**DEVELOPMENT PATH OF DIGITAL GEORGIA**
From eGovernance Frameworks to eGovernment initiatives
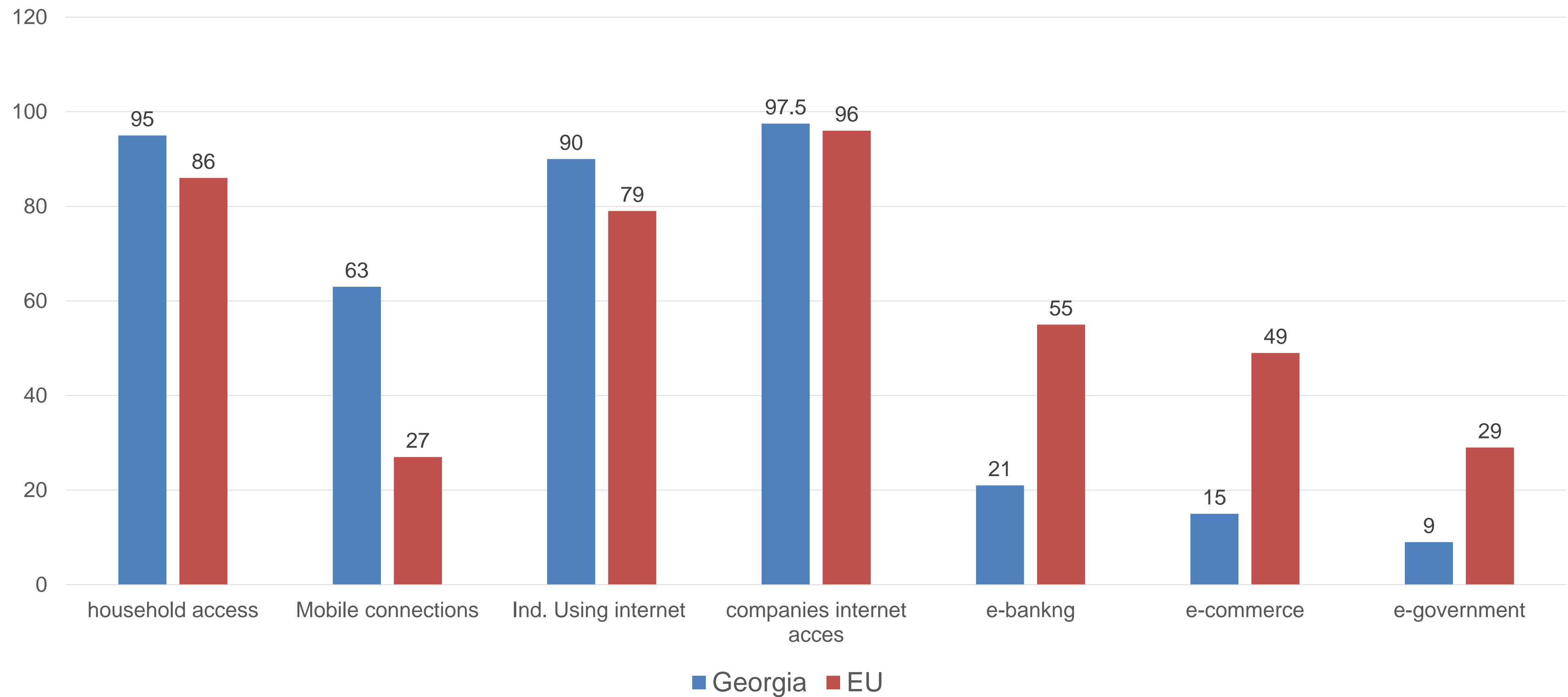
Nato Goderdzishvili
Nikoloz Gagnidze

# GEORGIA - FACTSHEET, COUNTRY OVERVIEW

- Area: 69,7 km²

- Population:3,7 mln

- Life expectancy: 74.4

- Capital: Tbilisi (1,2 mln)

- Currency: Lari (GEL)

- Official Language: Georgian (Abkhazian – in Abkhasia)

- GDP per capita: € 5,025 (2016 est)

- Literacy: 100%

- National values: Freedom, Security, Prosperity, Peace, Democracy, Rule of Law
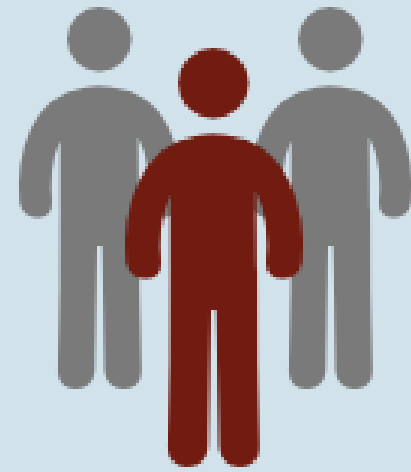
GEORGIA

# GEORGIA - ICT FACTSHEET



**Internet access and usability of e-services**

Georgia / EU values by category:

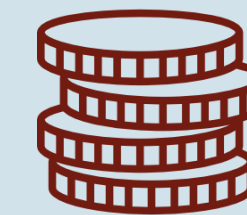| Category | Georgia | EU |
|---|---|---|
| household access | 95 | 86 |
| Mobile connections | 63 | 27 |
| Ind. Using internet | 90 | 79 |
| companies internet acces | 97.5 | 96 |
| e-bankng | 21 | 55 |
| e-commerce | 15 | 49 |
| e-government | 9 | 29 |

# MEASUREMENTS AND FIGURES

MORE THAN **2 500 000** CITIZENS HAVE eID
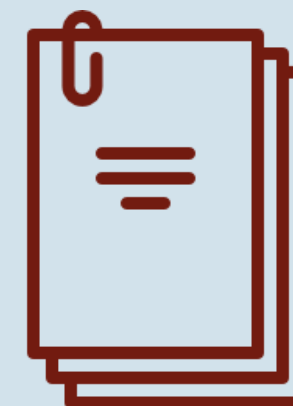
eID CARDHOLDER HAVE ACCESS TO ALL eGOV SERVICES, CAN REGISTERS A BUSINESS ONLINE AS WELL SIGN DOCUMENTS WITH DIGITAL SIGNATURE;
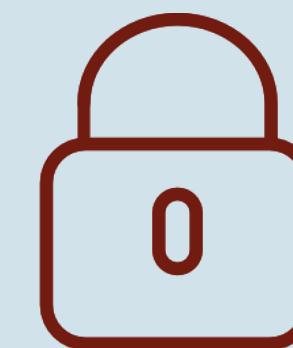
ONLINE TRANSACTIONS INCREASED (E.G. E-AUCTION PORTAL HAS **7,500** VISITORS DAILY)

**22,6%** OF BUSINESSES ACCESSED PUBLIC AGENCIES' PORTALS FOR eGOV SERVICES IN 2016;

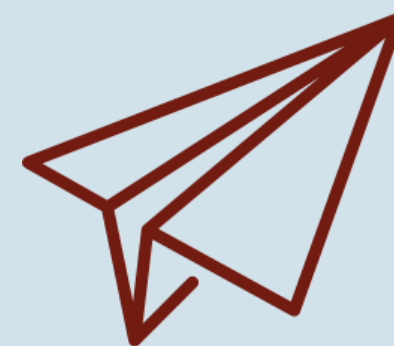ICT LEGAL EMPOWERED REFORMS IN POLICE SYSTEM RESULTED IN **25-30%** REDUCED BUREAUCRACY;

PRIVACY AND SECURITY OF CONFIDENTIAL INFORMATION, PERSONAL DATA IS PROTECTED ONLINE – **221** CASES ARE INVESTIGATED;

# MEASUREMENTS AND FIGURES

Single portal for eServices was used by **40,036** physical users and by **800** legal entities in 2016

**44** mln annual transactions of **128** integrated organisations are conducted through Data Exchange Infrastructure

eServices save time and other resources and reduce administrative burden for society and government. e.g. total annual saving related to containers management through TFS will be **GEL 4,530,000**

**656** registries and information systems are described through RoR law.
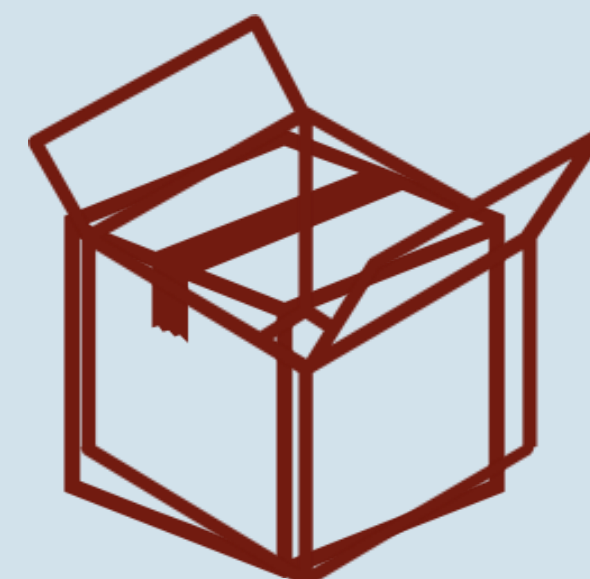
**480** open datasets are published on open data portal for public availability.

