Member States Questionnaire (MSQ) for the
United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020.

Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA[1] assesses national portals with the assistance of independent researchers to construct OSI, requests data from the

Armenia	15/05/2019

International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

☒ **I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.**

I. Institutional Framework

1. What is the official **e-government[2] portal** at the national level? If more than one, please list all.

> **www.e-gov.am** is the official e-government portal of the Republic of Armenia. It links citizens to existing e-services provided by state authorities. Further, it provides information about legal acts adopted by the executive.
>
> **www.gov.am** is another official website that serves as an informative platform to communicate about the operation of the government. Further, it has other sections that inform about legal and other initiatives of the government, ensuring accountability to the public.
>
> Since 2018 the government has undertaken reforms of the www.e-gov.am portal and currently the new portal is in the pipeline and will soon be presented to the public. It has been fully redesigned. The new version will systemize all e-services and offline services and present them in a more user-friendly way. Special attention has been paid to secure the simplicity of the design, the clarity of content, search engine optimization strategies, and the agility of functionality. In general, the platform will be a "one-stop-shop" for the citizens and will operate according to the following principles:
>
> > *Accessibility*: access to electronic public services
> > *Inclusiveness*: information on non-digitalized services
> > *Transparency and Accountability*: information on government functions and performance

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[1] This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

[2] **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

> Further, government agencies have created an inventory of all digital and non-digitalized services which establishes a solid ground for identifying those that need digitalization.

2. Please also provide **URLs** for below **specific portals**, if exists:

   a. E-services[3]:

> **www.e-gov.am** provides detailed information about available e-services, legal initiatives and acts, as well as government reports. It brings together electronic governance tools and databases of the Armenian state agencies as well as provides comfortable environment for their use.
>
> **RA National Single Window for Foreign Trade (www.trade.gov.am)** includes more than 20 electronic services for foreign economic activities. Business entities are able to avoid red tape associated with the queues for filing applications, passing control, obtaining certificates and necessary information in different instances. Having once submitted the declaration to the customs authority with a detailed description of the goods for obtaining the certificate, there is no need to submit the declaration to other agencies that carries out mandatory control.

   b. E-participation[4]:

> **www.e-draft.am** is a unified portal for publishing the drafts of all legal acts and collecting comments from the public. It serves as a platform for public discussions. All the reviews presented for every draft law are reviewed by responsible agencies and the presenter receives a feedback. As of 11.04.2019 around 22 000 users are registered on the website.
>
> **www.e-request.am** is a website for providing feedback or filling complaints about the quality of services provided by state agencies. Further, it enables to contact relevant government agency directly and track letters and requests.
>
> **www.e-hotline.am** portal helps citizens ask for assistance or send complains to relevant state authorities.
>
> **www.iYerevan.am** is a platform enables Yerevan Municipality to develop, discuss and implement projects based on the suggestions received from the citizens. Further, it enables to establish real-time public dialogue with all stakeholders and collect ideas to improve the city.
>
> New **citizen feedback portal** will be launched till the end of 2019, the aim of which is to assess citizen satisfaction of all available (online and offline) services provided by state and municipal bodies. After receiving services through the appropriate communication channel (online or phone call), the citizens will be offered to evaluate the quality of those services.
>
> Official websites of more than 250 municipalities is based on the **Municipal Management Information System (MMIS)** (e.g. www.ashtarak.am , www.abovyan-kotayk.am , http://sevancity.am , www.dilijancity.am , www.sisian.am , etc) which allows to provide information to citizens by LSGs (e-information), as well as to engage citizens in the decision-making at local level through online public hearings, feedback opportunities on draft decisions of LSGs, provided services, online broadcasting of Council Meetings and possibility for feedback submission during the meetings, participation in online polls, etc.

