

An aerial photograph of Krakow, Poland, featuring the prominent St. Mary's Basilica (Kościół Mariacki) in the center. The church is a large brick Gothic structure with a tall, slender spire. The surrounding city is dense with historic buildings, and the scene is bathed in a warm, golden light, suggesting sunrise or sunset. The text 'IT Solutions for the Municipality of Krakow' is overlaid in large white font across the middle of the image.

IT Solutions for the Municipality of Krakow

Jaroslav Bulka

Advisor to the Mayor of Krakow for Digital Transformation

3,000

Users/workstations

60

Physical servers

32

Locations

700

Mobile phones

130

Virtual servers

73

Office Departments

210

MFP devices

199

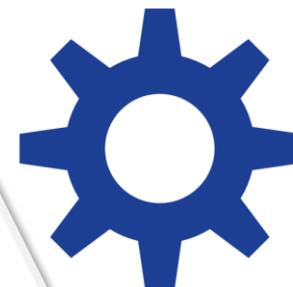
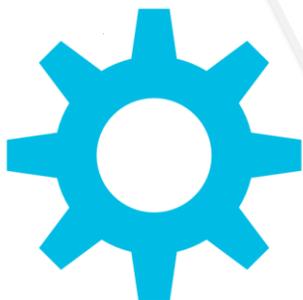
IT applications