# GEORGIA - SOVIET HERITAGE





- Post-soviet country with lack of independent state governance knowledge
- State default and insolvency. Empty treasury
- Lack of skilled human resources
- Corrupted system and corrupted society
- Nepotism in all levels
- Centralized and over regulated economy
- Not motivated, purely remunerated staff
- Bureaucratic government structures
- No or poor public services
- Electricity shortage
- No registries – everything on paper
- Failed state image, zero trust in government
- Least attractive country in the world
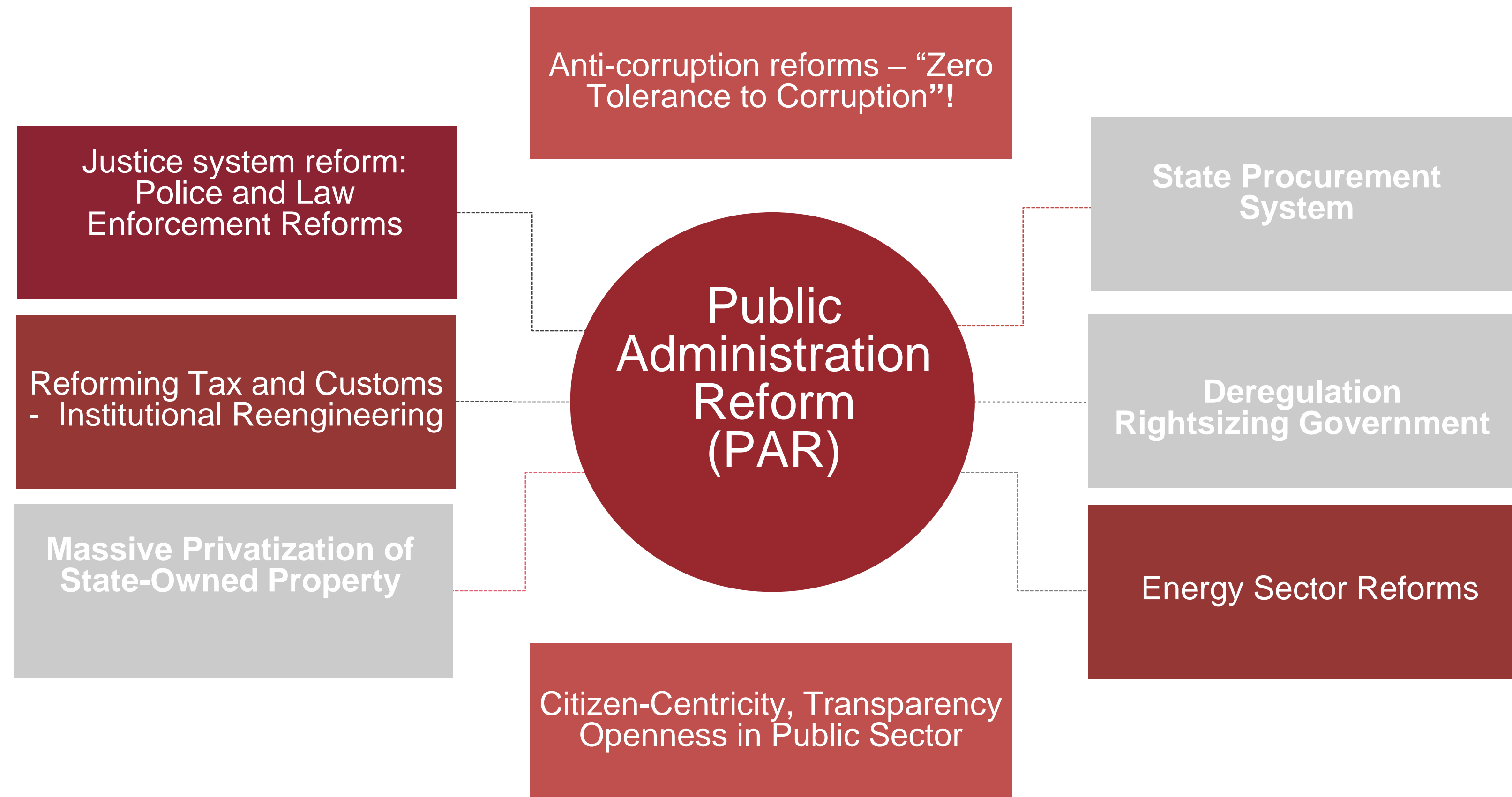
# GEORGIA - SOVIET HERITAGE
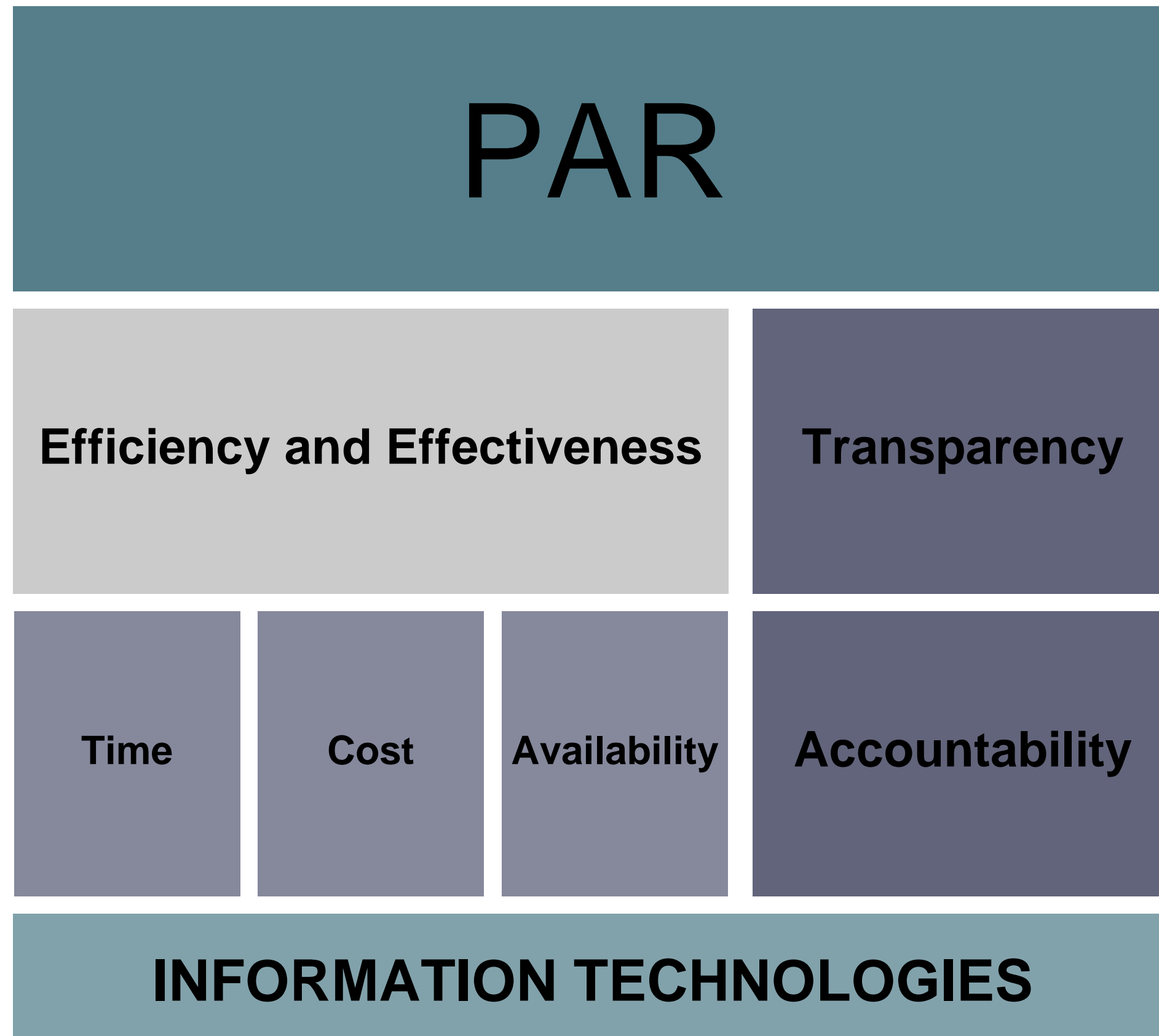
Property Registry - 2004



