TERMINOLOGY

Agenda: public notices, regulations, resolutions etc. Posted on a web site by organization

Availability and sophistication of on-line services:
Information: obtaining information from public authorities web sites
One way interaction: downloading official forms
Two way interaction: sending filled in forms
Transaction: full electronic case handling

Blind Friendly: access to a web site for handicapped citizens

Broadband: ADSL, Cable TV, wireless and other types of internet access with connection speed 256 kbps or more

Citywide wireless network: basic access service refers to a free or provider-funded broadband Internet access. Service delivered uses the Network at no cost to the subscriber. Broadband refers to an Internet service with a data-transmission rate in both directions (upstream and downstream) of at least 64 kbps. Some web sites might be blocked because of their content (games, sex etc.)

Cultural information: municipality or regional culture (movies, theatres,sport events etc.)

Central ordering of goods: ordering goods by e-mail or on-line – from one place for whole organization

Central state administration offices: include:
- ***Central state administration offices led by government member:*** Ministry of Finances, Ministry of Foreign Affairs, Ministry of Education, Ministry of Culture, Ministry of Labour and Social Affairs, Ministry of Health, Ministry of Justice, Ministry of Internal Affairs, Ministry of Trade and Industry, Ministry for Regional Development, Ministry of Agriculture, Ministry of Defence, Ministry of Transport and Communications, (note: the web survey didn´t cover Ministry of Informatics, which was cancelled by June 1, 2007)
- ***Other central state administration offices:*** Czech Statistical Office, Czech Office for Surveying, Mapping and Cadastre, National Security Office, Energy Regulatory Office, Government of the Czech Republic, Czech Telecommunication Office, Czech Mining Office, Administration of the State Material Reserves, State Office for Nuclear Safety, Office for Protection of Economic Competition, Czech Patent and Trademark office

Discussion: open on-line discussion (possible after registration on the web site or without registration)

Electronic registry: point established by organization which is receiving and sending data messages (electronic message = electronic data) through public net (or other types of net) using electronic signature. **Electronic signature** is one of the main tools of identification of persons and authentication of documents in the Internet environment.

Employment status: status of individual on job market. Population is divided into groups: employed, unemployed or non-active (individuals who were during reference period unemployed for reasons such as studies, retirement, long term sickness, disability etc.)

ICQ: is an instant messaging computer program. ICQ features include sending text messages, offline support, multi-user chats, free daily-limited SMS sending, resumable file transfers, greeting cards, multiplayer games and a searchable user directory. User accounts are identified by a (mostly 9-digit) number

ICT specialist: employees – experts on hardware, software or other ICT services who are helping others to use ICT (e.g. programmer, network administrator, technician etc.)

FAQ: the most frequently asked questions and answers about organization activities posted on-line

History information: municipality or regional history

Information about departments: structure of the organization, describing functions of its departments

Information for citizens: on-line advices on how and where to solve life or crisis situations

Information kiosk: computer at public place (e.g. town hall) which allows citizens to view information on public administration, culture, health, education, public transportation, maps etc.

Information published by PIAS regulation: selected information on public administration which must be available on-line to the public

Information sent to email/mobile phone: organization offers to send actual information about its activities to email or mobile phone (registration of the email or mobile number is required)

Internet: world wide computer network

Internet user (individual)**:** individual who has used internet in last 3 months

LAN: Local Area Network

Legal form:
State administration office: ministries, central state administration offices, regional offices, labour offices, courts, regional veterinary offices etc.
Regional offices: this legal form doesn´t include Prague City Hall
Municipality or part of Prague: all municipalities or offices which are part of Prague

Links: links from municipality or regional web site to web sites of central public administration offices (e.g. Portal of public administration)

Municipality (or municipality with extended competence): basic self-governing community with clearly defined border. Municipality has its own properties and in legal matters appears under its own name.

Office personnel: names of organization employees (mainly members of municipality council – minister, mayor, chairman, directors, deputy directors, experts) and contacts

On-line contact: citizen can send message electronically to organization directly from web page without using e-mail

On-line appointment system: makes it possible for citizens to make an on-line appointment/reservation through the call installation to manage particular office agenda. It is also possible to get information on the waiting status. The system is operating during opening hours only.

On-line monitoring of waiting status: organization offers on its web site an actual waiting status for particular agenda. It is information system only. It is not possible to make a reservation/get an appointment on-line.

Opinion poll: visitor of a web site can vote on pre-defined topic

On-line service: it is service available on-line. Citizen can reach desired service by using the internet.

Personal computer: includes all types of personal computers: desktop computer, portable computer or handheld computer

Registration: possibility to register on a web site with a purpose of getting wider information, which are unavailable for non-registered.

Size of enterprises:
Extra small enterprises: 5-9 employees
Small enterprises: 10-49 employees
Medium enterprises: 50-249 employees
Large enterprises: 250 or more employees

Skype: is a software program, which allows users to make calls over the Internet to other Skype users free of charge and to fixed lines and cell phones for a fee. Additional features include instant messaging, file transfer, short message service, video conferencing and the ability to circumvent firewalls. In comparison with ICQ, Skype uses so-called Skype name (nick) and password.

Software 602 XML Filler: is a free, easy-to-use application designed to fill out and submit XML forms. It allows users to fill forms offline, save forms to disk for later completion, add a digital signature to authorize input data and submit the form to the web or by e-mail based on the method set by the form designer. It also supports the ability to print a completed form and export the form to PDF.

Type of location:
Densely populated area: 500 or more citizens per km^2 and total number of citizens at least 50 000
Intermediate area: 100 or more citizens per km^2 and total number of citizens at least 50 000
Thinly populated area: location doesn´t fit either densely populated area or intermediate area

Videoconference: (also known as a videoteleconference) is a set of interactive telecommunication technologies which allow two or more locations to interact via two-way video and audio transmissions simultaneously. It has also been called visual collaboration and is a type of groupware. It differs from videophone in that it is designed to serve a conference rather than individuals.

Web camera: web-accessible camera involves a digital camera which uploads images to a web server. In case of use on municipality web site, the camera shows for example current situation on main town square or busy street. For viewing the picture on the web site, no special software is required.

www.centralni-adresa.cz: web site, information system about public orders, auctions and other offers. Organization can use this web site to place an order or join an auction.