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TALLINN: E-GOVERNANCE CONFERENCE 2015



On May 11-14, Estonian capital city Tallinn hosted e-Governance conference organized by Estonian Academy of e-Governance.

Georgia's Minister of Justice **Tea Tsulukiani**, invited by the Estonian President **Toomas Hendrik Ilves**, made opening remarks on the conference.

In her speech, considering Estonia's outstanding experience in e-government development, the Minister highlighted the prospects of broadening Georgian-Estonian

relationships, underlined the importance of e-Government and e-services for increasing Government's effectiveness and efficiency, fighting against corruption and ensuring common welfare. Georgia's success in building a strong e-government platforms and subsequent e-services were specially observed by the Minister.

Paata Sirbiladze, DEA's Project Management Specialist represented the Agency on the conference, who made presentation about implemented projects and achieved results in the process of e-Government development. The audience expressed special interest on the conceptions of Citizen's Portal, Public Service Hall and Community Centers.

The conference aimed to serve the following interrelated communities: Government decision makers and strategists from countries implementing national e-Governance strategies, focusing on the EU Eastern Partnership and Open Government Partnership countries.

The conference, which brought together world's leading e-Governance experts from governments, business, academia, international organizations and civil society groups was attended by more than 250 participants from 70 countries.

UZBEK DELEGATION VISIT AT DATA EXCHANGE AGENCY



A delegation from Uzbekistan held a working meeting at Data Exchange Agency of the Ministry of Justice of Georgia, during which representatives of the agency made presentations and shared information about ongoing projects in e-Governance development, data exchange infrastructure formation, e-services and open government, as well as experience,

which the agency accumulated over the past few years.

Members of the Uzbek delegation also held meetings at various public organizations, which are participating in the development of e-governance in Georgia and took a tour at Tbilisi Public Service Hall.

“We are happy that representatives of different countries are becoming interested in sharing our Agency’s experience. Today our guests from Uzbekistan took a close look at our Agency’s responsibilities and field of operation, which is tied with e-Governance and e-services development in our country.” – **Irakli Gvenetadze**, DEA Chairman.

Colleagues from Uzbekistan also received the first-hand information about the tendencies of cyber and information security development in Georgia and specifics of delivering e-services through the one-stop-shopping platform – Citizen’s Portal

MY.GOV.GE.

MICROSOFT ABOUT DATA EXCHANGE AGENCY



Microsoft Corporation has featured Data Exchange Agency of the Ministry of Justice of Georgia and its e-government specialized infrastructure in its success story category. For more information, please visit:

<https://customers.microsoft.com/Pages/CustomerStory.aspx?recid=21127&fbid=NOFBID&mtag=mbar-twitter>

TRAININGS IN INFORMATION SECURITY MANAGEMENT SYSTEMS AND THE BASICS OF CYBER-INCIDENT HANDLING



At the Training Center of Justice, Data Exchange Agency of the Ministry of Justice of Georgia held training sessions in information security management systems and cyber-incident handling for the representatives of subjects of critical infrastructure and various organizations.

The first phase of the training featured awareness rising tools for the requirements of information security, as well as stages of planning, implementing and auditing of information security management system. The second phase was dedicated to the basics of cyber-incident handling.

During the training, participants have acquired appropriate knowledge on the ways of practical implementation of information security, thus enabling their representative organizations to be in compliance with the requirements of law of information security of Georgia.

As for the second section of the training, participants received a closer outlooks on those present-day methods used to effectively respond to cyber-incidents.

Nine-day long training sessions completed with testing for the candidates of information security managers, on the results of which relevant certificates were issued. Certificates of attendance were also issued for the participants of the training in the basics of cyber-incident handling.

MY.GOV.GE PRESENTATION HELD IN GEGUTI AND MUKHAESTATE



Data Exchange Agency of the Ministry of Justice of Georgia has extended its presentation tours and held meetings with residents of Geguti (Tskaltubo Municipality) and Mukhaestate (Kobuleti Municipality), during which advantages of MY.GOV.GE were explained. A number of community centers located throughout Georgia will host MY.GOV.GE presentation events in coming months.

Representatives of Data Exchange Agency have given out a very detailed information about Citizen's Portal MY.GOV.GE for the local audience and presented a clear instructions on how to register and use the portal and receive benefit from it.

In order to register on citizen's portal MY.GOV.GE, one can use a new ID card, or username and password, which can be obtained in Public Service Halls (one time visit is required). However, to take advantage of all services provided by citizen's portal it is recommended to use a new ID card.

Citizen's portal MY.GOV.GE is an online resource, which gathers various e-services provided by public and private organizations. The citizen portal gives user a chance to apply those services remotely, in online regime with a few simple combinations from any country, without having to leave an office or residence.

By going through several simple procedures, the user will be able to use diverse services related with the person (passport, different types of certificates, interesting information about surnames and etc.), property, social services, health, business startup, communal payments, fines, or other types of payments. Each service is grouped in relevant category, which makes it easier to choose the needed ones. The user of citizen's portal can also put all frequently used services in his or her personal page. At this moment citizen's portal displays over 70 e-services.

