy and establishing conditions for the supply of high quality public contents. , This will be achieved thanks to providing open public resources on-line and through implementing regulations of digital technologies that would serve the development of digital forms of public life and social capital.

The document defined the fundamental courses of interventions:

- supporting the investments in broadband infrastructure in order to provide common, high quality access to the Internet;
- developing digital competences of teaching personnel (e.g. teachers, employees of other educational and cultural institutions, employees of NGOs) and implementing common digital education as well as establishing modern infrastructure and educational resources;
- increasing the number of public resources (e.g. educational resources, heritage collections, scientific publications and public media contents) available on-line, in order to ensure the supply of high quality contents;
- creating favorable legal conditions for the development of e-services;
- collecting, storing, securing and providing digital data and documents as well as disclosing and securing in electronic form the resources that until now have been stored in traditional form, including disclosing public domain contents on-line.

3. Other examples of integrated strategies in the context of the information society in Poland:

The most important integrated strategies from the point of view of the development of the information society subject area, are:

- ***The Strategy of the Development of Human Resources 2020*** – ICT in education and in non-formal education, development of digital competences of the groups at risk of social exclusion, adapting the offer of the training courses to the needs of the labour market as regards the fundamental ICT competences;
- ***The Strategy of Innovation and Efficiency in Economy*** – development of ICT infrastructure and e-economy infrastructure;
- ***The Strategy Efficient State 2020*** – computerization of the public administration, providing public administration services in electronic form, facilitating healthcare areas, justice system, public safety, openness and transparency, increasing the involvement of citizens;

- ***The Strategy of Developing Social Capital 2020*** – increasing social and cultural activity in terms of using ICT, digital competences, digitalization and development of electronic media.

The framework document that merges digitization threads of each programme document is the *Policy Paper on the digital development of Poland by 2020* adopted by the Council of Ministers' Committee for Digitization in November 2012.

This document constitutes the starting point for the programming of EU funds in the financial perspective 2014-2020.

The current actions taken in order to create demand for digital technologies have been identified in the expert study entitled *the Diagnosis and recommendations in the field of digital competences of the society and preventing digital exclusion in the context of programming the support for the period of 2014-2020*.

4. The Regulatory Strategy of the President of UKE:

The strategic objectives of the Polish national regulatory authority (NRA) – the President of UKE, have been formulated in the published Regulatory Strategies for the years 2008-2010, 2010-2012 and 2012-2015, on the basis of analyses of the Polish market, other European and world markets, as well as obligations set out in the Telecommunications Act and EU documents.

This document contains various actions and goals to be achieved, including the issues connected with the WSIS process and the WSIS Action Lines, like broadband deployment, spectrum management, consumer policy, etc.

II. Governmental institutions and entities for digitization:

1. The functioning of the Council of Ministers' Committee on the Digitization:

This Committee (formerly the Committee for the Computerization and Communications), was set up by the Prime Minister at the beginning of the year 2012, in order to co-ordinate between the ministries and give its opinion to all the actions and projects related to the computerization of the country, like e-government, the development of broadband infrastructure, introducing new technologies in the education and healthcare systems, the audiovisual policy, etc.

It is chaired by the Minister of Administration and Digitization.

2. The Inter-institutional Team for the Implementation of the Digital Poland Programme:

An important instrument supporting the implementation of the *Strategy for the Development of Information Society in Poland until 2013* in its initial period of functioning was the activity of the Inter-institutional Team for the Implementation of the Digital Poland Programme – an opinion-giving and advisory body to the Polish Prime Minister, which started its work in January 2009.

The Team was appointed in order to coordinate the activities split between different institutions and to elaborate an action plan for making broadband Internet widely accessible in the aspect of balancing activities aimed at stimulating supply and demand for digital technologies.

At the beginning, the Digital Poland Team indentified the scope of the necessary legislative changes intended to stimulate investments in the ICT infrastructure and to remove administrative and legal barriers to electronic administration.

Further works focused on the issues pertaining to increasing the skills and incentives of the society and to extending the digital contents and services.

The activity of the Team is summarized in two reports (from March 2009 – including an appendix entitled *Report on the broadband market in Poland – the legitimacy and the scope of public intervention* and from January 2010), which are of evaluation and implementation nature in relation to the provisions of the above mentioned *Strategy*.

The Team's work resulted in the elaboration and agreement of two acts with significant impact on making Internet access more popular in Poland, which subsequently entered into force, i.e. the Act of 12 February 2010 on the amendment of the Act on e-policy for entities fulfilling public tasks and some other acts and the Act of 7 May 2010 on supporting the development of telecommunications networks and services.

3. The establishment of the Ministry of Administration and Digitization (MAiC):

The new ministry combining the areas of administration and digitization has been created in line with the governmental strategies. It was established on 18 November 2011.

The mission of the Ministry of Administration and Digitization (MAiC) is to create a digital boost for the development of Poland. The main tasks of the new ministry are to develop broadband infrastructure, support the creation of web content and e-services and promote digital competences among citizens. Digitization is also key to modern administration.

Digitization enables synergies between various domains – access to internet, participation in democracy and cultural life and digital economy. Not only does it help economy grow, but it also promotes equal opportunities for all citizens. Effective digitization is based on three pillars: providing internet access, developing web content and services and promoting digital competences.

The Ministry is, inter alia, charged with the following matters:

- computerization of public administration which will allow it to simplify and streamline administrative procedures,
- public administration of ICT systems and networks,
- IT standards,
- development of information society,
- development of new technologies and building efficient e-administration,
- prevention of digital exclusion (promoting skills necessary to take advantage of e-services),
- development of electronic services and on-demand services,
- coordination of interoperability between the administration IT systems and registers,
- implementation of digital terrestrial television.

4. The President of the Office of Electronic Communications (UKE):

The President of the UKE is the national regulatory authority for the market of telecommunications and postal services. The President of the UKE is also the specialized authority in the area of equipment conformity assessment, including telecommunications terminal equipment and radio equipment.

The specific duties of the President of the UKE include, inter alia:

- the performance of tasks related to the regulation and supervision of telecommunications services' markets, spectrum management, orbital and numbering resources, as well as the enforcement of compliance with electromagnetic compatibility requirements;
- intervening in matters related to the functioning of the market for telecommunications and postal services, the equipment market and the settlement of disputes between telecommunications undertakings;
- co-operation with domestic and international telecommunications and postal organizations, other competent national authorities, the European Commission and Community institutions, as well as other NRAs;
- co-operation with the President of the Office for Competition and Consumers Protection in matters related to the enforcement of the rights of parties using postal and telecommunications services, and with the National Broadcasting Council.

The President of UKE, on the one hand, strives to ensure the availability of infrastructure required to allow access to telecommunications services in areas threatened by digital exclusion and, on the other hand, to increase the diversity of telecommunications offerings and reduce the prices of these services.

It is also an important task for the President of UKE to promote balance between market competitiveness focused on users' welfare and the need to ensure high level of regulatory certainty, as well as to create conditions for investment.

The goal of the Regulator is to apply appropriate legal, economic and administrative mechanisms to ensure fair competition, consumer protection and to allow stakeholders to invest in infrastructure.

5. Setting up the National Broadband Forum (KFS):

In fulfilment of the Team's recommendations, the National Broadband Forum was established as an initiative aimed at strengthening cooperation between all stakeholders involved in development of broadband networks in Poland (government administration and local authorities, telecommunications operators and regulatory authority (UKE), financial institutions and non-governmental organizations).

The National Broadband Forum (KFS) is a public initiative by the President of UKE for the benefit of the development of broadband Internet in Poland, created with cooperation of the Polish Telephones Foundation, the Rural Development Foundation, and the Association of Telecommunications Architects. The community of citizen, businessmen, and representatives of public administration interested in the subject of telecommunications market development is concentrated around the portal of the National Broadband Forum, operating since May 2009.

The project provides on one hand support for the current portal's activity, on the other hand it will allow UKE to develop a set of thematic websites under the name "Broadband Poland".

The activities of the portal include, above all, creating and sharing information and publication materials relating to the broader issues of infrastructure development and broadband internet.

The main thematic issues raised by the portal's journalists, in accordance with the priorities of the National Broadband Forum, includes:

- the development and modernization of the infrastructure and the elimination of white spots;
- the dissemination and development of ICT skills;

- the safety of the network's users – secure services;
- the development of content and functionality;
- the Green ICT (use of telecommunications and information technologies for environment protection / energy reduction).

III. Government programs supporting public initiatives:

1. Government Programme for Social Participation of Senior Citizens for 2012-2013:

The Programme's goal is to improve the quality of life of older people through social activity for dignified aging. This programme enables the development of social and professional potential of older people to perform their social roles in public life.

Within the Programme for 2012-2013, 2 editions of open call for proposals were launched with about 700 projects receiving financial support. Main priorities:

- 1) Education of seniors, including e-education – increase learning opportunities for older people, increase of computing skills, increasing the variety of themes of learning;
- 2) Creating conditions for integration within and between generations of older people using the existing social infrastructure;
- 3) Development of diverse forms of social participation, including the promotion of volunteerism, participation in decision-making processes in society, including participation of older people in public policy, self-help and self-organization;
- 4) Increased availability and improved quality of social services for older people.

The Council of Ministers adopted the revised Government Programme for Social Participation of Senior Citizens for 2014-2020 in December 2013. In January 2014 an open call for proposal has been launched with 470 projects selected for co-financing.

2. Public grant competitions of the Ministry of Administration and Digitization for digital society development:

The Ministry of Administration and Digitization's idea is to build an advance culture of ICT usage through the close cooperation between public administration and non-governmental organizations. In 2013, the Ministry of Administration and Digitization announced competition for grants in the field of digital society development.

Nineteen projects, submitted by NGOs, have been chosen to be financed, which focused on our priorities, namely digital inclusion, raising awareness of ICT usages for disabled people, coding skills and the Internet safety for children and adults.

Thanks to the financial grants, NGOs managed to create new educational resources on safety matters in digital world, to run basic programming trainings and workshops for children at schools and to promote coding skills as a great job opportunity option for unemployed. A lot of attention has been paid to address the digital divide issue of elderly and disabled members of our society.

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WSIS ACTION LINE C2: Information and Communication Infrastructure: An Essential Foundation for the Information Society:

1. Governmental actions, in the framework of national development policies, to support an innovative environment for the investment in ICT infrastructure and new e-Services:

1) Operational Programme Innovative Economy 2007-2013, Measure 2.3 Investments connected with development of IT infrastructure of science:

This initiative is being implemented by the Ministry of Science and Higher Education and the National Centre for Research and Development. Its objective is to provide Polish scientific stakeholders with permanent and secure access to advanced ICT infrastructure, in order to facilitate innovative research and foster international cooperation by the use of modern ICT.

Projects implemented within the measure are of national and supra-regional significance. The scope of the projects includes development of:

- ICT infrastructure for e-Science,
- digital resources for science,
- advanced applications and e-Services for R&D.

The following indicators are used to monitor the implementation results:

- Number of scientific units using ICT infrastructure for e-Science co-financed under the measure,
- Number of scientific units using databases co-financed under the measure,
- Number of scientific units using advanced applications and e-Services.

