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 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.

| Georgia | 12/04/2019 |

☒ **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.

    https://my.gov.ge   http://www.dea.gov.ge

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

    a. E-services[3]:

    https://my.gov.ge   http://rs.ge   https://matsne.gov.ge   https://napr.gov.ge

    b. E-participation[4]:

    https://ichange.gov.ge

    c. Open government data:

    http://www.data.gov.ge

    d. Public procurement:

    http://procurement.gov.ge

    e. Other major portals at the national level:

    https://sda.gov.ge   www.gov.ge

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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)

[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).

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

> Click or tap here to enter Names and URLs.

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

Name:

Title:

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

a. Planning and Development

> Government Administration of Georgia – www.gov.ge

b. Education

> Ministry of Education, Science, Culture and Sports: http://www.mes.gov.ge

c. Health

> Ministry of IDPs, Health, Labour and Social Affairs: https://www.moh.gov.ge

d. Social Protection and Welfare

> Social Service Agency: http://ssa.gov.ge

e. Employment and Decent Work

> Ministry of IDPs, Health, Labour and Social Affairs: https://www.moh.gov.ge

f. Environment

> Ministry of Environment Protection and Agriculture: http://www.moe.gov.ge/en/home

g. Energy/Water

> Ministry of Economy and Sustainable Development: http://www.economy.ge
> Georgian national Energy and Water Regulatory Commission http://gnerc.org/en/home

h. Finance/Taxation

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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 Finance: https://mof.ge

    i.   Industry/Trade

> Ministry of Economy and Sustainable Development: http://www.economy.ge
>
> Enterprise Georgia - http://www.enterprisegeorgia.gov.ge/en

II.
Strategy and Implementation

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

> Sustainable Development Goals are highly valued in Georgia and they are incorporated in the government's strategic document "Georgian Public Administration Reform Roadmap for 2020" PAR roadmap consists of the following strategies: Open Government Partnership; Digital Georgia (e-Georgia); PFMS; Anti-corruption; Civil Service Reform; Regional Development, SDGs are also reflected in "EU-Georgia Assosiation Agreement".

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent?

> E-Georgia strategy and its action plan is an integral part of "Georgian Public Administration Reform Strategy 2020" and it is in line with sustainable development, national development and good governance goals.

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

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

[7] Also referring to emerging technologies

> e-Georgia national objectives, goals and activities are incorporated in Public Administration Reform Strategy and its action plan. Digitalisation of services, e-service delivery with single-window concept, legislative changes aiming at digital by default and once only principle are reflected there.

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

> FOIA chapter (III chapter) is incorporated in General Administrative Code – https://bit.ly/2IqsW24 ;
> Personal Data Protection Act - https://bit.ly/2Kpp585 ;
> Open Government - https://bit.ly/2X1aa5h ;
> Digital Identity – https://bit.ly/2P38Axb ;
> Digital Certification/signature – https://bit.ly/2IcYERa ;
> e-procurement – https://bit.ly/2GbLf8i ;
> digitally publishing government expenditure - https://bit.ly/2X6hSvd ;
> data interoperability – https://bit.ly/2G9n2Qh ;
> digital government as a right can be derived from Georgian constitution (art. 17) https://bit.ly/2ZkEcY

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?

> It is not available online, but we provide data through individual requests to any interested bodies.

V. User satisfaction

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

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[8] Related to SDG Indicator 16.6.1

☐Yes   ☒No

13. If yes, do you publish results online and share those with the public institutions concerned?

> Please explain further (Max 250 words).

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.

> All central and some municipal government agencies use regularly social media as a tool for communication with public and a notification – information sharing mechanism. There are no official guidelines for authorities adopted so far, but generally, communication strategies of each agency mention certain features for this purpose.

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:

> Georgia has a law (https://bit.ly/2Uw2346) and national strategy (https://bit.ly/2JiafP4) on Innovative Development and Innovations.

16. Does your government have any government body[9] at the national level working specifically related to the new technologies?

> Georgian Innovations and Technologies Agency - https://gita.gov.ge/eng

VIII. Indicators

17. What is the percentage of the population[10] satisfied with their last experience of online public services?

> Percentage: (If necessary, please explain further within 250 words).

18. What percentage of your GDP is allocated for ICT investment in the public sector?

> Percentage: (If necessary, please explain further within 250 words).

19. What is the proportion of persons employed in central government organizations routinely using ICTs?

> Percentage: (If necessary, please explain further within 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

20. What is the proportion of persons employed in central government organizations routinely using the Internet?

> Percentage: (If necessary, please explain further within 250 words).

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level?

> Please keep your response within 250 words).

IX. International and Regional Cooperation[11]

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

> Georgia is working with EaP countries on digital transformation process through different projects and programs. Georgia has a partnership MoU with UNU-EGOV on common research and academic activities.

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

> Georgia annually receives dozens of foreign country delegations on ICT reforms and digital transformation process, we share best practice and experience, provide consultancy and on-job trainings.

government?

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government?

X.

> PPP model is utilized in annual regional conference on eGOV – Georgian IT Innovation Conference which hosts 400 participants from neighboring countries and international guests.
> Georgian government entities, for example Data Exchange Agency assists private entities in building up case management systems and in the process of digitalisation of services and integration into single portal.

Contact and Additional Information

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Organization: LEPL. Data Exchange Agency, Ministry of Justice of Georgia

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1. Please select whichever applies:

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

☐ 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:

> Data Exchange Agency is the central government agency responsible on digital government development in Georgia and I work in this agency for 9 years and I am authorised and fully aware of all e-government trends and developments in my country.

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:

> I've got an e-mail with the request to fill it. I provided feedbacks during the previous UNDESA assessments as well.

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