270

Data transmission devices

558

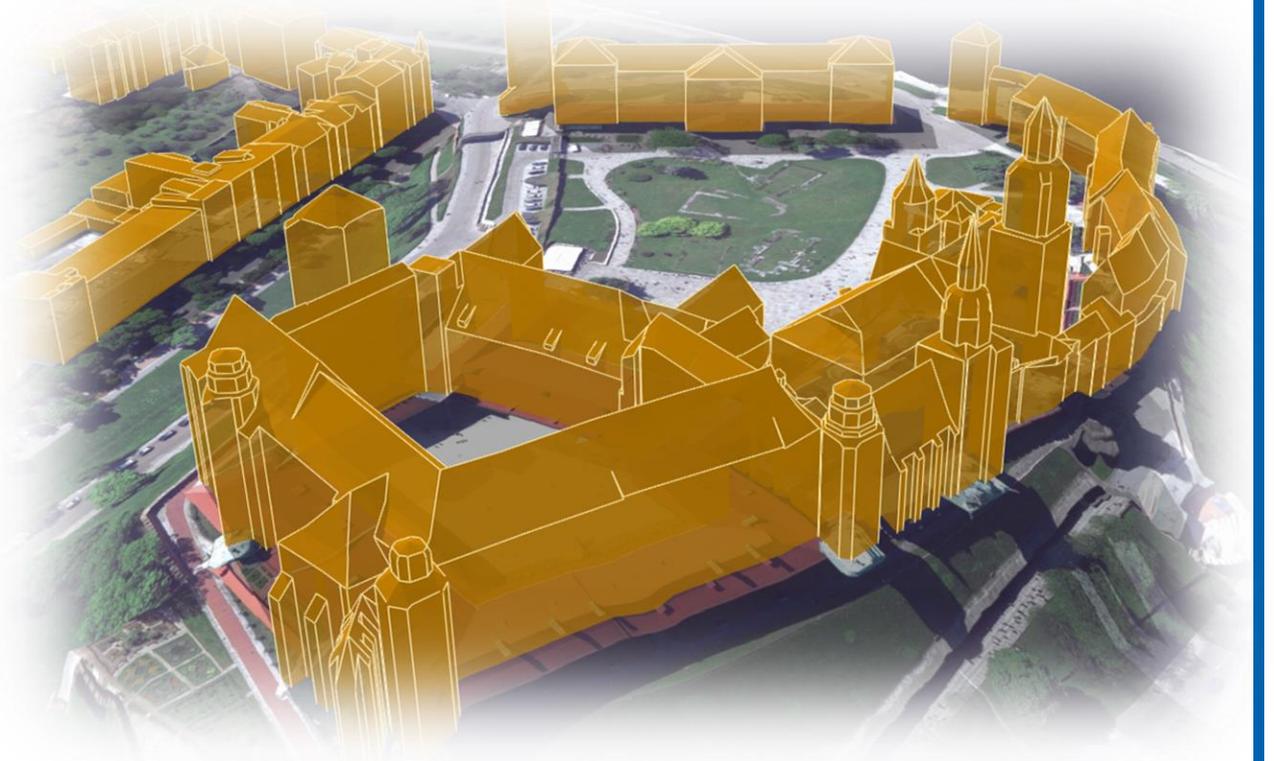
Municipal units



Open spatial data are three-dimensional building models developed as part of the **CAPAP project** run by the Head Office of Land Surveying and Cartography.

The first module contains 3D models of buildings in the **LoD2 standard**, taking into account the shapes. It is based on data from aerial laser scanning and contour of buildings from the **BDOT10k database**.

In the second 3D module an updated **acoustic map of the city** has been published. It presents the threat of noise in three dimensions, broken down into individual fragments of the building facades.