"The portal is designed for every citizen of our country. That is why it is very important to provide comprehensive information about the system for our customer from different regions of Georgia. We strive to make e-governance, one of the examples of which is e-services and their availability, easily accessible for as many citizens as possible. In this regard, it is important to inform customers residing in regions about these services and today's presentation was a continuation to fulfill this commitment. It is worth noting that the portal will also feature municipal e-services applicable with specific municipalities in the nearest future" – **Irakli Gvenetadze**, DEA Chairman.

The meetings will continue and cover all regions of Georgia.

CERT.GOV.GE RECOMMENDATIONS

Spam



Spam is most often considered to be electronic junk mail or junk newsgroup postings. Some people define spam even more generally as any unsolicited email. However, if a long-lost brother finds your email address and sends you a message, this could hardly be called spam, even though it is unsolicited. Real spam is generally email advertising for some product sent to a mailing list or newsgroup.

What is spam?

Even though the problem of spam has been with us since the 1990s, there is no single accepted definition. The term is widely understood and in general

use, and in general the concept includes the notions that spam includes unwanted electronic communications, generally commercial in nature, and increasingly likely to be a source of malware. Attempts to freeze a definition in time are likely to be futile, because the nature of the problem changes at the same speed as the change in Internet technology and applications. For example, concerned individuals and organizations note the spread of spam to mobile technologies, as for example through SMS and MMS messages.

What is being done to fight spam?

Spam affects everyone involved with the Internet including, among others, network operators, ISPs, businesses, recipients and, at the most basic level, the infrastructure itself through burden that it places on the system. For that reason, fighting spam requires a multi-stakeholder approach. For concrete solutions that will combat the causes and effects of spam, the coordinated efforts of stakeholders from both private and the public sectors are required, including but not limited to:

Legislators and public regulatory authorities, including communications regulators, consumer protection agencies and others such as privacy and data protection officials;

- Criminal and civil law enforcement agencies;
- ISPs and other providers of mail services;
- Host operators – operator groups;
- Organizations responsible for developing relevant standards and best practices;
- Electronic marketers;
- Organizations representing Internet users;
- Private sector entities dedicated to addressing issues related to spam such as those involved in spam filtering or in combating “phishing.”

What is Spam bot?

Spam bot is program (spider, bot) on the Internet that gathers e-mail addresses to send spam to. There are countless e-mail addresses on Web site "contact us" pages as well as on blogs and newsgroups. Since they are typically coded in the "mailto" format, which when clicked, causes the address to open an e-mail message window, they are easily located

You can check whether your IP address is infected by using our service called Check My IP. Please visit DEA's web site at www.dea.gov.ge and under CERT Services choose Check My IP.

Avoiding Spam

Do not put your email address on a web page.

This is the most common and easy means by which a spammer will get your email address. Their software will simply trawl through the Internet looking for tell-tale clues such as a "mailto:" link or the @ symbol. Be particularly careful with online directories, bulletin boards or web based discussion forums as they are the favorite hunting grounds of email gathering software.

If you must provide an email address, create a new one for this purpose or ensure that you select the 'do not display my email address' option if available.

If you wish to provide an email address on your own website, either provide a generic email address such as info@companyname.co.uk and resign yourself to the fact that it will get lots of junk email. Alternatively try and protect the email address by either placing it on your website as an image or use JavaScript to generate your email address from its components (The crawlers could use optical character recognition for images and run every script, but this would be very, very slow, so they rarely do this).

Avoid posting to Newsgroups.

If you do post, use a false return address. In your signature, you can give your real email address, but be careful to do so in such a way that a program will not be able to recognize your actual email address. For example, yourname@DONTSPAMME.company.org.uk In this case you would remove the DONTSPAMME to get to the real address. Simple, inelegant, but will fool many automatic email collection software as long as you don't use a word that is commonly used such as NOSPAM as more sophisticated email collectors will have adjusted their software to recognize it.

Choose which email discussion groups you join with care.

If you participate in a mailing list, there may be nothing you can do to stop a spammer from getting your email address from that list. Spammers can sign up to mailing lists just as easily as you can, and if they do, they can get your address from any message you send to the list. You cannot use a false return address in email, because many things simply won't work - for example, if you mistype the recipients address, you will never know your message didn't make it. The only real options here are to not participate at all, or to accept the fact that you may be spammed as a result.

Watch your privacy setting in Instant Messaging.

Instant messaging services usually have several privacy settings, some of which may make it harder for spammers to find you - check with the documentation for your instant messaging software to see what privacy options are available.

VISIT OUR WEB SITES
www.dea.gov.ge; www.my.gov.ge

**DATA EXCHANGE
AGENCY**

2 St. Nicholas/N. Chkheidze Str.,
Tbilisi, 0102 Georgia
Phone: (+ 995 32) 291 51 40
Email: info@dea.gov.ge

MINISTRY OF JUSTICE OF GEORGIA

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