The above stated indicators are used for all projects chosen for the implementation between 2007 and 2013. All projects must be finished by December 31st, 2015.

2) Act of 30 April 2010 on the Principles of Financing Science – subsidies for maintenance of and new investments in R&D infrastructure, including ICT infrastructures:

Being the initiative of the Ministry of Science and Higher Education, the aim of this legal-financial instrument is to support the maintenance and further development of the ICT infrastructures used for scientific purposes, including such critical structures as high performance computing centres (HPC), metropolitan area networks (MANs), access to digital resources for e-Science and infrastructure

enabling connection to the European GEANT network and Global Lambda Integrated Facility (GLIF).

The main general indicator used to monitor the implementation of this instrument is the number of scientific units connected to the national research and education network PIONIER.

3) Inventory of Telecommunications Infrastructure and Broadband Services in Poland:

The System of Information on Broadband Infrastructure (SIIS) is a system for gathering, processing, presenting and sharing information about telecommunication infrastructure, public telecommunication networks and buildings enabling co-location.

The main reason for launching the project was to identify areas of low penetration of broadband services in order to focus investment in the telecommunications sector and identify areas for public intervention in national broadband development plans. This project resulted in increased investment in the telecommunications sector, accelerated investments in construction of new generation networks co-financed by EU funds and lowered investment barriers in the telecommunications infrastructure.

The SIIS data may be used by regulators/governments to provide information about the telecom infrastructure developed on the territory of the country, which is needed to take the decisions regarding the State Aid, decide on the geographical segmentation during the market analysis process and provide operators with information about possible access points.

The SIIS System presents detailed information about the networks developed, information about the planned roll-outs in the area and approaches to co-operation with operators, e.g. agreements, obligations, laws. The SIIS data may be also used to provide operators with information about the existing civil engineering infrastructure which may potentially be used for network roll-out.

The SIIS also presents information on: underground pipes, manholes, chambers, etc. and aboveground poles, buildings, etc. Furthermore, the SIIS data may be used in order to provide end user with the information about the availability of BB access in a particular geographical area. Overall aim is to stimulate the demand for broadband.

Moreover, the SIIS presents information on the: availability of BB (geographical areas are marked depending on the available speed) and providers of BB (list of providers with contact details, etc.). The broadband providers may upload the information about the areas, where they provide BB services and end users may

claim absence of the Internet access in particular areas, etc. (project website: <http://maps.polskaszerokopasmowa.pl/maps>).

Also, the integral part of System of Information on Broadband Infrastructure is the BSARS system, whose aim is to help carrying out market analyses and generating reports about the broadband services market in Poland. The data comes from telecommunications operators and other entities providing broadband services, which are bound to deliver detailed information about their telecommunication infrastructure, offered and provided services and network coverage to the President of UKE.

Based on the above mentioned data, the Department of Strategy and Telecommunications Market Analysis in UKE has prepared such a system of data analysis and published reports each year between 2010 and 2013.

2. In the context of national e-strategies, provide and improve ICT connectivity for all schools, universities, health institutions, public libraries, post offices, community centres, museums and other institutions accessible to the public, in line with the indicative targets:

1) The national research and education network PIONIER – Polish Optical Internet. Advanced Applications, Services and Technologies for Information Society:

This was the initiative of the Ministry of Science and Higher Education (previously by State Committee for Scientific Research and Ministry of Science and Information Society Technology) and the PIONIER Consortium. This project was implemented during 2000-2010.

The aim of the project was to set up and upgrade Polish Optical Network and support R&D activities and the development the information society by the use of advanced ICT infrastructure and services.

Currently, PIONIER network embraces 21 academic networks (MANs) and provides the scientific and research community in Poland (universities, research institutes, supercomputing centres, public libraries etc.) with access to global Internet resources and dedicated Internet connections between research centres in Poland and the centres abroad.

PIONIER connects all 21 academic MANs using own 2 x 10Gbit/s (DWDM technology) links, and on a separate fibre pair operates DWDM transmission system which enables the use of up to 80x10 Gbit/s optical channels (λ) between MAN networks and branch networks to state borders as well.

The PIONIER network has also external connections to the European research network – GÉANT and the global Internet. The primary connection to the GÉANT is implemented using 10 Gbit/s Packet over Sonet technology and 10 Gigabit Ethernet technology and directly routed to the GÉANT network node in Poznan. The connection to Global Internet currently has bandwidth of 15 Gbit/s.

The PIONIER network provides also a cross-border connection to Germany, Czech Republic, Slovakia, Ukraine, Belarus, Lithuania and Russia.

3. Support an enabling and competitive environment for the necessary investment in ICT infrastructure and for the development of new services:

The considerable level of investments and the proper deployment of telecommunications infrastructure are one of the key factors that enable the development of information society and the access for end users to the broad range of modern multimedia services.

1) In order to assure these goals, the President of UKE has taken actions, of which we could present the following:

a. Creating an administrative and legal framework in order to encourage local governments to invest in telecommunications infrastructure:

The intention of the President of UKE was to actively participate in the preparation and implementation of legislative changes in key legal acts, i.e. in the Telecommunications Act and in the Act on supporting the development of telecommunications networks and services (the so-called MEGAact).

The MEGAact, which is in power since the year 2010, assigns to local governments of different levels an important investor's role on the telecommunications market, beginning with the construction of passive networks to the provision of services in case when no commercial operators are interested in investing in the given area on economic grounds.

The MEGAact has introduced many changes in the field of spatial development plans preparation. The new rules authorize UKE to provide opinions on draft local plans and studies of conditions and directions of spatial development in the field of telecommunications.

Moreover, in accordance with the MEGAact, the Internet access service may be provided without charge or in exchange for a fee lower than the market price, after obtaining the consent of the President of UKE published as a decision.

b. Memorandum on cooperation in preventing theft and devastation of infrastructure:

On the initiative of three regulatory authorities: UKE, the Energy Regulatory Office and the Office of Rail Transportation, the Memorandum on cooperation in preventing theft and devastation of infrastructure was concluded on 23 August 2012.

The aim of the Memorandum is to undertake and implement joint actions in order to reduce and prevent theft and devastation of technical infrastructure, cables, as well as telecommunications, energy and railway equipment.

Under the Memorandum, the signatories undertake to take joint action to raise awareness of Poles, as well as to improve the interaction of public institutions, law enforcement and judicial authorities in preventing and combating theft and devastation of infrastructure. Joint social campaign aims to increase the involvement of citizens, so that they are aware of the necessity to react in such cases, instead of exposing others to danger.

2) The Regulation on the technical conditions to be met by buildings and their location:

On November 6th 2012, the Minister of Infrastructure signed an amendment to the Regulation on the technical conditions to be met by buildings and their location. This Regulation came into force on February 23rd 2013.

The above mentioned Act introduced an obligation to:

- 1) Install fiber optic telecommunications installation – in a newly built residential apartment buildings and public buildings, to meet the objectives related to the education and upbringing – in particular ensuring access to broadband Internet;
- 2) Install in residential buildings – an installation for the reception of digital television and radio programs that are distributed by terrestrial and satellite broadcast;
- 3) Provide space in these buildings for telecommunications installation equipment;
- 4) Construct telecommunication installations enabling the provision of services by various telecommunications companies, regardless of the access technology.

With the amendments, every resident of the new multi-family buildings will be able to freely choose the way of reception of the digital television technology. Also, this document introduces the obligation of the installation of appropriate DVB-T and satellite antennas.

4. Sustainable use of frequency resources:

Effective management of frequency resources determines the number of service providers and their products, contributes to the development of new products and their competitiveness and affects the quality of services. It is necessary to create new opportunities for innovation and employment, which in turn should translate into improvement in the country's economic situation and social integration.

In this respect, the President of UKE has taken the following actions:

1) Acquiring new frequency bands for civil use:

The conclusion of agreements with the Ministry of Defense (until the end of 2014) on the transfer of frequencies operating in the 410 – 412 MHz/420 – 422 MHz band to civil use, and changes in the status of use of the 2300 – 2350 MHz band from governmental to civil, will increase resources for civil broadband systems and improve the quality of provided services.

2) Tenders for 1800 MHz and 800 MHz frequencies:

The President of UKE resolved the tender for frequency licenses in the 1800 MHz band for the provision of high-speed mobile Internet services on 13 February 2012. Each license covers 5 MHz of spectrum in the 1729,9 – 1754,9 MHz band and 5 MHz of spectrum in the 1824,9 – 1849,9 MHz band. Frequencies in the 1800 MHz band constitute valuable resources intended for the provision of telecommunications services in mobile or fixed radiocommunication service until 31 December 2027 in the entire national territory. They may be primarily used in order to make high-speed mobile Internet and data transmission generally accessible. They will also serve to increase the availability of broadband services not only in urban areas but also in rural areas and areas with mixed urban and rural features.

The President of UKE is also in the process of finalising the first auction in Poland for frequencies in the 800 MHz and 2.6 GHz bands. The subject of the auction currently under consultation comprises 12 general exclusive frequency licenses, including:

- 5 frequency blocks each of 2x5 MHz bandwidth in the 800 MHz band and
- 7 frequency blocks each of 2x10 MHz bandwidth in the 2.6 GHz band.

The frequency resources offered are intended for the provision of telecommunications services in the mobile or fixed service in the entire area of Poland. The auction winners will be entitled to use the frequencies for 15 years following the delivery of the decision of the President of UKE on the general exclusive license for these frequencies.

5. The design and production of ICT equipment and services:

Having in mind the need to help and assist people with disabilities in everyday life, the Office of the Government Plenipotentiary for Disabled People organizes annually conferences on universal design, with the participation of NGO's, producers and designers.

There has been three conferences so far. The first one "Universal Design – equal rights, equal access" was held in 2010 in cooperation with the Council of Europe Information Office in Warsaw and the Department of Psychology of the University of Adam Mickiewicz in Poznań. The aim of the conference was the execution of tasks provided in *Recommendation Rec (2006) 5 of the Committee of Ministers to Member States. Council of Europe Action Plan to promote the rights and full participation of people with disabilities in society: improving the quality of life of people with disabilities in Europe 2006-2015*.

The 2012 conference titled "Universal Design. Availability and participation for all" was held in cooperation with the Government Plenipotentiary for Equal Treatment. The main issue of the conference was the presentation of the idea of universal design as a practical tool, useful in a great variety of projects including organization of public space, providing information, production and services.

The last conference held in October 2013 was dedicated to the problem of universal design and corporate social responsibility. The main subject of the meeting was the implementation of tasks resulting from the UN Convention on the Rights of Persons with Disabilities. The conference was accompanied by an exhibition of universally designed equipment (baby's bed, ergonomic chair, tools for tinkering).

During these events there are, inter alia, many presentations related to universal design, including hardware, applications and websites accessible to people with disabilities.

The conferences are platforms for exchanging views, knowledge and best practices on how to implement new thinking and possibilities, using the opportunities brought by the development of ICT's.