Business Registry - 2006

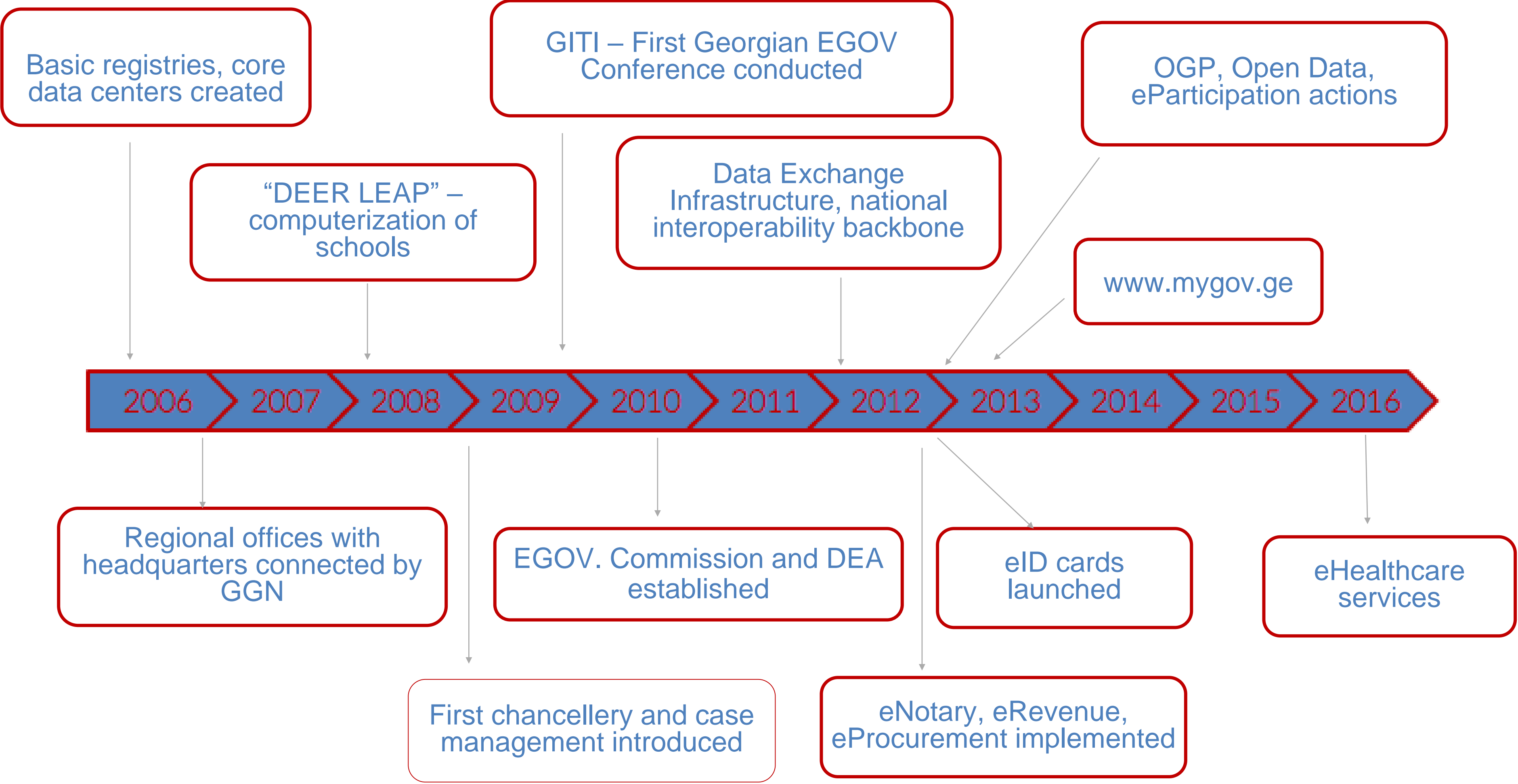The World Bank on key success factors of Georgian PAR :
- Exercise strong political will
- Establish credibility early
- Launch a frontal assault
- Adopt unconventional methods
- Attract new staff
- Limit the role of the state
- HARNESS TECHNOLOGY
- Develop a unity of purpose and coordinate closely
- Tailor international experience to local conditions
- Use communications strategically

# E-GOVERNMENT - STEP BY STEP (2006 - 2016)

Basic registries, core data centers created

GITI – First Georgian EGOV Conference conducted

OGP, Open Data, eParticipation actions

"DEER LEAP" – computerization of schools

Data Exchange Infrastructure, national interoperability backbone

www.mygov.ge

2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016

Regional offices with headquarters connected by GGN

EGOV. Commission and DEA established

eID cards launched

eHealthcare services

First chancellery and case management introduced

eNotary, eRevenue, eProcurement implemented

# E-GOVERNMENT INITIATIVES - OVERVIEW (2006 - 2016)

- Property registration, eAbstracts
- Business Registry
- Civil Registry
- eID and eSignature
- Biometrical Passport
- eFiling system in the Ministry of Finance of Georgia- 99% of taxpayers are actively using this system;
- Automation of tax and customs systems (the process is ongoing as reforms taking place in this direction require changes in business processes);
- eApostille
- Case management system of tax dispute resolution
- Central data storage and reporting system
- Electronic Treasury project. eTreasury
- Cash register management automation project-planned for next year;
- Electronic system for VAT refund
- Automation of the Ministry of Internal Affairs;
- Case management program for Ombudsman;
- Computerization of schools
- Schools are equipped with computers connected to internet
- Netbooks for all first graders
- Students' Information System