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[3] A specific portal where you can see the list of all online services available for the public

[4] **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

It is also planned to incorporate into the MMIS a module for participatory budgeting, allowing citizens to submit investment project proposals online, vote, participate in the selection process of the projects to be funded from local budgets

c. Open government data:

www.**e-citizen.am** is a portal through which citizens, who possess electronic ID cards, have access to their all digital data stored in state databases and connected to the Government Interoperability Platform. Citizens can track the logs of their data usage by different state entities. It is also an official communication tool with the government, as the citizen can receive government notifications through this portal. Government adopted regulation, which defines the procedure of obtaining an official e-mail. Also, "Law on public and personal notification by internet" and "Law on personal data protection" were amended for full implementation of e-citizen portal. Thus, e-citizen is an important tool that contributes to the accountability and effectiveness of public administration and enhanced collaboration between the state and the citizen.

Through the **e-Health portal (armed.am)** citizens have access to their comprehensive healthcare information (data on diagnoses, laboratory tests, allergies, medications received, planned visits and other details) filled in and uploaded by healthcare providers. Each case of accessing patient's health record is fixed and saved in the system for an indefinite time period, and patient can monitor these cases from their personal patient portal page. Also, the portal carries information on available places and appointments in medical institutions providing medical care and services under state-guaranteed free and preferential conditions. The e-Health system improves human life, raising the patients' awareness of their own health and increasing the level of their participation in the improvement of healthcare. The portal enables relevant organizations and governmental agencies to get accurate statistics on the overall health picture in Armenia. It promotes preventive healthcare, helps early diagnosis and reduces the risk of epidemic outbreaks.

DATALEX is public informative portal where comprehensive, detailed, real-time information related to all court case proceedings, verdicts is populated. It also has an operating search engine.

e-register.am is an online database of all registered entities in Armenia, including creation date, owners, official charters, information about legal entity being in dissolution process or terminated, etc.

elections.am has disclosed information on voters' registry, which has the aim to improve transparency in the government processes.

armstatbank.am is a portal, that has open, machine readable data collected by the Statistical Committee of the RA.
The data collected by Statistical Committee of RA can also be found by the following the links:
- ✓ External trade database (https://www.armstat.am/en/?nid=160),
- ✓ Microdata (https://www.armstat.am/en/?nid=15)
- ✓ Statistical databases (https://www.armstat.am/en/?nid=14)

In 2018 www.armstatbank.am had 13 377 views. The official website www.armstat.am registered 271 303 views.

Interactive State Budget (https://www.e-gov.am/interactive-budget/) enables the citizens to study the budget of the Republic of Armenia including current fiscal changes by sections, groups, classes and expenditure lines

Interactive map of Yerevan (https://maps.yerevan.am/am/) is a detailed illustrated map that carries information about Wi-Fi coverage, webcams, locations of places of entertainment, healthcare, education, cultural, state institutions, metro stations, electric vehicle charging stations, petrol stations, etc. It also shows the major investment projects currently being implemented in Yerevan.

www.arlis.am is a unified legal informative platform, which presents comprehensive legal information about laws ratified by the parliament and legal acts adopted by different state bodies. The website is constantly updated and the latest versions of all legal acts are uploaded. The history of changes of legal acts is also available for the visitors of the website.

Government Interoperability Platform (GIP): the system allows state and business entities to access various databases managed by the government, such as population, business, property, car registration, driving permits, tax information and many other registries. Currently, 8 registries are connected to the platform, however, till the end of 2019 virtually all major Armenian registries will be part of the GIP. The access to the data is free of charge for state entities, while business can get access for an affordable and reasonable fee.

www.parliament.am is the official website of the National Assembly of Armenia, where every citizen have an opportunity to find information about the Members of the Parliament, meetings, discussions, legal drafting processes, etc..

Within the OGP Armenia has designed and launched e-gov tools, which corresponds to the "open government" standards:
- ✓ E-draft for public awareness on the lawmaking activity of state governance bodies (e-draft.am)
- ✓ SMS polling to measure user preferences in regional communities.
- ✓ Armenia became EITI Candidate country and launched the first online reporting mechanisms for metal mining (eiti.am)
- ✓ Online school admission system (for the close future will envisage all educational institutions) (hayt.emis.am)
- ✓ Publishing the declarations of High level Officials' trips from State budget (in e-gov.am).
- ✓ Open data standards for State budget – Interactive budget (in e-gov.am)

d. Public procurement:

gnumner.am is a system that gives opportunity to access to state tender documents, complete and submit bids electronically and keep track on tender processes. All state tenders are held via the platform. **PPCM** system enables to view graphical reports, search for data by procurement plan or contracts, and generate detailed reports based on existing templates in the system.