6. Promote the provision of global high-speed satellite services for underserved areas such as remote and sparsely populated areas:

1) Promoting the provision of high-speed satellite Internet connection for the sparsely populated areas:

Under this initiative, since 2010, the PIRC continually promotes satellite solutions for sparsely populated regions, through lectures at telecommunication industry events and consultations of different government projects.

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WSIS ACTION LINE C3: Access to Information and Knowledge:

1. Governments to provide adequate access through various communication resources, notably the Internet, to public official information:

1) Operational Programme Human Capital 2007-2013, Measure 1.1 Support for scientific research for the development of knowledge-based economy:

This initiative is being implemented by the Ministry of Science and Higher Education, Information Processing Institute, Interdisciplinary Centre for Mathematical and Computational Modelling and Index Copernicus International.

The governmental statistical system's aim is to create an integrated and complex database on higher education in Poland. The information gathered in the system supports decision-making process of the Ministry of Science and Higher Education. It can also serve as a tool for improvement of management in higher education institutions. It has already indicated some trends in higher education, such as decreasing number of students in certain fields of study.

The system provides widely accessible data on the type of higher education institutions, fields of study, the number of students, academic staff with scientific degrees and titles. More advanced data, such as information on the scholarships awarded to students are provided only to eligible entities. The data are transferred and updated by the higher education institutions. The functionality of the system is consequently improved and the data base is constantly widened.

The quality of data is monitored and will be reflected in the financial decisions of the ministry.

2) The initiatives of the Ministry of Labor and Social Policy (MPiPS):

a. Polish EURES website (www.eures.praca.gov.pl):

Polish EURES website has been operating since 1st May 2004. In the period from 1st May 2004 till 31st May 2013 this website recorded about 7.2 million visits.

Eures (*European Employment Services*) is a network of public employment services and other partners at European labour market that support job mobility of workers in the EU/EEA and Switzerland under the auspices of the European Commission. EURES provides, free of charge:

- international job recruitment/ placement services for jobseekers and employers (recruitment projects, Job Days/Job Fairs, etc.)
- information and guidance on living and working conditions in Europe as well as labour market information.

EURES services are provided by EURES advisers and EURES assistants and are supported by EURES Job Mobility Portal www.eures.europa.eu that operates in 25 European languages.

Every member state of the EU/EEA and Switzerland should operate its national EURES website in a national language. In Poland, the website www.eures.praca.gov.pl has been operating as from the day of Polish accession to the EU in 4 languages: PL, EN, FR, DE.

This website consists of following sections:

- Looking for job in the EU? (database with foreign job vacancies from the EU/EEA/Switzerland; EURES service catalogue for jobseekers who want to work abroad; how to safely work abroad, self-employment abroad);
- Looking for an employee from the EU? (EURES service catalogue for employers); how to search for employee abroad;
- Living and working conditions in the EU/EEA/Switzerland and Poland;
- International Job Fairs in Poland and in Europe;
- News from regions (upcoming EURES events in Poland);
- Contact for EURES advisers and Assistants in regional labour offices;
- Labour market in the EU (up-to-date information, reports on job mobility in Europe);
- Publications, useful links.

b. Polish Public Employment Services website (www.psz.praca.gov.pl):

Labour market services in Poland are provided by regional and local labour offices.

PES Portal www.psz.praca.gov.pl provides information for jobseekers, employers and PES staff in following areas:

Section for jobseekers:

- news for jobseekers
- legislation
- jobs offers
- looking for work?
- how to prepare for an interview?
- rights of jobseekers

- labour market programmes
- interesting links
- working abroad

Section for employers:

- news for employers
- legal acts
- advice for employers

PES section:

- news for PES
- publications
- legal acts
- labour market information
- Labour market statistics
- employment agencies register
- public support – programmes
- register of Training Institutions
- classification of occupations
- database of vocational qualification standards and modular training programmes
- e-learning
- interesting links
- labour offices addresses
- information on KSMRP, CBOP, PWD
- questionnaire of vocational interests
- Adviser 2000
- publications for PES staff
- compliance procedure of IT systems used in public employment services
- guidelines of IT standards implemented in PES

European cooperation

- European Employment Services
- Euroguidance Poland

3) The activities of the President of UKE:

The President of UKE has introduced a series of measures aimed at increased consumer awareness as regards available products and consumer rights, and they are:

a. The Consumer Information Centre of UKE:

Officers of the Consumer Information Centre of UKE have been advising consumers and providing them with replies to the inquiries. The Consumer

Information Centre may also be contacted via VoiceLink. This solution enables individuals visiting the website – www.uke.gov.pl – to contact officers of the Consumer Information Centre free of charge. Moreover, the sub website of the Consumer Information Centre – <http://www.cik.uke.gov.pl> has been established on the UKE's website. The main goal was to enable consumers to have access to transparent messages. The contents include replies to frequently asked questions (FAQ), information on the possibility of claiming compensation and educational films.

b. The Permanent Consumer Arbitration Court (SPSK) at the President of UKE:

The Arbitration Court may examine a case provided that both parties to the dispute have expressed their consent for that. Disputes concerning property claims resulting from agreements on provision of telecommunication services concerned in particular:

1. fees for termination of an agreement on the provision of telecommunications services prior to the period for which the agreement has been concluded,
2. the amount of fees for provided telecommunications services,
3. television services.

2. Support the creation and development of digital resources and archive services for e-Science, including the access to the world class scientific publications. Encourage initiatives to facilitate access, including free and affordable access to open access journals and books and open archives for scientific information:

1) Act of 30 April 2010 on the Principles of Financing Science – grants for Virtual Library for Science (WBN) (<http://wbn.edu.pl/>):

This is the activity of the Ministry of Science and Higher Education.

The aim of the instrument is to provide common and free or affordable access for Polish scientists and academics to information and knowledge gathered in the international data bases and repositories of scientific publications, data, books etc.

To monitor the implementation of the instrument, some specific indicators were established:

- number of scientific units and academia with access to the Virtual Library for Science,
- number of national licenses funded by the Ministry of Science and Higher Education related to access to digital resources available for Polish stakeholders,
- number of open access publications of authors with Polish affiliation made available by international publishers.

2) The interdisciplinary system of scientific and technological information (SYNAT):

A Project funded by National Centre for Research and Development (NCBiR) – one of the executors – National Institute of Telecommunications.

The main goal of the project is the establishment of universal, open, hosting and communicative repository platform for network resources of knowledge to be used by science, education and open knowledge society.

One of the outcomes of this project is the creation of personalized search based on the accumulated and shared knowledge. The user creates a profile based on ontology. The search result is achieved by four different algorithms and presented in the form of a ranking list.

3. Promote research and development to facilitate accessibility of ICTs for all, including disadvantaged, marginalized and vulnerable groups:

1) Operational Programme Innovative Economy, 2007-2013, Measure 3.2 Expansion of POL-on and integration of databases in the area of science, taking into account previously distributed analyses and reports. The continuation of projects of initiated interactive databases (OPI):

This programme is being implemented by the Ministry of Science and Higher Education/ Information Processing Institute.

The aim of the project is to support the management of research results and infrastructure through the creation of the information system on the results of research, whose main goal is long-term monitoring and evaluation. This system is used as an instrument to collect data necessary to diagnose the needs of the sector of science and higher education, and achieved effects of the different projects.

The system is adapted to the changing legal and institutional situation. The various tasks performed in the sub-project result from the current needs of institutions using the system (National Centre for Science, National Centre for Research and Development, Higher Education Institutions and Polish Accreditation Committee), and deriving from changes in the law (governing the procedures for submission and consideration of applications) and changes in internal rules in these units.

4. Develop policy guidelines for the development and promotion of public domain information as an important international instrument promoting public access to information:

1) Level monitoring of Information Society development in Poland – evaluation indicators realized in the frame of Multi-annual Programme “Development of the Telecommunications and the Post in the Information Society 2005-2008”:

The initiative of the Ministry of Infrastructure and the National Regulatory Authority (URTiP – at present UKE). Programme Coordinator and main executor – National Institute of Telecommunications.

It comprises:

- a. Level monitoring of Information Society development in Poland – evaluation indicators realized in the frame of Multi-annual Programme “Development of Telecommunications and Post in Information Society 2005-2008”;
- b. The system of periodical reports on the development of the telecommunications market, competition and business operators in this market, also realized in the frame of Multi annual Programme “Development of Telecommunications and Post in Information Society 2005-2008”.

Ad. a. The Reports were realized in the frame of the task: “Telecommunications and teleinformatic market; electronic communications services – regulation, economic and social aspects” as research on information society and its impact on socio-economic processes in the European Union, including Poland. Proposals were presented concerning the concept and the implementation of the system of indicators in practice.

Ad. b. The telecommunication reports presented analyses of the development of internet, mobile telephony and other services in the light of regulation, economic and competition aspects. Items were continued in the frame of the statutory activities (2009-2011).

5. Encourage research on the Information Society, including on innovative forms of networking, adaptation of ICT infrastructure, tools and applications that facilitate accessibility of ICTs for all, and disadvantaged groups in particular:

1) The Future Internet Engineering project, financed by the European Union through the European Regional Development Fund under the Operational Programme “Innovative Economy” for the years 2007-2013:

Main project facilitator: National Centre for Research and Development (NCBiR).
Project Executors: Warsaw University of Technology, National Institute of Telecommunications, Wrocław University of Technology, Poznań University of Technology, Poznań Supercomputing and Networking Center, Institute of Theoretical and Applied Informatics of the Polish Academy of Sciences, Silesian University of Technology, Gdańsk University of Technology, AGH University of Science and Technology.

This project was realized in the period from 01.01.2010 to 30.06.2013. It aimed at improving capabilities of the current Internet by proposing more efficient network infrastructure and new set of applications.

The project activities were grouped in four main streams that correspond to:

- 1) designing, prototyping and testing the system for Future Internet that is based on novel architecture that explores the concept of virtualization,
- 2) designing, prototyping and testing selected advanced applications,
- 3) designing and building a national research network for supporting experimentally driven research in the area of Future Internet, named PL-LAB,
- 4) transformation of the current IPv4 network into IPv6.

WSIS ACTION LINE C4: Capacity Building:

1. In the context of national educational policies, and taking into account the need to eradicate adult illiteracy, ensure that young people are equipped with knowledge and skills to use ICTs, including the capacity to analyze and treat information in creative and innovative ways, share their expertise and participate fully in the Information Society.

1) Government Programme on the development of pupils' and teachers' competences in the scope of using ICTs "the Digital School":

This pilot programme, which was approved by the Council of Ministers for the years 2012 – 2013, was implemented by the Ministry of National Education (MEN), the Ministry of Administration and Digitization (MAiC), as well as other entities and stakeholders.

Its aim was to develop the digital competences of teachers and pupils in the field of ICT in order to support the changes in the teaching model, with greater efforts put on the ability of creativity, cooperation and critical thinking, using the available sources of knowledge.

The Programme had four main areas of interest:

1. E-teacher – developing teachers' competences and skills using ICTs in the communication with pupils and their parents, as well as dealing with school documentation with the support of ICTs,
2. E-educational resources, including e-manual – supplementing the offer of public electronic educational resources, including access to complimentary e-manuals,
3. E-school – the equipment of schools with necessary ICT infrastructure, including teaching aids,
4. E-pupil – granting the pupils, especially those threatened by digital exclusion, access to modern teaching aids.