- Unified state registry of public registries and information systems
- National school exam online
- Automated case management system for court system;
- Centralized criminal case management is being introduced in judiciary
- eProcurement
- eAuction of state property
- eAuction of real estate of Tbilisi City Hall
- Automation project of Enforcement Bureau
- eNotary project
- Electronic Legislative Herald
- Automation project of Social Subsidies Agency
- Trade Facilitation system in the pilot phase
- e-Healthcare system under development
- Core Banking System of National Bank
- Electronic Chancellery systems - implemented in all ministries.
- Georgian Government Gateway
- Citizen's Portal
- Electronic monitoring system of financial declarations of political figures.
- Electronic case management in Tbilisi municipality for construction permits
- Open Data portal
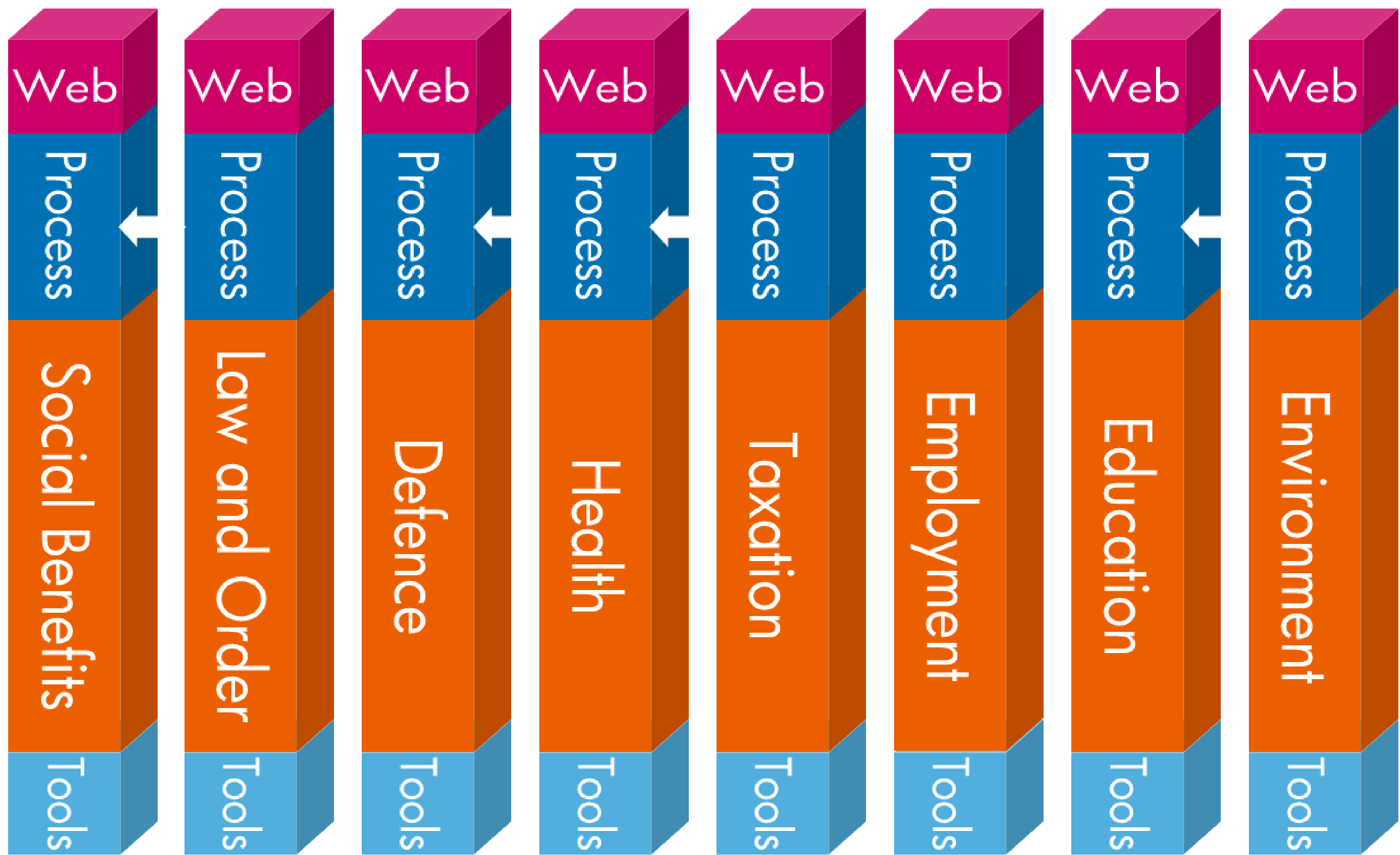
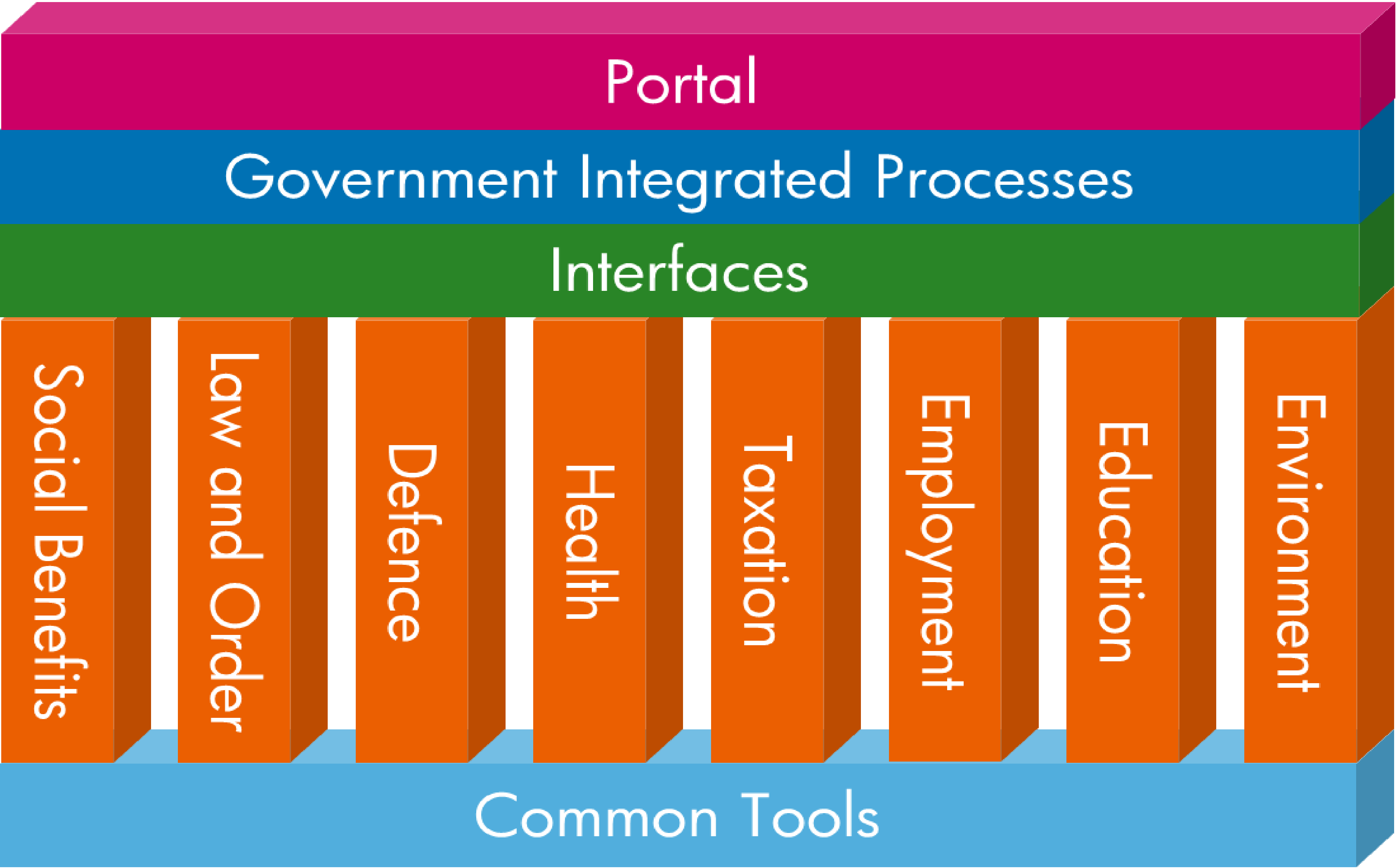BEFORE: ARCHITECTURE OF E-GOVERNMENT
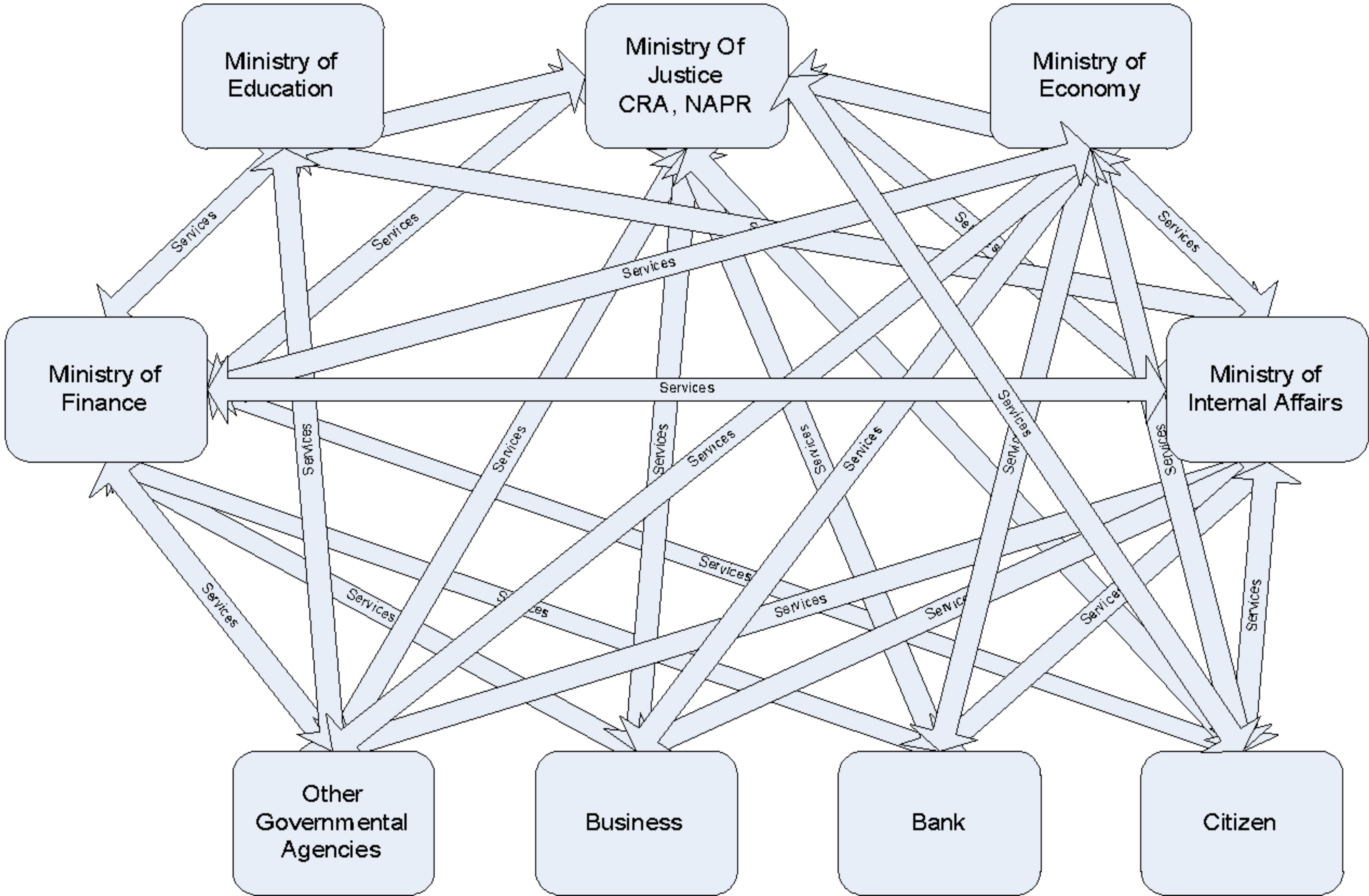
# AFTER: ARCHITECTURE OF E-GOVERNMENT
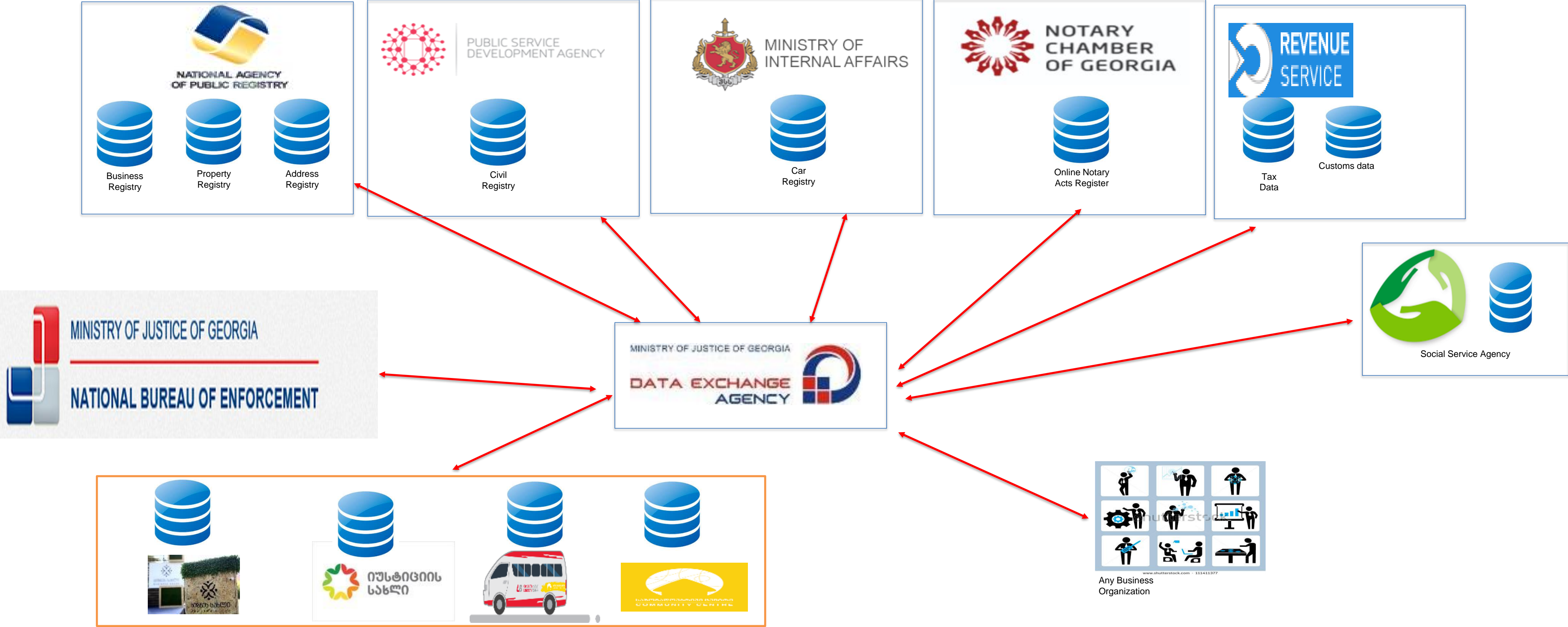