Through the Forced electronic Auction (harkadir.am) Citizens participate in online auctions conducted by the Judicial Acts Compulsory Enforcement Service of the Ministry of Justice of the Republic of Armenia.

Govtravel.am is a portal, through which state and local government bodies, within the framework of public procurements, book air tickets for business trips. Benefits of this unified portal include highly competitive costs on trips and total transparency (all acquired air tickets with prices are published online) which significantly reduces the risk of corruption.

e.   Other major portals at the national level:

e-cadastre.am - citizens request information and submit applications for state registration of real property rights and restrictions,

e-permits.am - construction permit management system, where citizens can request different types of construction permits (assignment, re-zoning, acceptance, occupancy, demolition, etc.)

e-register.am - Portal presents all the information that business starters need for a firm registration. It is aimed to improve the business environment, decreasing duration of registration and through the application of One-Stop-Shop principle ensure registration of legal entities and sole proprietors during only one visit. By deployment of electronic system and administrative reforms we are now able to register Limited liability companies in 20 and Sole Proprietors in 10 minutes.

e-apostille.am- The system hosts an electronic register of Apostilles issued by the Ministry of Justice or the Ministry of Foreign Affairs, as well as electronic copies signed by an electronic Apostille.

Unified Social Portal (epension.am) - One Social Window is a complex informational database with the help of which citizens have access to the complete information about social services under state care, as well as to application forms and procedures of each provided service. The platform was initially created to ensure public awareness on the cumulative component of the pension system, in parallel with the introduction of the cumulative system in the country.

gp.minfin.am- portal where citizens can buy Government short-term, mid-term and long-term securities, get complete information about allocation dates, terms, etc., also get reports of their securities accounts.

e-payments.am- gives an opportunity to pay taxes, state and local duties, fees, penalties online.

e-notary.am- The system allows submissions of documents to notaries' offices, electronic payment transactions, creation of electronic archive of the documents, generation and verification of contracts, handling of testaments, etc.

www.e-license.am - unified platform for issuing licenses and types of activities subject to notification issued by authorized state bodies. The purpose of the registry is reducing administrative and corruption risks, ensuring availability and quality of services for citizens, as well as saving time and financial resources.

www.e-verify.am - gives an opportunity to check the validity of the documents provided by the state bodies.

> **www.azdarar.am -** Internet notification website
>
> **Civil Service Information Platform** is already under development. The purpose of the information platform is to create an automated human resources management system within the civil service system of the Republic of Armenia, to shape a culture of the use of information technologies in the processes of organization and management of services, to increase the level of transparency and accountability for the services provided to citizens. Creation of the platform also aims to increase the efficiency of human resource management processes in public administration agencies. The platform will give the citizens opportunity to view all vacancies compliant with the citizen's qualification by one access to the website and to subscribe for announcements on tenders held for vacant positions.

1. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

> "EKENG" CJSC (e-Government Infrastructure Implementation Agency), which is the only certification authority in Armenia that creates, verifies, validates and preserves electronic signatures and provides electronic identification services. As a trust service agency, EKENG already provides e-identity and e-signature solutions with national ID cards (using smart card readers) and uSIM cards for Mobile ID.
> EKENG is also in charge for implementing major e-government projects. Government Interoperability Platform (GIP) is one of the most important projects currently being implemented by EKENG's direct supervision. It is aimed at enhanced collaboration and cooperation across government agencies. GIP is a technological and organizational environment enabling a secure Internet-based data exchange between information systems of public and private organizations.
> According to the newly adopted law on the structure of the government, a new ministry of High technology will be in charge of the development of digitalization policy.

2. Does your country have a **Chief Information Officer (CIO)**[5] to manage national cross-agency e-government programs/strategies?