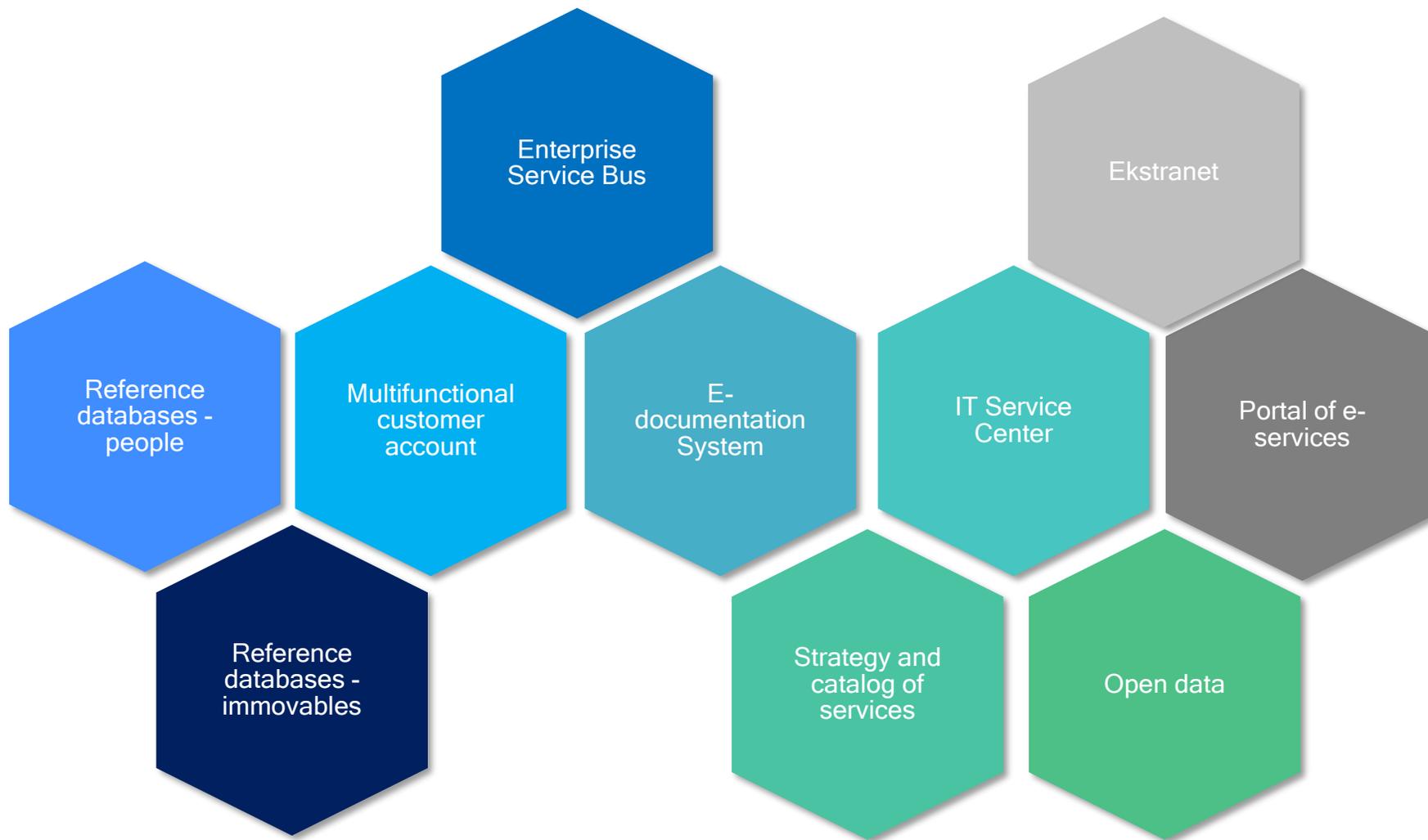


One of the largest portals of this **type in Poland**. Over **400 bulletins** of municipal organizational units and other entities: **1500 operators** and over **430,000 views** a day.

It provides nearly **1,000,000 objects** with public information about:

- city authorities
- operating rules
- **finance and property** of the municipality
- authorities policies
- **public data**
- municipal **organizational units**
- optional modules (elections)





E- documentation System

- Audit logs
- Authorization management
- Catalog of shared services (interfaces)
- Service management module
- Service operation logs
- A standard developed for applications using services via a Enterprise Service Bus

Enterprise Service Bus

- Supporting processes
- E-documentation and processing of cases using workflow mechanisms (Workflow)
- Exchange of documents and information with IT systems (internal and external) through integration with Enterprise Service Bus

Multifunctional customer account

- Service:
- provided by the Enterprise Service Bus
- enabling integration within service applications
- providing a unified way of logging external clients that supports different levels of authentication
- integrated with the reference database of people
- ready for integration with other services / applications via the Enterprise Service Bus

Strategy and catalog of services

- List of public services along with a service management strategy
- List of public services in terms of the possibility of providing them electronically
- Plan for transformation and development of services along with a strategy for managing them

IT Service Center

- Provision of IT support services through services and implementation of IT and telecommunications standards for the Municipality of Krakow and Municipal units, as well as supporting the development and access to telecommunications infrastructure.



Portal of e-services

- Portal managed by using a Content Management System (CMS).
- Enabling the implementation of tasks related to the provision of services provided electronically via the Internet for Clients through, among others, the Public Services Catalog.

Open data

- Increasing the level of access to public information through access to current, complete and transparent data in an automated manner.

Reference databases - people

- Orderly, reference database of people made available by the Enterprise Service Bus.
- Developed dictionary data for use in other reference databases.

Reference databases - immovables

- Orderly, reference estate database connected to the reference people database and dictionary data, provided by the Enterprise Service Bus.