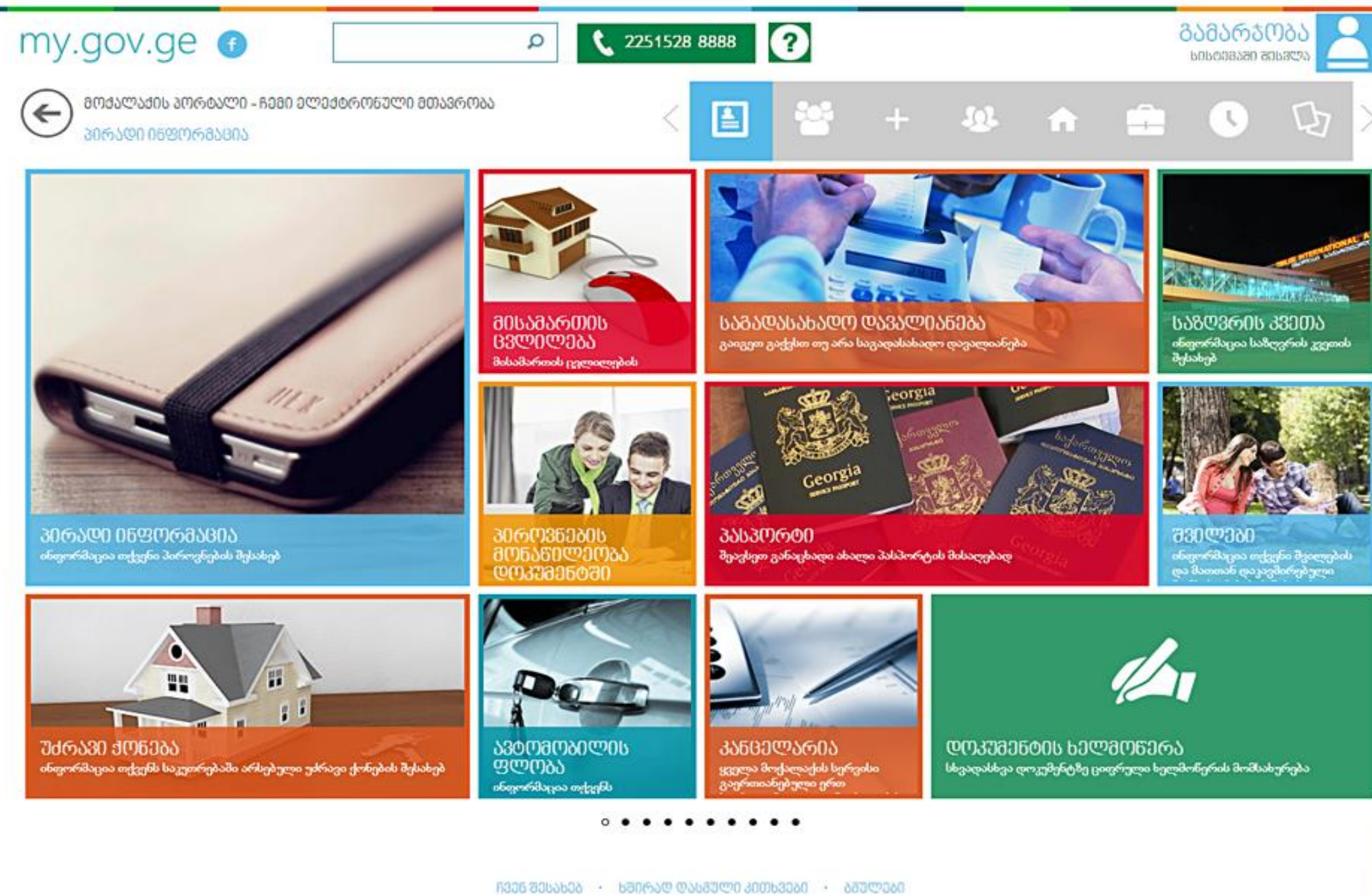128 entities information systems are integrated and 44 mln transactions conducted in 2016

# ORGANIZATION CENTRIC

CITIZEN CENTRIC

Portal

Government Integrated Processes

Interfaces

Social Benefits

Law and Order

Defence

Health

Taxation

Employment

Education

Environment

Common Tools

# MY.GOV.GE – CITIZEN'S PORTAL



- 40,000 registered individual users
- 800 registered legal entities
- Digital channels for G2C, C2G, G2B and G2G
- Currently only 56 e-services are available
- More informative service than transactional
- ePayment module is integrated
- Digital communication with 250 public agencies
- Most popular public portal in 2016

Top 5 services:
- citizen's participation in civil acts (35%)
- Information on tax liabilities (18%)
- Information on Property registry (17%)
- Information on Border crossing (16%)
- Information from Car/vehicle registry (14%)