The scope of the project covered more than 400 primary schools.

2) The Broad Agreement on Digital Skills:

The Broad Agreement on Digital Skills is an informal association of organisations, institutions and stakeholders representing different environments that identify themselves with the Agreement's goals and intend to act towards their fulfilment.

The primary aim of this initiative, which was inspired by the EU Grand Coalition for Digital Jobs, is to support actions towards common digital literacy. Partners of the Agreement will build synergies between their projects, exchange best practice and inspire each other in order to promote the Agreement's priorities.

The Agreement was concluded at the Presidential Palace in Warsaw on July 3, 2013. According to the latest social survey, 90% of jobs will require basic digital skills as soon as in 2015, while nowadays only 59% of adult Poles use the Internet.

Thus the signatories of the Agreement will launch specific activities aimed at building and developing digital education and digital skills necessary on the labour market, in this way improving the quality of life in Poland. All sectors and organizations involved in the initiative including government, business and the media, agree that the digital skills are the skills for the future.

2. Launch education and training programmes, where possible using information networks of traditional nomadic and indigenous peoples, which provide opportunities to fully participate in the Information Society.

1) Activities of the Cardinal Stefan Wyszyński University in Warsaw (UKSW):

a. UKSW and Lex Informatica Association (NCPI):

NCPI is a multidisciplinary think tank closely cooperating with UKSW and the Students' Research Association in bringing together dozens of researchers from several universities, and experts – practitioners of public institutions mainly lawyers, computer scientists, economists.

Statutory objectives of the Association are: 1) to support the development of information society, 2) to support the modernization of information processes and applications of computer science in administration and economy, 3) to support the development of knowledge and to increase awareness of the legal aspects of Internet security, 4) to support the development of knowledge and growing awareness of the protection of personal data, confidential information and other information and secrets protected by law. The Association pursues its objectives, in particular by: 1) conducting research activities and research and development in the field of specific objectives of the Association, 2) educational activities – popularization, 3) interaction with other entities in taking action to achieve the objectives of the Association.

In 2011-2012 eight conferences were organized, which attracted over 1,000 people and delivered approx. 200 papers, published in particular in G. Szpor (ed.),

Internet. Protection of Freedom, Property and Security, C.H. Beck 2011 pp. 430; G. Szpor and W.R. Wiewiórowski (eds.), Internet. Problems of Net, Portals and e-Services, C.H. Beck 2012 pp. 382; G. Szpor (ed.), Internet. Cloud Computing, C.H. Beck 2013 pp. 278.

b. E-government track within the curriculum of MA studies at Law and Administration Department of UKSW:

Studies' curriculum includes courses such as: ICT in public administration, electronic access to law, protection of personal data and classified information, access to public information and reuse, e-government platforms, security of electronic communications in public administration, land use planning and geoinformatics, management of electronic documents.

The number of students amounted to 153 (2011/2012), 335 (2012/2013), and 346 (2013/2014).

c. Study programs in cooperation with General Inspector for Personal Data Protection (GIODO) and Internal Security Agency (ABW):

UKSW has so far been organized 6 postgraduate study programs focusing on classified information and personal data.

The curriculum includes:

1. Access to public sector information and its limitations
2. Processing of data, electronic documents and databases cryptography basics
3. Security threats
4. Verification procedures
5. Methodology of processing classified information
6. Rules and tools for protection of personal data
7. Competences of data protection authority, processing control and registration of data sets
8. Data controllers and rights of data subjects
9. Security of data sets. Obligations of information security administrator
10. Professional secrets, trade secrets, and other secrets protected by law

Studies have been conducted since 2004/2005 academic year (with the exception of 2005/2006) for classes of approx. 30-40 postgraduate students each year.

2) "Trust but verify" campaign by the President of UKE:

One of the main objectives of the "Regulatory Strategy of the President of UKE until 2015" is consumer empowerment. As part of its consumer policy, UKE takes

regular actions aimed at empowering consumers by knowledge of consumer protection and rising awareness of subscribers' rights and obligations.

The campaign "Trust but verify" was held in 2013 and addressed to people aged 50+ who are the most important target group because they are the most frequent victims of commercial representatives' unfair practices .

However, the "Trust but verify" campaign was addressed not only to the elderly people. The information is also shared during meetings with materials in the form of leaflets and educational films being helpful for all subscribers irrespective of their age.

The objective of the campaign was to educate consumers who are the most vulnerable to unfair commercial practices applied by representatives of certain telecommunications companies active in Poland, to have permanent influence on consumers so that their decisions to switch to another service provider, prolong a contract or conclude a new contract were well-informed, which should undoubtedly result in reduced number of cases where contracts are concluded not in line with good commercial practices.

Constituent elements of the campaign:

- face-to-face meetings and discussions between UKE experts and the subscribers (at the invitation of municipalities and districts);
- distribution of leaflets, posters and other materials related to the campaign;
- publication of educational films on the Internet and manuals for subscribers, campaign promotion in local media.

In total, 32 meetings with consumers attended by almost one thousand people were held in 2013. The presentations of UKE experts took place in small and larger cities all over Poland. The experts who on a daily basis deal with many problems faced by the subscribers could share their knowledge and experience with the inhabitants of: Będzin, Sosnowiec, Bydgoszcz, Golub-Dobrzyń, Szczytno, Giżycko, Leszno, Dębica, Mielec, Tychy, Pszczyna, Słupca, Konin, Wrocław, Oława, Szczecin, Stargard Szczeciński, Pyrzyce, Namysłów, Kluczbork, Lubań, Zgorzelec, Jelenia Góra, Drawsko Pomorskie, Łobez, Maków Mazowiecki, Gniew, Tczew, Zamość, Lublin, Krasnystaw and Pułtusk.

As part of the campaign the UKE Consumer Information Centre prepared 4 educational films addressed to subscribers.

- Trust but verify
- How to file a complaint about your telecommunications service?
- How to port your number to a new operator?
- How to recognize a costly SMS?

WSIS ACTION LINE C5: Building confidence and security in the use of ICTs:

1. Promote user education and awareness about online privacy and the means of protecting privacy:

1) Completion of works on the Internet portal www.przyjaznynet.pl:

The portal has been set up based on the initiative of the President of UKE and owing to cooperation with F-secure, the Nobody's Children Foundation and the Kidprotect.pl Foundation.

It promotes rules for safe Internet use, with particular emphasis on protection of the youngest Internet users. Moreover, it presents tools enabling assurance of the possibly greatest protection of the user and end devices against cybercrime. Furthermore, it informs about operations of organizations dealing with secure media (FDN, sieciaki.pl, Helpline.org, Kidprotect.pl).

2) Studies entitled „Perception of data protection and privacy by children and youth”:

The studies were performed in the years 2010-2012 by the Inspector General for Personal Data Protection (GIODO), together with the Hungarian National Authority for Data Protection and Freedom of Information and the Croatian Personal Data Protection Agency (more info: http://www.giodo.gov.pl/1520124/id_art/6914/j/pl).

The aim of the studies was to examine young people's behavior when sharing their personal data while using the Internet. The results of the studies enabled to formulate in the final report, the tips and recommendations on how to protect personal data and privacy when using the Internet.

Among other results, the studies showed that children and adolescents do not know the institutions and authorities, which deal with security issues on the Internet. Therefore, the list of such institutions, which could and should be notified in case of violation of privacy is also included in the report.

3) The "eduGIODO" information and training portal – a new source of information on personal data protection (<https://edugiodo.giodo.gov.pl/>):

The platform addressed to persons and institutions processing personal data is supposed to familiarise them with these issues and to assist them in applying the

provisions on personal data protection. An integral disseminating knowledge elements of the eduGIODO platform was the organization of two conferences, in Warsaw and in Gdansk, and the preparation of promotional and informational materials addressed to each potential user of the educational portal.

2. Encouraging education and raising awareness:

1) Programme „Your data – your concern. Effective protection of personal data. Educational activity addressed to students and teachers”:

This Poland wide programme has been launched in 2009 by the GIODO, together with Gliwice Education Centre.

Its main objective is to include the issues related to personal data protection and the right to privacy in the curricula of teachers' vocational training centres, primary and middle schools in Poland.

One of its stages consists in training school teachers and providing them with education materials, including among others the information on personal data protection principles, lesson scenarios, multimedia presentations and teaching aids helpful in realizing the programme, as well as in preparing teachers to shaping informed responsible attitudes among pupils aged 7-16 years.

The next element of the programme is to conduct courses related to personal data protection in schools as well as the active participation of students and teachers in events organized within the framework of the European Data Protection Day.

The programme „*Your data – your concern*” is addressed to teachers, guidance counselors and students of primary and middle schools all around Poland.

3. Encourage the domestic assessment of national law with a view to overcoming any obstacles to the effective use of electronic documents and transactions including electronic means of authentication:

1) Model regulation of information disclosure and its limitations in a democratic, rule of law state:

The project's consortium consists of Cardinal Stefan Wyszyński University in Warsaw (UKSW), University of Wrocław, C.H. Beck, and Lex Informatica Association (NCPI). The project's team includes about 20 renowned scholars from Poland and abroad, including Croatia, Czech Republic, Germany, Italy, Switzerland and the United States.

The goal of the project is to evaluate access to information and its limitations, and to present a complex concept for an increased efficiency of legal regulation of processing of data protected against disclosure.

Conditions for the realization of the goal are:

- 1) juxtaposition of rules for evaluation of regulation effectiveness against limitation of information disclosure and terminological findings,
- 2) determination of axiological basis for evaluation of regulation,
- 3) analysis and categorization of Polish provisions,
- 4) analysis of issues arising from application of law in individual court cases,
- 5) analysis and evaluation of procedural and material provisions of public and private law in the light of technological development and other circumstances,
- 6) evaluation of compliance of national laws with European standards and comparison with other national regulations.

The result will be a proposal for amendment of laws and a proposal for systemic reform of regulations limiting information disclosure to be applied in legislative procedures and an increase of access to information about law with regard to information disclosure limitations, in particular with regard to protection of national security, through scientific and popular publications with a wide impact factor, conferences, seminars, textbooks available in WWW and ICT products facilitating application of the law.

The projects' tasks include:

- Increase of access to information about law with regard to information disclosure and its limitations;
- Elaboration of a model of regulation of information disclosure and its limitations in Poland, and rules that should be followed when drafting legal regulations in the analyzed area;
- Improvement of the flow of norms relating to information disclosure limitations through expert seminars, scientific conferences, education, and using a web page.

The project realization is scheduled for 36 months commencing on May 2013.

4. The activities of CERT Polska and CERT.GOV.PL:

1) CERT Polska:

The purpose of CERT Polska is to assist Polish internet users in implementing proactive measures to reduce the risks of computer security incidents and to assist them in responding to such incidents when they occur. CERT Polska also handles incidents that originate in Polish networks and are reported by any Polish or foreign persons or institutions.