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3. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:
   a. Planning and Development

> Ministry of Economic Development and Investments (www.mineconomy.am)

   b. Education

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[5] **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer **(CTO)** or Chief Digital Officer **(CDO)**

Ministry of Science and Education (www.edu.am)

c. Health

Ministry of Health (www.moh.am, www.armed.am)

d. Social Protection and Welfare

Ministry of Labor and Social affairs (www.mlsa.am) http://epension.am/en/

e. Employment and Decent Work

Ministry of Labor and Social affairs (www.mlsa.am, http://www.employment.am)

f. Environment

Ministry of Natural Protection (www.mnp.am)

g. Energy/Water

Ministry of Energy Infrastructure and Natural resources (http://www.minenergy.am/; http://www.scws.am/) http://www.psrc.am/en

h. Finance/Taxation

The RA Ministry of Finance: (http://www.minfin.am/) State Revenue Committee (www.taxservice.am, www.customs.am,

i. Industry/Trade

Ministry of Economic Development and Investments: (http://mineconomy.am/) RA National Single window for foreign trade (trade.gov.am)

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the Sustainable Development Goals (SDGs)? *(Maximum 250 words)*

Armenia is committed to the implementation of the UN's Sustainable Development Agenda. Armenia kicked-off SDG nationalization process in 2017. The Prime -Minister's Office is acting as a Secretariat for implementation of the 2030 Agenda in Armenia. In 2017 Multi Stakeholder group was formed which designed National Targets and Indicators.

After the Velvet revolution and formation of the new government, the latter has been revising all strategic documents for developing Armenian Development Strategy 2030 that will also include nationalized SDGs.

The Statistical committee of the RA currently has a National Reporting Platform on SDGs at https://www.armstat.am/en/?nid=655

You can find the Armenia Case study at https://open-sdg.readthedocs.io/en/latest/case-studies/armenia/

Link to new National Reporting Platform: https://armstat.github.io/sdg-site-armenia/

In June 2018, Armenia ratified the Comprehensive and Enhanced Partnership Agreement between the Republic of Armenia and the European Union, by which the parties are committed to respect the principles of sustainable development, to develop and strengthen their cooperation on environmental issues, thereby contributing to the long-term objective of sustainable development and greening the economy.

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? *(Maximum 250 words)*

The Government of Armenia has approved the Concept on Development of Information Technology Sector still in 2008, which envisaged conceptual provisions and timelines for the development of electronic society in Armenia based on the analysis of the best international practices. Government Protocol Decree No14 "Strategy Program on Electronic Governance" was adopted in April, 2014, that lays out framework for digital service delivery. The Strategy covered years 2014-2018.

In 2018 Digital Transformation Agenda was developed by the Center for Strategic Initiatives of the RA. Based on the recommendations of the Agenda, the Government is currently preparing Digital Strategy Action Plan that would encompass e-governance, digital skills, and digital economy.

The Development Strategy of Armenia 2014-2025 also envisages provisions related to the development of Electronic governance system.

8. Please check whichever applies.

National e-government strategy or equivalent:

☐ has an implementation plan.

☒ is aligned with the national development strategy

☐ is aligned with the Sustainable Development Goals (SDGs).

☐ is aligned with sub-national/local digital development strategy.

☒ has an emphasis on digital-first principle

☒ has an emphasis on digital by default; digital by design; mobile-first principle

☒ has an emphasis on once-only (data) principle

☒ has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups[6]

☒ makes specific reference to e-participation, digital inclusion and/or engagement.

☒ makes specific reference to the use of social media in the government.

☒ makes specific reference to the use of new technologies[7] such as artificial intelligence, blockchain, big data

(If any checked, please explain further. Maximum 250 words)

In pursuit for the transformative digitalization, the Digital Transformation Agenda of Armenia focuses on six selected areas and the Government will prioritise resources and investments in the development of these areas:

Focus area 1: a smart, collaborative, efficient, and effective GOVERNMENT.

Focus area 2: an adaptive and creative workforce empowered with future-proof DIGITAL SKILLS to drive innovation.

