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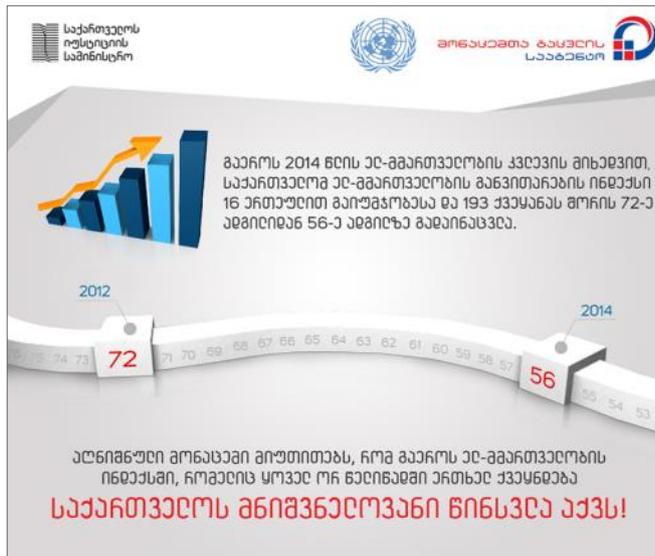
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INSIDE THIS ISSUE YOU WILL READ

- UN E-GOVERNMENT SURVEY 2014: GEORGIA ENJOYS IMPROVED POSITION** 1
- CERT.GOV.GE OFFICIALLY INCLUDED IN WORLD'S AUTHORIZED CERT LISTING** 2
- REPUBLIC OF KOREA: ANNUAL FORUM IN PUBLIC SERVICES** 3
- NEW E-SERVICES ADDED TO RHE CITIZEN'S [PRTAL MY.GOV.GE** 3

UN E-GOVERNMENT SURVEY 2014: GEORGIA ENJOYS IMPROVED POSITION



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 result implies that Georgia is experiencing continuous progress in the UN E-government index, which is published in every two years.

In comparison with the positions achieved in 2010, Georgia observed significant step forward in 2012, when the country climbed to the 72nd position from (Georgia was 100th in

2010) and even improved this position this year by reaching 56th place. This position puts Georgia ahead of Turkey, Azerbaijan, Armenia, Ukraine and other countries of the region.

"It is important to have in mind that those countries, which scored high results and are on a leading positions spend incomparably more resources than Georgia does, but our progress is impressive. This I'd say is a result of a broad-scale work carried out by the government of Georgia. The leading organizations in this process are the Ministries of Justice, Finance and Internal Affairs. The fact that we have established State Commission for supporting E-Government development in Georgia is another proof that our government considers E-government as one of its priorities. This commission is chaired by the PM, while the Minister of Justice serves as a deputy chair (Continued on P.2).

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(Continued from P.1)

The success we observed this year is a vivid example that Georgia is on a right track in terms of E-government development and that will strongly back our country's sustainable progress." – **Alexander Burchuladze**, Deputy Minister of Justice commented.

It worth noting that Georgia enjoys significant improvement in terms of E-participation, which is determined by the level of usage of ICTs in the process of communication between the government and citizens. In this portion Georgia currently stands 49 instead of 66th position held in 2012.

"E-government index provided by the UN is the most trustful and reliable measuring instrument to see which countries have the progress in this direction. The first survey of this kind was conducted back in 2003. Georgia ranked 153 among 179 countries then. In 2010 Georgia's position was 100. Data Exchange Agency of the Ministry of Justice of Georgia, which is a premier governmental body responsible for the development of E-government in the country, started its operation that year and today we can say that Georgia within the period of 2010-2014 has advanced by 44 units in E-government world index, which currently measures data from 193 countries. This is a very positive result." – Said **Irakli Gvenetadze**, DEA's Chairman.

The UN E-Government Survey aims to measure country's success level in E-governance institutionalized development, policy making and building appropriate infrastructure. In this report special attention was paid to the availability of e-services in nonurban, rural regions. Mobile services, crowdsourcing, e-clouds and e-service booths and such innovations have also gained sizable attention.

In the survey, a special attention is paid to the means of electronic identification (eID) and their implementation. In this regard, Georgia is mentioned among Canada, Finland, Japan, New Zealand and Singapore.