# ORGANISATIONAL FRAMEWORK – E-GOVERNMENT INSTITUTIONAL SET-UP
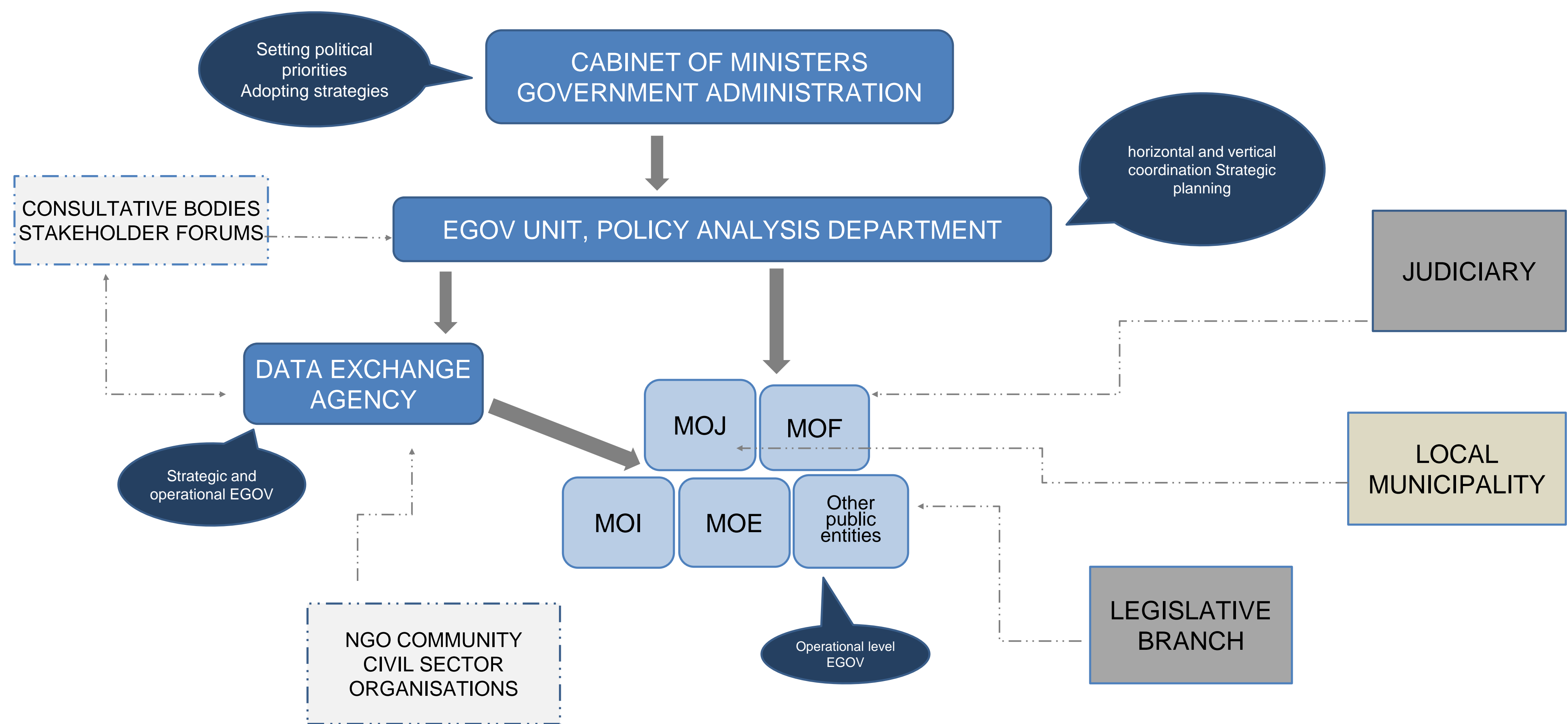
# STRATEGIC FRAMEWORK – DIGITAL GEORGIA

A Digital Georgia
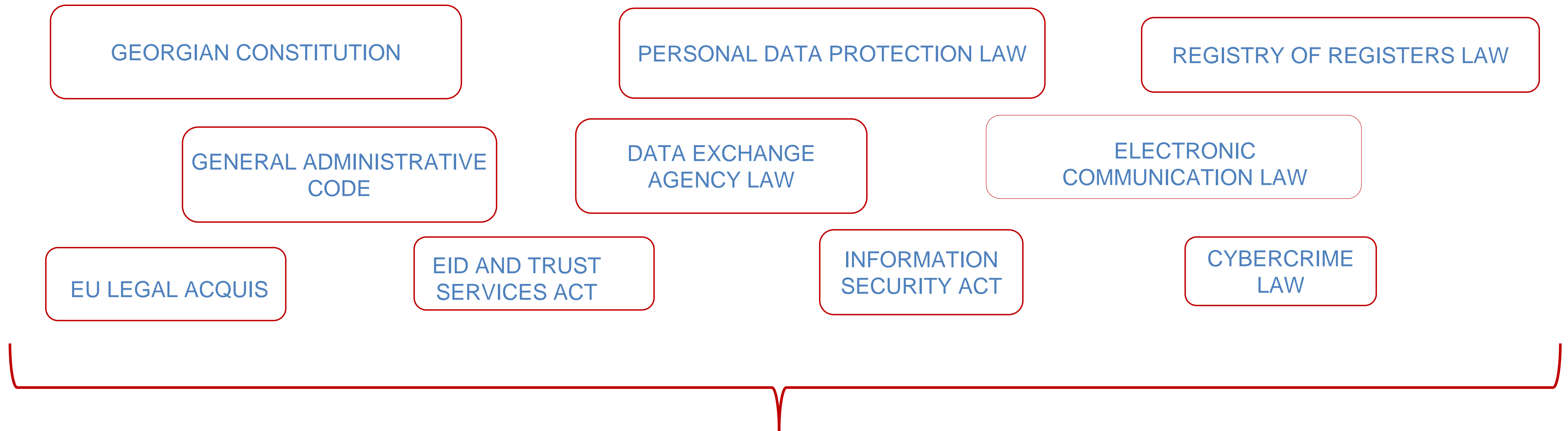E-Georgia Strategy and action Plan ( 2014-2018)
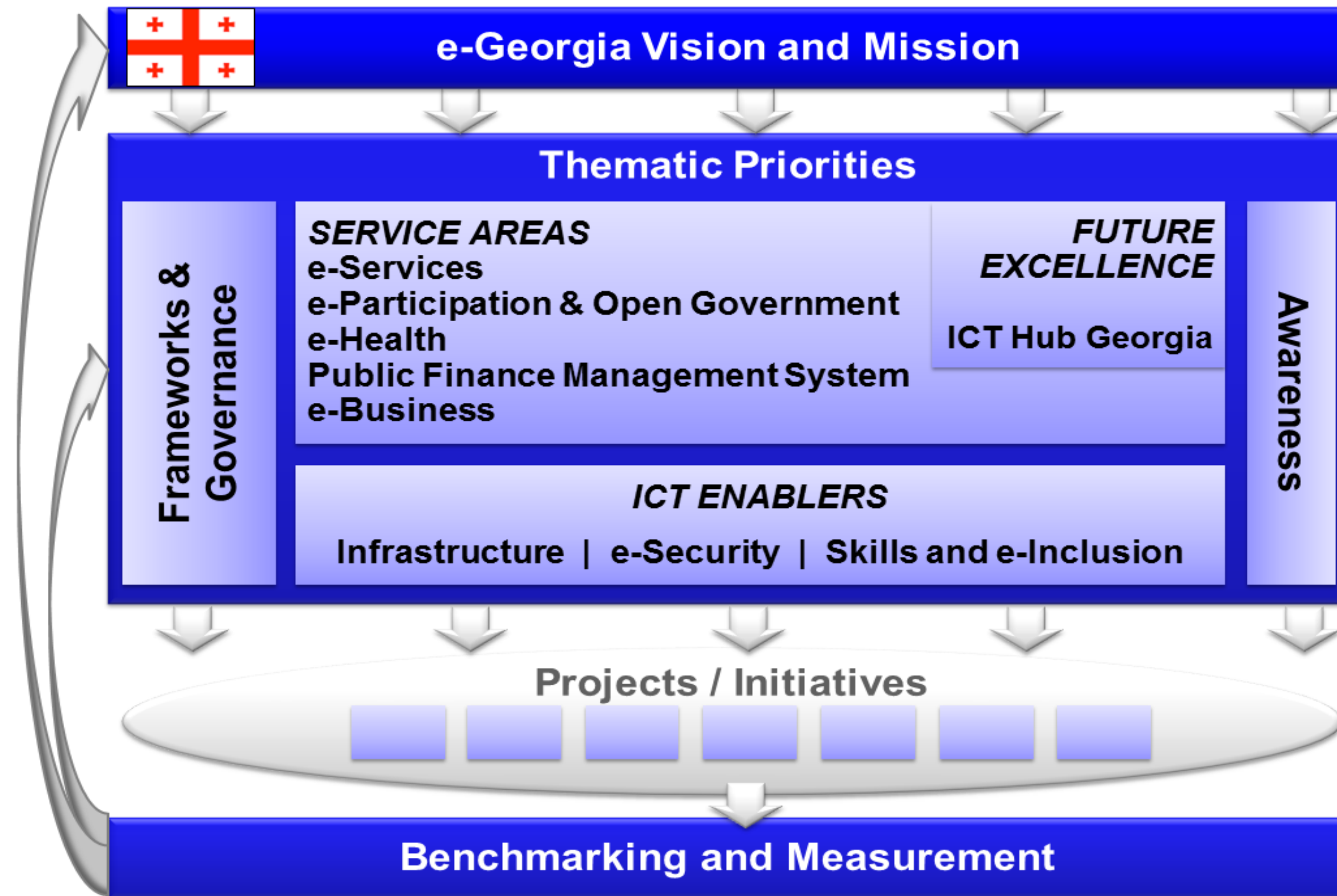


11 thematic priorities into:
- Service Areas
- Future Excellence
- ICT Enablers
- Frameworks & Governance
- Awareness

Outcome:
- Underperformance (35% performance)
- Lack of monitoring measures
- Poor cooperation and coordination
- Lack of financial support

# E-GOVERNMENT – LEGAL FRAMEWORK

GEORGIAN CONSTITUTION

PERSONAL DATA PROTECTION LAW

REGISTRY OF REGISTERS LAW

GENERAL ADMINISTRATIVE CODE

DATA EXCHANGE AGENCY LAW

ELECTRONIC COMMUNICATION LAW

EU LEGAL ACQUIS

EID AND TRUST SERVICES ACT

INFORMATION SECURITY ACT

CYBERCRIME LAW

Technology independent legislation    **Principle of Necessity**    eEvidence legally valued    **Standards on high legislative level**

Regulations in G2G, G2C, G2B sphere    **paper ≠ original**    Legal Force of e-signature and e-document

**Flexibility with C2B, C2C and B2B transactions**    Principle of Openness    **Sector specific legislation in place**

Technical regulations in sub-normative acts    **electronic = physical**    Usage of electronic document flow system

# CYBER SECURITY ORGANIZATIONAL FRAMEWORK

## State Security and Crisis Management Council

established in January 2014
Under the Direct Subordination of the Prime-Minister

## Ministry of Justice Data Exchange Agency

established in January 2010
Under Supervision on MoJ of Georgia

1) E-Government Development
2) Information Security Development.
3) CERT.GOV.GE Operate.