Focus area 3: a high performance, reliable, and affordable INFRASTRUCTURE always ahead of demand.

Focus area 4: a secure and resilient CYBERSPACE to enhance trust in the digital ecosystem.

Focus area 5: a globally competitive PRIVATE SECTOR driven by digital innovation.

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[6] Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

[7] Also referring to emerging technologies

Focus area 6: a cohesive, collaborative, and effective INSTITUTIONAL FRAMEWORK for digital transformation.

All the above-mentioned principles are included in one of the focus areas. Particularly it focuses on the following principles:

1. End-user centric

2. Digital by default

3. Once only

4. Smart and invisible government

5. Open and transparent

It states that the elements of the digital government are formalized and seamless exchange of data between public institutions and with non-state stakeholders, as well as data analytics and application of innovative concepts: smart urban and rural areas, smart grids, Internet of Things (IoT), together with other new technologies, such as Blockchain and Artificial Intelligence (AI) solutions, which in turn ensure efficient and effective planning, service delivery, and better decision-making.

III. Legal Framework

9. Is there any legal framework on:
   ☒ access to information such as Freedom of Information Act
   ☒ personal data protection including digital security
   ☒ open government data
   ☒ digital identity
   ☒ digital certification/signature
   ☒ e-procurement
   ☒ digitally publishing government expenditure[8]
   ☒ data interoperability
   ☐ digital government as a right
   (If any checked, please provide name of the legislation and links. Maximum 250 words)

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[8] Related to SDG Indicator 16.6.1

- Access to information is a constitutional right in the Republic of Armenia Article 51 of the RA Constitution (https://www.arlis.am/DocumentView.aspx?docid=108723)
  - Access to information - Freedom of Information Act https://www.arlis.am/documentview.aspx?docID=1372
  - Law on electronic document and electronic digital signature (https://www.arlis.am/documentview.aspx?docid=120911)
  - Law on Mass Media https://www.arlis.am/DocumentView.aspx?docid=1379
  - Law on Local self-government (article 11) stipulates the requirement of having official websites for the municipalities with 3000 and more residents and describes the mandatory list of the information to be published on the websites.
  - Personal data protection including digital security- Law On Personal Data Protection https://www.arlis.am/documentview.aspx?docID=98338 The Agency for the Protection of Personal Data of the Ministry of Justice of the Republic of Armenia is a separated subdivision of the Ministry, which, in the cases prescribed by law and in certain cases, as well as in cases provided for by the legislation of the Republic of Armenia, provides services in the field of personal data protection.
  - RA Government Decree 1093-Ն, 31.08.2015 (https://www.arlis.am/documentview.aspx?docid=128039) establishes common technical requirements for security and interoperability of electronic systems used by public sector institutions. Detailed technical specifications, security and interoperability aspects, which are applicable to all public sector databases have been described in the Decree.
  - RA Government Decree N 192-Ն, 16.02.2017 (https://www.arlis.am/DocumentView.aspx?DocID=111991) regulates the interconnection of databases and the electronic transfer of personal data, stored and processed by state and local self-government bodies and other delegated entities, between state and local self-government bodies and to RA resident legal entities and investment funds.
  - According to the Government Decree N 572-Ն, 25.05.2017 (https://www.e-gov.am/gov-decrees/item/28675/) the RA state bodies are obliged to provide individual electronic identity identification on electronic platforms or web sites in case of provision of electronic services provided by law.
  - The legal frameworks of the Ministry of Finance of RA are the following:
http://www.gnumner.am/hy/page/orenqner_ev_mijazgayin_paymanagrer/
http://www.minfin.am/hy/page/byujetayin_ev_gandzapetakan_hamakarg/
http://www.gnumner.am/hy/page/karavarutyan_ev_varchapeti_oroshumner/

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

    ☒Yes   ☐No

11. If yes, do you publish results online and share those with the public institutions concerned? *(Max. 250 words)*

Almost all electronic tools run by the Ministry of Justice have specific tool, that collect and analyze user statistics. Some examples: **E-draft** portal collects data on institutions publishing drafts, registration activities, registered users, number of website visit, etc.. **E-request** portal's

special section represents the number of applications, requests and complaints submitted via the website by public authorities, by months, also data about users' feedbacks on the replies of each public authority, etc**. e-hotline** has the same function.