Georgia is also mentioned among those countries, where the websites of public institutions are well-integrated with social networks.

The first three leading countries that top the index are South Korea, Australia and Singapore, while the France occupies the first place in Europe.

CERT.GOV.GE OFFICIALLY INCLUDED IN WORLD'S AUTHORIZED CERT LISTING



Data Exchange Agency of the Ministry of Justice of Georgia inculcates a place in the international field. Agency's Computer Emergency Response Team (CERT.GOV.GE) is officially entered the list of organizations, which are authorized to use "CERT" acronym.

The above mentioned decision was made by Carnegie Mellon University, which owns "CERT" trade mark.

"CERT.GOV.GE is now officially recognized by Carnegie Mellon University. This is an important success, since Carnegie Mellon University grants the right to officially use CERT acronym to only those organizations, which successfully underwent various qualification requirements and satisfy internationally recognized standards." – Commented **Irakli Gvenetadze**, DEA's Chairman.

CERT.GOV.GE is a principal governmental unit responsible for country's information and cyber security.

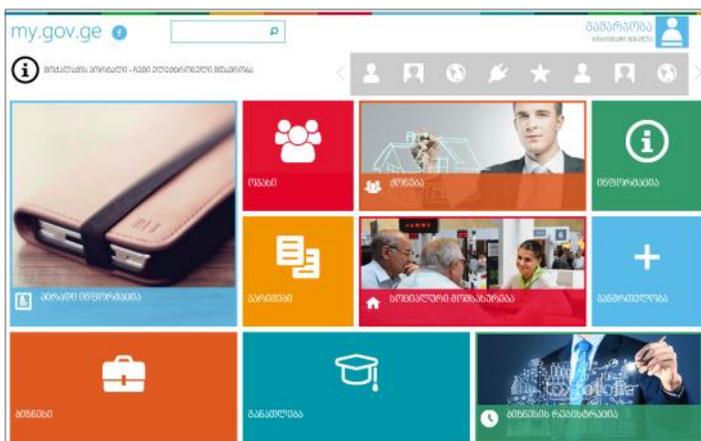
REPUBLIC OF KOREA: “ANNUAL FORUM IN PUBLIC SERVICES”



On June 23-27, Chairman of Data Exchange Agency of the Ministry of Justice of Georgia attended “Annual Forum in Public Services” organized by the United Nations, held in Republic of Korea. Within the frames of the event, representatives of attending countries held various working meetings on e-Governance related issues.

Active discussions about e-Governance development took place during these meetings. Participants were also able to share the experience accumulated in this field. The meetings were followed by the presentation on the methodologies and results of the UN e-Government survey.

NEW E-SERVICES ADDED TO THE CITIZEN’S PORTAL MY.GOV.GE



Data Exchange Agency of the Ministry of Justice of Georgia has finished integration process of adding new e-services to the Citizen’s Portal MY.GOV.GE

Newly added services enable all interested customers to check their own or other individual’s status in the registry of debtors. In order to use the above mentioned service, registered customer should select “Registry of Debtors” section. If the person is not registered in the registry, the system will automatically generate an appropriate message, but if the customer is willing to check other individual’s status, in this case he/she should proceed to the link “debtor search form”

and fill in the relevant fields.

Citizen’s Portal MY.GOV.GE is an online resource, which brings together all e-services provided by various public organizations. Individuals registered on the portal are able to use these e-services without leaving an office or residence from any country of the world. All these operations are carried out online and the process requires to undergo a very simple steps. In return, the ability to use government-owned e-services saves customer’s time and financial resources.

Citizens have two options for granting access to the portal: they can use either their new identification card or user name and password, which can be registered at any branch of the Public Service Hall.

There are variety of e-services presented at the portal, which can easily be used. Customers can find categorized services related to the person (passports, various certificates), property, social and health care, business etc. It is also available to pay utility bills through the portal.

Registered customers can also request public information from virtually all governmental organizations electronically and receive their feedback right in the notification box.

All services integrated to the portal are categorized, which makes it easy to find desired ones. As for today, customers can use nearly 70 e-services. The process of adding new services is continuing.

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