CERT Polska is financially maintained and formally a part of the Research and Academic Network in Poland (NASK).

CERT Polska does its best to closely cooperate with all large Polish ISP's abuse teams, establish direct contacts and exchange necessary data in order to prevent and recover from security incidents that affect their networks.

CERT Polska is authorized to address all types of computer security incidents which occur, or threaten to occur, in the Polish networks.

The level of support given by CERT Polska will vary depending on the type and severity of the incident or issue, the type of constituent, the size of the user community affected, and the CERT Polska's resources at the time.

CERT Polska exchanges all necessary information with other CSIRTs as well as with affected parties' administrators.

2) CERT.GOV.PL:

CERT.GOV.PL – The Governmental Computer Security Incident Response Team – was established on February 1, 2008.

Its main task is to ensure and develop the public administration units' capability to protect themselves against cyberthreats, in particular against attacks aimed at the infrastructure involving IT systems and networks the destruction or disturbance of which may considerably threaten the lives and health of people, existence of national heritage and the environment or lead to considerable financial loss or disturb the operation of public authorities.

The CERT.GOV.PL team is a part of the IT Security Department at the Polish Internal Security Agency.

The services provided by the CERT.GOV.PL include:

- coordination of the incident response process,
- publishing announcements concerning security threats,
- resolving and analyzing of incidents (including collection of evidence by a team of forensics),
- publishing notifications (security bulletins),
- coordination of responding to security holes,
- detection of incidents in networks protected by the ARAKIS-GOV system,
- administering security tests.

WSIS ACTION LINE C6: Enabling Environment:

1. Foster a supportive, transparent, pro-competitive and predictable policy, legal and regulatory framework, which provides the appropriate incentives to investment and community development in the Information Society:

1) The publication of the Report on coverage of the territory of Poland by the existing telecommunications infrastructure:

The President of UKE has published a Report on coverage of the territory of Poland by the existing telecommunications infrastructure, including investment projects implemented in 2012 and scheduled in 2013, and buildings enabling co-location.

The Report presents the status of the infrastructure based on the data collected as of 31 December 2012 and constitutes the summary of the data collected and processed in the Information System on Broadband Infrastructure (SIIS). In the SIIS, UKE collects data submitted by telecommunications undertakings, local government entities and public utility enterprises.

The system collects the data related to:

- telecommunications infrastructure providing or allowing for the provision of broadband Internet access;
- main elements of public telecommunications networks providing or allowing for the provision of broadband Internet access:
 - public telecommunications network nodes;
 - transmission systems of the public telecommunications network;
 - public telecommunications networks' interconnection points;
- buildings enabling co-location.

The data provides valuable information for telecommunications undertakings and other entities operating technical network infrastructure.

2) Electronic Services Platform of the Social Insurance Institution (ZUS) – the new way of improving customer service in social insurance:

The Social Insurance Institution (ZUS), the main social security administration and the biggest public administration authority in Poland, providing services for: 15.9 million insured persons, 7.3 million pensioners (old-age, disability, survivors), 2.1 million social insurance contributions' payers, implemented in June 2012 the

Electronic Services Platform (PUE) – comfortable, efficient and safe customer service.

The Electronic Services Platform consists of the New Internet Portal, Call Center, Customer Queuing System and Self-service informative devices (indoor kiosks).

Since June 2012, the following results of PUE have been registered:

- 300 000 individual customers' profiles set out,
- 1 800 000 documents from customers received via system,
- 1 500 000 Call Centre connections with average length of conversation of 3:59 min.

The Electronic Services Platform is still being developed in order to become the most effective, safe and reliable way of contact of customers' with ZUS.

2. Update domestic consumer protection laws to respond to the new requirements of the Information Society:

1) Signing of the Memorandum on cooperation for improving the quality of services in the telecommunications market provided to users:

Together with the provision of access to telecommunications services and affordable prices, the Regulator undertook steps to ensure adequate quality of telecommunication services. *Memorandum on cooperation for improving the quality of services in the telecommunications market provided to users*, proposed in May 2012 by the President of UKE and signed with other entities on 26 October 2012, stipulates that:

- contracts for services should be structured in a clear, understandable, easily accessible form;
- published information on the quality of services provided by telecommunications undertakings should be comparable, relevant and up to date;
- the user shall have access to comprehensive, comparable, reliable information presented in a friendly form;
- measurable indicators of quality of service shall be identified, as well as the content, form and method of providing information to be published;
- minimum quality requirements shall be identified in order to prevent deterioration of the quality of service in public networks.

3. Recognizing the economic potential of ICTs for Small and Medium-Sized Enterprises (SMEs), which should be assisted in increasing their competitiveness by streamlining administrative procedures, facilitating their access to capital and enhancing their capacity to participate in ICT-related projects:

1) PARP's Platform "We support e-business" – web.gov.pl :

The Polish Agency for Enterprise Development (PARP) is responsible for the implementation of measure 8.1 of Operational Program Innovative Economy. In this measure PARP realizes a system project which consists in launching a new Internet site *Platform: We support e-business – web.gov.pl*.

This *Platform* has been created as a response to all needs of the small and medium-sized enterprises in Poland that search information about running a business on the Internet. The project has started in December 2008 and will be finished by the end of 2015.

One of the key tasks of the *Platform* is to encourage all entrepreneurs – including those, who have just started to run their own business – to begin or expand their activity in the web and to create a space where they could exchange their knowledge and experiences. One of the goals is also to promote innovative ideas for e-services and B2B technologies.

PARP's web portal shares with registered users a base of high quality knowledge, available for free. Entrepreneurs, who want to check if there is a space for their business idea on the Internet and are interested in how to realize it, may search further and more detailed information.

Throughout the base of e-services and the base of B2B-technologies, the Platform presents and promotes many enterprises, which have succeed in the Polish economic market. In this service one may also find publications written by various experts, analyses and e-books related to the electronic market and business in Poland.

Moreover, the web.gov.pl collects recent news regarding such business events as: trade fairs, conferences, trainings, educational meetings and contests for entrepreneurs.

So far the Platform has more than 13 000 registered users, who form the biggest community created by Polish e-administration. Until today the Platform has noted more than 9 million views. More than 2000 articles and as many other publications related to e-business (promoting e-services and technology B2B) have been made

available on its sites. There are over 60 e-books and e-guides which have been downloaded over 100 000 times, available on the portal.

SM@RT WORLD

7.1. E-Government in Poland:

1. Develop national e-government initiatives and services, at all levels, adapted to the needs of citizens and business, to achieve a more efficient allocation of resources and public goods:

1) The e-GIODO platform:

This application, launched in 2006 and co-financed by the European Union from the European Regional Development Fund, allows to communicate with GIODO in relation to the registration of personal data files.

It is composed of a computer software facilitating the completion of the form notifying data files for registration by the GIODO and a Web version of the national register of personal data allowing to search for registered data files through a variety of criteria, such as the name of the file and the name, or the seat, of data controller.

2) Ministry of Finance – Consolidation and Centralization of Customs and Tax Systems (<http://www.mf.gov.pl>, <http://www.kic.gov.pl>):

The project is aimed at enabling access to IT environment. As part of the Project, a modern Data Processing Center of the Ministry of Finance, providing services with the use of the cloud computing model, has been established in Radom.

The development of technologies and electronic services was a strong stimulus to deliver high quality services based on innovative technological solutions. The Ministry of Finance has developed a number of initiatives in the area of customs and taxation, e.g. e-Taxes*, e-Customs*, e-Registration*, e-Declarations^{2*} ¹², for the implementation of which it was necessary to adjust the IT environment.

The rapid expansion of IT systems necessitated their delocalization and arrangement in an organizational structure with suitable computer architecture. Apart from Radom, the other data processing centers of the Ministry of Finance have been located in Warsaw and Łódź.

The Ministry of Finance is the first central government unit, in which infrastructure services are provided using a private computing cloud. Thanks to transferring key

¹²* see below.

business systems in the Polish sector of finance to Data Processing Center and installing them in data network, the entrepreneurs and citizens have unlimited (in terms of both time and geographical localization) access to services, which are provided by these systems.

This new environment ensures homogeneity of the architectural units based on building an architecture for various application systems that provide e-services for the citizens and entrepreneurs, allowing for reduction of the maintenance costs and simplifying its management

As part of the "Consolidation and Centralization of Customs and Tax Systems" the following project objectives are being implemented:

- Building a Data Processing Center of the Ministry of Finance (the beginning of construction In December 2009, the end in December 2010);
- Provision of IT equipment for the Data Processing Center of the Ministry of Finance (the beginning of provision of IT equipment in 2011, the end in 2014);
- Consolidation and centralization of IT systems (the beginning process of the Consolidation and centralization of IT systems in 2011, completion of this process in 2014).

▪ **e-Taxes Project:**

The main objective of the e-Taxes Project is to simplify the tax collection system by streamlining the internal business processes of the tax administration through:

- improvement of the efficiency of tax information processing by the development and deployment of central information systems,
- popularisation of the e-document and its internal workflow in the tax administration, and
- simplification of procedures for tax assessment and collection by the application of advanced Information and Communication Technologies (ICT).

The project was launched in January 2009 and is foreseen to conclude in March 2015. The implementation indicators include, inter alia:

- reduction of processed paper documents in the internal flow of documents from 64 million to 42 million documents;
- optimized macro processes of the Tax Administration such as: pre-audit check, assessment, tax accounting and selection for audit.

▪ **e-Customs Project:**

In order to provide the public with e-services related to collecting duties, trade in goods and ensuring the security of international trade, there have taken measures

for the development of an electronic environment for the Polish Customs Service. The e-Customs Programme is a package of actions, which enable at national level:

- the elimination of paper documents;
- the increase of economic operators' competitiveness (simplified procedures for reliable entities);
- the simplification of formalities, thus speeding up the flow of goods;
- the more efficient control and customs supervision (risk analysis, security);
- the rationalisation of Customs Service's functioning.

We have implemented the following electronic services:

- registration of economic operators trading in goods within the EU,
- assignment to economic operators and keeping of the unique EORI number.
- providing access to data on any economic operator for the purposes of customs operational systems,
- processing import declarations in simplified procedure,
- processing export declarations in simplified procedure,
- processing export declaration
- providing the economic operators with actual customs tariff in XML format,
- information on the actual customs tariff,
- processing AAD (Excise Administrative Accompanying Document) – document for excise goods' movement in duty suspension procedure

For more information on the e-Customs Programme visit www.e-clo.gov.pl.

▪ **e-Declarations 2 Project:**

The e-Declarations 2 Project is a continuation of the e-Declarations Project, which enabled taxpayers to submit their tax declarations online. The main objective of the e-Declarations 2 Project is to streamline the processes of information exchange between the tax administration and the taxpayers through: simplification of tax declaration and preparation of pre-filled declarations, containing information previously transmitted by payers.

The project was launched in January 2009 and it is foreseen to conclude in March 2015. The implementation indicators include, inter alia:

- reduction of number of documents submitted on paper from 54 million to 39 million;
- reduction of number of issued certifications from 9.9 million to 7.9 million.