Short User Survey at https://www.armstat.am/file/doc/99509563.pdf

Report on survey of the statistical information users: https://www.armstat.am/en/?nid=725

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

☒Yes ☐No

13. If yes, do you publish results online and share those with the public institutions concerned? *(Max. 250 words)*

As mentioned above, e-request.am website collects citizen satisfaction data. National Statistics Committee's users satisfaction survey questionnaire can be found at https://www.armstat.am/en/?nid=131

The development of a unified Citizen feedback platform has already been launched. With the help of the platform starting from 2019 the citizens will have the opportunity to assess the quality of e-services during and after its provision. The platform will give citizens opportunity to provide feedback not only on the e-services, but also paper based services via website, calls or SMS.

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. *(Max. 250 words)*

The Velvet Revolution that took place in 2018 and led to the creation of a new democratic government succeeded also due to the usage of social media platforms, particularly Facebook. Then the opposition leader and the incumbent PM of Armenia, Mr. Nikol Pashinyan constantly interacted with the citizens via live streamed videos. After being appointed Prime Minister, he continues the same practice and permanently interacts with the people via live videos, collects their questions and answers them. He also uses his Facebook, Twitter, and Instagram accounts to inform the citizens about the decision-making processes in the country, his official visits, and even his time spent with his family. Further, he personally manages his Facebook account.

Almost all state and municipal bodies, including the Government of Armenia, National Assembly, President, and other state agencies have their pages in Facebook, Twitter, YouTube, and Instagram. This not only concerns the official accounts of the institutions but also individual members of the Government, MPs, and other officials.

Further, state agencies and officials usually collect feedback via social networks on their performance, draft legal acts, and other policies to be developed. It is also used to inform the electorate about the upcoming events, hearing, and other meetings.

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

☐ Artificial Intelligence (AI) ☐ Blockchain ☐ Big data ☒ Smart cities

☐ Robotics ☐ Internet of Things (IOT) ☐ Quantum computing ☐

Virtual reality

☐ Augmented reality   ☐ Other:

(Please explain further including relevant links. Maximum 250 words)

> Smart city – Government Decree N 8-11 on the "Adoption of the "Smart City" concept and its action plan" adopted on 01.03.2018 https://www.e-gov.am/protocols/item/875/

16. Does your government have any government body[9] at the national level working specifically related to the new technologies? *(Please explain further including relevant links. Maximum 250 words)*

> The Ministry of Transport, Communication and Information Technologies of the Republic of the Armenia is authorized to develop and implements policies on the development of the information and communication technologies. The Ministry of Transport, Communication and Information Technologies of the Republic of the Armenia acts as a cross-point for all entities in the sector - public and private institutions, international organizations and government agencies, major multinationals and small startups and bring them together to act jointly towards the ultimate goal of High-tech excellence. Its activities cover every aspect of sector development – High-tech -related legal, business and educational reforms, investment channeling and creation of funding schemes for startups, talent identification and workforce development.

VIII. Indicators

17. What is the percentage of the population[10] satisfied with their last experience of online public services? *(Max. 250 words)*

> Since the unified platform to track citizen satisfaction with the public services is currently in the pipeline, there is no comprehensive user satisfaction data.

18. What percentage of your GDP is allocated for ICT investment in the public sector? *(Max. 250 words)*

> The percentage of ICT in the GDP is 3.3% according to National Statistical Committee of RA official report: https://www.armstat.am/file/article/sv_01_19a_112.pdf . However, there is yet no comprehensive data on the public investment of ICT.

19. What is the proportion of persons employed in central government organizations routinely using ICTs? *(Max. 250 words)*

> "Mulberry", electronic document exchange and management system, is integrated into document exchange systems of all state bodies. This means that virtually all people employed in central government organizations routinely use ICT(100%).