## MIA Cyber Crime Division 24/7 International Contact Point

established In December 2012 as a
Structural Unit of the Ministry of Internal Aff

Cybercrime division is the only agency
that has Investigatory functions on all
types of Cyber Incidents

## State Security Service of Georgia

established in 2015
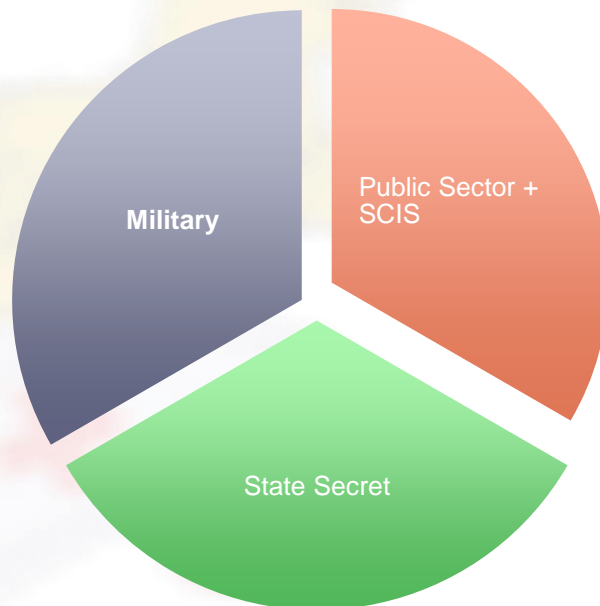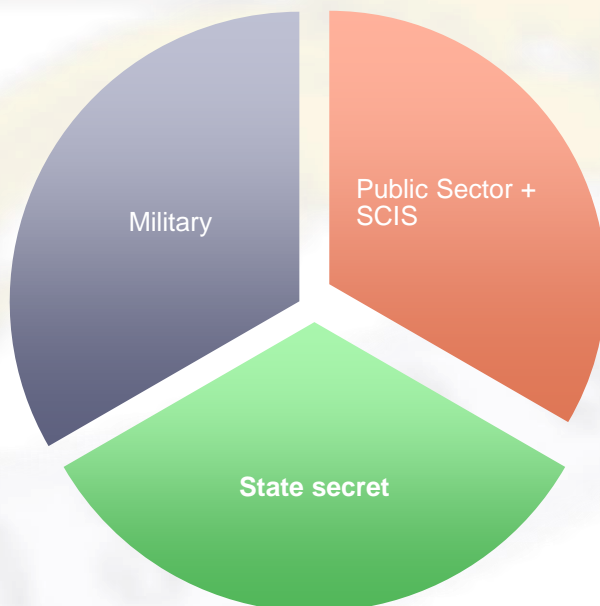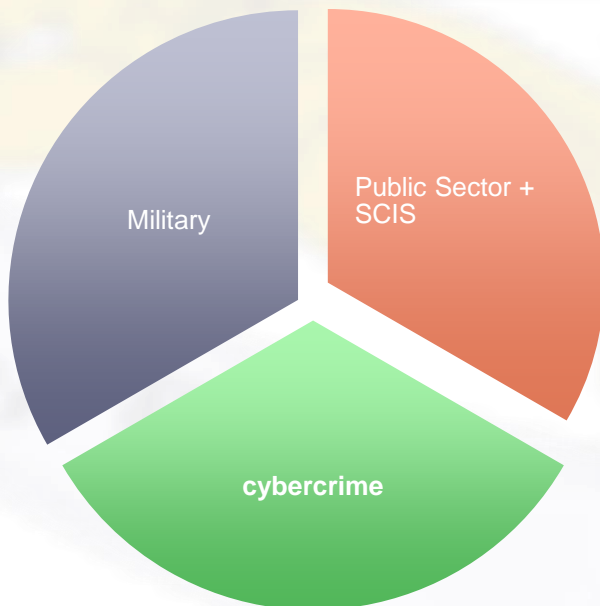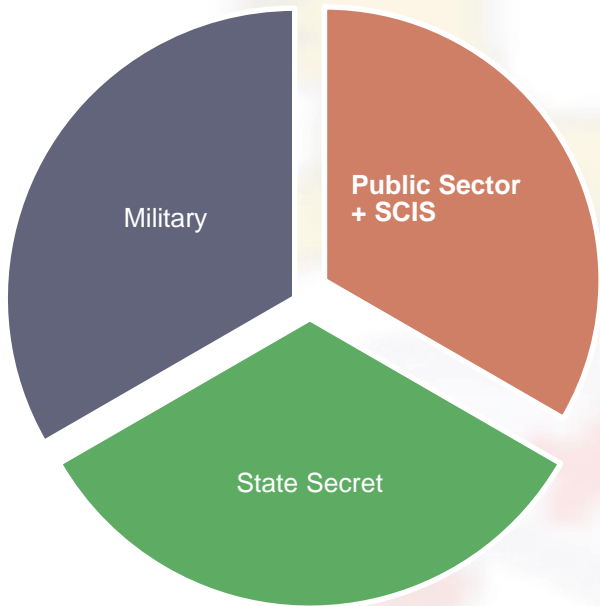
State    secrecy domain

## Ministry of Defense Cyber Security Bureau

established in 2014 Under Supervision
of Ministry of Defense of Georgia (MoD)

Information & cyber security in
the defense sector

# CYBER SECURITY ORGANIZATIONAL FRAMEWORK

**Established In 2010 – Data Exchange Agency, Ministry of Justice composed two INFOSEC and CERT professional teams**

→ **Information Security** policy development, implementation, monitoring.

→ **CERT.GOV.GE** (Computer Emergency Response Team)

| Information Security Team | CERT.GOV.GE Team |
|---|---|

# TECHNICAL PILAR – CERT.GOV.GE

**Services and Activities**

**Proactive Services: (Free)**

- **Incident Handling Support and Consulting**
- National Incident Database
- Detection of Infected Web Sites
- **IP and Domain name Blacklist**
- **Safe DNS (Safe Internet)**
- **Check My IP Service**

Special Services:

- **Source Code Analyze Service**
- **Malware Analyze Service.**
- **Vulnerability Analyze Service**

**Monitoring Service**

- **IP Monitoring Services.**
- Network Monitoring System

**Conferences and exercises**

- Cyber Security Forum
- **Annual GITI Regional Conference**
- Cyber Olympiad
- Cyber Class

**Awareness Raising and Basic trainings**

Basic Training Courses

Media Campaigns, Videos, Calendars, Newsletters, Brochures, Public Speeches, etc.

# INFORMATION SECURITY SERVICES

➡️ **ISO Management System Consulting Service**

Review of Information Security Management documentation: Policy, Plans, Audit report and etc.

➡️ **Implementation of Management System**

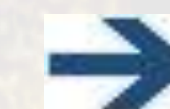| Support on implementation of legal requirements | Implementation of Management System<br>•Information Security ISO 27001<br>•Business Continuity ISO 22301<br>•Quality Management ISO 9001 | Consulting on establishments of Risk Management |
|---|---|---|

➡️ **Certified Course in Management Systems**

( Introduction, Implementation and Internal Audit in Information Security Management Systems, Certification Exam).