Ekstranet

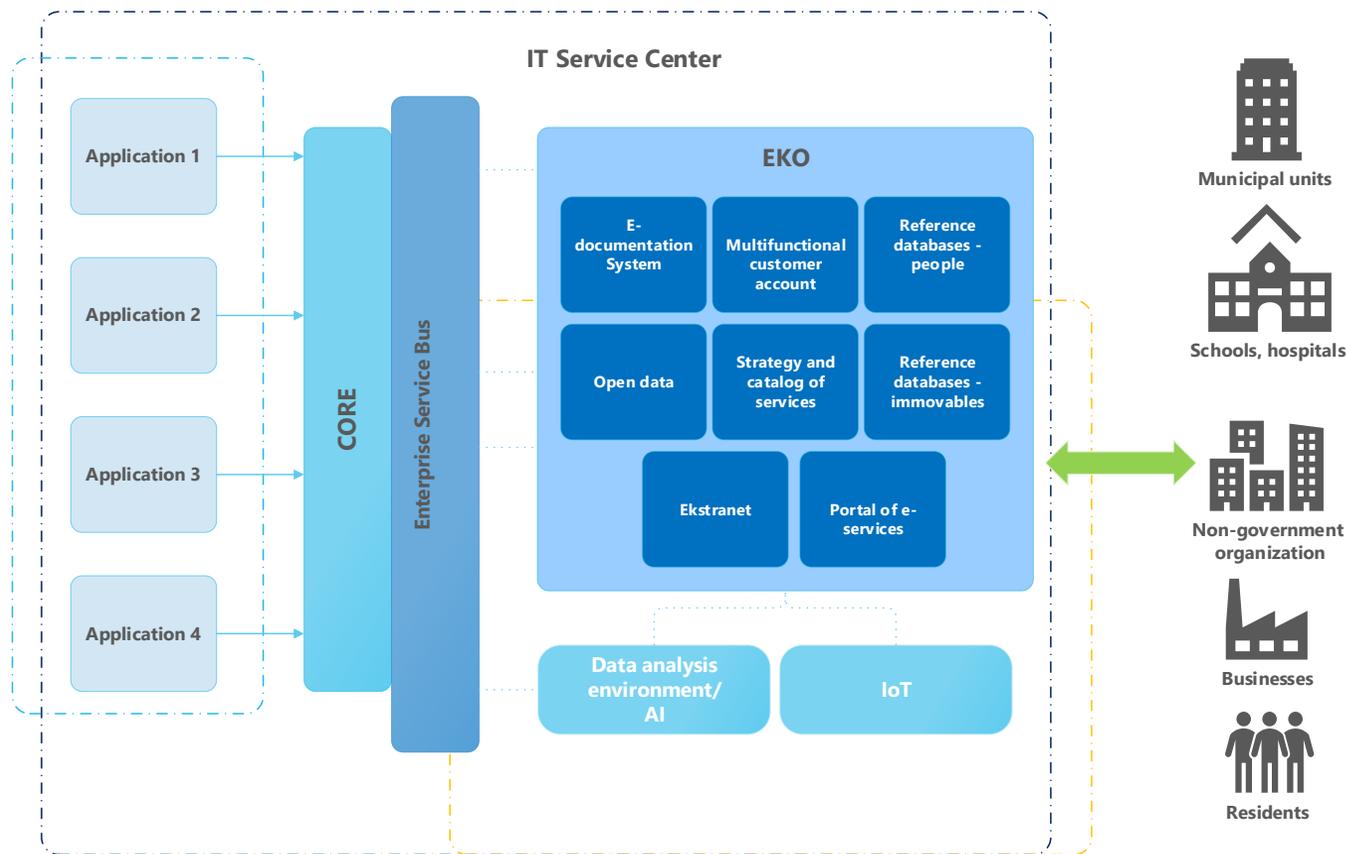
- Portal enabling information exchange and sharing resources between units of the Municipality of Krakow.
- The Integrated Information Service will be built of two main modules - Intranet and Extranet



Service Strategy - a key document describing the principles of **providing services** by Municipality of Krakow.

Includes the principles of **service portfolio management**, including their prioritization, **sharing**, maintenance, modification and incident management related to the implementation of **e-services**.

Defines the principle of the service model.