▪ e-Registration Project:

The main objective of the Project is to facilitate taxpayer and tax withholder registration and recording processes through simplification of the obligation for registration, improvement of efficiency of identification data processing, ensuring continuous improvement of identification data quality.

The project was launched in January 2009 and it is foreseen to conclude in December 2014.

The goal of the Project is to establish the central register of taxpayers, deploy the central registration system, and simplify the registration process for both natural and legal persons. The implementation indicators include, inter alia:

- reduction of number of administrative decisions issued in respect of taxpayer registration from 700,000 to 20,000;
- reduction of average time of granting taxpayer identification number (TIN) to a natural person starting business from 10 days to 1 day;
- reduction of requests for granting TIN from 700,000 to 250,000.

3) E-services platform by UKE:

The President of UKE has taken the necessary actions in order to implement the project entitled "Construction of the e-Services platform of the Office of Electronic Communications", which is co-financed from the public funds under 7. Priority axis PO IG (Operational Programme "Innovative Economy").

Thanks to the project, businesses and consumers across the country will be provided with a remote, fast and convenient administration services within the scope of the Authority.

The project also gives equal opportunities to companies and citizens, including those with disabilities of remote areas, neglected rural areas, as well as the territories of other countries of the European Union and the world, without any discrimination.

It will enable the online use of services for both businesses and consumers, as well as the users of radio, television and other equipment, subject to electromagnetic interference. They will be provided consumer advice and shall participate in the resolution of disputes with operators online.

7.2. E-business:

- 1) **PARP's Platform "We support e-business"**– web.gov.pl (see page 49 and 50).
- 2) **Electronic signature by the Ministry of Economy:**

This tool identifies the persons participating in the exchange of electronic documents and responsible for their content.

The secure electronic signature is equivalent in terms of the legal consequences, to a handwritten signature. It can now be used, inter alia:

- to the electronic signing of contracts and documents in commerce and civil law,
- in correspondence with the authorities and to sign letters and administrative decisions by the authorities,
- as a signature of electronic invoices,
- to register a business,
- in the declaration of customs and tax,
- in applications of social security,
- for signing applications to the National Court Register,
- for signing reports for the General Inspector of Financial Information,
- in correspondence with the Inspector General for Personal Data Protection
- for signing medical records

Kits to make secure electronic signature can be purchased in five companies (so-called qualified entities providing certification services for electronic signatures). These companies are registered by the Polish Minister of Economy.

7.3. E-learning in Poland:

- 1) **Government Programme on the development of pupils' and teachers' competences in the scope of using ICTs "the Digital School"** (see page 39).

7.4. E-health in Poland:

1. **Promote collaborative efforts of governments, planners, health professionals, and other agencies along with the participation of international organizations for creating reliable, timely, high-quality and affordable health care and health information systems and for promoting continuous medical training, education, and research through the use of ICTs, while respecting and protecting citizens' right to privacy:**

1) The Electronic Platform for Collection, Analysis and Sharing of digital Medical Records (P1) and the On-line Platform for the Services and Resources related to Digital Medical Registries (P2) of the Ministry of Health:

The Platform P1 allows for:

- access to patient medical data regardless of time and place,
- faster access to case history,
- more effective treatment owing to updating data in the patient's medical documentation,
- better time management owing to on-line registration,
- easy access to medical information through online portals,
- secure storage of medical data,
- e-Prescription – convenient, safe and practical form of purchasing drugs,
- easier self-control of health owing to access to examination results,
- electronic implementation of exemptions, referrals, orders.

Within the P2 Platform an universal information-tool was established, for keeping records and electronic services to the outside world and providing the optimum level of safety. The main functionalities of the platform will include: electronic registration, update and retrieval of data, the use of electronic signatures, the reduction of redundancy of the data. Specific objectives of the project encompass: electronic recording and updating of the data register, electronic collection of extracts and certificates, electronic storage of documents, public register of the relevant medical data.

2. Encourage the adoption of ICTs to improve and extend health care and health information systems to remote and underserved areas and vulnerable populations, recognizing women's roles as health providers in their families and communities:

1) Project “Functional state evaluation system with distributed intellect for elderly and disabled population” (EDFAS), with the participation of the National Institute of Telecommunications:

The aim of this project is the development of a system for monitoring and multilevel complex evaluation of heart function and motion abilities for elderly and disabled persons.

The National Institute of Telecommunications carried out the following tasks in the project:

- development of system architecture;
- selection of transmission technology and required hardware elements,
- development of software for PDA and Medical Monitoring Center.

7.5. E-employment:

Polish EURES website (see page 32 and 33).

7.6. E-environment:

1. Implement e-government strategies focusing on applications aimed at innovating and promoting transparency in public administrations and democratic processes, improving efficiency and strengthening relations with citizens:

1) The General Directorate for Environmental Protection Projects (GDOS):

a) Geoserwis Portal (gesoserwis.gdos.gov.pl) and Natura2000 Portal (natura2000.gdos.gov.pl):

Geoserwis is a modern web platform, that through the use of integrated network services allows to search and view data. The tool provides support for:

- sharing, searching, and viewing spatial data for protected areas, including national and landscape parks, nature reserves, Natura2000 sites, protected landscape areas as well as natural and scenic complexes;
- issuing administrative decisions, including those related to impact assessments of investment on the environment, by the General Director for Environmental Protection and regional directors for environmental protection;
- developing management plans for Natura2000 sites;
- giving opinions on boundaries and issuing decisions by local government administration, Geoserwis is part of the Central Register of Nature Conservation Forms, which contains information on all forms of nature protection in Poland.

Access to the descriptive data that can be found in the Register, can be obtained at: crfop.gdos.gov.pl.

With the ability to connect layers from different sources, Geoserwis is a useful tool for everyone. Descriptive data, which are located in the Central Register of Nature Conservation Forms, provide additional information about the natural attractions of the area.

Geoserwis is equipped with support for external Web Map Services (WMS), which allows connection of additional layers with other Geographic Information Systems (GIS).

The Natura2000 Portal (natura2000.gdos.gov.pl) is open compendium of the European ecological network Natura2000. The service provides knowledge on biodiversity and is the database of the Natura2000 sites in Poland.

b) Platform of Communication and Information (PIK)
(<http://pzo.gdos.gov.pl>):

One of the actions taken during the implementation of the project *Preparation of the Natura2000 management plans in Poland* was to implement special information tool, which would support the process of establishing plans and enhance the cooperation of regional environmental authorities and local stakeholders.

As a result, a platform of communication and information (PIK – <http://pzo.gdos.gov.pl>) was created.

The PIK enables cooperation the regional directorates of environment protection responsible for establishing management plans and representatives of all citizens, institutions and enterprises concerned when it comes to process of preparing and establishing these plans.

The goal of the PIK as an innovative internet tool is to provide better communication and understanding in this field between authorities and all stakeholders. These is extremely important regarding Natura2000 sites and other protected areas in Poland. All the documents concerning protected habitats and species should be completely understood and approved to eliminate any misunderstandings that may occur.

2. Governments, in cooperation with other stakeholders are encouraged to use and promote ICTs as an instrument for environmental protection and the sustainable use of natural resources:

1) “Wnioskomat” Portal – The General Directorate for Environmental Protection (GDOS) and The Chancellery of the Prime Minister:

“Wnioskomat” is based on a complete, structured and easy-to-use search engine information concerning the activities of the General Directorate of Environmental Protection and Regional Directorates of environmental protection. Using the application is free, requires only access to the web browser.

The system includes two main features:

a. searching, browsing and retrieving information about the environment and its protection, gathered in the network services of the General Directorate of Environmental Protection and Regional Directorates of environmental protection;

b. preparation and provision of information about the environment and its protection, on request.

In the future “Wnioskomat” will be a tool to access knowledge about the environment and its protection within the competence of the General Directorate of Environmental Protection and Regional Directorates of environmental protection. As a result of the system, knowledge base and "good practices", will be created, containing information on the proceedings, including the submitted proposals and provided responses, along with comments and story proceeding.

3. Establish monitoring systems, using ICTs, to forecast and monitor the impact of natural and man-made disasters, particularly in developing countries, LDCs and small economies:

1) National Information System Against Natural Hazards (ISOK), with the participation of Institute of Meteorology and Water Management (IMGW) – National Research Institute, Government Security Centre (RCB), Head Office of Geodesy and Cartography (GUGiK), National Water Management Authority (KZGW):

The „IT system for protection against extraordinary hazards” (ISOK) Project is included in the indicative list of key projects of the Innovative Economy Operational Programme.

Its main goal is to ensure an effective system for protecting the country against extraordinary hazards. It is especially important, because of the increasing number of such events and increasing scale of resulting consequences, both for economy and society. The second goal is to meet one of the basic social needs the state is expected to meet: ensuring the feeling of safety among citizens.

The project was launched in 2013 and is foreseen to conclude in December 2014.

Main benefits associated with the implementation of the system:

- Access to information for all stakeholders (citizens, public administration; business sector) about hazard and risk;
- Tool of natural phenomena risk management in order to reduce the negative consequences;
- Improving the functioning of the public administration responsible for the effective emergency management;
- Improving the process of spatial planning;
- Element of spatial data infrastructure.

2) Projects of the Institute of Meteorology and Water Management – National Research Institute (IMGW-PIB):

a. Pogodynka Pro – mobile app as a part of warning system against extraordinary hazards:

Pogodynka Pro for Android and IOS platform is an application used in Poland to warn smartphone users against atmospheric and hydrologic hazards. This application shows current measurement data, forecasts and Warnings.

b. m.pogodynka.pl – weather portal dedicated for mobile phone browsers:

Weather information system, which is fitted to smartphone displays and capabilities.

c. SMS weather warning system for insurance companies:

Project has started 2 years ago and provides value added service for insurance customers who own life insurance policies. They receive hydrological and meteorological warnings as text message for area where they are living.

d. Weather radar widget for IMGW-PIB partners:

This project provides high quality weather radar information to partners www sites. Service is based on widget technology.

3) SINZaP – Intelligent air pollution monitoring system:

SINZaP system was launched at Institute for Ecology of Industrial Areas (IETU) in 2006. This is a real time operating system resembling a neural network. It is designed for modeling of pollutant emissions and air pollutants concentrations, addressed to specialists or decision makers responsible for air quality management.

SINZaP consists of four main modules: (1) data module including data scanner for reading public data accessible in the Internet, (2) module for preparation of meteorological data, (3) BackTrack module for simulations of pollutants emissions and simulations of air pollutants concentrations, and (4) Trainer module, aimed at correction of input parameters for adjusting modeling and observed data.

7.7. E-agriculture:

1. Ensure the systematic dissemination of information using ICTs on agriculture, animal husbandry, fisheries, forestry and food, in order to provide ready access to comprehensive, up-to-date and detailed knowledge and information, particularly in rural areas. Public-private partnerships should seek to maximize the use of ICTs as an instrument to improve production (quantity and quality):

1) Forest Reproductive Material Office's (FRM) open registers:

On the FRM's website there are presented the following registers: Basic Material, Suppliers, FRM Master Certificates.