NATO SPS Project Trained Professionals from Moldova, Montenegro, Azerbaijan, Ukraine, Mongolia

➡️ **Information Systems Audit Service**

| Audit of Management Systems<br>•Information Security ISO 27001<br>•Business Continuity ISO 22301<br>•Quality Management ISO 9001 | Audit of Information Systems |
|---|---|

# INTERNATIONAL RECOGNITION OF GEORGIA'S CYBER ACHIEVEMENTS

**ITU Global Cyber security Index 2017:**

Georgia is in **TOP TEN** most committed countries in the world

Country
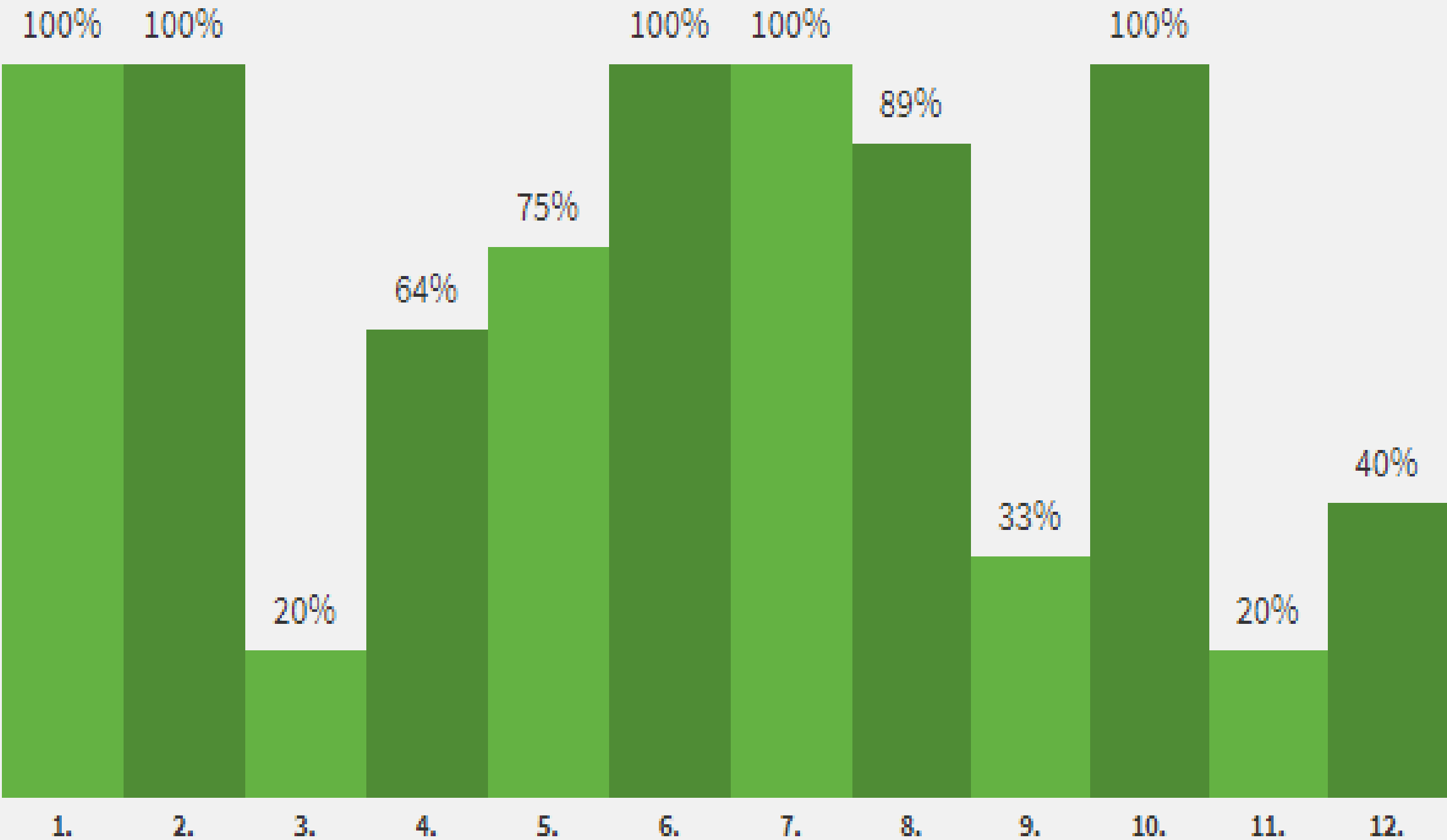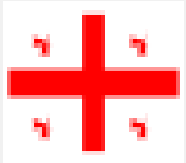**GEORGIA**
Rank in Europe: **2**
Rank Worldwide: 8

| 0.91 | Legal |
| 0.77 | Technical |
| 0.82 | Organizational |
| 0.9 | Capacity Building |
| 0.7 | Cooperation |

## Other Countries:

| Country | Ranks EU | Score | Legal | Technical | Organizational | Capacity Building | Cooperation |
|---------|----------|-------|-------|-----------|----------------|-------------------|-------------|
| ESTONIA | 1 | 0.84 | 0.99 | 0.82 | 0.85 | 0.94 | 0.64 |
| FRANCE | 3 | 0.81 | 0.94 | 0.96 | 0.6 | 1 | 0.61 |
| NORWAY | 4 | 0.78 | 0.96 | 0.89 | 0.64 | 80.8 | 0.57 |

According to the UN E-government Survey 2014, Georgia has improved its E-government development index by 16 units and moved from the position of 72nd to 56th among 193 countries

THIS IS A SIZABLE PROGRESS!
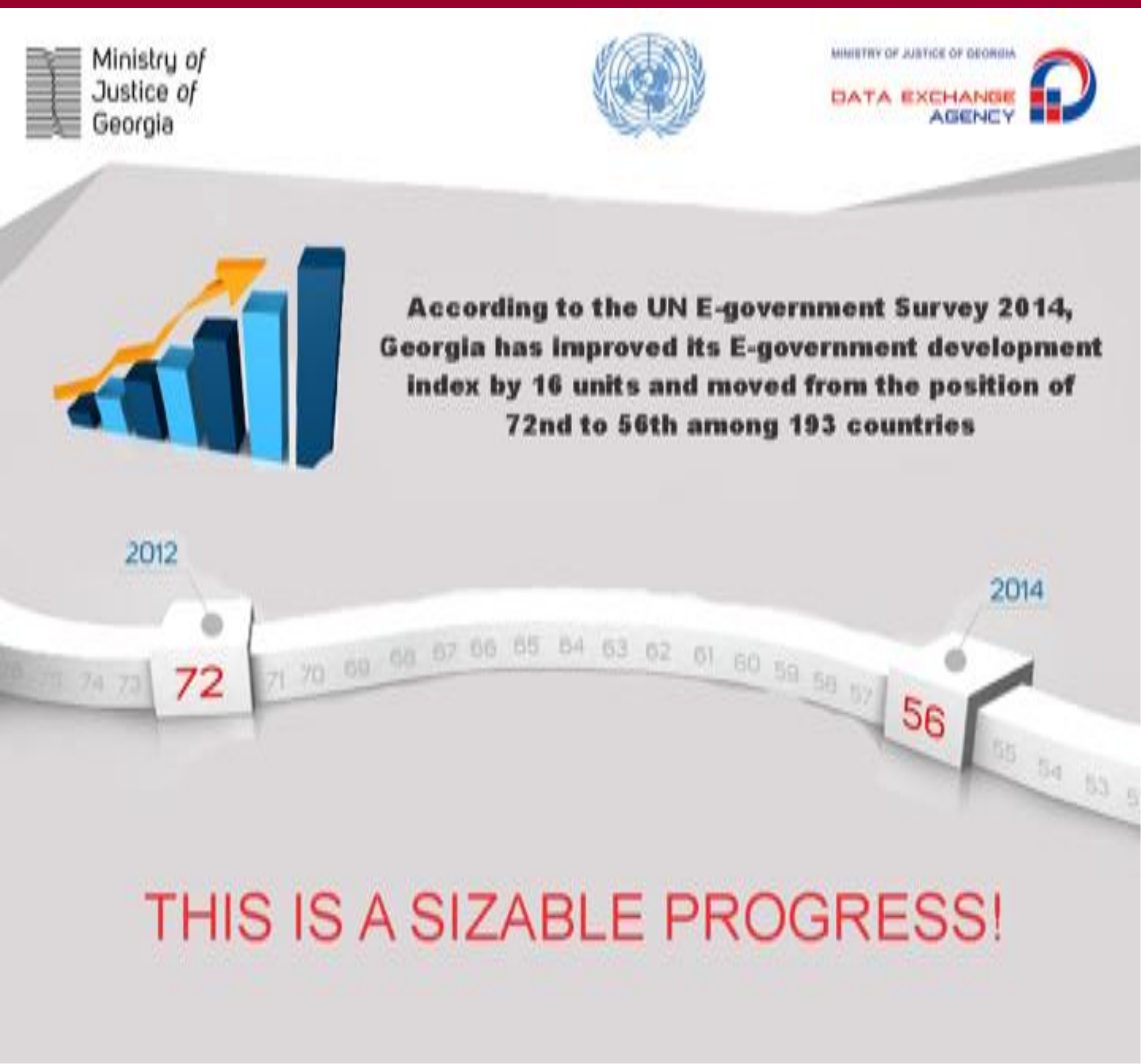
| GEORGIA | Rank 2016 | Rank 2014 | Rank 2012 | Rank 2010 |
|---|---|---|---|---|
| E-Government | 61 | 56 | 72 | 100 |
| E-Participation | 76 | 49 | 73 | 132 |

| Country | Rank 2016 |
|---|---|
| Azerbaijan | 56 |
| Ukraine | 62 |
| Republic of Moldova | 65 |
| Turkey | 68 |
| Armenia | 87 |

# THANK YOU FOR YOUR TIME

## QUESTIONS?