20. What is the proportion of persons employed in central government organizations routinely using the Internet? *(Max. 250 words)*

> As already mentioned in Question N 19, "Mulberry" is a web based software that enables to manage official documents electronically, thus, all public servants who routinely use the system use the Internet.

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? *(Max. 250 words)*

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[9] This can be an agency, cabinet, commission, committee, initiative etc.

[10] Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

Statistical Committee of the RA annually collects data on the usage of the Internet and computers. According to the latter, as of 2017 88.2% of the population older than 25 use computers, while for the population aged 15-25 the percentage is 94.4%.

IX. International and Regional Cooperation[11]

22. Is your government part of any sub-regional, regional or international cooperation on e-government? *(Max. 250 words)*

The multilateral cooperation within the Eastern Partnership takes place through 4 platforms and 12 panels. One of the panels in Platform 2 "Economic Development and Market Opportunities" is "Harmonization of Digital Markets" Panel. Through 6 EU4Digital thematic networks Armenia cooperates with 6 EaP and EU countries in terms of joint project implementation and experience sharing.

In Eurasian Economic Commission, which is the regulatory body of EEU, "Internal Markets, Information Support, Information & Communication Technologies Department" in line with other functions, fosters digital transformation within the borders of the Union.

The "Good Governance Program South Caucasus" implemented by GIZ in partnership with the Ministry of Territorial Administration and Development of Armenia provides a possibility for a regional exchange on e-governance and service provision at local level.

"E-governance for Citizen-Oriented and Transparent Administrative Processes" Project implemented by GIZ is aimed at promoting networking and knowledge exchange in the field of e-governance across the Eastern Partnership countries. The Project is implemented in Armenia in partnership with the Ministry of Territorial Administration and Development.

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? *(Max. 250 words)*

Armenia has always proposed its assistance to all the countries, interested in the advancement of e-governance. Several examples of cooperation are the following:
- The Ministry of Finance of the RA shared its experience with an Ethiopian delegation representing various government agencies. The guests were particularly interested in learning the experience of managing the e-procurement system with its challenges and development prospects.
- Armenian authorities shared their experience with Afghanistan government in e-governance.
- The Ministry of Justice of the RA shared its experience with its Kazakhstani counterparts regarding the development of e-draft system.

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? *(Max. 250 words)*

Implementation of Mobile ID technology in Armenia is a public-private partnership initiative. In April, 2018 a Memorandum of Cooperation was signed by four parties, including "EKENG" CJSC (Government agency), mobile authentication operator "Nikita Mobile" LLC, and two Armenian mobile operators "Veon Armenia" CJSC and "Ucom" LLC, followed by signing of the Letter of Intent between "Nikita Mobile" LLC and "EKENG" CJSC in November 2017. The purpose of Memorandum is to support the delivery of public services by state and local self-government bodies via Mobile-ID.

Based on the Memorandum "Electronic digital signature certificate issuance and provision of checking data service delivery" contract was signed between "EKENG" CJSC and "Nikita Mobile" LLC. "Nikita Mobile" LLC has presented the mobile ID solution, which was tested and then approved by "EKENG" CJSC.

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[11] WSIS Action Line C.11 - International and regional cooperation - https://publicadministration.un.org/wsis10/WSIS-Action-Lines-and-Facilitators

X. Contact and Additional Information

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1. Please select whichever applies:

☒ A group of government agencies responded to the questionnaire collectively.

☐ I am authorized and fully knowledgeable to respond to this questionnaire.

☐ I did not have the full information to respond to this questionnaire

☐ I mostly provided my own opinion/assessment rather than official information.

☐Other: *(Max. 250 words)*

2. How did you hear about this questionnaire?

☒ Directly from UN DESA

☐ From the Mission of my country to the United Nations

☐ United Nations E-Government Survey website

☐ LinkedIn

☐ Facebook

☐ Other: *(Max. 250 words)*

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.

This is contributing to enhancement of these key governance principles. For instance, detailed information in government websites about institutional arrangements
Likewise, availability of legal information and state regulations preventing discrimination, protecting against misuse of personal data, and ensuring digital/cyber security for all citizens help to improve transparency and trustworthiness.