7.8. E-science:

Support the creation and development of digital resources and archive services for e-Science, including the access to the world class scientific publications. Encourage initiatives to facilitate access, including free and affordable access to open access journals and books and open archives for scientific information (see pages 35 – 36).

WSIS ACTION LINE C8: Cultural Diversity and Identity, Linguistic Diversity and Local Content:

1. Support efforts to develop and use ICTs for the preservation of natural and cultural heritage, keeping it accessible as a living part of today's culture:

1) iTheater Project by the Polish Television (TVP):

This initiative aims at providing access to culture for pupils in small remote localities via broadband network.

Every few weeks a different theatre from all over Poland stages a play, which is transmitted through coded Internet link to schools participating in the project.

The purpose is clear: to educate through entertainment. The first transmission took place on October 29, 2012. It was „Wizard of Oz” staged by renown Slowacki's Theatre from Cracow.

Since that time already 16 shows have been broadcasted and watched by almost 400 000 spectators from about 5 000 schools. And more are already scheduled.

2) The functioning of the National Digital Archives (NDA):

On 8th March 2008, the Archives of Audio-Visual Records, founded in the year 1955, have been transformed into the National Digital Archives (NDA).

The NDA is the central state archive. Its aim is to provide digital files as a response to the development of recording, storing and access technologies.

The vision of the National Digital Archives is to:

- archive digital materials, including digital documents;
- archive photographs, films and sound recordings;
- create digital files of hard copy materials;
- share information about archives and make the collection accessible online.

In addition to the digital collection, the NDA also manages traditional archive materials. The NDA's collection contains almost 15 million photographs (including the oldest tintypes and daguerreotypes), 30,000 sound recordings and 2,500 films.

Access to the NDA collection is free of charge. One can visit the original collection at the National Digital Archives or, as the records are being put online, increasingly

use the online service. The NDA offers also a paid service in scanning, digital filing and licensing of its archival holdings.

As a central state archive, the NDA stores archival records of Polish Television (TVP), Polish Television – Warsaw Branch, Polish Radio (PR), Polish Radio’s Regional Radio Station in Warsaw, Radio for You (RDC) – records from before 1993, Polish Sound Recordings, Polish News Agency (PAP), the National Film Archive, the Documentary and Feature Film Studio, and the ‘Czołówka’ Film Studio.

3) The activities of the Regional Polish Television (TVP):

With reference to its mission, The Polish Television (TVP) maintains 16 regional branches, that are dealing with the affairs of the local and regional communities.

These branches are responsible for presenting their audiovisual programs and preparing everyday information with respect to the local content.

One of the important examples of this activity is the initiative of TVP, which is called the Regional Warning System (RSO). This system is being introduced from the end of the year 2013 till September 2014.

In order to reach as high number of people as possible with information on the potential threats and warnings that are vital for the common safety, the protection of life and health, as well as the property of the citizens, information and communiqués will be announced and presented on the tv screens, but also in the Internet portals, through smartphones and tablets, and via text messages.

WSIS ACTION LINE C9: Media:

1. Encourage the media – print and broadcast as well as new media – to continue to play an important role in the Information Society:

1) The National Council for Broadcasting and Television (KRRiTV):

In this respect, although it does not possess the legislative initiative, KRRiTV is doing its best to systematically focus the attention of the country's institutions on the need to take up legislative actions in order to, inter alia, build the favorable legal environment for the media development, to diminish the administrative burdens, including the creation of the rapid and simple administrative procedures to start the media activity, as well as to introduce the relevant solutions within the competition law, the tax law, the telecommunications law, the labor law, the property law and other laws and content regulation rules.

Within the above mentioned area, the KRRiT is taking the following initiatives and activities:

1. The annual information on the basic problems in the broadcasting and television sectors,
2. The constant cooperation with other ministries and institutions, through which they are provided with signals on the necessity to introduce law changes and with the proposals of these changes,
3. The organization of workshops for the journalists representing the ethnical and national minorities in Poland,
4. The preparation of public debates, conferences and seminars on the role and tasks for the media in the information society, including the public media, ethics and other topics relating to the functioning of media,
5. The support of scientific activities in this area through providing its patronage to numerous actions and granting prizes for the best actions in the field of the media.

2. Encourage the development of domestic legislation that guarantees the independence and plurality of the media:

1) The Inspector General for Personal Data Protection (GIODO):

Through the Newsletter of the Inspector General for Personal Data Protection, which is the main source of the latest and most interesting information on the activities of the Inspector General for Personal Data Protection. Among others, it informs about the issued decisions, as well as about current GIODO's opinions.

3. Encourage traditional media to bridge the knowledge divide and to facilitate the flow of cultural content, particularly in rural areas:

1) The switch-over from the analogue to digital television (DVB-T):

Poland completed the process of transition from analogue to digital broadcasting on 23 July 2013.

DVB-T was implemented over several stages which were preceded by careful planning phase and preparation of relevant legislation.

The switchover is considered as a success as it went without problems and was widely accepted and understood by the Polish people due to an extensive information campaign.

In this respect, the President of UKE has constantly monitored the pace of analogue switch-off and launching terrestrial digital TV.

Thanks to digitization, the Poles gained access to a rich offer of programmes and new, better quality of TV signal and additional services. Also, the process of transition to digital television will allow for more efficient use of radio frequencies, making it possible to expand the programming offer and to lower transmission costs.

WSIS ACTION LINE C10: Ethical dimensions of the Information Society:

1. All stakeholders should increase their awareness of the ethical dimension of their use of ICT:

1) Continuation of measures related to safety of the youngest users of telecommunications services preceding execution of the UKE's Certification Programme:

The program of certification of telecommunications services conducted by the President of UKE is aimed at promoting fair and effective competition in the provision of telecommunications services and ensuring the best possible protection for users against fraud. Currently, the program covers four certificate categories: Safe Internet, No Barriers, Senior, and Offer Comparison Website.

Certification of telecommunications services in the Safe Internet category is designed primarily to encourage the activities of telecommunications undertakings to ensure the safety of network users, including, above all, children and young people and to improve the quality of services provided. In this way, the President of UKE wants to draw attention of all users to the problem of their safety in the network and to create the need to use the tools available on the market that can provide the highest possible level of protection against crime in the network.

The certificate in the No Barriers category is a response to the need for equal opportunities and increasing the activity of persons with disabilities in access to telecommunications services, while certificate in the Senior category's aim is to meet similar needs of the elderly. The purpose of both certificates is to create a special service, including a commercial offer, for those people and to improve the qualifications, skills and efficiency of functioning in the telecommunications services market. In this manner, the elderly and persons with disabilities will be able to benefit from new technologies and cheaper forms of communications.

Websites comparing offers of telecommunications services which will provide their services in a reliable, transparent and comprehensive manner, may be granted the Certificate of the President of UKE in the Offer Comparison Website category. Through the accreditation activities of comparison sites, the President of UKE aims to increase the availability of information on offers, thereby creating the opportunity for consumers to make the best choice from among the available services. Moreover, these activities are designed to encourage operators to formulate the most transparent offers and to support equal and effective competition in the telecommunications services market.

WSIS ACTION LINE C11: International and regional cooperation:

Poland is an active supporter of the development of international cooperation on the issues related to ICT's.

We have been taking part in the WSIS Forum, with the participation of the Undersecretary of State in the Ministry of Administration and Digitization (MAiC) responsible for telecommunications and the President of the Office of Electronic Communication (UKE). We are also participating in the meetings of the Council Working Group on WSIS (CWG WSIS).

Moreover, we are contributing to the WSIS+10 Review and the works of the Multistakeholder Preparatory Platform (MPP).

In the vicinity of WSIS, we have taken up several initiatives, connected with the popularization of the international “Girls in ICT Day” and the “World Information Society Day”, inter alia through organized conferences, prepared paper materials, clips and information campaigns.

We have been working closely with ITU on different fields, of which we could summon:

- the signing of the Letter of Engagement on Building Interactive Terrestrial (Optical Fibers and Microwaves) Transmission Maps for Poland in November 2013;
- the hosting of the Global Symposium of Regulators (GSR) and Global Industry Leaders Forum (GILF) in Warsaw in July 2013.

The map of Poland will form part of the map for the Europe region to be developed by the ITU in the coming year. At present, similar maps are being finalized for other regions of the world: Africa, Asia and Pacific.

The map will be developed as part of independent and separate projects run by ITU and UKE. UKE will be involved in data collection, clearance of available data and their submission to ITU. In turn, ITU will cover the cost of data processing and presentation of the data obtained from the Polish side in the form of interactive maps. ITU will also cover the system maintenance costs.

Based on the letter signed, the President of UKE and ITU will cooperate and share information, including data on telecommunications infrastructure.

The data submitted to ITU by the President of UKE will be based on seven general parameters, i.e.:

- transmission network length,
- node locations,
- equipment type of terrestrial transmission network,
- network capacity (bit rate),
- number of optical fibres within the cable,
- operational status of the transmission network,
- percentage of population within reach of transmission networks.

The GSR-13 was organized by the ITU in collaboration with the Office of Electronic Communications and the Ministry of Administration and Digitization. It was held under the honorary patronage of the President of the Republic of Poland Bronisław Komorowski.

The programme of the symposium included a number of important issues, such as radio spectrum policy, strategies for funding fixed-line and mobile broadband networks, digital transactions, migration from IPv4 to IPv6, new business models for providing online content access services, broadband data transmission charges, as well as the importance of agreed technical standards.

This event has provided an excellent forum for the exchange of views and experiences and an open dialogue between regulators and key ICT companies from around the world.

The President of UKE, as the Ambassador of GSR, is delivering best practice and the exchange of information and knowledge in this respect.

1. Lighthouse Keepers Project (<https://latarnicy.pl/english/>) – AL C.4 – WSIS Project Prize 2012:

“Lighthouse keepers” project (PCRS) is a common initiative developed by the Ministry of Administration and Digitization of the Republic of Poland and its social partner, the “Cities on the Internet” Association.

The aim of this project is to promote digital literacy among the adult population all around the country through the existence of local animators/volunteers (so called “Lamplighters”).

In Poland, there is a whole system of gathering and training the “Lighthouse keepers”. One of the Lighthouse keepers’ motto is: “Do something global locally!” This is the largest ever digital literacy project for seniors in Poland, and it is based on the involvement of the Lighthouse Keepers, who are local, trusted volunteers skilled in mobilizing support for local actions.

As formal training courses conducted by IT specialists usually fail to attract the older audience, PCRS focuses on the personal benefits from the use of Internet and the identification of individual needs, followed by a personalized informal digital training.

Key actions within the PCRS include:

1. Involvement & certified training of 2,600 volunteer Lighthouse Keepers, who are trusted, creative local community leaders/animators tasked with introducing 50+ adults from their own communities into the digital world. Each digital champion develops its own initiative, in cooperation with NGOs and local authorities.
2. Establishment of a National Competence Centre and website which supports the Lighthouse Keepers in their daily work with the digitally excluded.
3. Funding scheme: the best ideas by Lighthouse Keepers will benefit from an 18-month grant.
4. An awareness raising campaign addressed to the 50+ generation, stressing some of the advantages of the Internet.