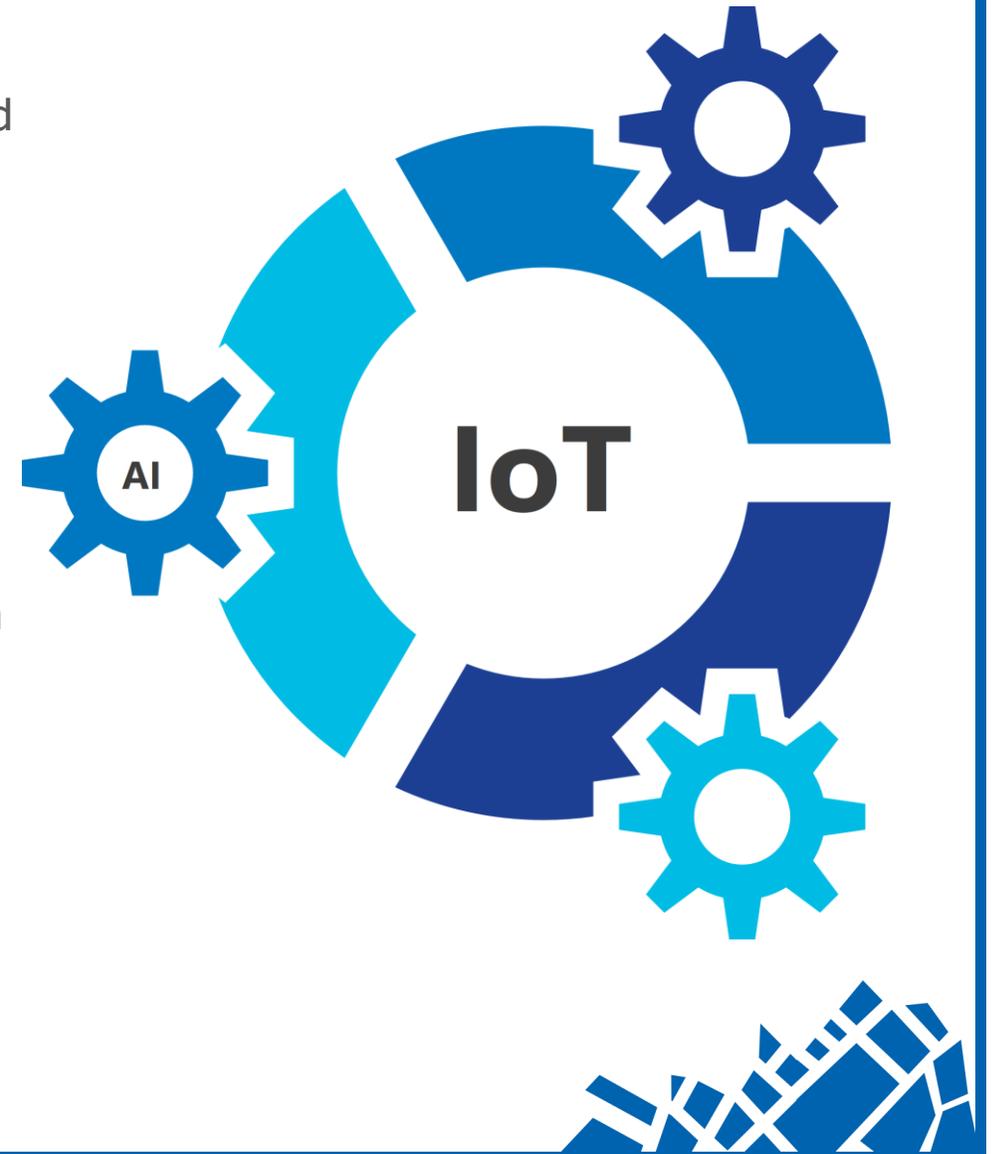


For a resident of Krakow

- Current information about **urban space** (including processes and events taking place in the city)
- **Mobile access** to selected services
- Infrastructure supporting **ecomobility**
- Preventive **healthcare**

For the Municipality of Krakow

- Modern **management tools** (integration and presentation of data from multiple sources, process optimization)
- Urban **transport** management
- **Media** management
- Activities supporting the creation of **pro-health behaviors**
- The **data virtualization** environment planned for implementation, along with their visualization for the needs of city and city management



Thank you for your attention