In a wider context, the project contributes to spread digital literacy among Polish decision makers and local leaders in rural areas and small towns.

The project was launched in December 2011 and it is foreseen to conclude in June 2014. The ultimate goal of the project is to introduce 60,000 people aged 50+ into the digital world.

2. Girls in ICT – AL C.4 – nominated for the WSIS Project Prize 2013:

The President of UKE is in strong favor of encouraging girls to choose studies and jobs in the IT sector, under the initiative of “Women and Girls in ICT”.

As part of this action, the President of UKE grants patronage to social activities, such as “Girls as Engineers”, which promotes technical, engineering faculties and exact sciences among young women, and “Girls in New Technologies” contest, in which all partner companies offer internships to the winner girls.

The President of UKE took also an active part in the Conference entitled “Women of Success in ICT”, which was organized on 25 April 2013, as part of celebrating the global “Women in ICT Day” launched by the ITU.

Also, the group of the best Polish female students from the technical universities in Poland took part in the Global Youth Summit Beyond2015 in Costa Rica in September 2013.

3. PLI CBD UKE – AL C.2:

The Location and Information Platform with a Central Database, managed by the President of UKE, was launched in 2011 in order to facilitate the functioning of a system collecting information about subscribers' location in emergency situations (calling to emergency numbers, including 112) and to facilitate the processes related to number portability when switching providers.

The PLI CBD is part of a nationwide emergency response system supervised by the Ministry of Administration and Digitization. The platform as such serves to maintain a database with users of public telephone networks and to provide the systems and services responsible for receiving emergency calls with information on the location of telephone network terminals (fixed-line and mobile) from which the emergency call is made. In the case of fixed-line, the information is the address of the installed network termination point (a telephone), while if the call is made from a mobile telephone, the system receives geographical coordinates of the terminal device.

Thanks to launching the PLI CBD the response time of statutory emergency services was reduced and telecommunications undertakings were given a technical tool to implement the processes related to number portability when switching operators.

The PLI CBD system supports immediate location of a place from which a call to an emergency number was made.

The PLI CBD is prepared to serve:

- 1) up to 15,000 emergency calls within 1 minute and up to 40 million calls within one month,
- 2) up to 200,000 number portability processes within 24 hours and up to 4.5 million number portability processes within one month.

The President of UKE has also taken actions to extend this project (the PLI CBD2). The purpose of the PLICBD2 project is to extend the PLI CBD system managed by the President of UKE to support the exchange of information between telecommunications undertakings with respect to handling number portability requests. The changes to be implemented are related to the adjustment of the PLI CBD to the amended Telecommunications Act and executive acts.

Under the current provisions, any subscriber who requests to keep his/her existing number when switching provider should have the telephone number activated by the new provider within one working day. The exchange of information between service providers with respect to handling subscribers' requests for number portability will take place electronically by means of the PLI CBD system. The President of UKE will also maintain a database with information about ported telephone numbers in this system.

4. Inventory of Telecommunications Infrastructure and Broadband Services in Poland – AL C.2 – nominated for WSIS Project Prize 2013 and 2014 (see pages 25 and 26):

A few of the above projects are present in the WSIS Stocktaking Report of 2012 and 2013.

POLISH PROJECTS AS PART OF THE WSIS STOCKTAKING DATABASE AND THE WSIS PROJECT PRIZES 2012 – 2014

There are overall 22 projects from Poland present up to date in the WSIS Stocktaking database web portal.

Apart from that, Poland submitted a number of initiatives for the WSIS Project Prizes. One of these, the Lighthouse Keepers Project (AL C4), was awarded the WSIS Project Prize in the year 2012.

We have also submitted other projects. For instance, in the year 2013 we addressed the following:

1. Inventory of Telecommunication Infrastructure in Poland (AL C3) – UKE Project,
2. Internship for girls in ICT companies (AL C4) – UKE Project.

When it comes to the WSIS Project Prizes 2014, Poland has submitted the following actions and initiatives:

1. Inventory of Telecommunications Infrastructure and Broadband Services in Poland (AL C2) – UKE Project,
2. Memorandum on cooperation for improving the quality of services in the telecommunications market provided to users (AL C6) – UKE Project,
3. Consolidation and centralization customs and tax systems (AL C7) – MF Project,
4. Platform “We support e-business” – web.gov.pl (AL C6) – PARP Project,
5. Electronic Services Platform – the new way of improving customer service in social insurance (AL C6) – ZUS Project.

POLAND'S COMMITMENT TO THE WSIS FUND IN TRUST

The WSIS Trust Fund, established in 2011 following the Plenipotentiary Conference 2010 Resolution 140, offers the opportunity to contribute towards strengthening the implementation of the WSIS outcomes while addressing the needs of the WSIS process and its multistakeholders.

The Plenipotentiary Conference 2010 Resolution 140 invites all Member States, Sector Members and Associates to make voluntary contributions to the special trust fund set up by the ITU to support activities relating to the implementation of the WSIS outcomes. During Council 2012 and 2013, the importance of the WSIS Trust Fund to ensure efficient and effective implementation was reemphasized in Resolution 1334 (Modified 2012), in particular in context to the WSIS+10 Review Process.

Due to active participation of the Polish authorities, especially the Ministry of Administration and Digitization and the President of UKE, in the WSIS process and in the WSIS Forum, Poland has received a prestigious award from the ITU Secretary General, that is the ITU Certificate for contribution to the WSIS Fund in Trust 2012 and 2013.

ACTIONS AND INITIATIVES IN THE FRAMEWORK OF THE WSIS PROCESS PLANNED TO BE INTRODUCED IN POLAND IN THE NEAR FUTURE

The year 2013 in Poland was, on one hand, the time of summing up the investment projects implemented within the EU Financial Perspective for the years 2007 – 2013 and, on the other hand, the moment, in which we are thinking of the future action and initiatives, particularly in the area of the information society.

The framework document that merges digitization threads of each programme document is the *Policy Paper on the digital development of Poland by 2020*, adopted by the Council of Ministers' Committee for Digitization in November 2012. According to this document, in the coming years Poland will implement actions and initiatives in the following three pillars:

- I. Universal access to broadband Internet;
- II. Content and services available through the web;
- III. Digital competences of the society.

The first two pillars present the directions for the improvement of quality and quantity of infrastructure, services and content. The third pillar is to help creating the demand thanks to increasing the society's digital competences and the elimination of mental barriers in taking the chances brought by digital technologies.

This document constitutes the starting point for the programming of EU funds in the financial perspective for the years 2014-2020. The current actions concerning the construction of demand for digital technologies have been identified in the expertise entitled *the Diagnosis and recommendations in the field of digital competences of the society and preventing digital exclusion in the context of programming the support for the period of 2014-2020*.

We could give examples of a number of very important action plans:

1. The adoption of the Operational Programme Digital Poland for the years 2014 – 2020:

The Program has been adopted by the Council of Ministers in January 2014. It focuses mainly on the 3 priority axis:

- 1) Access to broadband internet,
- 2) The development of e-services and resources (including the e-government),
- 3) Digital competences of the citizens.

The main goal of this Programme is to use the digital potential to improve life conditions in Poland. Its implementation is planned to begin in the second half of 2014.

2. The adoption of the National Broadband Plan (NPS):

The Program has been adopted by the Council of Ministers in January 2014.

The main aim of this Program is to grant the accessible broadband infrastructure on the whole Polish territory and compensate the differences in the possibilities of broadband access in Poland.

Thanks to this initiative, it is expected to grant universal access to the Internet of the speed of at least 30 Mb/s until the year 2020 and making available to access to the Internet of the speed of at least 100 Mb/s for the 50% of Polish households until the year 2020.

The NPS will be implemented in the 3 areas:

- 1) Investment incentives for the independent funding from the telecommunication operators,
- 2) Investments using public funds,
- 3) Stimulation of the demand for broadband services.

3. The adoption of the Program for the Integrated Computerization of the Country until the year 2020:

This Program has been adopted by the Council of Ministers in January 2014.

It describes the condition of public e-services in Poland and presents the way of building a coherent system concentrated on citizens' needs. Its main target is to deliver the effective, high-quality public e-services through modern IT solutions, with the cooperation of different ministries and institutions.

The Program's strategic target is the increased supply of expected, high-quality public e-services for the Polish society, including the entrepreneurs, as well as the level of their usage, from 32% in 2012 to 64% in 2020 (in case of citizens) and from 90% in 2012 to 95% in 2020 (in case of entrepreneurs).

Whereas the Program's operational target is to assure the interoperability of existing and new ICT systems of public administration, while eliminating their replicating functionality, which will lead to the creation of consistent, logical and efficient state information system.

4. Long term senior policy approach in Poland for the years 2014 – 2020:

It is the first complex government strategic document in the field of active and healthy ageing.

Long term senior policy approach in Poland for the years 2014-2020 has been adopted by the Council of Ministers in December 2013.

It includes a catalogue of priority actions to be taken in various areas: healthy and independent living, employment, social participation of seniors: volunteering, culture, civic activity as well as intergenerational relations and silver economy.

In this respect, the Senior Policy Council has been established in February 2013 as a supporting body of the Ministry of Labour and Social Policy. It comprises of representatives of public administration bodies, as well as various other stakeholders: social partners, non-governmental organizations, experts and academics.

5. The continuation of the Girls in ICT and the Lighthouse Keepers Projects:

Poland will also continue to implement various activities and initiatives related to supporting the increasing participation of women and girls in new technologies, as well as connecting the people from the 50+ generation to the Internet.

CONCLUSION

The main achievement of the current implementation process of the WSIS+10 is the interest itself of so many actors and institutions, both national and international, in the initiative of jointly shaping the information society, as well as making them aware of the challenges that this process entails.

The rules and principles, that have been defined in Geneva in 2003 and strengthened and developed in Tunis in 2005, became the basis for a wide variety of actions and activities that have led to a gradual inclusion of more and wider social circles into the structure of the world wide web.

These useful initiatives allowed for identifying areas of mutual interest and cooperation at local, regional, national and international levels, leading to the increase of public awareness of the goals and needs of individuals and groups.

This process has also showed that the ICT sector constitutes a basis for the shaping of the information society and a starting point for its further development.

The presented report shows that Poland declares its continued strong commitment to the WSIS activities.

In our opinion, actions taken under the various WSIS Action Lines are a tool for leveling the differences among world regions and countries.

In addition, the WSIS contributes actively to bridging the digital divide, as well as to increasing access to broadband infrastructure that is crucial to the development of the information society.

Therefore, Poland believes that the WSIS process is one of the ways of solidarity and effective implementation of the goals of the MDGs (Millennium Development Goals).

It should be noted that one of the major tasks is to enable citizens of the UN Member States to use the benefits of new technologies, especially in the field of information and communication. This should be done in close cooperation with the private sector. One of the means to do it, is through already established fora of discussion.

This report has been prepared by Przemysław Typiak from the Department of International Cooperation in the Office of Electronic Communications (UKE), on the basis of inputs received from the relevant various Polish institutions, such as ministries, central offices and agencies, as well as educational and media entities.

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